

Merge Community™

USER MANUAL

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Part	Date	Revision	Description
QS-65810	06/2014	1.0	Release 2.0.
	11/2016	2.0	Changed comment submission on page 9.
	06/2017	3.0	Updates to Accessing Communities section.
	08/2018	4.0	Updated screen captures on pages 3, 5, 14.
	07/2019	5.0	Updates to document template.
	04/2021	6.0	Updates throughout.
	08/2022	7.0	Removal of Watson Health name.
	09/2022	8.0	Updated to latest document template.
	11/2022	9.0	Added clickable link to URL in chapter 2.
	9/2023	10.0	Updated URL to Merge Community in chapter 2.
	2/2024	11.0	Updated to reflect new environment for Merge Community.

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Chapter 1. About Merge Community

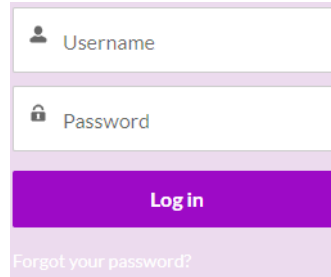
Merge Healthcare is happy to provide customers with access to the Merge Community - an online, social platform specifically developed for Merge Healthcare customers to share information on solutions, track support cases and network amongst each other.

All users of the Merge Community have been assigned a Merge Community profile to log a support case, view existing cases and add comments and attachments. Select users also have the ability to access support cases for multiple sites.

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

Chapter 2. Accessing Merge Community

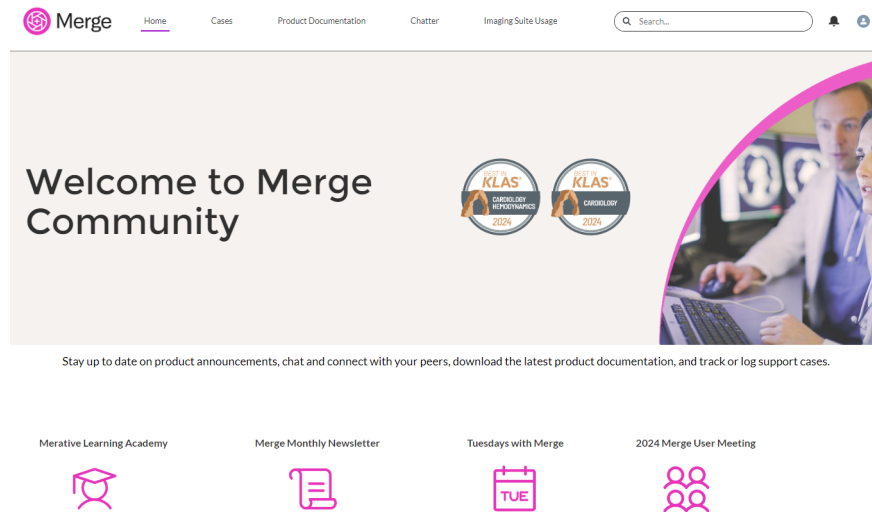
1. To access the Merge Community, go to <https://merge.my.site.com/mergecommunity>.



A login form with a white background and a purple border. It contains a 'Username' field with a person icon, a 'Password' field with a lock icon, a purple 'Log in' button, and a 'Forgot your password?' link.

2. Enter your credentials and click **Log In**.
3. Select the **I accept** check box and click **Finish**.

The Home page is displayed.



The Community website is best viewed in 100% or less.

Chapter 3. Cases

3.1. Viewing Cases

To view all cases and case detail:

1. Click **Cases** at the top of the home page.



2. Here you can search for accounts, contacts, and more. Drop-down lists of recently viewed cases or pages you recently viewed are available.

From the drop down, you can select all cases, all open cases, and more.

Cases
All Open Cases ▾ | f

50+ items • Sorted by Case Number • Filtered by All cases - Status: Closed • Updated a few seconds ago

Search this list...

Printable View

Ca...	Site Name	Account Name	Contact Name	Subject	St...	Priority	Date/Time O...	Case Owner ...	Product	Case Record ...	
1	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test Case - P...	Logged	High	11/15/2023 3:1...	kyase	Merge PACS	MWO
2	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	High	11/15/2023 3:2...	mmara	Merge PACS	MWO
3	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	Low	11/16/2023 8:3...	mmara	Merge VNA	UAI
4	111770...	SFDC Test Acco...	SFDC Test Acco...	Jillian Wright - C...	test routing	New	Medium	11/16/2023 9:0...	Merge-VNA L1	UAI	Support Portal - ...
5	111770...	SFDC Test Acco...	SFDC Test Acco...	Jillian Wright - C...	test routing	New	Medium	11/16/2023 9:1...	PACS L1	Merge Workflo...	Support Portal - ...
6	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	Low	11/16/2023 9:1...	mmara	Merge PACS	MWO
7	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	test	Logged	High	11/16/2023 9:1...	mmara	Merge PACS	MWO
8	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	test	Logged	High	11/16/2023 9:2...	erltz	Merge PACS	MWO
9	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test MWO #2	Logged	High	11/16/2023 9:2...	erltz	Merge Workflo...	MWO
10	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	TEST	Logged	High	11/16/2023 9:4...	mmara	Merge PACS	MWO
11	111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	TEST	Inproct	High	11/16/2023 9:4...	mmara	Merge Workflo...	MWO

