

A Step-by-Step Patient Guide to Upload Medical Images to the Cleveland Clinic Neurological Institute

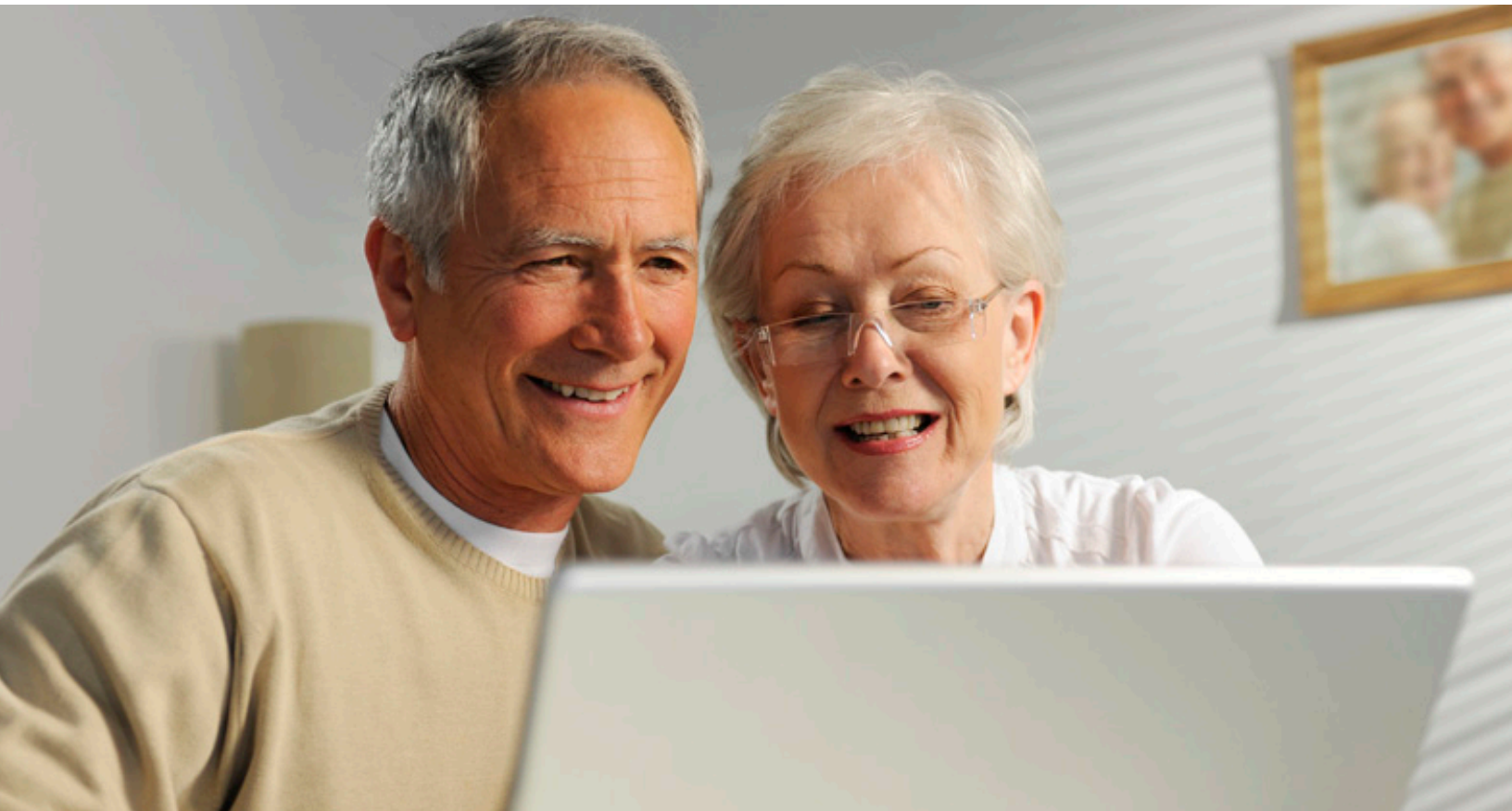


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Upload Your Images

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If you have questions or need assistance during process, please email Imageuploadhelp@ccf.org.



