



**Carestream e-Service Portal  
Customer Guide**

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## Introduction

First, thank you for choosing Carestream!

We know that your success depends on selecting the right product, people and services. Our worldwide technical and professional services team works alongside your staff to ensure your Carestream product is running at peak performance. Carestream provides complete peace of mind during the life of your Carestream products so you can focus on what is most important—your patients.

To simplify the service process for you, we are now offering our new e-Service portal for your use. You will find the e-Service portal to be a quick and convenient way for you to open service cases and the e-Service portal will provide you a window into your case activity that you have never had before.

To start taking advantage of the convenience that the e-Service portal provides, you will need to create a user account by accessing the e-Service portal at the following address:

<https://eservice.carestream.com>

# Registration

## *Registering as a New User*

When you first launch the website you will have the option to “Register” a new user account.

If you have any issues registering as a user please contact

[servicedesk.itsolutions@carestream.com](mailto:servicedesk.itsolutions@carestream.com)



 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: [servicedesk.itsolutions@carestream.com](mailto:servicedesk.itsolutions@carestream.com)

Username:

Password:

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

[www.carestream.com](http://www.carestream.com) | [Privacy](#) | [Terms](#)   © 2015 Carestream Corporation. All rights reserved.

First you must review and accept the Terms and Conditions of using this e-Service portal.

Register

Terms and Conditions of Use for Customer Service Portal

Carestream Health, Inc., on behalf of itself, and its subsidiaries operates this Customer Service Portal ("Portal" or "Site") to provide online access to authorized customers of Carestream for service-related requests.

By accessing and using this Site, you agree to each of the terms and conditions set forth in Carestream's general Site Terms of Use, and these additional Terms and Conditions of Use for Customer Service Portal which, together, govern your use of this Site, its content or transactions. The general Site Terms of Use, together with these applicable additional terms and conditions of use for Customer Service Portal, are referred to as this "Agreement."

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS OF USE ("TERMS") CAREFULLY BEFORE USING THE SITES. BY ENTERING THE SITES YOU, THE USER, ACKNOWLEDGE AND AGREE THAT ACCESS TO AND USE OF THE SITES ARE SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS OF USE, AND THE VARIOUS DISCLAIMERS SET FORTH HEREIN. THESE TERMS OPERATE AS A SUPPLEMENT TO ANY SERVICE AGREEMENT YOU HAVE WITH

I AGREE.

Continue

Back

You will now be required to complete the user information form shown here.

Register

Employee Corporate Email (Account Name) \*

First Name \*

Last Name \*

Middle Name

Display Name \*

Password \*

Confirm Password \*

Company Name \*

Main K-Number \*

Department \*

Mobile Phone \*

Work Phone

Job Title

Job Function

My Level

Country & Area \*

State & Province

City

Street

Postal Code

Time Zone \*

About Me

3 + 0 = \*

Register

Cancel

You will need to provide a valid corporate domain email address for your work location and a valid Carestream K# on the form. If you need to open or view service cases from multiple sites/locations within your corporate footprint, please list those sites/locations in the "About Me" section of the form.

After you have completed and submitted your user profile form, a member of our e-Service Portal administration team will create your profile and associate your profile to the appropriate products installed at your site(s).

You will receive a separate email confirming that your profile was successfully created and that you can now log into the Carestream e-Service portal.

Once your profile is properly configured you can return to <https://eservice.carestream.com> and log in.

If you have a question about the registration process, please contact the e-Service portal administrator at [servicedesk.itsolutions@carestream.com](mailto:servicedesk.itsolutions@carestream.com).

Once you are logged in, you will see a screen similar to the one seen here and your session should initially take you to your "home page".

The screenshot shows the Carestream eService portal interface. At the top, there is a navigation bar with 'Home' and 'Service Cases' buttons. A red arrow points to the 'Home' button. The main content area is divided into three columns. The left column contains 'My e-Service' (profile for Vandagriff Ryan), 'My Open Service Cases' (listing Incident, Request for Change / Upgrade, Question, Other, and Problem Management), and 'Carestream Links' (including EverythingRAD, Carestream on Twitter, Carestream on Facebook, and Carestream on Youtube). The middle column is titled 'Wall: Recent Activities' and lists 'My Service Cases' with a table of recent notes and case submissions. The right column is titled 'My Contacts' and lists 'Carestream Online Service Desk', 'Carestream Contacts' (including Stefano Massone, Macgregor Lori J, and Cao Linh H), and 'Customer Contacts'. The 'exceed' logo is located in the bottom right corner.

