FAQ (Frequently Asked Questions)
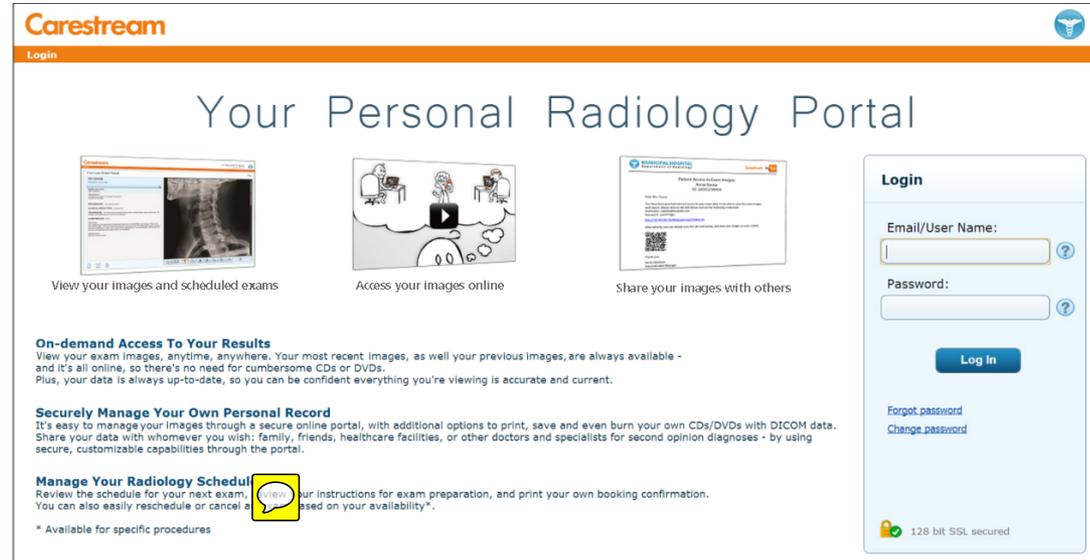
Cobalt
Diagnostic Imaging for Life

For additional
support call:
0800 1387202

I ♥ MyVue

Carestream MyVue

Question	Answer
If I need additional help, what can I do?	Call 0800 1387202 during normal working hours
Can I use a Macintosh Computer?	Yes
What version of Internet Explorer must I have?	We support IE7, IE8, IE9 (with IE7 or IE8 you will need to download Google Chrome Frame)
Can I use Google Chrome, Safari or Firefox?	Yes
Can I view my exam report?	No, your report will be sent to the medical professional who sent your referral so that they can discuss the report with you
Can I share my images with other people?	Yes, see how to instructions below
If I still need a CD of my images can I get one?	Yes, however you may create one yourself with data in a standard medical format (DICOM) as well as in JPG, accessible by most hospitals and imaging centres. Please follow instructions below on how to save the images to my local PC
Can I see multiple images?	Yes, you can see all the images you have had taken, at Cobalt
Can I use an iPad to view my exams?	Yes, be aware some features operate a little differently when using an iPad
How do I know when my images are ready?	You will receive an email stating updated diagnostic information has become available for you
Can I print the images on my home printer?	Yes, select the print icon while viewing the exam

Print Report

Logging into MyVue

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Your Personal Radiology Portal

View your images and scheduled exams

Access your images online

Share your images with others

On-demand Access To Your Results
View your exam images, anytime, anywhere. Your most recent images, as well your previous images, are always available - and it's all online, so there's no need for cumbersome CDs or DVDs.
Plus, your data is always up-to-date, so you can be confident everything you're viewing is accurate and current.

Securely Manage Your Own Personal Record
It's easy to manage your images through a secure online portal, with additional options to print, save and even burn your own CDs/DVDs with DICOM data. Share your data with whomever you wish: family, friends, healthcare facilities, or other doctors and specialists for second opinion diagnoses - by using secure, customizable capabilities through the portal.

Manage Your Radiology Schedule Review the schedule for your next exam, view your instructions for exam preparation, and print your own booking confirmation. You can also easily reschedule or cancel appointments based on your availability*.

* Available for specific procedures

Login

Email/User Name:

Password:

Log In

Forgot password
Change password

128 bit SSL secured

Problem: I don't have a password.
Solution: Go back and check your MyVue email invitation it contains a system generated password.