Get Started

Step 1: Locate the website

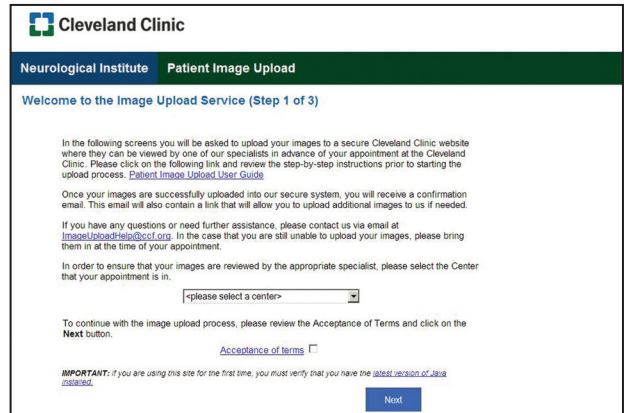
Please click on this link or copy and paste into your browser window to begin the image upload process.

- <http://isend.ccf.org/NLI/>

Browser options: Please use Internet Explorer® 8.0 or later, Mozilla Firefox® 5 or later, Google Chrome™ 14 browser or later, or Safari® 5.0 or later (page 6 of this manual).

Java: Please be sure that you've installed the latest version of Java™ (page 7 of this manual).

MacBook users: You can upload your images using a MacBook. Before you do so, [please review the setup instructions](#) (page 8 of this manual). **We do not support uploading from iPad® or iPhone® at this time.**



Cleveland Clinic
Neurological Institute Patient Image Upload

Welcome to the Image Upload Service (Step 1 of 3)

In the following screens you will be asked to upload your images to a secure Cleveland Clinic website where they can be viewed by one of our specialists in advance of your appointment at the Cleveland Clinic. Please click on the following link and review the step-by-step instructions prior to starting the upload process. [Patient Image Upload User Guide](#)

Once your images are successfully uploaded into our secure system, you will receive a confirmation email. This email will also contain a link that will allow you to upload additional images to us if needed.

If you have any questions or need further assistance, please contact us via email at ImageUpload@isend.ccf.org. In the case that you are still unable to upload your images, please bring them in at the time of your appointment.

In order to ensure that your images are reviewed by the appropriate specialist, please select the Center that your appointment is in.

*please select a center-

To continue with the image upload process, please review the Acceptance of Terms and click on the **Next** button.

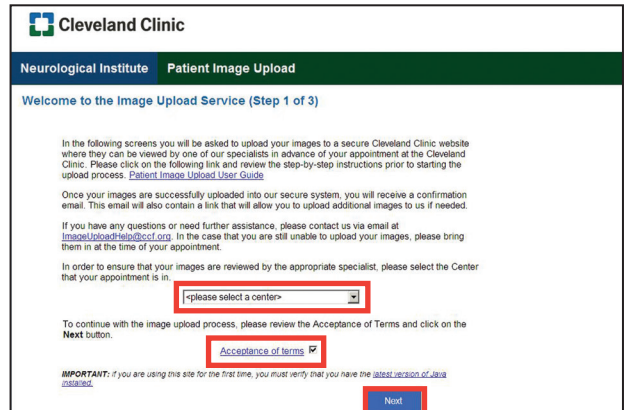
Acceptance of Terms

IMPORTANT: if you are using this site for the first time, you must verify that you have the latest version of Java installed.

Next

Step 2: Review terms and conditions

- Select the Center that your appointment is in from the drop-down list.
- Review and check the **Acceptance of Terms**.
- Select **Next**.