# Your Profile and Home Page

Your home page is broken up into three main sections.

My e-Service

Your "Wall"

And your "Contacts"

The screenshot shows the Carestream eService home page. At the top left is the Carestream logo. In the center is an eService banner with a group of stylized human figures. At the top right are links for LOGOUT and CONTACT US, and the text "YOU ARE AT THE CENTER OF WHO WE ARE." Below the banner is a navigation bar with "Home" and "Service Cases" tabs, and a "Feedback" button. The main content area is divided into three columns:

- My e-Service:** Features a profile for Vandagriff Ryan (Radiology) and a list of "My Open Service Cases" including Incident, Request for Change / Upgrade, Question, Other, and Problem Management. It also includes Carestream Links for EverythingRAD, Twitter, Facebook, and Youtube, and a link to the Carestream Vue User Community.
- Wall: Recent Activities:** A list of "My Service Cases" showing recent activity from users like KUNTZENDORF DAVID, Vandagriff Ryan, Stefano Massone, and Smith John.
- My Contacts:** Lists "Carestream Online Service Desk" and "Carestream Contacts" including Kuntzendorf David, Stefano Massone (HCIS Service Tools Developer), and Macgregor Lori J.

The "exceed" logo with the tagline "A customer centric culture." is located at the bottom right of the page.

The "My e-Service" section provides quick links to your profile information, open cases and suggested Carestream links.

The screenshot displays the Carestream eService user interface. At the top left is the Carestream logo, and at the top right are links for LOGOUT and CONTACT US. Below the logo is the eService logo and a graphic of people icons. A navigation bar includes Home, Service Cases, and a Feedback button. The main content area is divided into a sidebar and a main panel. The sidebar, highlighted with a red box, contains the following sections:

- My e-Service** (highlighted)
- My Service Cases
- My Devices
- Add Service Case
- Profile section: Radiology, Edit Profile
- My Open Service Cases**
  - Incident: 0
  - Request for Change / Upgrade: 0
  - Question: 0
  - Other: 0
  - Problem Management: 0
- Carestream Links**
  - EverythingRAD
  - Carestream on Twitter
  - Carestream on Facebook
  - Carestream on Youtube
- Carestream Vue User Community

The main panel displays a list of service cases with columns for status, title, and date. On the right, there is a 'My e-Service' sidebar with a 'Feedback' button and a 'Carestream Vue User Community' logo.

Your "Wall" provides a quick view of your most recent activity. These notifications can also serve as a quick link to your service cases if you choose.

The screenshot displays the Carestream eService user interface. At the top left is the Carestream logo, and next to it is the eService logo with a graphic of people icons. On the top right, there are links for 'LOGOUT' and 'CONTACT US', and the slogan 'YOU ARE AT THE CENTER OF WHO WE ARE.' Below the header is a navigation bar with 'Home' and 'Service Cases' buttons, and a 'Feedback' button on the right. The main content area is divided into three columns. The left column contains a 'My Profile' section with a user photo and name, and a 'My Recent Activity' section with a list of activity items. The middle column, highlighted with a red border, is titled 'Wall: Recent Activities' and contains a 'My Service Cases' section with a list of activity items. The right column contains a 'My Service Cases' section with a list of activity items. At the bottom right, there is a large 'exceed' logo.

**Wall: Recent Activities**

**My Service Cases**

|  |  |                       |
|--|--|-----------------------|
|  | KUNTZENDORF DAVID has left a note on case "Test case for CRM workflow. "                         | 1/20/2016 2:00:33 PM  |
|  | KUNTZENDORF DAVID has left a note on case "Test case for CRM workflow. "                         | 1/20/2016 1:56:15 PM  |
|  | Vandagriff Ryan submitted a new case "Test case for CRM workflow. "                              | 1/14/2016 8:31:30 AM  |
|  | Stefano Massone has left a note on case "this is a test SO from eService, please ignore me, ..." | 1/12/2016 7:22:37 AM  |
|  | Stefano Massone has left a note on case "this is a test SO from eService, please ignore me, ..." | 1/12/2016 8:51:40 AM  |
|  | Smith John has left a note on case "this is a test SO from eService, please ignore me, ..."      | 1/12/2016 6:40:18 AM  |
|  | Stefano Massone has left a note on case "this is a test SO from eService, please ignore me, ..." | 1/12/2016 8:33:44 AM  |
|  | Smith John submitted a new case "this is a test SO from eService, please ignore me, ..."         | 1/12/2016 6:11:26 AM  |
|  | Smith John submitted a new case "this is a test SO from eService, please ignore me, ..."         | 1/12/2016 6:07:50 AM  |
|  | Service Desk submitted a new case "Vue:Cloud User Account Audits "                               | 11/13/2015 8:43:00 AM |

From the home page you can also see your most recent Carestream Contacts.

