



Merge Community Hub™

USER MANUAL

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Part	Date	Revision	Description
QS-65810	06/2014	1.0	Release 2.0.
	11/2016	2.0	Changed comment submission on page 9.
	06/2017	3.0	Updates to Accessing Communities section.
	08/2018	4.0	Updated screen captures on pages 3, 5, 14.
	07/2019	5.0	Updates to document template.
	04/2021	6.0	Updates throughout.
	08/2022	7.0	Removal of Watson Health name.
	09/2022	8.0	Updated to latest document template.
	11/2022	9.0	Added clickable link to URL in chapter 2.
	9/2023	10.0	Updated URL to Merge Community in chapter 2.
	2/2024	11.0	Updated to reflect new environment for Merge Community.
	10/2024	12.0	Updated to reflect new environment for Merge Community.
	3/2026	13.0	Added Active Implementation check box to page 7.
GEN-MD-0008	5/2026	01	Update for Merge Community Hub branding.

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Chapter 1. About Merge Community Hub

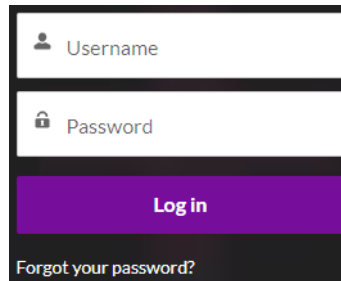
Merge Healthcare is happy to provide customers with access to the Merge Community Hub - an online, social platform specifically developed for Merge Healthcare customers to share information on solutions, track support cases and network amongst each other.

All users of the Merge Community Hub have been assigned a Merge Community Hub profile to log a support case, view existing cases and add comments and attachments. Select users also have the ability to access support cases for multiple sites.

To get started using the Merge Community Hub, please follow the steps outlined below.

Chapter 2. Accessing Merge Community Hub

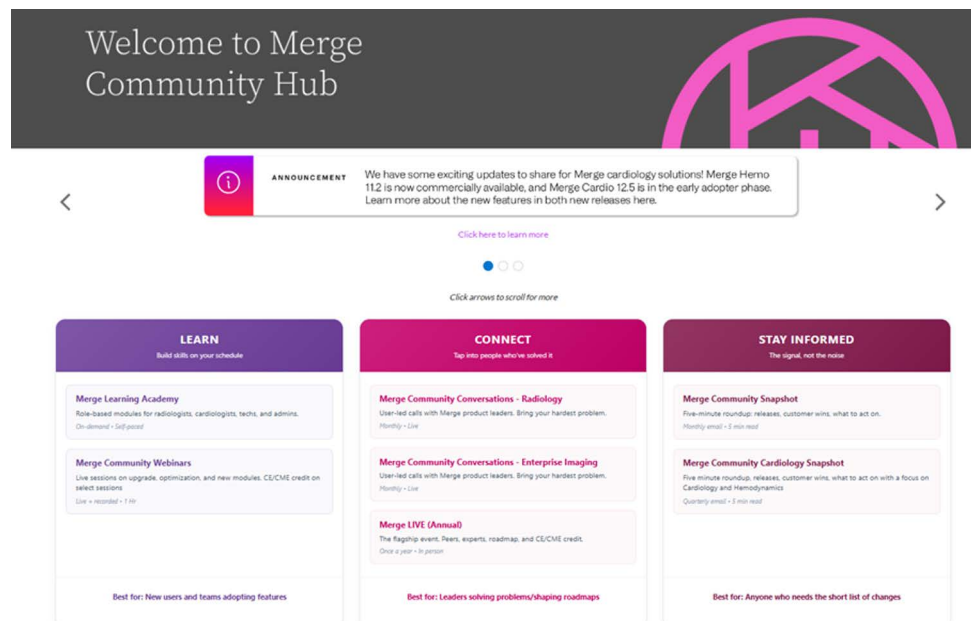
1. To access Merge Community Hub, go to <https://merge.my.site.com/mergecommunity>.



A login form with a white background and a black border. It contains three input fields: the first for 'Username' with a person icon, the second for 'Password' with a lock icon, and a purple 'Log in' button. Below the button is a link that says 'Forgot your password?'.

2. Enter your credentials and click **Log In**.
3. Select the **I accept** check box and click **Finish**.

The Home page is displayed.



The Community website is best viewed in 100% or less.

Chapter 3. Cases

3.1. Viewing Cases

To view all cases and case detail:

1. Click **Cases** at the top of the home page.

Cases							
Recently Viewed							
0 items • Updated a few seconds ago							
Case Number	Subject	Account Name	Status	Case Record Type	Date/Time Opened	Owner Name	Contact Name
111770...	SFDC Test Acco...	SFDC Test Acco...	Logged	Merge PACS	11/15/2023 3:1...	kyase	MWO

2. Here you can search for accounts, contacts, and more. Drop-down lists of recently viewed cases or pages you recently viewed are available.

