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Thank you for using PACSonWEB. The goal of this user manual is to help you familiarise yourself with the way the system works and with its operating instructions in the most efficient manner possible.

Please first read the general conditions of use before using PACSonWEB.

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**Support**

If you have a problem or question, please consult our support page.

Click here to start TeamViewer

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**Company information**

DOBCO Medical Systems N.V.
Nachtegaalstraat 6 W05
9240 Zele, Belgium
Website: www.dobcomed.com

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**Software identification**

PACSonWEB V3.2.1000

Release date: 2019/12/13

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**User manuals**

http://manuals.paconweb.com/display/MANPOW3
or download the PDF
Revision date: 2019/12/13
BROWSER SUPPORT

These browsers have been validated and are supported:

- Internet Explorer (version 11.0 - 11.648)
- Microsoft Edge (version 32.0 - 18362)
- Firefox (version 36.0 - 71.0);
- Safari (version 7.0 - 13.2)
- Google Chrome (version 36.0 - 78.0)

INTENDED USE

PACSonWEB is a web based solution to distribute and visualize medical images and reports over the internet to requesting physicians and patients and among hospitals.

The embedded viewer contains image enhancement tools (window leveling, invert, spatial locator, reference lines, …) and measurement functionalities (length, angle, vertical height, …) that allow PACSonWEB to be used for diagnostic purposes.

The PACSonWEB viewer complies with European Directive 93/42/EEC concerning medical devices and is certified as a CE class IIa device.

INDICATIONS FOR USE

As a distribution medium, PACSonWEB is used to make medical images and reports, made at a hospital or private radiologist, available to the requesting physician over the internet.

The images are also available for reference to the patient. It is the decision of the radiology department if the report is also available to the patient or not.

Using the related reference codes, owned by the patient, the exam and report can easily be consulted by any physician that has a PACSonWEB account.

The images are available online for a period between 1 and 5 years, as determined by the sending radiology department.

As a diagnostic tool, PACSonWEB can be used by a radiologist to visualize and enhance available images and perform measurements in order to make a diagnosis. The report can be recorded within PACSonWEB.

WARNINGS

It is the responsibility of the user to assure:

- that the monitor quality, ambient light and used image compression corresponds to the intended clinical usage!
- that PACSonWEB is used on a supported browser
- browser compatibility in case of an upgrade of the browser or the operating system of the device, used for running PACSonWEB
- a sufficiently performing internet connection (for viewing: 3G or higher, 0.5 Mb/sec or higher; for downloading: 4G or higher, 15 Mb/sec or higher)
- a sufficiently performing network connection (100 Mb LAN or higher, Wi-Fi 802.11 g or higher)

DISCLAIMER

Dobco Medical Systems is not liable for malfunctions and damage stemming from installation, configuration, relocation, remodeling, maintenance and repair performed by parties other than Dobco Medical Systems or authorised personnel of Dobco Medical Systems.

Dobco Medical Systems is not liable for malfunctions and damage to Dobco Medical Systems products that are/is attributable to products of other manufacturers that were not supplied by Dobco Medical Systems.

Dobco Medical Systems is not liable for malfunctions and damage due to non-compliance with the precautionary measures and operational methods specified in this user manual.

Dobco Medical Systems is not liable for malfunctions and damage stemming from use of the product under ambient conditions which are outside the scope of the terms of use specified in this user manual, such as power supply, installation environment, etc.

TRADEMARK

‘PACSonWEB‘ is a registered trademark of Dobco Medical Systems.

WARNINGS

Consult the PACSonWEB operator manual for additional warnings and information regarding regulations.
1. General

How to change the language for the PACSonWEB interface, see:

- 1.1 PACSonWEB Interface Language

How we process your personal data, see:

- 1.2 Privacy Policy PACSonWEB

If you want to use PACSonWEB, you need to agree with the applicable general conditions:

- 1.3 General Conditions - Patient
- 1.4 General Conditions - Registered user
1.1 PACSonWEB Interface Language

Upon first use, the PACSonWEB interface is displayed in the default language of your browser. This language is also shown from the language picker on the top right of the page. Using the language picker, the language can be changed at any time.

From the language picker it is possible to switch to any of the following languages:

- English
- Dutch
- French
- German
- Norwegian
- Italian
- Spanish

The selected language is stored in a cookie so your preference is remembered the next time you logon to PACSonWEB from the same device.

In case cookies are cleared from your device, the selected language will fall back to the browser default language.
1.2 Privacy Policy PACSonWEB

Last update: 27/02/2018

Dobco Medical Systems takes privacy very seriously. We strongly believe in protecting the privacy of the personal data you share with us. As a controller, we also believe it is important to inform you about how we will use your personal data, and to give you choices about this. This Privacy Policy is meant to help you understand what data we collect, why we collect it, and how we use it. This is important, therefore we encourage you to take time to read it carefully.

1. SCOPE OF THIS PRIVACY NOTICE

This Privacy Policy (Privacy Policy) applies to all personal data collected of Users of the PACSonWEB platform. This implies all doctors, dentists, specialists, … that register for a PACSonWEB account or use PACSonWEB through an account as well as unregistered users that logon with a reference number and date of birth for an exam.

This Privacy Policy does not apply to the patient data that Dobco Medical Systems processes on demand for our contracted hospitals and radiology practices. For all matters, involving these data, we refer to the privacy policy of the related radiology department.

This Privacy Policy also applies to all personal data collected of Users of the Dobco Medical Systems’ website that register for the newsletter or fill out a contact or demo request form.

This Privacy Policy applies in addition to any terms and conditions and other policies of Dobco Medical Systems applicable to the Services.

2. HOW WE USE YOUR PERSONAL INFORMATION (Our purposes)

We will treat all personal information you provide us with, in confidence, in accordance with this Privacy Policy and the national and international legal requirements.

2.1 PACSonWEB

When using the PACSonWEB portal the required personal information is registered in our databases and will be processed in order to assure:

- Traceability on registered access to medical data;
- Implementation of appropriate secure authentication and authorization methods. This implies sending e-mails and/or text messages for two-factor authentication protocols;
- Quality improvement of our services and information;

The provided personal data related to a registered user account will be stored for a period of 2 years after the last registered successful login attempt.

The data on the exams that have been accessed will be stored for 10 years, unless we have to keep the information even longer for legal purposes. This period of time is necessary to be able to realise the aforementioned purposes.

2.2 Dobco Medical Systems’ company website (www.dobcomed.com)

You can visit our company website without disclosing personal information. In case personal information is provided when e.g. filling out a contact form or subscribing to the newsletter, this information is stored to:

- Contact you to provide the requested information;
- Improve the quality of our services and information;

The provided personal data is stored for the duration of the requested service + 2 years.

3. THE INFORMATION WE COLLECT

The information provided to us can, amongst others, consist of personal data. By ‘personal data’ we mean any information relating to an identified or identifiable natural person (‘data subject’). An identifiable natural person is someone who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

The personal data we collect depends on the method of collection:

Using the website: www.dobcomed.com:

Anonymous but in these specific cases the mentioned information is registered:

- Registration for newsletter
- Email address
- Request for Demo account
  - Name + first name
  - Email address
  - Company + function within the company
  - Address + country
  - Phone number
• Submitting a contact form
  • Name
  • Email address
  • Phone number

Using the PACSonWEB website:

Anonymous but in these specific cases the mentioned information is registered:

• Registration for an account
  • Name + first name
  • Physician identification (RIZIV, BIG, …)
  • Mobile number
  • Work phone
  • Gender
  • Language
• Log on to the website with an account (“I’m a Doctor”)  
  • User ID
  • Timestamp of logon
  • Accessed exams
  • IP address
• Log on to the website with a reference number (“I’m a Patient”)  
  • Timestamp of logon
  • Accessed exams
  • IP Address

In addition, with each PACSonWEB session a cookie is used to register the session ID which is used as long as the user is logged on. No personal information is stored within the cookie.

We may also aggregate details which you have submitted to the website. Aggregated data does not contain any information that could be used to identify you and is only used to assist us in providing an effective service on this website.

4. CONSENT

All processing of the personal information gathered at present lies within the legitimate interests of the controller.

If Dobco Medical Systems decides to use the gathered personal data, obtained through the PACSonWEB website for additional purposes and for which legitimate interest is not a valid ground, consent for the related processing will be asked through the PACSonWEB interface before actual processing of the related data. To give consent it will be required to tick a box stating “that you consent to the processing of your personal data for the mentioned purposes”. You will have the right to withdraw your consent at any time. However, the withdrawal of consent shall not affect the lawfulness of the processing based on consent before its withdrawal. You can withdraw your consent by checking off the ticked box.

5. YOUR RIGHTS

5.1. RIGHT OF ACCESS, RECTIFICATION AND ERASURE

We offer you the opportunity to view, change or delete all personal data you provide to us.
This is free of charge for you.

• View and change your personal data: If you wish, you can request an overview of your personal data and amend this where necessary.
• Deletion of your personal data: you can decide at any time to delete your personal data for future use from our database if these data are not required to be retained for statutory or legitimate business purposes.

IMPORTANT: This only involves personal data with respect to a personal account on PACSonWEB or personal data provided through the company website. Dobco Medical Systems processes patient data as commissioned by the contracted hospitals and private radiologists. Therefore all requests regarding patient data must be filed with the related radiology department.

You can also decide at any time that you no longer wish to receive any newsletters from Dobco Medical Systems and/or to no longer be contacted by us.

5.2. RIGHT TO RESTRICTION OF PROCESSING

In certain cases you also have the right to request that Dobco Medical Systems restricts the processing of your personal data.

5.3. HOW TO EXERCISE YOUR RIGHTS?

In case you want to exercise one of the above mentioned rights with respect to data for which Dobco Medical Systems acts as the processor and for which a hospital or private radiologist is the controller, the request must be filed with the related radiology department.

For data gathered directly by Dobco Medical Systems, the above requests can be made by contacting us by mail (data_protection_officer@dobcomed.com) or by letter addressed to our head office at

Nachttegaalstraat 6
9240 Zele, Belgium

and providing us with a copy of the front side of your ID card.
After verifying your identity, we will do everything reasonably possible to comply with your request unless the viewing, changing, deletion or restriction of data would require completely unreasonable measures (e.g. would be technically or organizationally virtually impossible or extremely costly). We may refuse to process requests that are unreasonably repetitive or systematic.

Your request will be handled within one month after receipt thereof.

6. HOW TO NOTIFY INFRINGEMENTS TO YOUR RIGHTS AND FREEDOMS?

If you believe, at any moment, that Dobco Medical Systems infringes your rights and freedoms, please send an e-mail to our data protection officer, using the following address: data_protection_officer@dobcomed.com

We will do everything reasonably possible to detect and solve the problem.

In this event, you can also contact the Supervisory Authority, the Commission for the Protection of Privacy www.privacycommission.be, Druipersstraat 35, 1000 Brussel (02 274 48 00).

7. THIRD PARTIES

Personal data collected by Dobco Medical systems may be transferred or disclosed to third party contractors, subcontractors and/or subsidiaries for the purposes for which the visitor has submitted the information and for the administration of our system or site and/or other internal, administrative purposes. Personal data may also be transferred to third party service providers of identity management, website hosting and management, data analysis, data backup, security and storage services. As a result, personal data may be transferred outside the country where the visitor is located. By submitting data on Dobco Medical Systems’ website, the visitor is providing explicit consent to the transfer of such data for the fulfilment of his or her voluntary requests or otherwise as set out in the ‘How we use your personal data’ section.

It is Dobco Medical Systems’ policy to disclose information to third parties under the following circumstances:

- As required by applicable law, statute, rule, regulation or professional standard, or through subpoena, search warrant or other legal process
- For regulatory compliance purposes
- When explicitly requested by a visitor
- When required to facilitate conferences or events hosted by a third party
- Or otherwise as set out in this statement.

8. SECURITY

Dobco Medical Systems will, to the extent possible, take technical, physical and organizational security measures which comply with applicable laws in the field of privacy and data security in order to guarantee a secure processing of your personal data. The risks of accidental or unauthorized destruction, accidental loss, alteration of or access by unauthorized persons, and any other unauthorized processing of your personal data are therefore reduced to a minimum.

9. CHANGES TO THE PRIVACY POLICY

We may change this Privacy Policy from time to time by posting the updated version of the Privacy Policy on the Dobco Medical Systems’ company website and the PACSonWEB portal website. When we publish changes to our Policy, we will change the date of the “last update” of our Privacy Policy. We therefore encourage you to check our Privacy Policy periodically.

10. CONTACTING US

You may contact us through our contact form if you:

- Have a concern or question about our use of your data
- Have any questions with regard to this Privacy Policy
- Want to request a copy of your personal data, want to change or delete your personal data or want to request the restriction of the processing of your personal data

If you prefer, you can write us at: Dobco Medical Systems, Nachttegaalstraat 6, 9240 Zele, Belgium.
1.3 General Conditions - Patient

These General Terms and Conditions for Use (hereinafter called the “Terms”) govern the contractual relationship between (1) Dobco Medical Systems NV, with its registered office at 9240 Zele, Nachtegaalstraat 6, Belgium, company registration number 0833.277.213 (hereinafter called “Dobco Medical Systems”) and (2) the person who uses PACSonWEB via a reference number (hereinafter called the “User”).

The User has read and taken cognisance of the Terms’ contents and in using PACSonWEB, explicitly accepts their application. If the User does not agree to these Terms, please do not use PACSonWEB.

Where appropriate, Dobco Medical Systems may make changes to the Terms at its sole discretion. If Dobco Medical Systems makes any substantive changes to the Terms, the User will be provided with clear notification in advance, as appropriate to the circumstances. Continued use of PACSonWEB by the User after he/she has received such notification will be regarded as explicit acceptance of the changes. Accordingly, the User should read such notification carefully. If the User does not agree to the changes, please do not continue to use PACSonWEB.

1. Responsibilities and limited guarantee

1.1. Dobco Medical Systems will use its reasonable endeavours to ensure that the User can make regular use of PACSonWEB to consult medical images and/or reports for reference purposes. Reports will only be accessible if, and insofar as, the transmitting radiology department has decided that the User may have access to same.

1.2. The User is aware that PACSonWEB is a system for providing medical data to external parties and exchanging such data in a safe environment, and that Dobco Medical Systems is solely responsible for the good technical execution of this in accordance with the highest standards. This means that, among other things, Dobco Medical Systems is not responsible for the medical data that are processed by the healthcare facility or organisation and/or the Users on PACSonWEB.

1.3. Dobco Medical Systems cannot guarantee that PACSonWEB (including access thereto, its use and/or the services provided) are completely free of bugs, errors and technical faults or that its use is at all times guaranteed. For instance, PACSonWEB’s availability and services may be disrupted at any time in full or in part for maintenance and other purposes. Dobco Medical Systems reserves the right to temporarily or permanently change or discontinue PACSonWEB’s functions and/or features at periodic intervals and at any time, with or without notice, without any liability towards the User, in the event of any interruption, change or discontinuation of PACSonWEB or any function or feature of PACSonWEB.

1.4. Furthermore, certain technical difficulties may result in temporary interruptions from time to time. Under no circumstances shall Dobco Medical Systems be held liable where the regular service is disrupted due to technical faults or malfunctions in the network which are beyond the control of Dobco Medical Systems or which ensue as a consequence of the evolution of systems, technologies, etc.

1.5. The User is solely responsible for the selection, costs and maintenance of the IT infrastructure on which PACSonWEB is used, and hereby acknowledges that how many details and what information can be obtained from the available images, among other things, depends on the quality of the monitor and the reproduction equipment.

2. Security, identification and access to data

2.1. Dobco Medical Systems will make the required effort to provide adjusted security and identification methods for access to and use of PACSonWEB in a secure environment.

2.2. The User will receive access to PACSonWEB through a reference number and his date of birth, which the User will receive from Dobco Medical Systems or the responsible healthcare facility or organisation. The person who grants the User access to PACSonWEB will bear the risks associated with transmitting data to the User.

2.3. Login details (i.e. reference number combined with the date of birth) are strictly personal and non-transferable, and the User must keep this information strictly confidential. Once received, the User is obliged to treat the data with care. The User is solely responsible for authorised or unauthorised use of the information, including each instance of use by third parties. In the event of a breach or suspected breach of this paragraph, Dobco Medical Systems shall be at liberty to take all necessary measures to block or to delete data, to block the User’s access and/or to suspend or terminate the licence without the User having any right to compensation.

2.4. If the User obtains knowledge of the loss or unauthorised use of his/her reference number by third parties or suspects such loss or unauthorised use, then he/she must immediately report this to Dobco Medical Systems through the help desk (support@dobcomed.com or at +32 (0)52 77 01 15). Dobco Medical Systems will take all necessary and reasonable measures as quickly as possible, and will block the User’s account, if necessary.

2.5. The responsible healthcare facility or organisation and/or the User are solely responsible for granting access rights to the medical data to the correct Users, in accordance with the methods that PACSonWEB foresees for this.

3. Use of PACSonWEB

3.1. PACSonWEB is a web-based solution for the distribution and display of medical images and, where appropriate, reports via the Internet for requesting doctors, patients and between hospitals.

As a distribution medium, PACSonWEB’s purpose is to make medical images and reports from the associated hospitals and radiology departments available to the requesting doctors via the Internet.

The images are also made available to patients for reference purposes. The transmitting radiology department decides whether the patient has access to the report or not

Within the scope of the use of PACSonWEB, the User is obliged:

- being logged in with a reference number combined with the date of birth;
- not to use PACSonWEB for diagnostic or illegal purposes or conduct that is objectionable in any other way, either in an illegal or threatening manner or in a manner that is dangerous for PACSonWEB, Dobco Medical Systems or third parties;
3.2. In the event of a violation or suspected violation of section 3.1, Dobco Medical Systems will be entitled to take all necessary measures, block or delete data, block the User's access and/or suspend or cancel the User's licence, without the User being entitled to any compensation for damages.

3.3. Demographic or other details may be incorrect or incomplete if incorrectly entered by the responsible healthcare facility or organisation, resulting in incorrect reproduction and/or mismatching. This is beyond the control of Dobco Medical Systems and under no circumstances can it be held liable as a result of such errors.

3.4. The PACSonWEB user manual is provided in electronic format and can be consulted on http://manuals.pacsonweb.com/display/MANPOW3.

4. Liabilities

4.1. Insofar and to the extent that is permitted under the applicable legislation, Dobco Medical Systems' liability for any direct damage arising from the User's use of PACSonWEB will not exceed EUR 1,000 per incident, regardless of whether Dobco Medical Systems' liability arises from contractual provisions, an unlawful act (including negligence or failure to observe a statutory duty) or any other cause. Under no circumstances (save in the case of deception or deliberate error), shall Dobco Medical Systems be liable in respect of any indirect, unforeseen or immaterial damage, including loss of profit, damage to [public] image, loss of data, loss of information, loss of turnover, loss of customers, damage suffered by third parties and/or interruption of the User's operations.

4.2. The User accepts that if one of the User's actions, performed deliberately or due to negligence and in breach of these Terms, disrupts the operation of PACSonWEB or damages PACSonWEB, the User fully shall reimburse Dobco Medical Systems for all costs incurred in repairing the affected systems and for all losses, both directly and indirectly (including, but not limited to, loss of profit, loss of turnover, loss of customers and loss of goodwill) that Dobco Medical Systems may incur as a consequence of such actions; the User should at least indemnify Dobco Medical Systems for and against all losses, costs and any compensation claims of any kind ensuing from such actions.

4.3. Dobco Medical Systems cannot be held liable for any failure or delay in the fulfilment of its obligations to the User where such failure can be attributed directly or indirectly to circumstances beyond Dobco Medical Systems' control and over which Dobco Medical System cannot reasonably be expected to have any control ("Force Majeure"), including but not limited to strikes, power cuts, power failures or downtime caused by the energy supplier, the energy grid or the external infrastructure, attacks by hackers, viruses, riots, uprisings, terrorist attacks, war, fires, flooding, storm, explosions, earthquakes, natural disasters, government measures, employment circumstances or any other cause which may reasonably be beyond the control of Dobco Medical System.

5. Intellectual property rights

5.1. The User acknowledges and accepts that PACSonWEB, including its software, is protected by intellectual and industrial property rights (including but not limited to copyright, trademarks, etc.), of which Dobco Medical Systems or its suppliers are the proprietor(s). The User recognises these property rights of Dobco Medical Systems and/or Dobco Medical Systems' licensors and acknowledges that the User does not acquire any intellectual or industrial property rights pertaining to the trademark, the software and/or PACSonWEB.

5.2. The User only acquires a personal, revocable, non-transferable and non-exclusive right to use PACSonWEB in accordance with the purposes set forth in the Terms and on www.pacsonweb.com.

5.3. Nothing in these Terms prohibits Dobco Medical Systems and/or Dobco Medical Systems' licensors from using, further developing, marketing, sublicensing or otherwise licensing PACSonWEB or making any part thereof available, including its content, anywhere in the world, in any way. Neither shall these Terms be interpreted as the granting of certain rights to the User, either to PACSonWEB or to any other existing or future platform of Dobco Medical Systems or its licensors, whether or not comparable to PACSonWEB.