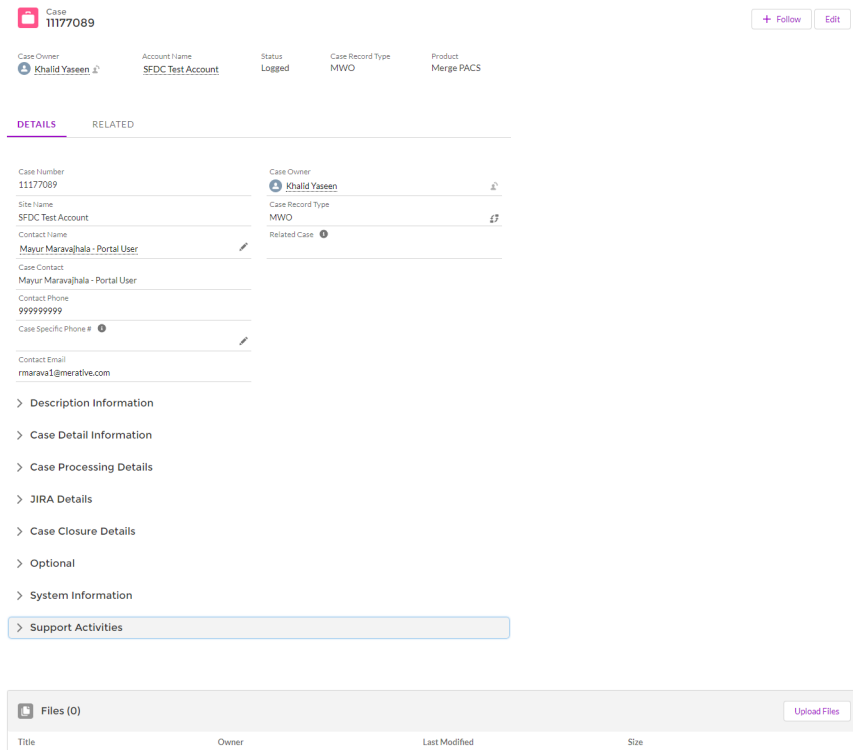
This screen contains key data regarding cases, depending on your individual profile. The columns can be sorted by clicking the column heading.

To view details for a case:

1. Click the case number.

Ca...	Site Name	Account Name	Contact Name	Subject	St...	Priority
111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test Case - P...	Logged	High
111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	High
111770...	SFDC Test Acco...	SFDC Test Acco...	Mayur Maravajh...	Test	Logged	Low
111770...	SFDC Test Acco...	SFDC Test Acco...	Jillian Wright - C...	test routing	New	Medium
111770...	SFDC Test Acco...	SFDC Test Acco...	Jillian Wright - C...	test routing	New	Medium

The Case Detail page is displayed.



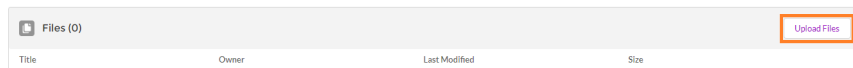
This screen contains the following:

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

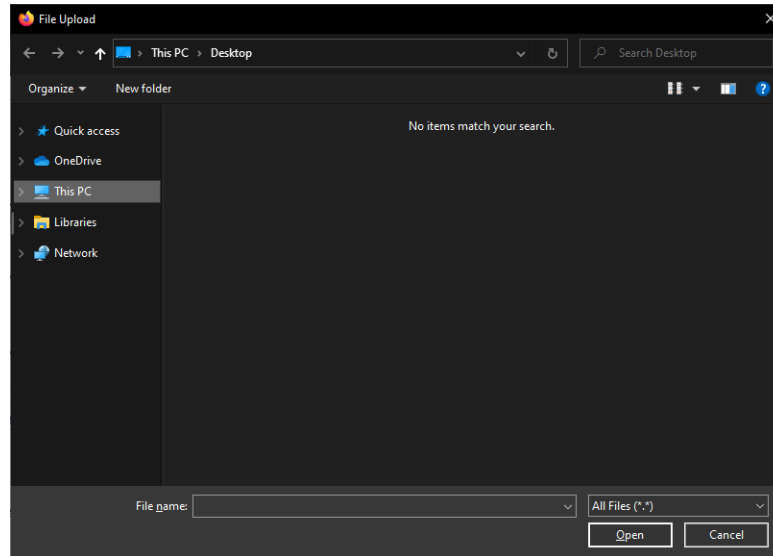
3.2. Attaching a File

To attach a file:

1. Click **Upload Files**.

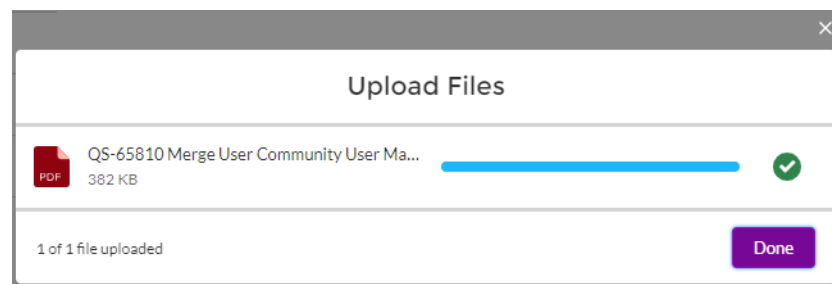


The File Upload dialog box opens:



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

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



3. Click **Close**.

The Case Detail page returns to the display.

