

# Merge User Community™

USER MANUAL

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

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# Chapter 1. About Merge User Community

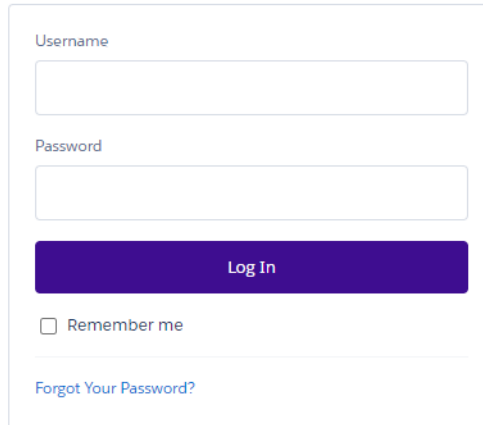
Merge Healthcare is happy to provide customers with access to the Merge User Community - an online, social platform specifically developed for Merge Healthcare customers to share information on solutions, track support cases and network amongst each other.

All users of the Merge User Community have been assigned a Merge User 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 User Community, please follow the steps outlined below.

# Chapter 2. Accessing Merge User Community

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

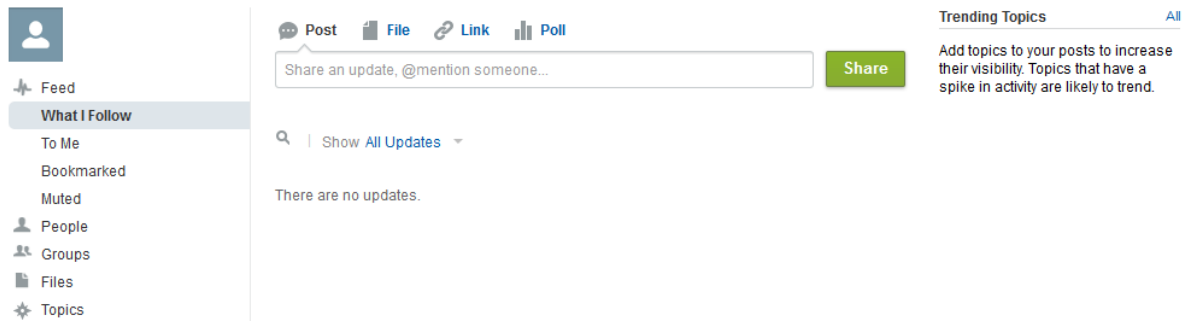


A login form with the following elements:

- A text input field labeled "Username".
- A text input field labeled "Password".
- A purple button labeled "Log In".
- A checkbox labeled "Remember me".
- A link labeled "Forgot Your Password?".

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

*The Home page is displayed.*



# Chapter 3. Chatter

The Chatter page is the default page that appears after logging on to the portal. 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. There are two main panes on this page. The left-hand pane contains a menu from which you can select your Feed, People, Groups, Files, or Topics. Information pertaining to the selection from the left pane is displayed in the center pane. Recommendations or Trending Topics appear to the right of the center pane.

## 3.1. Feed

The Feed page 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 page and click **Share** when finished.



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

## 3.2. People

The People selection lists either people you have recently viewed, or all people who currently have accounts on the portal. To see details about a person, click their name. You can follow a person by clicking **Follow** on the person's detail page.

## 3.3. Groups

Selecting Groups will display the defined groups of people on the portal. Click the group name to see details about the group such as members, files, or updates. To become a member of a group, click **Join** on the group's page.

