

Opening a Library Document?

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Question

Why am I having trouble opening a document in the eICS library?

Answer

Review these scenarios to identify the cause and resolution that applies to your situation.

Helpful Links

[Juvare.com](#)
[Juvare Training Center](#)
[Announcements](#)
[Community Resources](#)

Cause	Resolution
eICS is not designated as a trusted site .	Make *intermedix.com a trusted site. If you need assistance
Microsoft® Internet Explorer® is not the browser you use to access eICS.	<p>eICS is integrated with Microsoft Office® to streamline the process of the latest version of Internet Explorer is recommended.</p> <p>You can view and edit documents in eICS using other browsers (compatibility pack/add-on), but with these browsers, you may</p>
Adobe® Acrobat Reader® is not installed or the installed version is out-of-date and no longer supported.	<ul style="list-style-type: none">• If you do not have Adobe Acrobat Reader, install the latest version.• If you have version 8 or earlier of Adobe Acrobat Reader, update it.
A pop-up blocker option or program is preventing access to library documents.	In your browser settings, allow pop-ups or add an exception to your browser's Help.