RadioWeb

User Guide

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Overview

This guide is intended for patients and for anyone who has received a share of examinations from a radiology practice or clinic – for example relatives or physicians providing further treatment.

In the Patient Portal you can securely view, download and – if your practice allows it – share your radiological images (X-ray, CT, MRI …) and reports in your browser. You do not need any additional software, only an up-to-date browser (Chrome, Firefox, Edge or Safari).

The Chapters at a Glance

Signing In

How to sign in with the share code (token) provided by your practice.

Viewing and Downloading Examinations

The overview of your examinations, the image viewer and downloading.

Sharing Examinations

Creating your own access link for physicians or relatives.

My Releases

Viewing all accesses to your data and revoking them if necessary.

Setting Up a Permanent Login

Signing in with e-mail address and password instead of the share code in the future.

Access via a Study Share

If you have received a share code for individual examinations.

Frequently Asked Questions and Privacy

Answers to common questions and notes on handling your data safely.



If you have questions about your access or need a new share code, please contact your radiology practice.

Signing In

To sign in, you receive a **share code** (also called a *token*) from your practice. It consists of three blocks of four characters each, for example `TRGH-Q4SG-9VRT`, and is handed to you as a printout with a QR code, as a link or by e-mail.

Signing In via Link or QR Code

1. Scan the QR code with the camera of your smartphone or tablet – or open the link you have received.
2. If your practice has set up additional protection, enter your **date of birth** or the agreed **password** (see below).
3. You are taken directly to the overview of your examinations.

Entering the Share Code Manually

1. Open the address of your practice's Patient Portal and click **Login** in the top right corner.
2. Enter the share code into the three fields in the **Token Login** area. You can also paste the complete code – it is distributed across the fields automatically.
3. Click **Next**.

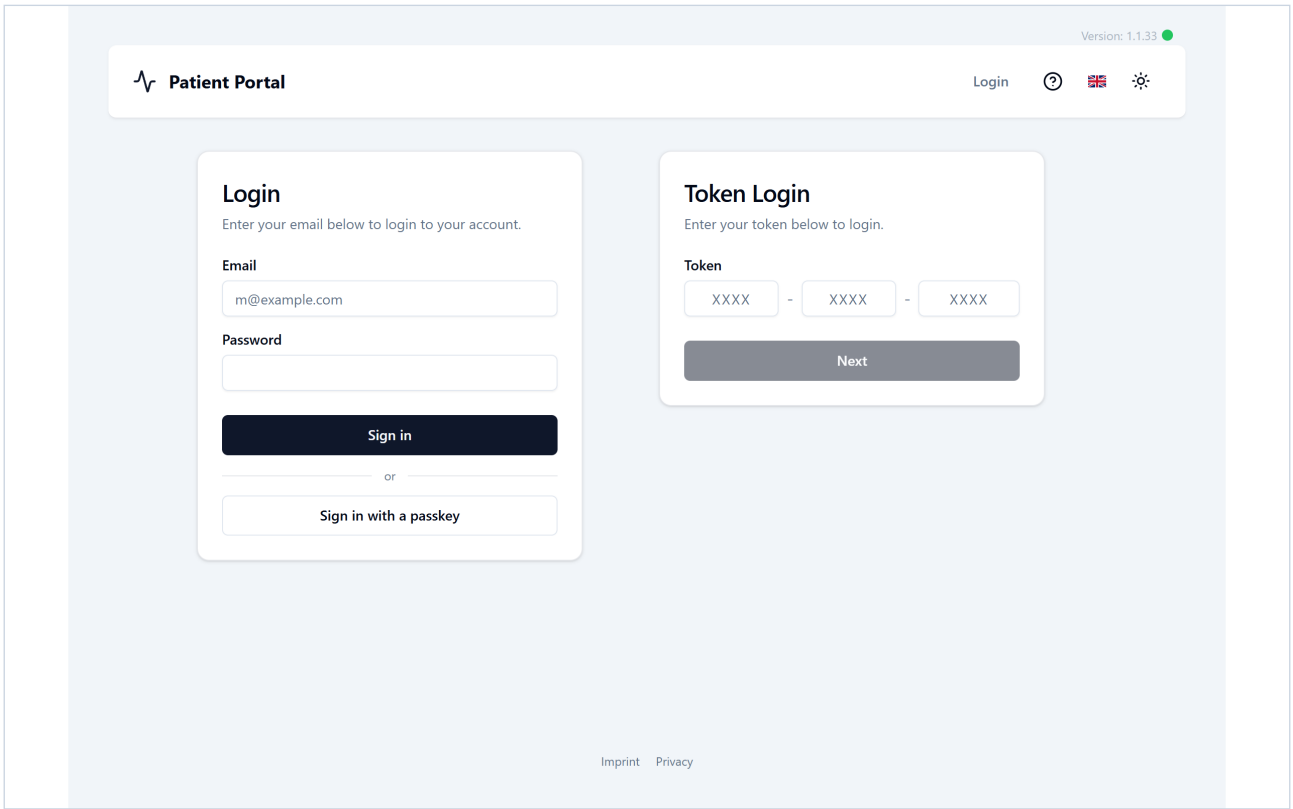

Figure 1. Login page: signing in with e-mail and password and with a share code (your practice decides the arrangement)

You only use the **Login** area (e-mail and password) if you have already set up a

> permanent login. It additionally requires a second factor, see Sign-in & Security.

Additional Protection: Date of Birth or Password

Depending on your practice's settings, the share code is additionally protected. After clicking **Next**, another field appears:

- **Birthdate** – enter your date of birth.
- **Password** – enter the password your practice has given you separately.

Then click **Sign in**.

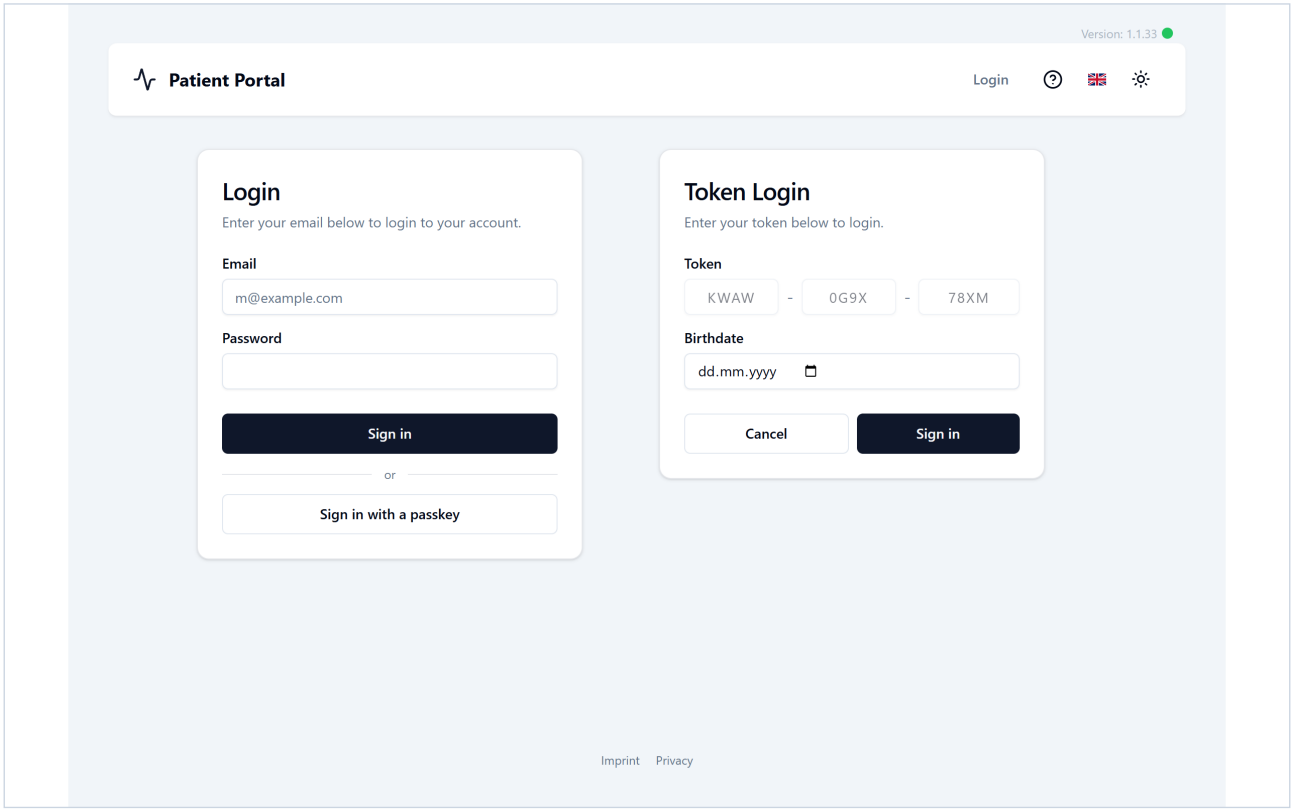

Figure 2. Second step: entering the date of birth

Signing Out

Open the account menu (person icon) in the top right and click **Logout**. Then close the browser window, especially on shared computers. After a longer period of inactivity you are signed out automatically; shortly before, a notice with a countdown appears.

If Signing In Does Not Work

- **The code has expired or has been revoked:** ask your practice for a new code.
- **The link is incomplete:** links copied from e-mails can be cut off. In that case, enter the code manually.
- **The code has a different format:** if the link "Code has a different format? Enter it here" appears

below the fields, you can also enter codes there that do not match the pattern `XXXX-XXXX-XXXX`.

Viewing and Downloading Examinations

After signing in, **My Studies** shows all examinations your practice has released for you.