## 3.4. 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.

## 3.5. Topics

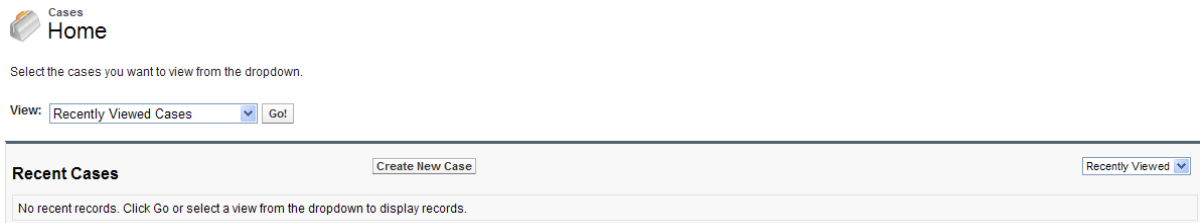
The Topics selection lists all of the current topics defined on the portal. Click the topic of interest to display that topic's thread of conversation.

# Chapter 4. Cases

## 4.1. 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.



Action	Case Number	Account Name	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
Edit   +	00063865	Merq Healthc...	Oldenburg, Chuck	Frontiers Documentat...	Assigned	Low	1/27/2010 11:41 AM	iserv
Edit   +	00066732	Merq Healthc...	Seerv, Bryan	Measurement in CT i...	Assigned	Low	2/25/2010 10:03 AM	iserv
Edit   +	00066734	Merq Healthc...	Seerv, Bryan	customer wants to as...	Assigned	Low	2/5/2010 3:35 PM	iserv
Edit   +	00066735	Merq Healthc...	Seerv, Bryan	Customer wants abili...	Assigned	Low	2/5/2010 3:32 PM	iserv
Edit   +	00066736	Merq Healthc...	Seerv, Bryan	Problem with * as wil...	Assigned	Low	2/5/2010 3:29 PM	iserv
Edit   +	00066737	Merq Healthc...	Seerv, Bryan	make the search func...	Assigned	Low	2/5/2010 3:08 PM	iserv
Edit   +	00066738	Merq Healthc...	Seerv, Bryan	user wants filter page...	Assigned	Low	2/5/2010 9:39 AM	iserv
Edit   +	00066739	Merq Healthc...	Seerv, Bryan	ability to mark multipl...	Assigned	Low	2/5/2010 9:35 AM	iserv
Edit   +	00066740	Merq Healthc...	Seerv, Bryan	need to be able to op...	Assigned	Low	2/5/2010 9:33 AM	iserv
Edit   +	00066741	Merq Healthc...	Seerv, Bryan	user wants more abili...	Assigned	Low	2/5/2010 9:31 AM	iserv
Edit   +	00066743	Merq Healthc...	Seerv, Bryan	Key Images not working	Assigned	Low	2/5/2010 9:18 AM	iserv
Edit   +	00066744	Merq Healthc...	Seerv, Bryan	scout lines not appea...	Assigned	Low	2/5/2010 9:12 AM	iserv
Edit   +	00066748	Merq Healthc...	Seerv, Bryan	No results display wh...	Assigned	Low	1/28/2010 9:30 AM	iserv
Edit   +	00066749	Merq Healthc...	Seerv, Bryan	The "write viewing pro...	Assigned	Low	1/28/2010 9:26 AM	iserv
Edit   +	00066750	Merq Healthc...	Seerv, Bryan	When changing from ...	Assigned	Low	1/28/2010 9:16 AM	iserv
Edit   +	00066751	Merq Healthc...	Seerv, Bryan	Assign to be read by f...	Assigned	Low	1/26/2010 2:16 PM	iserv
Edit   +	00066752	Merq Healthc...	Seerv, Bryan	"read by" status not w...	Assigned	Low	1/26/2010 2:14 PM	iserv
Edit   +	00066754	Merq Healthc...	Seerv, Bryan	When studv is in avail...	Assigned	Low	1/21/2010 2:24 PM	iserv
Edit   +	00066756	Merq Healthc...	Seerv, Bryan	Cannot open DEXA...	Pending	Low	1/21/2010 12:37 PM	iserv

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.

