



Desktop Agent User Guide

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
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WELCOME

Welcome to AG Mednet, the world's largest diagnostic imaging network. Access to our network is web-based and will enable you to send diagnostic image exams electronically and securely for clinical trials. Additionally, your AG Mednet agent will provide tools for you to de-identify exams, complete transmittal forms electronically, and complete other trial specific tasks.

The user manual has several sections. Please read the Getting Started and About Your Agent sections to prepare yourself to begin using your Agent. Also keep an eye out for notes  and warnings . Notes  are directions you should keep in mind each time you use your agent to maximize performance and efficiency. Warnings  are to prevent you from performing actions against your workflow, such as exiting the agent before an exam finishes sending.

If you have questions, refer to more detailed sections of the user guide, the FAQs in the appendix, or call 888.9AGMEDNET (888.924.6336 or +1.709.570.7565) and press 2 for support).

GETTING STARTED

WHAT YOU NEED TO GET STARTED (COMPUTER REQUIREMENTS)

Setting up your agent is a simple process that takes a couple minutes and typically does not require administrative rights or local IT support. There are three requirements to use the agent. First, ensure your computer meets basic requirements:

Platform	Operating System	Memory	Browsers
Windows 32 Bit	Windows XP Professional (SP1+) Windows XP Home Windows Vista Windows 2000 Professional (SP3+) Windows 7 Professional	128 Mbytes	Internet Explorer 6.0 SP1+ Internet Explorer 7.0 Internet Explorer 8.0 Firefox 1.06+
Windows 64 Bit	Windows XP Windows Vista Windows 7 Professional	128 Mbytes	Internet Explorer 6.0 SP1+ Internet Explorer 7.0 Internet Explorer 8.0 Firefox 1.06+ 64 Bit
Macintosh – Intel DC	OS X 10.5+	128 Mbytes	Firefox 1.06+ Safari 3.0+

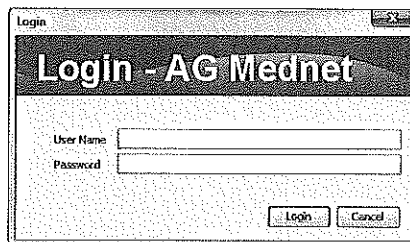
Second, you must have Internet access and also enable pop-ups from the AG Mednet agent website.

Third, you will need the Java 6 plug-in. The plug-in extends the functionality of a web browser, allowing the AG Mednet application to run from a web browser. It is likely you already have Java 6 installed.

ACTIVATING YOUR AG MEDNET AGENT FOR THE FIRST TIME

To activate your AG Mednet Agent account for the first time on a computer, go to <https://portal.agmednet.net/Desktop-Agent/>. You will be prompted to download a small file. If you have an older version of java, the agent will initiate the java upgrade. If you do not have Java, you will be instructed where and how you can download the latest version of Java.

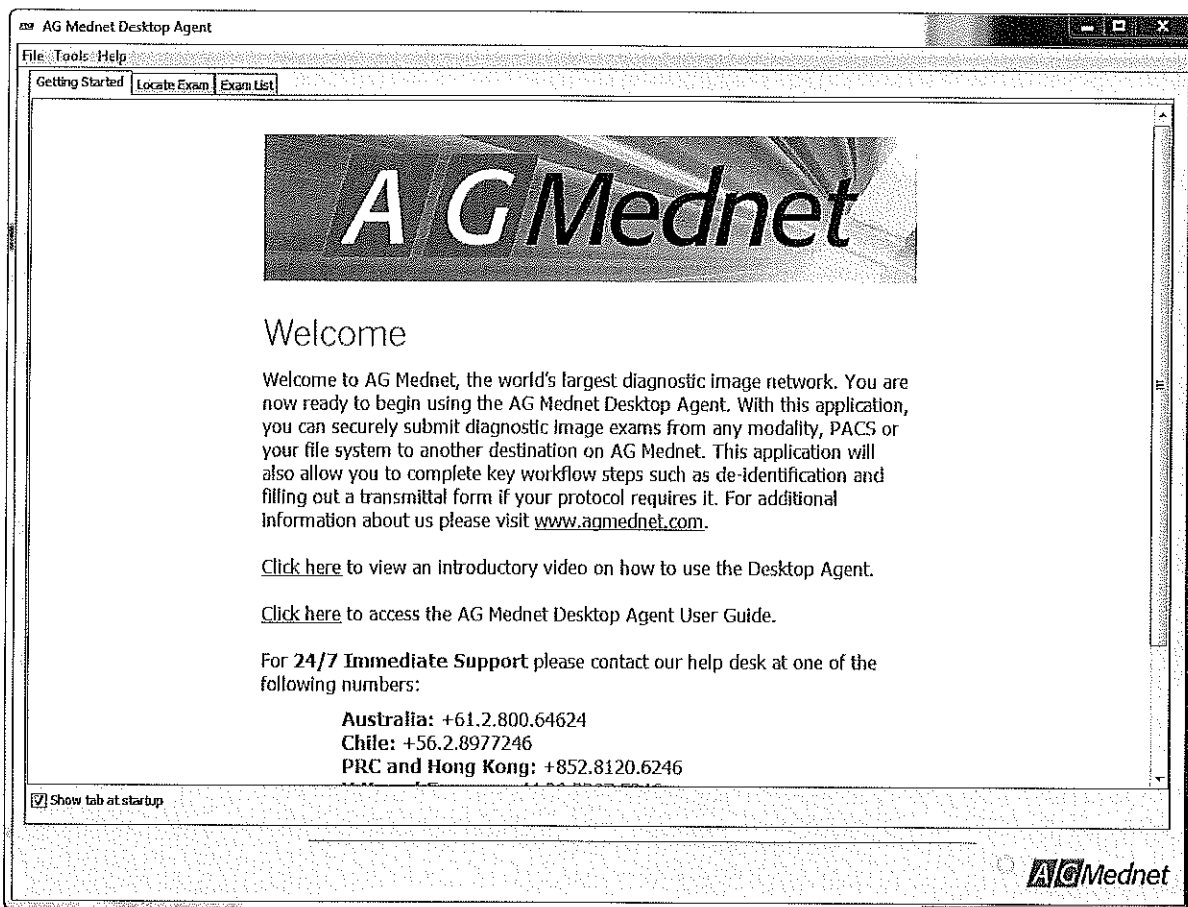
After downloading the small AG Mednet Desktop Agent file, a user's license agreement will appear followed by a login box.