3.3. Logging a New Case

To log a new case:

1. Click **Create New Case** on the **Cases** page.



2. Select the appropriate **Priority**.

NOTE: If you have a critical case requiring an immediate response, call 1-877-741-5369 and follow the prompts for Support.

3. Enter a **Subject** and **Description**.
4. Select the appropriate product from the **Product** drop-down list.

Case - New Case Experience Builder

▼ Case Information

Case Specific Phone #

Case Record Type

Support Portal - Self-Service

▼ Description Information

* Case Origin

Self-Service Portal

* Priority

Medium

* Subject

Description

▼ Case Detail Information

* Product ⓘ

--None--

▼ Case Processing Details

* Status

New

[Next](#)

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

Chapter 4. Product Documentation

The Product Documentation area is a repository for product documentation. If you are looking for user manuals, release notes, or other product documentation you can find it here.

4.1. Finding Product Documentation

To find product documentation:

- 1. Select a solution.

Solutions

Solution Category

- ▼ All Solutions
- > RADIOLOGY SOLUTIONS
- > IMAGING SUITE
- OS PATCHING
- > RADIOLOGY SOLUTIONS

Product Solutions

SOLUTION TITLE	STATUS
----------------	--------

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

Solutions

Solution Category

- ▼ All Solutions
- ▼ RADIOLOGY SOLUTIONS
- > Merge Cardio
- > Merge Hemo
- > IMAGING SUITE
- OS PATCHING
- > RADIOLOGY SOLUTIONS

Product Solutions

SOLUTION TITLE	STATUS
ECMSync Process Codes	Reviewed
Workstation License Expirations	Reviewed
Edit Study Date/Time using Reporting	Reviewed
New Measurement Mapping SQL	Reviewed
SQL- How To Shrink Transaction Log	Reviewed
Webviewer - How to delete image pointers for web viewer and repopulate them	Reviewed
CAS- How to load a KB to Cardio via CRE	Draft
Perform Daily Sync Notes	Reviewed
How To Update Web Image Pointers	Reviewed
Secure embedded launch (Advanced Integration) does not work with Eplaphany Cardio Server 7.0	Reviewed
How To Find Duplicate Workstations	Reviewed
Reporting - Slowness in reporting: Blue Bar and Completing Last Operation	Draft
Unity Time Out	Reviewed

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

A synopsis of the solution is next to each solution.

Solutions

Solution Category

- ▼ All Solutions
- ▼ RADIOLOGY SOLUTIONS
- ▼ Merge Cardio
- ▼ Product Documentation
- 12.4
- 12.3
- 12.2
- 12.1
- 12.0
- 11.1
- 11.0

Product Solutions

SOLUTION TITLE	STATUS
Merge Cardio 12.2 Documents	Reviewed

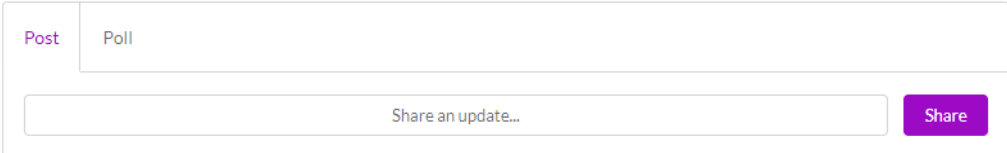
Chapter 5. Chatter

Think of this page as your main dashboard from which you can access information about other users or groups, files you or other users have submitted, or topics that are of interest to you and others.

Select **Active Groups** from the Groups drop-down list and click the group you are interested in.

5.1. Feed

The Feed area is where you can start or continue a conversation. You can filter the feed to those items you are following, those that involve you, or those you have bookmarked. If you want to add a post to the feed, type your message in the field at the top of the area and click Share when finished.



Files, Links, and Polls can also be posted to the feed.

5.2. Group Details

This area contains brief information about the selected group.

5.3. Members

The Members selection lists people who are following the selected group. To see details about a person, click their name. You can follow a person by clicking **Follow** on the person's detail page.

5.4. Files

Files can be uploaded to the portal. The Files selection can be filtered by those files you've recently viewed, files you have uploaded, files that have been shared with you, or all files. To upload files, click **Upload Files** and follow the on-screen prompts.

Chapter 6. Imaging Suite Usage

The Imaging Suite Usage tab contains information for our Imaging Suite customers related to study volumes. There will be a monthly record created showing the number of studies ingested for the month as well as the total amount of studies stored in the system. This data will only appear for Imaging Suite customers.

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