

# MyCarestream Getting Started Training



Welcome! This training covers how to access and use the MyCarestream portal.

Click the **START COURSE** button above or select the first topic below to begin.

2000 339

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 Introduction

 MyCarestream Overview

## SALES FUNCTIONS

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 Sales Assets

 Business Workspace - Sales

## SERVICE FUNCTIONS

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 Service Assets

 **Business Workspace - Service**

## SHOP CARESTREAM

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 **Shop Carestream Dashboard**

 **Product Catalog**

 **Orders**

## SUMMARY

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 **Summary**

# Introduction

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## How to Navigate

- To progress through this training, simply **scroll down** each page to view the content. You can also use the **course menu** on the left to select a specific topic.
- If there is an interactive element, select the arrows or buttons to complete it.
- Select any image to **expand** it.
- If you leave the course at any time before you complete it, your place will be saved for when you return.
- At the conclusion of the course, there is a **.pdf resource** available for download.



## Overview

This training covers accessing and using the MyCarestream portal and its functions for Sales and Marketing. The course covers how to use Sales and Services Assets, Business Workspace, and Shop Carestream.

Before you begin, you should know that:

- This course takes approximately **25 minutes** to complete.

## Course Objectives

After completing this training, you will be able to:



1

Identify the primary and secondary needs of Sales, Marketing, and employee use of MyCarestream.

2

Sign-in and navigate Sales Assets on MyCarestream.

3

Understand how Sales functions use Business Workspace.

4

Sign-in and navigate Service Assets on MyCarestream.

5

Understand how Service functions use Business Workspace.

6

Navigate and use Shop Carestream to create and manage orders.

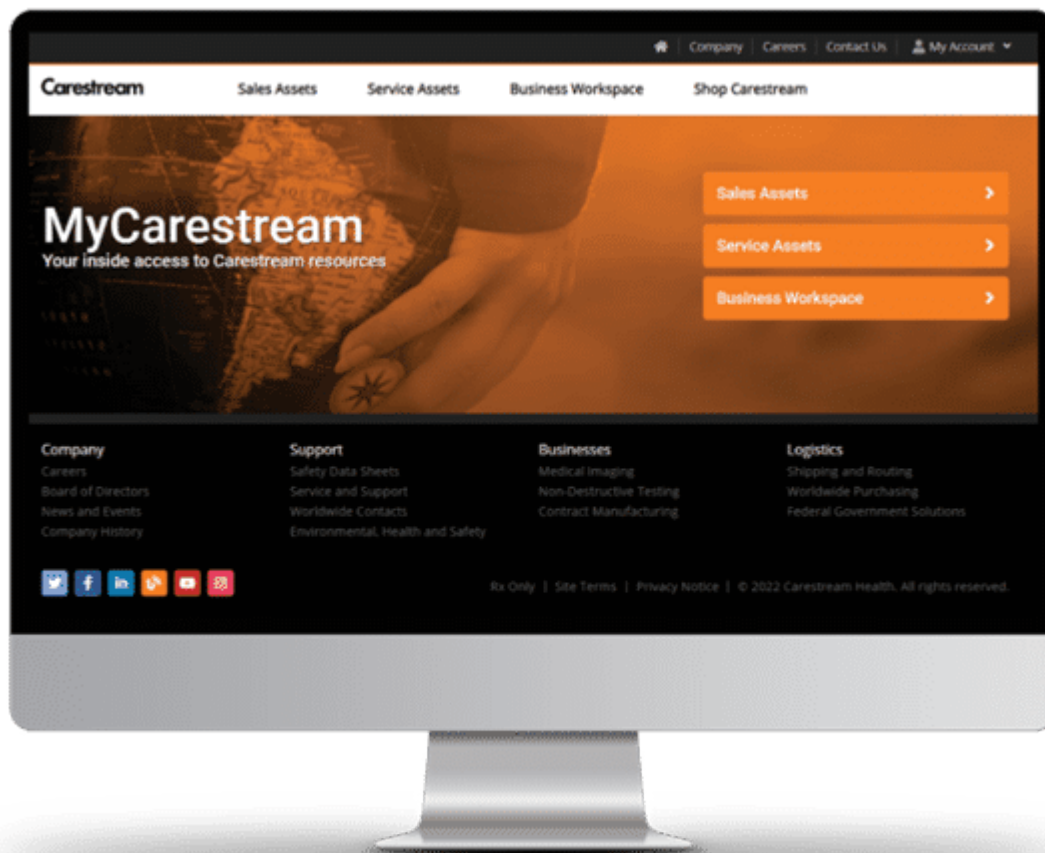
CONTINUE

# MyCarestream Overview

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Carestream's MyCarestream portal provides business partners with access to digital assets on demand, anywhere, and anytime you need them. The MyCarestream portal is organized into four main categories: Sales Assets, Service Assets, Business Workspace, and Shop Carestream.

The MyCarestream portal is a single destination for all our customers designed to satisfy their Carestream interactions and business needs, driven by common design, brand experiences, and seamless movement across all our businesses.



## Use Cases

Click each tab to view the needs of the MyCarestream portal for selling partners, marketing partners and employees.

### SELLING PARTNERS AND EMPLOYEES

### MARKETING PARTNERS AND EMPLOYEES

#### Primary Needs

- Sales training

- Product brochures and sell sheets
- Product images
- White papers
- Specifications
- Create and manage sales opportunities
- Place online orders

#### **Secondary Needs**

- Advertisements
- Marketing promotions

#### **SELLING PARTNERS AND EMPLOYEES**

#### **MARKETING PARTNERS AND EMPLOYEES**

#### **Primary Needs**

- Marketing promotions
- Create and manage business prospects
- Create and manage key contacts
- Create and manage sales opportunities
- Advertisements

#### **Secondary Needs**

- Collaborate with the Carestream sales team
- Product brochures and sell sheets
- Product images

Click each tab to view the needs of the MyCarestream portal for servicing partners, service managers, and employees.

**SERVICING PARTNERS AND EMPLOYEES**

**SERVICE MANAGERS AND EMPLOYEES**

**Primary Needs**

- Service bulletins
- Software updates
- Maintenance guidelines and instructions
- Installation guides
- Modification and safety instructions
- Parts lists

**Secondary Needs**

- Enter service requests
- Order parts
- View device service history

**SERVICING PARTNERS AND EMPLOYEES**

**SERVICE MANAGERS AND EMPLOYEES**

### **Primary Needs**

- Order parts
- Tracking
- View and manage Carestream assets
- Register new Carestream assets
- View and manage service entitlement
- View device service history

### **Secondary Needs**

- Enter service requests
- Access service documentation
- View Carestream service notes
- Collaborate with Carestream service team

This course covers each section of the MyCarestream portal. Use the navigation buttons below to jump to a specific section within the course.

### **Sales**

Your single destination for all Carestream sales and marketing information.

**SALES**

### **Service**

Your single destination for Carestream service information.

SERVICE

### **Shop Carestream**

Your single destination for creating orders and managing shipments.

SHOP CARESTREAM

CONTINUE

# Sales Assets

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## Benefits

Access, view, and download sales brochures, images, white papers, social media assets, advertisements, sales training, and more. All are within an easy-to-use web platform available from your desktop or mobile device.

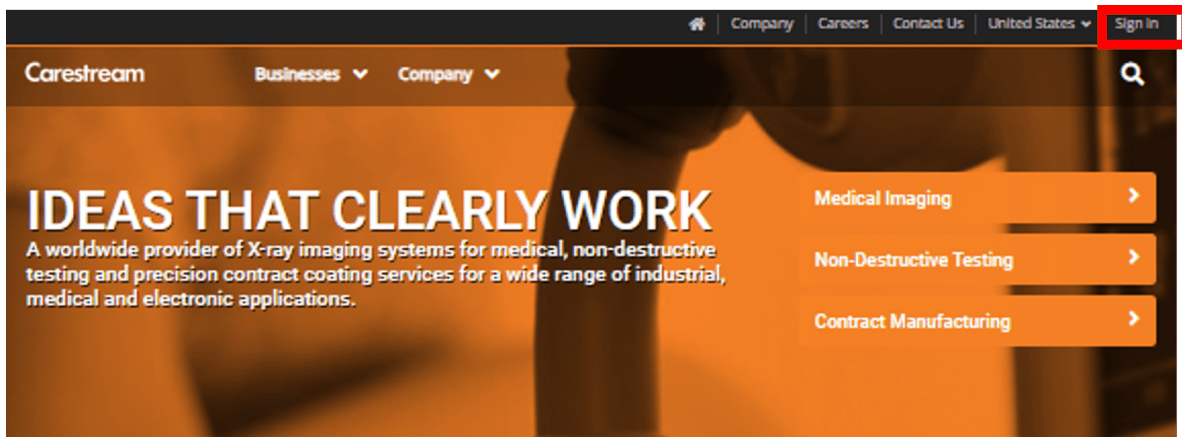
- Common interface across sales and service assets
- Information and selling tools for the full Carestream product portfolio
- Support for all sales and marketing activities, including promotions, product launches, and trade shows
- Access based upon dealer/ direct contract and account profile
- Subscription alerts available

## Sign In



1. Go to [www.Carestream.com](http://www.Carestream.com).

2. In the top right corner, click **Sign in**.



3. In the Sign in window:

a. Type your email address and password.

b. Click **Sign in**.

You will be prompted for 2-step verification.

**Carestream**

**Sign in**

Email Address

Password

[Forgot your Password?](#)

**Sign in**

Sign in as a Carestream Employee

4. In the menu, select **Sales Assets**.

Company | Careers | Contact Us | My Account

**Carestream** **Sales Assets** Service Assets Business Workspace Shop Carestream

# MyCarestream

Your inside access to Carestream resources

Sales Assets >

Service Assets >

Business Workspace >

## Search and Navigate

Click the "i" info icons to learn how to navigate the Sales Assets screen.

The screenshot shows the Carestream website's Sales Assets section. At the top is a dark navigation bar with links for Company, Careers, Contact Us, and My Account. Below this is a secondary navigation bar with links for Sales Assets, Service Assets, Business Workspace, and Shop Carestream. The main content area has a breadcrumb trail 'MyCarestream / Sales Assets' and a 'Content Filter' dropdown. The 'Sales Assets' title is in orange. There are two search options: a 'Search' section with a text input 'Enter search criteria', an orange 'Search' button, and an 'i' info icon; and a 'Products' section with a dropdown 'Choose Product', an orange 'Go' button, and an 'i' info icon. An orange 'OR' is placed between the two search sections. An example text 'Example: DRX-Compass Brochure' is shown below the search input.

Carestream

Sales Assets Service Assets Business Workspace Shop Carestream

MyCarestream / Sales Assets Content Filter

### Sales Assets

**Search**

Enter search criteria *i* Search

*Example: DRX-Compass Brochure*

**OR**

**Products**

Choose Product *i* Go

HomeCompanyCareersContact UsMy Account

CarestreamSales AssetsService AssetsBusiness WorkspaceShop Carestream

MyCarestream / Sales AssetsContent Filter

Sales Assets

Search

Enter search criteria*Example: DRX-Compass Brochure*

Search

OR

Products

Choose Product

Go

## Search box

To search for a term such as a keyword or publication number, type that term in the Search box and click **Search**.



CompanyCareersContact UsMy Account

CarestreamSales AssetsService AssetsBusiness WorkspaceShop Carestream

MyCarestream / Sales AssetsContent Filter

Sales Assets

Search

Enter search criteriaSearch

OR

Products

Choose ProductGo

Example: DRX-Compass Brochure

## Products

CompanyCareersContact UsMy Account

CarestreamSales AssetsService AssetsBusiness WorkspaceShop Carestream

MyCarestream / Sales Assets / DRX-RevolutionContent Filter

CR Screens and Cassettes+  
CR Systems+  
DR Retrofit Solutions+  
DR Room+  
Fluoro Rooms RF+  
General Radiology Films+  
Image Suite Software+  
ImageView Software+  
Mobile X-ray-  
    > DRX-Revolution  
        DRX-Revolution Nano  
        DRX-Revolution Plus  
Processors+

DRX-Revolution

Downloads

> ADS  
> BOOTH PROPERTIES  
> BROCHURES & SELL SHEETS  
> FLYERS  
> IMAGES  
> MARKETING PAPERS  
> SALES TOOLS  
> SOCIAL MEDIA  
> SPECIFICATIONS  
> VIDEOS

To view all available materials for a product, select that product in the Products list and click **Go**.

CONTINUE

# Business Workspace - Sales

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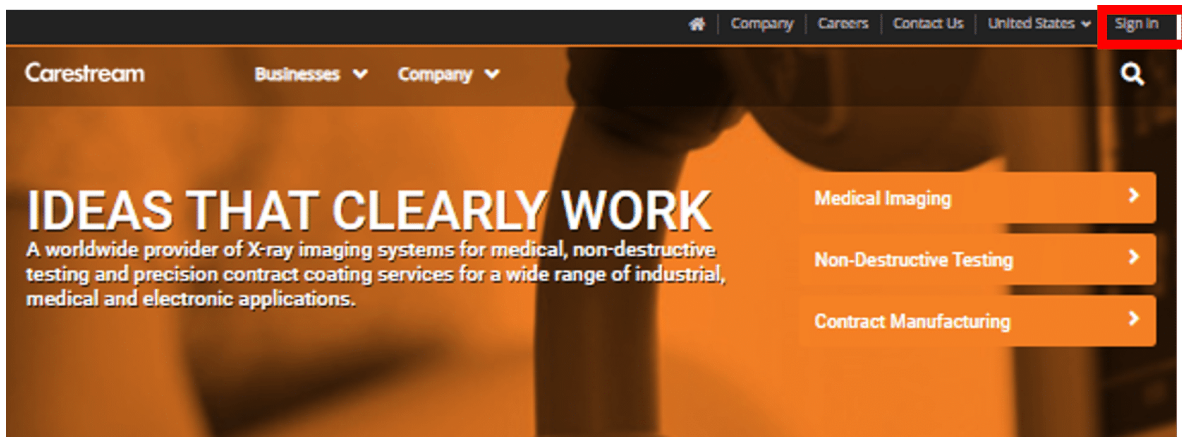
Carestream's Business Workspace provides business partners the power to succeed with sales opportunity management anytime, anywhere. All within the easy-to-use MyCarestream portal, available from your desktop or mobile device. Benefits include:

- Single destination to manage all your Carestream sales opportunities.
- Collaboration with Carestream sales experts for faster resolution
- 24/7 access to critical information on your Carestream sales opportunities
- Support for sales and funnel activities
- Ability to manage multiple authorized accounts
- Management of opportunities

**Sign In**

1. Go to [www.Carestream.com](http://www.Carestream.com).

2. In the top right corner, click **Sign in**.



3. In the Sign in window:

a. Type your email address and password.

b. Click **Sign in**.

You will be prompted for 2-step verification.



**Carestream**

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## Sign in

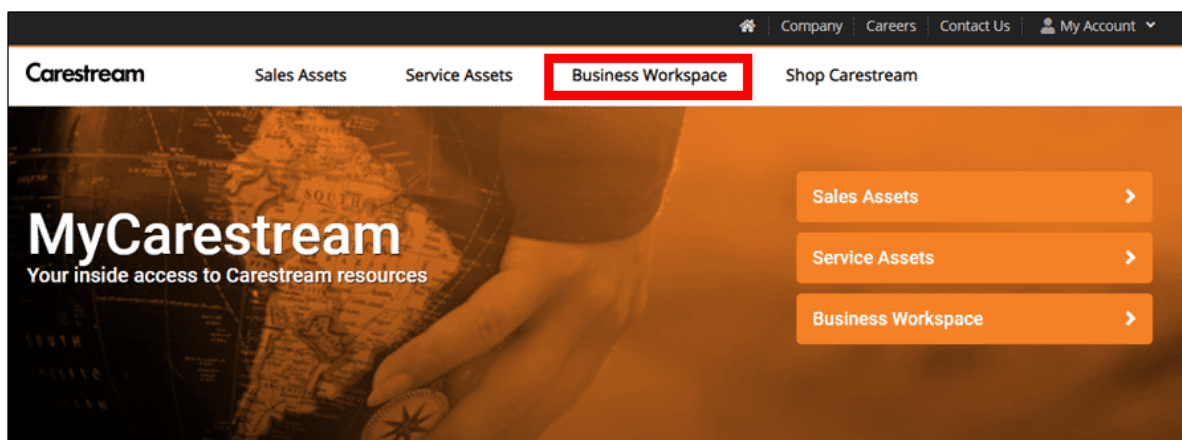
Email Address

Password [Forgot your Password?](#)

**Sign in**

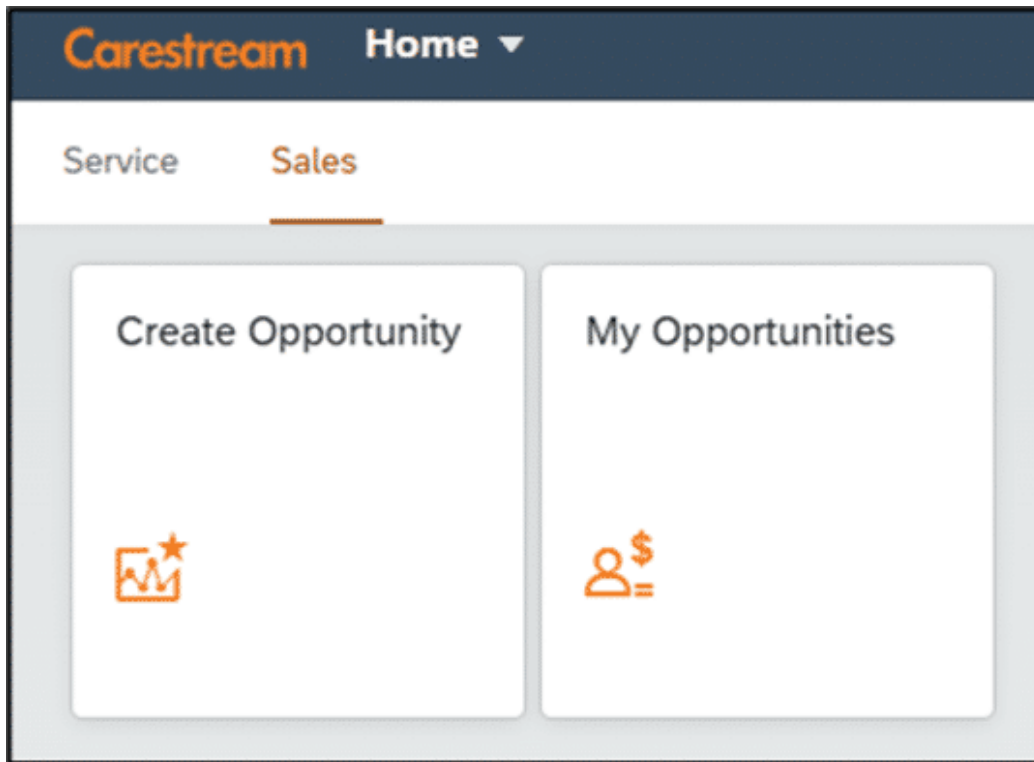
[Sign in as a Carestream Employee](#)

4. In the menu, select **Business Workspace**.



On the Home screen, you can click the following buttons:

- **Create Opportunity** (to create a new opportunity)
- **My Opportunities** (to view and manage opportunities)



**Create Opportunity**

## Creating an Opportunity

On the **Home** screen, click **Create Opportunity** and complete the Overview, Items, and Attachments sections.