Type in the username and password provided to you in your Welcome to AG Mednet email.

You can confirm successful activation when you see the Getting Started screen, similar to the one below.

- Note: The Getting Started screen contains information about new features in the current version of the Desktop Agent, as well as contact information for AG Mednet Technical Support. This screen will be shown each time you start the Desktop Agent. You can elect to start on the screen you were on when you last exited the Desktop Agent by unchecking the "Show tab at startup" check box at the lower left of the screen. However, whenever the Desktop Agent has been updated, this screen will be shown to alert you to significant changes.



SETTING BASIC CONFIGURATION

Your agent does not require any configuration to begin using immediately.

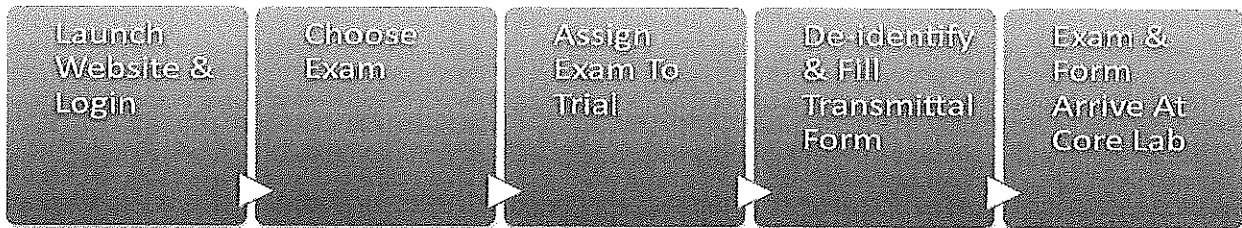
However, to use the DICOM query / retrieve capability, you must add a DICOM destination, such as your institution's PACS. To have DICOM exams sent directly from the PACS or modality to your agent, your agent must be on and the sender must add the AE title for your agent to the PACS / modality they are sending from. See the Settings section of the guide for more details (page D-1).

ABOUT YOUR AGENT

THE BASICS

Your agent is a web-based application that will allow you to easily and securely send image exams to core labs and sponsors for clinical trials. The process and tasks you will complete when sending an exam using the agent are determined by the unique trial protocol.

