Zed.

Referrer Results
# FAQ's

Support

Referrer Support	
Qscan Doctor Direct line	p: (07) 3547 8050
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Qscan

How do I sign in?

You can access images and reports via the link in the report or sign into the portal referrer.qscan.com.au. This is 'web based' which means you will always have access to the latest version immediately after an upgrade is performed. This is particularly important when critical updates are loaded.

When you access the system, you will be presented with a sign in page. Due to cybersecurity reasons, signing in requires you to have a valid and enabled account. Qscan is responsible for managing user accounts. Please contact your local Business Development Manager.
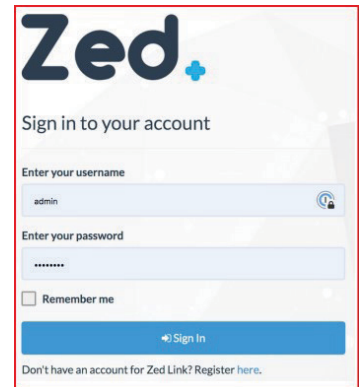

Common sign-in errors

Occasionally, the following errors may be encountered when a user signs into Zed Link.

This error implies that the account details were not found. You should ensure the username or email address and password were entered correctly. If the issue persists, please contact Qscan for further assistance.
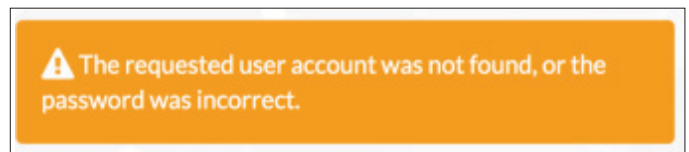

This error arises if you enter an incorrect username/password combination more than the permitted number of times. This imposes a lockout period. The maximum number of sign in attempts and 'lockout period' are configured by Qscan. Qscan can also unlock the account before the lockout period has elapsed.
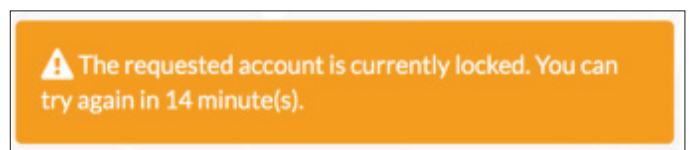
How do I sign out?

If you are using a shared workstation/computer, you should always ensure you correctly sign out of Zed Link. To sign out of Zed Link, move your cursor to the top right of the page. Simply click on "Sign Out" (shown below) and your session will end. You will be taken back to the sign in page.

Please contact your local Business Development Manager.
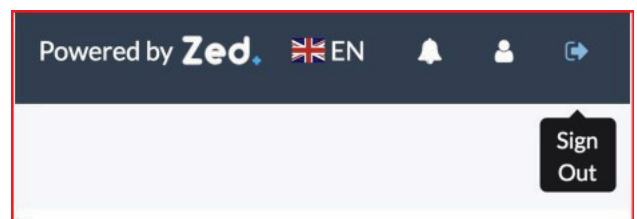
Break Glass - How do I access a study for a patient I did not refer?

Data access rules (DARS) are configured to ensure that authorised users can only access studies of the patients they are managing. This ensures that patient confidentiality is always maintained.

In some cases, you might need to access a study for a patient they did not refer. The break glass function allows you to by-pass the DARs and access a study.