6. Term and termination

This agreement between Dobco Medical Systems and the User is concluded for the period during which the User makes use of PACSonWEB. Dobco Medical Systems may suspend the User's access to PACSonWEB at any time, including in the event of actual or suspected unauthorised use by the User of PACSonWEB and/or its content, or non-compliance with the Terms. If the User or Dobco Medical Systems terminates the agreement, or if Dobco Medical Systems suspends the User's access to PACSonWEB, the User agrees that Dobco Medical Systems will have no liability or responsibility towards the User and that Dobco Medical Systems will not be required to pay any compensation.

7. Applicable law and the competent court

These Terms are governed by Belgian law. In the event of a dispute regarding the Terms, only the courts in the division of Dendermonde in Belgium have exclusive jurisdiction, or if the User is a consumer, the court in the User's domicile.

8. Concluding provisions

8.1. Dobco Medical System Dobco Medical Systems shall implement appropriate technical and organisational measures to protect the personal data of Users against unauthorised or unlawful processing and against (accidental) loss or damage. Dobco Medical Systems complies with the legislation and regulations governing the protection of personal data, including Regulation (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

8.2. The voidness or invalidity of any provision of these Terms, or any part thereof, will not result in the voidness or invalidity of the entire Terms. Should any provision in these Terms be deemed void or invalid, the provision in question shall be replaced ipso jure by a valid provision, or a valid part, that is as close as possible to the original intention of Dobco Medical Systems. The inability to effect such a desired replacement will in no way affect the validity of the remaining provisions. Should any provision in these Terms be declared invalid or non-enforceable, the remaining provisions of these Terms will continue to apply and be enforceable.
"By using PACSonWEB, I acknowledge that I have taken note of the PACSonWEB Conditions of use, which set forth obligations for the user and limit the liability of the PACSonWEB supplier, and I declare that I agree to these Conditions."
1.4 General Conditions - Registered user

These General Terms and Conditions for Use (hereinafter called the “Terms”) govern the contractual relationship between (1) Dobco Medical Systems NV, with its registered office at 9240 Zele, Nachttegaalstraat 6, Belgium, company registration number 0833.277.213 (hereinafter called “Dobco Medical Systems”) and (2) the person who uses PACSonWEB through a registered account (hereinafter called the “User”).

The User has read and taken cognisance of the Terms’ contents and in using PACSonWEB, explicitly accepts their application. If the User does not agree to these Terms, please do not use PACSonWEB.

Where appropriate, Dobco Medical Systems may make changes to the Terms at its sole discretion. If Dobco Medical Systems makes any substantive changes to the Terms, the User will be provided with clear notification in advance, as appropriate to the circumstances. Continued use of PACSonWEB by the User after he/she has received such notification will be regarded as explicit acceptance of the changes. Accordingly, the User should read such notification carefully. If the User does not agree to the changes, please do not continue to use PACSonWEB.

1. Responsibilities and limited guarantee

1.1. Dobco Medical Systems shall make every effort, within reason, to ensure that the User of PACSonWEB can make regular use of the services and/or functionalities outlined on www.pacsontweb.com.

1.2. PACSonWEB is an aid for the presentation of images and reports for patients and doctors, exchanging studies, etc. The User is and remains responsible for the results derived from or achieved with this resource. Insofar as permissible by law, any guarantee covering the suitability for a certain use or purpose is expressly excluded.

1.3. The User is aware that PACSonWEB is a system for providing medical data to external parties and exchanging such data in a safe environment, and that Dobco Medical Systems is solely responsible for the good technical execution of this in accordance with the highest standards. This means that, among other things, Dobco Medical Systems is not responsible for the medical data that are processed by the healthcare facility or organisation and/or the Users on PACSonWEB.

1.4. Dobco Medical Systems cannot guarantee that PACSonWEB (including access thereto, its use and/or the services provided) are completely free of bugs, errors and technical faults or that its use is at all times guaranteed. For instance, PACSonWEB's availability and services may be disrupted at any time in full or in part for maintenance and other purposes. Dobco Medical Systems reserves the right to temporarily or permanently change or discontinue PACSonWEB’s functions and/or features at periodic intervals and at any time, with or without notice, without any liability towards the User, in the event of any interruption, change or discontinuation of PACSonWEB or any function or feature of PACSonWEB.

1.5. Furthermore, certain technical difficulties may result in temporary interruptions from time to time. Under no circumstances shall Dobco Medical Systems be held liable where the regular service is disrupted due to technical faults or malfunctions in the network which are beyond the control of Dobco Medical Systems or which ensue as a consequence of the evolution of systems, technologies, etc.

1.6. The User is solely responsible for the selection, costs and maintenance of the IT infrastructure on which PACSonWEB is used, and hereby acknowledges that how many details and what information can be obtained from the available images, among other things, depends on the quality of the monitor and the reproduction equipment.

2. Security, identification and access to data

2.1. Dobco Medical Systems will make the required effort to provide adjusted security and identification methods for access to and use of PACSonWEB in a secure environment.

2.2. The User will receive access to PACSonWEB through an account which the User will receive from Dobco Medical Systems or the responsible healthcare facility or organisation. The person who grants the User access to PACSonWEB will bear the risks associated with transmitting data to the User.

2.3. The account information is strictly personal and non-transferable, and the User must keep this information strictly confidential. Once received, the User is obliged to treat the data with care. The User is solely responsible for authorised or unauthorised use of the information, including each instance of use by third parties. In the event of a breach or suspected breach of this paragraph, Dobco Medical Systems shall be at liberty to take all necessary measures to block or to delete data, to block the User’s access and/or to suspend or terminate the licence without the User having any right to compensation.

2.4. If the User obtains knowledge of the loss or unauthorised use of his/her account by third parties or suspects such loss or unauthorised use, then he/she must immediately report this to Dobco Medical Systems through the help desk (support@dobcomed.com or at +32 (0)52 77 01 15). Dobco Medical Systems will take all necessary and reasonable measures as quickly as possible, and will block the User’s account, if necessary.

2.5. The responsible healthcare facility or organisation and/or the User are solely responsible for granting access rights to the medical data to the correct Users, in accordance with the methods that PACSonWEB foresees for this.

3. Use of PACSonWEB

3.1. PACSonWEB is a web based solution intended for the distribution and visualization of medical images and reports over the internet to requesting physicians and patients and among hospitals. The embedded viewer contains optimisation tools for reproducing images (window levelling, inversion, spatial locator, reference lines, …) and measuring functionality (linear measurement, angle guage, vertical height gauge, …) that makes PACSonWEB suitable for use as an aid for diagnoses or as a tool for drawing up diagnoses.

3.2. As a distribution medium, PACSonWEB is used to make medical images and reports, made at a hospital or private radiologist, available to the requesting physician over the internet. The images are also available for reference to the patient. It is the decision of the radiology department of the hospital or the private radiologist if the report is also available to the patient or not. Using the related reference codes, owned by the patient, the exam and report can easily be consulted by any physician that has a PACSonWEB account. The images are available online for a period between 1 and 5 years, as determined by the sending radiology department.

As a diagnostic tool, PACSonWEB can be used by a radiologist to visualize and enhance available images and perform measurements in order to make a diagnosis. The report can be recorded within PACSonWEB. Within the scope of the use of PACSonWEB, the User is obligated:

- to be logged on to PACSonWEB as a registered user when using PACSonWEB for diagnostic purposes;
3.3. In the event of a violation or suspected violation of section 3.1, Dobco Medical Systems will be entitled to take all necessary measures, block or delete data, block the User’s access and/or suspend or cancel the User’s licence, without the User being entitled to any compensation for damages.

3.4. Special care must be taken when decisions about patients are made based on the demographic data and other patient information available in PACSonWEB. Demographic or other details may be incorrect or incomplete if incorrectly entered by the responsible healthcare facility or organisation, resulting in incorrect reproduction and/or mismatching. This is beyond the control of Dobco Medical Systems and under no circumstances can it be held liable as a result of such errors.

3.5. The PACSonWEB user manual is provided in electronic format and can be consulted on http://manuals.pacsonweb.com/display/MANPOW3. A registered user can request a paper copy of the manual with the service desk of Dobco Medical Systems. The company will use its reasonable endeavours to deliver this within 7 days.

3.6. The use of PACSonWEB is subject to the health care and patient act and its rules of confidentiality. All patient images are considered as health data and should be used solely for diagnostic and/or treatment purposes within the framework of health legislation. Misuse of the images may be linked to civil and criminal liability. If you choose to download images from PACSonWEB locally, make sure that your treatment of the image complies with current applicable health legislation, as well as the “norm for information security, health and care services” from the Directorate of Health or other competent local regulations. You are responsible for the image being further processed and used in accordance with applicable health and privacy legislation. Be aware that the images are copyrighted and belong to the institution where such images were taken (e.g. the hospital or private radiologist or their licensors).

4. Liabilities

4.1. Insofar and to the extent that is permitted under the applicable legislation, Dobco Medical Systems’ liability for any direct damage arising from the User’s use of PACSonWEB will not exceed EUR 1,000 per incident, regardless of whether Dobco Medical Systems’ liability arises from contractual provisions, an unlawful act (including negligence or failure to observe a statutory duty) or any other cause. Under no circumstances (save in the case of deception or deliberate error), shall Dobco Medical Systems be liable in respect of any indirect, unforeseen or immaterial damage, including loss of profit, damage to [public] image, loss of data, loss of information, loss of turnover, loss of customers, damage suffered by third parties and/or interruption of the User’s operations.

4.2. The User accepts that if one of the User’s actions, performed deliberately or due to negligence and in breach of these Terms, disrupts the operation of PACSonWEB or damages PACSonWEB, the User fully shall reimburse Dobco Medical Systems for all costs incurred in repairing the affected systems and for all losses, both directly and indirectly (including, but not limited to, loss of profit, loss of turnover, loss of customers and loss of goodwill) that Dobco Medical Systems may incur as a consequence of such actions; the User should at least indemnify Dobco Medical Systems for and against all losses, costs and any compensation claims of any kind ensuing from such actions.

4.3. Dobco Medical Systems cannot be held liable for any failure or delay in the fulfilment of its obligations to the User where such failure can be attributed directly or indirectly to circumstances beyond Dobco Medical Systems’ control and over which Dobco Medical System cannot reasonably be expected to have any control (“Force Majeure”), including but not limited to strikes, power cuts, power failures or downtime caused by the energy supplier, the energy grid or the external infrastructure, attacks by hackers, viruses, riots, uprisings, terrorist attacks, war, fires, flooding, storm, explosions, earthquakes, natural disasters, government measures, employment circumstances or any other cause which may reasonably be beyond the control of Dobco Medical System.

5. Intellectual property rights

5.1. The User acknowledges and accepts that PACSonWEB, including its software, is protected by intellectual and industrial property rights (including but not limited to copyright, trademarks, etc.), of which Dobco Medical Systems or its suppliers are the proprietor(s). The User recognises these property rights of Dobco Medical Systems and/or Dobco Medical Systems’ licensors and acknowledges that the User does not acquire any intellectual or industrial property rights pertaining to the trademark, the software and/or PACSonWEB.

5.2. The User only acquires a personal, revocable, non-transferable and non-exclusive right to use PACSonWEB in accordance with the purposes set forth in the Terms and on www.pacsonweb.com.

5.3. Nothing in these Terms prohibits Dobco Medical Systems and/or Dobco Medical Systems’ licensors from using, further developing, marketing, sublicensing or otherwise licensing PACSonWEB or making any part thereof available, including its content, anywhere in the world, in any way. Neither shall these Terms be interpreted as the granting of certain rights to the User, either to PACSonWEB or to any other existing or future platform of Dobco Medical Systems or its licensors, whether or not comparable to PACSonWEB.

6. Term and termination

This agreement between Dobco Medical Systems and the User is concluded for the period during which the User makes use of PACSonWEB. Dobco Medical Systems may suspend the User’s access to PACSonWEB at any time, including in the event of actual or suspected unauthorised use by the User of PACSonWEB and/or its content, or non-compliance with the Terms. If the User or Dobco Medical Systems terminates the agreement, or if Dobco Medical Systems suspends the User’s access to PACSonWEB, the User agrees that Dobco Medical Systems will have no liability or responsibility towards the User and that Dobco Medical Systems will not be required to pay any compensation.

7. Applicable law and the competent court

These Terms are governed by Belgian law. In the event of a dispute regarding the Terms, only the courts in the division of Dendermonde in Belgium have exclusive jurisdiction, or if the User is a consumer, the court in the User’s domicile.
8. Concluding provisions

8.1. Dobco Medical Systems shall implement appropriate technical and organisational measures to protect the personal data of Users against unauthorised or unlawful processing and against (accidental) loss or damage. Dobco Medical Systems complies with the legislation and regulations governing the protection of personal data, including Regulation (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

8.2. The voidness or invalidity of any provision of these Terms, or any part thereof, will not result in the voidness or invalidity of the entire Terms. Should any provision in these Terms be deemed void or invalid, the provision in question shall be replaced ipso jure by a valid provision, or a valid part, that is as close as possible to the original intention of Dobco Medical Systems. The inability to effect such a desired replacement will in no way affect the validity of the remaining provisions. Should any provision in these Terms be declared invalid or non-enforceable, the remaining provisions of these Terms will continue to apply and be enforceable.

"By using PACSonWEB, I acknowledge that I have taken note of the PACSonWEB Conditions of use, which set forth obligations for the user and limit the liability of the PACSonWEB supplier, and I declare that I agree to these Conditions."
2. Registration for a PACSonWEB account

Belgian users can create an account by registration through e-ID or by requesting an account as described below.

Other countries have to contact the radiology service whose studies they wish to view.

Dobco Medical Systems may only provide accounts to health care providers who are authorised to request a radiology study.

Specifically:

Eligible: GPs, specialists, dentists

Not eligible: physical therapists, osteopaths, nursing staff, patients (logging in is only possible by clicking on “I am a patient or health care provider who wants to log in with the reference number”).

If you are working in a group practice, PACSonWEB offers the possibility to grant access automatically to all members of the group to all exams that have been requested by any of the members. This is, however, only possible if all members of the group group practice, have a personal PACSonWEB account.

The request to link different accounts into a group practice can be submitted to the service desk (03/780 17 40 or support@dobcomed.com)
2.1 Registration through e-ID (only BE)

In order to create your account through e-ID, please visit the page https://secure.pacsonweb.com and go through the following steps:

1. Click on 'I'm a Doctor and I want to login with my account'. Subsequently, click on 'Sign in with e-ID'.

   ![Login with e-ID](image)

   **WARNING:** By using the system you agree to our general conditions of use. Click here to read our general conditions of use.

   ![Username and e-ID options](image)

   I don't have a username and want to request an account

2. In the next screen, you can choose your language

   ![Language selection](image)

3. Then choose to continue with your electronic ID ('Ga verder met elektronische identiteitskaart')

   ![Electronic ID continuation](image)
4. Now you can authenticate yourself with your personal certificate.  
The appearance of this screen may alter, depending on the browser you are using.  

    After selecting the appropriate certificate, click 'OK' 

5. Enter the PIN for your certificate and click 'OK'
6. Verify your name, select to log in as Civilian ('burger') and click Log In ('Aanmelden').

7. After authentication, a screen is displayed to complete the account details for your user.

All fields within this form are mandatory. Complete the form and click on 'Create and log in' ('Aanmaken en inloggen'). The creation of the account can take several minutes.
8. After creating your account, the following screen will be displayed and you will receive a text message on the mobile number that was registered in the previous step.
Enter the code from the text message and choose and confirm a password of choice.

In case an incorrect SMS code is entered, the password will not be changed. If 5 times an incorrect SMS code is used the account will be locked.

Finally click on 'Activate' to complete the creation and activation of your account.

⚠️ Wachtwoord

The chosen password must have a minimum of 8 characters and must contain at least 1 numerical and 1 alphabetical character.
Vul dit formulier in om uw account te activeren.

Email:
SMS code:

Het wachtwoord moet een minimum lengte hebben van 8 karakters en ten minste 1 letter en 1 cijfer bevatten.

Nieuw Wachtwoord:

Bevestig Het Nieuwe Wachtwoord:

Na het invullen van dit formulier zal uw oud wachtwoord niet meer werken. Moe
t u toch problemen hebben met inloggen kunt u altijd contact met ons opnemen.

Activate

Log in with user name and password

After registering with eID you can also log in with user name and password:

- username = the e-mail address that was used when creating the account (step 7)
- password = the password chosen when activating the account (step 8)

Once activated, the account is ready for use and you are now redirected to the logon screen where you can log on by e-ID or by using your username and password.

For more information, see 3.2 Logging in using your username and password & 3.3 Logging in using an e-ID (BE only)
2.2 Requesting an account with the service desk

If you want to register for a PACSonWEB account and you choose not to do this through e-ID (cf. 2.1 Registration through e-ID (only BE)) you can file an account request with our service desk.

Click on 'I don't have a username and want to request an account'.

Complete the listed fields (fields, marked with * are mandatory) and click 'Send'.

This files an account request with our service desk and you will be contacted as soon as possible by an employee of Dobco Medical Systems for verification of your account request.

Since PACSonWEB provides access to sensitive information, the account cannot be granted before the request has been verified.
For faster access, it is always possible to register for an account through e-ID or by contacting our service desk by phone (03/780 17 40.)

An account can also be requested by sending a mail to the following address support@dobcomed.com with the following information:

- First and last name
- E-mail address
- Physician number (RIZIV / INSEE / HIN / UCGN / PNB)
- Mobile number
- The group practice to which you belong (optional)

Such request will be dealt with in a similar way as those, filed, using the web form that can be accessed through 'I don't have a user name and want to request an account'.
3. Logging in to PACSonWEB

There are various ways of logging in to PACSonWEB.

Patients can log in using a code, their date of birth and optionally an OTP (= One Time Password) or an SMS token after payment if required. This will give them access to the images of the request and the report, if the medical institution (hospital or radiologist) has given permission for this.

Physicians, dentists and specialists can register for an account with Dobco Medical Systems, after which they can log in with a username and password or through e-ID.

If you log in with your own account, you are first taken to an overview page with all the studies which you are authorised to view.

Click on a study in the list to obtain access to all images and the report, if this is permitted by the medical institution (hospital or radiologist).

PACSonWEB also supports group practices so that you can view your colleagues’ studies.

If you are a member of one or more group practices, you will be prompted to confirm your group membership every 3 months.

A pop-up will be displayed, listing all groups for which you are a member or administrator.

For each group the current composition is presented with the primary contact on top and all administrators in bold.

In case the presented group composition does no longer reflect the actual situation, you need to report this to a group administrator or the PACSonWEB service desk to have this corrected.

How to modify the composition of a group is explained in detail in 4.4.3 My Groups.

PACSonWEB uses cookies for tracking sessions.

We are legally obligated to display the warning below on a monthly basis.
Internet Explorer 10 is no longer being supported.

As of today, Internet Explorer 10 and earlier versions are no longer being supported. Via PACSonWEB you will be taken to the appropriate websites to install a more recent browser.
3.1 Logging in with a reference number

It is NOT allowed to use PACSonWEB for diagnostic purposes in case you are connected with a reference number!!

To view your images as a patient, go to the radiology website mentioned in the letter/e-mail containing your reference number. Click on the ‘I am a patient’ box.

The following window will be displayed, where you must enter your reference code (see radiology letter/e-mail) and date of birth.
Then click on 'Go to the study'.
In case your reference code gives access to an order with several exams, the first exam will be opened and the other exams are accessible through the Series picker and the History bar.

You will only have access to the report if this is permitted by the radiology service.

In case the combination of reference number and date of birth is registered in PACSonWEB but no report or images have been received yet, the message “Your results are not available yet, please try again later.” will be displayed.

If you enter an incorrect combination, the following error message will be displayed.
Depending on the authentication method that the radiology service has chosen, your study will be displayed for viewing or you will be redirected to one of the following pages:

**OPTION 1: One-Time-Password required**
If this page is displayed, you must enter the OTP (= One Time Password) that you received either through e-mail or SMS.

Once you've entered the OTP, you will obtain access to your images as well as the report.

**OPTION 2: Payment required**

If the radiology service requires that the study is payed before allowing access, you will need to validate your mobile number first.

The pop-up will state the study date and the hospital where the study was carried out and the (partially masked) mobile number that was registered at the hospital for the related patient.
In case the mobile phone number is not correct, click "No". You will be shown a pop-up, stating the details of the radiology department you can contact to have your mobile phone number corrected.

Invalid contact details

You have indicated that your mobile number is not correct.

Please contact the TEST DOBCO Customer Service center on +32 12 34 56 789 and have them change your mobile number. This can take a few minutes and you will need to re-enter reference number and date-of-birth after the change.

In case the mobile phone number is correct, click "Yes". You will be shown a pop-up where you can choose your preferred payment method.
After the payment has been processed successfully, you will receive an SMS Token which you need to access your exam.

Once a study has been payed for, you can have access to the exam at any time by entering the same reference number, date of birth and Pincode.