Click **START** to view the steps to create an opportunity.

## Step 2

### For Overview:

The screenshot shows the 'Manage Opportunities' form in the Caresstream system, specifically the 'Overview' step. The form is divided into two main sections: a left column for deal details and a right column for notes and contact information. The left column includes fields for Account, Deal Type, Deal Description, Is Tender, and Order Date. The right column includes a large Notes field, Currency, Currency Description, Contact Name, Phone Number, and Email. The form is titled '1. Overview' and has a progress bar at the top indicating the current step.

**1. Overview**

Account: \*

Deal Type: \*

Deal Description:   
ex: "General Hospital | 1Evolution | 1Lux & 1Plus"

Is Tender: \*

Order Date: \*

Notes: \*

Currency: \*

Currency Description:

Contact Name:

Phone Number:

Email:

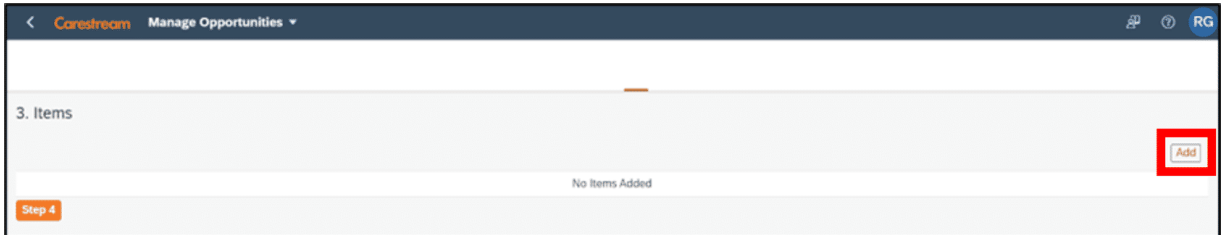
a. Complete the **Deal Description**, **Order Date**, **Notes**, and other fields.

b. Click **Step 2 (Items)**.

Note: **Order Date** drives an automated email alert reminder that is sent 30 days prior.

### Step 3

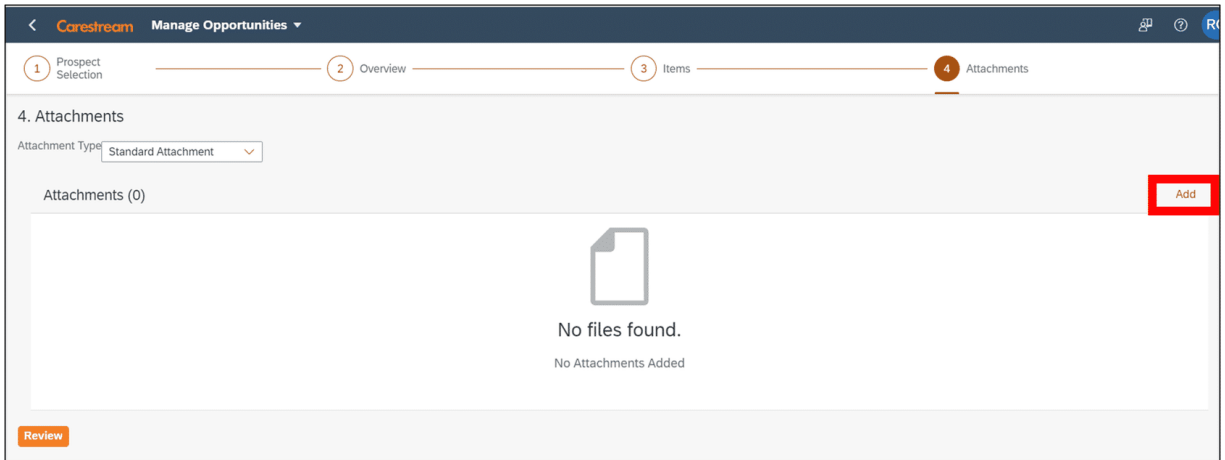
## For Items:



- a. Click **Add** to add one or more products to the opportunity.
- b. Click **Step 3 (Attachments)**.

## Step 4

### For Attachments:



- a. Select the **Attachment Type**.
- b. Click **Add**.
- c. Upload a file.

## Summary

Click **START AGAIN** to review the steps of the process.



## My Opportunities



## Using My Opportunities

On the **Home** screen, click **My Opportunities** and then follow the next steps.

Click **START** to begin.

## Step 2

Corestream

My Opportunities

Download

Opportunity ID:

Status:  

In Progress x 1 More

Closed Date:

Accounts:

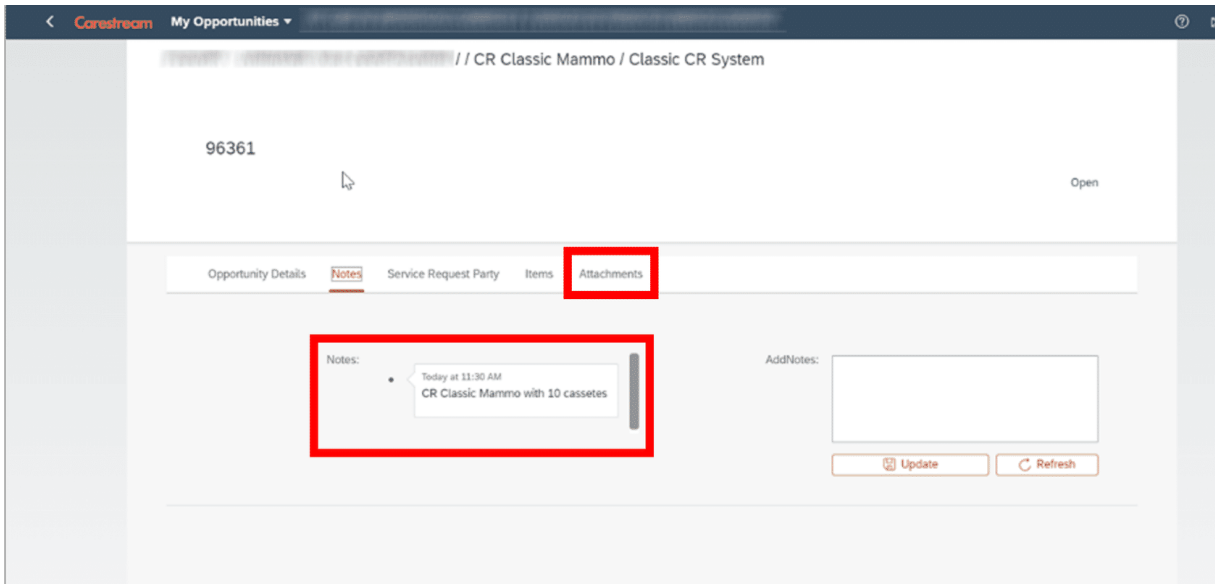
Created By Me:  
☐

Opportunity ID	Status	Opportunity Owner	Opportunity Document	Closed Date	Opportunity Value	Created On	
132113 <a href="#">View Associated Pages</a>	Open	<a href="#">Andrew Johnson</a>	Sales Opportunity	Nov 14, 2024	0.00 GBP	Oct 16, 2024	>
132111 <a href="#">View Associated Pages</a>	Open	<a href="#">Peter Ramirez</a>	Sales Opportunity	Oct 15, 2024	8.00 AUD	Oct 15, 2024	>
132101 <a href="#">View Associated Pages</a>	Open	<a href="#">Peter Ramirez</a>	Sales Opportunity	Oct 15, 2024	0.00 USD	Oct 15, 2024	>
132097 <a href="#">View Associated Pages</a>	Open	<a href="#">Peter Ramirez</a>	Sales Opportunity	Oct 17, 2024	0.00 USD	Oct 17, 2024	>
132095 <a href="#">View Associated Pages</a>	Open	<a href="#">Peter Ramirez</a>	Sales Opportunity	Oct 15, 2024	0.00 USD	Oct 15, 2024	>
132094 <a href="#">View Associated Pages</a>	Open	<a href="#">Peter Ramirez</a>	Sales Opportunity	Oct 15, 2024	0.00 USD	Oct 15, 2024	>

To narrow the list of results, if desired, use one or more filters at the top.

NOTE: When an opportunity is first created, its **Status** is **In Progress**.

### Step 3



Select one of the results to view details of the opportunity record.

- Take **Actions**.
- Click **Download** to export a list of displayed opportunities
- Communicate with the Carestream representative via **Notes**.
- Upload attachments.

## Summary

Click **START AGAIN** to replay the steps of the process.

## Additional My Opportunities functions

### Request for Quote

Click the numbered steps to learn the request for quote process.





## Actions

Test Attachment Type

132113

Open

Actions ▾

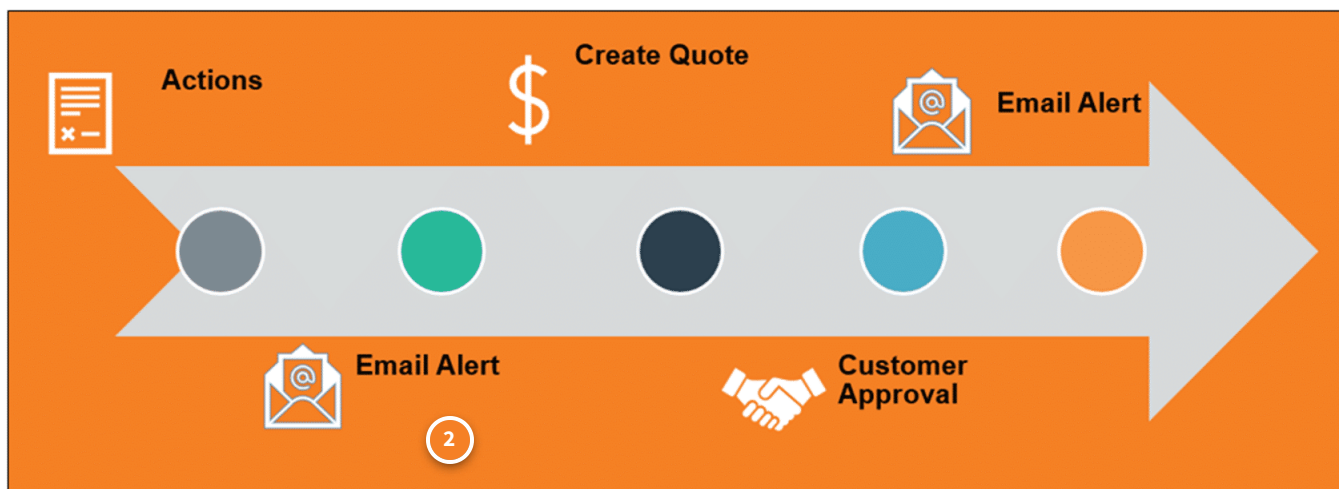
Request for Quote

Opportunity Details Notes Service Request Party Items Attachments

Deal Type:★ Fulfilled By Carestream

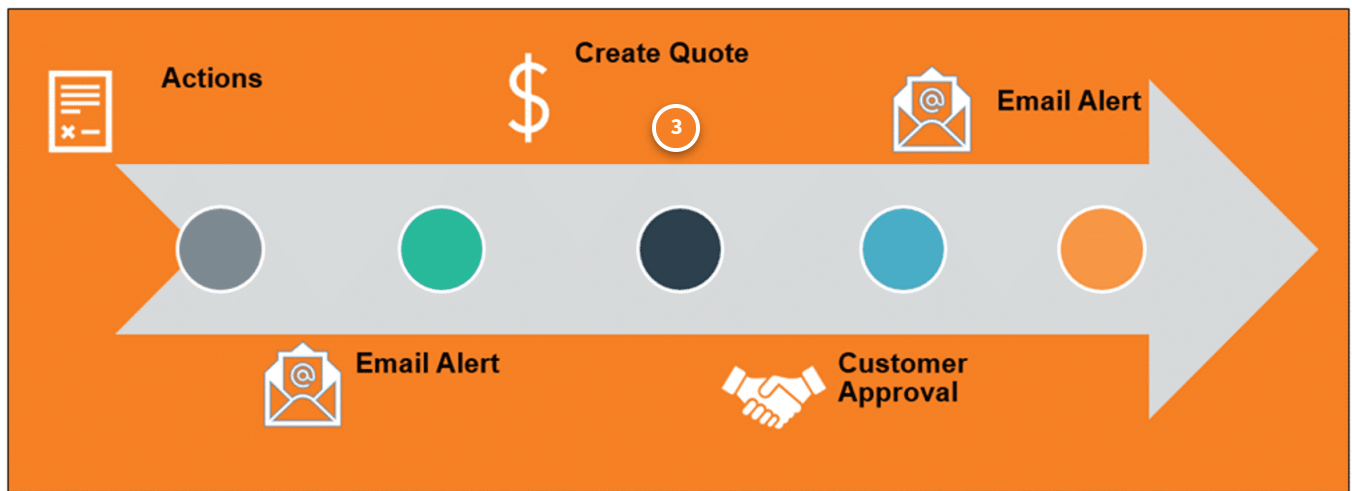
Reason Code:

In the **Actions** list, select **Request for Quote**.



## Email Alert

Quote requested.



## Create Quote

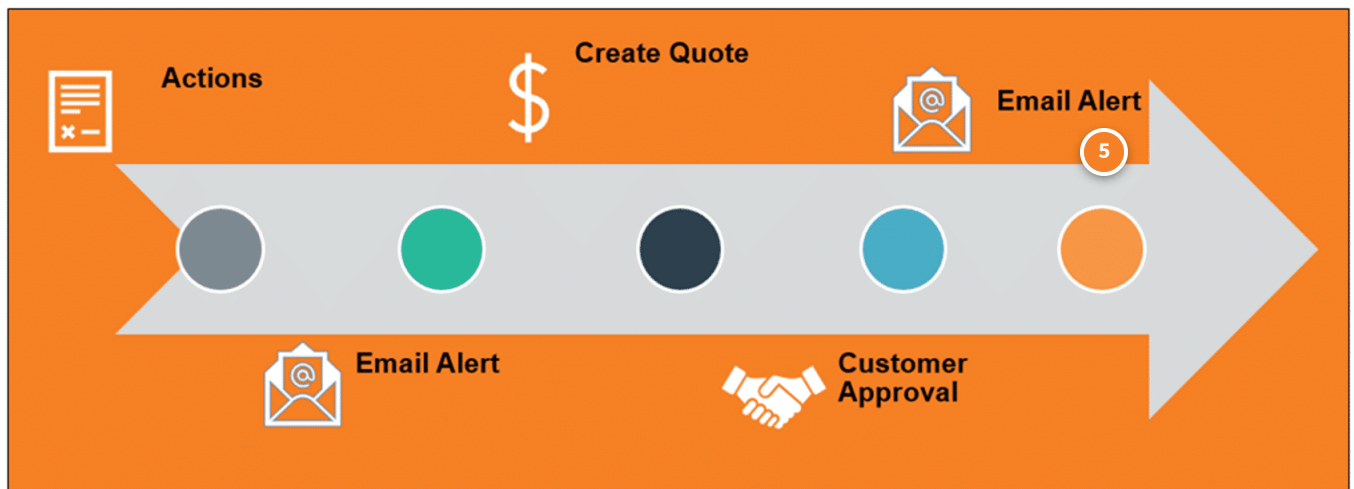
- Financial Approval
- Upload Customer Quote to Opportunity



## Customer Approval

Customer Action



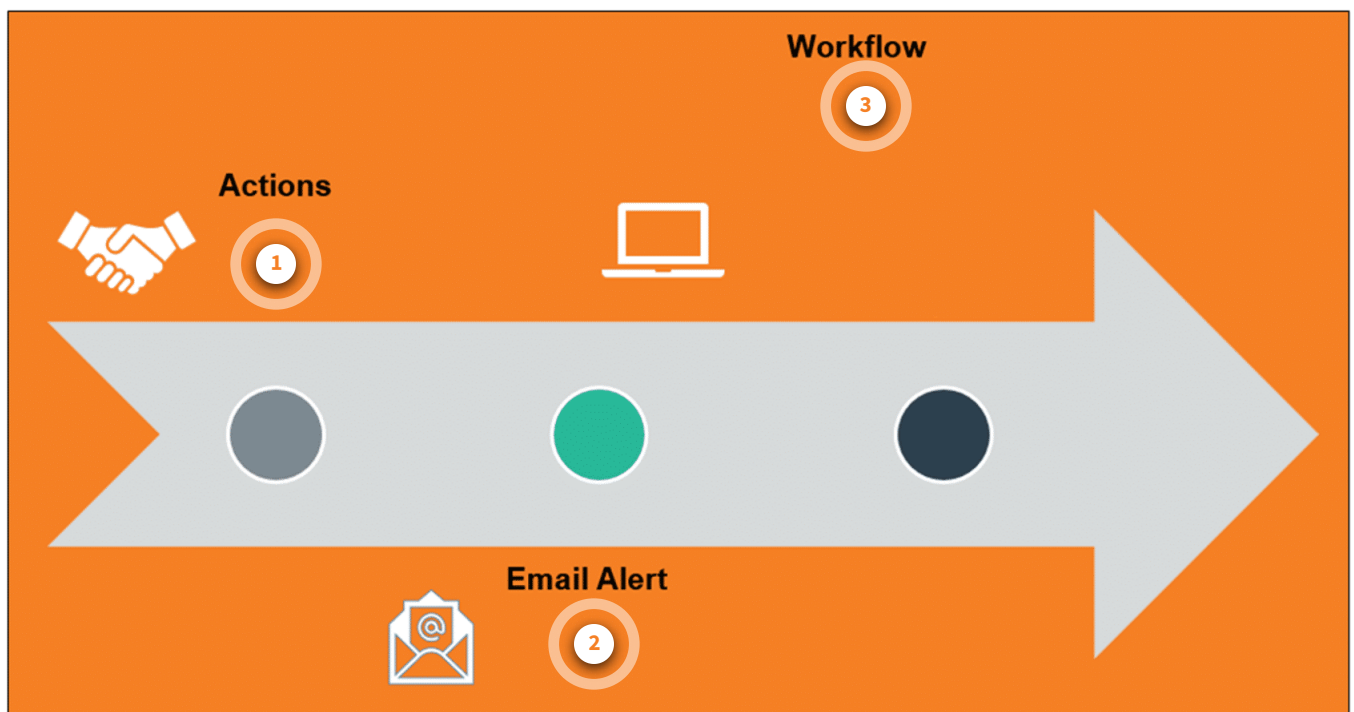


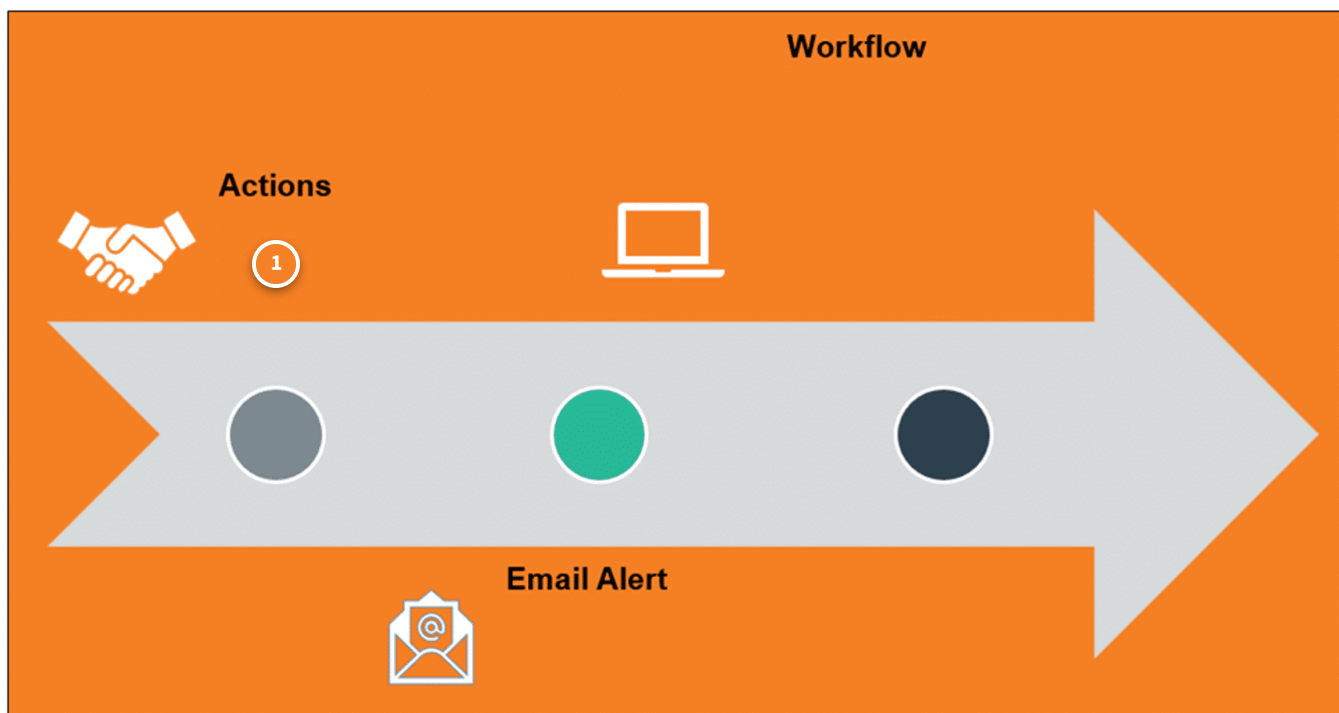
## Email Alert

Action Needed

## Customer Approval

Click the numbered steps to learn the customer approval process.