The screenshot displays the Carestream eService interface. At the top left is the Carestream logo and 'eService' branding. Navigation links for 'Home' and 'Service Cases' are visible. A 'Feedback' button is located in the top right. The main content area is divided into three columns. The left column contains a 'My Profile' section with a user profile picture and name, followed by a 'My Recent Service Cases' section listing several cases with their titles and dates. The middle column is titled 'Web Service Activities' and shows a list of service activities with user avatars and case details. The right column, highlighted with a red border, is titled 'My Contacts' and lists 'Carestream Online Service Desk', 'Carestream Contacts' (including Kuntzendorf David, Stefano Massone, and Macgregor Lori J), and 'Customer Contacts'. At the bottom right, the 'exceed' logo is visible with the tagline 'A customer centric culture.'

We recommend taking a moment to verify and edit your profile in order to enhance your user experience. This can be done by clicking the "Edit Profile" shown here.

**Carestream** eService

LOGOUT | CONTACT US |

YOU ARE AT THE CENTER OF WHO WE ARE.

Home Service Cases Feedback

### My e-Service

Vandagriff Ryan

Radiology  
[Edit Profile](#)

#### My Open Service Cases

|                              |   |
|------------------------------|---|
| Incident                     | 0 |
| Request for Change / Upgrade | 0 |
| Question                     | 0 |
| Other                        | 0 |
| Problem Management           | 0 |

#### Carestream Links

- EverythingRAD
- Carestream on Twitter
- Carestream on Facebook
- Carestream on Youtube

### Wall: Recent Activities

#### My Service Cases

|  |   |                        |
|--|---|------------------------|
|  | Stefano Massone has left a note on case "this is a test SO from eService, please ignore me, ...". | 1/12/2016 7:22:37 AM   |
|  | Stefano Massone has left a note on case "this is a test SO from eService, please ignore me, ...". | 1/12/2016 6:51:40 AM   |
|  | Smith John has left a note on case "this is a test SO from eService, please ignore me, ...".      | 1/12/2016 6:40:18 AM   |
|  | Stefano Massone has left a note on case "this is a test SO from eService, please ignore me, ...". | 1/12/2016 6:33:44 AM   |
|  | Smith John submitted a new case "this is a test SO from eService, please ignore me, ...".         | 1/12/2016 6:11:26 AM   |
|  | Smith John submitted a new case "this is a test SO from eService, please ignore me, ...".         | 1/12/2016 6:07:50 AM   |
|  | Service Desk submitted a new case "Vue:Cloud User Account Audits".                                | 11/13/2015 8:43:00 AM  |
|  | Service Desk submitted a new case "Vue:Cloud User Account Audits".                                | 11/10/2015 12:29:00 PM |
|  | Service Desk submitted a new case "Vue:Cloud User Account Audits".                                | 11/8/2015 10:54:00 AM  |
|  | Service Desk submitted a new case "Vue:Cloud User Account Audits".                                | 11/3/2015 2:15:00 PM   |

### My Contacts

#### Carestream Online Service Desk

Service Desk

#### Carestream Contacts

|  |   |
|--|---|
|  | Stefano Massone<br>HCIS Service Tools Developer |
|  | Macgregor Lori J                                |
|  | Cao Linh H                                      |

#### Customer Contacts

exceed  
A customer centric culture.

The "Edit Profile" link will take you to your profile screen. You should edit this page with your most current contact and user information as well as what types of notifications you would like to receive from e-Service. Again, enter only a corporate domain email address.

Please feel free to upload a recent photo of yourself if you would like to add a personal touch. Service is a very personal thing for us here at Carestream and being able to see who we are working with helps both sides make a personal connection.

LOGOUT | CONTACT US |

Carestream eService

YOU ARE AT THE CENTER OF WHO WE ARE.

