Merge Community™

USER MANUAL

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.

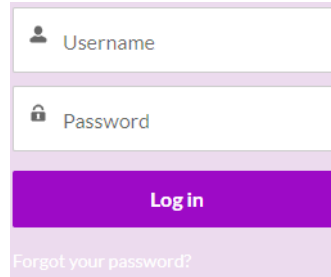# Contents

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.
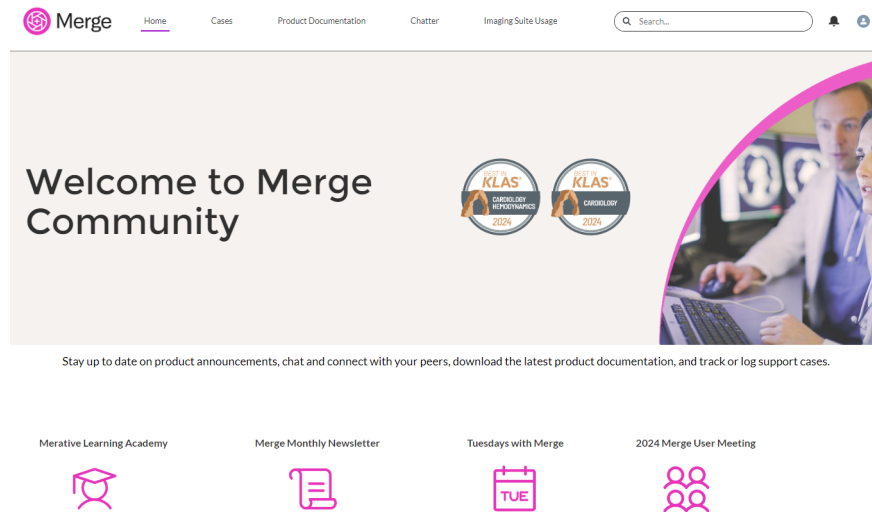
Chapter 2.   Accessing Merge Community

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

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.

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.

The Case Detail page is displayed.
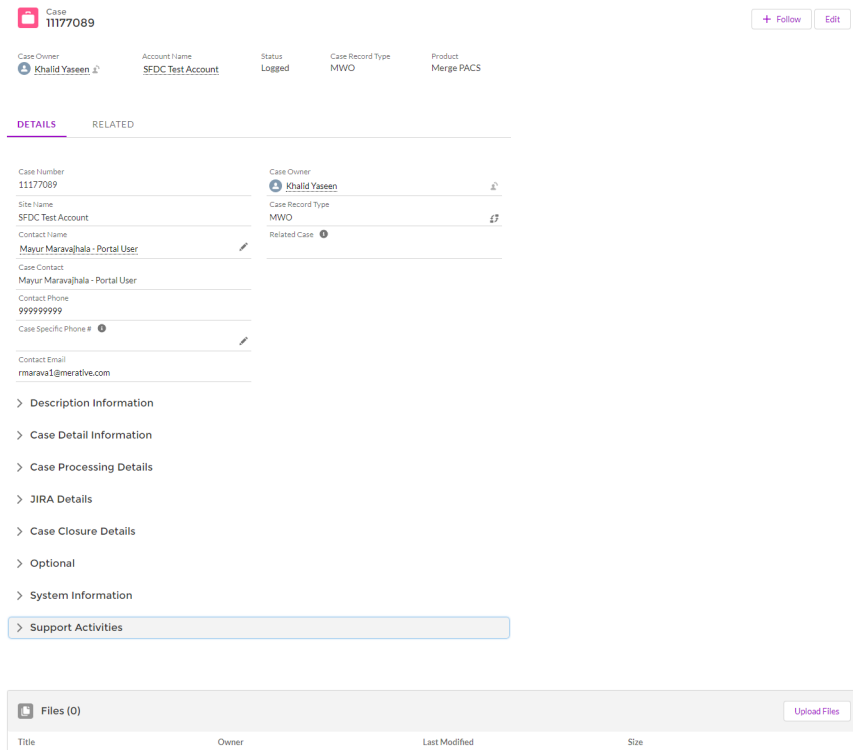
This screen contains the following:

- 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**.
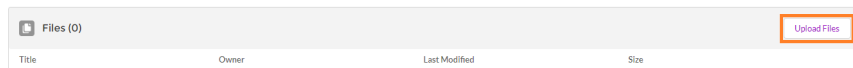
The File Upload dialog box opens:
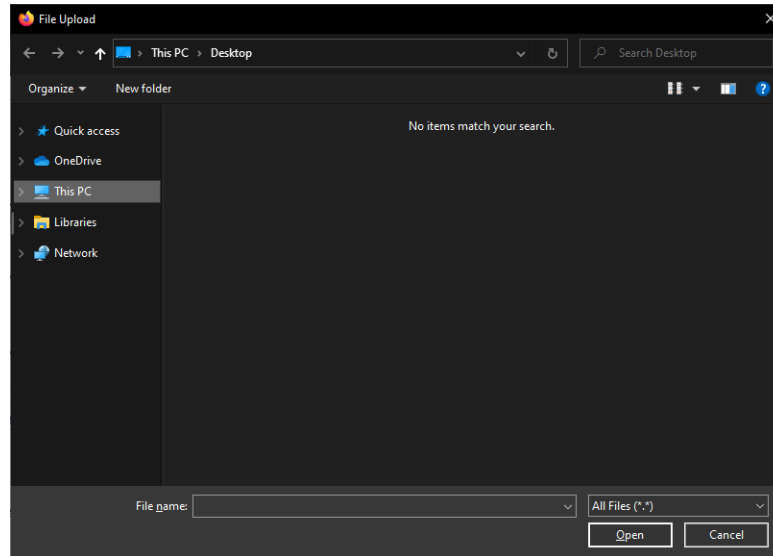
2. Select the file to attach and click **Open**.

   A dialog box is displayed confirming that the file has been uploaded:
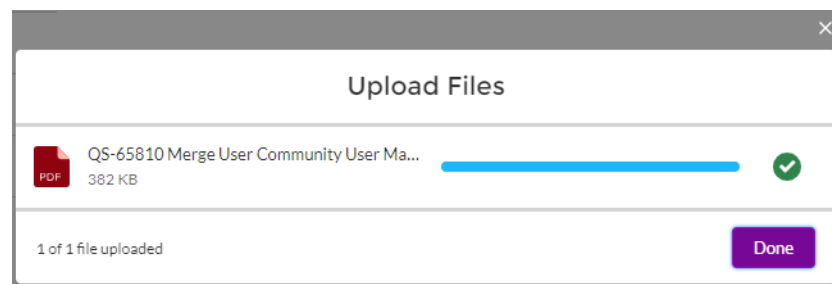
3. Click **Close**.

   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.

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

3. Continue to drill down to narrow your search.

   A synopsis of the solution is next to each solution.

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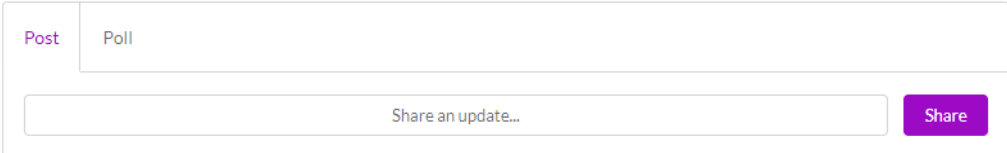
Files, Links, and Polls can also be posted to the feed.

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	ISU-000001	2,000	2,000	1/1/2024	1/31/2024	