## Actions

< Carestream My Opportunities ▾

Test Attachment Type

132113

Actions ▾

- Approve
- Reject
- Rework
- Open

Opportunity Details Notes Service Request Party Items Attachments

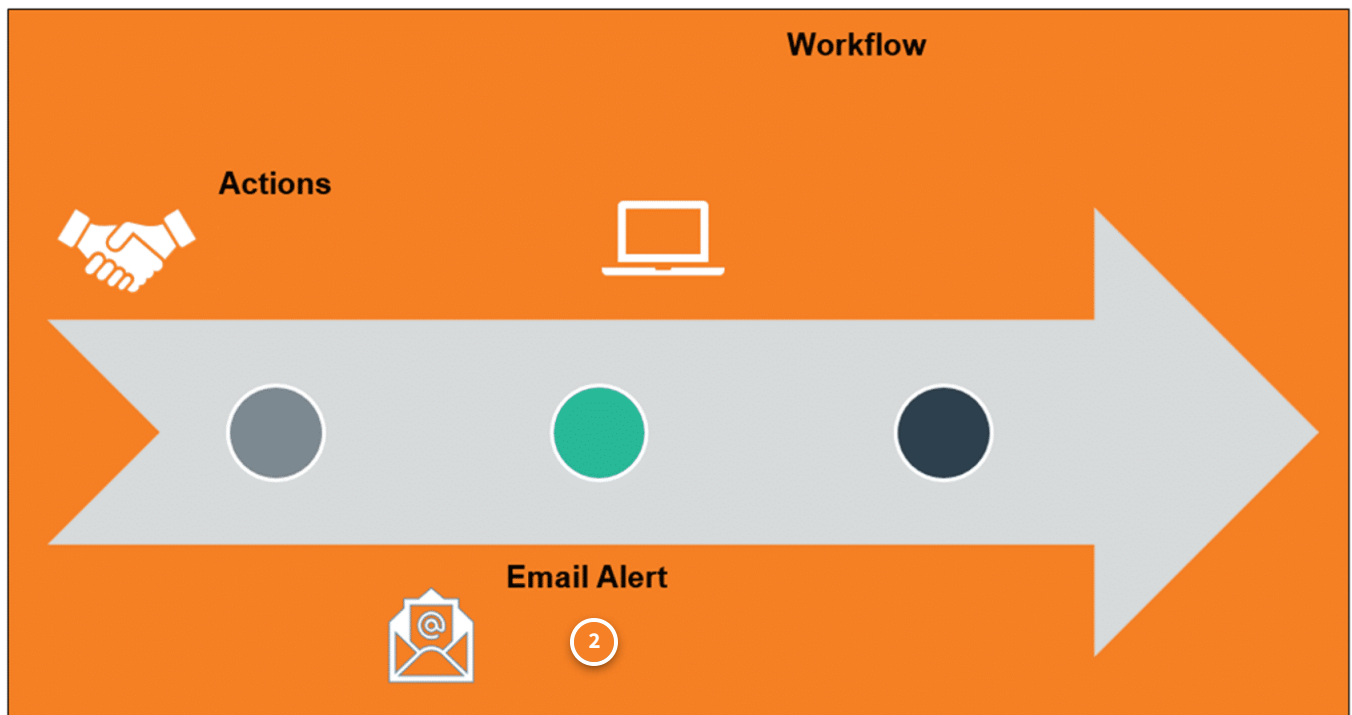
Deal Type: ★ Fulfilled By Carestream Reason Code:

Deal Description: ★ Test Attachment Type Competitors:

In the **Actions** list, select an option for how to proceed:

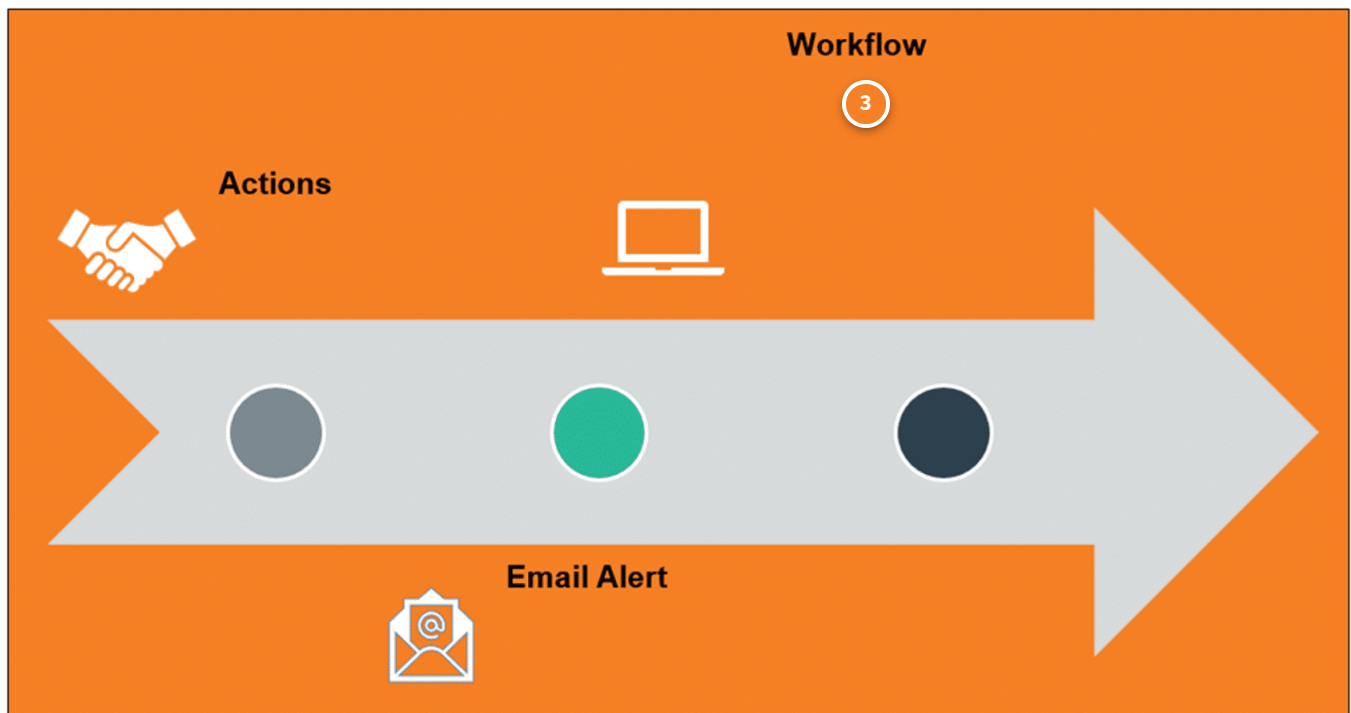
- Accept
- Reject
- Rework

Your Carestream representative will receive an email that indicates the action you selected.



## Email Alert

- Quote Accepted
- Quote Rejected
- Rework Needed



## Workflow

Accept: Manually set Status to **In Progress**.

Rework: Rework quote and set Customer Approval to **Customer Action**.

Reject: Status is **Rejected**.

Click each plus sign icon to learn more about the actions available during customer approval.

### Approve

When you select **Approve**, you are prompted to upload these attachments:

- signed quote
- purchase order

Check that these attachments are uploaded and then manually set the **Status** of the opportunity to **Accepted**.



## Rework



When you select **Rework**, you are required to add comments.

Review the comments, rework the quote, and then set **Customer Approval** to **Customer Action** to prompt another review.



## Reject



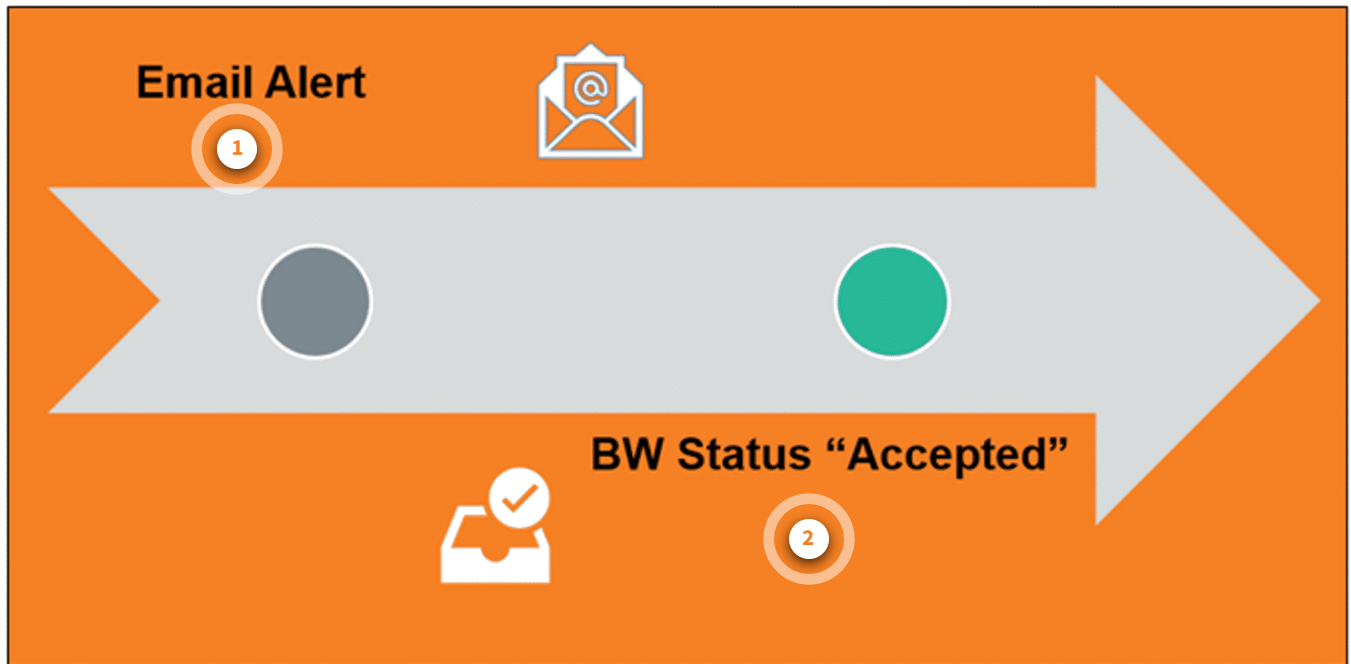
When you select **Reject**, you are required to add comments. The **Status** is automatically set to **Rejected**.

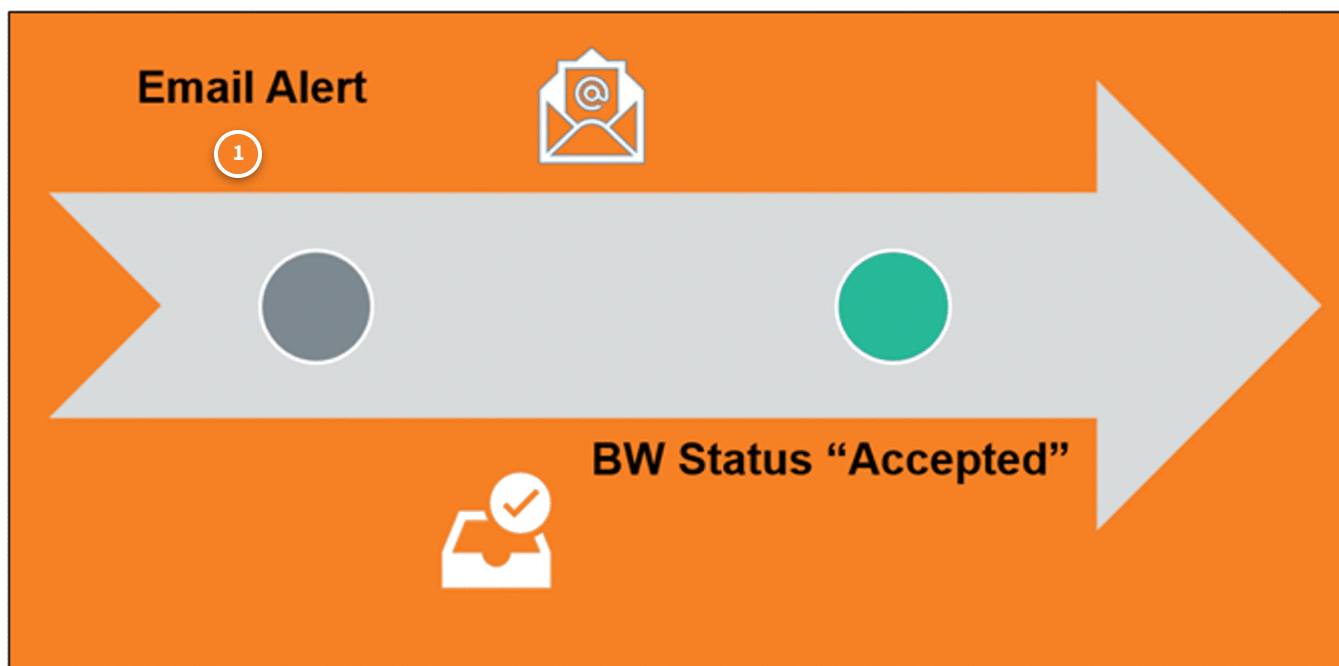
Review the customer comments. Set the opportunity **Reason for Status** and **Reason for Status Comment**.





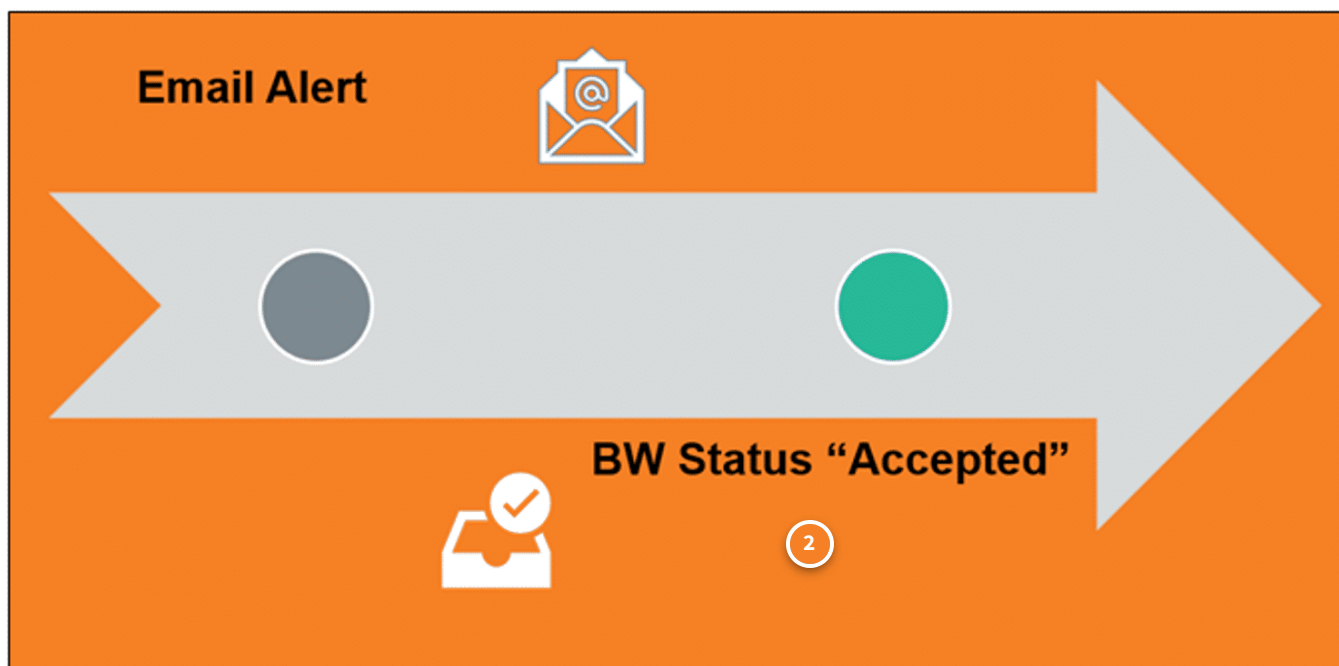
Click the numbered steps for more information.