Home Service Cases Feedback

### My e-Service

Vandagriff Ryan

Radiology

Edit Profile

### Carestream Links

- EverythingRAD
- Carestream on Twitter
- Carestream on Facebook
- Carestream on Youtube

Carestream Vue User Community

First Name: Ryan

Last Name: Vandagriff

Middle Name:

E-Mail: [ryan.vandagriff@carestream.com](mailto:ryan.vandagriff@carestream.com)

Display Name: Vandagriff Ryan

Company Name: HCIS Training

Department: Radiology

Mobile Phone: [410-222-2279](tel:410-222-2279)

Work Phone: [410-222-2279](tel:410-222-2279)

About Me:

Picture

Choose Picture Remove Picture

Job Title: PACS Administrator

Job Function: RIS/PACS Administrator

My Level: Associate

I want to be notified for:

- Only my cases
- All cases
- Only case closure notes

I'm interested in:

- Service Cases
- Incident
- Request for Change / Upgrade
- Question
- Event Management

### My Contacts

Carestream Online Service Desk

Service Desk

Carestream Contacts

- Kuntzendorf David
- Stefano Massone  
HCIS Service Tools Developer
- Macgregor Lori J

Customer Contacts

exceed  
A customer centric culture.

## Opening a Service Case

Now that you have edited your profile, let's get started on using the system to open a service case.

There are several ways to open a service case with Carestream from this system, but the following is the recommended workflow for opening a case.

First, start by clicking the "Service Cases" tab and then click "Add Service Case" as shown.

The screenshot displays the Carestream eService interface. At the top, the Carestream logo and 'eService' branding are visible, along with 'LOGOUT | CONTACT US |' links and the slogan 'YOU ARE AT THE CENTER OF WHO WE ARE.' The navigation bar includes 'Home' and 'Service Cases' tabs, with 'Service Cases' being the active tab. A 'Feedback' button is located on the right. A dropdown menu is open under 'Service Cases', showing options: 'My Service Cases', 'My Devices', and 'Add Service Case'. The 'Add Service Case' option is highlighted with a red box and a red arrow. To the right of this menu is an 'Add Service Case' button. Below the menu, a search filter is shown: 'Site: All - Status: Open - Severity: All - Type: All'. The form contains several dropdown menus: 'Site' (CARESTREAM INTERNAL USE-SERVICE), 'Status' (Open), 'Severity' (TBD, Critical, High, Medium, Low), and 'Type' (6 selected). There is also an 'ID' input field with a 'Search' button. Below the form is a table header with columns: 'Created By', 'Title', 'CSH ID', 'Your ID', 'Case Type', 'Severity', 'Status', 'Submitted Time', 'Rep #', and 'Current Owner'. The table content area displays 'No data available!'. At the bottom left, there is a 'Row count: 10' dropdown. The footer contains the text '© 2015 Carestream Corporation. All rights reserved.'

Once you have clicked “Add Service Case”, it will take you to the form shown below.

Carestream | eService | LOGOUT | CONTACT US | YOU ARE AT THE CENTER OF WHO WE ARE.

Home | Service Cases | Feedback

**My e-Service**

Vandagriff Ryan  
Radiology  
Edit Profile

**Carestream Links**

- EverythingRAD
- Carestream on Twitter
- Carestream on Facebook
- Carestream on Youtube

Carestream Vue User Community

**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 highly 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.

\* Device (KIT):

Your ID:

**Contact details (Edit if alternative contact details are applicable):**

First Name:   
Last Name:   
Phone:   
E-Mail:

**Can you describe the issue?**

\* Description

You have 1500 characters left.

Attachments (Notice: The attachment you upload shall be less than 50 MB):  
Add Attachment:  No file chosen

**My Contacts**

Carestream Online Service Desk

Service Desk

Carestream Contacts

- Kuntzendorf David
- Stefano Massone  
HCIS Service Tools Developer
- Macgregor Lori J

Customer Contacts

exceed  
A customer-centric culture.