Cleveland Clinic
Neurological Institute Patient Image Upload

Welcome to the Image Upload Service (Step 1 of 3)

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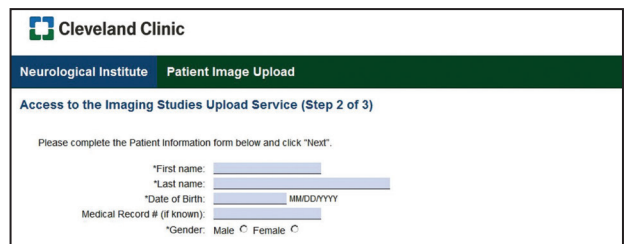
Acceptance of Terms

IMPORTANT: if you are using this site for the first time, you must verify that you have the latest version of Java installed.

Next

Step 3: Complete all patient information

- Scroll down the screen and complete the **Patient Information** section.
- Please include the name of the Cleveland Clinic Physician that you are working within the text box at the bottom of the screen.



Cleveland Clinic
Neurological Institute Patient Image Upload

Access to the Imaging Studies Upload Service (Step 2 of 3)

Please complete the Patient Information form below and click "Next".

*First name:

*Last name:

*Date of Birth: MMDDYYYY

Medical Record # (if known):

*Gender: Male Female

Upload Your Images

Step 4: How to upload images

You may select the letter of your CD drive or the browsing directory to locate the files.

- Select the files you would like to upload.
- Browse to the folder that contains your images and select **open**.

Note: If you have multiple studies to upload during your session, please only upload 8 studies or less at a time.

- Select **upload**. (MacBook users, see page 9 of this manual for download instructions.)

Note: If you need assistance, please select the (?) mark icon (next to the area you need help) on the image upload screen.

If you require further assistance or have questions, please email Imageuploadhelp@ccf.org.

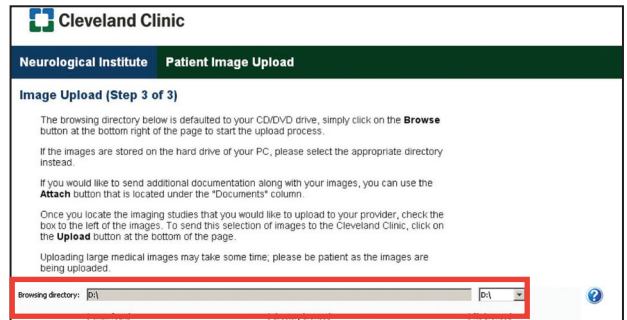
Note: If you need to leave this session or if your upload fails, please check your email for a temporary upload link you can use to continue your image upload.

Step 5: Image uploading time

After selecting image upload service, a security screen may display.

- Click **Yes**, to begin the upload.
- The upload time will display.

Note: Upload time depends on the connection speed of your service provider and file size of the selected images.



Cleveland Clinic
Neurological Institute Patient Image Upload

Image Upload (Step 3 of 3)

The browsing directory below is defaulted to your CD/DVD drive, simply click on the **Browse** button at the bottom right of the page to start the upload process.

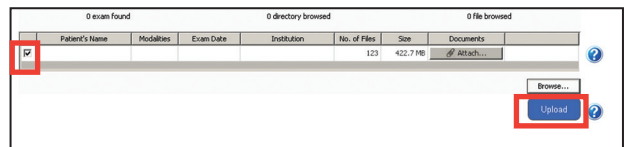
If the images are stored on the hard drive of your PC, please select the appropriate directory instead.

If you would like to send additional documentation along with your images, you can use the **Attach** button that is located under the "Documents" column.

Once you locate the imaging studies that you would like to upload to your provider, check the box to the left of the images. To send this selection of images to the Cleveland Clinic, click on the **Upload** button at the bottom of the page.

Uploading large medical images may take some time, please be patient as the images are being uploaded.