## Email Alert

30 days before close



### **BW Status "Accepted"**

Confirm:

- Purchase Order
- Signed Customer Quote

**CONTINUE**



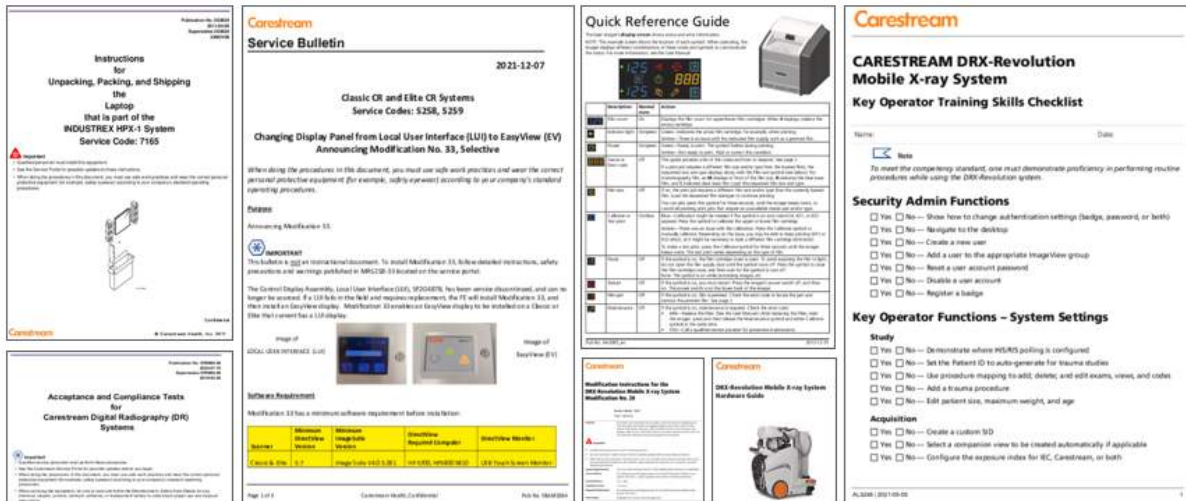
# Service Assets

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## Benefits

Access, view, and download service bulletins, software, firmware, user and service manuals, installation instructions, and more. All are within an easy-to-use web platform available from your desktop or mobile device. Benefits include:

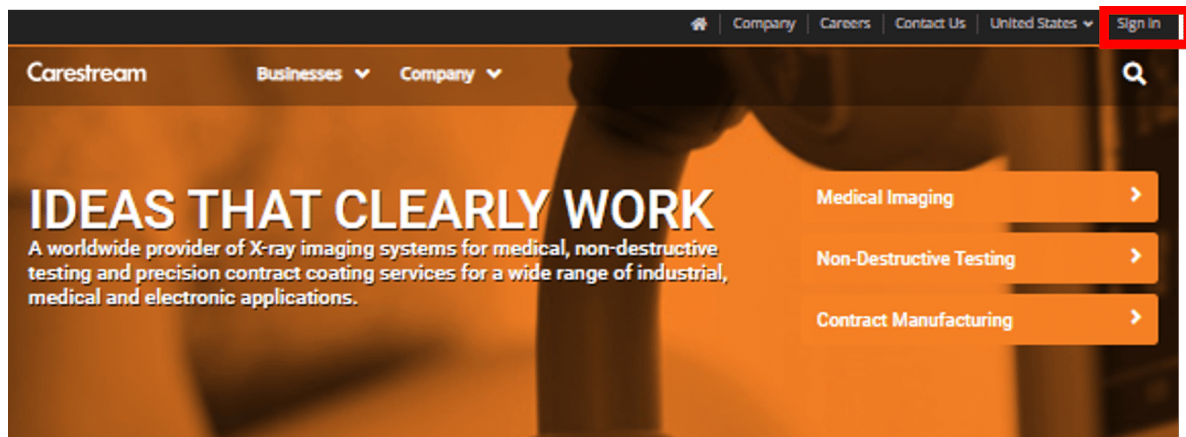
- Single destination for all your Carestream service information
- Common interface across sales and service assets
- Information and support for the full Carestream product portfolio
- Support for all service functions, including Field Engineers, Service Managers, and Customer Support
- Access based upon dealer/ direct contract and account profile
- Subscription alerts available



## Sign In

1. Go to [www.Carestream.com](http://www.Carestream.com).

2. In the top right corner, click **Sign in**.



3. In the Sign in window:

- a. Type your email address and password.
- b. Click **Sign in**.

You will be prompted for 2-step verification.

Carestream

## Sign in

Email Address

Password

[Forgot your Password?](#)

Sign in

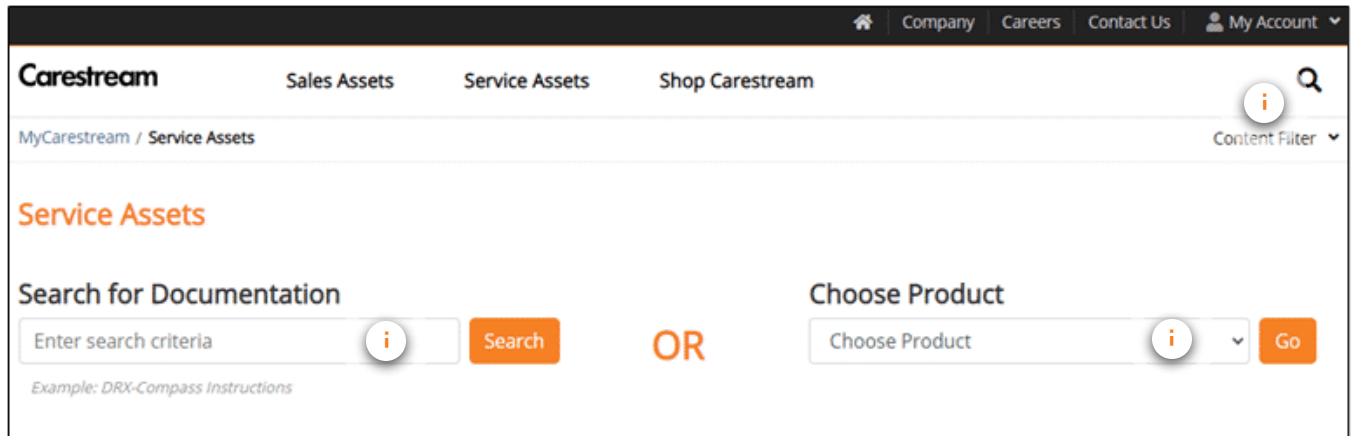
[Sign in as a Carestream Employee](#)

4. In the menu, select **Service Assets**.

The screenshot shows the Carestream website interface. At the top, there is a navigation bar with links for Company, Careers, Contact Us, and My Account. Below this, a secondary menu contains 'Sales Assets', 'Service Assets' (which is highlighted with a red box), 'Business Workspace', and 'Shop Carestream'. The main content area features a large banner with a map background and the text 'MyCarestream Your inside access to Carestream resources'. On the right side of the banner, there are three orange buttons with white text and right-pointing arrows: 'Sales Assets', 'Service Assets', and 'Business Workspace'.

## Search and Navigate

Click the "i" info icons to learn how to navigate the Service Assets screen.



The screenshot displays the Carestream website's Service Assets section. At the top, a dark navigation bar contains links for Company, Careers, Contact Us, and My Account. Below this, a white header bar features the Carestream logo, navigation links for Sales Assets, Service Assets, and Shop Carestream, and a search icon. A breadcrumb trail shows 'MyCarestream / Service Assets' and a 'Content Filter' dropdown. The main content area is titled 'Service Assets' in orange. It offers two search methods: 'Search for Documentation' with a text input field (placeholder: 'Enter search criteria'), an 'i' info icon, and a 'Search' button; or 'Choose Product' with a dropdown menu (placeholder: 'Choose Product'), an 'i' info icon, and a 'Go' button. An 'OR' separator is placed between the two options. A small example text 'Example: DRX-Compass Instructions' is visible below the first search field.

Carestream

Sales Assets Service Assets Shop Carestream

MyCarestream / Service Assets Content Filter

### Service Assets

Search for Documentation

Enter search criteria *Example: DRX-Compass Instructions* Search

OR

Choose Product Choose Product Go

[Home](#) [Company](#) [Careers](#) [Contact Us](#) [My Account](#)

CarestreamSales AssetsService AssetsShop Carestream

MyCarestream / Service AssetsContent Filter

Service Assets

Search for Documentation

Enter search criteria

i

Search

OR

Choose Product

Choose Product

Go

Example: DRX-Compass Instructions

## Search for Documentation

To search for a term such as a keyword or publication number, type that term in the Search for Documentation box and click **Search**.



CompanyCareersContact UsMy Account

CarestreamSales AssetsService AssetsShop Carestream

MyCarestream / Service AssetsContent Filter

Service Assets

Search for Documentation

Enter search criteria

Search

OR

Choose Product

Choose Product

i

Go

Example: DRX-Compass Instructions

## Choose Product

CarestreamSales AssetsService AssetsShop Carestream

MyCarestream / Service Assets / DRX-RevolutionContent Filter

Chemistry+  
CR Screens and Cassettes+  
CR Systems+  
Cybersecurity+  
DirectView Software+  
DR Detectors+  
DR Retrofit Solutions+  
DR Room+  
Fluoro Mobiles C-Arms+  
Fluoro Rooms RF+  
Image Suite Software+  
ImageView Software+  
Medical Kiosk+  
Medical Printers+  
Mobile X-ray+  
DRX-Revolution

DRX-Revolution Documents

INSTALLATION DOCUMENTATION  
MODIFICATIONS  
OEM DOCUMENTATION  
ONLINE HELP  
SERVICE BULLETINS  
SERVICE DOCUMENTATION  
SOFTWARE AND FIRMWARE  
SYSTEM VERIFICATION AND TEST  
TRAINING DOCUMENTATION  
USER DOCUMENTATION  
VIDEOS

To view all available materials for a product, select that product in the Choose Product list and click **Go**.

CONTINUE



# Business Workspace - Service

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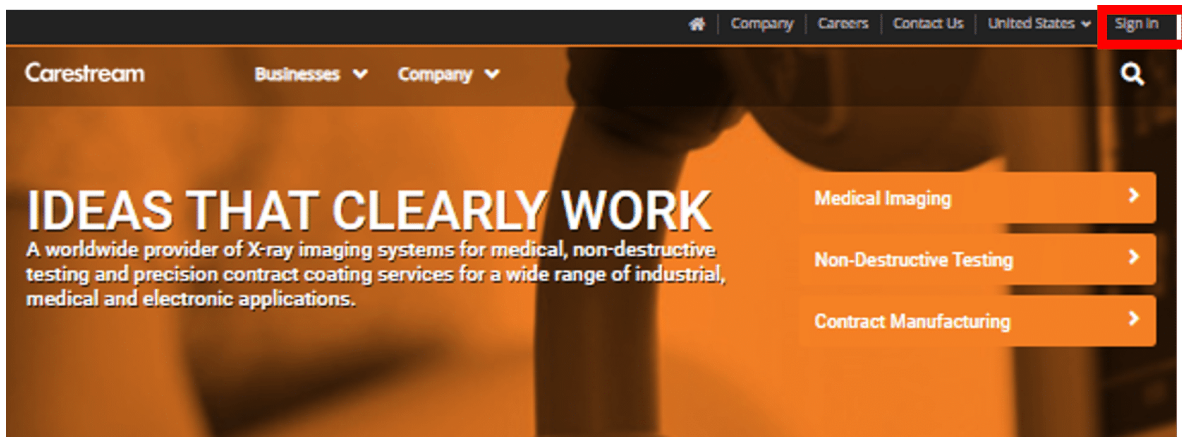
Carestream's Business Workspace provides business partners with the tools to manage your Carestream solutions anywhere, anytime you need them. Manage your install base, request support, collaborate with Carestream support, and more. All are within the easy-to-use MyCarestream portal, available from your desktop or mobile device. Benefits include:

- Single destination to manage all your Carestream imaging assets
- New equipment registration
- Collaboration with Carestream product experts for faster resolution
- Management of install base and service requests across multiple site locations
- 24/7 access to critical information on your Carestream equipment
- Access based upon dealer/ direct contract and account profile

**Sign In**

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2. In the top right corner, click **Sign in**.



3. In the Sign in window:

a. Type your email address and password.

b. Click **Sign in**.

You will be prompted for 2-step verification.

**Carestream**

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## Sign in

Email Address

Password [Forgot your Password?](#)

**Sign in**

[Sign in as a Carestream Employee](#)

4. In the menu, select **Business Workspace**.

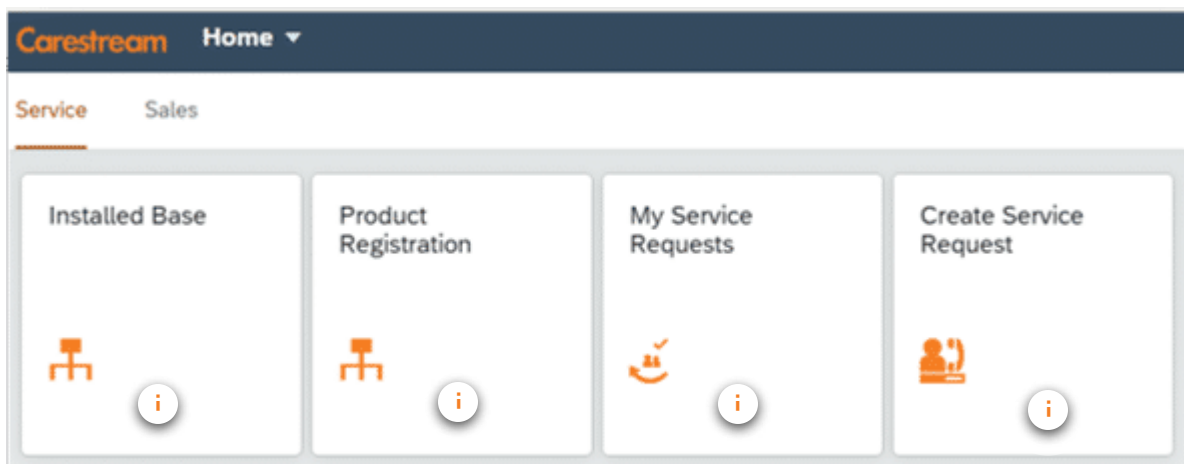
Company | Careers | Contact Us | My Account

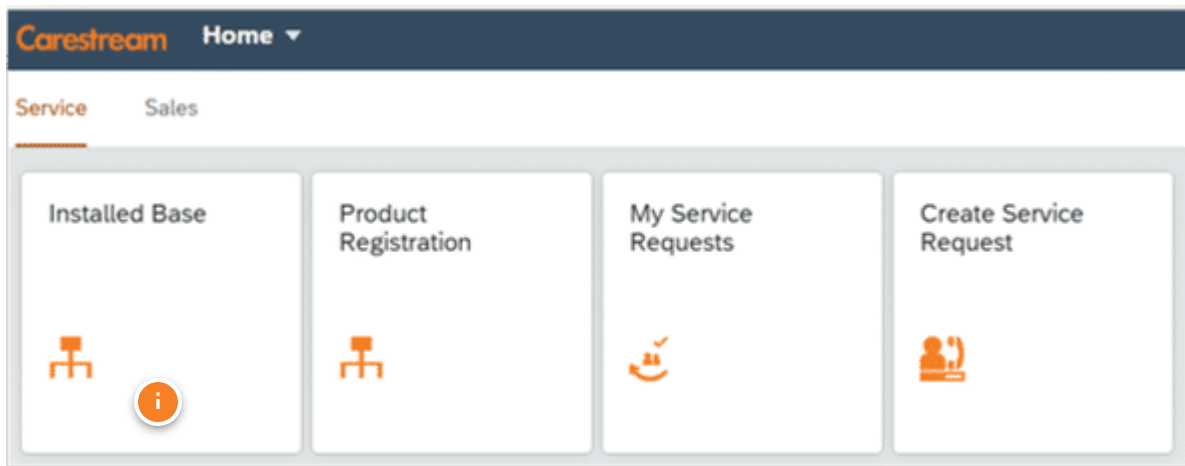
**Carestream** Sales Assets Service Assets **Business Workspace** Shop Carestream

**MyCarestream**  
Your inside access to Carestream resources

- Sales Assets >
- Service Assets >
- Business Workspace >**

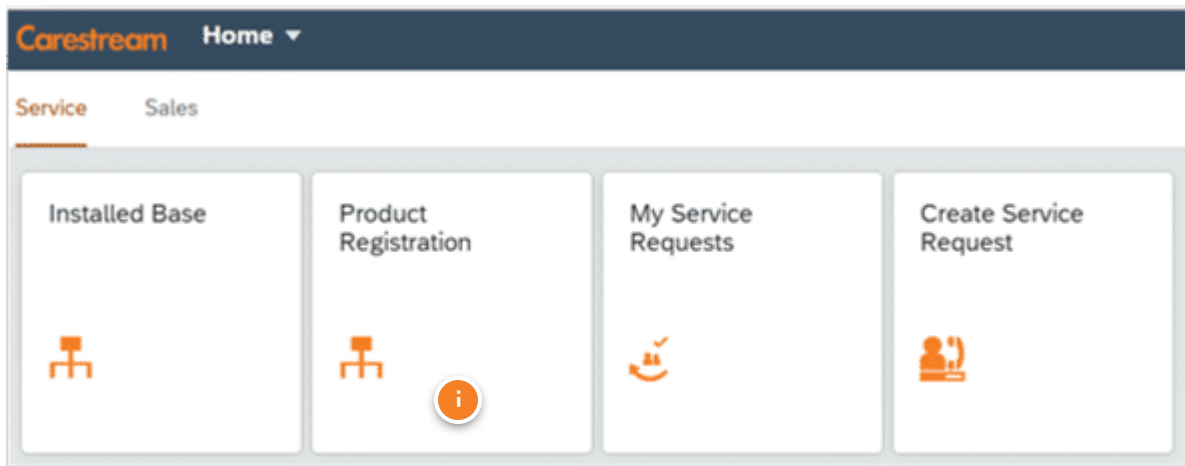
Click the "i" info icons to learn about the options on the Home screen.





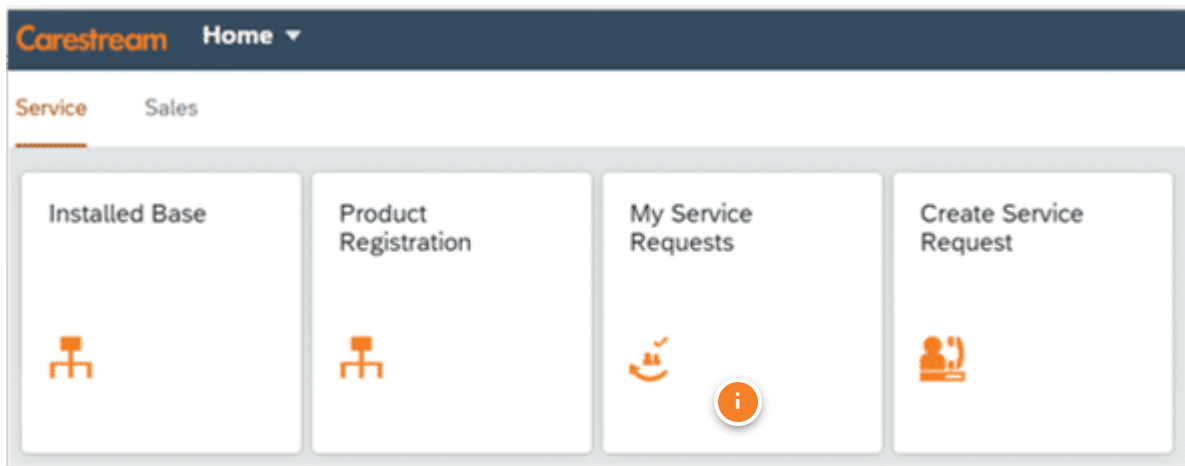
## Installed Base

View and manage existing Install Base.