**PLEASE NOTE:**

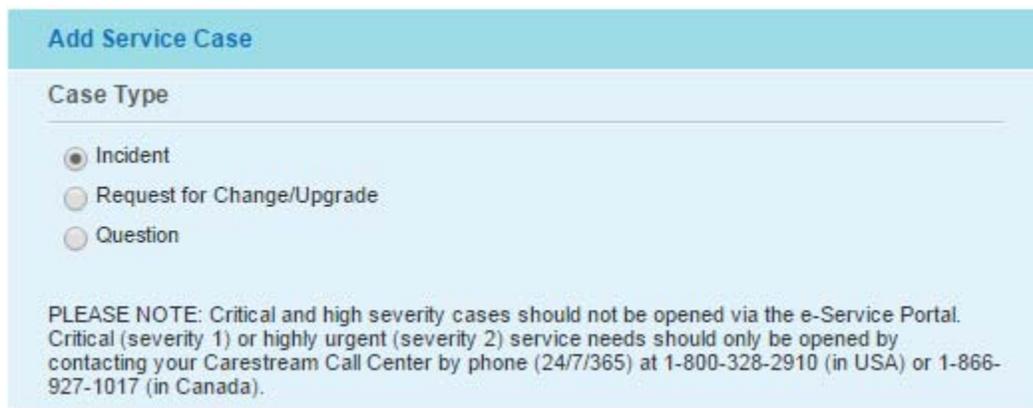
**\*\* Personally Identifiable Information (PII) or Protected Health Information (PHI) must not be included in case information you enter or attachments that you upload to the e-Service portal. Cases that are opened or updated with PII or PHI content will be canceled, the attachments will be deleted and a new case will be opened on your behalf without the protected information.**

See the [PII and PHI section](#) of the document for guidance found on the e-Service portal.

The form is divided into three main sections.

- The type of service case
- The technical issue you are experiencing
- The severity of the issue being submitted

Let's begin with the type of service case. Please indicate if your case is for a specific technical incident, a request to have a change made in your product/system or a simple question you need to ask an expert.



**Add Service Case**

**Case Type**

Incident

Request for Change/Upgrade

Question

PLEASE NOTE: Critical and high severity cases should not be opened via the e-Service Portal. Critical (severity 1) or highly 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 (in USA) or 1-866-927-1017 (in Canada).

**Incidents:** basically, any Carestream system issue that causes – or could cause – an interruption to, or reduction in, the quality of performance or usability.

**Requests for Changes or Upgrades\*:** when you need a new configuration, new functionality feature for your software or an upgrade to a new version.

**Questions\*:** any queries you might have about your Carestream products, services or support agreement.

**\*PLEASE NOTE:**

Carestream will evaluate your request or question and will assign it to the appropriate party. Some implementation and consulting requests and questions may be directed to your Carestream sales representative.

Please type in the Carestream K# of the device you are requesting support on. This can be done by typing in the field or searching for the device by using the magnifying glass.

**PLEASE NOTE:**

**Ensure that you select the proper K# for the system and device that you need help to avoid any unnecessary delays due to improper case routing.**



A screenshot of a web form. The top row contains a text input field labeled '\* Device (K#):' followed by a magnifying glass icon. The bottom row contains a text input field labeled 'Your ID:' followed by an information icon (a lowercase 'i' inside a circle).

If your site uses an internal ticketing system, the “Your ID” field is a place for you to enter your internal ticket number. The field is not mandatory but it can be used by you to correlate the Carestream case to your site’s internal ticketing system and hopefully save you time as you update your internal system.



A screenshot of a web form, identical to the one above. It shows a text input field for '\* Device (K#):' with a magnifying glass icon, and a text input field for 'Your ID:' with an information icon.

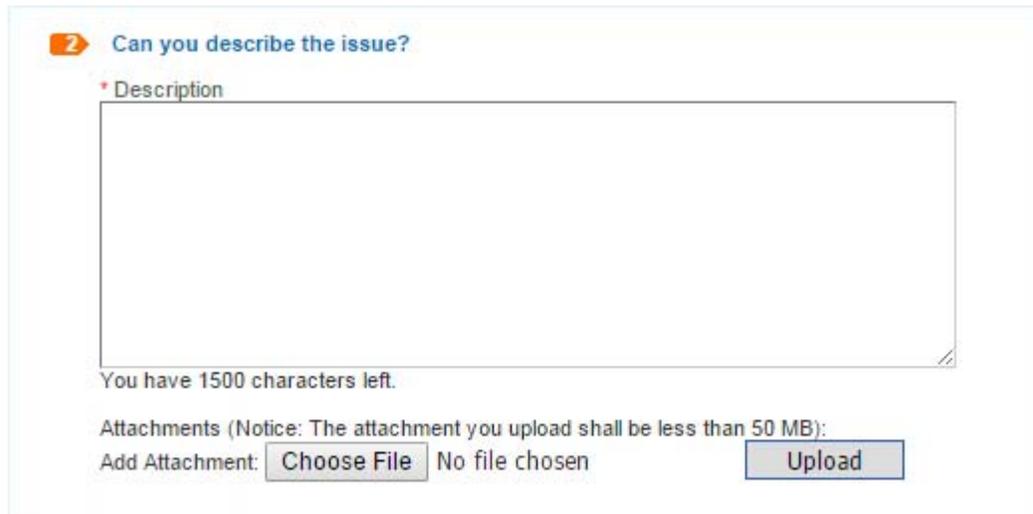
Next is the contact information.