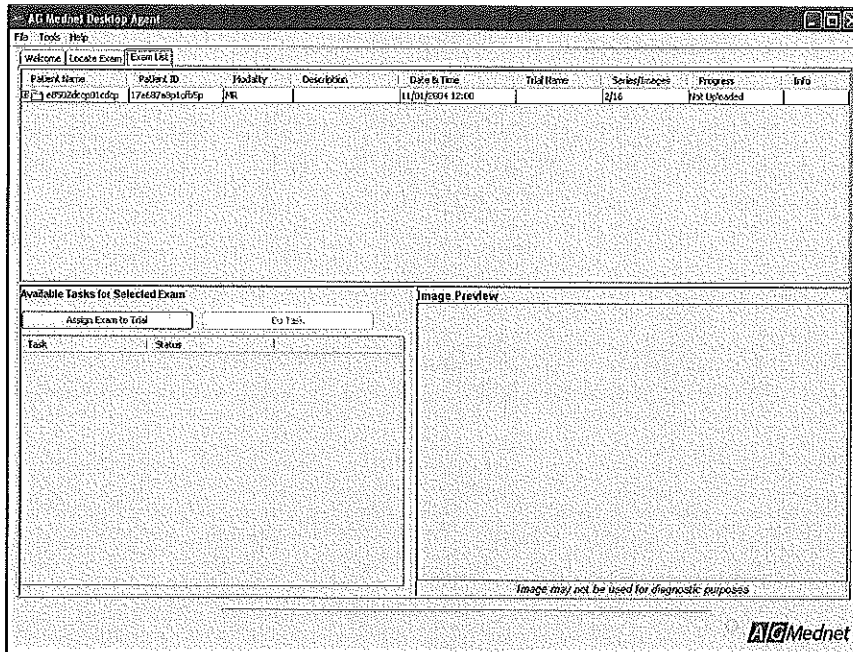
YOUR AGENT AT A GLANCE - WHAT IT WILL DO FOR YOU



- Launch web-site and login
- Import imaging exam
- Assign exam to trial. Remember, all tasks are driven by the trial protocol
- Complete prescribed trial workflow which may include de-identification, transmittal forms, and other trial-specific tasks
- Upload exam. Exam is routed directly to the destination and you receive an email confirmation

NAVIGATING THE AGENT

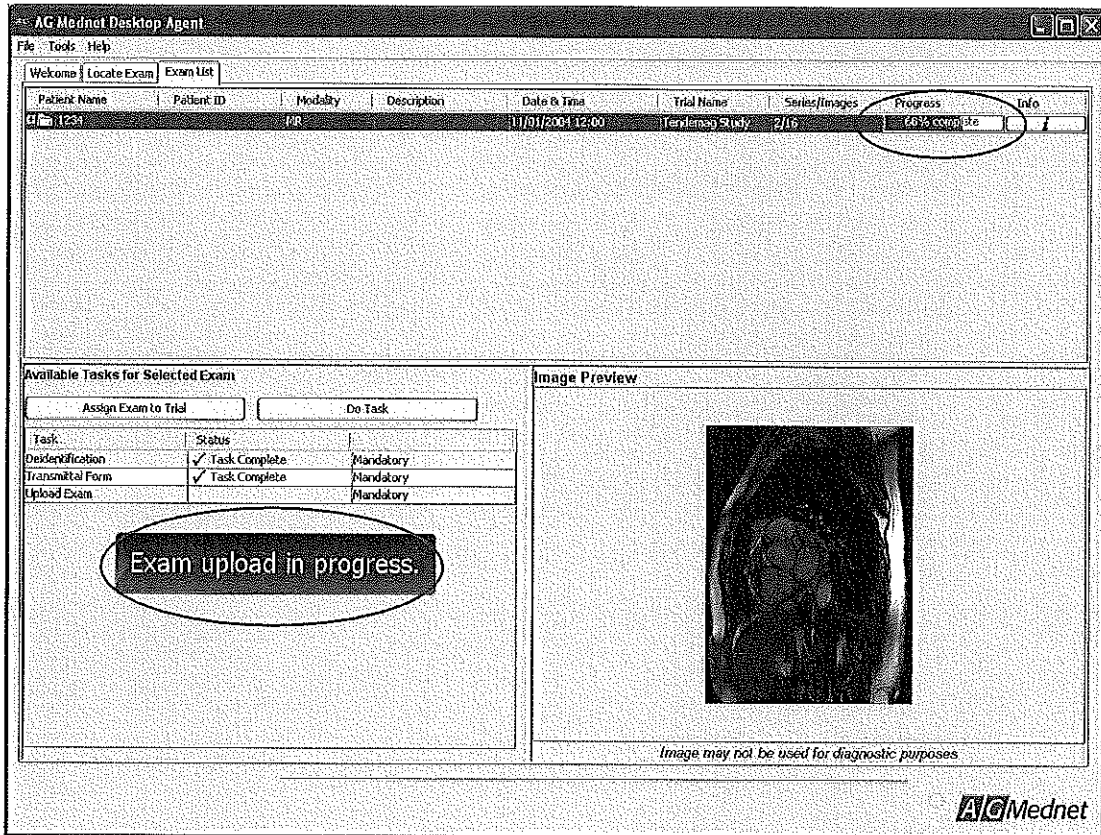
Here is a brief overview and a few pictures to help orient you to the Agent. When you log in, you will see a welcome page with information about the agent. Across the top row you will see 3 tabs: the Getting Started page, the Locate Exam page which allows you to select exams for import, and an Exam List that serves as your home screen.



EXITING THE AGENT

To exit your agent, simply click on the X in the upper right hand corner of the screen just as you normally exit your browser and confirm exit as indicated by the screen shot below. When you exit, your agent is off and cannot upload exams to the AG Mednet Network. Before exiting, verify that no exams are currently being uploaded and in transmission, as indicated by the upload progress status bar. When an exam has completed uploading, the exam will drop off your exam list.