If you experience problems logging in, please don’t hesitate to contact our Service Desk. In the Benelux countries you can call 03/780 17 40 or e-mail support@dobcomed.com. For other countries you can contact the radiology service or Dobco Medical Systems’ local partner.
3.2 Logging in using your username and password

Click on the 'I'm a doctor and want to log in with my account' box.

Under the login information, enter your username (= e-mail address at registration) and click 'Continue'.

In case you try to log on to PACSonWEB with an active directory account that uses federated services for authentication, you will be redirected to a webpage of your hospital to enter your password.

In all other cases, you can enter your password on the PACSonWEB page and click 'Log In'.
In case you log on with a password that does not meet the required password complexity rules (any more) the following pop-up will be displayed:

Click user settings to modify your current password.
If your account requires strong authentication to logon you will receive a temporary code (One-Time-Password) by SMS or mail or need to confirm your login through the authenticator app.

For more information, we refer to 3.2.1 Two-factor authentication.

If this is the first time you are logging in, you will receive an SMS, and the following pop-up window will be displayed.

Please complete this form to activate your account

Activate Account
Email: [redacted]
SMS code:

Passwords are required to be a minimum of 8 characters in length and must contain at least 1 letter and 1 number.

New password:
Confirm new password:

Activate Account

Here you must enter the code you received by SMS, and you can set a password of your choice.

In case an incorrect SMS code is entered, the password will not be changed. If 5 times an incorrect SMS code is used the account will be locked.

This is a one-time procedure. For every subsequent login attempt you can log in with your username and the password you created.

The password has to be at least 8 characters in length and must contain at least 1 letter and 1 number.

If you’ve forgotten your password, you can reset it yourself by clicking on ‘Forgot your password?’ on the login page.

(A condition for this is that your mobile number is registered with Dobco Medical Systems.)

Click here for a more detailed explanation of how to reset your password.
3.2.1 Two-factor authentication

In case your account requires two-factor authentication, you need to confirm your login by through the PACSonWEB authenticator app or by entering an additional code in the screen below after entering logging in. This code (One-Time-Password) is sent to your mobile phone or email address, depending on your 4.4 User settings.

Fill in the received 6-digit code and click 'Continue'. You now have access to all studies you have requested and that have been shared with you.

If you tick the option 'Remember this browser for 30 days', you will not be required to enter a one-time password for 30 days when logging in from the same machine with the same browser.

If the One-Time-Password code was entered incorrectly, you will not be logged on. In case an incorrect OTP was entered 5 consecutive times, the account will be locked out.

If you have not yet configured your two-factor authentication method, you will receive the following pop-up:
We advise you to use the PACSonWEB Authenticator app for two-factor authentication, being the most secure option. Alternatively you can opt to have a one-time-password (OTP) sent to you by mail or text message.

If you choose to receive your One-Time-Password by email, the code will be sent to your mail.

If you choose to receive your One-Time-Password by sms and your mobile phone number has been registered with your account, the code will be sent to your mobile phone. In case your mobile phone number has not been registered with your account, you will receive the code on your mail once. After logging on you will have the possibility to register your mobile phone number.

If desired, you can change your two-factor authentication method from your 4.4 User settings.
3.2.1.1 Two-factor authentication through Authenticator app

The PACSonWEB Authenticator app offers a secure and user friendly way for securing your account. The app replaces the use of One-Time-Passwords, sent by mail or text message, by a notification on the app and allows to confirm your logon attempt by a single tap in the app.

You can link up to 5 different devices to your account from which you can confirm your login attempt.

You can also use third party authenticator apps such as Lastpass Authenticator, Google Authenticator, Duo ...

Download the PACSonWEB Authenticator app

iOS

iOS : in the Apple app store, look for “PACSonWEB” and click “Install”.
Requirement : iOS 10 or higher

For iOS, the authenticator app has been merged with the Home Reading app.
Note: The Home Reading app is still available separately.

Android

Android : in the Google Play store, look for “PACSonWEB Authenticator” and click “Install”.
Requirement: Android 5.0 or higher (API 21 – Lollipop)

For Android, the authenticator app and the Home Reading app are only available separately.

Linking your mobile device to PACSonWEB

Login to PACSonWEB, go to the "security" section from your PACSonWEB user settings and select the option "Time-based One-Time-Password from app".
The following screen opens to link a device. Open your authenticator app on your mobile device and scan the QR code. For proper functioning the app will ask for access to your camera and to allow notifications.

When using the PACSonWEB authenticator app you can confirm linking your device by tapping "Login" on your mobile device. In case you use a third party authenticator app, you must confirm linking your device by entering the numeric code from the app.

After successfully linking your device, it will be listed in the tab "My devices" in your PACSonWEB user settings as a trusted device.

**Logging on using the Authenticator app**

Login to PACSonWEB with your username and password. A notification to confirm or deny your login attempt will be displayed on all linked devices on which you have installed the PACSonWEB authenticator app.
You can complete your login by tapping "Login" from the app. You are now logged on to PACSonWEB.

In case you have no internet connection on your mobile device or you are using a third party authenticator app, you must enter the numeric code from the app and click "Continue" in your browser to complete your login.

Unlinking your device

You can unlink a trusted device in the following ways:
- Go to the tab "My devices" from your PACSonWEB user settings and click the ‘X’ icon next to the device you want to unlink.

- You can unlink a device from the authentication app itself by tapping the hamburger menu and selecting "Unpair".
3.3 Logging in using an e-ID (BE only)

In order to log in through e-ID, the e-ID software has to be installed on your PC and the Windows Certificate Propagation service must be running on your computer.

Click on the ‘I'm a doctor and want to log in with my account’ box.

Click on the ‘Log in with e-ID’ button.

Click on ‘Continue with the electronic identity card’.
Select the certificate with which you wish to log in and click on OK.

Make sure that your electronic identity card is in your e-ID reader.

The print screens below may look slightly different, depending on the Internet browser (Internet Explorer, Firefox, Chrome, etc.) you are using.

Enter the PIN code of your e-ID and click on 'OK'.
Select 'I want to log in as a citizen' and click on 'Log in'.

In case you do not have an account yet, you will be guided to complete your account details (cf. 2.1 Registration through e-ID (only BE)).

If you already have a account with all required details, you now have immediate access to all the studies you requested and that have been shared with you.

In case not all required details are available within PACSonWB, a dialog will be shown to complete the missing details:
Account details that are already registered but may not be altered for security reasons are shown but are grayed out.
3.4. Changing passwords

This function is only available if you are logged in to a PACSonWEB account.

Your PACSonWEB password will expire automatically after one year.

To change your password for your PACSonWEB account, click on the cogwheel \(\text{gear} \) in the upper right corner of the overview page.

You will be taken to the following page:

Click on 'Change'. The following page will be displayed.
Enter your old password and then enter your new password twice.

Your new password must meet the following criteria:

- at least 8 characters in length
- at least 1 letter
- at least 1 number

As soon as you click on ‘Change password’, your old password will be overwritten by the new one.

If you don’t remember your current password, you can always reset your password using the Forgotten password procedure from the login page.
3.5 Forgotten/expired password

In case you have forgotten your password or the password has expired (generally after one year) you can use the ‘Forgot password?’ procedure. This procedure can only be used if your mobile phone number is registered with Dobco Medical Systems.

Fill in your username and click “Continue”.

From the next screen, you can click “Forgotten Password?”

When you click on ‘Forgot password?’, a pop-up window will be displayed with the e-mail address you entered in the first screen. Verify that the email address is spelled correctly and click Reset.
The following window will be displayed when you click on 'Send':

**Reset password**

*Email:*

![Image of email field]

[Reset] [Cancel]

---

**Reset password**

An email with instructions has been sent to the given email address. If you did not receive the email, please contact our helpdesk: +32 (0)3 780 17 40 or support@dobcomed.com

[Ok]

---

You will now be sent a mail to your e-mail address. Click on the 'Reset password' link in this e-mail.

---

**PACSOnWEB**

Dear [Recipient],

You can use the link below to reset your PACSOnWEB password.

**Password Reset**

This URL forward you to a page where you can enter your new password.

**Important:** For security reasons, you will also receive an SMS with a security code on this mobile number: [Number]. This code is necessary to change your password.

If you have any question, please feel free to contact our customer support service:

**support@dobcomed.com**

Sincerely,

The PACSOnWEB team

---

Clicking on this link will open a web page where you:

1. must enter the SMS code that you receive at the GSM number registered with Dobco Medical Systems soon after you click on the link in the e-mail (the GSM number where the code is sent is also mentioned in the e-mail)
2. enter a password of your choosing (requirements: at least 1 letter, at least 1 number, a total of at least 8 characters)
3. confirm the new password
Please complete this form to change your password.

Change password
Email: [removed]
SMS code:

Passwords are required to be a minimum of 8 characters in length and must contain at least 1 letter, 1 number and 1 special character.

New password:

Confirm new password:

Keep in mind that after filling in this form your old password will be automatically destroyed. Please contact our helpdesk (+32 (0)3 780 17 40 or support@dobcormed.com, if you need help or in case you forgot your password.

Reset password

Then click on 'Reset password'.

If everything was entered correctly, you'll be redirected to the login page. Now you can log on with your user name and new password.

In case an incorrect SMS code is entered, the password will not be changed. If 5 times an incorrect SMS code is used the account will be locked.

Warning!
The link in the e-mail is valid for 48 hours. If you click on this link after 48 hours, the following window will be displayed.

The link for resetting your password has expired. Please click on the link again to reset your password and you will receive a new e-mail with an updated link.
3.6 Delegates

This feature is optional. If you are interested, please contact the hospital's radiology service.

Use of delegates allows you to log in with a general e-mail address while enabling logging of the person who logs in.
3.6.1 Adding / removing delegates

Proceed as follows to log in with an account that is being used by an entire group:

1. If you are interested, please contact the radiology service of the studies you wish to view. Tell them the general e-mail address that will be used to log in as well as the e-mail address of the delegate who will be administering the group. The radiology service will provide you with your login information.
2. The person who will be administering the group logs in with the general account.

3. Select the administrator’s e-mail address.

4. Enter the OTP (One Time Password) that was sent to the e-mail address.
5. You now have access to all studies that were shared with the general e-mail address.
6. Click on the cogwheel in the upper right corner of the overview page.

7. Select ‘My Groups’.
8. Click on the group next to ‘Administrator of 1 group(s)’. 
9. Click on 'Delegates'.
10. Click on 'Add delegates'.
11. Enter the e-mail address of the delegate you wish to add and click on 'Add'.
12. Then click on 'Save Changes'.

13. If you now log in with the general account, you can also select recently added e-mail addresses.

14. In order to remove a delegate, you need to login as an administrator to the Delegate overview and click on the remove icon, next to the delegate. After making the necessary modifications, click 'Save Changes'.
3.6.2 Logging in as a delegate

Proceed as follows to log in as a delegate:

1. Go to the website of the hospital whose images you wish to view.
2. Log in with the general account.

3. Select your e-mail address.

4. Enter the OTP (One Time Password) that was sent to your e-mail address.
5. You now have access to all the studies that have been shared with you.
3.7 Logging in through an active directory

Logging in using active directory means that a user can log in with the domain account or the e-mail address of the hospital and the related password.

This is an optional integration and can only be set up for radiology departments. If you are interested, please contact Dobco Medical Systems for more information.

Go to the hospital’s login page and select ‘I’m a doctor and I want to log in with my account’.
In the username field, enter the username or e-mail address of the hospital and click ‘Continue’.

Now enter the password, registered with the hospital for the related account and click "Log In".

After successfully logging on to PACSonWEB for the first time, a One Time Password (OTP) is sent by text to the registered mobile phone for the account and the following page will be displayed to enter the received code:
In case an incorrect OTP is entered, you will not be logged in. If 5 times an incorrect OTP code is used the account will be locked.
If everything has been entered correctly, the overview page will be displayed.

If you have connected with a password that does not meet the PACSonWEB password policy (any more), the following pop-up will be displayed:

Change your password within the related domain to meet the imposed password complexity so you can keep logging onto PACSonWEB beyond the mentioned date.

The password complexity is not checked when using ADFS
3.8 Recording of login attempts

All login attempts to PACSonWEB will be logged.

You can check the most recent correct login with your username at the top of the overview page.

If an incorrect login attempt is recorded for your username, you will be warned of this during the next correct login attempt.

You can request a detailed list of all recorded login attempts via 4.4 User settings by clicking on 'Login history'.

You can request a detailed list of all recorded login attempts via 4.4 User settings by clicking on 'Login history'.
The overview shows at what time and from which IP address each login attempt was recorded and whether or not this was successful.
3.9 Logging in through Bank ID (Norway only)

For Norway, patients can logon to PACSonWEB using their Bank ID using Zignsec or IDfy authentication.

After accepting the general conditions of use, you can click the "Access using Bank ID".

You can now select the desired authentication method:

- Logon using Bank ID
  this requires your national number, app code or token and your personal password
- Logon using Bank ID by mobile phone
  this requires your mobile number, date of birth and the self-defined PIN code

---

**Veil ønsket identifisering**

- **BANKID**
  Fødelsenummer, bekræftelse med engangskode eller app. samt personlig passord.

- **BANKID PÅ MOBIL**
  Mobilnummer, tælleسكر og selvvalgt PIN.
After logging in successfully, the explore list is shown with all exams for the logged on patient.
3.10 Logging in using EMR

Opening studies on PACSonWEB, directly from the Electronic Medical Record system (EMR) is only possible for radiology departments after setup. If you are interested, please contact Dobco Medical Systems for more information.

In case you have opened a study from the EMR, this is made visible by displaying (EMR) next to your user name in the top left toolbar.

Since you are not logged in using a regular PACSonWEB account, the authentication is considered insufficient to make all features available. When trying to use a feature that has been made unavailable the following notification will be shown:

You are logged in via the EMR, and have limited access.

In order to use all user functionalities, you will need to log in via PACSonWEB with your account.

Click here to log in.
3.11 Logging out of PACSonWEB

If you are logged into PACSonWEB, you can log out from any page using the button 'Logout' on the top right of each page.

For security reasons, your PACSonWEB session will be disconnected automatically, in case:

- the session is inactive for 30 minutes
- 4 hours after logging on to PACSonWEB

These time periods can be elongated on request by our Service Desk

Also in case you close all browser windows, your PACSonWEB session will be terminated.

⚠️ In case you still have another browser window open (even without PACSonWEB), the session will be retained and it is possible to reopen your PACSonWEB session without providing any login credentials.
4. PACSonWEB overview page

If you logged in as a patient with a reference number, you will be immediately taken to the respective request (see PACSonWEB study page).

If you logged in with an account, you will be taken to the overview page. Here you will find all the studies for which you (or your colleagues from the group practice) are the requesting physician.

By clicking a line in the overview page, the related study will be opened in the active window and tab.

Mammograms will remain on the overview list on PACSonWEB for a default period of three years; other studies will remain on the list for one year.

If you wish to consult an older study, you must contact the radiology service.

The list reloads automatically every 5 minutes or can be refreshed manually by clicking ‘Reload’ at the bottom of the page.

The following window will be displayed if you scroll down to the bottom.

Only the last 100 results are shown.

Please use filters to display more specific results.

The list is limited to the 100 most recent studies. You can also use filtering to look for older studies.
You can easily select all the studies that are shown in your overview list by checking the box in the first column at the top.

Here you can also see how many studies have been selected.

When you click on a line in the overview page, the respective study will be opened in the active window and tab.

You have various options for opening a study from the overview page in a new tab:

1. **CTRL + Shift + click on the study**

2. **CTRL + click on the study**

3. **Click on the study using the scroll wheel**
4.1 Overview page configuration

You can configure the overview page according to your preference by clicking on the 'Functions' button. You then have two options: 'Filter settings' and 'Column settings'.

Option 1: Filter settings

Here you can:

- Selection of the displayed filter fields:
  - Remove a filter field by unchecking it.
  - Add a filter field by checking it.
- Change the order of the selected filter fields:
  - To change the order of the filter fields, click on a filter field and drag it to a higher or lower position on the list.

After implementing the desired changes, click on 'Apply'.

If a value for a filter field has already been entered, the value will be shown at the end between brackets.
Option 2: Column settings

Here you can:

- Selection of the displayed columns:
  - Remove a column by unchecking it.
  - Add a column by checking it.
- Change the order of the selected columns:
  - To change the order of the columns, click on a column and drag it to a higher or lower position on the list.

After implementing the desired changes, click on 'Apply'.
Column settings

Select the columns you would like to see. You can change the position of the columns by dragging them vertical to the desirable position in the list.

<table>
<thead>
<tr>
<th>Column</th>
<th>Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Number</td>
<td></td>
</tr>
<tr>
<td>Study date</td>
<td>✔️</td>
</tr>
<tr>
<td>Images</td>
<td></td>
</tr>
<tr>
<td>Accession number</td>
<td>✔️</td>
</tr>
<tr>
<td>Procedure</td>
<td></td>
</tr>
<tr>
<td>Requesting physician</td>
<td>✔️</td>
</tr>
<tr>
<td>Study status</td>
<td></td>
</tr>
<tr>
<td>Radiologist</td>
<td></td>
</tr>
<tr>
<td>Requesting department</td>
<td></td>
</tr>
<tr>
<td>National number</td>
<td></td>
</tr>
<tr>
<td>Labels</td>
<td></td>
</tr>
<tr>
<td>Security code</td>
<td></td>
</tr>
<tr>
<td>Patient ID</td>
<td>✔️</td>
</tr>
</tbody>
</table>
4.2 Use of filtering

You can use filtering to make it easier to find a study in your list.

If the filter fields are not visible, you must click on the grey arrow on the left which turns blue when you move your cursor over it.

PACSonWEB can remember the values you have entered in the filter fields or have these automatically cleared when opening an exam or logging off. This can be configured through the setting 'Remember filters in the explore page' in the 'General settings' section of 4.4.1 My account.

If you've used a filter during your PACSonWEB session and did not delete it after closing your session, the filter will automatically be opened when starting a new session.

Complete the fields you want to use for filtering. Filled out fields will be highlighted in yellow.
Click 'Apply' to start the search. During the search all filtering fields will be grayed out and locked for editing.
You can enter a value for all fields except for the fields 'Study date', 'Report status' and 'Message status'.

If you click on this field, a calendar will be displayed on which you can select a specific day. You can also use predefined filters (today, yesterday...) on the left next to the calendar.

Then click on 'Apply'.

If you wish to delete the study date, select the 'Clear' button at the bottom of the calendar and then click on the 'Apply' button at the bottom of the Filters section.

With 'Report Status' you can filter on one or several of the following statuses:
Report status

- No report
- Draft report
- Preliminary report
- Validated report

For Message status, you can filter on:

- All exams with read message (filter) (overview)
- All exams with an unread message (filter) (overview)
- You can also select both options simultaneously resulting in a list of all studies with a message

Message status

- Read
- Unread

You can also filter using predefined labels that are linked to studies, based on HL7 message values. PACSonWEB allows to filter on both studies that contain certain labels or studies that do not have certain labels.

Contains labels

- Imported
- Emergency

Excluded labels

- Dictated

For the use of predefined labels, please contact Dobco Medical Systems.

In case certain studies for a radiology department are filtered, based on HL7 message values such as requesting department, modality, ... the studies are still listed in the explore page of source admins for reference.

Such studies are marked with the following icon in the study status field:

As a source admin, it is possible to hide filtered studies by activating the 'Hide filtered studies' switch

Hide filtered studies

Filtered studies are not visible for non-source admins; this filter is therefore not available for regular users.

If you use the same filter on a regular basis, you can save this for faster access later on.
To save a filter, enter the filter and then click on the ‘Save filter’ button.

A pop-up window will be displayed where you can give the filter a name.

If you are the administrator of a group practice, you can choose to save the filter only for yourself or for all members of the group practice.

The filter will be saved under the filter fields under ‘My Filters’ and can be applied at any time with a simple click of the mouse.
To delete your saved or configured filter, click on the X on the right next to the filter.

If the administrator of the group practice has created a filter for all members of the group, then only the administrator can delete it.
4.3 Adding a study

If you wish to view a study for which you are not the requesting physician, you can add this study to your list, provided that the patient has given you the reference number and his/her date of birth.

Then click on the ‘Add study’ button in the top left corner.

The following window will be displayed.

Enter the study’s reference number and the patient’s date of birth and click on ‘Add study’.

The respective study will be opened immediately.

In case a single or multiple exams have been shared with a non-PACSonWEB user, there is no reference number but only a POW code (POW......).
You can add this exam in a similar way by entering the POW code in the reference number field and the date of birth for one of the related patients.

After you’ve added a study, this study will remain available in your own list for future reference.
In case you are an administrator of a group, you will have the additional option to add the exam for the entire group. After adding the exam, it will be accessible for all members of the group.
4.4 User settings

From the user settings you can:

- edit your user information  
- manage your favourites list  
- administer your groups  
- manage your linked devices for two-factor authentication

Click on the cogwheel in the upper right corner. You will be taken to the User Settings page.