This will pre-populate with the information from your profile. It can be updated, if needed, in the event someone else should be contacted as we work to resolve this particular case.



A screenshot of a contact details form. At the top, there is a blue header with a red arrow icon and the text 'Contact details (Edit if alternative contact details are applicable):'. Below this are four text input fields: 'First Name:' with the value 'Ryan', 'Last Name:' with the value 'Vandagriff', 'Phone:', and 'E-Mail:'. The phone and email fields have some blurred text.

Now we will cover the specific technical description of the case or question you are submitting.



The screenshot shows a web form with the following elements:

- A header with a red arrow icon and the text "Can you describe the issue?"
- A label "Description" with a red asterisk indicating it is required.
- A large, empty text input area.
- A character count below the text area: "You have 1500 characters left."
- An "Attachments" section with a notice: "(Notice: The attachment you upload shall be less than 50 MB):"
- An "Add Attachment:" label followed by a "Choose File" button, the text "No file chosen", and an "Upload" button.

Being as specific here as possible will not only help Carestream ensure your case is sent to the appropriate support group, it will also reduce the time it takes to resolve your issue.

For example:

**“Modality will not send to PACS”**

-This type of description will require an additional phone call to help identify the specific issue you are experiencing before Carestream can begin to resolve the technical issue. This can potentially lead to delayed case resolution.

A better example would be something like this:

**“We are unable to send images from our new CT scanner. The specifics for the modality are as follows: AE = BRANDXCT, IP = 192.168.10.50, port = 104”**

-This will not only help our Service team identify the root cause of the failure quickly but they may even be able to resolve the issue without having to speak to you directly other than validation testing and case closure confirmation.

Lastly, if you wish, you can identify the severity of the issue you are experiencing, however, **entering case severity is not mandatory and can be changed by the Carestream service representative.**

We have provided a brief explanation of the Severity levels to help guide you in making the proper selection.

**\*\*Please be advised that cases for any SYSTEM DOWN or CRITICAL issues (“Severity 1 and Severity 2”) cannot be opened on the e-Service portal and should be called directly into our Service Center by calling **1-800-328-2910 in the US and 1-866-927-1017 in Canada.** This will help ensure your critical situation gets the appropriate attention it deserves.**

Severity 1 and 2 selections are disabled in the eService portal to reinforce the need to open those type issues by calling the Service Center rather than via the e-Service portal.

**PLEASE NOTE:**

**In the event that an issue becomes more severe after first opening a case via the e-Service portal, call the Service Center at the number above to properly raise the severity and escalate the issue.**

**3** Please select the severity to be assigned to the case, following the description reported below:

- Severity 1 (Critical): All functionality or a substantial proportion of functions are unavailable. Has a significant impact on a large number of active users and/or patients OR this event is reportable to Medical Regulator, Issue has a direct impact on patient management
- Severity 2 (High): One or more system functions or processes are unusable or unavailable and significantly impacts a small group of active users and/or affects patient care.
- Severity 3 (Medium): One or more system functions or processes has intermittent failures or issues and moderately impacts active users and patient care.
- Severity 4 (Low): Minor or annoying issues that don't have a substantial impact on system use and does not have any or little impact on users and/or patient care. Usually the issue can be tolerated until the next software patch release. Report or inform Carestream of any planned/unplanned maintenance activity.

[Create Case](#)

Congratulations! You have now submitted a service case via the e-Service portal! Your case will now be entered into Carestream’s CRM system and a Customer Service Representative will contact you according to your current Service Level Agreement.