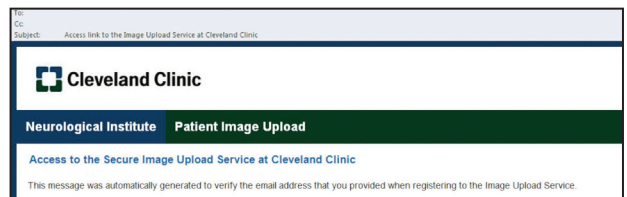
Browsing directory: D:\



0 exam found 0 directory browsed 0 file browsed

CP	Patient's Name	Modalities	Exam Date	Institution	No. of Files	Size	Documents
<input type="checkbox"/>					123	422.7 MB	Attach...

Browse... Upload

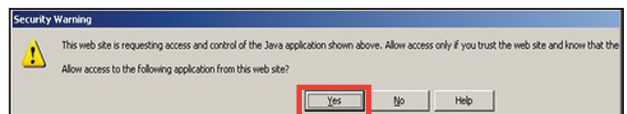


CC: [redacted]
Subject: Access link to the Image Upload Service at Cleveland Clinic

Cleveland Clinic
Neurological Institute Patient Image Upload

Access to the Secure Image Upload Service at Cleveland Clinic

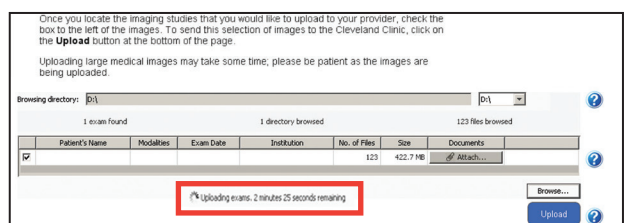
This message was automatically generated to verify the email address that you provided when registering to the Image Upload Service.



Security Warning

This web site is requesting access and control of the Java application shown above. Allow access only if you trust the web site and know that the Allow access to the following application from this web site?

Yes No Help



Once you locate the imaging studies that you would like to upload to your provider, check the box to the left of the images. To send this selection of images to the Cleveland Clinic, click on the **Upload** button at the bottom of the page.

Uploading large medical images may take some time, please be patient as the images are being uploaded.

Browsing directory: D:\

1 exam found 1 directory browsed 123 files browsed

CP	Patient's Name	Modalities	Exam Date	Institution	No. of Files	Size	Documents
<input type="checkbox"/>					123	422.7 MB	Attach...

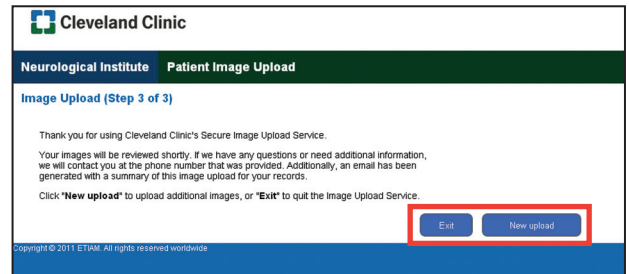
Uploading exams: 2 minutes 25 seconds remaining

Browse... Upload

Upload Your Images

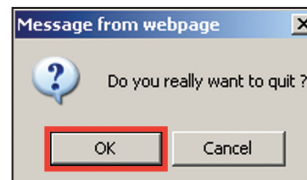
Step 6: Image upload complete

- After the upload is complete, the following window will display.
- If your image upload is complete, select **Exit**.
- If you would like to upload additional images, please select **New Upload**.



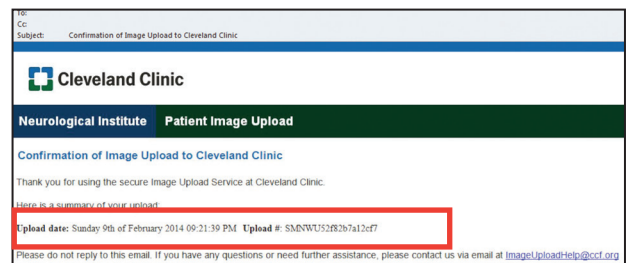
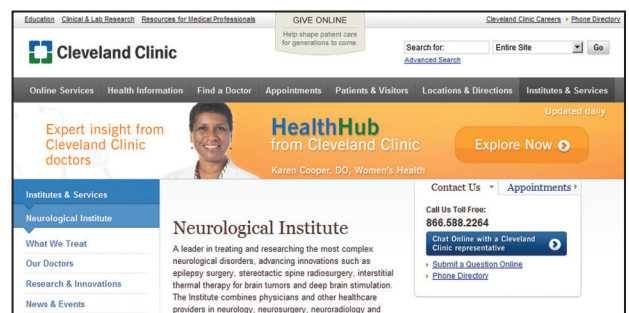
Step 7: Exit session

- Once you select **Exit**, the following window will display.
- Select **OK** to quit the session.