To return to the Overview list from this page, click on ‘Overview’ in the upper left corner or on the house icon in the upper right corner.
4.4.1 My account

Click on the cogwheel in the upper right of the page and you will be taken to the 'User Settings'. Here you can see your account information:

1. Personal settings:

*Username: this is your e-mail address
Login History: displays an overview of the 100 latest login attempts
Gender: used to address correctly in automated mails
*Physician number(s): physician numbers, linked to the account
*Mobile phone: used to send OTP messages for activation, password reset and strong authentication
Work phone: can be used to contact you in case of issues

Fields, marked with * are Read-Only. To adapt, please contact the service desk.

2. Security:

If your account is not linked to a domain with active directory, you can change your password by clicking [Change].

If you have an active directory integration for your domain, this option will not be visible and you will need to contact your domain administrator to change your password.

Enter your old password and enter your new password twice. Then click on the 'Change password' button. From now on your old password will no longer be valid and you must use the new password to log on.
For improved security, you can enable two-factor authentication on your account. For more information, we refer to 3.2.1 Two-factor authentication.

In case strong authentication is mandatory in your region, you will be forced to select a two-factor authentication method. The option 'None' will not be available.

3. Privacy settings:

Here you can determine which information will be made public under Favorites.

- ‘Show my contact information’ is checked by default.

  This means that if a user is searching for you using the ‘Find users’ button under Favorites, only your name and RIZIV number will be visible.

- If you check ‘Show my e-mail address’, your e-mail address will also be visible.

- If you check ‘Show my mobile number’, your mobile number will also be visible.

- If you deactivate everything, your account will not be searchable within PACSonWEB.

4. General settings
• Language selection: Here you can choose the language for mails that are sent to you.
  Warning: The interface will always show in the language of your browser.
• If you check ‘Remember column sorting in the overview page’, this sorting will be saved (4.1 Overview page configuration).
• Always load full images: The study page will by default load the full 16-bit images, instead of the 8-bit gray scale images which allows you to use the window level functionality instantly.
• Right click for function switch: when activated, this allows to switch between the following functionalities by short clicks on the right mouse button:
  • Select
  • Window Level
  • Stepless zoom
  • Pan

5. Mappings

The maps provide an overview of which sources you automatically receive studies, on which name, which RIZIV number is linked and with which group these are shared.

The switch at the front of each line determines whether or not you automatically receive an e-mail if a new study is available for the source in question.

The setting ‘Send email on new study for new mapping’ determines the setting to receive an e-mail when you receive studies for a new source.

6. Report signature

⚠️ This function only applies if you are authorised to edit the report in PACSonWEB.
Place your signature and select ‘Save signature’.
If you edit a report in PACSonWEB, your signature will be automatically displayed when you click on ‘Save’ and ‘Save and validate’.
4.4.2 Favorites

Open the user settings by clicking on the cogwheel in the upper right corner of the page.
Then click on ‘Favorites’ on the left side of the page. The following window will be displayed.

You can add frequently used PACSonWEB users, groups and Self-defined recipients via Favorites.
The advantage of this is that when you share a study you will immediately have the user’s or group’s information available. You only need to select the user or the group.

A favorite can be removed by clicking the cross icon at the end of the line.

1. To add a PACSonWEB user to your favourites, click on

The following pop-up window will appear:

1. To search for a user, you can search by name, for example, and then click on ‘Filter’.

1. To search for a user, you can search by name, for example, and then click on ‘Filter’.
2. Select the user you wish to add.
3. Click on ‘Add’

This user has now been added to your address book under ‘Users’.

2. To add a self-defined recipient (= a user who is not registered with PACSonWEB), click on

The following pop-up window will appear:

1. Complete the mandatory fields.
2. Click on ‘Add’.

This recipient has now been added to your address book under ‘Self-defined recipients’.

3. To add a group, click on

The following pop-up window will appear:

1. Enter a few search criteria and select ‘Filter’.
2. You will see a list with groups that match your search criteria. Select the group you wish to add.
3. Click on ‘Add’.

You can now find this group practice under ‘Groups’. The members of the group practice will also be displayed in the ‘Groups’ table.
4. To add a medical department, click the **Find medical departments** button. The following pop-up window will appear:

![Find medical departments](image)

1. Enter the name of the department and click 'Filter'.
2. You will see a list of departments that match your search criteria. Select the department you wish to add.
3. Click 'Add'.

The department has now been added to your list of "Medical departments".
4.4.3 My Groups

Open the User Settings page by clicking on the cogwheel in the upper right corner of the page.

Then click on ‘My Groups’ on the left. The following window will be displayed:

![Image of User Settings with My Groups section highlighted]

You will immediately see an overview of all the groups of which you are a member.

**Being a member of a group means that, in addition to the studies you yourself have requested, you can also view the studies of other group members.**

**Administrator of group(s)**

Under ‘Administrator’ you can see the groups for which you are the administrator. In the example above, the user is the group’s administrator: ‘(9100 St. Nick) Demonstration group’.

This means that you can change both the group information as well as the group members and delegates. You do this by clicking on the group. The following window will be displayed:
1. You can supplement these fields with information about the group practice.
2. Here you can choose to make your group available to the public. This means that your group can be searched for, for example in order to share a study with the group (4.7 Sharing studies from the overview page).
   If you click on ‘Notify members of updates’, every member of the group will receive an e-mail when something is changed on the group.
   You can also configure the default setting to notify all members or only the primary contact in case an exam is shared with the group.
3. The following window will be displayed if you click on a member:

Here you can make the group member a contact person and administrator of the group practice. Click on the ‘Change’ button to save the changes.

Because this concerns your own account, you cannot change the administrator status. If you wish to change this nevertheless, please contact Dobco Medical Systems’ support service (03/780 17 40).
4. Click on ‘Save changes’ to save your changes.
5. If you want to add a new physician to the group practice, click on ‘Add member’.

Enter several search criteria and then click on ‘Filter’. The PACSonWEB users who fit your search criteria will be displayed. Select the user you want to add and click on ‘Add’.

6. If you want to add a delegate, click on ‘Delegates’ and then on ‘Add delegate’. Enter the e-mail address of the delegate and then click on ‘Add’. Then click on ‘Save changes’.

Member of group(s)

Here you will see a list of all the groups to which you belong. The following window will be displayed when you click on a group:
Here you can see the information of the group and the group members.

If you no longer belong to this group practice and wish to unsubscribe from it, click on ‘Unsubscribe’. The following window will appear:

- If you click on ‘Group retains access to my old studies’, the members of the group practice will still be able to view your studies from the period that you belonged to the group practice.
- If you click on ‘Keep my old studies’, you will still be able to view your studies from the period that you belonged to the group practice. This is checked by default.
- If you click on ‘Unsubscribe’, you will no longer be a member of the group practice as of that moment.
4.4.4 My devices

Click on the cogwheel in the upper right of the page and you will be taken to the 'User Settings'. Then click on 'My devices' on the left side of the page.

An overview is displayed of all devices that have been linked to your PACSonWEB account for two-factor authentication through an authenticator app.

From this screen, you can link additional devices by clicking How to link a device can be found on 3.2.1.1 Two-factor authentication through Authenticator app.

You can link up to 5 devices simultaneously.

If you want to unlink a device, simply click the 'X' icon at the end of the related entry.

In case you are unlinking the last trusted device, your method for strong authentication will automatically be converted to 'OTP by SMS' or, in case no mobile number is registered, to 'OTP by email'.

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Revision: 13/12/2019
4.5 Additional access conditions

It may occur that there are certain studies in your explore list that are not, by default, accessible. This is caused by one of the following additional access conditions:

- 4.5.1 Strong authentication
- 4.5.2 Break-The-Glass
- 4.5.3 Payment required

How to gain access to such exams is explained on the related page in the user manual.
4.5.1 Strong authentication

The radiology departments have the possibility to enforce strong authentication to access their studies (e-ID, two-factor).

In case you are logged on to PACSonWEB without strong authentication, such exams will not be accessible / selectable.

An indicator on top of the page will light up in red to indicate that strong authentication is required.

By clicking this indicator, it is possible to login using strong authentication.
4.5.2 Break-The-Glass

A radiology department may allow studies to be visible, by default, to the requesting physician only. If you are part of a user group or group practice and you have been granted access to a study requested by a colleague, the corresponding line in the explore page will be grayed out with only the patient's name, date of birth and study date visible. Access to such a study is only possible by specifying the reason why access is required.

To access the study, simply click on the corresponding line in your list, enter the reason why you need access and click on Unlock study.

Unlock study access

In order to unlock the studies for this patient, you need to provide the reason why you need access to the studies.

Reason for access

After entering the reason, the study will be available for 7 days, unless specified otherwise by the related radiology department.
At the bottom of the study page, the history of exams for the same patient is displayed. Here you will find studies for which you already have access, but also studies that require you to enter a reason for gaining access.

By clicking the label 'x locked studies' you will get a pop-up for entering a reason:

Unlock study access

In order to unlock the studies for this patient, you need to provide the reason why you need access to the studies.

Reason for access

Upon submission of the reason for access, the related studies become visible.
If you are an administrator for the related radiology department, you can consult who has accessed the exam, when it was accessed and for what reason.

For more information, see 5.3.6.2 Access to the study.
4.5.3 Payment required

For patients that are logged on but need to pay for access to their studies, all unpaid studies will be grayed out.

Payment can be initiated by clicking the Bank Card icon.

<table>
<thead>
<tr>
<th>Firstname</th>
<th>Lastname</th>
<th>Source</th>
<th>Study date</th>
<th>Images</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natasha</td>
<td>Mascaro</td>
<td>Demo Ziekenhuis 1</td>
<td>17/02/2016 22:12:00</td>
<td>169</td>
</tr>
<tr>
<td>Natasha</td>
<td>Mascaro</td>
<td>Demo Ziekenhuis 1</td>
<td>17/02/2016 20:00:00</td>
<td>4</td>
</tr>
<tr>
<td>Natasha</td>
<td>Mascaro</td>
<td>Demo Ziekenhuis 1</td>
<td>17/02/2016 20:08:56</td>
<td>1</td>
</tr>
<tr>
<td>Natasha</td>
<td>Mascaro</td>
<td>Demo Ziekenhuis 1</td>
<td>17/02/2016 20:08:26</td>
<td>1</td>
</tr>
</tbody>
</table>

The following pop-up will be shown:

By clicking "Make payment" you are redirected to a payment page where you can select to pay by credit card (MasterCard or VISA) or Vipps. After payment you are redirected to the explore page and studies are now accessible.

A radiology department can decide that a study should not yet be accessible for the patient. In this case, the study is listed grayed out in the explore page with a clock icon in front.

<table>
<thead>
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<td>17/02/2016 22:12:00</td>
<td>169</td>
</tr>
</tbody>
</table>
4.6 Sharing studies from the overview page

It is possible to share one or more studies from the overview page.

Check the studies that you wish to share and click on 'Share studies'.

⚠️ Attention: sharing multiple studies at once is only possible if all studies originate from the same source.

A pop-up window will be displayed with the studies that you wish to share.

You can:

- Share studies with users
- Share studies with groups
- Share studies with a radiology department
- Share studies with a self-defined recipient

You can share studies with up to 3 recipients.

In case no two-factor authentication is used when sharing the study, the patient name is masked in the mail. For the first and last name only the first letter is shown; all other letters are replaced by ****.

⚠️ In case a study is shared multiple times with the same user, the most extensive rights are retained. This applies both to the expiration time for access to the study as the extent of access rights, i.e. read or read and share.

✅ All mails that are sent automatically when sharing an exam can be customized per sending radiology department. Please contact the service desk to have this configured.
4.6.1 Sharing studies with a user

This instruction shows you how to share a study with a user.

STEP 1: Select the studies that you wish to share.

STEP 2: Select your recipient(s)

You can select a recipient by:

1. clicking the ‘favorites’ icon.
2. filling out criteria with the field ‘recipient’.
3. clicking the ‘search’ icon.

You can add additional recipients by clicking + Add extra recipient.
1. Favorites

By clicking the icon, your list of favorites will be shown. Clicking a favorite will automatically add this user as a recipient.

You can add favorites to your list:
2. Searching for a recipient

From the search bar, you can look up a user by:

- First name
- Last name
- Physician number (RIZIV, BIG, INSEE, HIN, UCGN, PNB ...)
- Mobile number (if public)
- Email address (if public)

3. Detailed search

From this screen, you can use specific selection criteria to look up and select the desired user, group or radiology department as recipient.
If you have selected a recipient, you can add the following options:

- two-factor-authentication
  In case the recipient wants to consult the shared study, a one-time-password will be sent by text message to the registered mobile number and needs to be entered before access is given.

- Send Mail:
  The user with whom the study was shared, will receive an email with the following information:
  - that an exam has been shared
  - who shared the exam
  - which exam was shared (patient initials, description of the exam, date of the exam) + a link to open the exam
  - the message in case this was entered by the sender when sharing

**STEP 3: Parameters for sharing**

1. When sharing a study with a user, you can opt for
   - Images and read access to the report
   - Images and write access to the report

   The option 'Images only' is not available when sharing with a user.
2. You need to register a ‘Reason for sharing’. The reason is not communicated to the recipient but is mandatory and will be registered in PACSonWEB.

Reason for sharing

3. The language, used for sending the message:
By default the language of the first recipient is selected but you can change the language by using the drop down menu.

Language in which the message is sent

Norsk
Nederlands
Français
Deutsch
Norsk
English

⚠️ In case you select multiple recipients with different languages, the mail is sent to all recipients, using the language of the first recipient.
If however, the majority of the recipients have the same language, this is the language that will be selected automatically.

4. Valid till (dd/mm/yyyy)
By default the validity period is set to 1 month but you can change this by:
- filling out the desired time period manually.
- selecting a date, using the calendar icon.
- selecting the option ‘Unlimited access’.

Valid till (dd/mm/yyyy)
17/01/2019

☐ Unlimited access

ℹ️ The default validity period can be configured for each sending radiology department. PACSonWEB offers the possibility to define a default or maximal validity period.
The option ‘Unlimited access’ can also be deactivated on a source level.
In case a specific configuration is desired, please contact the service desk.

5. Patient Agreed
This must always be checked, because without the patient’s consent the study may not be shared.

☐ Patient agreed

6. Optional settings

- ‘Urgent’:
  This adds ‘Urgent’ to the subject of the related mail

- ‘Anonymize’:
  This replaces the name of the patient:
  - The first name is replaced by a number
- The last name is replaced by Anonymous

⚠️ The report for an anonymized study will never be accessible, even if you selected the option 'Images and read access on the report' or 'Images and write access on the report'.

- Allow further sharing
  Activating this option allows the recipient to share the study further with other recipients

- Message
  If you add a message, it is added to the mail, sent to the recipient and it is visible to the recipient when opening the study in PACSonWEB.

✅ When sharing a study with a user the same values for the following parameters are selected automatically with the next user sharing operation:
  - Two-factor authentication
  - Send mail

**STEP 4: Confirmation**

A pop-up window with the information about the shared study will be displayed.

- With the button "Copy this information", the content of the pop-up is copied to the clipboard so e.g. it can be pasted into your own email.

- In case 'Send e-mail' is checked, the recipient will receive an e-mail with a link to the study and the message that you have shared a study with him/her.

- The exam will be available in the overview list of the receiver for the time period as entered by the sender.

- If the sender has specified a message this will be indicated on the explore page with a separate label "Message".

  In case the study hasn't been opened yet, the label 'Message' will be red. Once the study has been opened, the label turns green.
- The message is available within the exam as a separate series

- Using 'Share again' you can share the same set of studies again with another recipient.
4.6.2 Sharing studies with a group

In this instruction we will show you how to share a study with a PACSonWEB group 🦠.

**STEP 1: Select the studies that you wish to share**

![PACSOnWEB interface showing study selection]

**STEP 2: Choose your recipients**

You can select a recipient by:

- clicking the ‘favorites’ icon ✭
- filling out criteria with the field ‘recipient’
- clicking the ‘search’ icon.

You can add additional recipients by clicking the button + Add extra recipient.
1. Favorites

By clicking the icon, your list of favorites will be shown. Clicking a favorite will automatically add this group as a recipient.

You can add favorites to your list:

- from your address book
- by selecting a group and highlighting the star icon:

Be aware: the group will be added to your list of favorites after the share action has been completed.

2. Searching for a recipient

In the search bar you can lookup groups by searching:

- the name of the group
3. Detailed search

From this screen, you can use specific selection criteria to look up and select the desired user, group or radiology department as recipient.
If you have selected a group as recipient, you can add the following options:

- **two-factor-authentication**
  In case a member of the group wants to consult the shared study, a one-time-password will be sent to the registered mobile number and needs to be entered before access is given.

If the user gives an erroneous OTP 5 times in succession, the bucket is blocked. The bucket can be unlocked by the Service desk or an admin user of the sending radiology department (see 4.8 Status Forwarding).

- **Send mail**
  All users or only the selected user of the group with whom the study was shared, will receive an email with the following information:
  - that an exam has been shared
  - who shared the exam
  - which exam was shared (patient name initials, description of the exam, date of the exam) + a link to open the exam
  - the message in case this was entered by the sender

**Step 3: Parameters for sharing**

1. When sharing a study with a user, you can opt for
   - Images and read access to the report
   - Images and write access to the report

The option ‘Images only’ is not available when sharing with a group.
2. You need to register a ‘Reason for sharing’. The reason is not communicated to the recipient but is mandatory and will be registered in PACSonWEB.

**Reason for sharing**

3. The language, used for sending the message:
   By default the language of the primary contact of the group is selected but you can change the language by using the drop down menu.

**Language in which the message is sent**

- Norsk
- Nederlands
- Français
- Deutsch
  - Norsk
- English

**In case you select multiple recipients with different languages, the mail is sent to all recipients, using the language of the first recipient.**
**If however, the majority of the recipients have the same language, this is the language that will be selected automatically.**

4. **Valid till (dd/mm/yyyy)**
   By default the validity period is set to 1 month but you can change this by:
   - filling out the desired time period manually.
   - selecting a date, using the calendar icon.
   - selecting the option 'Unlimited access'.

**Valid till (dd/mm/yyyy)**

- 17/01/2019

**Unlimited access**

**The default validity period can be configured for each sending radiology department. PACSonWEB offers the possibility to define a default or maximal validity period. The option 'Unlimited access' can also be deactivated on a source level. In case a specific configuration is desired, please contact the service desk.**

5. **Patient Agreed**
   This must always be checked, because without the patient’s consent the study may not be shared.

**Patient agreed**

6. **Optional settings**
   - ‘Urgent’:
     This adds 'Urgent' to the subject of the related mail
   - ‘Anonymize’:
     This replaces the name of the patient:
     - The first name is replaced by a number
• The last name is replaced by Anonymous

⚠️ The report for an anonymized study will never be accessible, even if you selected the option 'Images and read access on the report' or 'Images and write access on the report'.

• Allow further sharing
  Activating this option allows the recipient to share the study further with other recipients

• Message

⚠️ Unlike when sharing with a user, the message is not available as a separate series within the exam and no label 'message' is added. It is added to the mail, sent to the recipient.

✅ When sharing a study with a group the same values for the following parameters are selected automatically with the next user sharing operation:
  • Two-factor authentication
  • Send mail

STEP 4: Confirmation

A pop-up window with the information about the shared study will be displayed.

- With the button "Copy this information", the content of the pop-up is copied to the clipboard so e.g. it can be pasted into your own email.
- In case ‘Send e-mail’ is checked, the recipient will receive an e-mail with a link to the study and the message that you have shared a study with him/her.
- The exam will be available in the overview list of the receiver for the time period as entered by the sender.
- Using ‘Share again’ you can share the same set of studies again with another recipient.
4.6.3 Sharing studies with a radiology department

In this instruction we will show you how to share a study with a radiology department.

**STEP 1: Select the studies that you wish to share**

![PACS on WEB interface showing study selection and sharing options](image)

**STEP 2: Choose your recipients**

You can select a recipient by:

- clicking the 'favorites' icon
- filling out criteria with the field 'recipient'
- clicking the 'search' icon

You can add additional recipients by clicking the button.
1. Favorites

By clicking the icon, your list of favorites will be shown. Clicking a favorite will automatically add this group as a recipient.

You can add favorites to your list:
- from your address book
- by selecting a group and highlighting the star icon:

Be aware: the radiology department will be added to your list of favorites after the share action has been completed.

2. Searching for a recipient

In the search bar you can lookup a radiology department by searching:

- the name of the radiology department

3. Detailed search

From this screen, you can use specific selection criteria to look up and select the desired user, group or radiology department as recipient.
If you have selected a group as recipient, you can add the following options:

- two-factor-authentication
  In case a member of the radiology department wants to consult the shared study, a one-time-password will be sent to the registered mobile number and needs to be entered before access is given

- Send mail
  The mail will be sent to all users of the radiology department that are marked as "responsible" and have indicated that they want to receive this type of email. The mail contains the following information:

  - that an exam has been shared
  - who shared the exam
  - which exam was shared (patient name initials, description of the exam, date of the exam) + a link to open the exam
  - the message in case this was entered by the sender

**Step 3: Parameters for sharing**

1. When sharing a study with a radiology department, you can opt for

- Images and read access to the report
- Images and write access to the report
2. You need to register a 'Reason for sharing'. The reason is not communicated to the recipient but is mandatory and will be registered in PACSonWEB.