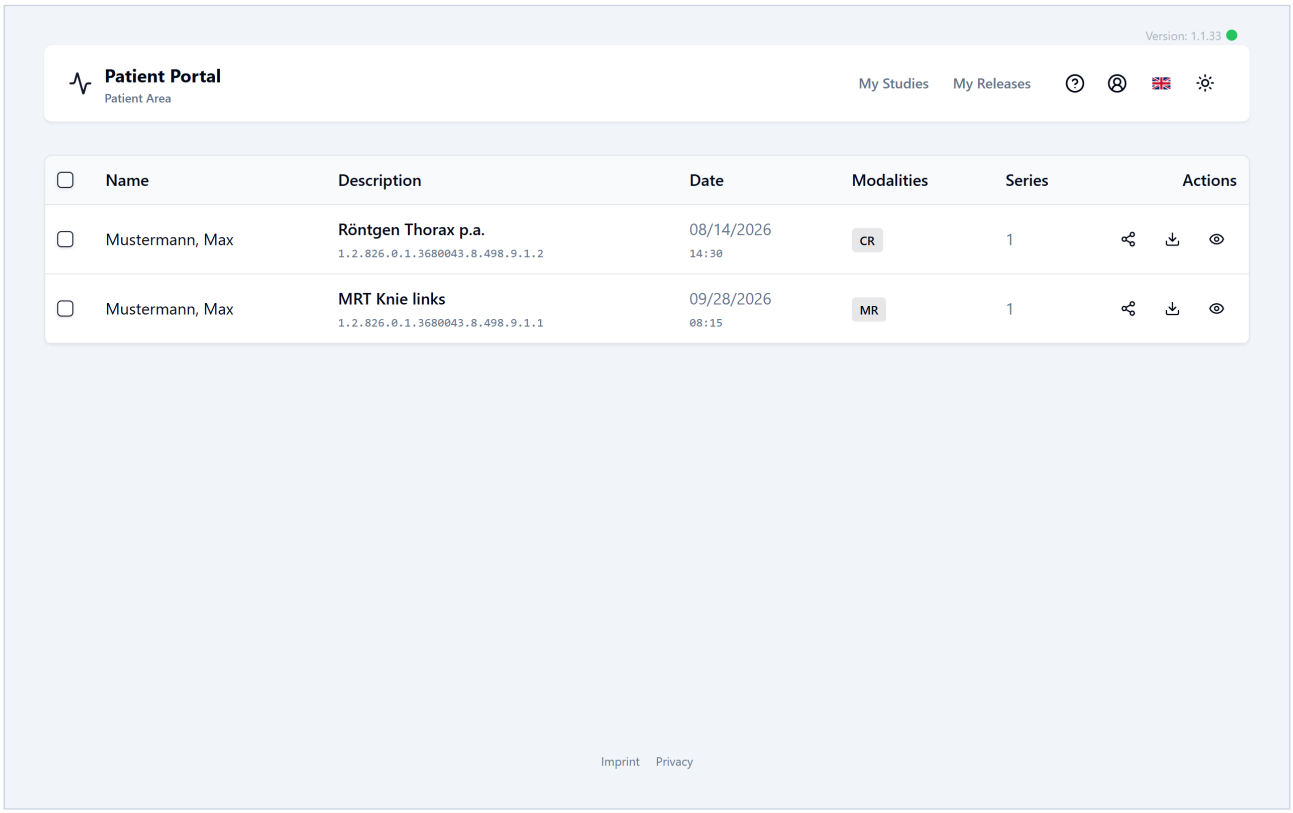

Figure 3. Overview of the examinations

For each examination the table shows:

Column	Meaning
Name	Your name as stored at the practice
Description	Name of the examination (e.g. "MRI left knee"); below it the technical identifier of the examination
Date	Date and time of the examination
Modalities	Type of imaging, e.g. `CT` (computed tomography), `MR` (magnetic resonance imaging), `CR`/`DX` (X-ray), `US` (ultrasound)
Series	Number of image series
Actions	Icons for **Share**, **Download** and **View**

When you open the portal for the first time, it may first retrieve your images from the practice's archive. During that time the notice "Checking and retrieving imaging data if needed…" is shown at the top and the buttons are briefly disabled.

Viewing Images

Click the eye icon (**View**) in the row of the examination. The image viewer opens in a new browser tab.

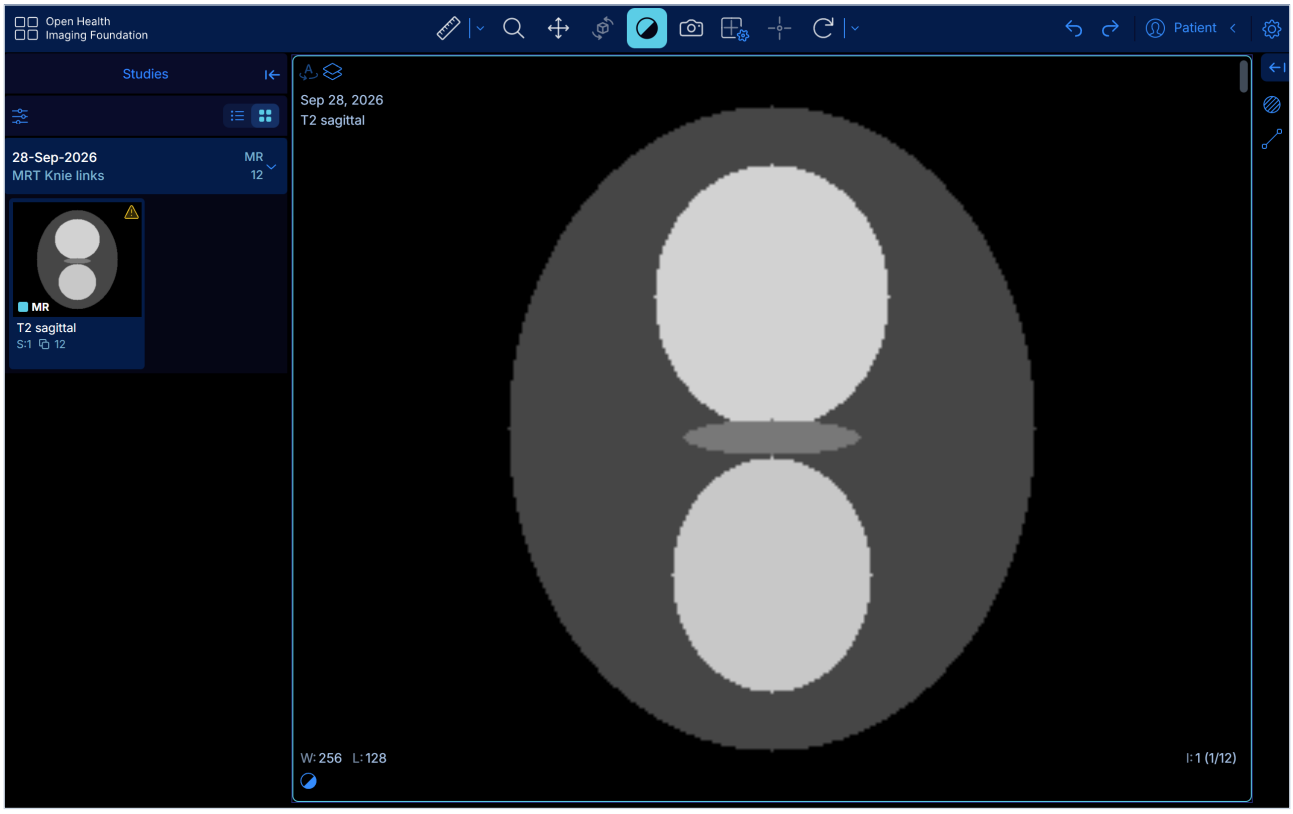

Figure 4. The image viewer

- On the left you see the image series of the examination as thumbnails – a click loads the series into the viewport.
- Use the **mouse wheel** (or swipe on a tablet) to scroll through the slices of a series.
- The toolbar at the top lets you **zoom**, **pan**, adjust **brightness and contrast** (windowing) and **measure**.
- Reports and plans stored as PDF are displayed directly in the image viewer. The "Download" and "Print" buttons only appear there if your practice has enabled them for you.



For the best display we recommend a computer or tablet with a large screen.

Downloading Examinations

- **One examination:** click the download icon (**Download**) in the row.
- **Several examinations:** select the examinations using the checkboxes at the beginning of the rows (the checkbox in the header selects all). A bar with the buttons **Share**, **Download** and **View** appears at the top.