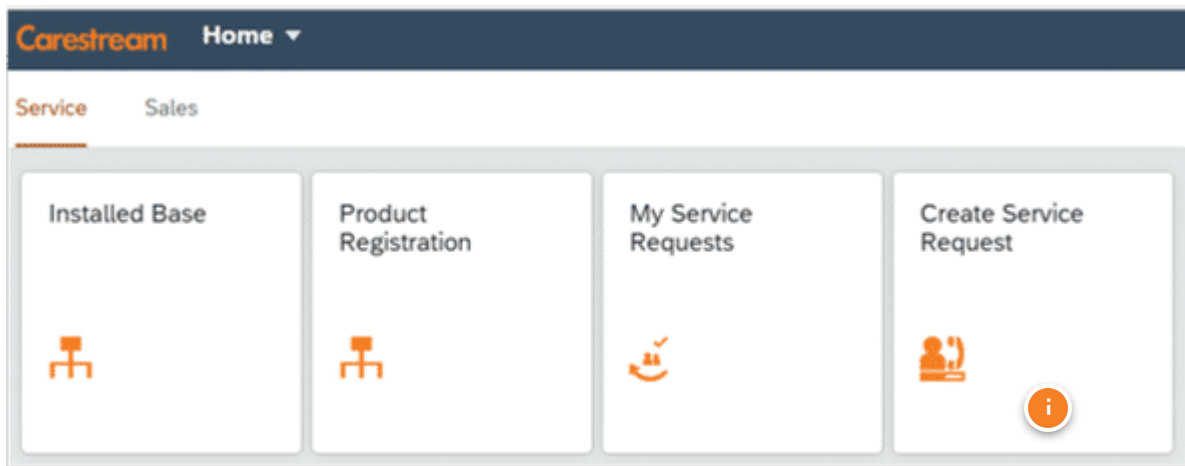
## Product Registration

View and manage Product Registrations.



## My Service Requests

Manage existing Service Requests and view device history.



## Create Service Request

Create new Service Requests and order parts.

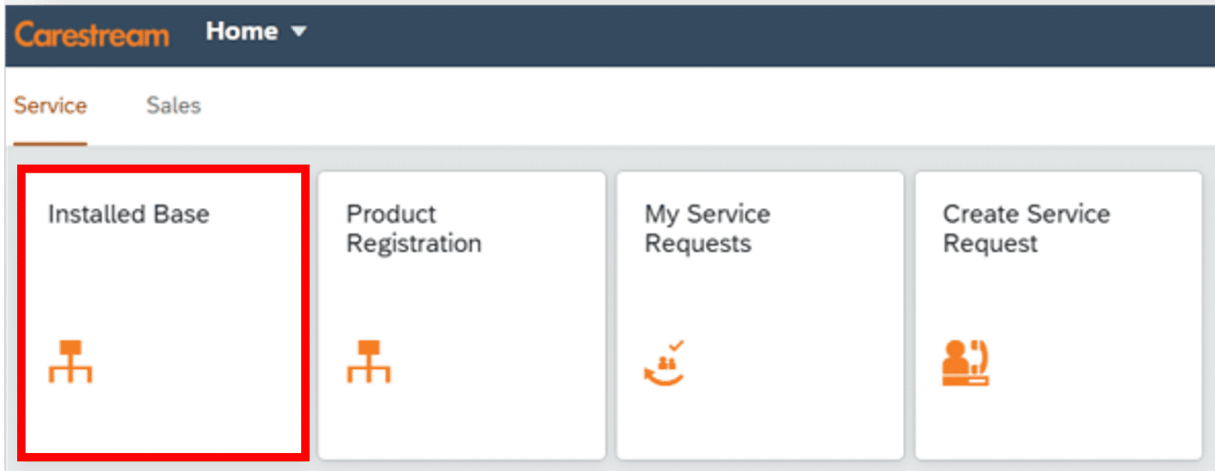
## Installed Base (iBase)



## Using Installed Base (iBase)

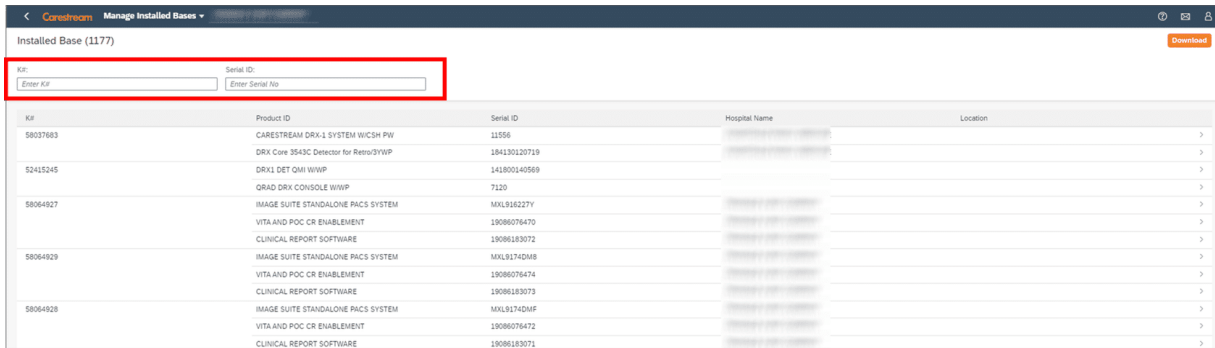
Click **START** to view the process to use Installed Base.

Step 2



On the **Home** screen, click **Installed Base**.

### Step 3



Installed Base (1177)

K#:  Serial ID:

K#	Product ID	Serial ID	Hospital Name	Location
58037683	CARESTREAM DRX-L SYSTEM W/CSH PW	11556	CARESTREAM CHENNAI - CARESTREAM	>
	DRX Core 3543C Detector for Retro3YVP	1841301107119	CARESTREAM CHENNAI - CARESTREAM	>
52415245	DRX1 DET QMI WWVP	141800140569		>
	GRAD DRX CONSOLE WWVP	7120		>
58064927	IMAGE SUITE STANDALONE PACS SYSTEM	MXL916227Y	CARESTREAM CHENNAI - CARESTREAM	>
	VITA AND POC CR ENABLEMENT	19086076470	CARESTREAM CHENNAI - CARESTREAM	>
	CLINICAL REPORT SOFTWARE	19086183072	CARESTREAM CHENNAI - CARESTREAM	>
58064929	IMAGE SUITE STANDALONE PACS SYSTEM	MXL9174DM8	CARESTREAM CHENNAI - CARESTREAM	>
	VITA AND POC CR ENABLEMENT	19086076474	CARESTREAM CHENNAI - CARESTREAM	>
	CLINICAL REPORT SOFTWARE	19086183073	CARESTREAM CHENNAI - CARESTREAM	>
58064928	IMAGE SUITE STANDALONE PACS SYSTEM	MXL9174DMF	CARESTREAM CHENNAI - CARESTREAM	>
	VITA AND POC CR ENABLEMENT	19086076472	CARESTREAM CHENNAI - CARESTREAM	>
	CLINICAL REPORT SOFTWARE	19086183071	CARESTREAM CHENNAI - CARESTREAM	>

A list of active equipment registered in Carestream records displays. You can click **Download** to extract the list into a worksheet.

To narrow the list of results:

- Enter K#.
- Enter the serial ID.

## Step 4

Carestream Manage Installed Bases

Installed Base (1177) [Download](#)

KR:  Serial ID:

KR	Product ID	Serial ID	Hospital Name	Location
58037683	CARESTREAM DRX-L SYSTEM W/CSH PW	11556	CARESTREAM (DRX-L) (DRX-L)	>
	DRX Core 3543C Detector for Retro3/WVP	1841301120719	CARESTREAM (DRX-L) (DRX-L)	>
52415245	DRXL DET QMI WWP	141800140569		>
	QRAD DRX CONSOLE WWP	7120		>
58064927	IMAGE SUITE STANDALONE PACS SYSTEM	MXL916227V	CARESTREAM (DRX-L) (DRX-L)	>
	VITA AND POC CR ENABLEMENT	19086076470	CARESTREAM (DRX-L) (DRX-L)	>
	CLINICAL REPORT SOFTWARE	19086183072	CARESTREAM (DRX-L) (DRX-L)	>
58064929	IMAGE SUITE STANDALONE PACS SYSTEM	MXL9174D48	CARESTREAM (DRX-L) (DRX-L)	>
	VITA AND POC CR ENABLEMENT	19086076474	CARESTREAM (DRX-L) (DRX-L)	>
	CLINICAL REPORT SOFTWARE	19086183073	CARESTREAM (DRX-L) (DRX-L)	>
58064928	IMAGE SUITE STANDALONE PACS SYSTEM	MXL9174D4F	CARESTREAM (DRX-L) (DRX-L)	>
	VITA AND POC CR ENABLEMENT	19086076472	CARESTREAM (DRX-L) (DRX-L)	>
	CLINICAL REPORT SOFTWARE	19086183071	CARESTREAM (DRX-L) (DRX-L)	>

Select one of the results.

## Step 5

< Corestream Installed Base Details

58035495

Serial ID: ORAD-15R-11007

Product: ORX-ASCEND SYSTEM MQG-65-810-T600

Ship To: [Redacted]

General Details Contracts

Shipped Date: Dec 19, 2018

Install Date: Mar 16, 2019

Warranty Start Date: Mar 16, 2019

Warranty End Date: Mar 16, 2020

Ship To: [Redacted]

Software Version: 579198013

Remote Access Type: NONE: No Action Has Been Taken

IP Address: [Redacted]

Service IP Address: [Redacted]

Hospital Name: [Redacted]

Location: [Redacted]

Room/Floor: [Redacted]

House Number: [Redacted]

Street: 2700 MEDICAL OFFICE PLACE

City: GOLDSBORO

Postal Code: 27534

Country: United States

State/Province/Region/District: North Carolina

Save

View the **General Details** tab.

**Note:** Equipment location (address) can be modified if required.

## Step 6

Consilium Installed Base Details

58035495

Serial ID: QRAD-180-11007  
Product: DRX-ASCEND SYSTEMHQG-65-R10-T600  
Ship To: [REDACTED]

Create Service Request

Active Registered Product

General Details **Contracts**

Installation Point ID	Type	Coverage	Status	Validity Start Date	Validity End Date
238611	Extended Warranty	Smart Care Select(Parts&Remote Support)	Obsolete	Mar 10,2020	Mar 09,2021
238611	EMA Service Contract Quote	Smart Care Select(Parts&Remote Support)	Obsolete	Mar 10,2021	
238611	EMA Service Contract Quote	Smart Care Complete(Labor/Parts&Travel)	Obsolete	Apr 09,2021	
238611	EMA Service Contract Quote	Smart Care Select(Parts&Remote Support)	Obsolete	Mar 10,2021	
238611	Non-Revenue Bearing Contract	Remote Labor(Machine Registration)	Active	Dec 31,2020	Dec 30,2023

View the **Contracts** tab for a list of active or expired contracts.

## Summary

Click **START AGAIN** to replay the steps.

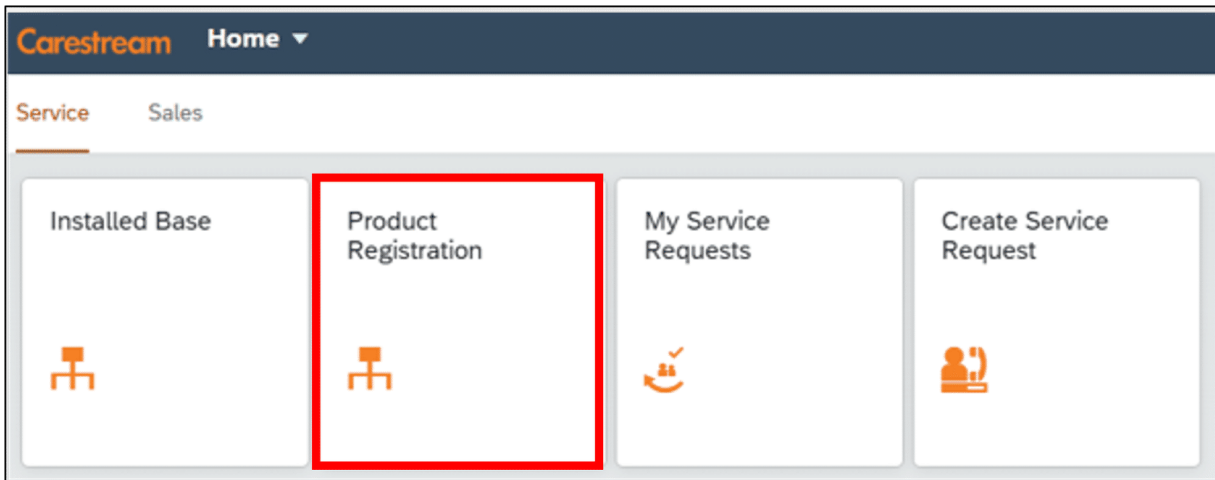
## Product Registration

## Using Product Registration

Click **START** to learn how to manage new product registrations.



Step 2



On the **Home** screen, click **Product Registration**.

### Step 3

Product Registration

Manual Registration

Order No:  Serial ID:  Accounts:

Unregistered Product (160) Register Products

<input type="checkbox"/>	Order No	Product	Product Description	Serial ID	Shipped Date	Status	Mainframe Accessory	Room/Floor/Building
<input checked="" type="checkbox"/>	0052769634000002	8624850	DRX PLUS 3543C DETECTOR	251330100461	May 01,2025	Shipped Not Installed	Accessory	>
<input type="checkbox"/>	0052762062000002	8624850	DRX PLUS 3543C DETECTOR	250630100386	Apr 08,2025	Shipped Not Installed	Accessory	>
<input type="checkbox"/>	0052740275000003	8624959	DRX Plus 4343C Detector	245060100967	Mar 13,2025	Shipped Not Installed	Accessory	>

A list of Orders with Products not yet registered (Status: Shipped Not Installed) displays.

To narrow the list of results:

- Enter the order number.
- Enter the serial ID.

## Step 4

Corestream

Manage Product Registration

DK

Product Registration

Manual Registration

Order No:  
Order Number

Serial ID:  
Enter Serial No

Accounts:  
Enter Account

Unregistered Product (160)

Register Products

<input type="checkbox"/>	Order No	Product	Product Description	Serial ID	Shipped Date	Status	Mainframe Accessory	Room/Floor/Building
<input checked="" type="checkbox"/>	0052769634000002	8624850	DRX PLUS 3543C DETECTOR	251330100461	May 01,2025	Shipped Not Installed	Accessory	>
<input type="checkbox"/>	0052762062000002	8624850	DRX PLUS 3543C DETECTOR	250630100386	Apr 08,2025	Shipped Not Installed	Accessory	>
<input type="checkbox"/>	0052740275000003	8624959	DRX Plus 4343C Detector	245060100967	Mar 13,2025	Shipped Not Installed	Accessory	>

Select the check box for one or more of the results.

## Step 5

Corestream

Manage Product Registration

DK

Product Registration

Manual Registration

Order No:

Serial ID:

Accounts:

Unregistered Product (160)

Register Products

<input type="checkbox"/>	Order No	Product	Product Description	Serial ID	Shipped Date	Status	Mainframe Accessory	Room/Floor/Building
<input checked="" type="checkbox"/>	0052769634000002	8624850	DRX PLUS 3543C DETECTOR	251330100461	May 01,2025	Shipped Not Installed	Accessory	>
<input type="checkbox"/>	0052762062000002	8624850	DRX PLUS 3543C DETECTOR	250630100386	Apr 08,2025	Shipped Not Installed	Accessory	>
<input type="checkbox"/>	0052740275000003	8624959	DRX Plus 4343C Detector	245060100967	Mar 13,2025	Shipped Not Installed	Accessory	>

Click **Register Products**.

## Step 6

Corescream

Register Products

DK

Register Products

K#: \*

Installation Date: \*

Installation Date

Installer Name:

Installer Email:

Site Name:

Contract Type/Coverage: \*

Contract Coverage Period: \*

Accessories:

Attachment:

Fill the template and Upload...

Browse...

Hospital Name:

Location:

Room/Floor:

House Number:

Street:

City: \*

Postal Code: \*

Country: \*

State/Province/Region/District: \*

State/Province/Region/District

Comments:

Save

Complete the fields and click **Save**.

## Step 7

Corestream

Manage Product Registration

DK

Product Registration

Order No:

Serial ID:

Accounts:

Order Number

Enter Serial No

Enter Account

Manual Registration

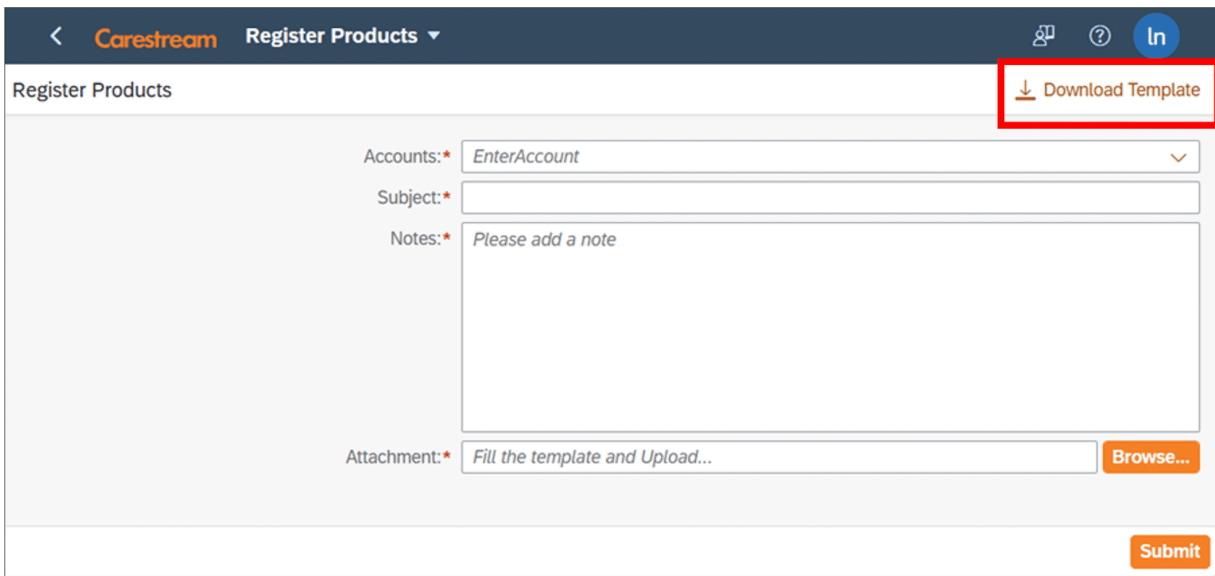
Unregistered Product (160)

Register Products

<input type="checkbox"/>	Order No	Product	Product Description	Serial ID	Shipped Date	Status	Mainframe Accessory	Room/Floor/Building
<input checked="" type="checkbox"/>	0052769634000002	8624850	DRX PLUS 3543C DETECTOR	251330100461	May 01,2025	Shipped Not Installed	Accessory	>
<input type="checkbox"/>	0052762062000002	8624850	DRX PLUS 3543C DETECTOR	250630100386	Apr 08,2025	Shipped Not Installed	Accessory	>
<input type="checkbox"/>	0052740275000003	8624959	DRX Plus 4343C Detector	245060100967	Mar 13,2025	Shipped Not Installed	Accessory	>

If your product cannot be found in the Order list, click **Manual Registration**.