Step 8: Confirmation email

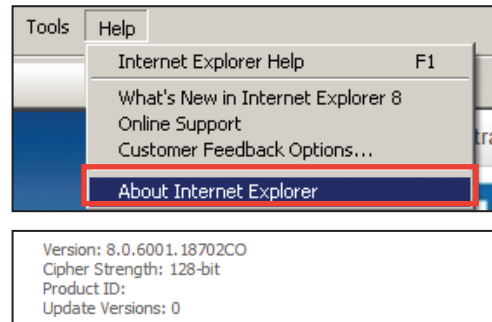
- Once you exit the imaging upload session, Cleveland Clinic's Neurological Institute website will display.
- A second email will be sent confirming the image upload process has been successfully completed.



Get Help

Windows Internet Explorer®

- Open Internet Explorer browser.
 - On the Menu Bar, select **Help**.
 - Select **About Internet Explorer**.
- The version number is located on the splash screen that appears.



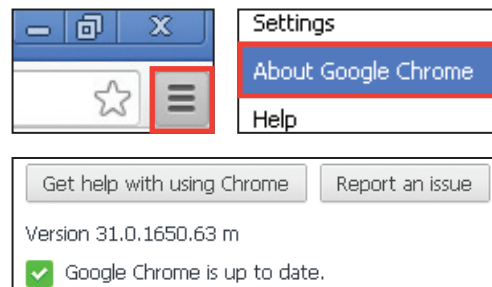
Mozilla Firefox®

- Open Mozilla Firefox browser.
- On the Menu Bar, select **Help**.
- Select **About Mozilla Firefox**.
- The version number is located on the splash screen that appears.



Google Chrome™ browser

- Open Google Chrome browser.
- In the right corner, click on the “three bars” icon.
- Select **About Chrome**.
- A new tab will open showing the version number.



Safari®

- Open Safari browser.
- In the left corner, click on **Safari**.
- Select **About Safari**.
- A new window will open showing the version number.



If you require further assistance or have questions, please email Imageuploadhelp@ccf.org.

Get Help

Java™

Please be sure that you've installed the latest version of Java. It will be needed during the image upload process.

- Visit www.java.com to download and click **Free Java Download**.

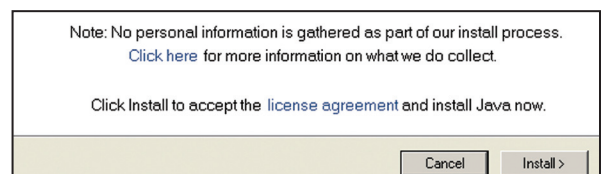
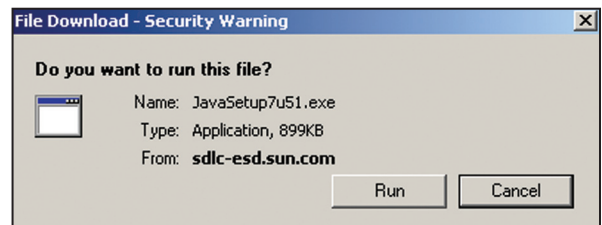
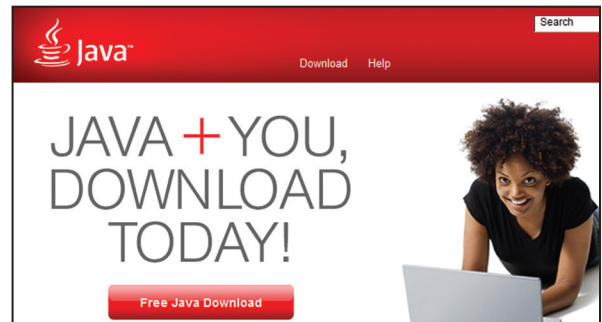
The site will verify if you have the most recent version, or recommend that you download an update.