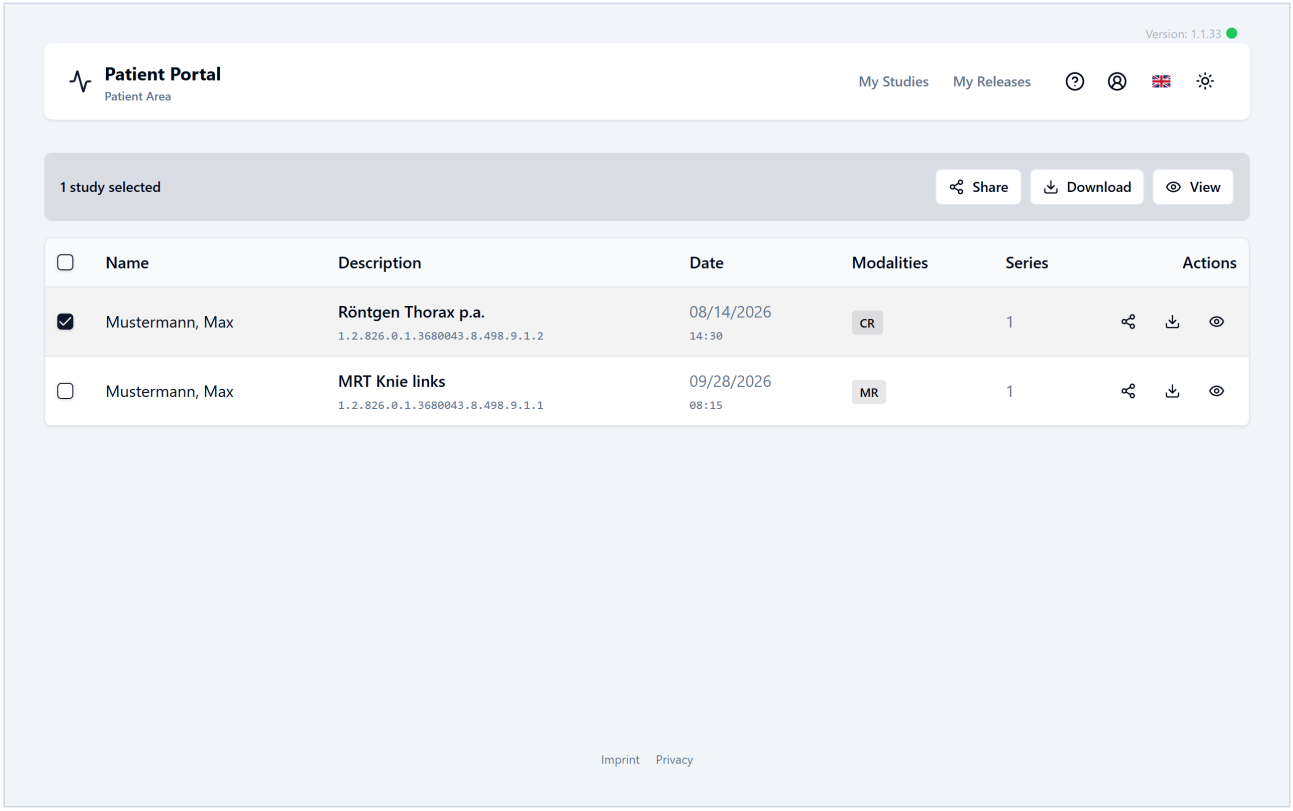

Figure 5. One examination selected – the action bar appears at the top

You receive a ZIP archive containing the images in the medical standard format DICOM. You can pass this archive on to physicians providing further treatment or copy it to a storage medium.

Retrieving a Report via QR Code

Written reports from your practice may carry a printed QR code. When you scan it, the portal opens and the report is downloaded as a PDF. If you are not signed in, you may be asked to sign in first.

Sharing Examinations

You can share your examinations with a physician or with relatives. To do so, you create your own time-limited access link with a QR code. The recipient only sees the examinations you have selected.

Sharing must be enabled by your practice. If the feature is not enabled, the share icon is missing in the overview.

Creating an Access Link

1. Open **My Studies**.
2. Click the share icon in the row of the examination – or select several examinations and click **Share** at the top.
3. A new window **Generate Access Token** opens. Choose:
   - **Verification Type** – how the access is additionally protected: *None* (direct access via the link), *Date of Birth* or *Password*. Give a password to the recipient through a different channel, for example by phone.
   - **Validity Period** – how long the access is valid.
4. Click **Generate Token**.

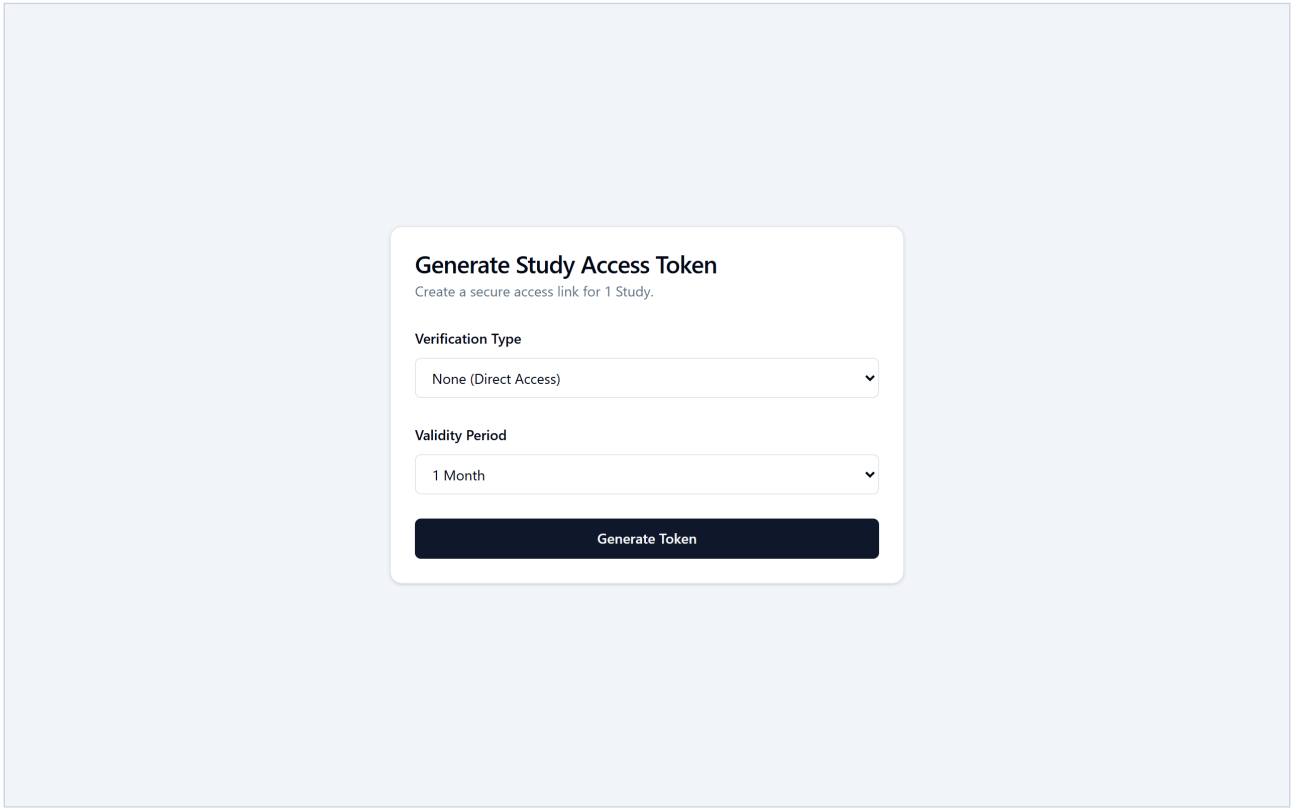

Figure 6. Creating an access link

Passing On the Access Link

After it has been created, you see the access link with QR code, the validity and the included examinations.

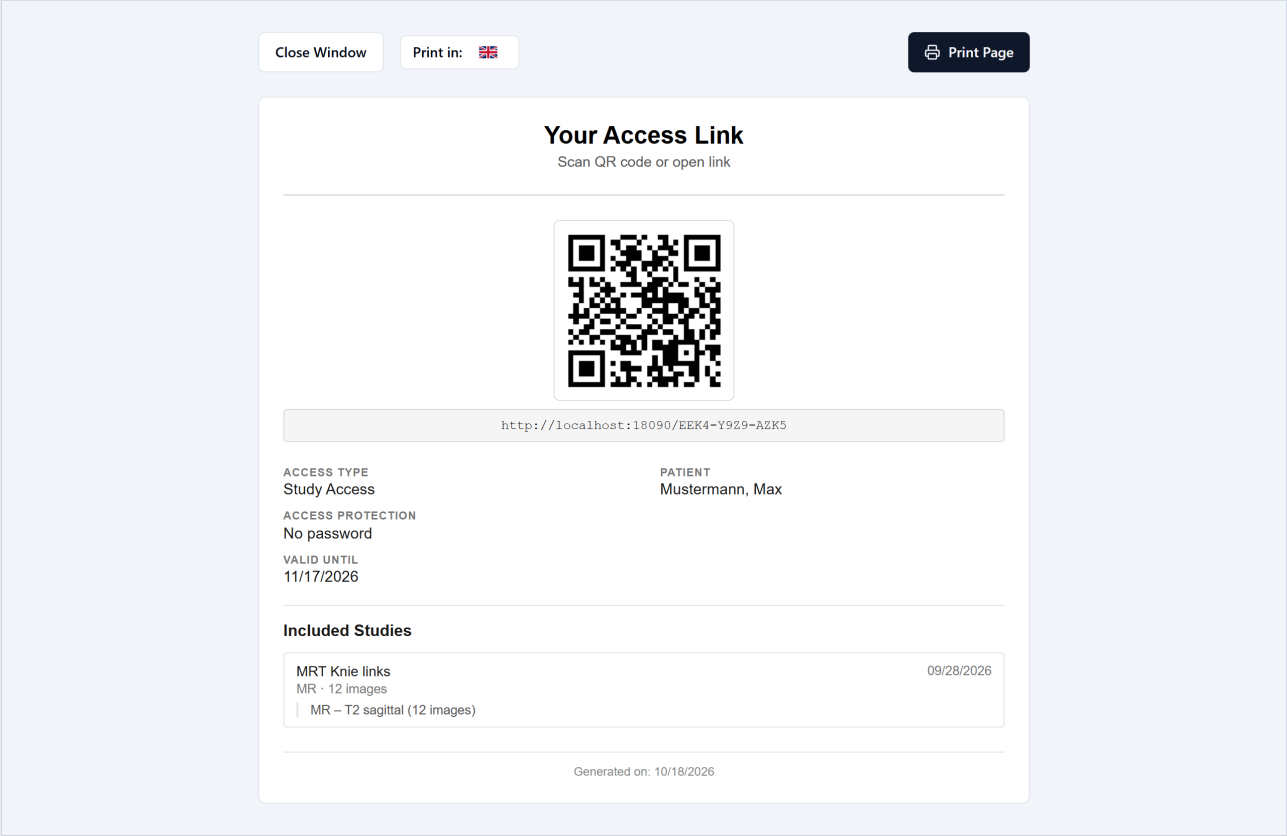

Figure 7. Created access link

- **Print Page** – prints the access link with QR code. Use **Print in** to choose the language of the printout.
- **Send as e-mail** – sends the link to an e-mail address (only if your practice has set up e-mail delivery).
- You can also copy the displayed link and pass it on yourself.