Reason for sharing

3. The language, used for sending the message:
By default the language of the first recipient is selected but you can change the language by using the drop down menu.

Language in which the message is sent
- Norsk
- Nederlands
- Français
- Deutsch
- Norsk
- English

In case you select multiple recipients with different languages, the mail is sent to all recipients, using the language of the first recipient.
If however, the majority of the recipients have the same language, this is the language that will be selected automatically.

4. Valid till (dd/mm/yyyy)
By default the validity period is set to 1 month but you can change this by:
- filling out the desired time period manually.
- selecting a dte, using the calendar icon.
- selecting the option 'Unlimited access'.

Valid till (dd/mm/yyyy)
17/01/2019

Unlimited access

The default validity period can be configured for each sending radiology department. PACSonWEB offers the possibility to define a default or maximal validity period.
The option 'Unlimited access' can also be deactivated on a source level.
In case a specific configuration is desired, please contact the service desk.

5. Patient Agreed
This must always be checked, because without the patient’s consent the study may not be shared.

Patient agreed

6. Optional settings
- 'Urgent':
  This adds 'Urgent' to the subject of the related mail
- 'Anonymize':
  This replaces the name of the patient:
• The first name is replaced by a number
• The last name is replaced by Anonymous

⚠️ The report for an anonymized study will never be accessible, even if you selected the option ‘Images and read access on the report’ or ‘Images and write access on the report’.

• Allow further sharing
  Activating this option allows the recipient to share the study further with other recipients
• Message

⚠️ Unlike when sharing with a user, the message is not available as a separate series within the exam and no label ‘message’ is added. It is added to the mail, sent to the recipient.

✅ When sharing a study with a medical imaging department, the same values for the following parameters are selected automatically with the next user sharing operation:
  • Two-factor authentication
  • Send mail

STEP 4: Confirmation

A pop-up window with the information about the shared study will be displayed.

- With the button “Copy this information”, the content of the pop-up is copied to the clipboard so e.g. it can be pasted into your own email.
- In case ‘Send e-mail’ is checked, the mail is sent to all user from the receiving radiology department, marked as responsible and registered to receive these mails.
- Using ‘Share again’ you can share the same set of studies again with another recipient.
In case the receiving radiology department has the autotransfer option enabled, the images will be loaded into the local PACS system automatically.
4.6.4 Sharing studies with a self-defined recipient

This instruction will show you how to share a study with a self-defined recipient.

A self-defined recipient is someone that does not have an account on PACSonWEB. E.g. a patient.

STEP 1: Select the studies you wish to share.

STEP 2: Select your recipient(s)

You can select a recipient by:

1. clicking the ‘favorites’ icon
2. filling out criteria with the field ‘recipient’.
3. clicking the ‘search’ icon

You can add additional recipients by clicking + Add extra recipient.
1. Favorites

By clicking the icon, your list of favorites will be shown. Clicking a favorite will automatically add this user as a recipient.

You can manage your favorites through your address book.
2. The name of the recipient

From the search bar, you can look up a user by:

- First name
- Last name
- Mobile number
- Email address

In case your search does not return the recipient you are looking for, you can create a new self-defined recipient.

If you enter an e-mail address in the search field, you also have the possibility to forward a reference code without creating a self-defined user. To share the selected studies in this way, click on "Use this e-mail address".
3. Detailed search

From this screen, you can use specific selection criteria to look up and select the desired user, group or radiology department as recipient.

At the bottom of this screen, you have the possibility to add a self-defined user.
When creating a new user, it is mandatory to register the Last name and email address of the recipient.
In case you want to send the reference code or the one-time password by text message, you will also need to fill out the mobile number.

When you select a self-defined recipient, you can select if you want to send the reference code by mail or text message.
In case you want to apply an additional two-factor-authentication, a one-time-password will be sent by mail or text message when entering the reference code and the date of birth on the patient portal.
By default, if the reference number is shared by mail, the OTP will be sent by text message or vice versa. Sending both identifiers (reference number + OTP) over the same mean (mail or SMS) is only possible if allowed explicitly by the source of the related study.

![Warning]

If the user gives an erroneous OTP 5 times in succession, the bucket is blocked. The bucket can be unlocked by the Service desk or an admin user of the sending radiology department (see 4.8 Status Forwarding).

**STEP 3: Parameters for sharing**

1. When sharing a study with a user, you can opt for
   - Images only
   - Images and read access to the report

![Selection](Image)

The option 'Images and write access to report' is not available when sharing with a self-defined recipient.

2. You need to register a 'Reason for sharing'. The reason is not communicated to the recipient but is mandatory and will be registered in PACSonWEB.

![Reason for sharing](Image)

3. The language, used for sending the message:
   
   By default, the language of the first recipient is selected but you can change the language by using the drop down menu.

![Language](Image)

In case you select multiple recipients with different languages, the mail is sent to all recipients, using the language of the first recipient. If however, the majority of the recipients have the same language, this is the language that will be selected automatically.
4. Valid till (dd/mm/yyyy)

By default the validity period is set to 1 month but you can change this by:

- filling out the desired time period manually.
- selecting a date, using the calendar icon.

![Valid till (dd/mm/yyyy)](#)

5. Patient Agreed

This must always be checked, because without the patient's consent the study may not be shared.

![Patient agreed](#)

6. Optional settings

- 'Urgent':
  This adds 'Urgent' to the subject of the related mail

- 'Anonymize':
  This replaces the name of the patient:
  - The first name is replaced by a number
  - The last name is replaced by Anonymous
  - The email contains only the initials of the patient name. All other letters are replaced by '*****'

![The report for an anonymized study will never be accessible, even if you selected the option 'Images and read access on the report' or 'Images and write access on the report'.](#)

- Allow further sharing
  This option cannot be used for self-defined recipients.

- Message
  If you add a message, it is added to the mail, sent to the recipient and it is visible to the recipient when opening the study in PACSonWEB.

![When sharing a study with a self-defined recipient, the same values for the following parameters are selected automatically with the next sharing operation involving a self-defined recipient:](#)

- Share reference number by mail / text message
- One-Time-Password
- One-Time-Password by mail / text message
- One-Time-Password by text message: country prefix
- Language

**STEP 4: Confirmation**
A pop-up window with the information about the shared study will be displayed.

- With the button "Copy this information", the content of the pop-up is copied to the clipboard so e.g. it can be pasted into your own email.
- A mail is sent, only in case the option to send the reference code or OTP by mail was checked
  
  For reasons of privacy the patient name is masked in the mail. For the first and last name only the first letter is shown; all other letters are replaced by "****".

- The message is available within the exam as a separate serie

- Using 'Share again' you can share the same set of studies again with another recipient.
4.6.5 Print reference code from the explore page

In this instruction it is explained how to print a reference code from the explore page.

**STEP 1: Select the studies for which you want to print a reference code**

Select the studies for which you want to print a reference number and click the following button at the bottom of the page:

![Print reference number](image)

**STEP 2: Choose the verification type**

There are 3 possible verification types:

1) One Time Password by sms

![One Time Password by sms](image)

2) One Time Password by email

![One Time Password by email](image)
3) No One Time Password, only Date Of Birth

STEP 3: Parameters for sharing

1. You can choose to print a reference code for:
   - Images only
   - Images and read access to report

2. You need to fill out a “Reason for printing”. This reason will not be printed but is mandatory and will be registered in PACSonWEB

3. The language, used for printing the document:
   By default the display language of PACSonWEB is selected but you can change the language from the drop down menu.

4. Valid till (dd/mm/yyyy)
By default the validity period is set to 1 month but you can change this by:

- filling out the desired time period manually.
- selecting a date, using the calendar icon

The default validity period can be configured for each sending radiology department. PACSonWEB offers the possibility to define a default or maximal validity period.

In case a specific configuration is desired, please contact the service desk.

The option ‘Unlimited access’ is not available when printing a reference number.

5. Patient Agreed
This must always be checked. Without the patient’s consent reference number may not be printed.

Box: Patient agreed

6. Optional settings:

- Anonymize:
  This replaces the name of the patient:
  - In PACSonWEB, the first name is replaced by a number and the last name is replaced by Anonymous
  - In the letter, only the last name ‘Anonymous’ is mentioned

  ! The report for an anonymized study will never be accessible, even if you selected the option ‘Images and read access on the report’.

- Message:
  In case a message is entered when printing the reference code, the message is not available as a separate series within the exam and no label ‘message’ is added.
  It is added to the letter that is being printed.

7. Print immediately:
If this option is selected, when clicking on "Print Reference Number" a document will be opened for printing with instructions for the patient. If not, only the confirmation screen is shown.
When printing a reference number, the same values for the following parameters are selected automatically with the next printing of a reference number:

- One-Time-Password by mail / text message / none
- One-Time-Password by text message: country prefix
- Language

**STEP 4: Confirmation**

A pop-up window with the information about the printed reference number will be displayed.

With the button "Copy this information", the content of the pop-up is copied to the clipboard so e.g. it can be pasted into your own email.
You can print the same letter with reference code again in another language from the confirmation screen.
4.6.6 Anonymizing Studies

If you tick ‘Anonymize’ the following patient and study information will be adjusted:

- The patient's name is adjusted: the surname is replaced by 'Anonymous' and the first name is replaced by 6 digits.
- The research number is adjusted to: ANON + Base29 series (unique in PACSonWEB)
- The application number is adjusted to: ORD + Base29 series (unique in PACSonWEB)
- The Study Instance UID is adjusted to: a UID, starting with 1.2.528.56.1006 (unique worldwide, as registered by Dobco Medical Systems)

If you check the option "Keep link with original study" ("pseudonymization"), a user has a link between the pseudonymized study and the original study if he has access to both studies within PACSonWEB.

The report will never be available, even if the option ‘Images and read access to report’ or ‘Images and write access to report’ has been selected.

PACSonWEB offers the possibility of anonymizing the identifiable information of a study as desired, either manually or by using an anonymization scheme.

This feature is optional. If you are interested, please contact Dobco Medical Systems or the medical imaging department of the hospital.

We refer to the following pages for more information about the possibilities on customized anonymization:

4.6.6.1 Standaard anoniemie

4.6.6.2 Gebruik van anoniemisatie schema's
4.6.6.1 Default anonymization

If you have access to the paying option for using anonymization schemes, the button will be available. This allows you to adjust patient and study data yourself, either manually (see below) or using an anonymization scheme (see 4.6.6.2 Using anonymization schemes).

With default anonymization, the following patient and study data will be adjusted as follows:

- The patient's name is adjusted: the surname is replaced by 'Anonymous' and the first name is replaced by 6 digits.
- The research number is adjusted to: ANON + Base29 series (unique in PACSonWEB)
- The application number is adjusted to: ORD + Base29 series (unique in PACSonWEB)
- The Study Instance UID is adjusted to: a UID, starting with 1.2.528.56.1006 (unique worldwide, as registered by Dobco Medical Systems)

Additionally, you also have the option to manually adjust all marked fields.
4.6.6.2 Using anonymization schemes

This option can be activated for all studies from a specific source.

If you wish to use an anonymization scheme, click

![Customize anonymization]

Click on ‘Use scheme’ and select the scheme that you want to use.
This changes the patient and study data, as defined in the selected scheme.

![Customize anonymization dialog]

The option is available to all users who have access to a study from the source for which this option has been activated.

Manage schemes:
1. Select the scheme you want to change or click on 'Add new scheme':

2. Enter or adjust the name of the scheme:

Check the following options if required:

- Keep link with original study ("pseudonymization")
  A user has a link between the pseudonymized study and the original study if he has access to both studies within PACSonWEB.
- Include non-image DICOM-files:
Determines if non-DICOM files such as Structured Reports, Dose reports, ... are made available in the anonymized study or not.

- Allow deviation from scheme:
  This determines if it is permitted or not to manually change the adjusted patient and study data when using the scheme.

![Anonymization scheme test](image)

3. Enter the desired adjustments to patient and study data for the schedule:

![Patient and Study anonymization](image)

Date of birth, gender, study date and description are retained by default, unless explicitly configured otherwise.

4. Specify how private DICOM tags should be dealt with

![Additional DICOM tag anonymization](image)

- Default:
  If 'Allow deviation from scheme' is checked, the user can still choose whether the private tags will be removed or not.
  By default, they are deleted.

  ![Remove all private tags](image)

- Enforce removal:
  This enforces removal of the private tags. The user cannot change this when using this scheme.

  ![Remove all private tags](image)

- Prevent removal:
  When using this scheme, the user is not able to remove the private tags.
- Find DICOM tag and add new rule: You can add additional DICOM tags to the scheme.

5. Finally, you can delete an existing schedule or save a new or modified schedule:

Select the scheme you want to change or click on 'Add new scheme'
4.7 Placing studies online and sharing studies

In order to be able to use this application, you must be an administrator, and this application must have been implemented.

Proceed as follows to place a study from the PACS system on PACSonWEB:

1) Select PACS (= only available if this has been implemented.)

2) Use the filter to find the study again.

3) Select the studies that you wish to share. A selection of the shared studies is called a bucket.

4) Click on the ‘Share studies’ button. An overview of the studies that you wish to share will be displayed. You can then choose to share the study with
   - a user
   - a group
   - a radiology department
   - a self-defined recipient

5) Once you’ve completed the sharing procedure, a pop-up window will be displayed containing information of the shared studies.

   Be aware: the information in the confirmation dialog differs depending on the type of recipient.

6) Using the “Share again” option, you can share the same studies again.
The option "Print reference number" allows to upload exams and print a reference number in stead of sending the reference number my mail or SMS. The procedure is similar to 4.6.5 Print reference code from the explore page.
4.8 Status Forwarding

To find out the status of your shared studies, proceed as follows:

1) Click on the ‘Functions’ button and then on ‘Forward status’.

2) A new tab will open that says ‘Buckets overview’ and ‘Progress overview’.
<table>
<thead>
<tr>
<th>Generated on</th>
<th>Email sender</th>
<th>Valid till</th>
<th>Patients</th>
<th>Accession no.</th>
<th>Verification Type</th>
<th>Code</th>
<th>Email dest.</th>
<th>Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>28/12/2016 11:15:42</td>
<td><em>Unassign</em></td>
<td>28/01/2017</td>
<td>Uncycle, Dolly (&quot;16/11/1940&quot;)</td>
<td>2016002484930</td>
<td>Date of birth only</td>
<td>POW568088</td>
<td>Shared</td>
<td></td>
</tr>
<tr>
<td>28/12/2016 11:14</td>
<td><em>Unassign</em></td>
<td>28/01/2017</td>
<td>Lammers, Tom (&quot;27/02/1980&quot;) Claree, Say (&quot;13/12/1990&quot;)</td>
<td>2016002484935</td>
<td>Date of birth only</td>
<td>POW510389</td>
<td>Shared</td>
<td></td>
</tr>
<tr>
<td>28/12/2016 10:31:07</td>
<td><em>Unassign</em></td>
<td>28/01/2017</td>
<td>Esperance, Urbella (&quot;01/01/1960&quot;) Decree, Wallis (&quot;01/01/1960&quot;) Foutch, Dafin (&quot;24/09/1962&quot;)</td>
<td>2016002484914</td>
<td>Date of birth only</td>
<td>PW5851119</td>
<td>Shared</td>
<td></td>
</tr>
<tr>
<td>19/12/2016 13:45:43</td>
<td><em>Unassign</em></td>
<td>16/01/2018</td>
<td>O'Shaugniss, Erin (&quot;04/07/1952&quot;) O'Shaugniss, Erin (&quot;04/07/1952&quot;) O'Shaugniss, Erin (&quot;04/07/1952&quot;) O'Shaugniss, Erin (&quot;04/07/1952&quot;) O'Shaugniss, Erin (&quot;04/07/1952&quot;)</td>
<td>2016022100441</td>
<td>Date of birth only</td>
<td>PW444153</td>
<td>Shared</td>
<td></td>
</tr>
</tbody>
</table>
4.8.1 Buckets overview

This page displays a list of all the buckets that the logged-in user shares with a non-PACSonWEB user. If the logged-in user is also the administrator of the group, he/she will see all the buckets that are placed online by the group.

The following information is displayed for the buckets:

- The date on which the bucket was created
- The e-mail address of the person who created the bucket
- The date until which the bucket will be available
- The patient data
- The respective study numbers
- The verification method
- The reference number
- The recipient’s e-mail address
- Whether the entire report is shared or only the images ('not shared')

In addition, you can use the filter to find a study/bucket.

When you click on a bucket, all details on the sharing of the bucket are displayed in a pop-up.

In case an OTP is required for access to the bucket and the bucket code and date of birth have been entered correctly, but the OTP was entered incorrectly, this will be registered in the field “Failed OTP attempts”.

After 5 consecutive incorrect attempts, the bucket code is locked for access. It can be unlocked by clicking the icon which will reset the failed OTP attempts.
Various options are listed at the bottom of the screen:

- **Extend access**: Extend the period during which the generated POW code can be used to access the exam.
- **Revoke access**: The POW code is no longer valid as of today.
- **Reprocess**: The study will be reprocessed.
- **Resend e-mail**: The recipient will receive the e-mail with the POW code again.
- **Print this information**: The information about the shared bucket will be displayed in A4 page format which you can print.
- **Close**: Close the window.
4.8.2 Progress overview

This page provides status information about
- the studies that have been placed online using the PACS overlay exams, sent from PACSonWEB to a local PACS system
- exams, imported from PACSonWEB using an import client

You can only see the transfers for which you have the required access rights within PACSonWEB.

Just as with ‘Buckets overview’, you can use the filter to find a specific study. You can also filter by different statuses:

- All Statuses
- Queued
- In Progress
- Complete
- Cancelled
- Failed

The following window will be displayed if you click on a study.
Here you can find more detailed information about the study. It depends on the type of transfer which details are being displayed.

If the study is not yet complete, you can cancel the online placement by clicking on 'Cancel Task'.

In case a study transfer has failed, you can restart the transfer by clicking the 'Retry task' button.
4.9 Downloading studies from the overview page

Proceed as follows to download a study from the overview page:

1) Select the studies you wish to download.

2) Click on ‘Download images’.

3) A pop-up window will appear offering you various options for downloading the images:

- download a ZIP file with images in PNG format (standard image format)
- download a ZIP file with images in DICOM format (medical standard)
- download a ZIP file with images in uncompressed DICOM format
- load the images directly in Osirix

You can only use this option if Osirix has been installed. In order to be able to load exams into Osirix, it is mandatory that pop-ups from the site secure.pacsonweb.com are allowed by your browser.

- forward the images to PACS

You can only use this option if an import client has been installed on your server. See 4.9.1 Importing studies in PACS.
4) Click on the format you wish to download and then click on ‘Download’.

For the following options, the report (if available and accessible) is included as a SR file (structured report) by default:

- DICOM format
- DICOM decompressed format
- Transfer to PACS

The option to include the report can be unchecked by the user before download.

5) In case you are downloading a single exam and you select DICOM or DICOM uncompressed, you also have the option of editing the study data.

Click on ‘Edit study data’ and then click on ‘Next step’. This option is always selected for ‘Load in Osirix’ and ‘Transfer to PACS’.

With ‘Transfer to PACS’ you have the option of editing the study data using a DICOM work list. This is explained in further detail in 4.9.1 Importing studies in PACS.

For the other options, the data can only be edited manually.
6) Here you can edit the study data and patient information.

7) You must always check the box next to 'I agree to the DICOM meta info being updated with the entered/selected information' before you may proceed.

8) If you wish to add the 'imported' label to this study, check the box next to 'Add the "Imported" label for ...':

   ![Image showing the configuration option for adding an "Imported" label]

9) A ZIP file will be displayed.

   ![Image showing the ZIP file]

   Where the ZIP file appears depends on your browser. In Google Chrome, for example, it will be displayed in the lower left part of the screen.

10) Double-click on the ZIP file. The following window will be displayed.
11) You can now see various directories. Each directory corresponds to a study whose images you wish to download.

12) Click on ‘Extract all’ to extract the ZIP files and save them on your computer.
4.9.1 Importing studies in PACS

Warning!

You can only use this function if Dobco Medical Systems has installed an import client on your server.

Proceed as follows to import a study into your PACS system:

1) Select the studies you wish to import.

2) Click on 'Download images'.

3) A pop-up window will appear offering you various options. Click on 'Forward to PACS' and then click on 'Next step'.
4) You can now search for a patient in the DICOM work list.
5) Select the patient.

6) Check the box next to ‘I agree to the DICOM meta-information being updated with the entered/selected information’.

7) If you wish to add the ‘imported’ label to the study, check the box next to ‘Add the “imported” label for ...’.

8) If you cannot find the patient in the work list, you can add the patient ‘Manually’. Edit the fields you wish to modify and repeat step 6 and/or 7.
9) Click on ‘Forward’.

10) A pop-up window with the status will now be displayed.

11) As soon as the status is complete, the study will be loaded into your PACS and be given the status ‘Imported’ in PACSonWEB.
You can filter by the 'Imported' label if you make labels available under Filtering. The 'Imported' label will be displayed in your overview list if you have configured the 'Labels' column under 'Column settings'.

