# Patient Guide to

**MyVue**

**Cobalt**
Medical Charity
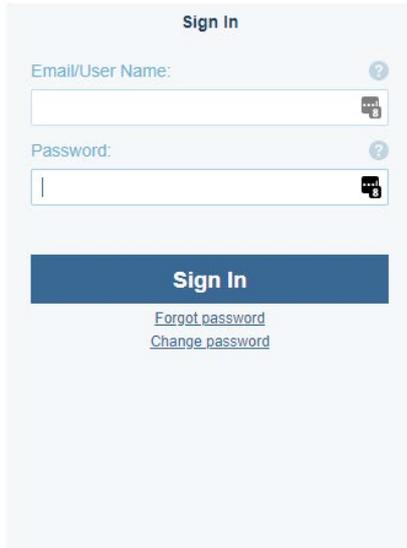Diagnosis • Research • Education

Cobalt is pleased to bring you the latest, environmentally friendly way for you to access and share your medical images with doctors, specialists and others. You will be able to securely access copies of your scan images online, in your own home, through your Personal Radiology Portal. The link to access the web page is https://myvue.cobalthealth.co.uk
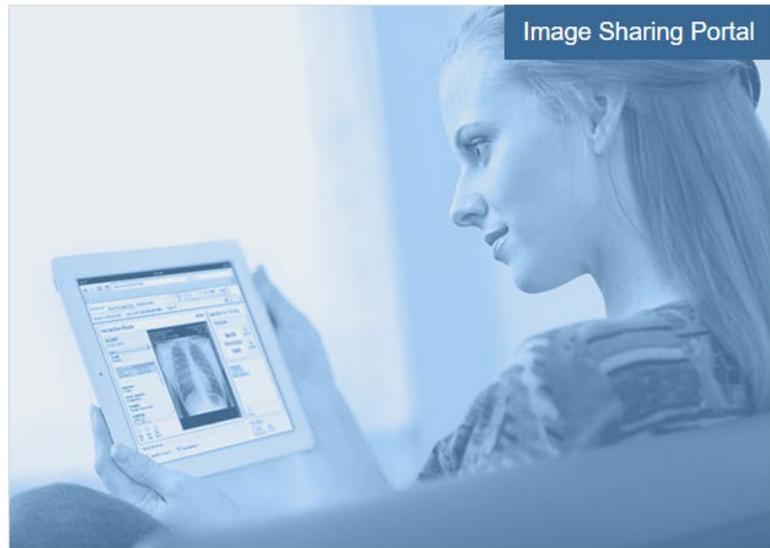


**Sign In**

Email/User Name:

Password:

**Sign In**

Forgot password
Change password

**Image Sharing Portal**

**On-demand Access To Your Results**
Read your current and previous exam results and view your exam images through this online portal - even mobile.

**Securely Manage Your Own Personal Record**
You can manage your exams results online here, with options to print, save or burn your own CDs/DVDs.
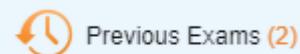
**Virtually Share for Your Care**
You can share your data with whomever you wish, using secure, customisable capabilities through this portal.

## Logging in to MyVue

- We will send you two emails, one with a link to the MyVue site and a second with a system generated password within 24 hours of your visit to Cobalt.

- You can reset your password to something more memorable the first time you log in to the system – **Please note the password needs to be at least 8 characters long.**

- If you have previously used our MyVue portal, you will already have a password, so you won't receive the second email with a new password – you can use **Forgot Password** to reset or email **myvue@cobalthealth.co.uk**

- If you do not receive an email from us within 2 days of your visit, please call us on **0800 1387201** and a member of our team will help you.

## Multiple Scans?

If you had more than one scan during your visit to Cobalt, look out for the link to 'Previous Exams' in the bottom left hand corner to view a list of all of your scans. Then select the icon in the 'Images' column in line with the scan you want to open.
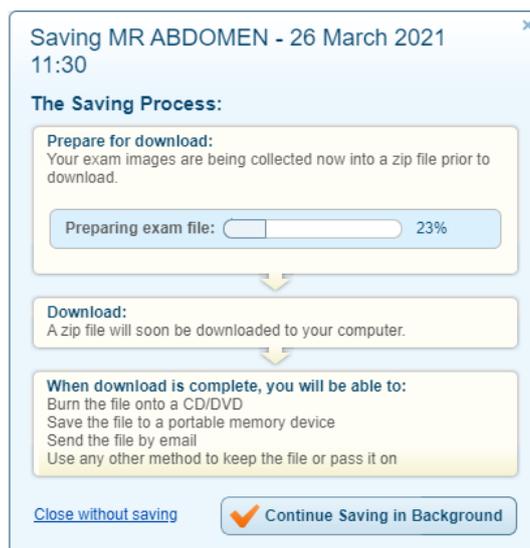
Previous Exams (2)

Images

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## FAQs

| If I need help, what can I do? | Call **0800 1387201** or email **myvue@cobalthealth.co.uk** |
|---|---|
| Can I view my report on MyVue? | No, your report will be sent to the medical professional who referred you for your scan so that they can discuss results and any onward treatment with you |
| How will I know when my images are ready? | You will receive an email from myvue@cobalthealth.co.uk |
| Which internet browsers can I use? | Edge, Internet Explorer, Google Chrome, Safari and Firefox |
| Can I view multiple images? | Yes, you can use the centre mouse wheel and forward and back arrows to view all of the images |
| Can I use an Apple Mac Computer? | Yes, images will save to a Mac PC but once saved cannot be viewed on the launch viewer |
| Can I use a tablet or mobile phone? | Yes, although some features may operate slightly differently |

## Saving your images

Save Exam

Save your scan images locally to your **Downloads** folder as a ZIP file that contains DICOMDIR (medical image format) and JPEG files. You can then burn the files to a CD, USB or attach and send them by email. The images will be accessible to most hospitals and imaging centres.

Please note images will not save to mobile phones or Apple devices, only to computers using a Windows operating system.

Saving MR ABDOMEN - 26 March 2021 11:30

**The Saving Process:**

Prepare for download:
Your exam images are being collected now into a zip file prior to download.

Preparing exam file: 23%

Download:
A zip file will soon be downloaded to your computer.

When download is complete, you will be able to:
Burn the file onto a CD/DVD
Save the file to a portable memory device
Send the file by email
Use any other method to keep the file or pass it on

Close without saving          ✔ Continue Saving in Background

## Sharing your images

Share Exam

### Sharing Method    Contact Information

Select sharing target:

Please fill in the email address of the person with whom you wish to share the exam.

Email address          Add email address

Enter mobile number:

Mobile number          Add mobile number

☐ I understand the security implications of sharing medical information

Cancel    Next

In the **Share Exam** window, fill in the name or email address of the person that you would like to share the images with. Complete the sharing options and tick the box to indicate that you understand the security implications of sharing medical information. An email will be sent with a link to your scan images.

Exams I Shared with Others **(1)**

To stop sharing your images, select **Exams Shared with Others** and click the bin icon next to the contact you want to remove access to your scan.