- ⚠ **Warning:** Do not exit your agent while an upload is in process. You can note when an exam is uploading when the message "Exam Upload in Progress" displays in the lower left hand screen and the Upload Progress Bar is still moving toward 100%. If you exit while a transmission is in progress, this will stall transmission to the destination until you successfully log in again, and remain logged in for the duration of the upload.



RESTARTING YOUR AGENT AT NEXT USE

To use your agent after first installation, simply click on the AG Mednet Icon placed on your desktop, or go to <https://portal.agmednet.net/Desktop-Agent/> and you will be prompted to login.

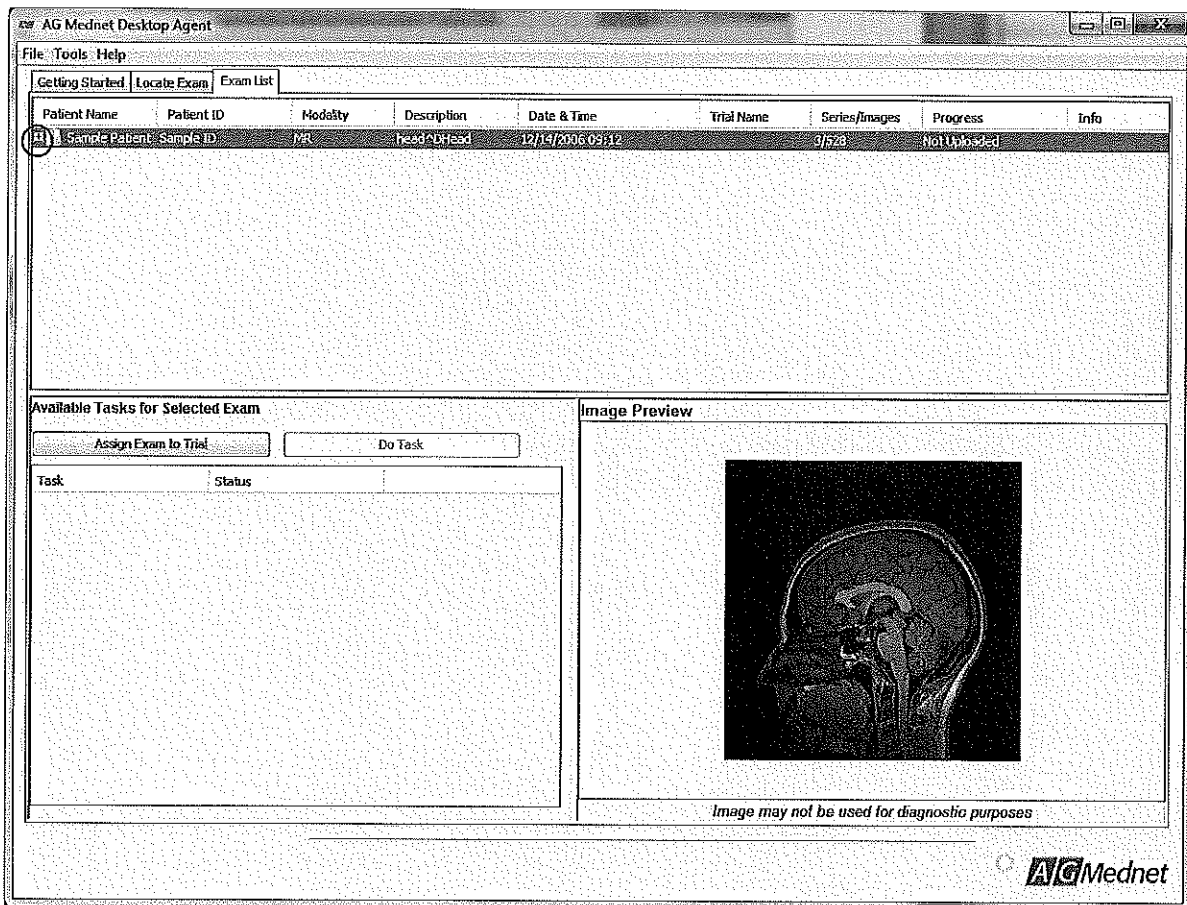
USING THE AGENT

The agent enables you to complete the trial protocol in a step-by-step manner. A typical trial workflow includes importing an exam, de-identifying the exam, completing a transmittal form, and then uploading to the final destination.