## Step 8



The screenshot shows the 'Register Products' form in the Carestream application. The form is titled 'Register Products' and has a dark blue header bar with the Carestream logo and a dropdown menu. In the top right corner of the header bar, there are three icons: a user icon, a question mark, and a blue circle with 'ln'. Below the header bar, the form title 'Register Products' is displayed on the left. On the right side of the form, there is a red rectangular box highlighting the 'Download Template' button, which consists of a download icon and the text 'Download Template'. The form fields include: 'Accounts:\*' with a dropdown menu showing 'EnterAccount'; 'Subject:\*' with a text input field; 'Notes:\*' with a large text area containing the placeholder text 'Please add a note'; and 'Attachment:\*' with a text input field containing the placeholder text 'Fill the template and Upload...' and a 'Browse...' button. At the bottom right of the form, there is a 'Submit' button.

Click **Download Template** and enter the required information within the template.

## Step 9

The screenshot shows the 'Register Products' form in the Carestream application. The header bar includes the Carestream logo, a back arrow, the title 'Register Products' with a dropdown arrow, and user icons for a profile, help, and login. Below the header, the form title 'Register Products' is on the left, and a 'Download Template' link with a download icon is on the right. The form fields are: 'Accounts' with a dropdown menu showing 'EnterAccount'; 'Subject' with an empty text input; 'Notes' with a large text area containing the placeholder 'Please add a note'; and 'Attachment' with a text input showing 'Fill the template and Upload...' and a 'Browse...' button. At the bottom right, the 'Submit' button is highlighted with a red rectangular border.

Upload the completed template in the *Attachment* field and click **Submit**.



## Summary

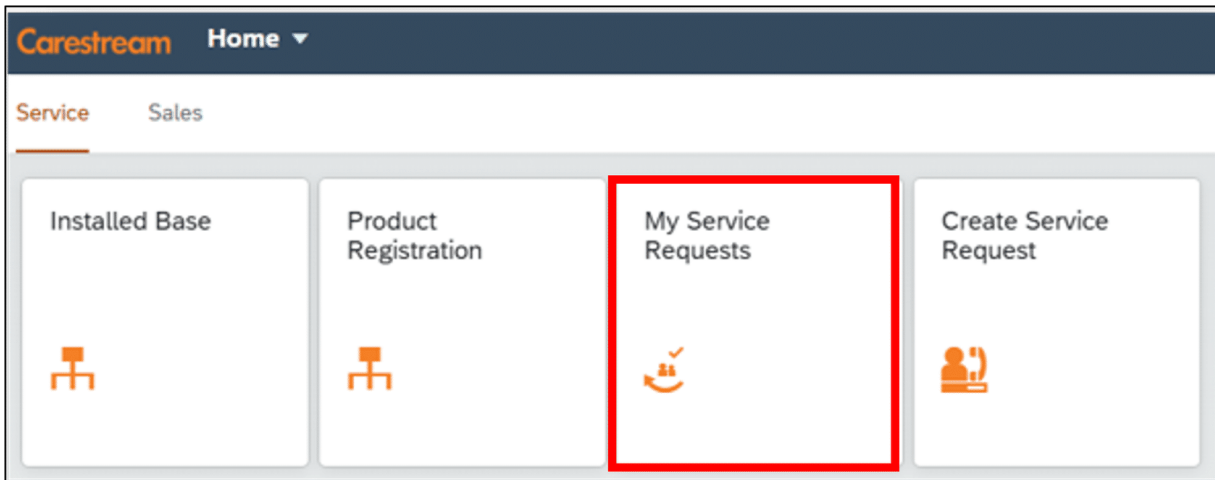
Click **START AGAIN** to replay the steps of the process.

## My Service Requests

## Managing Service Requests

Click **START** to view the steps to create a service request.

Step 2



On the **Home** screen, click **My Service Requests**.

## Step 3

Service Requests (20)													
<div> <div>Status:</div> <div> <div>Open W/ In Process W/</div> <div>Enter KIR</div> </div> <div>Ticket No:</div> <div>Enter Ticket#</div> <div>Customer Reference:</div> <div>Customer System ID:</div> <div>Reported By Mfr:</div> <div>Pending for My Action:</div> </div>													
Ticket	Subject	KIR	Product	Reported By	Status	Ticket Type	Reported On	Last Changed Date	Customer Reference	Customer System ID	Serial ID	Coverage	Priority
529670	SCR connection	58001747	DEK3RevQMUw6P		Open	Service Request	Jan 26, 2022 14:05:41	Jan 26, 2022 14:23:04			8067	Contract	Normal
525474	Add to securelink and option activation	5240596	DEK3RevQMUw6P		In Process	Service Request	Jan 27, 2022 13:22:11	Jan 27, 2022 13:36:17			548	Contract	Normal
494884	Professional Services for Order #9000233061				Open	Professional Services	Dec 02, 2021 09:11:20	Jan 26, 2022 14:49:22					Normal
521377	Motor Drive Error	58042201	Q-RAD SYSTEMS-IGS-AS3-7600		In Process	Service Request	Jan 19, 2022 14:01:20	Jan 24, 2022 17:04:00			Q-RAD 198-12302	Contract	Normal
517461	Detent off center / losing Detent - See also: 512223	58085071	USAR SYS OTC 650W 4000HZ US CF SC2A		In Process	Service Request	Jan 12, 2022 14:56:24	Jan 24, 2022 11:17:08			50004	Warranty	Normal
514942	LOST DETECTOR COIL	58042229	Q-RAD SYSTEMS-IGS-AS3-7600		In Process	Service Request	Jan 07, 2022 15:30:49	Jan 19, 2022 15:13:57			Q-RAD 198-12004	Contract	Normal
520268	UNC REV'D 1 Day				Open	Application Training	Jan 18, 2022 08:51:48	Jan 18, 2022 08:04:06					Normal
520269	UNC Millborough				Open	Application Training	Jan 18, 2022 08:58:29	Jan 18, 2022 08:02:34					Normal
507259	PMI DUE - DR 7500DM SYS USAC	48157039	DR 7500DM SYS USAC		In Process	Preventive Maintenance	Dec 24, 2021 08:15:42	Jan 17, 2022 14:48:49			75000642	Contract	Normal
506435	e Duke North Roadboro				In Process	Application Training	Dec 22, 2021 08:50:13	Jan 17, 2022 12:06:04					Normal

A list of Open tickets displays.

To narrow the list of results, use one or more filters at the top.

You can also click **Download** to extract the list into a worksheet.

## Step 4

Corvusair My Service Requests <span>1/20/2022 10:00 AM</span>												
Service Requests (20)												
Status:		KR:	Ticket No:		Customer Reference:		Customer System ID:		Reported By Me:		Pending for My Action:	
Open <input type="checkbox"/> In Process <input type="checkbox"/>		Enter KR	Enter Ticket#		Customer Reference		Customer System ID		<input type="checkbox"/>		<input type="checkbox"/>	
Ticket	Subject	KR	Product	Reported By	Status	Ticket Type	Reported On	Last Changed Date	Customer Reference	Customer System ID	Serial ID	Coverage
529870	SCE connection	58021747	DEKStarQMLuW6P	[REDACTED]	Open	Service Request	Jan 26, 2022 14:06:42	Jan 26, 2022 14:23:04			5057	Contract
525474	Add to network and option activation	5240696	DEKStarQMLuW6P	[REDACTED]	In Process	Service Request	Jan 27, 2022 13:22:11	Jan 27, 2022 13:36:17			548	Contract
494884	Professional Services for Order #9000233061			[REDACTED]	Open	Professional Services	Dec 02, 2021 09:11:20	Jan 26, 2022 14:49:22				Normal
521377	Motor Drive Error	58042201	Q-RAD SYSTEMS-OS-ASD-7600	[REDACTED]	In Process	Service Request	Jan 19, 2022 14:01:20	Jan 24, 2022 17:04:00			Q-RAD-19R-12002	Contract
517461	Detent off center / losing Detent - See also 512223	58095071	SLAP SYS OTC 65W6 4000HU US CF 3C2A	[REDACTED]	In Process	Service Request	Jan 12, 2022 14:56:34	Jan 24, 2022 11:17:09			50004	Warranty
514942	LOST DETECTOR COIL	58042229	Q-RAD SYSTEMS-OS-ASD-7600	[REDACTED]	In Process	Service Request	Jan 07, 2022 15:30:49	Jan 19, 2022 15:13:57			Q-RAD-19R-12004	Contract
525268	UNC REVO 1 Day			[REDACTED]	Open	Application Training	Jan 18, 2022 08:51:49	Jan 18, 2022 08:04:06				Normal
525269	UNC Mississippi			[REDACTED]	Open	Application Training	Jan 18, 2022 08:56:29	Jan 18, 2022 08:02:34				Normal
507259	PMI OIL - DR 7500DM SYS USAC	48157639	DR 7500DM SYS USAC	[REDACTED]	In Process	Preventive Maintenance	Dec 24, 2021 08:15:42	Jan 17, 2022 14:49:49			750005642	Contract
506435	e Duke North Roadion			[REDACTED]	In Process	Application Training	Dec 22, 2021 08:50:13	Jan 17, 2022 12:09:04				Normal

Select one of the results.

## Step 5

Detent off center / losing Detent - See also: 501223

Status: In Process  
Ticket ID: 517461  
Priority: Normal

<b>General Details</b>	Items	Notes	Service Parties	Attachments
------------------------	-------	-------	-----------------	-------------

Ship To: [REDACTED]

Shipping Address: [REDACTED]

Reported By: [REDACTED]

Ticket Type: Service Request

Serial ID: 50004

Product: XRAY SYS OTC 65KW 400KHU US CF SC2A

K#: 58085071

Coverage: Warranty

Reported On: Jan 12,2022 14:58:24

Last Changed Date: Jan 24,2022 11:17:09

Shipping Condition:

Customer System ID:

Customer Reference:

Enter CP/LP Access ID:

View the **General Details** tab for general ticket information.

## Step 6

Corstium My Service Requests

Defect off center / losing Defect - See also: 501223

Status: In Process  
Order ID: 1414912  
Priority: Normal

General Details **Items** Service Parts Attachments

ID	Description	Work Progress	Processing Type	Product	Planned Quantity	Actual Quantity	Status
15	R2 Remove Time	Worked	Time (Manual)	4940713	1 Minute	0.15 Minute	Released
20	R2 Remove Time	Finished	Time (Manual)	4209620	1 Hour(s)	1.28 Hour(s)	Released
30	R2 Remove Time	Finished	Time (Manual)	4209620	1 Hour(s)	0.8 Hour(s)	Released

View the **Items** tab for a list of Spare Parts ordered.

## Step 7

The screenshot displays the 'My Service Requests' page in the Carestream system. The page title is 'Detent off center / losing Detent - See also: 501223'. Below the title, the status is 'Status: In Process', the ticket ID is 'Ticket ID: 501405', and the priority is 'Priority: Normal'. A navigation bar at the top includes tabs for 'General Details', 'Items', 'Service Partner', and 'Attachments'. The 'Notes' tab is highlighted with a red box. The main content area is divided into two columns. The left column contains sections for 'Diagnosis', 'Resolution', and 'Problem Description', each with a text input field. The right column contains a 'Comments' section with a text input field and an 'Update' button. Below the 'Update' button is a 'Refresh' button.

View the **Notes** tab for communications to and from Carestream technical support containing required actions or ticket updates.



## Step 8

The screenshot displays the 'My Service Requests' page in the Caresstream system. The header shows a back arrow, the Caresstream logo, and a dropdown menu for 'My Service Requests'. The main title is 'Detent off center / losing Detent - See also: 501223'. Below this, the status is 'In Process', the ticket ID is '517461', and the priority is 'Normal'. A navigation bar includes tabs for 'General Details', 'Items', 'Notes', 'Service Parties', and 'Attachments', with the 'Attachments' tab highlighted by a red box. To the right of the tabs are two icons: a square with an upward arrow and a square with a circular arrow. Below the tabs is a table with two columns: 'File Name' and 'Date'. The table contains one entry: 'Final Drawings Wakefield Room 2\_T2109-17-A-F\_#TXC0811.pdf' with a date of 'Jan 20, 2022 15:46:49'. Below the table, there is a section titled 'Upload an attachment' with a text input field, a 'Browse...' button, and an 'Upload' button.

< Caresstream My Service Requests ▾

Detent off center / losing Detent - See also: 501223

Status: In Process  
Ticket ID: 517461  
Priority: Normal

General Details Items Notes Service Parties **Attachments**

File Name	Date
Final Drawings Wakefield Room 2_T2109-17-A-F_#TXC0811.pdf	Jan 20, 2022 15:46:49

Upload an attachment

Browse...

Upload

View the **Attachments** tab to upload documents and files that are relevant for technical resolution.

## Summary

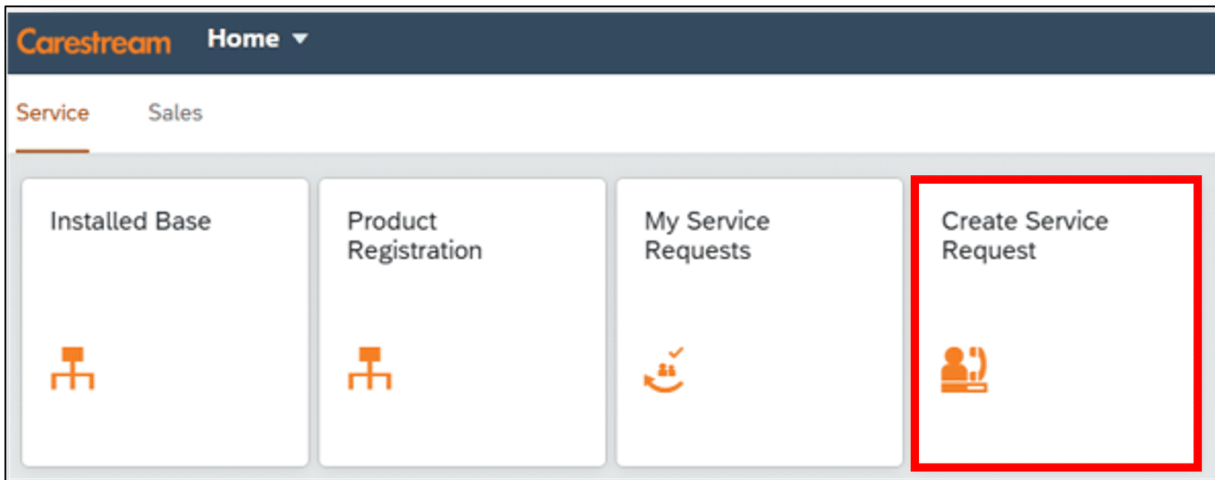
Click **START AGAIN** to replay the steps of the process.

## Create Service Request

## Creating a Service Request

Click **START** to view the process to create a service request.

Step 2



On the **Home** screen, click **Create Service Request**.

### Step 3

The screenshot shows a web application interface for creating a service request. The top navigation bar includes a back arrow, the text 'Create Service Request', and a dropdown menu. Below this, a breadcrumb trail shows 'Overview' as the current step. The main content area is titled '1. Overview' and contains two columns of form fields. The left column includes 'Ticket type' (a dropdown menu), 'Kil' (a text input with a placeholder 'Enter Kil'), 'Serial ID' (a dropdown menu), and 'Product' (a text input). The right column includes 'Subject' (a text input with a placeholder 'Ticket Subject'), 'Problem Description' (a large text area with a placeholder 'Describe your Problem here'), 'Customer System ID' (a text input), and 'Customer Reference' (a text input). All fields are marked as mandatory with an asterisk.

Ticket type*	▼
Kil*	Enter Kil
Serial ID*	▼
Product:	
Subject*	Ticket Subject
Problem Description*	Describe your Problem here
Customer System ID:	
Customer Reference:	

Complete the mandatory fields to create a new ticket for technical support request or Spare parts order.

## Summary

Click START AGAIN to replay the steps of the process.

CONTINUE

# Shop Carestream Dashboard



Colleen Spitz

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## Login

1. Enter the following link into your browser to navigate to the new online store.  
[shop.carestream.com](https://shop.carestream.com).
2. Log on with the same username that you used in the legacy Shop Carestream application. Click the **Forgot Your Password** link to generate your password.

## Dashboard

In the Dashboard you will be able to manage:

- Your Customer Number
- Your Profile that includes your Language and other preferences
- The main section
  - **Display Orders**
  - **Check Recent Orders**
  - **Check Pricing**

- Check Recently Shipped Orders



**Note:** Be sure to click the blue Refresh link to get up-to-date data.

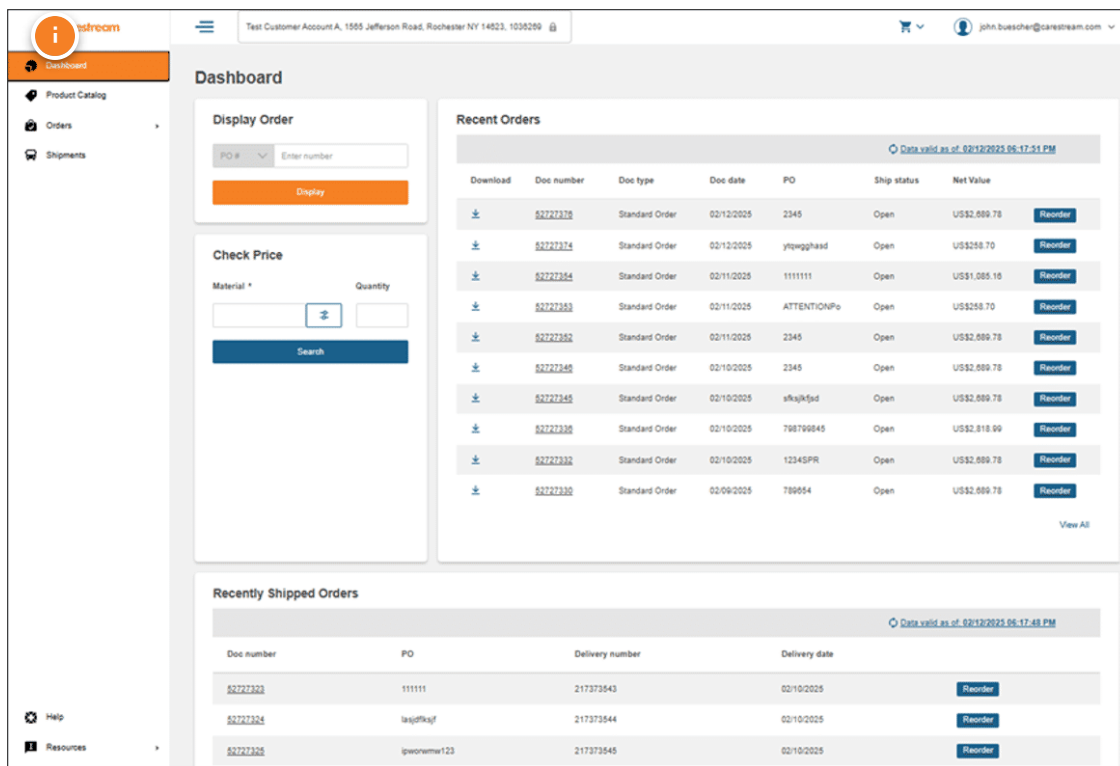
Click the "i" info icons for details about the Shop Carestream Dashboard.

