





### **Quick Tips Guide**

Understand myRADIOLOGYSOLUTIONS registration, troubleshoot common login and access issues and find additional on-demand resources to help you navigate the portal

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## **Registration Assistance**

**Note:** If you are registering as a Bayer Service, Clinical Agreement or Radimetrics<sup>®</sup> customer <u>click here</u> for instructions.

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- 1. Visit <u>myRADIOLOGYSOLUTIONS.Bayer.com</u>
- 2. Select "Register" in the upper right corner of the webpage.



3. Enter your personal details and indicate whether you would like to opt in to receive more information about Bayer in Radiology products and services. Remember to use your Work Email Address for registration.



Bayer.com for support.

**Important Tips:** 







### **Requesting Enhanced Access**

### If you have an active Bayer Service, Clinical Agreement, Radimetrics<sup>®</sup> or manufacturer's warranty, you are entitled to enhanced access to myRADIOLOGYSOLUTIONS.

 To register for enhanced access, select the option "I have an agreement that entitles me to access the Learning Academy and Information Resource Center, view details on my Equipment and Radimetrics<sup>®</sup> Software, open support cases and access Workflow Solutions //Insights."

	Regis	stration	
			Step 1 o
ll fields are required unless o	therwise specified.		
<ul> <li>I have an agreement Resource Center, vit cases and access V</li> </ul>	t that entitles me to access t ew details on my Equipment /orkflow Solutions //Insights.	he Learning Academy and Information and Radimetrics software, open supp	n port
<ul> <li>I only want access t</li> </ul>	o the Learning Academy and	Information Resource Center	
	First Name		
	Last Name		
	Work Email Address		
	Alternate Email Addres	ss (Optional)	
	Phone Number	Ext. (Optional)	

2. To expedite the approval process, register by providing the serial number of your equipment under contract or by providing a recent service case number.



To locate your case number, look for the 8-digit case or service request number on any recent Field Service Report. If you don't have an equipment serial number or recent case number handy, select the option "I'm not sure, I would like a Bayer representative to contact me" and the mode of contact.

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#### **Important Tips:**

If you're a Bayer Equipment Service customer who has requested enhanced access to **myRADIOLOGYSOLUTIONS**,

you will receive an email when your request has been approved. Please allow us 3-4 hours to validate your request for enhanced access.







### Make sure that the email address you provided during registration has been verified.

- 1. After registering for myRADIOLOGYSOLUTIONS, you will receive a verification email from myRADIOLOGYSOLUTIONS.Bayer.Com, similar to the one pictured below.
- 2. When you receive the email, click "Activate link" to verify your Work Email and activate your myRADIOLOGYSOLUTIONS profile.





#### Important Tip:

This link will be active for 7 days after you receive it. If you receive an expired link error, send an email to **myRADIOLOGYSOLUTIONS@bayer. com** with details about the error and an error screenshot. A Bayer in Radiology specialist will contact you within one business day of receipt.





#### **Desktop or Laptop Computers**

PLATFORM	Apple Safari	Google Chrome	Microsoft Edge (Windows 10 only)	Mozilla Firefox
Apple MAC OS Desktop	✓	✓		✓
Microsoft Windows Desktop		✓	✓	✓

#### **Mobile Devices**

PLATFORM	Apple Safari	Google Chrome	Microsoft Edge (Windows 10 only)	Mozilla Firefox
Android Phone and Tablet		✓		
iOS Phone and Tablet	✓			

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#### **Important Tips:**

Internet Explorer is not a supported browser to access **myRADIOLOGYSOLUTIONS**.

To ensure an optimal user experience, please use the latest version of an alternative browser such as Apple Safari, Google Chrome, Microsoft Edge or Mozilla Firefox. If you are accessing **myRADIOLOGYSOLUTIONS** 

from your mobile device, please be aware that BlackBerry and Microsoft Windows Operating Systems are not supported.



# Supported Browser Settings

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If you receive the below error message when logging in to myRADIOLOGYSOLUTIONS, check your supported browser settings to ensure that third party cookies are not blocked.

<b>NaulologySolutions</b>	Product Website   FAQ   Contact Us   Login / Register
Home Learning Academy Assets & Cases Events & Web	inars
Error Description: In order to login to myRadiologySolutions, third party cookies mu you continue to have issues, please send us an email at myRadiologySolutions@bayer.com	st always be enabled in your browser. This option is often found under Settings - > Privacy & Security, If a along with an error screenshot and we will get back to you within 24 hours.
<b>A</b>	med at 10/06/2020 2:00 DM

#### Important Tip:

To leverage the services available at **myRADIOLOGYSOLUTIONS**, the 'Block third-party cookies' and 'Block third-party cookies in Incognito' settings should always remain unchecked. Otherwise, login will be restricted and you will not be able to access the portal.

#### From your browser's navigation bar, these options are often found under Settings > Privacy & Security.

Settings Q Set		Q Search settings	Search settings		
•	You and Google	O Block third-party cookies in Incognito	<b>~</b>		
â	Autofill	O Block third-party cookies	~		
	Safety check	O Block all cookies (not recommended)	<b>~</b>		
<b>•</b>	Appearance	Clear cookies and site data when you quit Chrome			
م	Search engine	Send a 'Do Not Track' request with your browsing traffic			
<b>回</b>	Default browser On Startup	Preload pages for faster browsing and searching Pre-fetches information from pages, including pages you have not yet visited information fetched may include cookies, if you allow cookies.			
Adva	inced 👻	See all cookies and site data	►		
Extensions 🔀		Sites that can always use cookies			





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### myRADIOLOGYSOLUTIONS Demo Videos

- > Register for myRADIOLOGYSOLUTIONS
- > Make data-driven decisions with the portal's Asset Manager
- > <u>Maximize uptime with an online Service & Support Case Manager</u>
- > <u>Stay engaged with your Bayer team by tracking Events & Webinars</u>



- Web: myRADIOLOGYSOLUTIONS.Bayer.com/s/contact-us
- Email: myRADIOLOGYSOLUTIONS@Bayer.com



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