



Ethos CareEvolve Label Printer Installation

On Monday, 8/22/22, Ethos have updated the software location required to install the CareEvolve Dymo Printers.

Prerequisites:

1. Computer must be Windows 10. All other operating systems (Windows XP, Vista or 7, or Mac OS) are not supported.
2. You must be logged in as an administrator on the PC to install software.
 - a. If this is an Ethos provided laptop, please contact Ethos Help Desk at 513-889-4423 Ext. 1138 to assist you.
 - b. If this is a PC that managed by your local IT Department or a 3rd party they will have to assist you.
3. You must have ordering ability in CareEvolve to have access to the Downloads page (this means access level Practice Administrator, Full CareEvolve Access, or Lab Ordering Only access).
4. The PC on which the label printing software is installed should be the lab PC connected to the DYMO label printer.

Follow the steps below to install the DYMO label printing software from CareEvolve:

1. Unplug the Dymo printer from your PC before you start this process.
2. Go to <https://www.ethos-labs.com/resouce-downloads/>
3. Click on the model of Dymo Printer you are going to install.
4. Select **Download**.
5. When the download is complete, Open the installation file from the bottom of the page, or the PC's Downloads folder.
6. Click to open and work through the default installation wizard.
 - a. Please choose the "**COMPLETE**" Installation when asked.
7. Restart your computer after the installation
8. Plug in the Dymo label printer into the USB port.

Follow the steps below to test the DYMO label printing functionality in the CareEvolve application:

1. Login to CareEvolve.
2. Click **Patients > Search Patients**.
3. Locate a patient to use for testing:
 - a. Create a new order for a patient.
 - b. Reprint a label from an existing order.
 - c. Use a 'test' patient to create a new order if one exists.
4. Create a **new order** or open an **existing order** requisition for the patient being used to test the functionality.
 - a. If new order, the order requisition modal will appear after completing the order.
 - b. If existing order, click the printer icon to open the order requisition modal
5. In the order requisition modal, the order requisition appears on the LEFT and the label appears on the RIGHT. (The image of the label is not an accurate depiction of what the label will look like when printed.)
 - a. **Note: if the DYMO printer is not connected to the PC, the green message seen below will be RED to indicating the Dymo Printer is disconnected.**



6. Click either the **Print Label** button or the printer icon to print the label.

If you have any questions about the printer installation or need assistance, please contact:
Ethos Help Desk at 513-889-4423 Ext. 1138