# PubMed Send to Clipboard Issue

Recently some users have experienced issues when attempting to use the Clipboard to order articles inside of QDPortal for Docline. Initially we created a workaround which we thought worked, however after users still experienced trouble accessing the clipboard we did further testing which yielded an answer.

There is a resizing issue when opening the PubMed window. You have to shrink down the window so that the gray border on either side is almost hidden. Once the gray border is almost gone, click the search button again then try to open the "Send to" drop down menu. The button should work at this point. There is no permanent fix at the moment when it comes to keeping this from happening, but users will be able to work in QDPortal without having to worry about the inconsistency of the "Send to" function working only occasionally.

The items attached to the clipboard inside of Docline/PubMed will not show up inside the clipboard for QDPortal. The webpage which is opened inside of QDPortal is different than the one opened inside of Internet Explorer (or whichever browser you use to open Docline/PubMed). The cookies don't travel between QDPortal and the webpage. This is due to how Docline/PubMed designed their web pages.
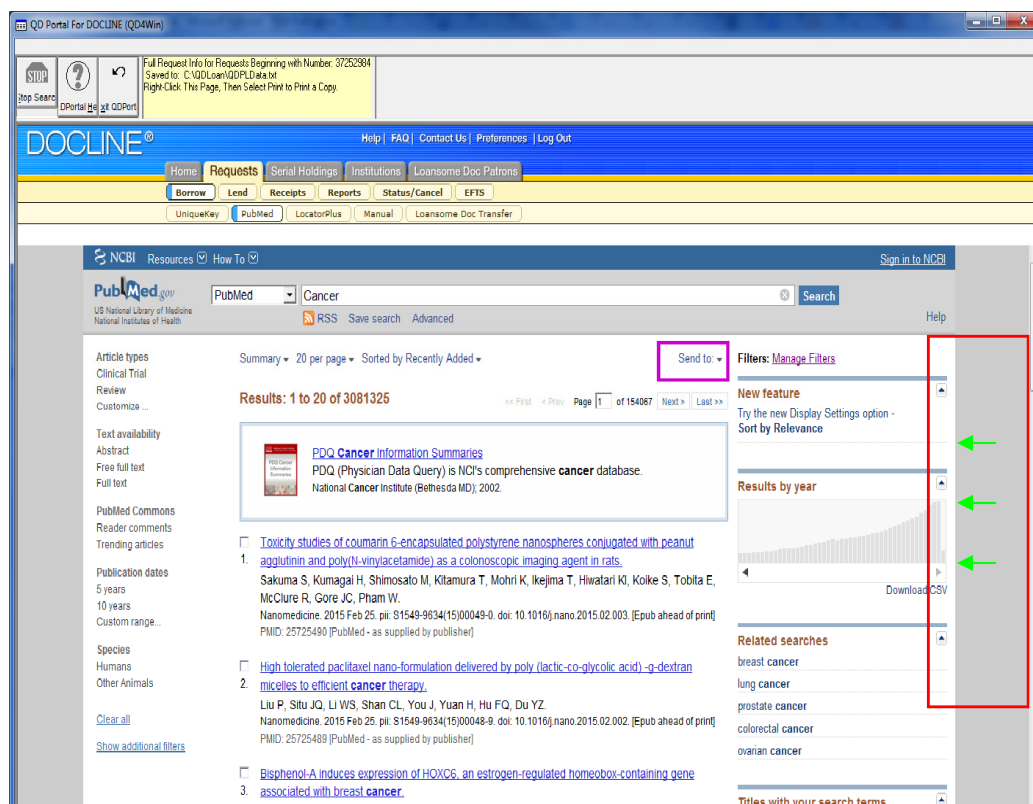
🔴 Notice The gray border Between the scrollbar and image of the page content?

🟢 Use your curser (↔) to slide the border over until you see the gray border start to "wobble" and disappear.

🟣 Once the gray border is gone or is no longer visible, re-search again and try opening the "Send to" function again. You will see that this time it opens with no problem.

This may take a try or two to adjust the window to the right size. Please call or email if you have trouble resizing and one of our support staff will be glad to walk you through the fix. Help can be reached if you call 617-738-1800, 9:00-5:00, Mon-Fri.