Importing studies into the local PACS system can also be done using a locally installed import client (paying option).

For more information, please contact Dobco Medical Systems (+32 3 780 17 40 or support@dobcomed.com)
4.10 Overview page anomalies

This functionality is only available for the administrators of a sending radiology department.

To get an overview of all anomalies that have been registered for your radiology department, click on ‘Functions’ and choose ‘Anomalies’.

This page lists all anomalies, as registered on the study administration page (see 5.3.6.3 Anomalies) for each individual exam, grouped in two categories:

- anomalies on study level
- anomalies on patient level

### Anomalies on study level

The following anomalies will be reported:

- National number in DICOM files differs from HL7 information
- Date of birth in DICOM images differs from HL7 information
- No or incorrect date of birth registered
- Number of images in PACSonWEB differs from the number of images in the local PACS (taking into account any applied filtering)
- National number already registered with another patient through DICOM

For each anomaly, all relevant information is displayed in the overview. From the overview, the related exam can be opened by clicking the study link.

### Anomalies on patient level

The following anomalies will be reported:

- Multiple internal patient IDs have been registered for a single patient
- Received national number already linked to another patient
- Date of birth differs from date of birth that was registered with a previous exam
- National number already registered with another patient through HL7
For every registered anomaly, all possible corrective measures are listed. Once a solution has been selected, it will be marked in green. When hovering the cursor over the label, it is displayed by whom and when the selected solution was applied.

In case a national number was registered for two different patients, it will be possible to assign this to the first patient, the second patient or to merge both patients. For the latter option, the following screen is displayed to perform the merge in a controlled way:

WARNING: once a solution has been applied, this cannot be undone!
Filtering can be applied, based on a single field or multiple fields. Possible fields are:

- Source
- Anomaly types
- Status
- Anomaly date
- Study date (from = 0h00 ; to = 23h59)

Only the 100 most recent anomalies are listed in the overview. To display a selection of the registered anomalies, you can use the filter.
4.11 Overview page payments

To see the overview on all payments that have been registered for your radiology department, click 'Tools' and choose 'Payments'.

The overview page lists the most recent 100 logon actions regarding studies for which a payment is required:

Each entry contains the following:

- the source from which the study originates
- the reference number that has been used to access the study
- the timestamp when the access attempt was registered
- a 'Valid' flag to indicate that a token was requested successfully with the payment instance
- a 'Paid' flag to indicate that the payment was registered successfully
- A button 'Transactions' to call a pop-up, containing all transactions on the payment

The following types of transactions exist:

- Authorization: the user has given authorization to perform the payment; money has not been transferred yet
- Capture: payment has been performed, i.e. money has been transferred
- Reversal: the payment has been reverted

The State indicates if the related transaction

- has been initiated
- is in progress
- has completed successfully
- has failed
A button ‘Reversal’ to initiate a reversal of the payment.
⚠️ When reverting the payment, a refund will be initiated but the study will still be marked as payed for ⚠️.

A specific exam can easily be retrieved by using the filter on the left hand side based on the reference number and/or the study date.
5. PACSonWEB study page

When you click on a study in the study list, you will be taken to the study page. This is also the page that opens if you log in using a reference number (I am patient...).

⚠️ It is NOT allowed to use PACSonWEB for diagnostic purposes in case you are connected with a reference number !!

In this case, this is also indicated within the study page:

![Diagnostic use only for registered users.](image)

If you log in as a doctor, a brief tutorial will appear the first time you open the study page.

This tutorial briefly explains the following aspects within the viewer:

- 5.1 History
- 5.2 Series picker
- 5.3 Toolbar
- 5.4 Image screen
- the different short cuts that can be used within PACSonWEB

Would you like to take the tutorial again? Then follow the instructions in the screenshot.
5.1 History

At the bottom of the study page is an overview of this patient’s studies to which you have access.

If you don’t see this, click on ‘visible panels’ in the menu bar

![Image]

and select ‘History’.

If you log in through your account, then these are the studies that have been assigned to you or your group.

If you log in using a reference number, then these are the studies that are linked to the number.

![Image]

You can filter this timeline by type of device or study type.

Do this by clicking on the buttons 'Same modality' and 'Same procedure' on the bottom left of the study page.

If you click on the three dots next to the study, you can choose to load, compare or open the study.
If you choose to load the study, it will end up in the series picker.

If you choose to compare the study, it will appear in the series picker and in the image screen.
If you want to open the study, the study that is currently open will close and the study you wish to view will open.
5.2 Series picker

The left side of the study page contains a list with image series of the opened study.

If you don’t see this, click on ‘visible panels’ in the menu bar and select ‘Series picker’.

The type of study and the study date are listed at the top of the image series. This is also where you can find the report, if you have access to it and if it's available.

You can add series to the image screen by dragging or clicking on them.
By default, images are kept online for a period of 1 year, 3 years for mamm. In case the retention time has expired, the images will be removed from PACSonWEB and a series, marked as "Expired images", will be available in the series picker. The same series is also shown in case a study is available for at least 1 week and no images are available yet.

Depending on the sending radiology department, you may have the possibility to retrieve the expired / missing images, using the Fetch functionality.

In case this option is available, you have the possibility to:

- fetch the set of images that were initially available (possibly filtered)
- fetch all images of the exam
You can add multiple studies to the list by clicking on a study in the history.

Also in case you logged on as a patient with a reference code that allows access to multiple exams, all exams will be loaded into the series picker.

The coloured triangle in the upper left corner of the image indicates which series belongs to which study.

In case an issue occurs when loading an image, the following icon will be displayed. In such case, please contact the service desk.
5.3 Toolbar

The upper right part of the study page contains a menu bar with image editing tools and other functions.

The 'pan' and 'reference lines' functions are activated by default.
5.3.1 Image rotations

You can rotate the image to a different position by clicking on the 'Image rotations' menu.

To rotate the image you can use the following short cut: CTRL + SHIFT (keyboard) + scroll (mouse wheel)
5.3.2 Image control

You can use ‘Image control’ to customise the images as you wish.

- **Scrolling**
  Function of the scroll wheel. Hold down the left mouse button and move the cursor over the image.
  You can now scroll through the series.

- **Region zoom**
  Zoom in on a specific region.

- **Stepless zoom**
  Zoom in on the image without intermediate steps.

- **Zoom out**
  Zoom out.

- **Pan**
  You can still drag the image even if you’ve zoomed in on it.

- **Spatial Locator**
  This function is used to navigate to the same reference point in series. It only works for CT and MRI images.

- **Density measurement**
  Select this function and hold down the left mouse button to measure the density in Hounsfield units (HU), optical density (OD) or unspecified units (US).

To zoom the image you can use the following short cut: SHFT (keyboard) + scroll (mouse wheel)

To zoom the image to 100% (1 pixel on the image = 1 pixel on the screen), press ‘=’ on your keyboard

When performing a zoom action, an orange indicator dot is displayed at the bottom left until the image is fully loaded.
5.3.3 Annotations

You can perform measurements using the following menu.

- **Select**: Select the measurement that you wish to modify.
- **Ruler**: Length measurement: measurement between two points.
- **Circle**: Circle with midpoint identifier and measurement of the radius.
- **Angle**: Three-point angle measurement: the angle defined by selecting three dots.
- **Cobb Angle**: The angle, defined by drawing two lines.
- **Center edge angle**: Centre edge angle with angle measurement: Centre edge angle that creates an angle with the tangent of the figure on which it is placed.
- **Vertical height**: The perpendicular line between 2 points.
The accuracy of the modality is defined by the PixelSpacing that can be verified by performing a right click on the related image and selecting the option "Show DICOM tags".

**IMPORTANT!!**

The PACSonWEB measuring functions contain lengths measurements, angle measurements and radius measurements based on the information that is provided by the original modality.

For measurement precision within the PACSonWEB environment, PACSonWEB relies on the precision of the information that is provided by this modality.

In case a measurements displays "N/A" as the resulting value, it implies that the original DICOM images do not contain the required information to perform a quantitative measurement.

For ease of use, you can use the following short cuts:

<table>
<thead>
<tr>
<th>Measurement</th>
<th>Key Combination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circle</td>
<td>left mouse button down + C</td>
</tr>
<tr>
<td>Length measurement</td>
<td>left mouse button down + R</td>
</tr>
<tr>
<td>Angle measurement</td>
<td>left mouse button down + G</td>
</tr>
<tr>
<td>Cobb angle measurement</td>
<td>left mouse button down + A</td>
</tr>
</tbody>
</table>

In case a measurements displays "N/A" as the resulting value, it implies that the original DICOM images do not contain the required information to perform a quantitative measurement.
The resolution (x,y) is available in the Dicom Tag “PixelSpacing” (0028,0030) and is expressed in mm.

The resulting value for a measurement within PACSonWEB, will always be displayed with two decimals as a result of the calculations, performed on the data provided by the modality. A maximal deviance on a performed measurement of \((x^2+y^2)\) must however be taken into account.

The accuracy of the different measurements have been validated for length measurements up to 0.01 mm and up to 1° for angle measurements.

In case a measurement is made in another CE class IIa approved DICOM viewer for comparison, it must be taken into account that the measurement accuracy is affected by the coordinates of the start and end point of the line. PACSonWEB only allows measurement points to be set on pixel crossings. In case the DICOM viewer, used for comparison, allows any point to be selected to perform a measurement, again, a maximal deviance of \((x^2+y^2)\) can occur.

Besides the measurement accuracy, we take a rounding factor into account of maximum 0.05 mm for comparison of both resulting values since it cannot be guaranteed that the user who performs the measurement selects exactly the same pixels on the image in both viewers.

In case a measurement is performed in an external PACS system and imported in PACSonWEB, the imported measurements can differ slightly when displayed in PACSonWEB. As the coordinates of the measurement points can deviate from the points, used in PACSonWEB, the resulting value will also deviate. In order to indicate that the value in PACSonWEB is not exactly the same as the one from the original measurement, the value will be preceded by a ‘~‘.
5.3.4 Other image editing tools

You can find the following image editing tools in the toolbar:

- Reference lines: This tool is activated by default and uses lines to indicate the position of the selected image compared to another series. This tool only works for CT and MRI images.

- Cine loop: Use this function to automatically scroll through all images without actually using the scroll wheel. The used frame rate is the value, specified in DICOM Tag RecommendedDisplayFrameRate. In case this value is not available, by default a frame rate of 30 fps is used. You can also adjust the scrolling speed yourself.

- Window level: Use this function to modify the brightness and contrast of the selected image.

- Layout: Use this function to change the screen layout.

- Fullscreen: Use this function to display the series in full-screen mode.

- Visible panels: Use this function to hide the series picker and the history.

- Previous step in the reading protocol

- Next step in the reading protocol

- Close: Close the study and return to the overview page.

Window level and Invert

Use "Window level" to modify the brightness and contrast of the selected image.

1. Look up the image on which you wish to apply window leveling. Click on ‘Window level’.
2. By holding the left mouse button down and moving the mouse to the left / right you can decrease / increase the value for Window.
By holding the left mouse button down and moving the mouse backward / forward you can decrease / increase the value for Level. If all images of a series have the same initial value for window and level, the window leveling will be applied to all images. In case images within a series have different values for window and level, the window leveling will only be applied to the selected image.

2. Go back to the ‘Window level’ menu. ‘Custom’ is checked by default. Click on ‘Original’ to return to the original image.

3. These are predefined settings (presets). If you wish to take a closer look at the lungs, for example, click on ‘Lung’.

**Warning!**
You won’t find these presets for every customer. Depending on where the study was done, you will find presets in the ‘Window level’ menu.

If you click on ![Invert](image), everything what was dark in the series will become bright and vice versa.
5.3.5 Functions

You can share the study, print the report and download the images using functions.

**Share study:**
If you click on ‘Share study’, you will see the same pop-up as when you share a study from the overview page (Share study).

**Print reference number**
You can print a reference number for the opened study from the study page.
For more information, see 4.6.5 Print reference code from the explore page.

**Print report**
The following window will be displayed if you click on this function. You can now print the report.
Do you want to know the reference number of the study? You can find this in the report heading.

If you scan the QR code, you will be taken to the login page. Enter the reference number and the date of birth of the patient here to view the study.

**Download images**

You can view images in your own PACS or viewing software when you click on ‘Download images’.

With this option you can:

- download a ZIP file with images in PNG format (standard image format)
- download a ZIP file with images in DICOM format (medical standard)
- download a ZIP file with images in uncompressed DICOM format
- load the images into your Osirix application (Mac only)
- send the images to your own PACS system

A detailed explanation about the various options is available under 4.9 Downloading studies from the overview page.
Warning!
If you wish to import the images into your own PACS, an import tool must first be installed by Dobco Medical Systems.
5.3.6 Administration

This function is only available if you are an administrator of a radiology service.

Click on the ‘Study administration’ button to open the administration page.

Through ‘Study administration’ you can

- view and (partially) change the study and patient information
- view and (partially) change access settings
- view all anomalies that have been registered for the study and patient
- consult the logging on changes that have been made to the study
- consult the logging on changes that have been made to the patient
- consult the logging on access to the exam
Study

Procedure: MG - MAMMOGRAM DIGITAL DX BILAT

Study information

Accession number: ANON-XG723J
Study date: 04/07/2019 10:10:07
Study Instance UID: 1.2.840.1135.12.1.78.25.1675.29650654928486227205
Status: Available for patient

Order information

Order Number: ORD-YVHR2P
Performing department: Radiology Development (DEV RAD) - Campus Dev
Requesting department: Radiology Development (DEV RAD) - Campus Dev
Status: Available for patient

Patient information

Last name: Anonymous
Date of birth: 24/12/1992
National number: 8501298300
Mobile number: 
First name: 003653
Gender: Unknown
Patient ID: 
Email: 

Actions

- Remove images
- Delete study
- Synchronise study
- Fetch all images
- Remove report
- Change report status
- Resend report
- Resend text message: Images available
5.3.6.1 Study information

Changing study information on PACSonWEB is in most cases merely a temporary solution. The information must be changed in the PACS and RIS system. If not, it may occur that the initial information is synchronized and hereby restored.

To consult the study information, go to the administration pages and select ‘Study’.

Depending on the section within the page, it is possible to consult or consult and modify the displayed information.

Section 1: Procedure

To change the procedure, click on

In the ‘New procedure’ field, start typing the name of the new procedure, select the desired procedure and click on ‘Change procedure’. The procedure has now been updated in PACSonWEB.
Section 2: Study information

To change the study information, click Edit. This will render all fields in this section editable.

You can change the Accession number, the Study date, the Radiologist and the Study Instance EUID.

In case patients need to pay for access to their studies, you can indicate manually if the payment has been received.

If you have changed one of the fields, check the box Yes, I am sure I want to update the study information and then click 'Save'. The study information has now been updated in PACSonWEB.

Section 3: Order

To change the Order, click.

You can look up the correct order in the system by clicking.

This will open the following look up screen, allowing to search order numbers registered in PACSonWEB, based on
- Order Number
- Performing Department
- Patient First Name
- Patient Last Name

Select the appropriate Order Number from the Search Results and Click Select.

Check the option and click to update the Order in PACSonWEB.

Section 4: Order Information

To maintain the Order and modify only the order information, click Edit.

You can change the Order Number, the Performing department and the Requesting department.

If you have modified one or more fields, check the option and click "Save" to register your modifications in PACSonWEB.
Section 5: Patient

If the study is listed with the wrong patient, you can change this under ‘Change or merge patient’. Click to open the following window:

You can use to search for a patient who is already registered in PACSonWEB through another exam.

Within the pop-up, enter a few search criteria and select ‘Filter’.
You will now see an overview of the patients that meet your criteria.
Highlight the patient of interest and click ‘Select’.

If you cannot find this patient, you will have to change the patient information under ‘Patient information’.

Before you can make any changes to the patient, you must check the box

You can now choose to change the current patient to the new patient or merge both patients.
When you click 'Change patient' or 'Merge patients', the study’s patient information will be updated.

If you choose the change option, only this one study, will be linked to the newly selected patient. Afterwards, both the initial patient and the selected patient will still exist in PACSonWEB.

If you choose the merge option, all studies, related to the initial patient will be linked to the newly selected patient. Afterwards the initial patient will no longer exist.

Section 6: Patient information

If you were unable to find the patient, you can change the patient information manually.

Select [Edit] to render the fields editable.

If you’ve changed one of the fields, click on [Yes, I am sure I want to update the patient information] and then on ‘Save’. The patient information has now been updated in PACSonWEB.

Section 7: Requesting physician

If you wish to change the study’s requesting physician, click [ ] to open the following window:

Start typing in the ‘New physician’ field. The corresponding names will be displayed. Select the correct name and click on ‘Change requesting physician’ to update the requesting physician for this study.
Section 8: Expired images

This section gives an overview on the expiration time for the images per modality. It is not possible to make modifications in this section.

<table>
<thead>
<tr>
<th>Modality</th>
<th>Oldest Images</th>
<th>Expiration date</th>
</tr>
</thead>
<tbody>
<tr>
<td>DX</td>
<td>18-11-2016</td>
<td>18-02-2017</td>
</tr>
<tr>
<td>CT</td>
<td>18-11-2016</td>
<td>18-01-2018</td>
</tr>
</tbody>
</table>

Section 9: Actions

You can use 'Actions' to:

- Delete the images from PACSonWEB
- Delete the entire study from PACSonWEB
- Synchronize the exam on PACSonWEB with the local PACS system (can only be used in case images are sent using the PACS Push mechanism; Optional: available if the radiology department has fetch activated)
- Fetch all images from the local PACS system in case not all images are available (anymore) through filtering or because the retention period has expired (Optional: available if the radiology department has fetch activated)
- Delete the report from PACSonWEB
- Change the status of the report to Draft, Preliminary or Validated (only possible in case a report is available)
- Resend the report (only possible in case a report is created or adapted in PACSonWEB and a link with the RIS system of the related source has been configured)
- Resend text message (only possible if the source sends a text message to the patient when images are available).
5.3.6.2 Access to the study

From the ‘Access’ tab, you can check and modify the information related to:

- who has access to the exam
- in which ways the exam can be accessed
- when access to the exam was granted

All registrations of actual access to the exam is logged in 5.3.6.4 Study logging.

Users

In the ‘Users’ section is listed for which users and user groups, the exam is accessible from the explore page.
By clicking a groups name, you can consult the details for the group (members, address, contact information, ...)

Furthermore, you can see what type of access a user has, until when the access is valid and when and by whom the access was granted.

A specific access can be withdraw by clicking the cross icon at the end of the line.

Unlocked (Break-the-glass)

This list contains all users that have unlocked the exam for access, when and for what reason.

PACS (Transferred)

This list contains all actions on forwarding or downloading the exam to a local PACS system.

Buckets

This list contains all buckets to which it belongs and all corresponding details.

Access to a bucket can be revoked by clicking the cross icon at the end of the line.
When bucket access is withdrawn, you have the possibility to remove the exam from the bucket or to remove the entire bucket.
Security code

This list contains all codes that can be used to obtain access to the exam through the patient login. Access through a specific code can be withdrawn by clicking the cross icon at the end of the line.

From the list, it can be seen when each security code was generated and from when until when it can be used, as allowed by the source. In case the "Valid from" and "Valid to" date is not registered, there is no date restriction on the use of the security code.

In case the radiology department requires the patient to pay for access to the study, access can be secured with an additional Pincode, provided to the patient upon payment.

This table lists the registered Pincode for each Security code and the number of failed attempts to enter the Pincode.

A radiology department can impose a minimum complexity for its security codes. In case a security code does not fulfill this requirement, the code is marked with an icon and cannot be used to access the study.

The button 'Regenerate security codes' allows you to add the security codes again, according to the configuration of the sending radiology department.
5.3.6.3 Anomalies

In case a study on PACSonWEB deviates from the corresponding study on the local PACS system, an anomaly will be registered. In this case, the anomaly is clearly indicated within the study page (5. PACSonWEB study page). When opening the study administration pages for a study that has an anomaly registered, the anomalies tab will be displayed automatically and the label will be marked in orange.

The data of each listed anomaly are the data at the moment the anomaly was registered.

If patient or study data have been modified after the registration of the anomaly, these modifications will NOT be taken into account in the anomaly.

Anomalies on study level

The following anomalies will be reported:

- national number in DICOM files differs from HL7 information
- date of birth in DICOM images differs from HL7 information
- no or incorrect date of birth registered
- number of images in PACSonWEB differs from the number of images in the local PACS (taking into account any applied filtering)
- national number already registered with another patient through DICOM
- image or HL7 message received with the same study instance EUID or accession number but with other patient ID
- research with patient without ID is changed to a patient with ID via DICOM or HL7

For each anomaly, all relevant information is displayed in the overview.

From the overview, the related exam can be opened by clicking the study link.

Anomalies on patient level

The following anomalies will be reported:

- Multiple internal patient IDs have been registered for a single patient
- Received national number already linked to another patient
- Date of birth differs from date of birth that was registered with a previous exam
- National number already registered with another patient through HL7

For every registered anomaly, all possible corrective measures are listed.