Action	Case Number ↑	Account Name	Contact Name
Edit   +	00063865	Merge Healthcare eCl...	Oldenburg, Chuck
Edit   +	00066732	Merge Healthcare eCl...	Seerv, Bryan
Edit   +	00066734	Merge Healthcare eCl...	Seerv, Bryan
Edit   +	00066735	Merge Healthcare eCl...	Seerv, Bryan
Edit   +	00066736	Merge Healthcare eCl...	Seerv, Bryan
Edit   +	00066737	Merge Healthcare eCl...	Seerv, Bryan
Edit   +	00066738	Merge Healthcare eCl...	Seerv, Bryan
Edit   +	00066739	Merge Healthcare eCl...	Seerv, Bryan
Edit   +	00066740	Merge Healthcare eCl...	Seerv, Bryan
Edit   +	00066741	Merge Healthcare eCl...	Seerv, Bryan

The Case Detail page is displayed.

Case 01082869
Printable View

---

← Back to List
Solutions (0) | Files (0) | Case History (5+)

**Case Detail** Edit

Case Number	01082869	Case Owner	Aaron Jensen
Site Name	Merge Healthcare	Case Record Type	VERICIS Case Mgmt
Contact Name	Aaron Jensen	Related Case	
Case Contact	Aaron Jensen		
Contact Phone	(262) 912-3692		
Case Specific Phone #			
Contact Email	aaron.jensen@us.ibm.com		

▶ Description Information

▶ Case Detail Information

▶ Case Processing Details

▶ JIRA Details

▶ Case Closure Details

▶ System Information

▶ Support Activities

**Solutions** View Suggested Solutions | or | In All Solutions | Find Solution

No Solutions Attached

**Files** Upload Files

No records to display

**Case History**

Date	User	Action
2/29/2012 12:37 PM	Aaron Jensen	Changed Complaint Status to Closed.
		Changed Complaint Type to Not a Complaint

This screen contains the following:

- Case Detail
  - Description Information
  - Case Detail Information
  - Case Processing Details
  - JIRA Details
  - Case Closure Details

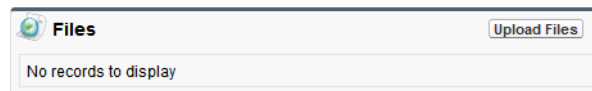


- System Information
- Support Activities
- Solutions
- Files
- Case History

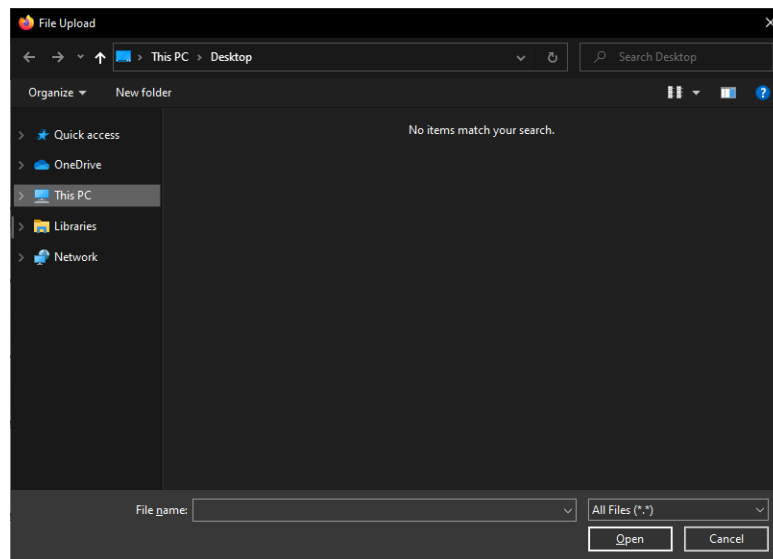
## 4.2. Attaching a File

To attach a file:

