

Carestream

e-Service

Responsive. Flexible. Convenient.

Web-Portal Makes Service Requests Easier Than Ever.



SERVICE MADE SIMPLE.

An Advanced Approach to Keep You Up and Running.

Your membership in Carestream's Customer Success Network has many benefits – and here's a big one: access to our e-Service portal.

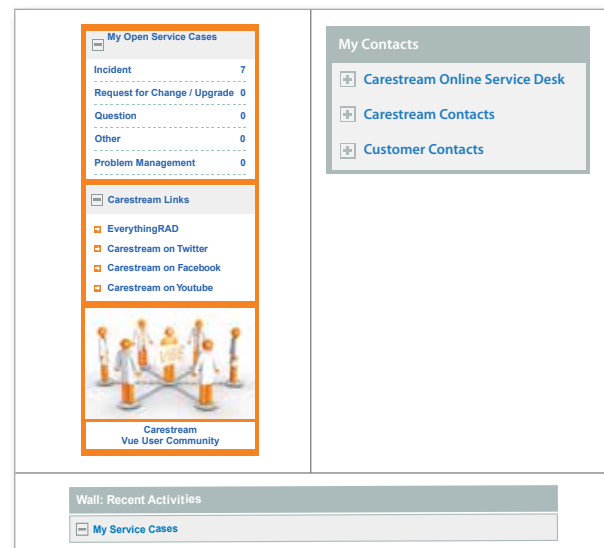
The site features an online portal that gives you a quick and easy way to submit a range of service requests. You begin by using a simple, intuitive interface to open your service case. The interface also lets you check the status of your request and communicate with our service team at any step in the process.

The e-Service Portal provides you with a convenient method to document your request in your own words, see case status of your open cases, see notes of actions taken to resolve your cases and find historical cases for reference. Try it out for an efficient and effective way to communicate your service needs and requests!

How Can We Help?

We're ready to respond to a wide range of needs. Just complete a simple ticket to inform us about any of these issues:

1. **Incidents:** basically, any system issue that causes – or could cause – a system interruption or reduction in the quality of performance or usability
2. **Requests for Changes or Upgrades:** when you need a new configuration, new functionality feature for your software or an upgrade to a new version
3. **Questions:** any queries you might have about your Carestream products or services



What Happens Next?

Once your service case is submitted and logged, the e-Service portal allows you to stay continually up-to-date on the status of your request. A typical case status you'll see includes:

Submitted: confirms that you've successfully logged the case in e-Service

Case logged: means that the case was logged and the assignment of a technical case owner is in process

We are diligently working on this ticket: assures you that your technical expert is now actively working to resolve your issue

Waiting for customer response: means that we need an update or additional information from you to proceed further

We're monitoring your case to confirm it is resolved: a solution has been applied, and case closure is pending your confirmation that our solution has effectively addressed your issue

Resolved: acknowledges your agreement with Carestream that the case is resolved and is officially closed



YOU ARE AT THE CENTER OF WHO WE ARE.

What Else Do You Need to Know?

Here are a few things to keep in mind when you're using the e-Service Portal:

The portal makes it easy to submit a standard service request, but it is not intended to be used for CRITICAL SYSTEM DOWN issues. For critical or urgent issues you should only open a service case by contacting your Carestream Call Center by phone (24/7/365) at 1-800-328-2910 (in USA) and 1-866-927-1017 (in Canada).

If you suspect that your request is not being handled correctly, or if the e-Service portal is not available, please contact your Carestream Call Center.

If you use the e-Service portal as your preferred method of communication with the Carestream Health Service Community, you'll be able to contact your assigned expert directly through the portal.

The Carestream e-Service portal brings a new level of convenience to the resolution of your service needs. You can open your e-Service portal account today by registering at eservice.carestream.com.

Carestream | e-Service

HOME PAGE

Non-Employee

Employee Login Page

eService Portal Registered Users

Unauthorized access to this computing facility is prohibited. Terms and conditions for the use of this site can be found via the site terms link at the bottom of this page.

If you have any comments or questions, please feel free to contact us: servicedeskitsolutions@carestream.com

Username

Password

☐ Remember me [I don't remember my password](#)

Login

Register

www.carestream.com | [Privacy](#) | [Terms](#)

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Add Service Case

Case Type

- ☒ Incident
- ☐ Request for Change/Upgrade
- ☐ Question

Critical and high severity cases should not be opened via the e-Service Portal. Critical (severity 1) or high urgent (severity 2) service needs should only be opened by contacting your Carestream Call Center by phone (24/7/365) at 1-800-328-2910.

Superb Imaging Performance Deserves Superb Service.

We'll keep your equipment running at peak efficiency.

A SMARTER WAY FORWARD.

A Community of Service and Support.

For dependable service, look to our Customer Success Network.

We work continuously to improve your imaging performance, help you to innovate as needs change, and make the most of your budget and resources. Carestream's Customer Success Network surrounds you with a dynamic team of experts, with a Single Point of Entry for easy, customized access to the right people in every situation. You and your patients will benefit from the expertise and best practices only Carestream can deliver – based on thousands of customer engagements worldwide and our 100-year heritage in medical-imaging innovation.



eservice.carestream.com



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