From the drop down, you can select all cases, all open cases, and more.

Cases

All Open Cases

Printable View

50+ Items • Sorted by Case Number • Filtered by All cases - Status: Closed • Updated a few seconds ago

Q Search this list...

Case No.	Site Name	Account Name	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner	Product	Case Record	
1	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test Case - P...	Logged	High	11/15/2023 3:1...	kyase	Merge PACS	MWO
2	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	High	11/15/2023 3:2...	mmara	Merge PACS	MWO
3	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	Low	11/16/2023 8:3...	mmara	Merge VNA	UAI
4	111770...	SFDC Test Acco...	SFDC Test Acco...	Jillian Wright - C...	test routing	New	Medium	11/16/2023 9:0...	Merge VNA L1	UAI	Support Portal - ...
5	111770...	SFDC Test Acco...	SFDC Test Acco...	Jillian Wright - C...	test routing	New	Medium	11/16/2023 9:1...	PACS L1	Merge Workflo...	Support Portal - ...
6	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	Low	11/16/2023 9:1...	mmara	Merge PACS	MWO
7	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	test	Logged	High	11/16/2023 9:1...	mmara	Merge PACS	MWO
8	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	test	Logged	High	11/16/2023 9:2...	eritz	Merge PACS	MWO
9	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test MWO #2	Logged	High	11/16/2023 9:2...	eritz	Merge Workflo...	MWO
10	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	TEST	Logged	High	11/16/2023 9:4...	mmara	Merge PACS	MWO
11	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	TEST	Logged	High	11/16/2023 9:4...	mmara	Merge Workflo...	MWO

This screen contains key data regarding cases, depending on your individual profile. The columns can be sorted by clicking the column heading.

To view details for a case:

1. Click the case number.

Case Number	Site Name	Account Name	Contact Name	Subject	Status	Priority
111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test Case - P...	Logged	High
111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	High
111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	Low
111770...	SFDC Test Acco...	SFDC Test Acco...	Jillian Wright - C...	test routing	New	Medium
111770...	SFDC Test Acco...	SFDC Test Acco...	Jillian Wright - C...	test routing	New	Medium

The Case Detail page is displayed.

Case 11177089 + Follow Edit

Case Owner: Khalid Yaseen Account Name: SFDC Test Account Status: Logged Case Record Type: MWO Product: Merge PACS

DETAILS RELATED

Case Number: 11177089 Case Owner: Khalid Yaseen

Site Name: SFDC Test Account Case Record Type: MWO

Contact Name: Mayur Maravahala - Portal User Related Case

Case Contact: Mayur Maravahala - Portal User

Contact Phone: 999999999

Case Specific Phone #:

Contact Email: mmara1@merative.com

> Description Information

> Case Detail Information

> Case Processing Details

> JIRA Details

> Case Closure Details

> Optional

> System Information

> Support Activities

Files (0) Upload Files

Title	Owner	Last Modified	Size
-------	-------	---------------	------

This screen contains the following:

- Case Detail
 - Description Information
 - Case Detail Information
 - Active Implementation check box

Select this check box if the issue pertains to an **active** implementation project

Case Detail Information

Product

Case Related to Active Implementation?

☒

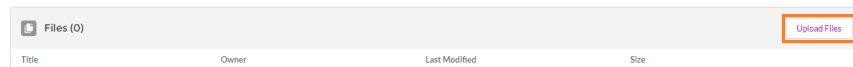
Are you sure this case is related to the Active implementation project? If yes, please proceed. Otherwise, please uncheck the 'Case Related to Active Implementation?' checkbox.

- Case Processing Details
- JIRA Details
- Case Closure Details
- System Information
- Support Activities
- Solutions
- Files
- Case History

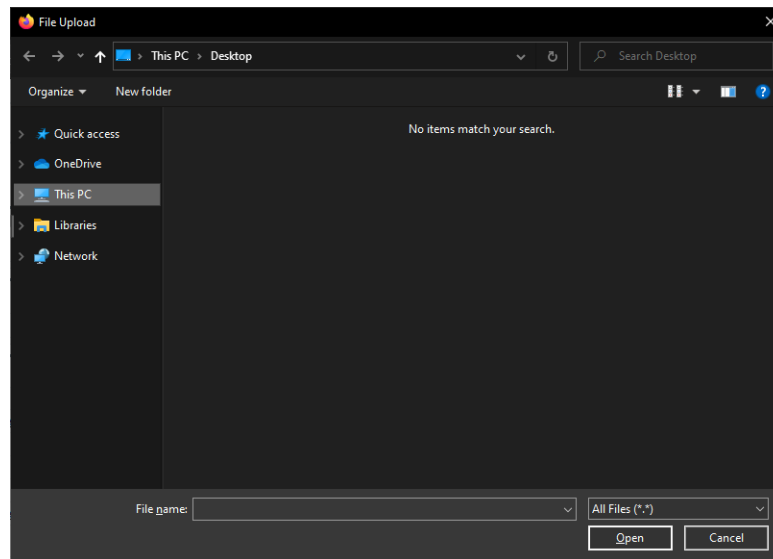
3.2. Attaching a File

To attach a file:

1. Click **Upload Files**.

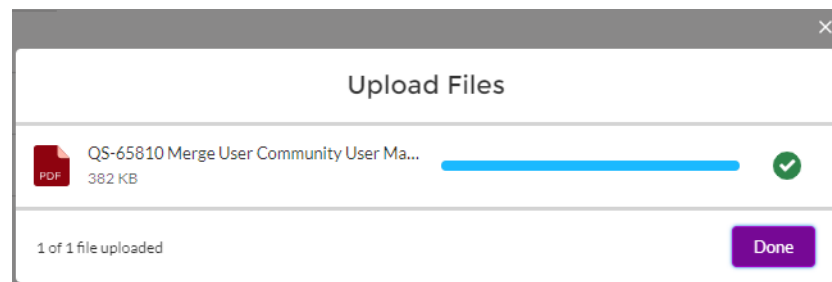


The File Upload dialog box opens:



2. Select the file to attach and click **Open**.

A dialog box is displayed confirming that the file has been uploaded:



3. Click **Close**.

The Case Detail page returns to the display.

3.3. Logging a New Case

To log a new case:

1. Click **Create New Case** on the **Cases** page.



2. Select the appropriate **Priority**.

NOTE: If you have a critical case requiring an immediate response, call 1-877-741-5369 and follow the prompts for Support.

3. Enter a **Subject** and **Description**.
4. Select the appropriate product from the **Product** drop-down list.

Case - New Case Experience Builder

▼ Case Information

Case Specific Phone #

Case Record Type

▼ Description Information

* Case Origin

* Priority

* Subject

Description

▼ Case Detail Information

* Product ⓘ

▼ Case Processing Details

* Status

Next

5. Click **Next** and **Finish** when finished.

The case detail screen for the new case is displayed.

Chapter 4. Product Documentation/ Solutions

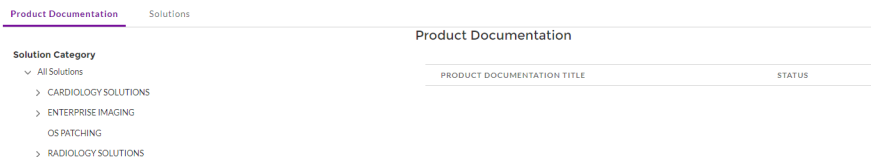
The Product Documentation/Solutions area is a repository for product documentation and other useful information not captured in product documentation.

4.1. Finding Product Documentation

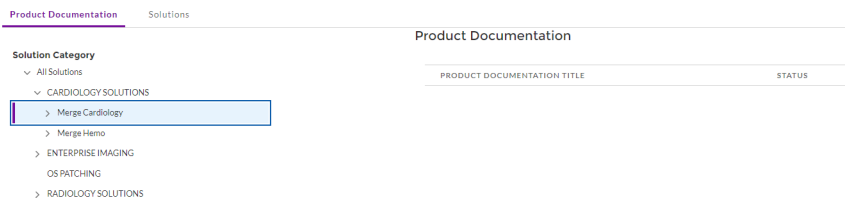
If you are looking for user manuals, release notes, or other product documentation you can find it here.

To find product documentation:

1. Click **Product Documentation**.
2. Select a solution.

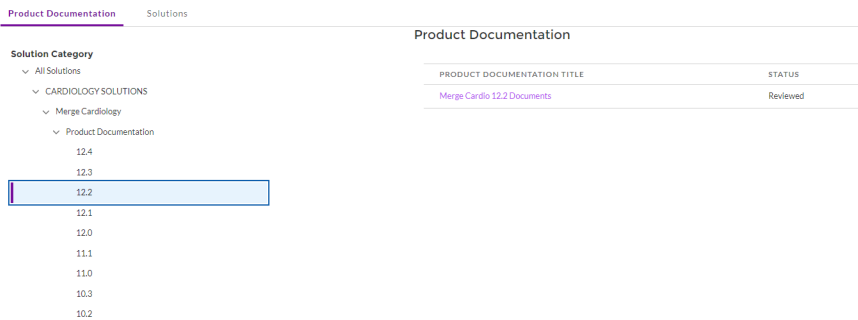


3. Select the area of interest (e.g., Merge Cardio).



4. Continue to drill down to narrow your search.

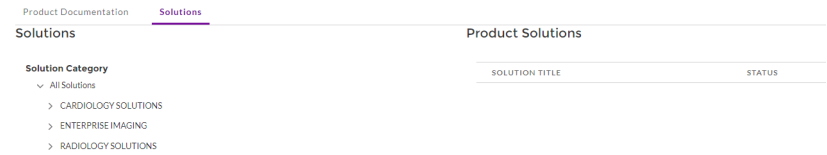
A synopsis of the documentation associated with the selection is displayed in the right-hand pane.