In case a national number was registered for two different patients, it will be possible to assign this to the first patient, the second patient or to merge both patients.

For the latter option, the following screen is displayed to perform the merge in a controlled way:
Once a solution has been selected, it will be marked in green. When hovering the cursor over the label, it is displayed by whom and when the selected solution was applied.

In case all registered anomalies have been marked as solved, the notification will no longer be displayed on the study page and the label 'Anomalies' on the study administration pages will no longer be marked in orange.

All modifications with regard to anomalies on study level are registered in "Study Logging" (5.3.6.4 Study logging).

All modifications with regard to anomalies on patient level are registered in "Study Logging" (5.3.6.5 Patient logging).
5.3.6.4 Study logging

You can see who changed what with regard to the study data using study logging.
5.3.6.5 Patient logging

You can see who changed which patient data using patient logging.
5.3.6.6 Access logging

For all types of access and in case images have been downloaded, it is registered

- how the study was accessed
- when the study was accessed / downloaded
- from what IP the study has been accessed / downloaded

For downloads, it is also registered in what format the study has been downloaded (PNG, DICOM, …)

Buckets means that the study has been shared with a recipient without an account, he can open the study with a POW code.

For Belgium, all access through the COZO portal is registered within the "Other" overview.
5.4 Image screen

This is where the images (and the report) are displayed. When a series contains multiple images, you can scroll through the series using the scroll wheel or the arrow keys.

Image editing tools:

Using the image editing tools (see 5.3 Werkbalk) you can zoom in/on/zoom out of the image, rotate the image, perform measurements, change contrast, etc.

You can also right-click the mouse for a menu with the most-often used commands:

- **Select**: Select the measurement you want to modify (See 5.3.3 Annotations)
- **Pan**: Use Pan to drag a zoomed-in image (See 5.3.2 Image control)
- **Window level**: Use Window Level to modify the brightness and contrast of the selected image (See 5.3.4 Other image editing tools)
- **Region zoom**
- **Stepless zoom**
- **Zoom out**: Tools for zooming on the selected image (See 5.3.2 Image control)
4.4.1 My account,

When hovering over the notification, a label with a more detailed explanation on the anomaly is displayed. In case an anomaly was registered for an exam with respect to the exam on the local PACS system a notification is displayed on top of the page.

Anomaly:

In case an anomaly was registered for an exam with respect to the exam on the local PACS system a notification is displayed on top of the page. When hovering over the notification, a label with a more detailed explanation on the anomaly is displayed.
If you are logged on as a user with administrative rights on the study, it is possible to click the label to navigate directly to the section "Anomalies" of the administration page (5.3.6.3 Anomalies).

Image retention:
When placing the cursor over the clock icon, a pop-up is shown, displaying the retention time for the different series.

Linking series:
In case two viewports display image series with the same table position, the series are linked automatically.
In case two series are linked, it can be seen as the shackle icons of both series on the bottom left and scrolling through both series occurs simultaneously. You can unlink the series by clicking the shackle icons to scroll through the series separately.

Automatic or manual linking of series is not possible in case one of the series is an MPR.
5.5 Report display

- When logged as a patient, the report will only be accessible if permitted by the radiology department.
- When logged on with a PACSonWEB account, the report will always be accessible as soon as it is available.

- A radiology department can opt to apply a delay of x days before the report is made accessible to the patient. As long as this delay hasn't expired, a message will be displayed to notify that the report is not available to the patient.
- When logged on with a doctor's account it is displayed at the bottom of the report when the report will become available to the patient (round up). By hovering over the number in the message, the exact time when the report will become available to the patient, will be displayed.

1. When opening a study for which the report is available, the report icon will be displayed as the first series within the series picker.
2. When opening a study for which the report is available, the report will be displayed by default within the first view port.
3. Display the report full screen.
4. Decreasing or increasing the font size of the report.
5. Copy the report to the clipboard.
6. Details on moment when the report will be available to the patient (optional).
6. Notifications within PACSonWEB

General notification with respect to PACSonWEB are accessible through the information-icon, available non the top right on every page. In case you have unread messages, this icon will highlight and it will mention how many messages are available.

By hoovering the mouse pointer over the icon, the messages will be displayed in a pop-up.

When you click a message a separate page will be displayed with all available messages.
Once the messages have been displayed, the icon will still be available but will no longer be highlighted.
7. Home Reading

This is an optional feature within PACSonWEB. Please contact Dobco Medical Systems for more information.

The Authenticator app has been merged with the Home Reading app.
Note: The Home Reading app is still available separately.

Download the Home Reading app

If your device does not meet the technical requirements, it will not be possible to install the app.

iOS

In the Apple Store, look for "PACSonWEB" and click "Install".
Requirement: iOS 10 or higher

Android

In the Google Play Store, look for "PACSonWEB HomeReading" and click "Install".
Requirement: Android 4.4 - 8.0 (x86, x64, ARM, ARMv7-A, ARM64v8-A)

PACSonWEB Home Reading provides a radiologist with a simple way of producing a (preliminary) study report outside the walls of a hospital. The physician can link his own smartphone to his PACSonWEB session and dictate a report through the Home Reading app with integrated speech recognition, while examining the images on a computer or tablet.

The dictated text on the Home Reading app is synchronized in real time with the report on the study page in the browser session. After verification, the physician can save the report as draft, preliminary or validated report from within the browser.

In case the RIS from the hospital supports incoming ORU, a message can be sent from PACSonWEB to update the internal information systems. Depending on the desired setup the message will be sent, depending on the related status: draft, preliminary, validated.

If your device does not meet the technical requirements, it will not be possible to install the app.
7.1 Pairing the Home Reading App

In order to create a report through Home Reading, a link needs to be established between the PACSonWEB browser session on the computer or tablet and the Home Reading app on the user smartphone.

In order to establish such a link (or pair), log on to PACSonWEB on your computer or tablet with your account.

In case Home Reading has been enabled for your PACSonWEB account, the home reading icon will be available from the top toolbar.

By clicking the Home Reading icon, a QR code will be displayed to pair your smart phone.

From your smart phone, start the Home Reading app, tap “Read QR code”.

When the QR code is scanned, the app will send a pairing request, with an arbitrary PIN code to the browser.
Within the browser session, a notification is displayed on the pairing request, specifying the device that is used (Type, OS and device name) and the PIN code, sent from the pairing request.

If the PIN corresponds to the PIN from your smartphone, click "Accept" within 30 seconds.

In case the pairing was declined or was not accepted in time, the following message appears on the smartphone:
In case the pairing was successful, the following message is displayed within the app and the browser:
The pairing status is indicated by the color of the Home Reading icon.

- White / black: the browser is not paired to a smartphone
- Orange: the browser has been paired with a smartphone but the phone is not available
- Green: the browser is paired with a smartphone and can be used for dictation

By default the pairing remains valid for 40 days. After this period the pairing needs to be set up again.
7.2 Creating a report through Home Reading

Once a smartphone was paired successfully, the app displays the following notification on the screen:

"To start dictating, first open a patient in PACSonWEB"

Navigate within the browser session on the computer or tablet to the study of interest.
For verification purposes, the patient name and date of birth are displayed on the smartphone.

In this example, an exam from patient Swinger, Hilda has been opened on the linked browser session.

Tap the microphone icon on the Home Reading app or in the browser to start creating a report through voice recognition.
If the report is not yet displayed in the browser, click on 'Show report' in the app or open the report in the browser from the series picker.

The microphone icon will turn red once voice recognition has been activated. The dictated text will appear on both the Home Reading app and the browser window.

In case the microphone does not detect any speech for 20 seconds, speech recognition is deactivated. If this occurs, the user is notified through a system sound.

If you are using the combined Home Reading and Authenticator app, you have the possibility to change the language during dictation. To do this, tap the language in the top right corner of the app:
Once the report has been completed, it should be verified and saved from the browser window. A report can be saved as:

- Draft
- Preliminary
- Validated
In case a draft report exists and the reported is edited and cleared, it will be marked as without report. In case a report has been saved as preliminary or validated, it is not possible to revert to status draft or without report.

Depending on the advanced configuration for your radiology department, it can be that:

- It is not possible to save a report as preliminary.
- It is not possible to save a report as validated.
- It is not possible to modify a report that has been marked validated.

For further questions, please contact your internal PACSonWEB admin or Dobco Medical Systems.

![Warning icon: A draft report will only be visible for users that can edit reports; not for users that have read-only access to the exam.]

Once a report has been set to edit mode, it will be locked for any concurrent users to prevent two persons working on the same report at the same time. This is indicated by a lock icon in the series picker and the report window.

![Lock icon on report window]

By clicking the lock icon, more information is given on who is editing the report at the time.
This report is currently locked by another user. You are not able to edit or save this report as long as this lock is active.

<table>
<thead>
<tr>
<th>User</th>
<th>Locked since</th>
<th>IP Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2m58s (14/07/2017 14:32:26)</td>
<td></td>
</tr>
</tbody>
</table>

Browser:
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/59.0.3071.115 Safari/537.36
7.3 Unpairing the Home Reading app

It is necessary to unpair your device from your browser session in case you want to:

- stop creating reports
- pair another device with your current browser
- pair your current device with another browser

This can be done

- from within the app by clicking the three dots in the top right corner and tapping "Unpair browser"

![Image of Home Reading app unpairing process]

- from within the browser by clicking the Home Reading icon and clicking "Unpair"

![Image of browser unpairing process]

A notification will be displayed on your Home Reading app. Tap yes to confirm that you want to unpair your device.
To start dictating, first open a patient in PACSonWEB.

Home reading will remove the current pairing. You'll have to rescan the QR code. Are you sure you want to unpair the phone?

NO YES
8. Version and remote assistance

The label of PACSonWEB can be displayed by clicking on the logo in the upper left side of the screen or on ‘About PACSonWEB’ from the Help menu on the top right of the screen.

Within this screen the following information is displayed:

(1) Link to our support page with frequently asked questions and answers.
(2) all information with respect to the manufacturer of PACSonWEB
(3) all information with respect to the actual version of PACSonWEB and the corresponding release date
(4) all information with respect to the manual for PACSonWEB and the latest revision date

In this screenshot the version number is v3.2.900
If you experience an issue when using PACSonWEB, you can consult our ‘Support page’. This page lists the most frequently asked questions and answers.

If the answer to your question is not listed, you can let one of our service desk agents control your pc remotely.

Select “Click here to start team viewer” at the bottom at the section “Other questions or issues?” at the bottom of support page and pass your Team Viewer ID to the support agent.
Afstandsbediening toestaan

Please give the ID below to your Dobco Medical Systems representative to connect to your desktop:

Uw ID: 243 334 338
Wachtwoord: ****

www.teamviewer.com

Gereed voor verbinding (beveiligde verbinding)
## 8.1 Release notes

Release notes version 3.2.1000 (14/12/2019)

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<tr>
<td>Dicom Processor</td>
<td>Support OtherPatientIDSequence for sending social security numbers</td>
</tr>
<tr>
<td>Monitoring</td>
<td>Refined monitoring detect a delay in uploading images to PACSonWEB</td>
</tr>
<tr>
<td>Monitoring</td>
<td>Add monitoring checks to WCF3 router embedded in the client</td>
</tr>
<tr>
<td>PACS Push</td>
<td>Bug fix: using StudyInstanceUID as accession number resulted in unconstraint query in PACS synchronization</td>
</tr>
<tr>
<td>Router</td>
<td>Bug Fix: images with space as accession number are stuck in the router queue</td>
</tr>
<tr>
<td>WCF</td>
<td>Bug fix: PACSonWEB gateway processing DICOM files (0kb) before they are fully saved by the DICOM Router, causing them to fail</td>
</tr>
<tr>
<td>WCF</td>
<td>Bug Fix: Incoming Images processing did not always recover form lost connections</td>
</tr>
</tbody>
</table>

Release notes version 3.2.801 (09/08/2019)

<table>
<thead>
<tr>
<th>Project Plan</th>
<th>Release Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>DICOM Processor</td>
<td>Bug fix: for files that image upload to PACSonWEB (DICOM Processor failed)</td>
</tr>
<tr>
<td></td>
<td>• If there is no accession nr. in the DICOM file</td>
</tr>
<tr>
<td></td>
<td>• If Images were not registered by the WCF3 server</td>
</tr>
<tr>
<td></td>
<td>• Images send to a client for one WCF client of one source but need to be linked to other source</td>
</tr>
</tbody>
</table>
## Release notes version 3.2.800 (26/07/2019)

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>Show/Hide &quot;Add Study&quot;, based on user setting</td>
</tr>
<tr>
<td>Access</td>
<td>Show Bank-ID logins in access logging</td>
</tr>
<tr>
<td>Dicom Processor</td>
<td>Fix: correction in default window level in case the Study contains a VOILUT sequence</td>
</tr>
<tr>
<td>Download</td>
<td>Update referring physician (0008:0090) when downloading or transferring a study</td>
</tr>
<tr>
<td>Explore</td>
<td>Allow user to change order of filters in the explore page</td>
</tr>
<tr>
<td>Explore</td>
<td>Fix: Patient search based on National Number search for Norway and new countries</td>
</tr>
<tr>
<td>Explore</td>
<td>Add order level information in the study administration</td>
</tr>
<tr>
<td>Explore</td>
<td>&quot;Select all&quot; checkbox for selecting all studies in (filtered) PACSonWEB explore page</td>
</tr>
<tr>
<td>Explore</td>
<td>Improved performance for searching on Patient ID</td>
</tr>
<tr>
<td>Global</td>
<td>Internet Explorer 9 and Internet Explorer 10 no longer supported</td>
</tr>
<tr>
<td>Login</td>
<td>No OTP required to add study, requiring second factor authentication, in case the user is already strongly authenticated</td>
</tr>
<tr>
<td>Login</td>
<td>Use of PACSonWEB authentication app for two-factor authentication</td>
</tr>
<tr>
<td>Reports</td>
<td>Fix: ReferenceNumber in PrintReport template generated a new security code instead of printing an existing one</td>
</tr>
<tr>
<td>Reports</td>
<td>Allow to switch language during speech recognition (iOSs only, Android app to be released with PACSonWEB 3.2.900)</td>
</tr>
<tr>
<td>Router</td>
<td>Fix: improve performance of federated queries</td>
</tr>
<tr>
<td>Router</td>
<td>Improved throughput of DICOM Router in case of many faulty DICOM files</td>
</tr>
<tr>
<td>Share</td>
<td>Ignore the leading &quot;0&quot; when entering a mobile number when sharing a study</td>
</tr>
<tr>
<td>Share</td>
<td>Fix: Anonymization/Pseudonymization creates a study instance UID that is more than 64 characters</td>
</tr>
<tr>
<td>Share</td>
<td>By default set two-factor authentication when sharing with a self defined recipient</td>
</tr>
<tr>
<td>Access</td>
<td>Sources can impose &quot;Break-the-Glass&quot; requirement for group members of the requesting physician to motivate access</td>
</tr>
<tr>
<td>RSW</td>
<td>Fix: Limit retries for unregistered patients in RSW</td>
</tr>
<tr>
<td>COZO</td>
<td>Fix: GetTransactionList for patient with studies in multiple private practices</td>
</tr>
<tr>
<td>Viewer</td>
<td>Reload of a prior study after fetching does not change open study</td>
</tr>
<tr>
<td>Viewer</td>
<td>Improved interaction with circle annotation</td>
</tr>
<tr>
<td>Viewer</td>
<td>Make / Share / Hide annotations in PACSonWEB</td>
</tr>
<tr>
<td>Viewer</td>
<td>Fix: take in account origin tags for positioning of imported annotations</td>
</tr>
<tr>
<td>Viewer</td>
<td>Download single image as png, e.g. to use in a presentation.</td>
</tr>
<tr>
<td>WCF</td>
<td>Improved handling of images with accession number in a non-default tag</td>
</tr>
<tr>
<td>WCF</td>
<td>Fix: &quot;File in use by another process&quot; exceptions while processing incoming images</td>
</tr>
<tr>
<td>WCF</td>
<td>Invalid security codes in ORM or ORU no longer blocking for processing remainder of the message</td>
</tr>
<tr>
<td>WCF</td>
<td>Improve performance of C-Move requests to PACSonWEB</td>
</tr>
</tbody>
</table>

## Release notes version 3.2.701 (15/05/2019)

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Share</td>
<td>Bug fix: Default anonymization gets stuck on 'loading files...'</td>
</tr>
<tr>
<td>DICOM Processor</td>
<td>Bug Fix: Incorrect default window level issue for multi frames with SharedFunctionalGroupSequence</td>
</tr>
<tr>
<td>DICOM Processor</td>
<td>Bug Fix: Incorrect default window level on images that have VOILUT and a Window width and center tags populated</td>
</tr>
<tr>
<td>Global</td>
<td>T+left click listed for 3-point angle, while implemented shortcut is G+left click</td>
</tr>
</tbody>
</table>
## Release notes version 3.2.700 (10/05/2019)

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login</td>
<td>Customized Support FAQ page: hints in case of user issues for patients and requesting physicians</td>
</tr>
<tr>
<td>DICOM router</td>
<td>Federated query: C-Find, C-Move for studies of other sources for a patient in order to make studies from PACSonWEB available in the local PACS system</td>
</tr>
<tr>
<td>Login</td>
<td>Improved EMR/PACSonWEB URL integration: access logging on correct user &amp; personal annotations</td>
</tr>
<tr>
<td>Login</td>
<td>Usability improvement for 2 factor authentication: OTP via mail or SMS, mail token to allow adding mobile number</td>
</tr>
<tr>
<td>Localisation</td>
<td>Spanish and Italian as GUI language</td>
</tr>
<tr>
<td>RSW</td>
<td>eHealth: RSW cloud-to-cloud integration: delete transaction + retry failed posts</td>
</tr>
<tr>
<td>Viewer</td>
<td>New tools: line and 3 point angel annotations</td>
</tr>
<tr>
<td>Explore</td>
<td>Search on Patient ID in PACSonWEB overview page</td>
</tr>
<tr>
<td>Share/download</td>
<td>Anonymization/Pseudonymization schemes (paying feature): allows to apply a specific anonymization scheme e.g. for studies used in a research project</td>
</tr>
<tr>
<td>Share</td>
<td>Change label to ‘medical department’ in sharing</td>
</tr>
<tr>
<td>Access</td>
<td>RADION - for new requesting physician, get RIZIV numbers from name suffix in DICOM header to map to a PACSonWEB user</td>
</tr>
<tr>
<td>PACS Push</td>
<td>Removing study based on StudyInstanceUID sometimes not correct when study has multiple studyInstanceUIDs</td>
</tr>
<tr>
<td>Dicom Processor</td>
<td>Bug fix: source setting ‘getReportFromSR=false’ is not respected</td>
</tr>
<tr>
<td>Reports</td>
<td>Print report uses PACSonWEB user language instead of browser language</td>
</tr>
<tr>
<td>Users</td>
<td>Improvements in mails to users: Mr./Ms. Based on gender</td>
</tr>
<tr>
<td>Viewer</td>
<td>Extend URL integration to allow passing an order number</td>
</tr>
<tr>
<td>Login</td>
<td>Trust this computer for 30 days. Don’t ask OTP again.</td>
</tr>
<tr>
<td>Login</td>
<td>Don’t show Cookies warning in an EMR integration</td>
</tr>
<tr>
<td>Studies</td>
<td>Bug fix: DICOM Tags not shown in ‘Dicom Tags’-popup</td>
</tr>
<tr>
<td>Groups</td>
<td>Admin users should be able to see all group members, even those that don’t show contact details</td>
</tr>
<tr>
<td>Share</td>
<td>Bug fix: Avoid two bucket codes generated when sharing studies from the PACS Overlay</td>
</tr>
<tr>
<td>Router</td>
<td>Bug fix: add support in DICOM router for accession numbers that contain system reserved characters</td>
</tr>
<tr>
<td>Download</td>
<td>Bug fix: Error when transferring study a second time when the ‘imported’ label was added</td>
</tr>
<tr>
<td>Share</td>
<td>Bug fix: Email validation fails when email address domain contains an uppercase value</td>
</tr>
<tr>
<td>Explore</td>
<td>Improve usability of Add study</td>
</tr>
<tr>
<td>Login</td>
<td>Bug fix: Password box is shown after invalid login with AD/FS</td>
</tr>
<tr>
<td>Global</td>
<td>Add warning that 3.2.700 is the last version that supports IE9 and IE10</td>
</tr>
<tr>
<td>Studies</td>
<td>Automatically reload study when the fetch is finished</td>
</tr>
<tr>
<td>Access</td>
<td>Send text messages when images are available only after receiving HL7</td>
</tr>
<tr>
<td>Login</td>
<td>Bug fix: Reset passwords sends multiple mails, only last one works</td>
</tr>
<tr>
<td>Favorites</td>
<td>Show favorite medical department in user settings</td>
</tr>
<tr>
<td>Studies</td>
<td>Bug fix: Cannot merge studies (e.g. when accession number changes) after a transfer action</td>
</tr>
<tr>
<td>Router</td>
<td>Allow to enforce transfer syntax</td>
</tr>
<tr>
<td>Access</td>
<td>Source setting to allow or block automated sharing of exams with group members</td>
</tr>
</tbody>
</table>
Release notes version 3.2.603 (12/02/2019)

