



POWERED BY CORTENIC™ CONNECTIVITY



Request For Service

This step-by-step guide explains how to request support directly from supported Bayer injection systems once the system is connected to the Bayer Cortenic™ Connectivity Platform.

This guide applies to:

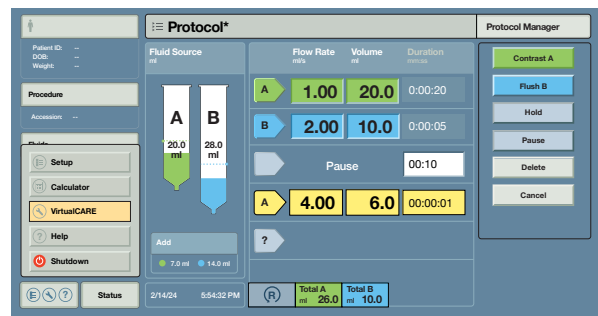
- + MEDRAD® Stellant CT Injection System with Workstation
- + MEDRAD® Stellant FLEX CT Injection System
- + MEDRAD® MRXperion MR Injection System
- + MEDRAD® Centargo CT Injection System

If your injector is not yet connected to Bayer please refer to our [Injector Connectivity Guide](#) to begin your connection. You can also reach out to your internal IT team or reach out to Connectivity@bayer.com for any assistance.

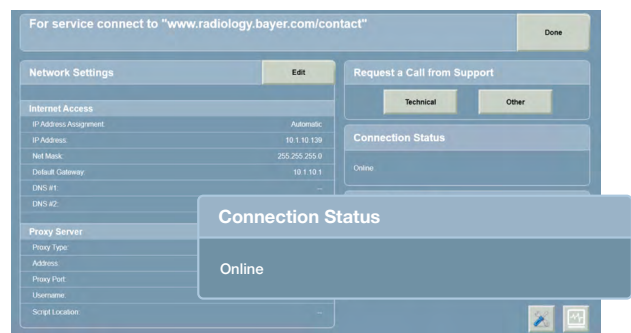
MEDRAD® Stellant CT with Workstation, MEDRAD® Stellant FLEX CT, and MEDRAD® MRXperion MR Injection Systems

Request For Service: Use the following steps to request a callback from Bayer Support directly from the injector.

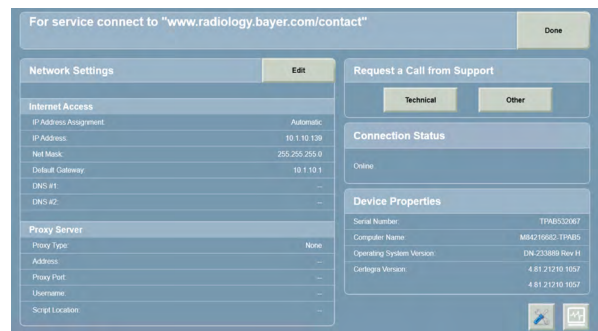
1. Open the **Launch Menu** and select **VirtualCare**.



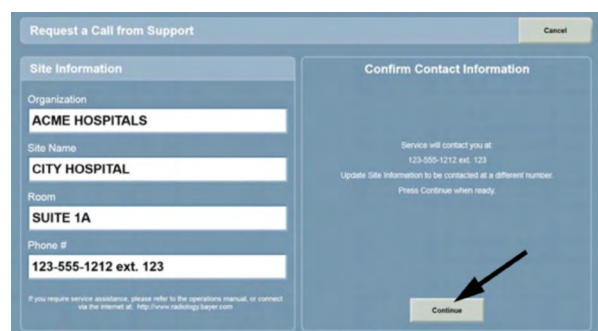
2. On the **Contact Service** screen, confirm that the **Connection status** shows the system is Online. If the system is **not Online**, contact your site administrator to verify the network settings. Only a site administrator should change network settings.



3. Under **Request a call from Support**, select **Technical** or **Other** depending on the type of support you are requesting.



4. Review the displayed **Site Information**. If the site information is not correct, touch in the area you wish to update and enter the correct information, select Continue to proceed.



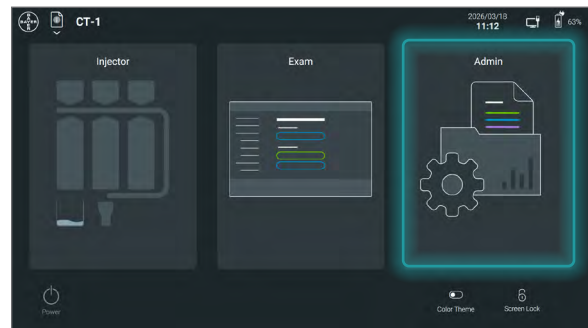
MEDRAD® Stellant CT with Workstation, MEDRAD® Stellant FLEX CT, and MEDRAD® MRXperion MR Injection Systems

5. Enter the contact name for the person Bayer should reach, then select Enter.
6. Wait up to two minutes while the system processes the request.
7. When the request is successful, the system will display a confirmation message indicating that service that Bayer Support has been notified.
8. You can also request a callback from Bayer Support directly from an error screen, press the Contact Service button and follow the same process above to request a callback from Bayer Support.

