

Merge Community™

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.

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Chapter 1. About Merge Community

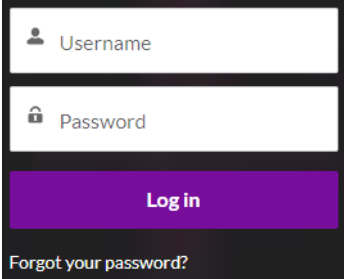
Merge Healthcare is happy to provide customers with access to the Merge Community - an online, social platform specifically developed for Merge Healthcare customers to share information on solutions, track support cases and network amongst each other.

All users of the Merge Community have been assigned a Merge Community 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.

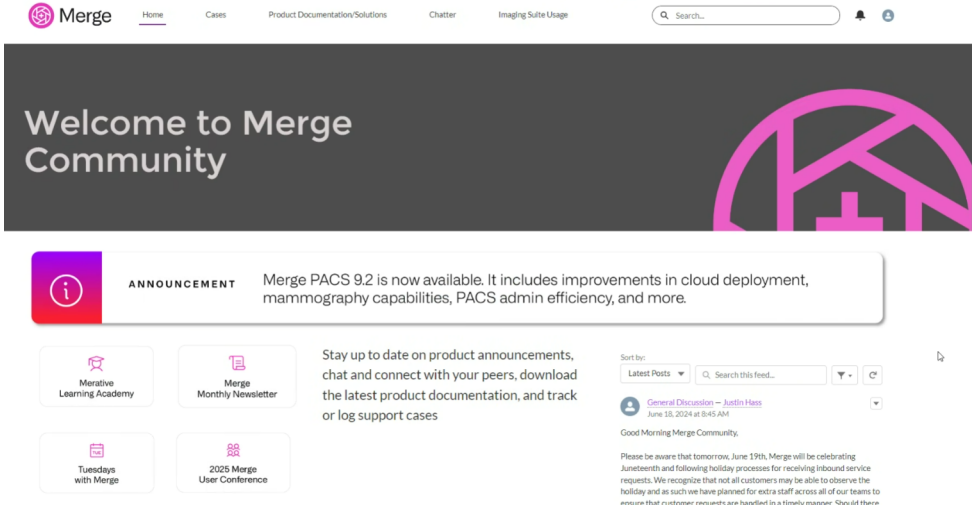
To get started using the Merge Community, please follow the steps outlined below.

Chapter 2. Accessing Merge Community

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



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.



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.

The screenshot shows a dashboard titled 'Cases' with a sub-header 'All Open Cases'. Below the header, there is a search bar and a table with columns: Case Number, Site Name, Account Name, Contact Name, Subject, Status, Priority, Date/Time Opened, Case Owner, Product, and Case Record. The table contains 11 rows of case data.

Case Number	Site Name	Account Name	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner	Product	Case Record
1	111770...	SFDC Test Acco...	Mayur Maravajh...	Test Case - P...	Logged	High	11/15/2023 3:1...	kyase	Merge PACS	MWO
2	111770...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	High	11/15/2023 3:2...	mmara	Merge PACS	MWO
3	111770...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	Low	11/16/2023 8:3...	mmara	Merge VNA	UAI
4	111770...	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...	Jillian Wright - C...	test routing	New	Medium	11/16/2023 9:1...	PACS L1	Merge Workflo...	Support Portal - ...
6	111770...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	Low	11/16/2023 9:1...	mmara	Merge PACS	MWO
7	111770...	SFDC Test Acco...	Mayur Maravajh...	test	Logged	High	11/16/2023 9:1...	mmara	Merge PACS	MWO
8	111770...	SFDC Test Acco...	Mayur Maravajh...	test	Logged	High	11/16/2023 9:2...	erltz	Merge PACS	MWO
9	111770...	SFDC Test Acco...	Mayur Maravajh...	Test MWO #2	Logged	High	11/16/2023 9:2...	erltz	Merge Workflo...	MWO
10	111770...	SFDC Test Acco...	Mayur Maravajh...	TEST	Logged	High	11/16/2023 9:4...	mmara	Merge PACS	MWO
11	111770...	SFDC Test Acco...	Mayur Maravajh...	TEST	Inproct	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.