The screenshot shows the Shop Carestream Dashboard. The left sidebar contains navigation links: Product Catalog, Orders, and Shipments. The main content area is divided into three sections: Display Order, Check Price, and Recent Orders. The Recent Orders section is highlighted with a blue circle and an 'i' icon. Below it is the Recently Shipped Orders section, also highlighted with a blue circle and an 'i' icon. The dashboard includes a top navigation bar with the Carestream logo, user account information, and a search bar. The Recent Orders table lists various orders with columns for Download, Doc number, Doc type, Doc date, PO, Ship status, and Net Value. The Recently Shipped Orders table lists orders with columns for Doc number, PO, Delivery number, and Delivery date.

Download	Doc number	Doc type	Doc date	PO	Ship status	Net Value	Reorder
<a href="#">Download</a>	52727320	Standard Order	02/12/2025	2345	Open	US\$2,889.78	<a href="#">Reorder</a>
<a href="#">Download</a>	52727324	Standard Order	02/12/2025	ytqwgghad	Open	US\$288.70	<a href="#">Reorder</a>
<a href="#">Download</a>	52727354	Standard Order	02/11/2025	1111111	Open	US\$1,085.16	<a href="#">Reorder</a>
<a href="#">Download</a>	52727353	Standard Order	02/11/2025	ATTENTIONPh	Open	US\$288.70	<a href="#">Reorder</a>
<a href="#">Download</a>	52727352	Standard Order	02/11/2025	2345	Open	US\$2,889.78	<a href="#">Reorder</a>
<a href="#">Download</a>	52727348	Standard Order	02/10/2025	2345	Open	US\$2,889.78	<a href="#">Reorder</a>
<a href="#">Download</a>	52727345	Standard Order	02/10/2025	sfkajkfsd	Open	US\$2,889.78	<a href="#">Reorder</a>
<a href="#">Download</a>	52727330	Standard Order	02/10/2025	79879845	Open	US\$2,818.99	<a href="#">Reorder</a>
<a href="#">Download</a>	52727332	Standard Order	02/10/2025	12345PR	Open	US\$2,889.78	<a href="#">Reorder</a>
<a href="#">Download</a>	52727330	Standard Order	02/09/2025	789054	Open	US\$2,889.78	<a href="#">Reorder</a>

Doc number	PO	Delivery number	Delivery date	Reorder
52727332	111111	217373543	02/10/2025	<a href="#">Reorder</a>
52727324	lajdfkajf	217373544	02/10/2025	<a href="#">Reorder</a>
52727325	ipwonermer123	217373545	02/10/2025	<a href="#">Reorder</a>





## Navigation Pane

Access to:

- Product Catalog
- Order History
- Shipment History

Carestream

Test Customer Account A, 1555 Jefferson Road, Rochester NY 14623, 1036299

john.buescher@carestream.com

Dashboard

Product Catalog

Orders

Shipments

Display Order

PO #  Enter number

Display

Check Price

Material \*  Quantity

Search

Recent Orders

Data valid as of: 02/12/2025 06:17:51 PM

Download	Doc number	Doc type	Doc date	PO	Ship status	Net Value	
	52727370	Standard Order	02/12/2025	2345	Open	US\$2,889.78	<a href="#">Reorder</a>
	52727374	Standard Order	02/12/2025	yfgwgghead	Open	US\$258.70	<a href="#">Reorder</a>
	52727354	Standard Order	02/11/2025	1111111	Open	US\$1,085.10	<a href="#">Reorder</a>
	52727353	Standard Order	02/11/2025	ATTENTIONPo	Open	US\$258.70	<a href="#">Reorder</a>
	52727352	Standard Order	02/11/2025	2345	Open	US\$2,889.78	<a href="#">Reorder</a>
	52727340	Standard Order	02/10/2025	2345	Open	US\$2,889.78	<a href="#">Reorder</a>
	52727345	Standard Order	02/10/2025	sfsj/kfsd	Open	US\$2,889.78	<a href="#">Reorder</a>
	52727330	Standard Order	02/10/2025	79879845	Open	US\$2,818.99	<a href="#">Reorder</a>
	52727334	Standard Order	02/10/2025	12345PR	Open	US\$2,889.78	<a href="#">Reorder</a>
	52727330	Standard Order	02/09/2025	789854	Open	US\$2,889.78	<a href="#">Reorder</a>

View All

Recently Shipped Orders

Data valid as of: 02/12/2025 06:17:48 PM

Doc number	PO	Delivery number	Delivery date	
52727330	1111111	217373543	02/10/2025	<a href="#">Reorder</a>
52727334	lasjdfksj	217373544	02/10/2025	<a href="#">Reorder</a>
52727330	ipwonermer123	217373545	02/10/2025	<a href="#">Reorder</a>

Help

Resources



Refresh link

Carestream

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

john.buescher@carestream.com

Dashboard

Product Catalog

Orders

Shipments

Dashboard

Display Order

PO #

Enter number

Display

Check Price

Material \*

Quantity

Search

Recent Orders

Download

Doc number

Doc type

Doc date

PO

Ship status

Net Value

52727370	Standard Order	02/12/2025	2345	Open	US\$2,889.78	Reorder
52727374	Standard Order	02/12/2025	yfgwghad	Open	US\$258.70	Reorder
52727354	Standard Order	02/11/2025	111111	Open	US\$1,085.10	Reorder
52727353	Standard Order	02/11/2025	ATTENTIONPo	Open	US\$258.70	Reorder
52727352	Standard Order	02/11/2025	2345	Open	US\$2,889.78	Reorder
52727340	Standard Order	02/10/2025	2345	Open	US\$2,889.78	Reorder
52727345	Standard Order	02/10/2025	sfsjkljkd	Open	US\$2,889.78	Reorder
52727330	Standard Order	02/10/2025	79879845	Open	US\$2,818.99	Reorder
52727334	Standard Order	02/10/2025	12345PR	Open	US\$2,889.78	Reorder
52727330	Standard Order	02/09/2025	789854	Open	US\$2,889.78	Reorder

View All

Recently Shipped Orders

Doc number

PO

Delivery number

Delivery date

52727330	111111	217373543	02/10/2025	Reorder
52727324	lajjdfksf	217373544	02/10/2025	Reorder
52727326	ipwoner123	217373545	02/10/2025	Reorder

Help

Resources

## Main section

Carestream

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Dashboard

Product Catalog

Orders

Shipments

Dashboard

Display Order

PO #

Enter number

Display

Recent Orders

Download

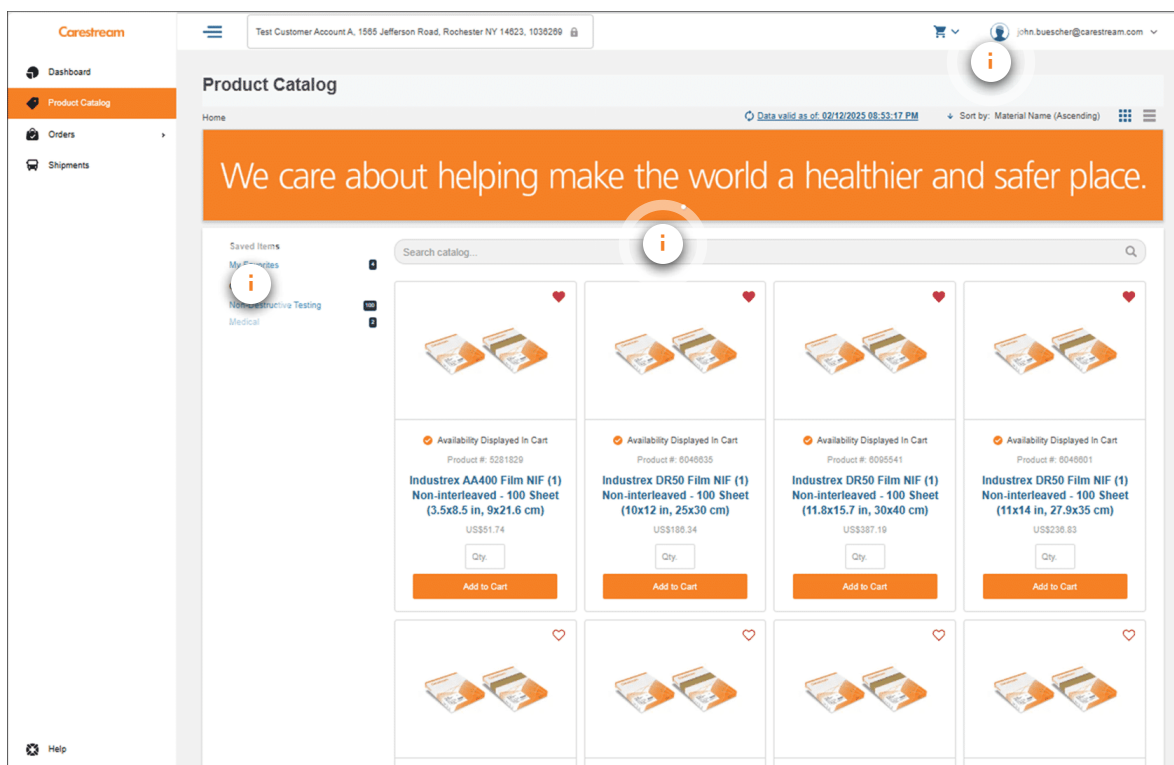
Doc n

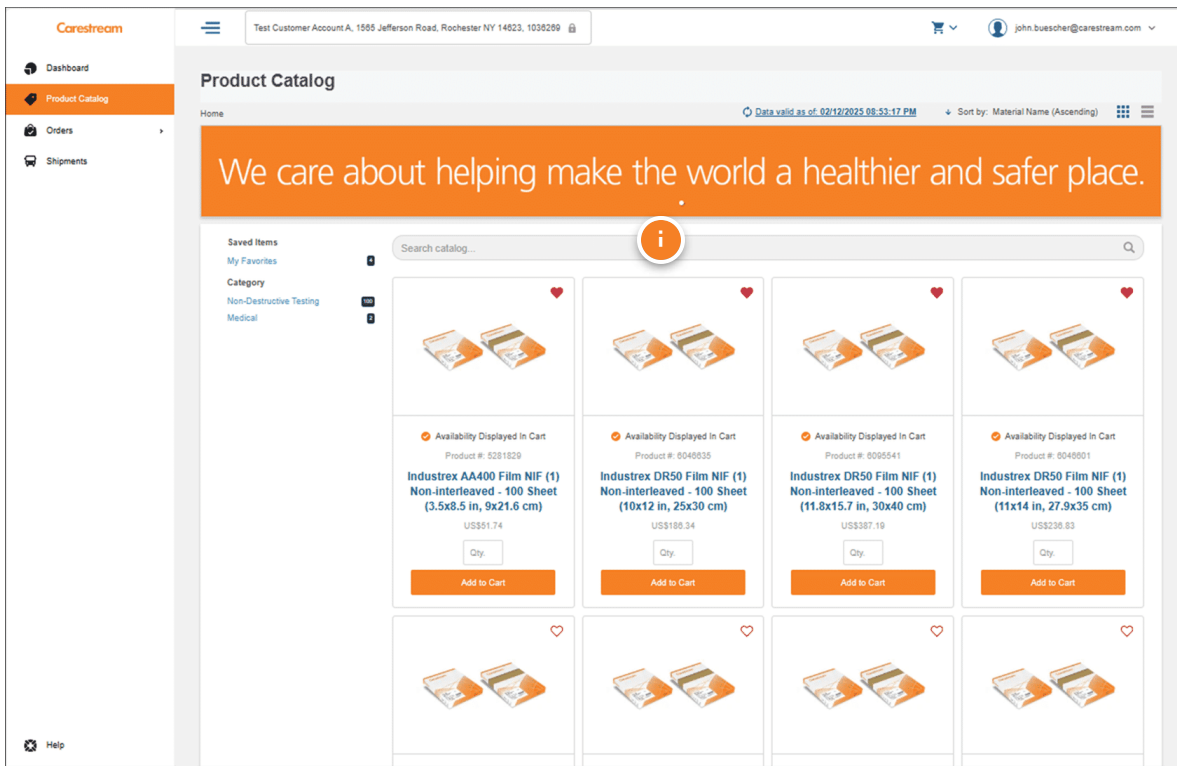
If you have more than one customer number associated with your User ID, you will be able to choose the one you want from the drop-down box.

CONTINUE

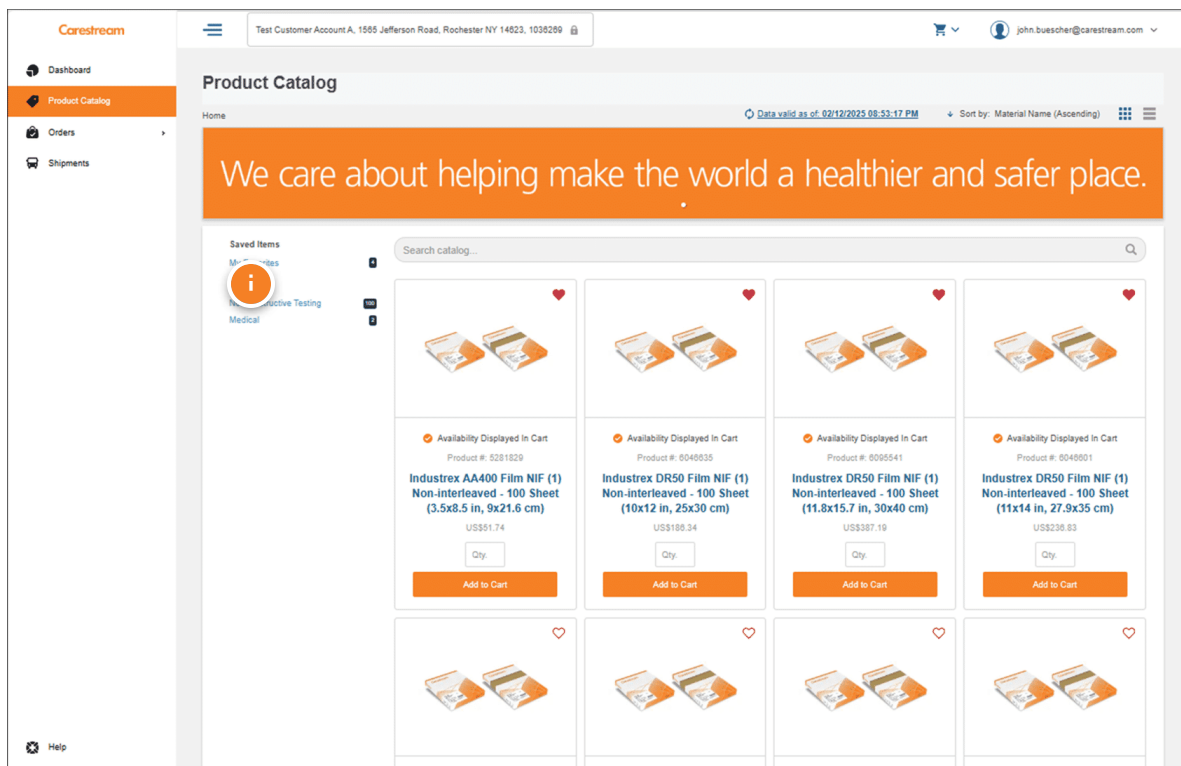
# Product Catalog

Click the "i" info icons to learn how to navigate the Product Catalog.

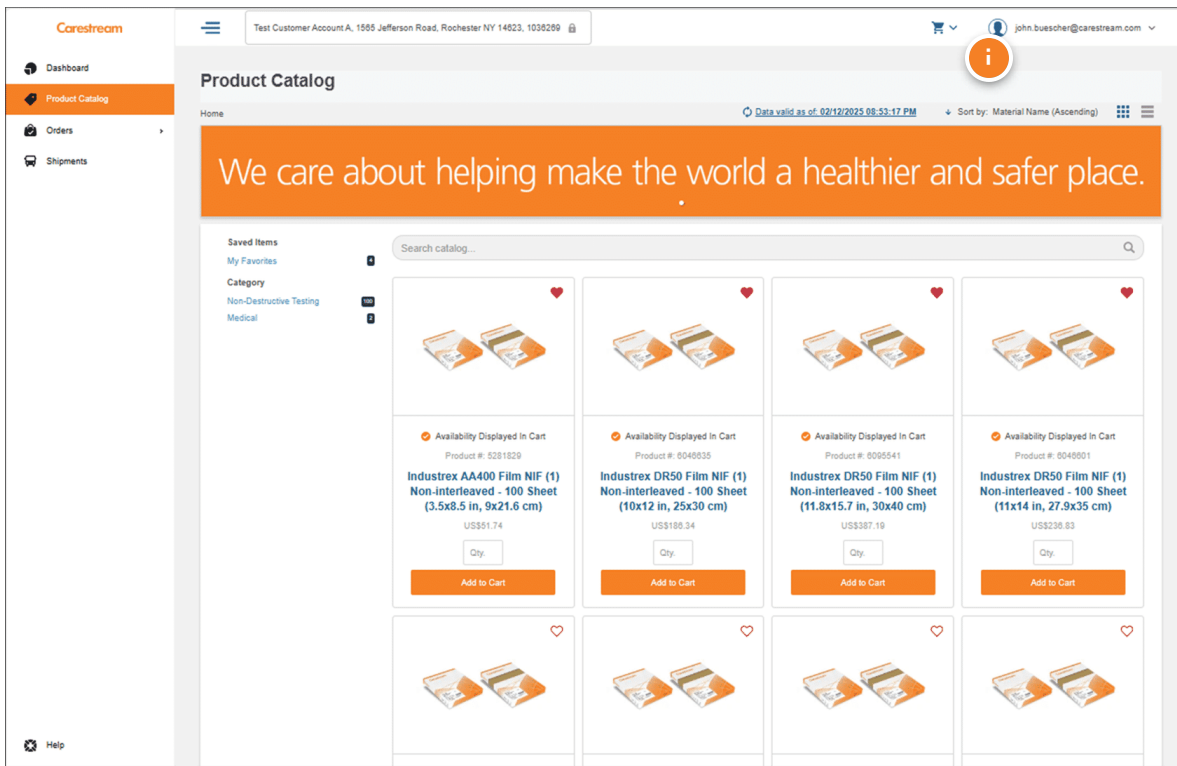




## Search Catalog



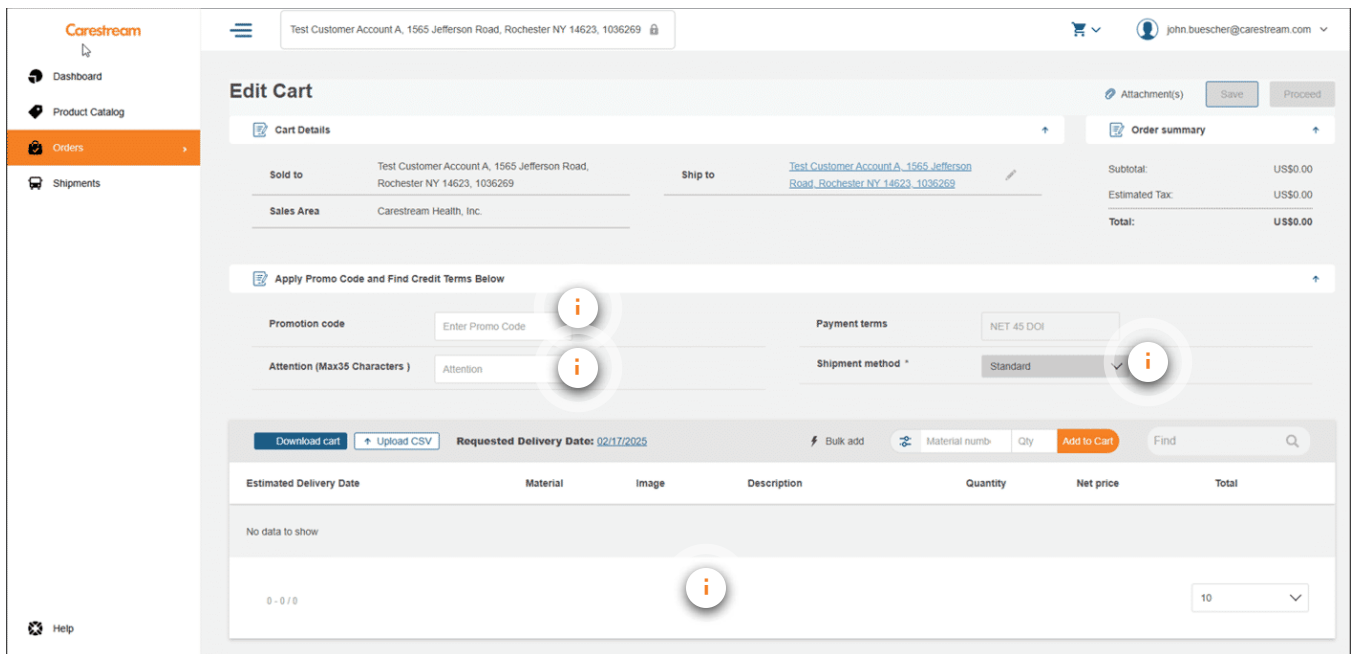
## Category



## Shopping Cart

# Shopping Cart

Click the "i" info icons to view details of the Shopping Cart and how to edit orders.