Problem: I forgot my password.
Solution: Click on "Forgot password" on the login screen. You will be prompted to enter your email address. A new password will be sent to your email address. *(You can only use the 'forget password' function after the initial login has been completed.)*

Problem: I never received any emails with login information from MyVue.
Solution: Please call 0800 1387202 a member of our team will help you.

Problem: After I logged in, the system asked me to reset my password.
Solution: This is normal, enter a password you can remember and enter a security recovery question and answer.

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Sharing my images with others

Problem: I want to share my images with someone else but I don't know how.
Solution: In the MyVue Main Window, select the share icon.

The 'Share Exam' menu below will appear. Input the email address of the person you would like to share images with. Notice the twisty icon; this provides some options, for example, how long your guest can view your images, if you want to share all of your images or just the current one you're viewing, and the option to add comments.

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Share Exam

Email address of the guest with whom you wish to share the exam:

Sharing Options

- ☑ Allow access to the exam for the next [30] days ?
- ☐ Share entire patient portfolio ?
- ☑ Allow guest to share exam with additional guests ?
- ☐ Hide patient details ?
- ☑ Send an automatic invitation email to the guest ?

Personal message to the guest:

☑ I fully understand my responsibility as to the security and integrity of infor obtained and shared through the medical imaging application

✔ Share   Cancel

Please note: The owner of the provided email will have access to the shared exam. Please verify the provided email indeed belongs to the person with whom you wish share the exam.

You will receive a 'Share Exam' window to indicate completion.

Share Exam

You have just shared your exam information with:

gabi@algotec.co.il

An email was sent to this address with a link to the exam.

You can also copy the link below and send it to that address yourself.

https://19/WebLogin.aspx?
token=AjE5MgAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAC3ykBeSnViwB
MhoDcCGn0wwr6IM0oPk9CtWeHmCaWxkak3xcIGDUzL7UzsPHTOrsJucrqU8t
3W4t%2f%2b6EECFLGv99rzX8Y%2bL0UaEVxi0SGwa3EaUgiu8SvnDGfCo%2b
JjUAM4S%2bGkMaR5s72uBcj4934sszVrbFmjMQY8Pfa5noi76zAUnAk2Wm46
qSKIGCoOAdSmJTq5CvcpiWEwhFF0%2flok78csFpo%2f7rWerBhqLH6Yb5TJli
GUhXz4O3WI%2fYNg7lQAAAAAAAAAAAAAAAAAA
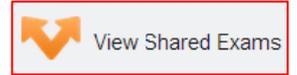
The data will be available until 7/19/2012 9:10 AM

If at this point you wish to undo this sharing, use the Manage Existing Sharing option from the Share button.

OK

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Stop sharing my images

For additional support call:
0800 1387202

Problem: I no longer want an invited guest to be able to see my images
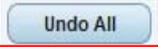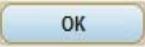
 View Shared Exams

Solution: In the MyVue Main Window, select the 'View Shared Exams' icon

The below menu will appear, Click on the ✖ icon at the right of each line for the Share actions you wish to cancel. Click on the **Undo All** button to undo all existing sharing instances.

Manage Existing Sharing

Exam	Shared by	Shared on	Expires on	Shared with	
CT 20/05/2005	x x	12/03/2012	21/04/2012	yye@algot...	✖
CT 20/05/2005	tamar eldad	19/03/2012	18/04/2012	tamar aaa	✖
CT 20/05/2005	tamar aaa	19/03/2012	18/04/2012	tamar 444	✖

Undo All   OK

Viewing the images

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Problem: **My exam has several images but I can only see one**
Solution: If you have a mouse with a centre wheel, scroll through the images with this method, or there is a slider bar to the right of the image that allows you to view more slices.

Problem: **How will I know when my images are ready?**
Solution: Images are not seen until a set number of days after your exam has been completed. You will receive an email notifying you that the images have been posted.

Problem: **I had more than one type of scan at Cobalt. Where can I find my other images?**
Solution: With the image displayed, click on the 'View All Previous Exams' icon.

Previous Exams (5)

View All Previous Exams

Type	Date	Images	Report			
CHEST DX	9/13/2012 8:05 PM		Open Report			Full Details
ANKLE DX	3/21/2011 3:41 PM		Open Report			Full Details
PORT FEMUR CR	11/1/2010 7:11 PM		Open Report			Full Details
PORT KNEE CR	11/1/2010 7:08 PM		Open Report			Full Details
CHEST CT	6/20/2010 11:37 AM		Open Report			Full Details