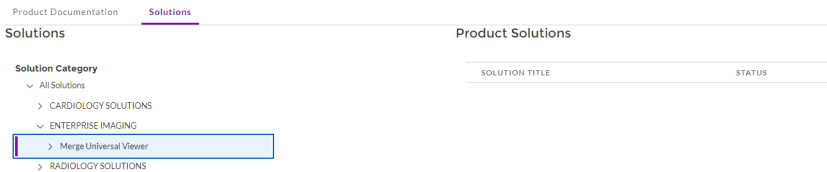
4.2. Using Solutions

To find a solution:

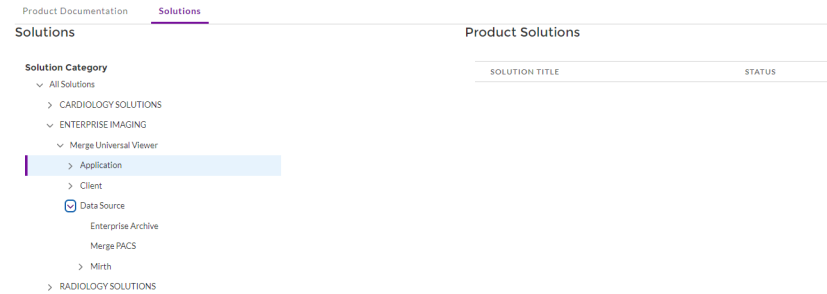
- 1. Click **Solutions**.
- 2. Select a solution.



- 3. Select the area of interest (e.g., Merge Universal Viewer).



- 4. Continue to drill down to narrow your search.
A synopsis of the solution associated with the selection is displayed in the right-hand pane.



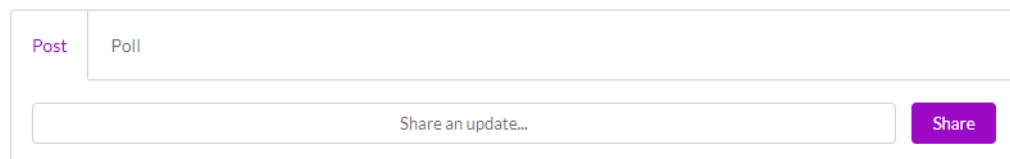
Chapter 5. Chatter

Think of this page as your main dashboard from which you can access information about other users or groups, files you or other users have submitted, or topics that are of interest to you and others.

Select **Active Groups** from the Groups drop-down list and click the group you are interested in.

5.1. Feed

The Feed area is where you can start or continue a conversation. You can filter the feed to those items you are following, those that involve you, or those you have bookmarked. If you want to add a post to the feed, type your message in the field at the top of the area and click Share when finished.

The image shows a user interface for creating a post in a feed. At the top, there are two tabs: 'Post' (highlighted in purple) and 'Poll'. Below the tabs is a large text input field with the placeholder text 'Share an update...'. To the right of the input field is a purple button labeled 'Share'.

Files, Links, and Polls can also be posted to the feed.

5.2. Group Details

This area contains brief information about the selected group.

5.3. Members

The Members selection lists people who are following the selected group. To see details about a person, click their name. You can follow a person by clicking **Follow** on the person's detail page.

5.4. Files

Files can be uploaded to the portal. The Files selection can be filtered by those files you've recently viewed, files you have uploaded, files that have been shared with you, or all files. To upload files, click **Upload Files** and follow the on-screen prompts.

Chapter 6. Imaging Suite Usage

The Imaging Suite Usage tab contains information for our Imaging Suite customers related to study volumes. There will be a monthly record created showing the number of studies ingested for the month as well as the total amount of studies stored in the system. This data will only appear for Imaging Suite customers.

ISU

Imaging Suite Usage

All

New

Printable View

1 item • Sorted by Imaging Suite Usage Name • Filtered by All imaging suite usage • Updated a few seconds ago

	Imaging Suite Usage Name ↑	Ingested Studies In Month	Total Study Count	Ingested Studies Date From	Ingested Studies Date To
1	☐ ISU-000001	2,000	2,000	1/1/2024	1/31/2024