Carestream

Dashboard

Product Catalog

Orders

Shipments

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Shopping Cart

john.buescher@carestream.com

Edit Cart

Attachment(s) Save Proceed

Cart Details

Sold toTest Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Sales AreaCarestream Health, Inc.

Ship toTest Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Order summary

Subtotal:US\$0.00

Estimated Tax:US\$0.00

Total:US\$0.00

Apply Promo Code and Find Credit Terms Below

Promotion codeEnter Promo Code

Attention (Max35 Characters )Attention

Payment termsNET 45 DOI

Shipment method \*Standard

Download cartUpload CSV

Requested Delivery Date: 02/17/2025

Bulk addMaterial num>QtyAdd to CartFind

Estimated Delivery Date	Material	Image	Description	Quantity	Net price	Total
No data to show						

0 - 0 / 0

10

Promotion code

Enter a Promotion Code or Contract Id to manage the product pricing.

Carestream

Dashboard

Product Catalog

Orders

Shipments

Help

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Shopping Cart

john.buescher@carestream.com

Edit Cart

Attachments Save Proceed

Cart Details

Sold toTest Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Sales AreaCarestream Health, Inc.

Ship toTest Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Order summary

Subtotal:US\$0.00

Estimated Tax:US\$0.00

Total:US\$0.00

Apply Promo Code and Find Credit Terms Below

Promotion codeEnter Promo Code

Payment termsNET 45 DDI

Attention (Max35 Characters )Attention

Shipment method \*Standard

Download cartUpload CSV

Requested Delivery Date: 02/17/2025

Bulk addMaterial numQtyAdd to CartFind

Estimated Delivery Date	Material	Image	Description	Quantity	Net price	Total
No data to show						

0 - 0 / 0

10

## Attention

Manage the **Ship To** address or add a drop-ship address and fill in the **Attention** field.

Carestream

Dashboard

Product Catalog

Orders

Shipments

Help

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Shopping Cart

john.buescher@carestream.com

Edit Cart

Attachments(s) Save Proceed

Cart Details

Sold toTest Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Sales AreaCarestream Health, Inc.

Ship toTest Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Order summary

Subtotal:US\$0.00

Estimated Tax:US\$0.00

Total:US\$0.00

Apply Promo Code and Find Credit Terms Below

Promotion codeEnter Promo Code

Payment termsNET 45 DOI

Attention (Max35 Characters )Attention

Shipment method \*Standard

Download cartUpload CSV

Requested Delivery Date: 02/17/2025

Bulk addMaterial numQtyAdd to CartFind

Estimated Delivery Date	Material	Image	Description	Quantity	Net price	Total
No data to show						

0 - 0 / 0

i

10

Edit Cart

Add or remove products from the cart or adjust the quantity.

## Shipping Method

Choose **Shipping Method** or define future delivery date using **Requested Delivery Date**.

## Shipping Options

On the **Shipping Options** screen you will have different options depending on whether this is a domestic or an export order.

1

For a domestic order you have the option of adding additional delivery information for shipping and receiving the order.

2

For export orders you will have required fields for managing the product export including freight-forwarder information.

## Payment

In the Payment screen you can validate your order, attach a Purchase Order if required using **Attachment(s)**, enter the PO number and then place the order.

After the order is placed you will receive a **Shipping Confirmation** email notification. Your order will appear in the **Recent Orders** section of the dashboard. Click the Refresh link to get the latest order data in the **Recent Orders** and **Recently Shipped Orders** sections in the **Dashboard**.

CONTINUE

# Orders

## Using the Shopping Cart

Click the "i" info icons for information on how to edit orders.

The screenshot shows the 'Edit Cart' page in the Caresstream system. The interface includes a sidebar with navigation links: Dashboard, Product Catalog, Orders (selected), Search for Orders, Create Order, and Shipments. The main content area is titled 'Edit Cart' and contains several sections:

- Cart Details:** Includes 'Sold to' (Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269), 'Ship to' (Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269), and 'Sales Area' (Caresstream Health, Inc.).
- Order summary:** Displays 'Subtotal: US\$ 258.70', 'Estimated Tax: US\$ 0.00', and 'Total: US\$ 258.70'.
- Apply Promo Code and Find Credit Terms Below:** Includes fields for 'Promotion code' (Enter Promo Code), 'Attention (Max 35 characters)' (Attention), 'Payment terms' (NET 45 DDI), and 'Shipment method' (Standard).
- Buttons:** 'Download cart', 'Upload CSV', 'Bulk add', 'Add to Cart', and 'Find'.
- Table:** A table with columns: Estimated Delivery Date, Material, Image, Description, Quantity, Net price, and Total. It contains one row for material 5281829, with a quantity of 5 and a net price of US\$ 51.74.

Information icons (i) are placed over the 'Promotion code', 'Attention', 'Payment terms', 'Shipment method', 'Bulk add', 'Add to Cart', and the 'Quantity' field in the table.

Carestream

Dashboard

Product Catalog

Orders

Search for Orders

Create Order

Shipments

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Shopping Cart

john.buescher@carestream.com

Edit Cart

Attachment(s) Save Proceed

Cart Details

Sold to

Test Customer Account A, 1565 Jefferson Road,  
Rochester NY 14623, 1036269

Ship to

Test Customer Account A, 1565 Jefferson  
Road, Rochester NY 14623, 1036269

Sales Area

Carestream Health, Inc.

Order summary

Subtotal:

US\$ 258.70

Estimated Tax:

US\$ 0.00

Total:

US\$ 258.70

Apply Promo Code and Find Credit Terms Below

Promotion code

Enter Promo Code

Payment terms

NET 45 DOI

Attention (Max 35 characters)

Attention

Shipment method \*

Standard

Download cart Upload CSV

Requested Delivery Date: 02/09/2025

Bulk add

Material numb Qty Add to Cart Find

	Estimated Delivery Date	Material	Image	Description	Quantity	Net price	Total	
<input type="checkbox"/>	03/25/2025 5	5281829		100SH AA400-1 3.5X8.5IN 9X21.6CM	5	US\$ 51.74	US\$ 258.70	

1 - 1 / 1

10

Help

Promotion code

Enter a Promotion Code or Contract Id to manage the product pricing.



Carestream

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

john.buescher@carestream.com

## Edit Cart

Attachment(s) Save Proceed

Cart Details

Sold to: Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Ship to: Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Sales Area: Carestream Health, Inc.

Order summary

Subtotal: US\$ 258.70

Estimated Tax: US\$ 0.00

Total: US\$ 258.70

Apply Promo Code and Find Credit Terms Below


Promotion code: Enter Promo Code

Payment terms: NET 45 DOI

Attention (Max 35 characters): Attention

Shipment method: Standard

Download cart Upload CSV **i** Estimated Delivery Date: 02/09/2025 Bulk add Material num Qty Add to Cart Find

Estimated Delivery Date	Material	Image	Description	Quantity	Net price	Total
03/25/2025 5	5281829		100SH AA400-1 3.5X8.5IN 9X21.6CM	5	US\$ 51.74	US\$ 258.70

1 - 1 / 1 10

Help

## Upload CSV

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Upload Cart Download CSV template

Choose File

Apply

Microsoft Excel window showing the CSV template:

Material	Quantity

This feature will allow you to upload a .csv file to load multiple materials easily from Microsoft Excel (must be in .csv format).

Click **Upload CSV** and a dialog box will appear that will allow you to download a template in .csv format.



Carestream

Dashboard

Product Catalog

Orders

Search for Orders

Create Order

Shipments

Help

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

john.buescher@carestream.com

Edit Cart

Attachment(s)

Save

Proceed

Cart Details

Sold to

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Ship to

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Sales Area

Carestream Health, Inc.

Order summary

Subtotal:

US\$ 258.70

Estimated Tax:

US\$ 0.00

Total:

US\$ 258.70

Apply Promo Code and Find Credit Terms Below

Promotion code

Enter Promo Code

Payment terms

NET 45 DOI

Attention (Max 35 characters)

Attention

Shipment method \*

Standard

Download cart

Upload CSV

Requested Delivery Date: 02/09/2025




Bulk add

Material numb

Qty

Add to Cart

Find

	Estimated Delivery Date	Material	Image	Description	Quantity	Net price	Total	
<input type="checkbox"/>	03/25/2025 5	5281829		100SH AA400-1 3.5X8.5IN 9X21.6CM	5	US\$ 51.74	US\$ 258.70	 

1 - 1 / 1

10

## Add to Cart

You can add materials directly from your **Shopping Cart** without the need to go to the **Product Catalog**. This is useful if you know the material number of each product that you want to order.

Carestream

Dashboard

Product Catalog

Orders

Search for Orders

Create Order

Shipments

Help

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Shopping Cart

john.buescher@carestream.com

Edit Cart

Attachment(s) Save Proceed

Cart Details

Sold to

Test Customer Account A, 1565 Jefferson Road,  
Rochester NY 14623, 1036269

Ship to

Test Customer Account A, 1565 Jefferson  
Road, Rochester NY 14623, 1036269

Sales Area

Carestream Health, Inc.

Order summary

Subtotal:

US\$ 258.70

Estimated Tax:

US\$ 0.00

Total:

US\$ 258.70

Apply Promo Code and Find Credit Terms Below

Promotion code

Enter Promo Code

Payment terms

NET 45 DDI

Attention (Max 35 characters)

Attention

Shipment method \*

Standard

Download cart Upload CSV

Requested Delivery Date: 02/09/2025

Bulk add

Material numb Qty Add to Cart Find

	Estimated Delivery Date	Material	Image	Description	Quantity	Net price	Total	
<input type="checkbox"/>	03/25/2025 5	5281829		100SH AA400-1 3.5X8.5IN 9X21.6CM	5	US\$ 51.74	US\$ 258.70	<div><div></div><div></div></div>

1 - 1 / 1

10

## Attention

Manage the **Ship To** address or add a drop-ship address and fill in the **Attention** field.

Carestream

Dashboard

Product Catalog

Orders

Search for Orders

Create Order

Shipments

Help

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Shopping Cart

john.buescher@carestream.com

Edit Cart

Attachment(s) Save Proceed

Cart Details

Sold to

Test Customer Account A, 1565 Jefferson Road,  
Rochester NY 14623, 1036269

Ship to

Test Customer Account A, 1565 Jefferson  
Road, Rochester NY 14623, 1036269

Sales Area

Carestream Health, Inc.

Order summary

Subtotal:

US\$ 258.70

Estimated Tax:

US\$ 0.00

Total:

US\$ 258.70

Apply Promo Code and Find Credit Terms Below

Promotion code

Enter Promo Code

Payment terms

NET 45 DOI

Attention (Max 35 characters)

Attention

Shipment method \*

Standard

Download cart Upload CSV

Requested Delivery Date: 02/09/2025

Bulk add

Material numb Qty Add to Cart Find

	Estimated Delivery Date	Material	Image	Description	Quantity	Net price	Total	
<input type="checkbox"/>	03/25/2025 5	5281829		100SH AA400-1 3.5X8.5IN 9X21.6CM	5	US\$ 51.74	US\$ 258.70	<div><div></div><div></div></div>

1 - 1 / 1

10

Edit Cart

Add or remove products from the cart or adjust the quantity.

Carestream

Dashboard

Product Catalog

Orders

Search for Orders

Create Order

Shipments

Help

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Shopping Cart

john.buescher@carestream.com

Edit Cart

Attachment(s) Save Proceed

Cart Details

Sold to

Test Customer Account A, 1565 Jefferson Road,  
Rochester NY 14623, 1036269

Ship to

Test Customer Account A, 1565 Jefferson  
Road, Rochester NY 14623, 1036269

Sales Area

Carestream Health, Inc.

Order summary

Subtotal:

US\$ 258.70

Estimated Tax:

US\$ 0.00

Total:

US\$ 258.70

Apply Promo Code and Find Credit Terms Below

Promotion code

Enter Promo Code

Payment terms

NET 45 DOI

Attention (Max 35 characters)

Attention

Shipment method \*

Standard

Download cart Upload CSV

Requested Delivery Date: 02/09/2025

Bulk add

Material numb Qty Add to Cart Find

Estimated Delivery Date	Material	Image	Description	Quantity	Net price	Total
03/25/2025	5281829		100SH AA400-1 3.5X8.5IN 9X21.6CM	5	US\$ 51.74	US\$ 258.70

1 - 1 / 1

10

## Shipping Method

Choose **Shipping Method** or define future delivery date using **Requested Delivery Date**.

## Viewing Orders and Shipments

Click the "i" info icons for details about Orders and Shipment options.

Carestream

Dashboard

Product Catalog

Orders

Search for Orders

Create Order

Shipments

Help

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

Shopping Cart

john.buescher@carestream.com

Search for orders

Download CSV Filter (5 Applied)

Data valid as of: 02/17/2025 03:34:19 PM

Find

Download	Doc number	Doc type	Doc date	PO	Ship status	Net Value	Sold-to	Ship-to
	52727323	Standard Order	02/06/2025	111111	Shipped	US\$258.70	Test Customer Account A - 1036269	Test Customer Account A - 1036269
	52727324	Standard Order	02/06/2025	lasjdflksj	Shipped	US\$50.74	Test Customer Account A - 1036269	Test Customer Account A - 1036269
	52727325	Standard Order	02/06/2025	lpworwmw123	Shipped	US\$3,350.00	Test Customer Account A - 1036269	Test Customer Account A - 1036269
	52727329	Standard Order	02/09/2025	4567	Open	US\$2,883.60	Test Customer Account A - 1036269	Test Customer Account A - 1036269
	52727330	Standard Order	02/09/2025	789654	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269
	52727332	Standard Order	02/10/2025	12345PR	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269
	52727336	Standard Order	02/10/2025	798799845	Open	US\$2,818.99	Test Customer Account A - 1036269	Test Customer Account A - 1036269
	52727345	Standard Order	02/10/2025	sfskjkljds	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269
	52727346	Standard Order	02/10/2025	2345	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269

Carestream

Dashboard

Product Catalog

Orders

Search for Orders

Create Order

Shipments

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

john.buescher@carestream.com

Search for orders

Download CSV

Filter (5 Applied)

Data valid as of: 02/17/2025 03:34:19 PM

Find

	Download	Doc number	Doc type	Doc date	PO	Ship status	Net Value	Sold-to	Ship-to
+	<a href="#">Download</a>	52727323	Standard Order	02/06/2025	111111	Shipped	US\$258.70	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	<a href="#">Download</a>	52727324	Standard Order	02/06/2025	lasjdfksjfl	Shipped	US\$50.74	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	<a href="#">Download</a>	52727325	Standard Order	02/06/2025	lpworwmw123	Shipped	US\$3,350.00	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	<a href="#">Download</a>	52727329	Standard Order	02/09/2025	4567	Open	US\$2,883.60	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	<a href="#">Download</a>	52727330	Standard Order	02/09/2025	789654	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	<a href="#">Download</a>	52727332	Standard Order	02/10/2025	1234SPR	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	<a href="#">Download</a>	52727336	Standard Order	02/10/2025	798799845	Open	US\$2,818.99	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	<a href="#">Download</a>	52727345	Standard Order	02/10/2025	sflksjktjsd	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	<a href="#">Download</a>	52727346	Standard Order	02/10/2025	2345	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269

Orders and Shipments

The **Orders** and **Shipments** links on the Left-Hand Navigation Panel will allow you to navigate to the screens where you will be able to see all of the orders that you have placed on Carestream.

These could be orders placed in the new Shop Carestream, the legacy Shop Carestream or orders placed manually with the Customer Order Services Team using a Purchase Order.

Carestream

Test Customer Account A, 1565 Jefferson Road, Rochester NY 14623, 1036269

john.buescher@carestream.com

Dashboard

Product Catalog

Orders

Search for Orders

Create Order

Shipments

Search for orders

Download CSV

Filter (5 Applied)

Data valid as of: 02/17/2025 03:34:19 PM

Find

	Download	Doc number	Doc type	Doc date	PO	Ship status	Net Value	Sold-to	Ship-to
+	↓	52727323	Standard Order	02/06/2025	111111	Shipped	US\$258.70	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	↓	52727324	Standard Order	02/06/2025	lasjdflksjf	Shipped	US\$50.74	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	↓	52727325	Standard Order	02/06/2025	lpworwmw123	Shipped	US\$3,350.00	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	↓	52727329	Standard Order	02/09/2025	4567	Open	US\$2,883.60	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	↓	52727330	Standard Order	02/09/2025	789654	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	↓	52727332	Standard Order	02/10/2025	12345PR	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	↓	52727336	Standard Order	02/10/2025	798799845	Open	US\$2,818.99	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	↓	52727345	Standard Order	02/10/2025	sflksjktjsd	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269
+	↓	52727346	Standard Order	02/10/2025	2345	Open	US\$2,689.78	Test Customer Account A - 1036269	Test Customer Account A - 1036269

Filter

Apply a date range to display Order History extending back one year or more.

CONTINUE



# Summary

---

Congratulations! You are now able to:

- 1 Identify the primary and secondary needs of Sales, Marketing, and employee use of MyCarestream.
- 2 Sign-in and navigate Sales Assets on MyCarestream.
- 3 Understand how Sales functions use Business Workspace.
- 4 Sign-in and navigate Service Assets on MyCarestream.
- 5 Understand how Service functions use Business Workspace.
- 6 Navigate and use Shop Carestream to create and manage orders.

## Resources

Click the file below to download a .pdf version of this course.





**2000 339\_MyCarestream Getting Started Training.pdf**

13 MB



Carestream Health, Inc.

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Rochester, NY, USA 14608

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