Close Window takes you back to the overview. You find all created accesses under My Releases – you can revoke them there at any time.

My Releases

My Releases shows all accesses to your data – the access your practice created for you and all accesses you have shared yourself.

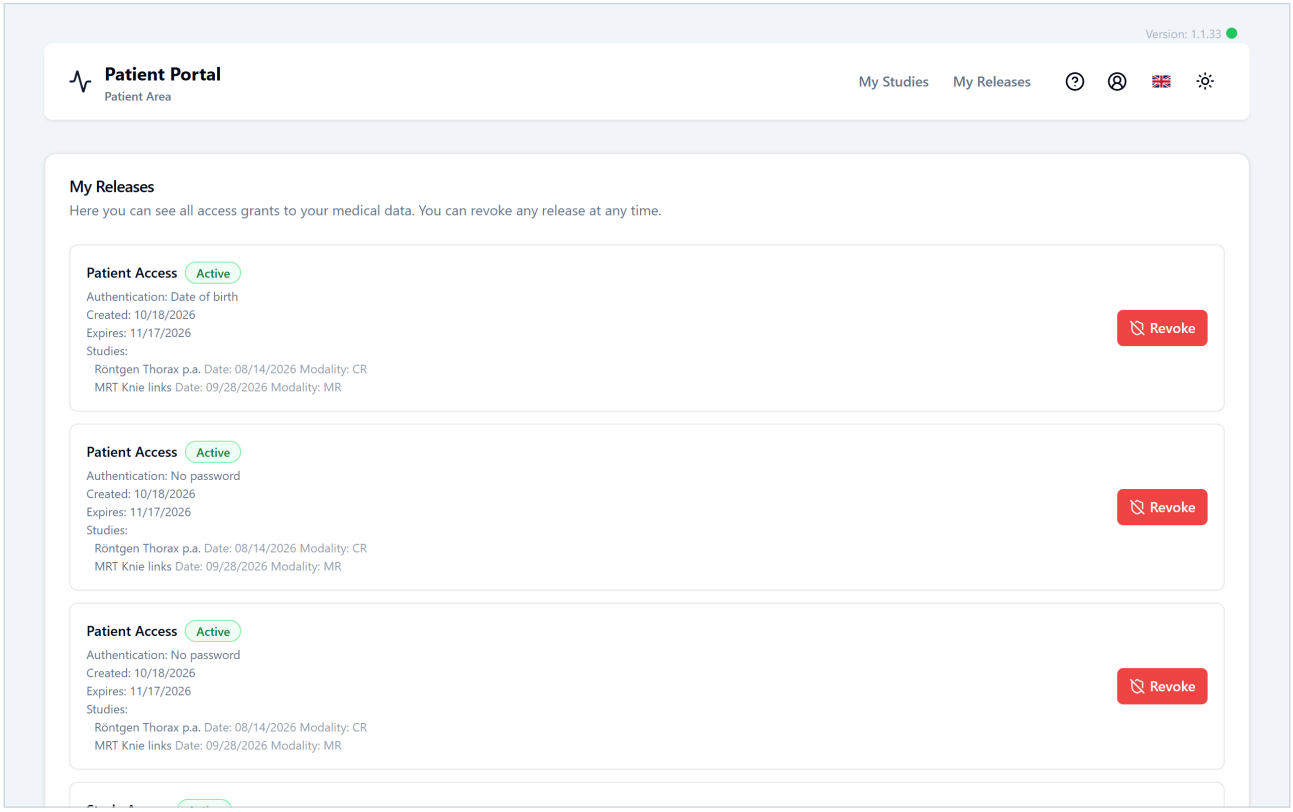

Figure 8. Overview My Releases

For each release the following is shown:

- **Type** – *Patient Access* (all your examinations) or *Study Access* (selected examinations only)
- **Status** – *Active*, *Expired* or *Revoked*
- **Authentication** – whether the access is additionally protected with date of birth or password
- **Created** and **Expires**
- the included **examinations**

The access you are currently signed in with is marked as *Current session*.

Revoking a Release

1. Click **Revoke** next to the release.
2. Confirm the security prompt.

People with this access can no longer view your data afterwards.

Revoking Your Own Access and Deleting Your Data

If you revoke the access you are currently signed in with, you are signed out immediately. In this dialog you can additionally **have all your data deleted from the portal**: all releases are deactivated, the examinations are deleted from the portal's cache and your account is removed.



Deletion cannot be undone. The original images remain in your practice's archive – the practice's legal retention obligation is not affected. For renewed access you need a new share code from your practice.

Uploading Prior Examinations

If you have images from another practice or hospital – for example on a CD or as a link to another patient portal – you can send them to the radiology practice via **Upload**. The practice can then compare them with your new examinations.

You only see the **Upload** menu item if the practice has enabled this feature for you. If it is missing, please ask the practice how to send prior examinations.

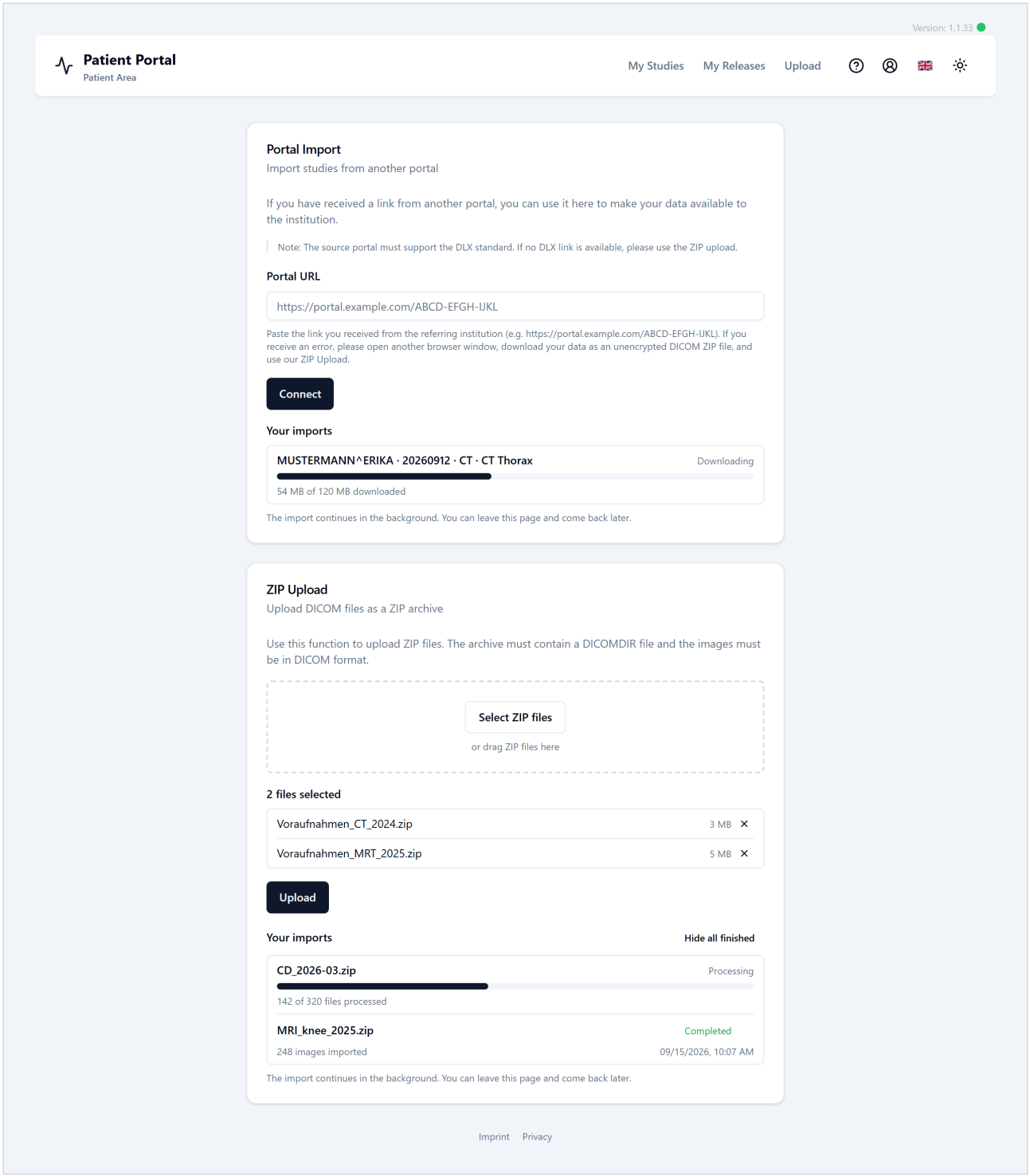

Figure 9. The upload page with running and completed imports

Portal Import (DLX)

If you have received a share link from another portal, the patient portal can fetch the studies directly from there. This requires the other portal to support the **DLX** (DICOM Link Exchange) standard.

1. Paste the link into the **Portal URL** field and click **Connect**.
2. If asked, answer the other portal's security questions (for example the date of birth) and click **Verify**.
3. Select the studies and click **Import studies**.

The portal then downloads the selected studies from the other portal itself; you can follow the progress under **Your imports** (see Tracking progress).

If no DLX portal is found at the address, a notice appears: open the link yourself, download the data there as an (unencrypted) DICOM ZIP file and use the ZIP upload.

ZIP Upload

1. Click **Select ZIP files** and choose one or more archives – or drag the ZIP files into the dashed area.
2. Check the list of selected files; click **×** to remove a file again.
3. Click **Upload**.

Several files are uploaded one after another; each file then appears as its own entry under **Your imports**. Files that are not ZIP files are ignored. If uploading a file fails, the remaining files are still uploaded; the failed file stays selected so you can try again.

The ZIP archive must contain images in DICOM format – as provided by most patient CDs and portals when downloading. The images may also be located in subfolders or in further ZIP files inside the archive. A single file may be at most 512 MB unless your practice has set a different limit. Split larger amounts of data into several ZIP files.