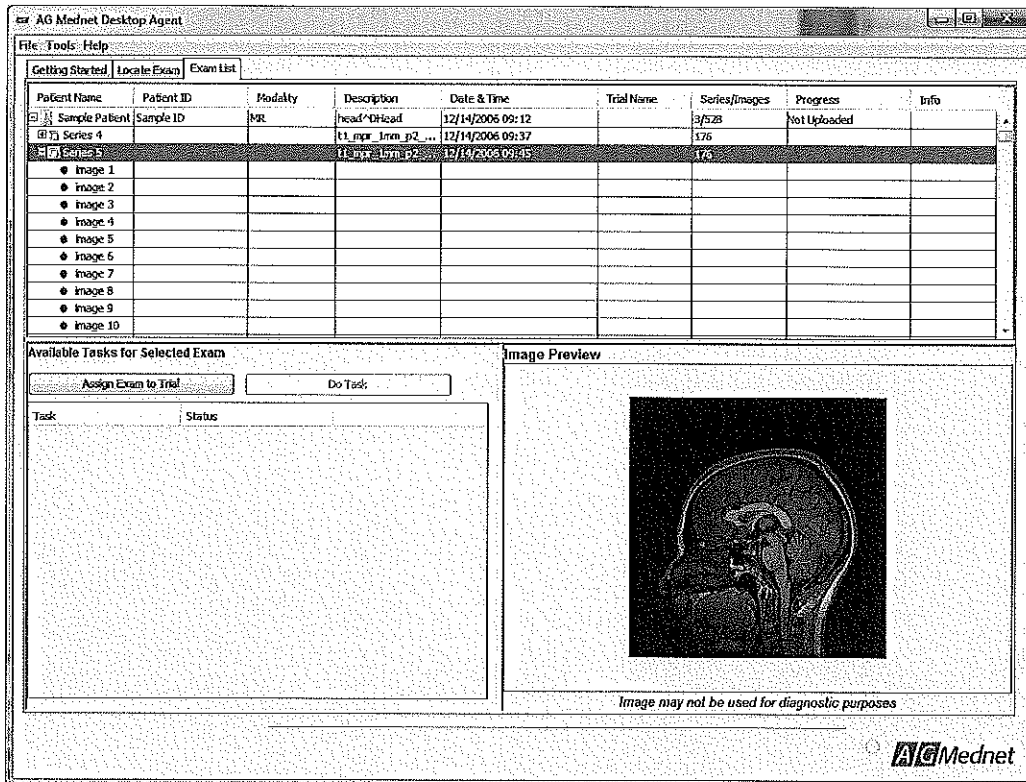
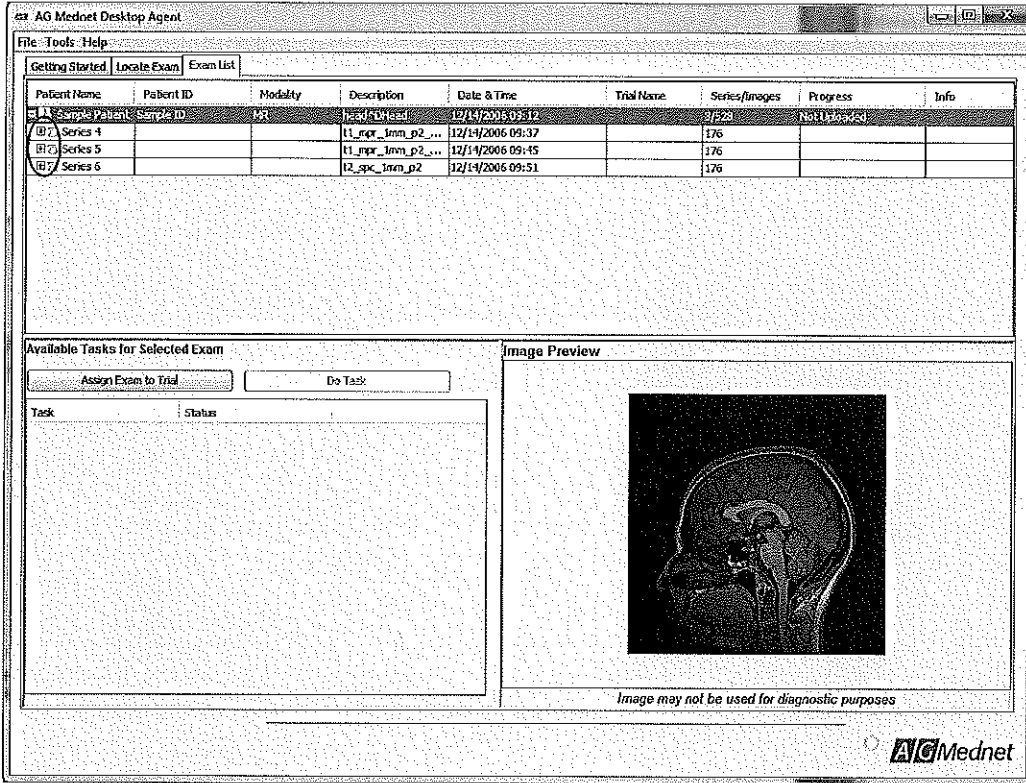
NAVIGATING THE AGENT – ABOUT THE EXAM LIST

The exam list will serve as a home screen from which you can complete tasks associated with an exam. It shows all exams that have been imported into the agent and are waiting to be processed. Exams with completed workflows are removed from the exam list and placed in the agent audit log.