1. Click **Upload Files**.

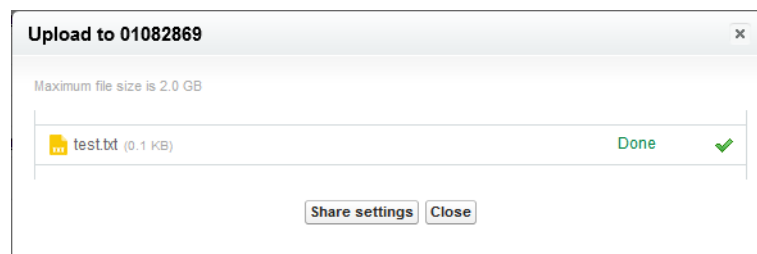


The File Upload dialog box opens:



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

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



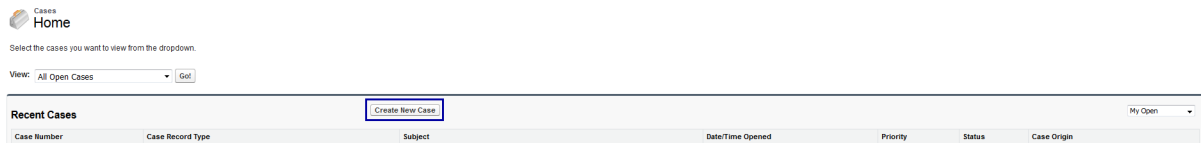
3. Click **Close**.

The Case Detail page returns to the display.

## 4.3. 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 **Legacy Product** drop-down list.

5. Click **Submit** when finished.

*The case detail screen for the new case is displayed.*

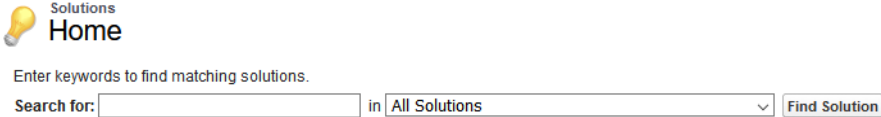
# Chapter 5. Solutions

The Solutions 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.

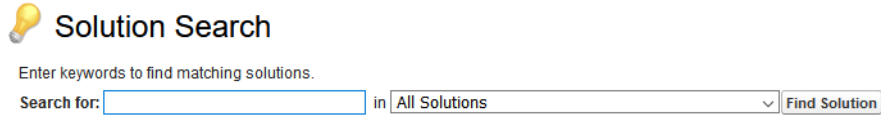
## 5.1. Finding Solutions

**To find a solution:**

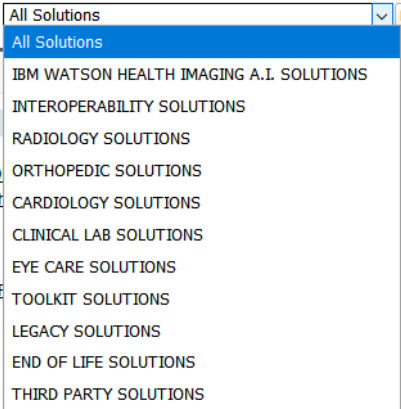
1. Click **Find Solution** on the **Solutions Home** screen.



*The Solution Search page is displayed:*



2. **All Solutions** are searched by default.
  - a. You can narrow your search by selecting a solution.



b. Select a solution.

**All Solutions**

**IBM WATSON HEALTH IMAGING A.I. SOLUTIONS**  
[IBM Watson Imaging Clinical Review](#), [Watson Health Imaging Patient Synopsis](#), [Unified Admin Infrastructure](#)

**RADIOLOGY SOLUTIONS**  
[Merge PACS](#), [Merge RIS](#), [Merge Financials](#), [Merge Referral Portal](#), [Merge Document Management](#) ..

**CARDIOLOGY SOLUTIONS**  
[CV Data Miner](#), [Merge Cardio](#), [Merge Hemo](#)

**EYE CARE SOLUTIONS**  
[Merge Eye Station](#), [Merge Eye Care PACS](#), [Merge EyeStation Import Utility](#), [Merge Eye Care Database Admin Utility](#), [Eye Care Database Installer Utility](#) ..