Tracking progress

While uploading, a bar shows how much has already been transferred (for several files: "file 2 of 5 …"). The portal then processes the data in the background. Under **Your imports** you can see the current state of each import:

- **Waiting** – the import will start shortly.
- **Downloading** – Portal Import only: the study is being fetched from the other portal.
- **Processing** – the images are being stored; the bar shows how many files have already been processed.
- **Completed** or **Failed** – with the number of imported images or the reason for the failure.

You do not have to wait until an import has finished: you can leave the page and come back later. Imports from the last 24 hours remain visible (the time window and number of entries are configurable).

You can hide finished entries yourself: hover over an entry and click the **×** (always visible on tablets and smartphones), or click **Hide all finished**. Imports that are still running always remain visible.



The easiest way to send the data of a patient CD is to copy it as a whole into a ZIP file (in Windows Explorer: right-click the CD drive or folder → **Send to** → **Compressed (zipped) folder**) and upload that file.

Setting Up a Permanent Login

Instead of signing in with the share code every time, you can set up a permanent login with e-mail address and password. This is useful if your practice will provide further examinations for you in the future.

This feature must be enabled by your practice. If it is not available, a corresponding notice appears under **Manage Login**.

Setting Up the Login

1. Sign in with your share code.
2. Open the account menu (person icon) in the top right and click **Manage Login**.
3. Enter your **e-mail address** and choose a **password**. The password must meet the displayed requirements (for example at least 10 characters, one upper-case letter, one digit and one special character); an indicator shows which requirements are already met.
4. Repeat the password and click **Submit Registration**.
5. You receive an e-mail with an activation link. Click it to confirm your e-mail address.

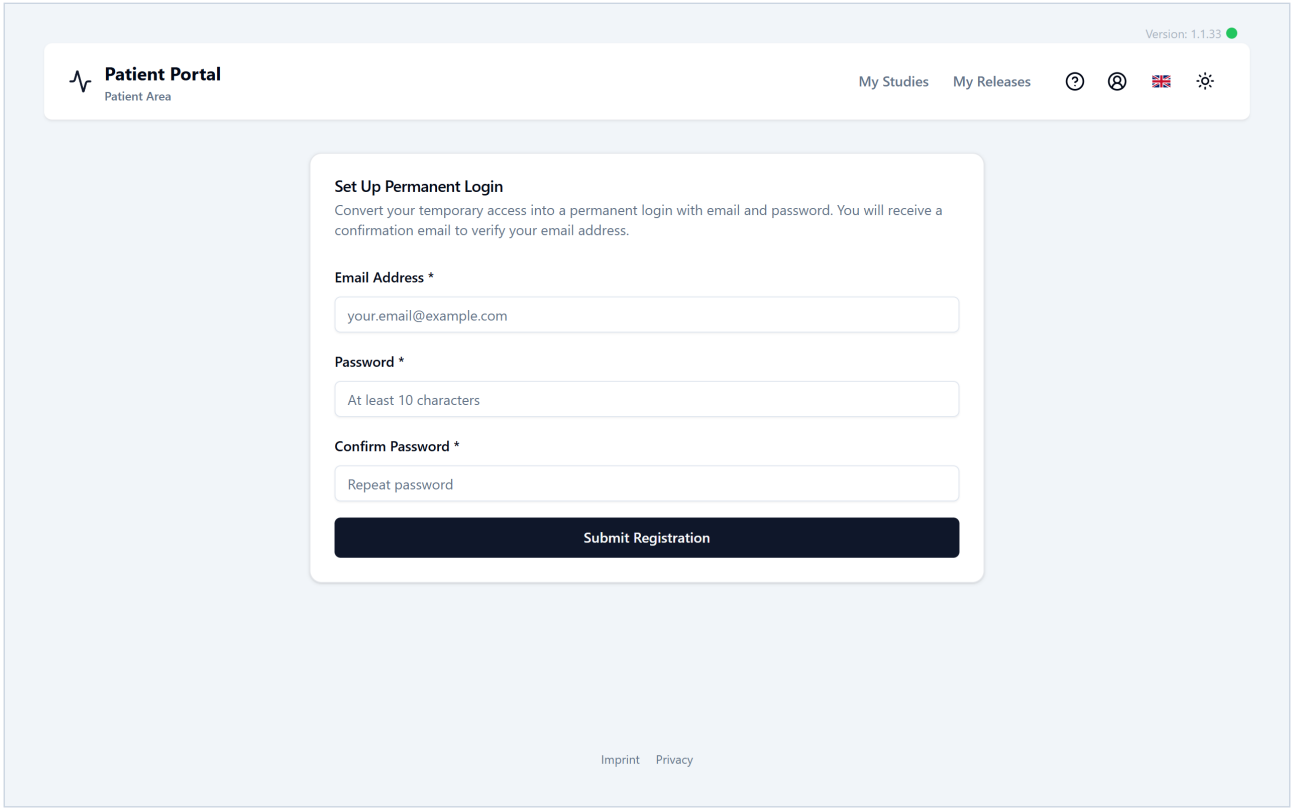

Figure 10. Setting up a permanent login

From now on you can sign in in the **Login** area of the login page with your e-mail address and password. At the first sign-in you set up a second factor (passkey or authenticator app), see Sign-in & Security.

Managing the Login

Manage Login then shows your login with its status (*Enabled* or *Pending activation*), and you can

- **change the password**,
- **resend the activation link** if the e-mail did not arrive,
- **delete the login**.



For security reasons there is no automatic reset of forgotten passwords. Your practice can issue you a new share code with which you can sign in and set a new password.

Sign-in & Security

This chapter applies to your permanent login with email address and password. Signing in with a release code does not need a second factor.

To protect health data, the password alone is not enough for signing in with **e-mail and password**: every account needs a **second factor**. Someone who knows your password still cannot sign in with it.

> Signing in with an **access code** (share code, token) is not affected and works as before.

You can choose between:

Passkey (recommended)

The sign-in is confirmed with your fingerprint, face recognition or your device PIN – no code to type and no additional app. Passkeys work with current smartphones, tablets and computers (Windows Hello, Apple Touch ID/Face ID, Android) and with security keys. You can add several passkeys, for example for your smartphone and your workplace PC.

Passkeys are considered particularly secure because they are protected against phishing: a passkey only works on the real address of the portal and therefore cannot be stolen through a fake website – unlike a password or a typed-in code. Your fingerprint and face are only used to unlock the passkey on your device; they never leave the device and are not sent to the portal.

Authenticator app

A free app on your smartphone generates a new 6-digit code every 30 seconds, which you enter when signing in. The portal recommends **Microsoft Authenticator** and **Google Authenticator**; any other app following the common standard (TOTP) works as well.

With the first factor you also receive ten **backup codes** for emergencies.

Setting up a second factor

When you first sign in with e-mail and password, the portal automatically opens the page **Sign-in & security** with the notice **Please set up a second sign-in factor**. It briefly explains why this is necessary and introduces the two options. As long as no second factor is set up, all other areas are locked. Later you can always reach the page via the account menu (person icon in the top right) under **Sign-in & security**.

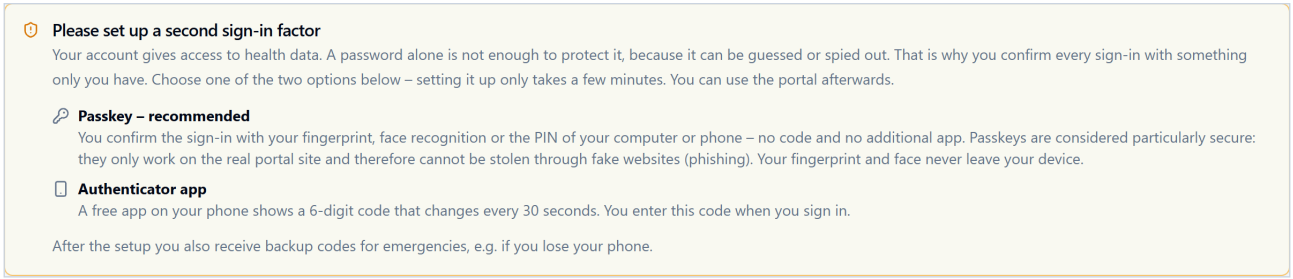

Figure 11. Notice at the first sign-in

Set up one of the two factors – or both, then you have a fallback.

Adding a passkey

1. Open **Sign-in & security** on the device you want to sign in with from now on (computer, smartphone or tablet).
2. Under **Passkeys**, click **Add passkey**.
3. Keep or change the suggested name (for example "office laptop") – it helps you tell the passkeys apart later. Enter your current password and click **Create passkey**.

