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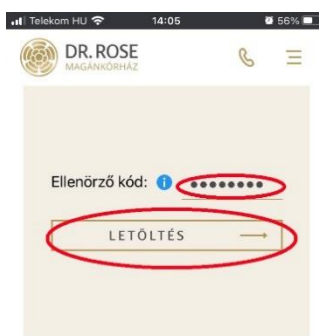
Help

Medical test report downloads on Apple mobile devices

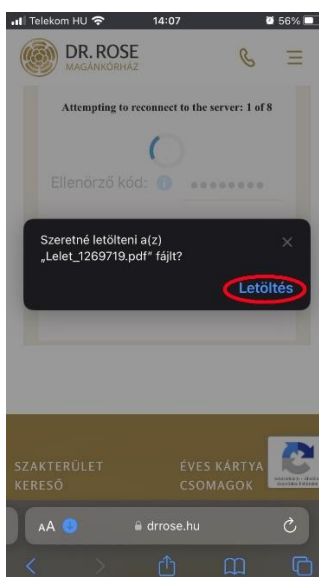
Dear Patient,

If you are using your Apple iPhone or iPad to open a medical test email report from Dr. Rose Private Hospital, you can do so by following these steps.

Click on the link you received in the email, and once the Dr. Rose Private Hospital website has loaded in your Safari browser, enter your password in the verification code field and click on the DOWNLOAD button.



Click the Download button in the pop-up window to start the download.



Once the download is complete, the downloaded report will not open automatically on Apple mobile devices.

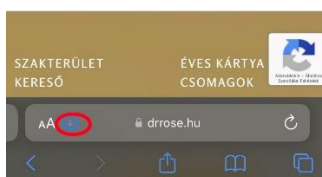
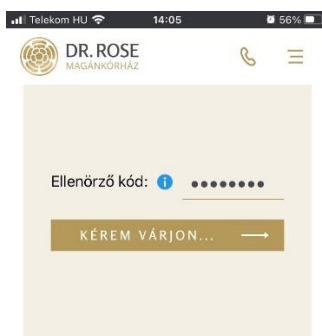
To open it, click on the blue downward pointing arrow at the bottom of the page.



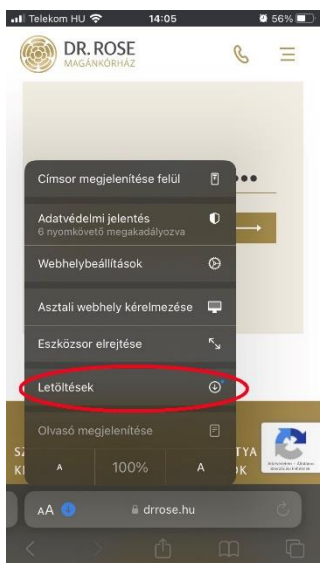
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In the menu bar that appears, click Downloads.



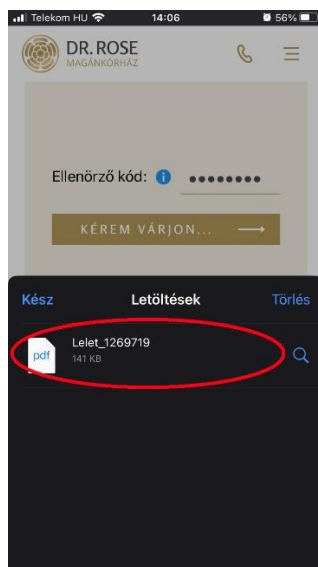
Click on 'Results..' in the pop-up window to display your test results in the default PDF application on your device.



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If you encounter any further problems, we would appreciate your feedback.