Carestream

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

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

Carestream | **e**-Service

🏠 HOME PAGE   CONTACT US

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]

www.carestream.com | Privacy | Terms   © 2015 Carestream Corporation. All rights reserved.

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

Carestream | *e-Service*

Register

Field	
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	Other
My Level	Other
Country & Area*	United States
State & Province	
City	
Street	
Postal Code	
Time Zone *	(UTC-07:00) Mountain Time (US & Canada)
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 sucessfully 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.

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

Your Profile and Home Page

Your home page is broken up into three main sections.

My e-Service   Your "Wall"   And your "Contacts"

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

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.

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

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.

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.

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.

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

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.

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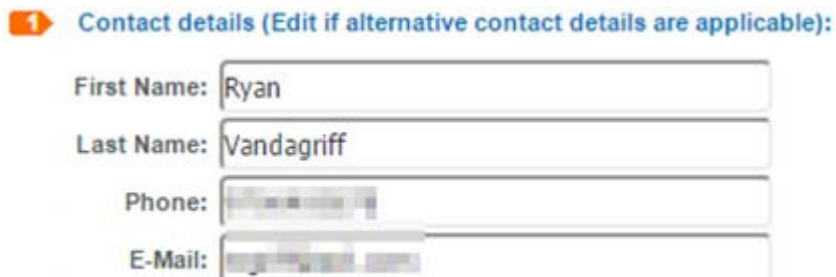
If your site uses and internal ticketing system, the "Your ID" field is a place for you to enter your internal ticket number. The field is not mandatory but it can be used by you to correlate the Carestream case to your site's internal ticketing system and hopefully save you time as you update your internal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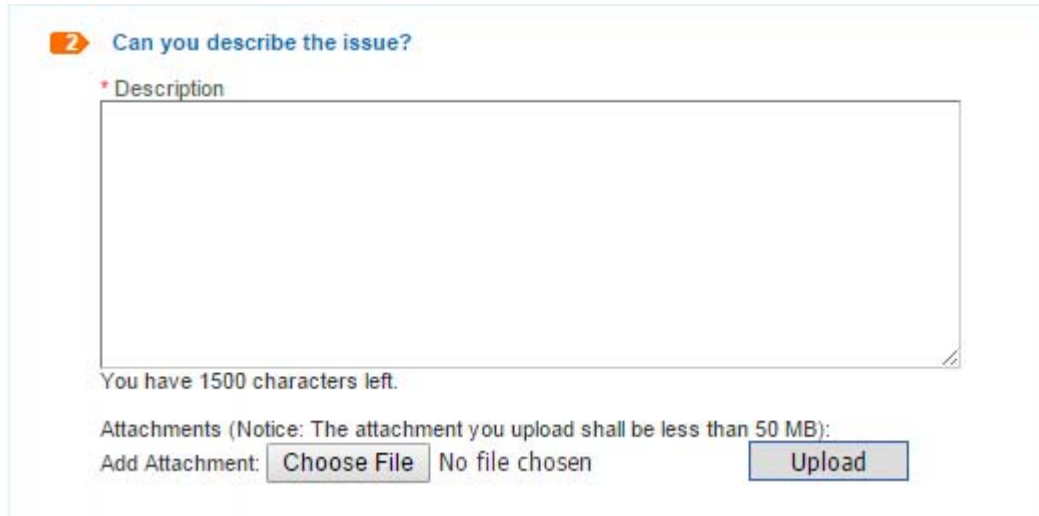
Next is the contact information.

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.

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

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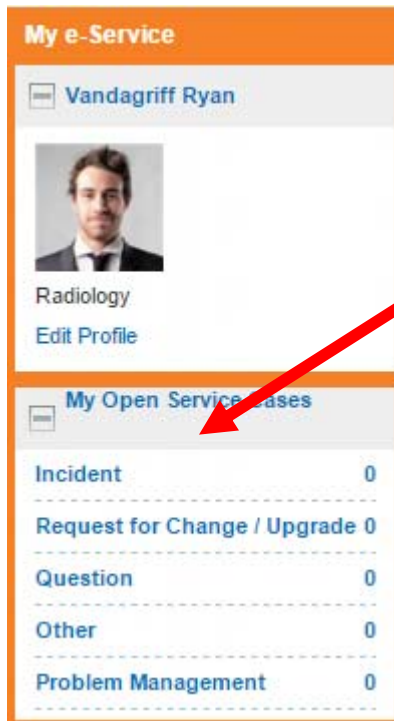
This will provide a quick list of open cases as well as a filter form so that you can quickly and easily find the exact case you are looking for, despite its current status.

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.

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

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

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.

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 and 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.