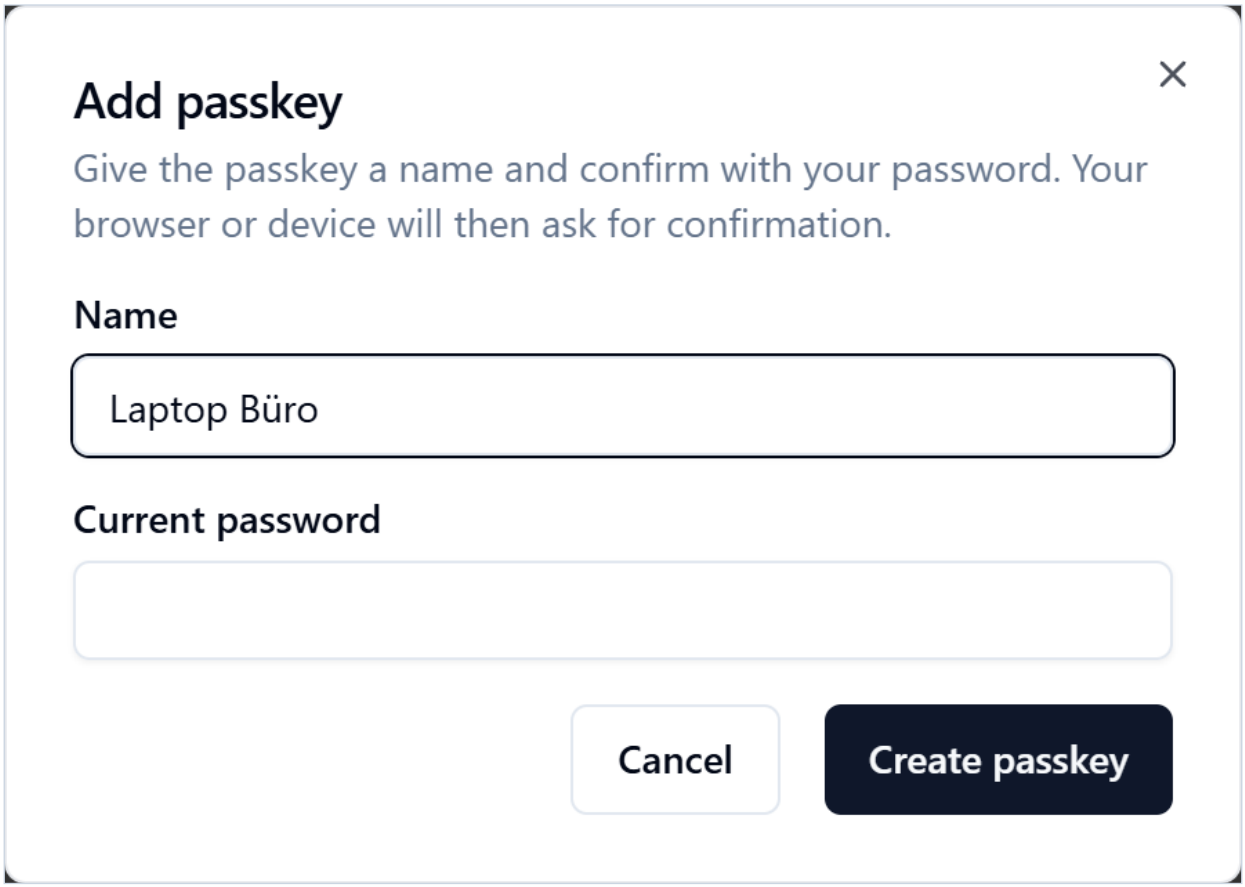

Figure 12. Adding a passkey

4. Your browser or operating system now opens its own window. Depending on the device:
   - **Windows:** confirm with Windows Hello (face, fingerprint or Windows PIN).
   - **Mac, iPhone, iPad:** confirm with Touch ID, Face ID or the device passcode. The passkey is stored in the iCloud Keychain.
   - **Android:** confirm with fingerprint, face or screen lock. The passkey is stored in Google Password Manager.
   - **Storing the passkey on your phone while working at the computer:** choose "Use another device" or "Phone or tablet" in the window and scan the QR code shown with your phone.
5. The new passkey appears in the list. The label **synced** means it is also available on your other devices via your Apple or Google account.

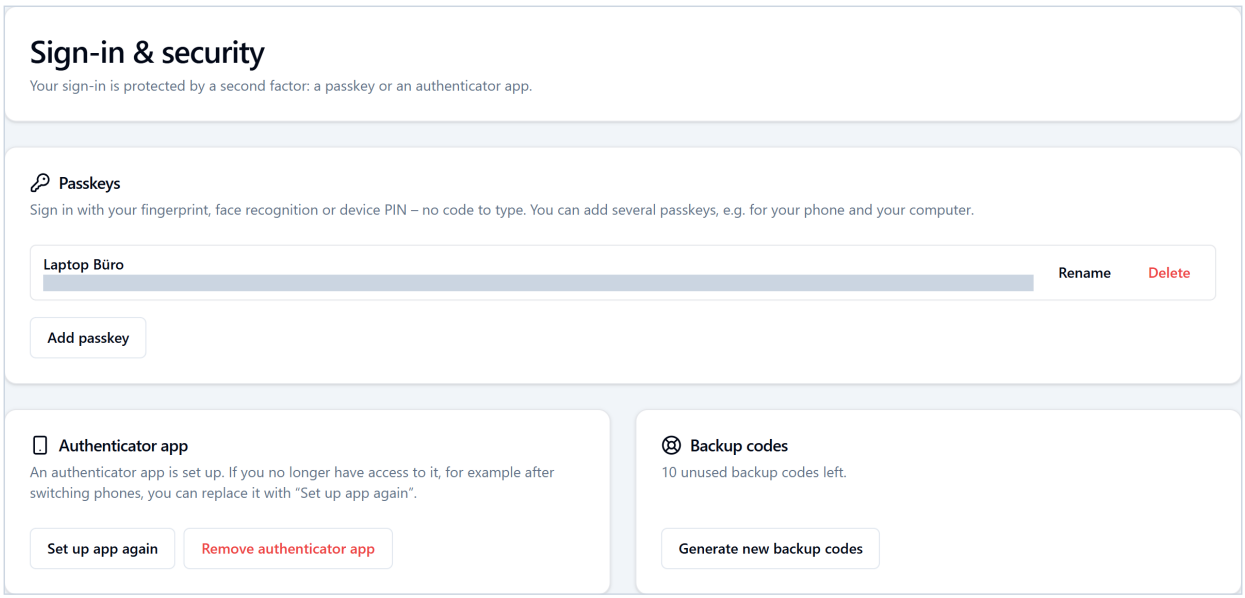

Figure 13. Passkeys, authenticator app and backup codes on the page Sign-in & security

Add a passkey for each device you regularly sign in with – or use a synced passkey. If the browser asks where to store it, your device's password manager is the easiest choice for most users.

Setting up an authenticator app

1. Under **Authenticator app**, click **Set up authenticator app** and enter your current password. The setup guides you through three steps.

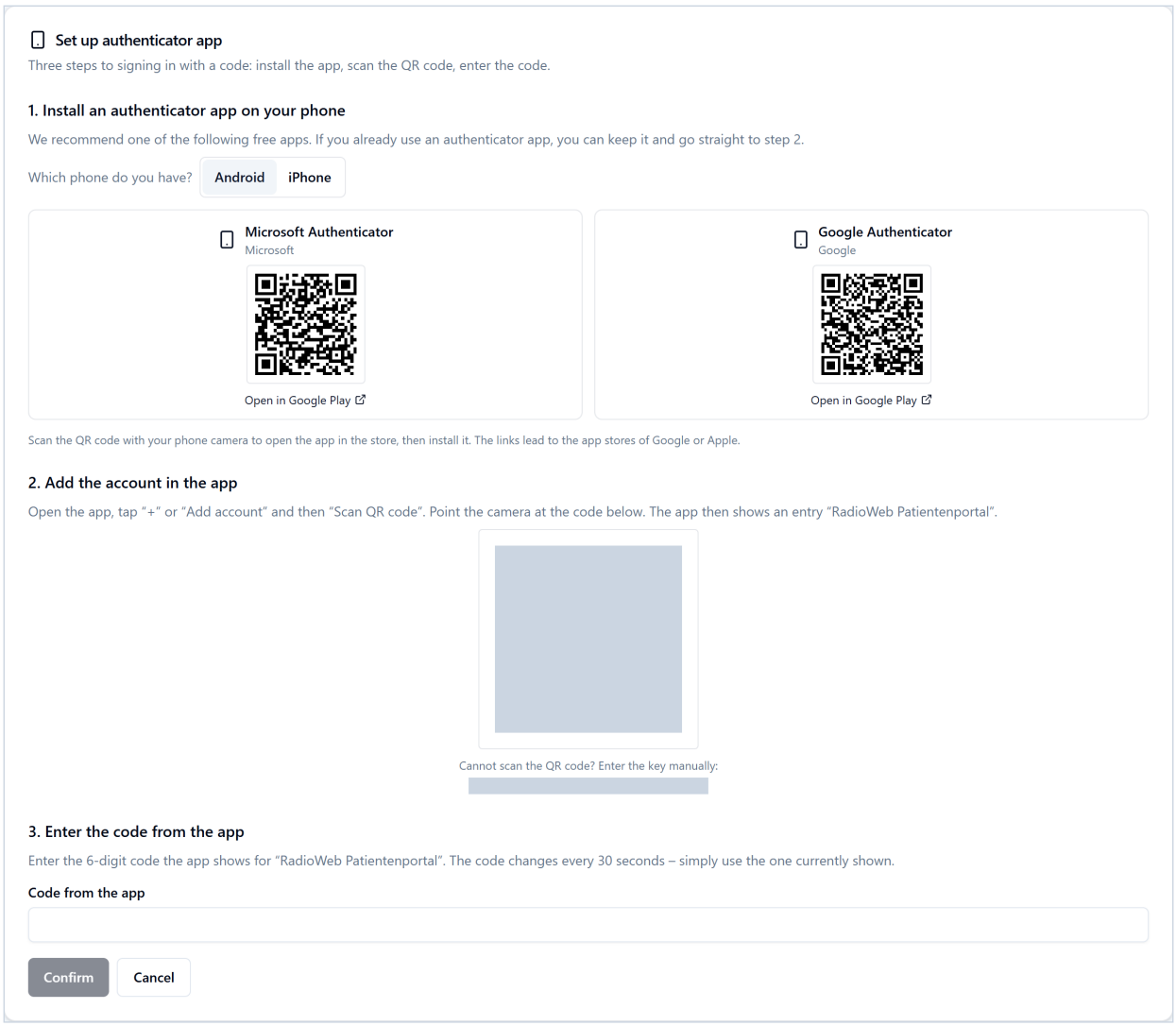

Figure 14. Setting up the authenticator app (QR code and key are hidden here)

2. **Install the app:** the portal recommends two free apps available for Android and iPhone: **Microsoft Authenticator** and **Google Authenticator**. Choose your phone (Android or iPhone) and scan the QR code of the app you want with your phone camera – it opens the app in Google Play or the App Store. If you open the portal on the phone itself, the links lead to the store directly. You can keep using an authenticator app you already have.
3. **Add the account:** in the app, tap "+" or "Add account" and scan the QR code in the portal. If the code cannot be scanned, enter the key shown below it manually in the app. On a phone, **Open directly in the authenticator app** opens the app without scanning. The app then shows the entry "RadioWeb Patientenportal".
4. **Enter the code:** enter the 6-digit code currently shown in the app and click **Confirm**. The code changes every 30 seconds – simply use the current one.