<table>
<thead>
<tr>
<th>Module</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WCF</td>
<td>Bug fix: When a series moves between studies, images are still linked to original study ➞ broken image icon</td>
</tr>
<tr>
<td>Viewer</td>
<td>Don't show studies with empty order number as being from same order</td>
</tr>
<tr>
<td>Viewer</td>
<td>Don't show tutorial when opening PACSonWEB from EMR</td>
</tr>
<tr>
<td>Login</td>
<td>Configurable timing for logout on inactivity for PACSonWEB in EMR integrations</td>
</tr>
<tr>
<td>Viewer</td>
<td>Bug fix: Script error when selecting window level preset before series is fully loaded in embedded browser</td>
</tr>
</tbody>
</table>

Release notes version 3.2.602 (28/01/2019)

<table>
<thead>
<tr>
<th>Module</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Share</td>
<td>Remember previous share settings</td>
</tr>
<tr>
<td>Share</td>
<td>Allow sending of Reference number and OTP code to the same destination type (mail / mobile) based on source setting</td>
</tr>
</tbody>
</table>

Release notes version 3.2.601 (24/01/2019)

<table>
<thead>
<tr>
<th>Module</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login</td>
<td>Bug fix: Not possible to login with username and password if no mobile number is registered</td>
</tr>
<tr>
<td>Login</td>
<td>Bug fix: SendOTPToMail not working if no mobile number is registered</td>
</tr>
<tr>
<td>DICOM router</td>
<td>Resolved performance issue for image processing</td>
</tr>
<tr>
<td>Explore</td>
<td>Resolved performance issue for queries on security code</td>
</tr>
<tr>
<td>COZO</td>
<td>Bug fix: Open study through COZO link</td>
</tr>
<tr>
<td>Login</td>
<td>Enhanced layout of customer logo on login page</td>
</tr>
<tr>
<td>Share</td>
<td>Quick sharing with non-PACSonWEB users</td>
</tr>
<tr>
<td>WCF</td>
<td>Improved performance by load balancing on ORM processing</td>
</tr>
<tr>
<td>DICOM Processor</td>
<td>Support additional SOP classes to get report from DICOM SR reports:</td>
</tr>
<tr>
<td></td>
<td>- 1.2.840.10008.5.1.4.1.1.88.22 Enhanced SR</td>
</tr>
<tr>
<td></td>
<td>- 1.2.840.10008.5.1.4.1.1.88.33 Comprehensive SR</td>
</tr>
<tr>
<td>DICOM Processor</td>
<td>Bug fix: Densitometry secondary captures not correctly processed</td>
</tr>
</tbody>
</table>

Release notes version 3.2.600 (11/01/2019)

<table>
<thead>
<tr>
<th>Module</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login</td>
<td>Required Opt-in terms and conditions on login page</td>
</tr>
<tr>
<td>Login</td>
<td>Enhanced AD / ADFS login</td>
</tr>
<tr>
<td>Login</td>
<td>Login page restyled</td>
</tr>
<tr>
<td>Login</td>
<td>Patient login through Bank ID (Norway only)</td>
</tr>
<tr>
<td>Login</td>
<td>Minimum requirements for security codes</td>
</tr>
<tr>
<td>Sharing</td>
<td><strong>Reworked sharing for better usability</strong></td>
</tr>
<tr>
<td>Sharing</td>
<td>Bug fix for Retrying a share task creates the bucket/POW code</td>
</tr>
<tr>
<td>Sharing</td>
<td>Improved patient privacy in sharing mails</td>
</tr>
<tr>
<td>Sharing</td>
<td>Validity period for shared studies configurable on source level</td>
</tr>
<tr>
<td>Study Page</td>
<td>Faster way for loading 16-bit images</td>
</tr>
<tr>
<td>Study Page</td>
<td>Bug fix: Diacritics not shown properly in &quot;Show DICOM tags&quot;</td>
</tr>
<tr>
<td>Study Page</td>
<td>Automatically link series with same table position</td>
</tr>
<tr>
<td>Study Page</td>
<td>Stepless zoom - freeze and change cursor on the spot you want to zoom on</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>DICOM processor</td>
<td>SR support for nested sequences</td>
</tr>
<tr>
<td>Management</td>
<td>DICOM tag filter management</td>
</tr>
<tr>
<td>Report</td>
<td>Correct handling of SR report status (partial, preliminary, unverified, validated)</td>
</tr>
<tr>
<td>DICOM Router</td>
<td>UI for standalone router</td>
</tr>
<tr>
<td>Monitoring</td>
<td>Management tool for Checks</td>
</tr>
</tbody>
</table>

### Release notes version 3.2.503 (31/10/2018)

<table>
<thead>
<tr>
<th>Login</th>
<th>Improvement: AD integration login also accounts for trusted subdomains</th>
</tr>
</thead>
<tbody>
<tr>
<td>Share</td>
<td>Bug Fix: transfer fails due to incorrect use of the 'Created' TimeStamp</td>
</tr>
</tbody>
</table>

### Release notes version 3.2.502 (14/09/2018)

| Access                          | Bug Fix: security patch for restriction of access for source admins on shared repo |

### Release notes version 3.2.501 (13/09/2018)

<table>
<thead>
<tr>
<th>Viewer</th>
<th>Bug fix: series grouping of XA images, based on SOPInstanceUID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Share</td>
<td>Bug fix: Sharing of a study with a blocking anomaly is not possible and a clear warning on the issue is shown</td>
</tr>
<tr>
<td>Explore</td>
<td>Unfiltered list is displayed immediately after clicking &quot;Reset filters&quot; in explore page</td>
</tr>
<tr>
<td>DICOM Processor</td>
<td>Improved load balancing in DICOM processor</td>
</tr>
</tbody>
</table>

### Release notes version 3.2.500 (29/08/2018)

<table>
<thead>
<tr>
<th>General</th>
<th>Use of language picker for faster switching of interface language</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td><strong>New Feature: PACS archiving in PACSonWEB</strong></td>
</tr>
<tr>
<td>Sharing</td>
<td>Bug fix: Uploading studies from PACS overlay for non PACSonWEB users</td>
</tr>
<tr>
<td>Sharing</td>
<td>Sharing with a group: possibility to send notification mail to entire group</td>
</tr>
<tr>
<td>Sharing</td>
<td>Adjustment on access rights when sharing study multiple times with the same user</td>
</tr>
<tr>
<td>Study Page</td>
<td>Grouping of XA modality on SOPInstanceUID in stead of SeriesInstanceUID</td>
</tr>
<tr>
<td>Study Page</td>
<td>Default use of (0008,2144) RecommendedDisplayFrameRate in Cine loop</td>
</tr>
<tr>
<td>Explore Page</td>
<td>Increased stability for preforming large worklist queries</td>
</tr>
<tr>
<td>Explore Page</td>
<td>Correction in case of anomalies for small screens</td>
</tr>
<tr>
<td>Explore Page</td>
<td>Enable filter fields when query is running</td>
</tr>
<tr>
<td>Reports</td>
<td>Bug fix: reports not visible on small devices when no images</td>
</tr>
<tr>
<td>Users</td>
<td>Support for multiple physician numbers per registered user</td>
</tr>
<tr>
<td>Login</td>
<td><strong>New Feature: payment module for patients</strong></td>
</tr>
<tr>
<td>Monitoring</td>
<td>Advanced monitoring on local installations</td>
</tr>
<tr>
<td>Active Directory</td>
<td><strong>New Feature: support for Active Directory Federated Services (ADFS)</strong></td>
</tr>
<tr>
<td>Access</td>
<td>Increased security on automated mappings</td>
</tr>
<tr>
<td>Interfaces</td>
<td><strong>New Feature: Direct link from EMR to PACSonWEB</strong></td>
</tr>
<tr>
<td>Interfaces</td>
<td><strong>New Feature: RSW and Abrumed integration</strong></td>
</tr>
<tr>
<td>WCF</td>
<td>Allow ADT patient merges in case of study anomaly</td>
</tr>
</tbody>
</table>
**Release notes version 3.2.402 (05/07/2018)**

| Studies | Bug fix: In case a DICOM file or HL7 message is received for a known Study instance EUID or accession number but a different patient an anomaly is registered |

**Release notes version 3.2.401 (07/05/2018)**

| Viewer | Bug Fix: patients no longer get an error message when fetching expired images with a providing source |
| Image viewing and manipulation | Bug Fix: location of density measurement now aligned with tip of droplet picker |

**Release notes version 3.2.400 (13/04/2018)**

| General | Support links to PACSonWEB from MS Word, Excel, Powerpoint, ... |
| General | Advanced detection and blocking of unsafe HTML tags |
| Share Study | Modify expiration date for shared studies |
| Share Study | Enhancement: Clearing patient information from private DICOM tags when sharing a study anonymously |
| Study Page | **New Feature: Indication on how long images will be available** |
| Study page | Small enhancements on patient anomalies overview page |
| Study Page | Improved scrolling sensitivity in CT and MR series |
| Study Page | Clear message if report is not, not yet or will never be available for patient and requesting physician |
| Study Page | Improved usability for changing measurements |
| Study Page | Bug fix: window level for multiframe tomo |
| Explore Page | Clear indication which filters are set |
| Explore Page | Filter fields are blocked when performing a search |
| Reports | **New feature: Make report available to patients after x days** |
| Users | Supporting identification numbers from other countries for physicians (RIZIV, HIN, INSEE, ...) |
| Management | Implementation of SQL and task manager |
| Login Page | Privacy policy is available from the login page (GDPR compliance) |
| PACS Push | HL7 based filtering for DICOM forward scenario |
| Groups | Improved usability for group management confirmation |
| Administration | Automatic sending of mails for new accounts and password reset |
| Home Reading | Warning in case no postback to RIS is possible due to missing information |
| Active Directory | Enhancement for better AD account handling |

**Release notes version 3.2.300 (27/12/2017)**

<p>| 3.2.300 | General | Fine-tune banner information |
| 3.2.300 | Home Reading | Version check on app upon startup |
| 3.2.300 | Home Reading | Disable automatic time-out on microphone in case of no speech |
| 3.2.300 | Sharing | <strong>New feature: Email on new study, checkbox per mapping</strong> |
| 3.2.300 | Sharing | Preferences on sharing settings are retained |
| 3.2.300 | Explore Page | <strong>New Feature: Display multiple modalities</strong> |</p>
<table>
<thead>
<tr>
<th>Module</th>
<th>Feature/Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>WCF</td>
<td>Improved HL7 handling (multiple report types, cancel messages, ADT)</td>
</tr>
<tr>
<td>DICOM Processor</td>
<td>Bug Fix: handling of XA images</td>
</tr>
<tr>
<td>Study Page</td>
<td><strong>New feature: Fetch functionality for expired images</strong></td>
</tr>
<tr>
<td>Study Page</td>
<td>Display all exams in series picker in case of multiple studies for same order</td>
</tr>
<tr>
<td>Study Page</td>
<td><strong>Extended feature: Anomalies on patient level</strong></td>
</tr>
<tr>
<td>Study Page</td>
<td>Show original DICOM tags for source admins</td>
</tr>
<tr>
<td>Management</td>
<td>Advanced user and group management functionality</td>
</tr>
<tr>
<td>Management</td>
<td>COZO encryption support tool</td>
</tr>
<tr>
<td>Administration</td>
<td><strong>New Feature: Possibility to regenerate security codes</strong></td>
</tr>
<tr>
<td>Administration</td>
<td>Timestamp on access registration</td>
</tr>
<tr>
<td>Transfer</td>
<td>Failover in case WCF crashes during transfer</td>
</tr>
<tr>
<td>Transfer</td>
<td>Accession numbers are displayed with progress bar</td>
</tr>
<tr>
<td>Active directory</td>
<td>Active directory integration enhancements</td>
</tr>
<tr>
<td>PACS Push</td>
<td>Improved handling on reopened exams</td>
</tr>
</tbody>
</table>

**Release notes version 3.2.200 (26/07/2017)**

<table>
<thead>
<tr>
<th>Module</th>
<th>Feature/Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Reading</td>
<td><strong>New Feature: Possibility to create a report using speech recognition through app on smartphone (iPhone + Android)</strong></td>
</tr>
<tr>
<td>Sharing</td>
<td>Possibility to revoke access, granted through POW bucket code</td>
</tr>
<tr>
<td>Explore Page</td>
<td>Message to clear filter from explore page in case of no results</td>
</tr>
<tr>
<td>Explore Page</td>
<td>Performance improvement on loading explore list</td>
</tr>
<tr>
<td>DICOM Processor</td>
<td>Processing of ColorSoftcopyPresentationStateStorage (CSPS) files</td>
</tr>
<tr>
<td>Study Page</td>
<td>Bug fix: printing single issue from Chrome</td>
</tr>
<tr>
<td>Study Page</td>
<td>Locking mechanism when editing report</td>
</tr>
</tbody>
</table>

**Release notes version 3.2.102 (23/06/2017)**

<table>
<thead>
<tr>
<th>Module</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viewer</td>
<td>Bug fix: opening exam takes too long due to query to look for removed images</td>
</tr>
</tbody>
</table>

**Release notes version 3.2.101 (15/06/2017)**

<table>
<thead>
<tr>
<th>Module</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login</td>
<td>Bug fix: issue with password reset in case password has expired</td>
</tr>
<tr>
<td>COZO</td>
<td>Bug fix: issue with access through COZO</td>
</tr>
</tbody>
</table>

**Release notes version 3.2.100 (13/06/2017)**

<table>
<thead>
<tr>
<th>Module</th>
<th>Feature/Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Adaptation of ‘About box and terms and conditions’ as PACSonWEB is now certified as a CE class IIa medical device</td>
</tr>
<tr>
<td>Login</td>
<td>Mail on password reset procedure</td>
</tr>
<tr>
<td>Explore Page</td>
<td>Add studies for a group instead of a single user (only for group admin)</td>
</tr>
<tr>
<td>Explore Page</td>
<td>Clear filters from within explore pane when no results match the given criteria</td>
</tr>
</tbody>
</table>

Revision: 13/12/2019

Manual PACSonWEB v3.2.1000

Page: 226
Release notes version 3.2.0 (20 March 2017)

- **General**: New Feature: Information banner for notifications
- **General**: New functionality: link to localized manual (WEB + PDF)
- **General**: Enhanced About box
- **Login**: Enhanced login page
- **Login**: Security enhancements (generic messages)
- **Explore Page**: New functionality: Message labels for sharing with user
- **Explore Page**: New functionality: Filtering on national number
- **Explore Page**: Bug Fix: sharing +20 exams at once
- **Study Page**: New functionality: Notification on clinical use
- **Study Page**: New functionality: copying of report
- **Study Page**: Bug Fix: caching issue in case an exam is opened before the images are available
- **Study Page**: New Feature: Display of registered Anomalies
- **Management**: New Feature: New management pages with enhanced functionality + look and feel
- **Administration**: New Feature: Administration of registered Anomalies
- **PACS Push**: Enhancements PACS Push
- **PACS Push**: Back-end for manual synchronization of studies
- **PACS Push**: Enhanced synchronization PACS - PACSonWEB
- **COZO**: Enhanced audit trail COZO

Release notes version 3.1.201 (19 January 2017)

- **Sharing**: DOB is incorrectly displayed in sharing Wizard
- **COZO**: Fix for audit trail end-point
- **Export to PACS**: Osirix import fix

Release notes version 3.1.200 (18 November 2016)

- **Explore Page**: New feature: Option to print sharing information in different language is available in the “Forward Status page”
- **Explore Page**: Fix: Time out on downloading very large studies
- **Sharing**: Fix: Date restriction for sharing a study
- **Sharing**: New Feature: Share with user unlimited in time
- **General**: New feature: Manual can be downloaded as PDF from the help function

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Manual PACSonWEB v3.2.1000
Page: 227
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Export to PACS</td>
<td>Fix: Issue with progress bar</td>
</tr>
<tr>
<td>Study page</td>
<td>New feature: Default 1-up representation on mobile devices</td>
</tr>
<tr>
<td>Study Page</td>
<td>Fix: Translation for tool labels</td>
</tr>
<tr>
<td>Login Page</td>
<td><strong>New Feature:</strong> Login via Active Directory on e-mail address instead of Windows user name</td>
</tr>
</tbody>
</table>

**Release notes version 3.1.100 (24 October 2016)**

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login Page</td>
<td>New Feature: Login history available from the user settings page</td>
</tr>
<tr>
<td>Study Page</td>
<td>New Feature: Density measurement tool available for CT in study page</td>
</tr>
<tr>
<td>Export to PACS</td>
<td><strong>New Feature:</strong> DICOM IMPORT tool available for controlled import of studies from PACSonWEB into the local PACS (optional)</td>
</tr>
<tr>
<td>Study Page</td>
<td>Fix: Report cannot be copied when not in edit mode</td>
</tr>
</tbody>
</table>

**Release notes version 3.1.1 (14 October 2016)**

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login Page</td>
<td>Fix: SMS code for activation when logging in with eID for new accounts</td>
</tr>
<tr>
<td>Login Page</td>
<td>Fix: eID session is closed when logging out</td>
</tr>
<tr>
<td>Login Page</td>
<td><strong>New Feature:</strong> Redirect to new study page is activated for anonymous login</td>
</tr>
<tr>
<td>Study Page</td>
<td>Fix: bug for a specific version of IE11</td>
</tr>
</tbody>
</table>

**Release notes version 3.1.0 (14 October 2016)**

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Fix: Group validation not shown for users not in group</td>
</tr>
<tr>
<td>General</td>
<td>Change request: Doctors national number format has been adapted (RIZIV in Dutch)</td>
</tr>
<tr>
<td>Login Page</td>
<td><strong>New Feature:</strong> eID allow users to automatically logon - Only for physicians</td>
</tr>
<tr>
<td>Login Page</td>
<td>New feature: Accounts can have expiration date, necessary for temporary employees</td>
</tr>
<tr>
<td>Sharing</td>
<td>New feature: Remove favorites in address book from sharing wizard</td>
</tr>
<tr>
<td>Sharing</td>
<td>Fix: Scroll bar added to sharing wizard when selecting multiple exams from the explore page</td>
</tr>
<tr>
<td>Sharing</td>
<td>Fix: Subject read notification is localized</td>
</tr>
<tr>
<td>Sharing</td>
<td>New feature: Custom formatting/Layout of e-mails</td>
</tr>
<tr>
<td>Sharing</td>
<td>New feature: Read/Write rights can be delegated if allowed by source</td>
</tr>
<tr>
<td>Explore Page</td>
<td><strong>New feature:</strong> Download multiple exams simultaneously</td>
</tr>
<tr>
<td>Explore Page</td>
<td>New feature: Search POW code in progress overview</td>
</tr>
<tr>
<td>Explore Page</td>
<td>New feature: Sorting remains after auto refresh (account setting)</td>
</tr>
<tr>
<td>Explore Page</td>
<td>New feature: Filtering on access numbers with algorithm applied</td>
</tr>
<tr>
<td>Study Page</td>
<td><strong>New feature:</strong> NEW viewer (phased activation)</td>
</tr>
<tr>
<td>Study Page</td>
<td>New feature: Automatic signature when modifying report</td>
</tr>
<tr>
<td>Study Page</td>
<td>New feature: Better indication when modifying report (red border)</td>
</tr>
<tr>
<td>Study Page</td>
<td><strong>New feature:</strong> New administration page for administrative manipulations and access consultation</td>
</tr>
<tr>
<td>Image Clean-up</td>
<td>Change: Improvements to information Life Cycle Management</td>
</tr>
<tr>
<td>Section</td>
<td>Description</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Workflow</td>
<td>Fix: Fix for downloading PNG images for very large studies</td>
</tr>
<tr>
<td>User Settings</td>
<td>Fix: Layout fixes for Safari</td>
</tr>
<tr>
<td>DICOM Router</td>
<td>Known bug: Study Instance UID might not be updated in particular cases when HL7 arrives before images</td>
</tr>
</tbody>
</table>
## 8.2 Known bugs

<table>
<thead>
<tr>
<th>Detected in version</th>
<th>Related to</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.2.901</td>
<td>Login</td>
<td>Authenticator App - The OTP field for adding a new device skips characters if the users types too fast</td>
</tr>
<tr>
<td>3.2.503</td>
<td>Study Page</td>
<td>Viewing pane - Shift+drag does not work in Google Chrome 70.0 and Safari 12.0.1</td>
</tr>
<tr>
<td>3.2.502</td>
<td>WCF</td>
<td>Processing ADT fails when the birthdate &lt; 1900-01-01</td>
</tr>
<tr>
<td>3.2.400</td>
<td>Study page</td>
<td>Quick menu visible in Firefox after double click</td>
</tr>
<tr>
<td>3.2.300</td>
<td>Import client</td>
<td>Dateformat dd/m/yyyy not correctly parsed when doing worklist queries</td>
</tr>
</tbody>
</table>