Exams can contain multiple images, and these images can be grouped into *series*. To avoid cluttering the exam list, each exam is shown on a single line. If you are interested in "drilling down" to the series level you may do so by clicking on the "+" symbol shown at the left side of each exam.



With the series exposed you may "drill down" further to the image level by clicking on the "+" symbol shown to the left of each series:



IMPORTING AN EXAM

The AG Mednet Agent can import both DICOM and non-DICOM exams from a CD/DVD, your computer's filesystem, or a network filesystem. The Agent can also import DICOM exams directly from a PACS or Modality either via Query/Retrieve or Direct Send. These direct import methods are discussed in Appendix C – Importing Directly from a PACS or Modality. Once the exam is imported, it will appear in your exam list.

PERFORMING AN IMPORT FROM CD/DVD/FILE SYSTEM


Click on the Locate Exam tab. The drop down menu at the top labeled "Look in" will show all available locations for you to search. To help narrow the search to quickly find the exam or file(s) you wish to import, select the location of the file in the top level directory, such as CD drive, at the top left portion of the screen.


The Agent automatically determines whether you are importing DICOM exams or Non-DICOM files based on your selections. You may select:

- A single DICOMDIR file
- A folder
- One or more files or folders

The agent imports the following based on your selections:

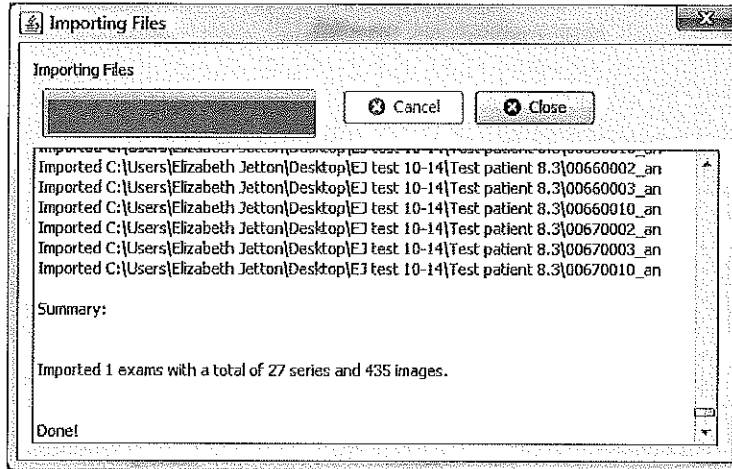
You Selected...	The Agent Imports...	... as a DICOM / Non-DICOM exam
DICOMDIR file	All images referenced in the DICOMDIR are imported	DICOM
Files	If <i>any</i> DICOM files are found in the selected group then they are imported. Any non-DICOM files that were also selected are ignored.	DICOM
	If <i>no</i> DICOM files are found in the selected group then the selected files are imported <i>except</i> executable (.exe) and library (.dll) files which are ignored.	Non-DICOM
Entire CD, DVD, or Folders	If <i>any</i> DICOM files are found in the CD, DVD, or Folder then they are imported. Any non-DICOM files also present are ignored.	DICOM
	If <i>no</i> DICOM files are found in the CD, DVD, or Folder then all of the files in the location are imported <i>except</i> executable (.exe) and library (.dll) files which are ignored.	Non-DICOM

 Note: It is easiest to use the DICOMDIR file for import (if available), as importing with it guarantees that the exam will be imported in its entirety.

 **Warning:** If you are importing a DICOM file (or files) that does not have a DICOMDIR, take extra caution to ensure you are importing the entire exam by selecting the top-level file directory associated

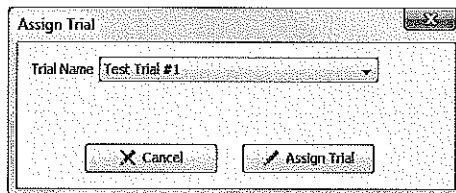
with the exam. Additionally, once the exam is in your worklist, confirm that the number of series and images matches the total you expected to import.

After selecting files or folders, click import and you will see a pop-up box that shows import progress as well as the exam, series, and image count at the bottom of the pop-up box when completed.