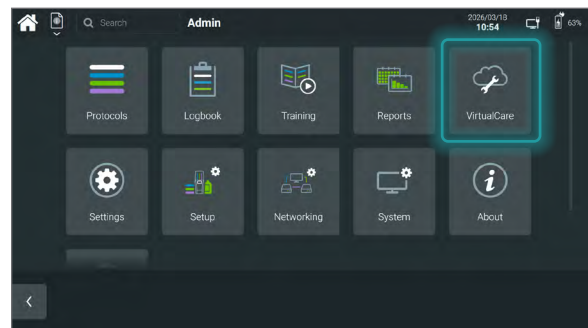
MEDRAD® Centargo CT Injection System

Request For Service: Use the following steps to request a callback from Bayer Support directly from the injector.

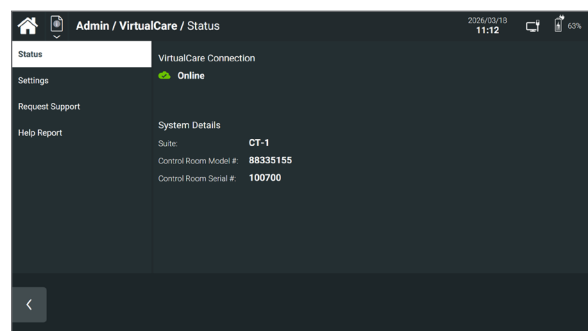
1. On the main screen, select the **Admin** tile.



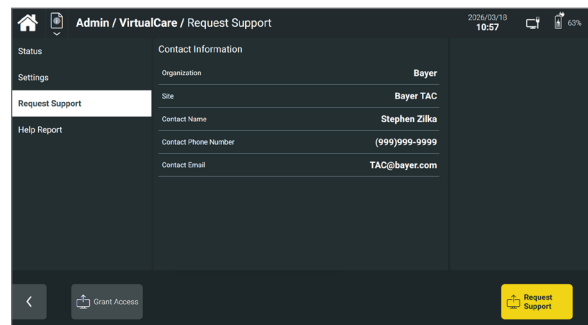
2. On the Admin screen, select **VirtualCare**.



3. Check the **VirtualCare Connection** and make sure it says **Online**. If the system is **not Online**, contact your site administrator to verify the network settings. Only a site administrator should change network settings.

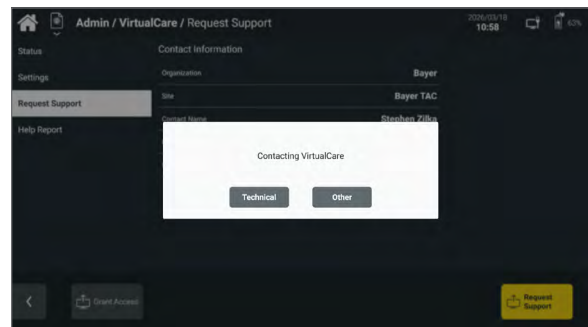


4. Next, click the **Request Support** in the left column, enter or verify all contact information on the right and select the **Request Support** button.

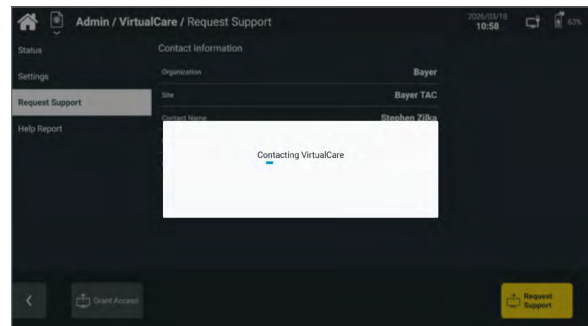


MEDRAD® Centargo CT Injection System

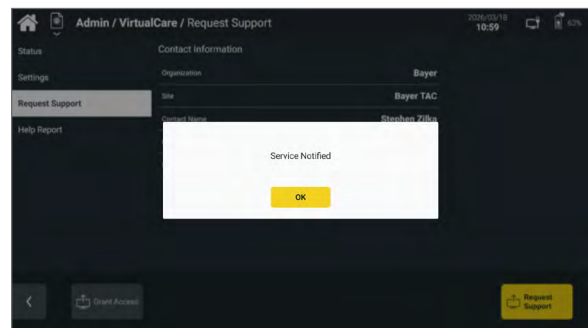
5. A **Contacting VirtualCare** pop-up will appear with two options. Select **Technical** or **Other** depending on the type of support you are requesting.



6. A progress bar will appear while the system submits the support request.



7. When the request is successful, the system will display a confirmation message indicating that service has been notified. Select OK.



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