- Click **Download Java Now**.

- Click **Run**.

- Click **Install**.

A congratulations screen will come up when Java has been successfully installed.



Get Help

MacBook User Setup Instructions

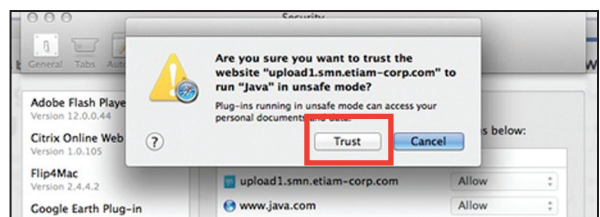
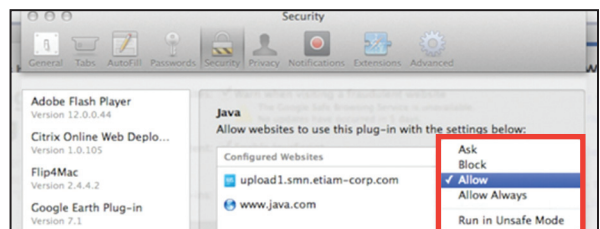
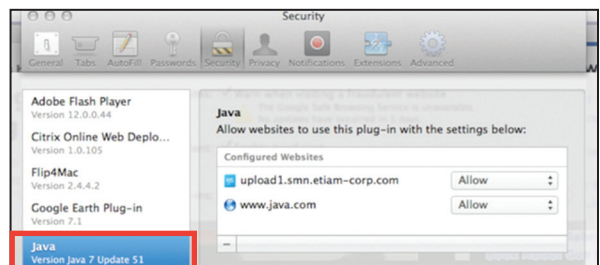
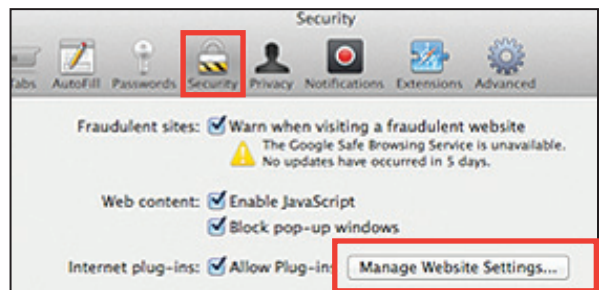
- From the Safari drop-down menu, select **Preferences**.
- Click the **Security** button and then select **Manage Website Settings**.

- Select **Java** from the left-hand side.

Note: If you have not downloaded the latest version of Java™, please do so now ([page 9 of this manual](#)).

The upload1.smn.etiam-corp.com selection should appear if the upload had been attempted before.

- Use the drop-down to select **Run in Unsafe Mode**.
- Select **Trust** to allow the applet to run in unsafe mode.



Get Help

MacBook Image Upload Instructions

- Click **Select** on the image upload screen.

Note: If you have multiple studies to upload during your session, please only upload 8 studies or less at a time.

- On your hard drive, click **Users** and then select **Choose**.

Note: If you're trying to locate a CD/DVD that has images, select **Volumes** at this point. Locate either the "external" drive or CD icon. Once you select it, you need to navigate to the proper folder.

- Select the user where the images can be located and click **Choose**.

Select the specific folder where the images can be located. If you did not create a custom named folder, the "Pictures" folder is commonly used as default for saved images.

Choose the image(s) you would like to upload. Although it appears that you have chosen one image, all of the images within the folder will be uploaded.

Note: Please continue to **Step 5** (page 4 of this manual).