Choose an app with a backup function (with Microsoft and Google via your account) so the entries are kept when you get a new phone.

Backup codes

After the first factor, the portal shows ten backup codes once (format `XXXXX-XXXXX`). With a backup code you can sign in when you cannot use your passkey or app – for example after losing your smartphone.

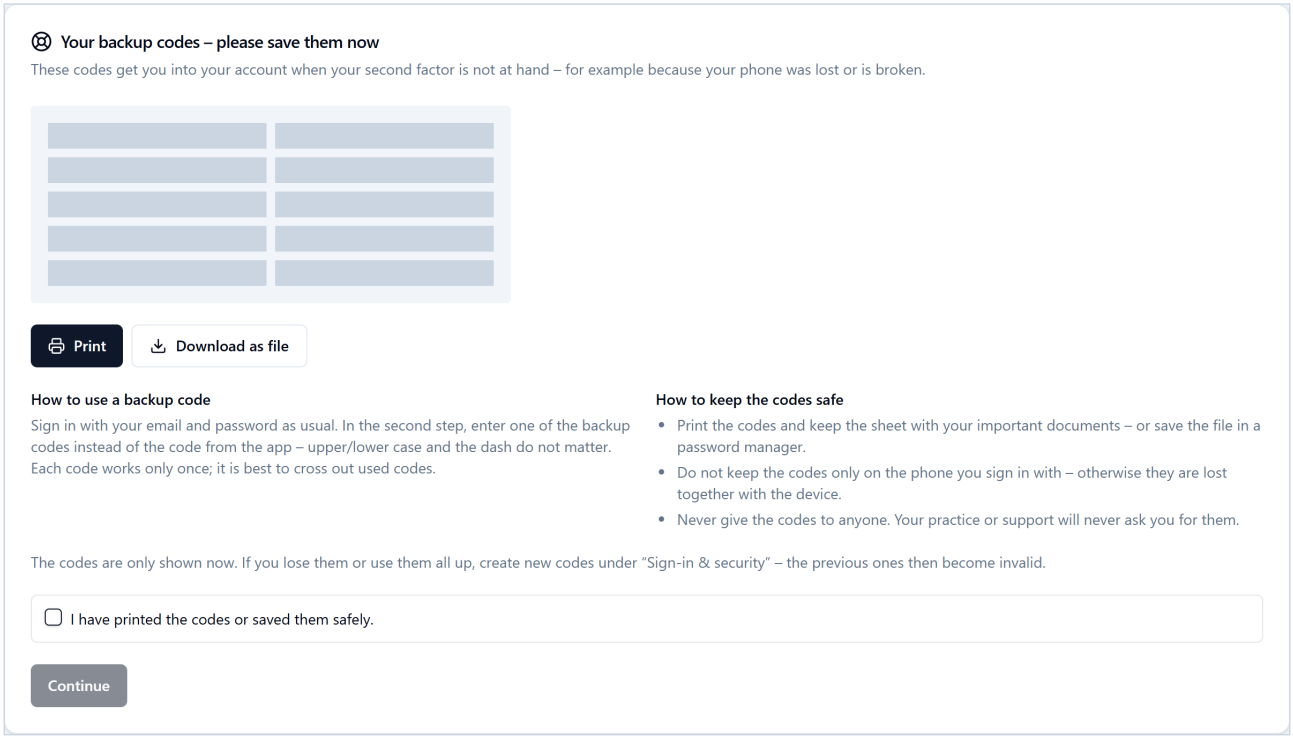

Figure 15. Backup codes after the setup (codes hidden here)

Using a backup code

Sign in with e-mail and password as usual and, in the second step, enter a backup code instead of the app code. Upper/lower case and the dash do not matter. Each code works exactly once – it is best to cross out used codes.

Keeping backup codes safe

- Click **Print** and keep the sheet with your important documents – or download the codes with **Download as file** and save the file in a password manager. The printout and the file also contain short instructions.
- Do not keep the codes only on the phone you sign in with – otherwise they are lost together with the device.
- Never give the codes to anyone. Your practice or support will never ask for your backup codes.

Only after you confirm that you have printed or safely saved the codes does **Continue** take you back to the overview. The page then shows how many unused codes you have left. **Generate new backup codes** gives you a new set; the previous codes become invalid.

Signing in with a second factor

1. Enter your e-mail address and password as usual and click **Sign in**.
2. In the step **Confirmation required**, click **Use passkey** and confirm the prompt of your device – or

enter the code from the authenticator app or a backup code and click **Confirm**.

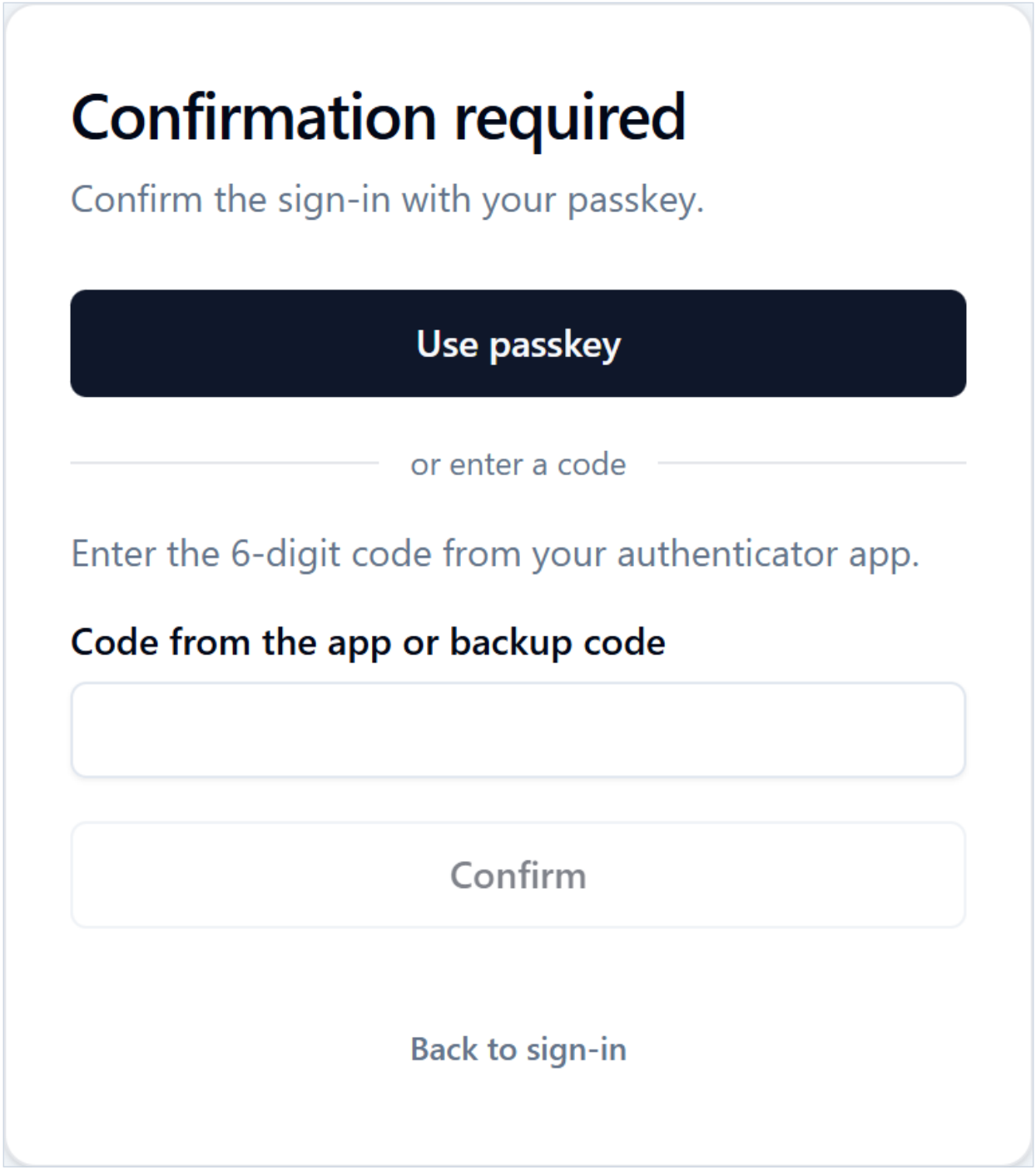

Figure 16. Second step of the sign-in

With a passkey you can also sign in without a password: click **Sign in with a passkey** on the login page or pick the passkey directly from the suggestion of the e-mail field. If the passkey is on your phone but you sign in at the computer, choose "Use another device" in the browser window and scan the QR code with your phone.

After five failed attempts (wrong password or wrong code), the account is locked temporarily: first for 15 minutes, longer after further failed attempts (at most 4 hours).

Managing factors

- **Rename** and **Delete** for individual passkeys and **Remove authenticator app** are on the page **Sign-in & security**.
- The last remaining factor cannot be removed – set up another one first. This way your account is never protected by the password alone.
- **Set up app again** replaces the authenticator app, for example after switching phones. The setup works as the first time; the previous app stays valid until you have confirmed the code of the new app. After that, only codes of the new app are accepted and your sign-ins on other devices are ended.
- Changes to the factors require your password. If your last confirmation was more than ten minutes ago, the portal also asks for a passkey or code (**Confirm your identity**).
- When a factor is removed, all other sessions of your account are ended.
- You receive an e-mail about every change – in the language of your last sign-in. If you did not make the change yourself, contact your practice or the administrator immediately.