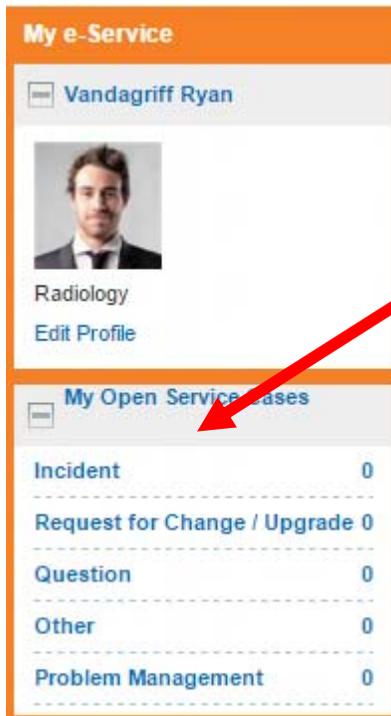
Here is a table to help you set the proper expectation for response time based on the severity of the case:

| Severity Code | Definition                              | Service Level Agreement Time Frames (SLA’s)       |
|---------------|---|---|
| 1             | System inoperative                      | One Hour or Less                                  |
| 2             | System Restricted                       | Two Hours or Less                                 |
| 3             | System Operational with minor problem   | Four Business Hours or Less                       |
| 4             | Scheduled Maintenance, User Information | Next Business Day                                 |
| 5             | RMS Notification                        | Immediate or Next Business Day by Type of Problem |

## Reviewing Your Service Cases

Let's take a quick look at how to review your open cases.

The fastest way to review your open cases is to simply click the links below from the Home Screen.



This will provide a quick list of open cases as well as a filter form so that you can quickly and easily find the exact case you are looking for, despite its current status.

The case types in "My Open Service Cases" are:

### Incident

- Cases you have opened for service issues

### Request for Change / Upgrade

- Cases you have opened for a configuration change or software upgrade

### Question

- Cases you have opened to have a question answered by a technical expert

### Other

- Refers to a state where no other status applies or when a case is in an intermediate state. Generally this should not occur and should only be an exception.

### Problem Management

- Cases that have been escalated to the Problem Management Team

The “My Service Cases” screen will allow you to query your cases and provide your query results.

**My Service Cases** Add Service Case

▼ Site: All - Status: Open - Severity: All - Type: Incident

Site: CARESTREAM INTERNAL USE-SERVICE

Status: Open

Severity: TBD, Critical, High, Medium, Low

Type: Incident

ID:  [Search](#)

| Created By         | Title | CSH ID | Your ID | Case Type | Severity | Status | Submitted Time | Rep # |
|--------------------|-------|--------|---------|-----------|----------|--------|----------------|-------|
| No data available! |       |        |         |           |          |        |                |       |

Row count: 10

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To update an existing case, simply click the line item for the case you would like to open.

**My Service Cases** Add Service Case

▼ Site: All - Status: Resolved - Severity: Low - Type: Incident

Site: CARESTREAM INTERNAL USE-SERVICE

Status: Resolved

Severity: Low

Type: Incident

ID:  [Search](#)

| Created By | Title                               | CSH ID     | Your ID | Case Type | Severity | Status   | Submitted Time          | Rep # |
|------------|-------------------------------------|------------|---------|-----------|----------|----------|-------------------------|-------|
|            | Test case for CRM workflow.         | 8000183035 |         | Incident  | Low      | Resolved | 1/14/2016<br>6:31:30 AM | 4     |
|            | Dr. Schon WS connection to JHU PACS | 8000168603 |         | Incident  | Low      | Resolved | 7/22/2015<br>3:10:00 PM | 0     |
|            | Failing to launch client            | 8000168579 |         | Incident  | Low      | Resolved | 7/22/2015<br>2:47:00 PM | 0     |

<< < 1 > >> Go to page: 1 Row count: 10 Show

Doing so will open the case and display the case history. To provide an update back to your Carestream contact working the case, all you need to do is click "Reply" or simply type your comments into the dialog box below

The screenshot shows a web application interface for "Service Cases". At the top, there are navigation tabs for "Home" and "Service Cases". The main content area is divided into several sections:

- My e-Service:** A sidebar on the left containing:
  - Vandagriff Ryan:** Profile picture, name, "Radiology", and "Edit Profile" link.
  - Carestream Links:** A list of links: "EverythingRAD", "Carestream on Twitter", "Carestream on Facebook", and "Carestream on Youtube".
  - Carestream Vue User Community:** A graphic with stylized figures and the text "VIBE" and "Carestream Vue User Community".
- Service Case Detail:** A header section with a "Go back to ticket list" link and a "Started: 1/25/2016 10:22:56 AM" timestamp. A "Reply" button is located to the right of the timestamp.
- Case Information:** A section with a profile picture of Vandagriff Ryan and the following details:
  - Site: CARESTREAM INTERNAL USE-SERVICE
  - Status: Submitted
  - Case Type: Incident
  - Severity: Low
  - K-Number: HCIS
  - Contact Details: Ryan Vandagriff / rvgriff@aol.com / 9706405678
- Case Description:** A text block stating: "Test case for documenting eService. Please feel free to close this case in CRM."
- Reply Form:** A section with a "Go back to ticket list" link, a "Reply:" label, and a large text input area. Below the input area, it says "You have 1000 characters left." At the bottom of this section are "Attachments (Notice: The attachment you upload shall be less than 50 MB):", "Add Attachment: Choose File No file chosen Upload", and a "Submit Reply" button.

If additional files are useful to the case, or requested by Service, they can be uploaded via the portal page as seen below.

**\*\* Personally Identifiable Information (PII) or Protected Health Information (PHI) must not be included in case information you enter or attachments that you upload to the e-Service portal. Cases that are opened or updated with PII or PHI content will be canceled, the attachments will be deleted and a new case will be opened on your behalf without the protected information.**

See the [PII and PHI section](#) of the document for guidance found on the e-Service portal.

The screenshot displays the 'Service Case Detail' page in the e-Service portal. The page is divided into several sections:

- My e-Service:** Includes a user profile for Vandagriff Ryan (Radiology) and Carestream Links (EverythingRAD, Carestream on Twitter, Carestream on Facebook, Carestream on Youtube).
- Service Case Detail:** Shows the case started on 1/25/2016 at 10:22:56 AM. The case details include: Site: CARESTREAM INTERNAL USE-SERVICE, Status: Submitted, Case Type: Incident, Severity: Low, K-Number: HCIS, and Contact Details: Ryan Vandagriff / rvgriff@aol.com / 9706405678. A test case message is also present: "Test case for documenting eService. Please feel free to close this case in CRM."
- Reply:** A large text area for replying to the case. Below the text area, it states "You have 1000 characters left."
- Attachments:** A section for adding attachments, with a notice: "Notice: The attachment you upload shall be less than 50 MB:". It includes a "Choose File" button, "No file chosen" text, and an "Upload" button.
- Submit Reply:** A button to submit the reply.

Red arrows in the image point to the "Upload" button and the "Submit Reply" button.

When you are done you just need to hit "Submit Reply".

When the case owner replies, the message will appear in the portal and the customer will receive an email.

Replying to messages does not work from email and must be performed on the portal.

# Personally Identifiable Information and Protected Health Information

**PII** (sometimes referred to as personal information or personal data)

Personal Information or “Personally Identifiable Information” or “Personal Data” is defined as data relating to an identified individual or an individual identifiable by such data (“natural person”). Examples include, but are not limited to: name, number, personal mark, biometric data, or other identifier, and can be used to identify the natural person. Other examples include name, office phone lists, office addresses, age, occupation, birth date, gender, income, physical description, education, financial information, medical information, employment history, marital status, size of household, e-mail address, IP address, driver’s license number, vehicle registration plate number, face, fingerprints, handwriting, credit card numbers, and/or digital identity. It can include statements made by, or attributed to, the individual.

**PHI** (sometimes referred to as medical data)

Protected Health Information is any data relating to the past, present or future physical or mental health or condition of an individual, the provision of health care to an individual or the past, present or future payments for the provision of health care for an individual, that is created or received, either orally, in hardcopy, or electronically, by:

- a. Company supervisory, management or personnel providing associate services for one or more of the following purposes:
  - Complying with company policy.
  - Receiving medical services.
  - Receiving benefits under a group health plan or another associate welfare benefit plan sponsored by the company.
  - Obtaining accommodations or employment leaves due to an individual’s medical condition; or
- b. Other company personnel for the purpose of providing equipment, software or services to customers.

## Examples

- a. **Correct:** Study of patient with PID 123 with ACC# 123 has a problem
  - **Incorrect:** Study with ACC# 123 of patient John Doe with PID 123 and Date of Birth 1/1/2000 has a problem.
- b. **Correct:** User john.doe@carestream.com cannot access to the system
  - **Incorrect:** User john.doe@carestream.com with password “Mypa55Word” cannot access to the system

Congratulations! You're now ready to use the portal for opening and reviewing service cases. Remember to keep your profile information up to date and upload a photo if you like. We look forward to continuing to provide you with exceptional service and support.