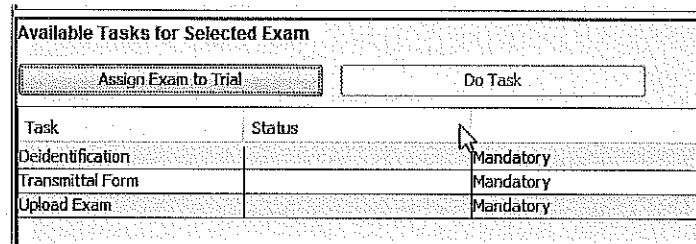


STARTING THE WORKFLOW

After importing an exam you assign it to a trial by clicking on the Assign Exam to Trial button in the lower left hand corner of the screen. Then select the appropriate trial from the drop down menu in the Assign Trial pop-up box:



As the workflow is trial-specific you must assign the exam to a trial before you can proceed with any additional steps. As soon as you assign the exam to a trial, a task list for the trial workflow will appear in the lower left hand corner of the screen. To complete the workflow, simply select each task and click on the Do Task button. It is *recommended* that you complete tasks in the order presented by the trial protocol. Some trials *require* you to complete the tasks in order, working from the top of the list to the bottom.



As noted earlier, a typical workflow consists of de-identifying the exam, completing the transmittal form, and uploading the exam. These steps will be described here. Additional optional steps such as the Clinical Trials Module or Virtual Histology Module are described in Appendix A – Optional Desktop Agent Workflow Steps. Note that workflow steps can occur in any order as required by the trial protocol, so if the order varies from the examples in this manual simply follow the steps as presented by the agent.

DEIDENTIFICATION

AG Mednet provides an industry-leading de-identification tool, allowing you to anonymize or de-identify exams prior to sending them outside your institution. Most trials require de-identification. If the protocol does not require de-identification then this task will not be available to you.

Once you have assigned an exam to a trial and you are at the de-identification step, you will be presented with a screen like the one below. Only the DICOM header fields that require changes will be presented.

DICOM Element	Original Value	Deidentified Value
PatientName	cc764e81p08ac4p	
PatientID	8f9d4059p13cdcp	
Patient Birth Date	20081014	

Show All Attributes

i Patient Name must be three initials or 'Anonymous'/'anonymous'.

Cancel Deidentify

Select a DICOM element by clicking in the "Deidentified Value" cell. You will be given information on what data should be entered into the field in the lower portion of the screen. In addition, a deidentification icon in the right column will show you the status of each entry. Validation of entries is enforced by the trial requirements, and this icon will also show whether your entry is valid or not. A legend for the icons is below:

- Must be deidentified
- Correctly deidentified
- Information should be changed, but is not required
- Read only icon validation field: Cannot be changed but must conform to protocol requirement.

You will receive confirmation that your entry is correct as identified by the icon turning into a check mark. The deidentify action button in the bottom right will become active once all required fields have been successfully completed.

DICOM Element	Original Value	Deidentified Value
PatientName	cc764e81p08ac4p	anonymous
PatientID	8f9d4059p13cdcp	
Patient Birth Date	20081014	

Note: You must successfully complete each required field before being able to deidentify. If you exit mid-process, no changes will be made to the DICOM header fields.


Warning: Once you have successfully completed all changes to DICOM header fields, the exam will be deidentified, and the original DICOM header values will be permanently deleted. If you realize after clicking deidentify that you have made a mistake, you may repeat the deidentification step, however the values you entered during the first deidentification attempt will now appear as the "Original Value".

COMPLETING A TRANSMITTAL FORM

AG Mednet provides advanced forms capabilities, enabling you to complete a transmittal form similar to the paper forms you use to send exam information to the core lab. The forms are similar to other PDF forms, such as an order form online. There are several form characteristics you can expect to see:

- Required and optional fields. Required fields are denoted when you place your cursor over the field.
- Pre-populated fields have data that is pulled from the DICOM header of your exam or the de-identification values you entered.
- Data validation. Some fields may be restricted to certain values such as 4 numbers or 1 letter and 8 numbers. The requirements can be viewed by holding your mouse over each field.
- Dynamic fields. It is possible that selecting a value in a certain field will then produce new values in the form. A common example of this is a trial that has two exam types. The first field of the form will be exam type. After selecting the exam type, new form fields will be shown.

If your trial protocol requires a form, you can access it by clicking on the form task from the exam list. Navigate through the form with your mouse or by pressing the tab key to get to the next field. When you have completed all the required fields, click Save.

 **Note:** If you attempt to complete a form without meeting the form specifications, you will be alerted as to which fields are incorrect and why. You can edit these fields by simply reentering the correct value.

Sample form:

The screenshot shows a web browser window titled "Transmittal Form" with the AG Mednet logo at the top. Below the logo is a black header bar with the text "Electronic Submission Form". The form contains several input fields: "Institution Name" and "Investigator Name" are text boxes. "Enrollment Code" is a dropdown menu with "E" selected. "Timepoint" is a dropdown menu with "--Select--" selected. There are two checkboxes labeled "Baseline" and "Final". A "Comments:" field is at the bottom. At the bottom right of the form are "Cancel" and "Save" buttons.