The *Break Glass* button appears at the top of the list of patients, along with view, show report, and so on.
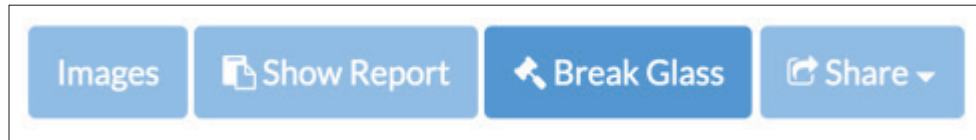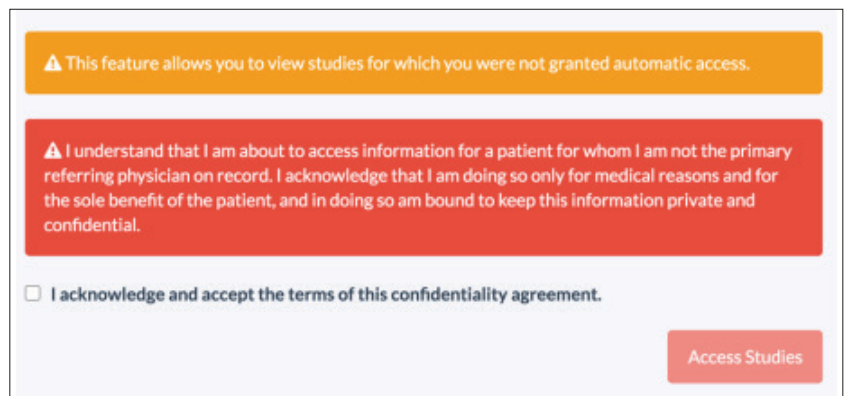
You should be aware of some important facts when using Break Glass:

- When Break Glass is used, the study will be available immediately, however you may need to wait a few moments if the study needs to be retrieved from PACS
- Break Glass studies will appear in your study list
- By default, Break Glass access will expire after 7 days. Expired studies will no longer be displayed on your study list.
- System administrators at the radiology clinic can audit and revoke access

How to use Break Glass?

1. From the Studies page, click **Break Glass**. This will display the Break Glass Request screen.

2. Tick the 'acknowledge' option to enable use of the option.

3. Complete the access details:
   – Select access by either patient ID or surname and date of birth
   – Provide a reason for accessing the study

4. Click **Access Studies**. This will display the Break Glass Confirm page.

5. On the Break Glass Confirm page, select the study you with to access, and click Confirm
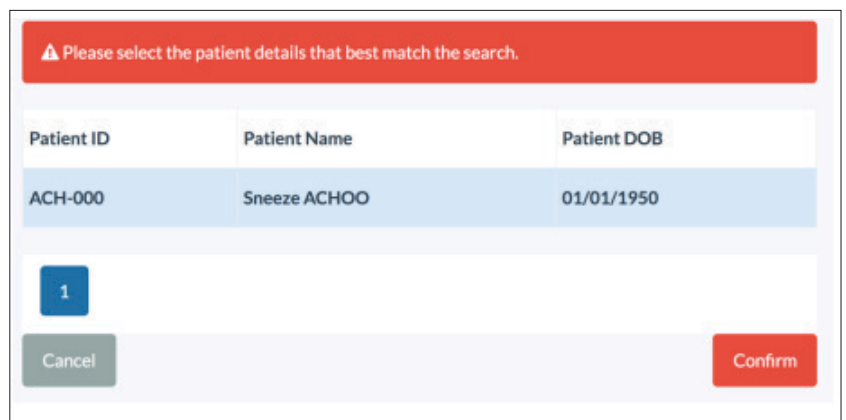

When you access a study using break glass function, you will see the following notification.
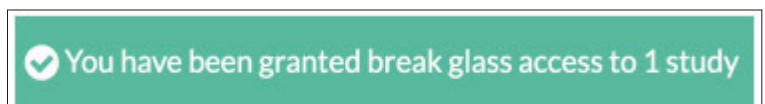
How do I share studies?

Zed Link provides authorised users with a number of options when sharing studies.

- Via link
- Via email
- With another user
- Patient
- Report only

How do I share via a link?

The 'share via a link' option will generate a share link which can be given to another person. The link gives temporary access to the images via Zed's HTML5 viewer.

When you select this option, you must set an expiration date for the link, after which the link will no longer be active. The default period is 7 days. You can leave the *Set Expiration* field blank to provide a permanent share. You can also check or uncheck the *Include Report* tick-box depending on whether you wish to include the report.

When you click **Share**, a share link will be generated.