Lost device

1. Sign in with e-mail, password and a **backup code**.
2. Open **Sign-in & security** and replace the lost factor:
    - **Authenticator app:** under **Authenticator app**, click **Set up app again** and set up the app on the new phone. Codes of the lost phone are no longer valid afterwards.
    - **Passkey:** first add a new passkey (or set up an authenticator app), then delete the passkey of the lost device.
3. Check how many backup codes you have left and generate new ones if needed.

If you have no backup code left, the portal administrator can reset your sign-in factors. At the next sign-in you then set up a new second factor.

If someone else changes your factors, you receive an e-mail – contact your practice or the administrator immediately.

Access via a Study Share

A **study share** grants access to one or more selected examinations – without a personal user account. You receive one, for example, when a patient has shared images with you or a practice specifically provides individual examinations for you.

Signing In

Signing in works exactly like with a personal share code: open the link or scan the QR code, and enter the date of birth or password if required – see Signing In.

Viewing and Downloading Examinations

After signing in, you see only the shared examinations.

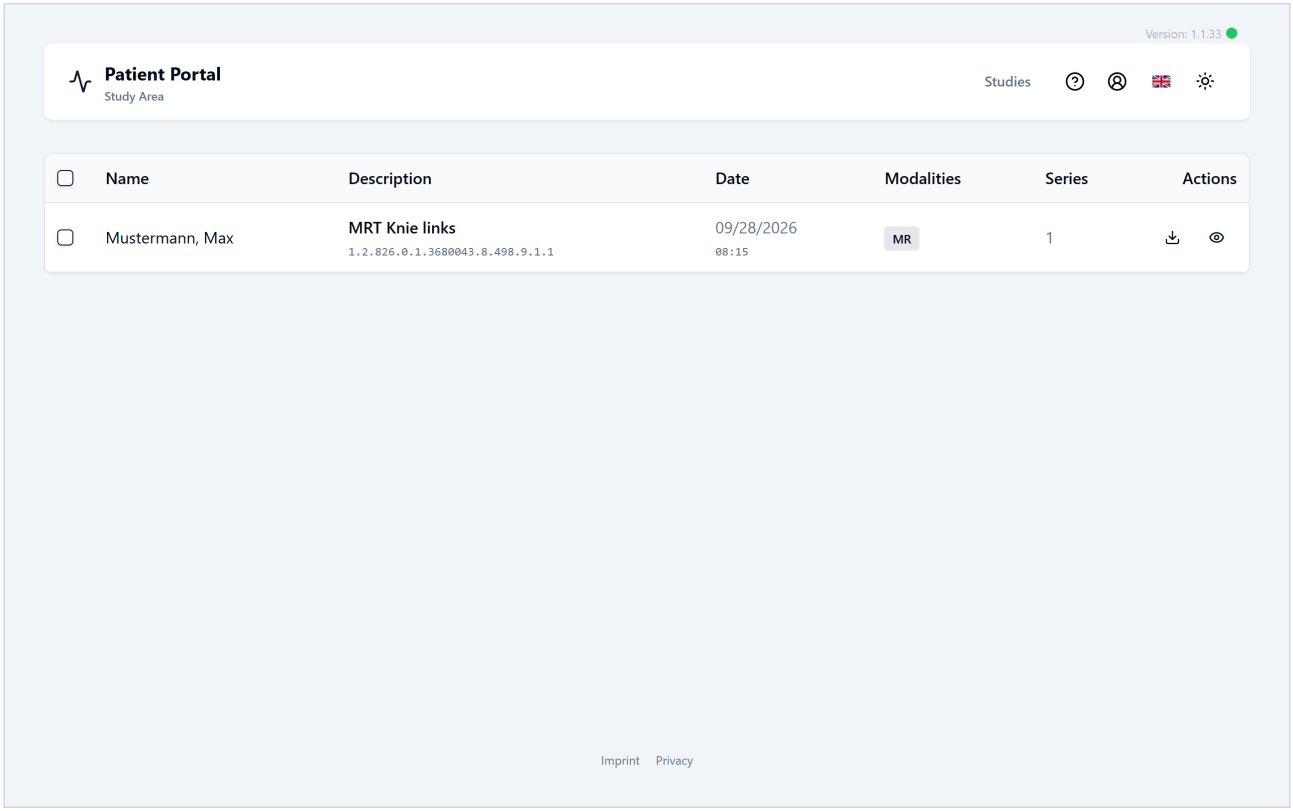

Figure 17. View of a study share

Viewing in the image viewer and downloading work as described in the chapter Viewing and Downloading Examinations. Whether you may share the examinations further yourself is decided by the practice.

A study share is time-limited. After it expires, contact the person or practice from whom you received the share.

Frequently Asked Questions and Privacy

You also find the answers to these questions in the portal: click the help icon (question mark) in the top right and choose **FAQ**. You can download this guide as a PDF there as well.

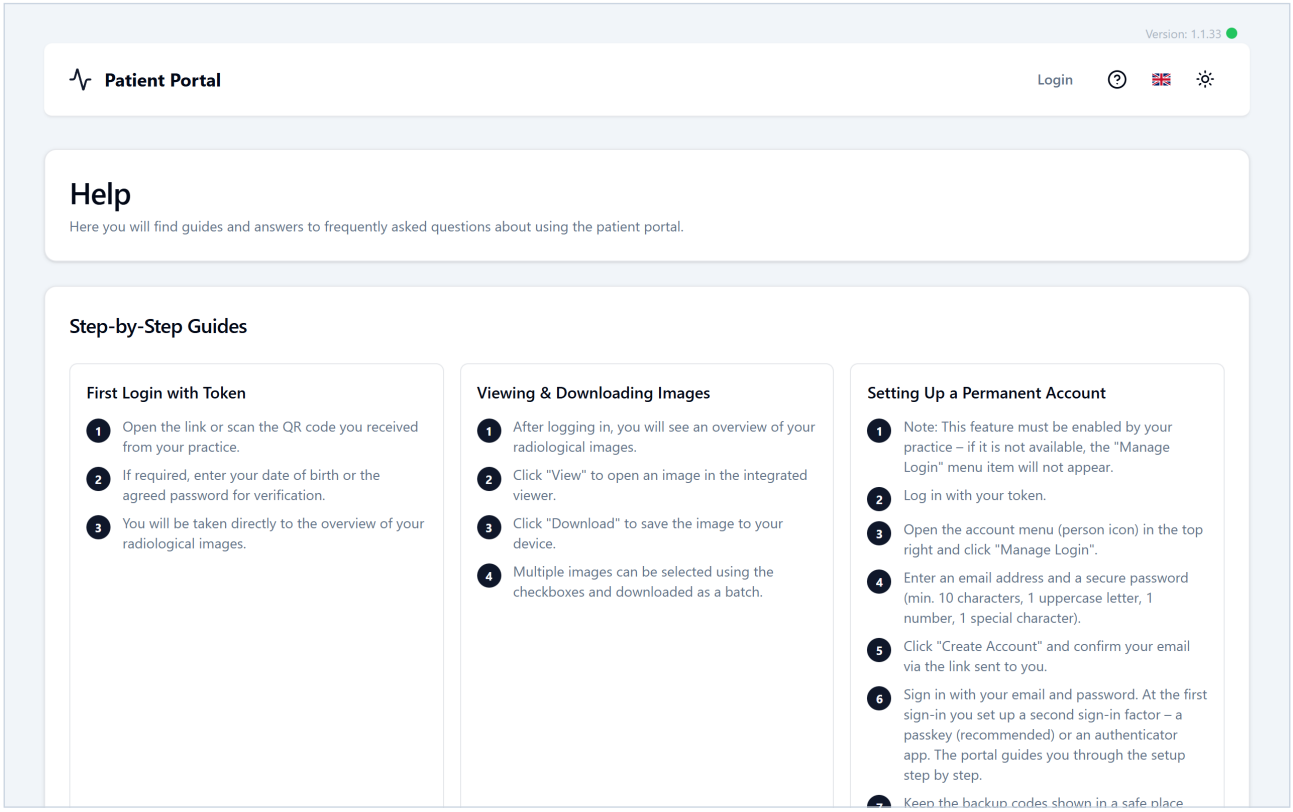

Figure 18. The help page in the portal

Frequently Asked Questions

1. *How do I sign in?*

   With the share code (token) you received from your practice via link or QR code – or, if set up, with e-mail address and password. See Signing In.

2. *My link does not work – what can I do?*

   Common causes: the share code has expired or has been revoked, or the link was damaged when copying it. Enter the code manually or ask your practice for a new code.

3. *I have forgotten my password.*

   For security reasons there is no automatic reset. Your practice can issue you a new share code with which you can sign in and set a new password.

4. *Why do I not see any images?*

   The portal retrieves your images from the practice's archive. The connection status is shown in the top right next to the version number as a coloured dot (green = connection OK, red = retrieval currently not possible). It is also possible that no images have been assigned to your access yet – in that case, please contact your practice.

5. *Why is the "Share" button missing for me?*

Sharing must be enabled by your practice.

6. *What technical requirements do I need?*

   An up-to-date browser (Chrome, Firefox, Edge, Safari). No additional programs are required. For viewing images we recommend a large screen.

7. *Can I change the language?*

   Yes – using the flag in the navigation.

Privacy Notes

- Your data is transmitted encrypted. The portal does not load content from third-party servers and does not use tracking or analytics services.
- Only pass your share code and access links created from it to people who are supposed to see your images.
- If necessary, additionally protect shared accesses with date of birth or password and choose a short validity period.
- Under My Releases you can revoke any access at any time and have your data deleted from the portal on request.
- Sign out after use, especially on shared devices.
- You find your practice's full privacy policy in the portal via the **Privacy** link at the bottom of the page.