



## New PACS Frequently Asked Questions Go-live Monday, February 13<sup>th</sup>

Q: How do I launch the new Tower PACS system if I am currently enrolled?

A: In order to access our new PACS system, you must first launch Internet Explorer, then go to towerpacs.com and click on the new "Tower iConnect Access" link and you can either save it to your favorites or create a shortcut.

NOTE: If you are actively logging on "iConnect Access" prior to February 13<sup>th</sup>, you will need to perform this download function on go-live.

Q: How do I get access to the new Tower PACS system if I am not currently enrolled?

A: Contact your marketing representative to sign up for PACS access.

Q: Do I need to get a new username and password for the new Tower PACS system?

A: No, if you were signed up in Tower's previous PACS system, your username and password has been transferred to the new system.

Q: Do I need to type in "orionsbelt\" in front of my username when logging in?

A: No, you only type your username.

Q: What information will I see in Tower's new PACS?

A: You will see reports and images.

Q: What if I search the new PACS system and I do not see my patient or patient historical studies?

A: Temporarily, Tower will keep the current PACS system intact for read-only historical search purposes, while Tower is finalizing its image migration.

Q: When will this capability no longer be an option?

A: When all of the historical image data is migrated over to the new system.

Q: Who do I call if I have problems logging in the new system?

A: Call Tower's IT support line at (813) 518-HELP (4357).