> ✓ Below is the share link to access the study:
>
> https://doctor03.zed.link/viewer/share?
> code=13ac374d931206c899bc46659a742fadf2db622aef894b6a6cbb0e3a48d878530d3e0dd96cb273e7d15996cdcd5f480d4a9251612b6e80f43ea2b5d73aec42

How do I share via email?

The 'share via a email' option will generate a share link which can be sent via email. In addition to specifying expiration date and whether you wish to include the report, you will be required to specify the recipient's email address. You also have the option to add a note for the recipient.

When you click **Share**, a share link will be generated. The recipient will receive an email containing the link and study details.

> ✓ The selected study has successfully been shared with **samuel@zedtechnologies.com.au**!
>
> Please click here or find below the share link to access the study:
>
> https://doctor03.zed.link/viewer/share?
> code=7192d3be4450765f066885a3b338e1f5d5ca3ac0fe05ea0490b1da8b33c721e4ccddfcacd11f61b5ce6b952e1f74bfa3d4c66d774dca7c6e2ce1b816513453
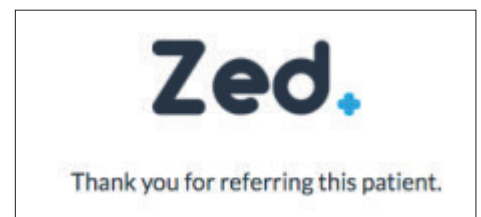
How do I share a study with another Zed user?

This option allows you to share the study with another Zed Doctor user in the same system. For example, a GP may want to share a study with a specialist. In this case the study will automatically appear on the specialist's study list, and there is no need to issue any share link.

When sharing with another user, you can specify the recipient(s) in the *Select users you would like to share the study with* field.

How do I share with a patient?

In some instances, a patient may have many studies that need to be shared at the same time. Patient share allows users to share all studies for the selected patient. Patient share works in the same manner as Sharing via Email, however the link generated will produce a list of studies for the patient. Recipients can view each study as required.

How do I share the report only?

The 'share report only' option allows you to share just the report for the selected study.

Report only share works in the same manner as *Sharing via Email,* however the link generated will only display the report for the study. Recipients have the option to view or download the report.

How do I manage my account settings?

Zed Doctor allows you to manage your account settings. Click the Your Account button at the top-right of the screen to manage your account settings.