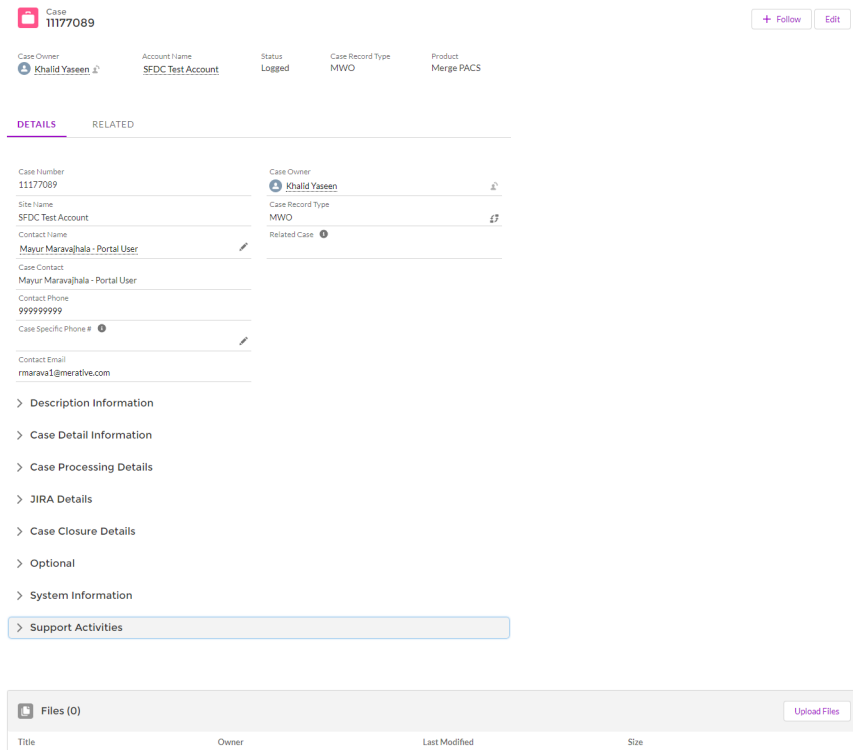
To view details for a case:

1. Click the case number.

The screenshot shows a close-up of the 'Cases' table. The first row is highlighted with a red border. The columns are: Case Number, Site Name, Account Name, Contact Name, Subject, Status, and Priority.

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.



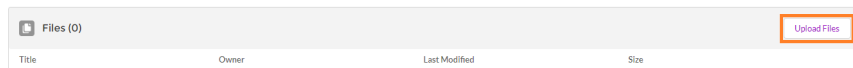
This screen contains the following:

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

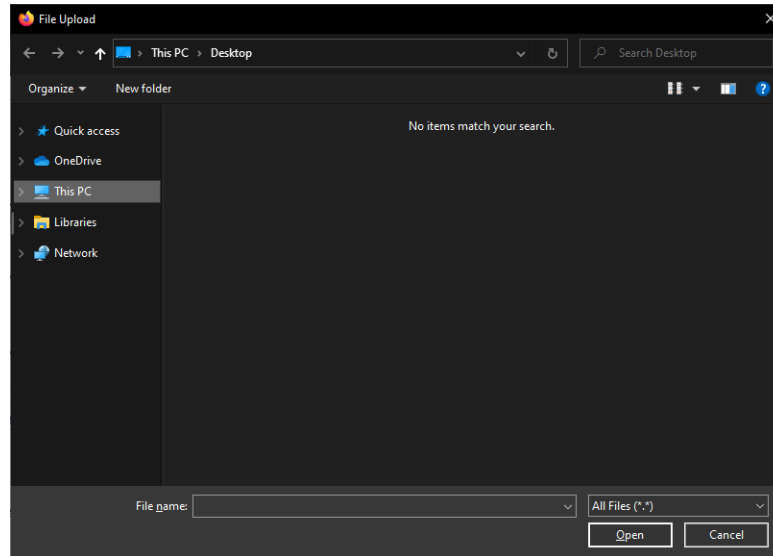
3.2. Attaching a File

To attach a file:

1. Click **Upload Files**.

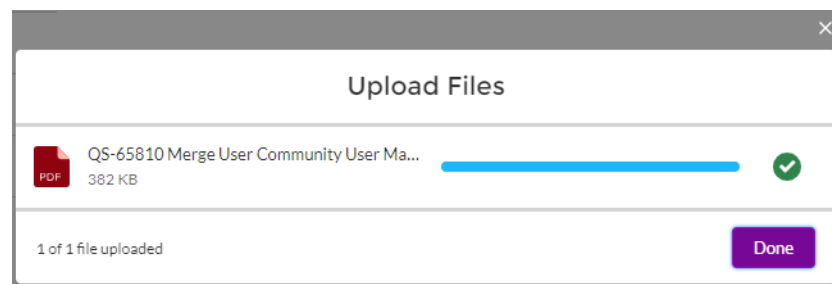


The File Upload dialog box opens:



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

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



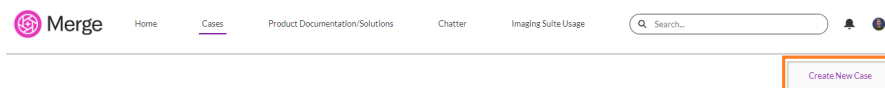
3. Click **Close**.

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

Support Portal - Self-Service

▼ Description Information

* Case Origin

Self-Service Portal

* Priority

Medium

* Subject

Description

▼ Case Detail Information

* Product ⓘ

--None--

▼ Case Processing Details

* Status

New

[Next](#)

5. Click **Next** and **Finish** when finished.
The case detail screen for the new case is displayed.

Chapter 4. Product Documentation/Solutions

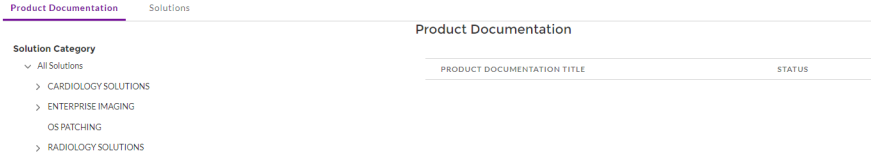
The Product Documentation/Solutions area is a repository for product documentation and other useful information not captured in product documentation.