**LEGACY SOLUTIONS**  
[eMed](#), [FPG](#), [Fusion RIS](#), [Fusion RIS/PACS.MX](#), [Fusion Workstation \(Matrix\)...](#)

**THIRD PARTY SOLUTIONS**  
[Mirth](#)

**INTEROPERABILITY SOLUTIONS**  
[DICOM Migration System](#), [iConnect Access](#), [iConnect Advanced Visualization](#), [iConnect Cloud Archive](#), [iConnect Enterprise Archive...](#)

**ORTHOPEDIC SOLUTIONS**  
[Merge DR](#), [Merge OrthoCase](#), [Merge OrthoEMR](#), [Merge OrthoPACS](#), [Merge OrthoTemplates](#) ..

**CLINICAL LAB SOLUTIONS**  
[FlexConnect](#), [Merge LabAccess](#), [Merge LIS](#)

**TOOLKIT SOLUTIONS**  
[Merge DICOM Toolkit](#), [Merge HL7 Toolkit](#)

**END OF LIFE SOLUTIONS**  
[Fusion PACS](#), [Merge OfficePACS](#), [Merge Perioperative](#), [Merge EHR/PM](#)

c. Select the area of interest (e.g., IBM Watson Imaging Clinical Review).

**Subcategories in "IBM Watson Imaging Clinical Review"**

<a href="#">1.0</a>	<a href="#">2.0</a>
<a href="#">3.0</a>	<a href="#">3.1</a>
<a href="#">3.2</a>	


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**Solutions in "IBM Watson Imaging Clinical Review" and Subcategories** Sort by:

Solution Title	Related Cases	Status	Last Modified Date
<a href="#">IBM Watson Health Imaging Clinical Review 3.0 documents</a>	0	Reviewed	12/11/2019
<a href="#">IBM Watson Health Imaging Clinical Review 3.1 documents</a>	0	Reviewed	6/19/2020
<a href="#">IBM Watson Health Imaging Clinical Review 3.2 documents</a>	0	Reviewed	8/7/2020
<a href="#">Watson Imaging Clinical Review 1.0 documents</a>	0	Reviewed	8/14/2017
<a href="#">IBM Watson Health Imaging Clinical Review 2.0.2 documents</a>	0	Reviewed	7/24/2020
<a href="#">IBM Watson Imaging Clinical Review 2.0 documents</a>	0	Reviewed	8/2/2018
<a href="#">IBM Watson Imaging Clinical Review 2.0.1 documents</a>	0	Reviewed	1/7/2019

d. Continue to drill down to narrow your search.

The solutions matching your search term are displayed. A synopsis of the solution is below each found solution.

 **Solution**  
**IBM Watson Health Imaging Clinical Review 3.0 documents** [Printable View](#)

[← Back to List](#) [Attachments \(3\)](#)

---

**Solution Detail**

Solution Number	00020599
Status	Reviewed

---

**Detail Information**

Solution Title	IBM Watson Health Imaging Clinical Review 3.0 documents
Solution Details	

Does this solution help you answer your question?

---

**Attachments** [View All](#)

Action	File Name	Size	Last Modified	Created By
<a href="#">View</a>	<a href="#">IASO-2219 Watson Imaging Clinical Review 3.0 DCS.pdf</a>	141KB	12/11/2019 11:10 AM	Sheila Dettmann
<a href="#">View</a>	<a href="#">IASO-1668 IBM Watson Imaging Clinical Review 3.0 User's Guide.pdf</a>	305KB	12/11/2019 11:10 AM	Sheila Dettmann
<a href="#">View</a>	<a href="#">IASO-1667 IBM Watson Imaging Clinical Review 3.0 Release Notes.pdf</a>	232KB	12/11/2019 11:10 AM	Sheila Dettmann

[^ Back To Top](#) Always show me  more records per related list