From here you can manage settings such as:
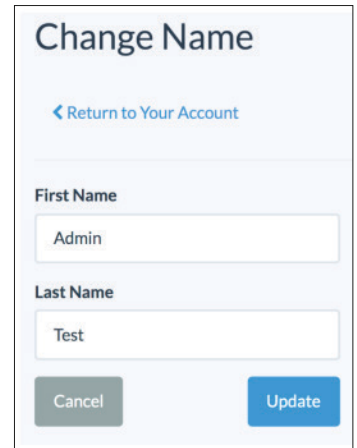
- Account name
- Email address
- Password
- Default quality factor
- Search filters
- Study share
- Patient shares
- Export settings
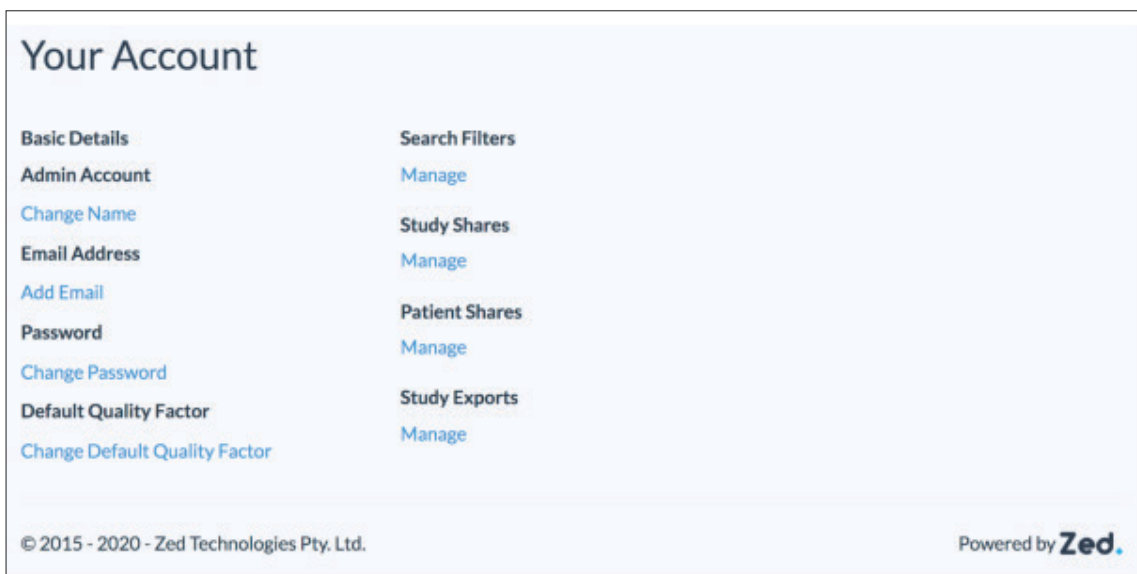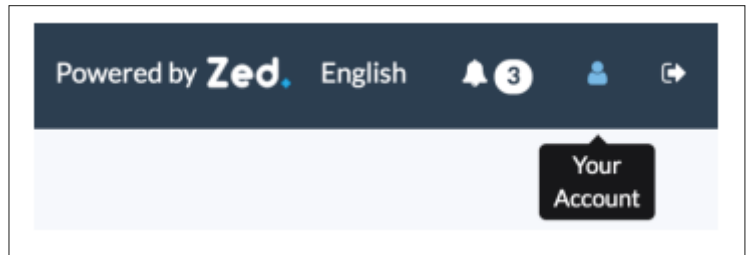
How do I change my account name?

You can change your first and last name at any time in Zed Link.

When you change your name, you will see two text boxes pre-filled with your first and last name. Simply enter a new first and last name and click **Update.**
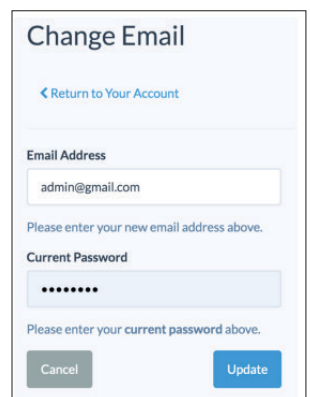
How do I update my email address?

You can change your email at any time in Zed Link.

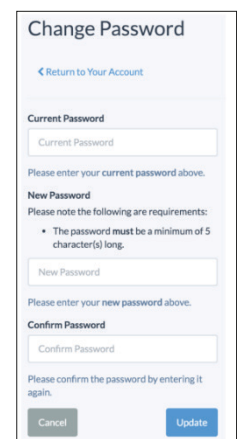Simply enter a new email address and the account password and click **Update.**

How do I change my password?

You can change your password at any time in Zed Link.

Simply enter the current password, new password and re-enter the new password in the 'Confirm Password' textbox and click **Update.**
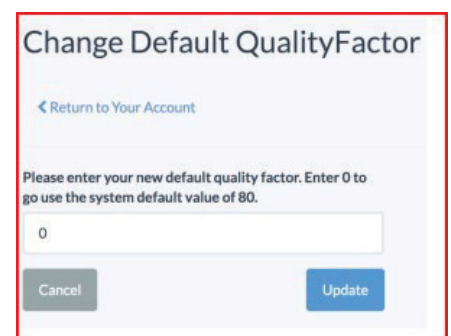
How do I change the default quality factor?

The quality factor determines the resolution used to display images in the Zed viewer. The higher the quality factor, the higher the resolution.

Enter a value between 0 and 101 and click **Update**. Note: higher quality requires a good internet service. Zed recommends a default value of 80.