4.1. Finding Product Documentation

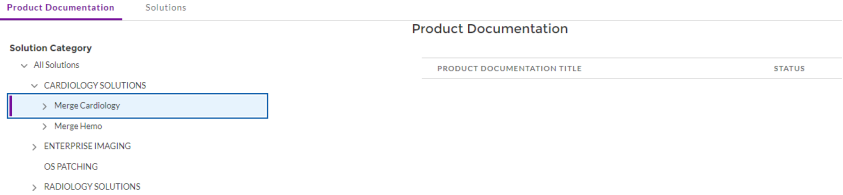
If you are looking for user manuals, release notes, or other product documentation you can find it here.

To find product documentation:

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

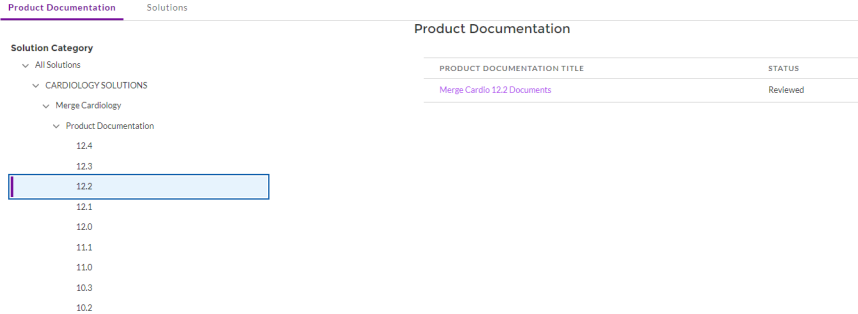


- 3. Select the area of interest (e.g., Merge Cardio).



- 4. Continue to drill down to narrow your search.

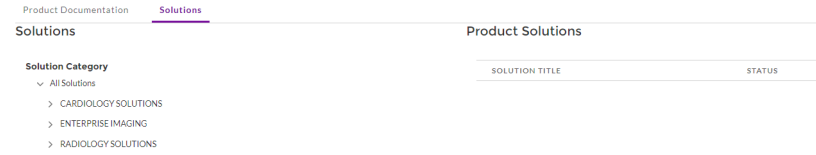
A synopsis of the documentation associated with the selection is displayed in the right-hand pane.



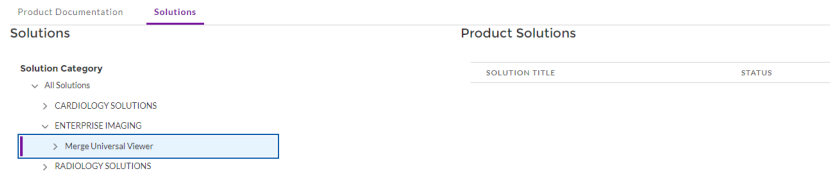
4.2. Using Solutions

To find a solution:

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

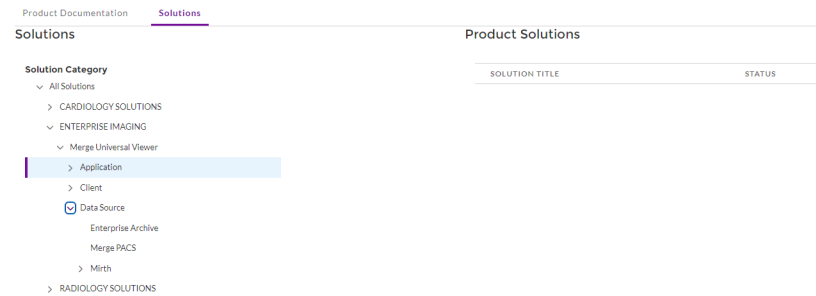


3. Select the area of interest (e.g., Merge Universal Viewer).



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.



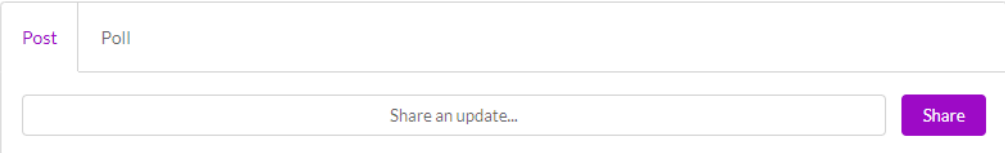
Chapter 5. Chatter

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.



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.

	Imaging Suite Usage Name ↑	Ingested Studies in Month	Total Study Count	Ingested Studies Date From	Ingested Studies Date To
1	<input type="checkbox"/> ISU-000001	2,000	2,000	1/1/2024	1/31/2024