 **Warning:** If you exit the form by pressing Cancel, you will lose all form data.

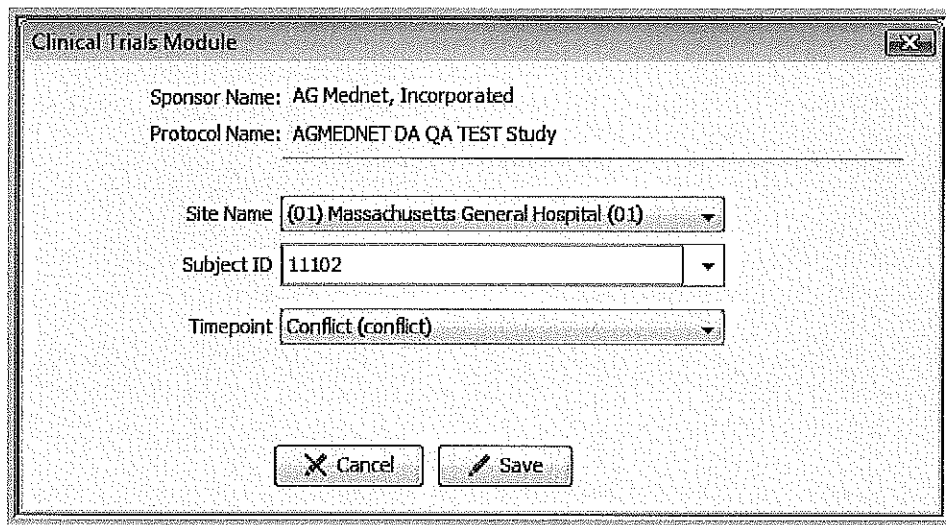
A. Appendix A – Optional Desktop Agent Workflow Steps

AG Mednet is continuously developing additional workflow steps that can increase the content and accuracy of your clinical trial uploads. These additional steps are made available on a per-trial basis and *may* appear in your list of available tasks after assigning exams to trials. As new steps become available they will be described in future releases of this User Guide.

CLINICAL TRIALS MODULE

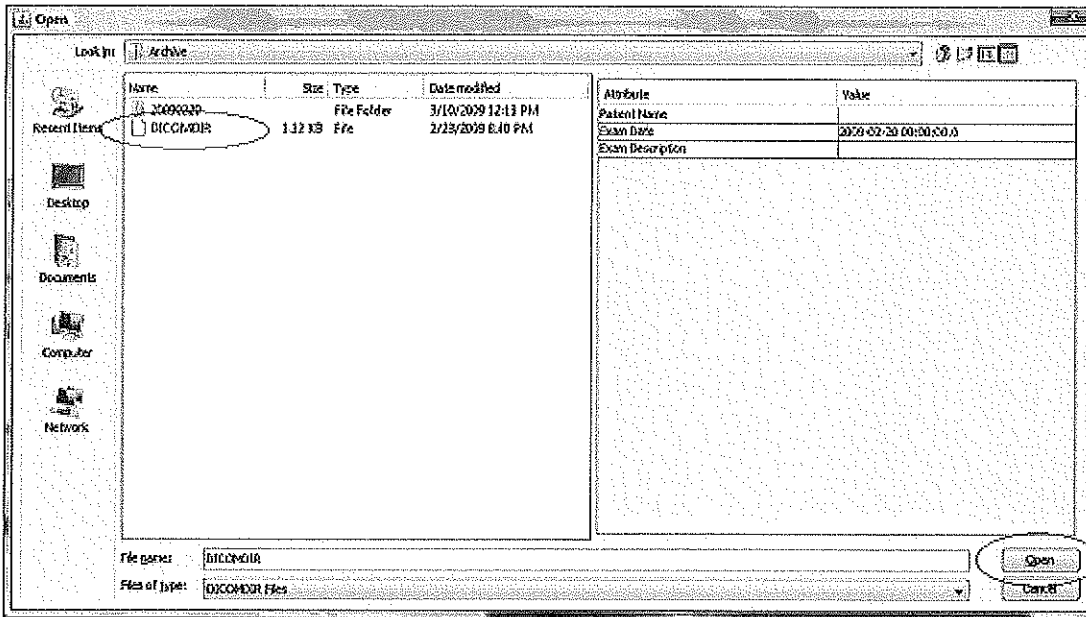
The clinical trials module enables you to add trial-related information retrieved from an integrated Electronic Data Capture system to the DICOM header of the exam. The choices available to you in these lists are determined by a database maintained by the trial's core lab. You should make entries in the Clinical Trials module by starting at the top of the window and working your way down. Some entries in the Clinical Trials module depend on completing prior entries (for example, the list of Subjects is only populated once a Site has been selected).

Complete the Clinical Trials module by clicking "Save". If you discover an error in data entry prior to upload you may revise your entries by re-entering the Clinical Trials module task.

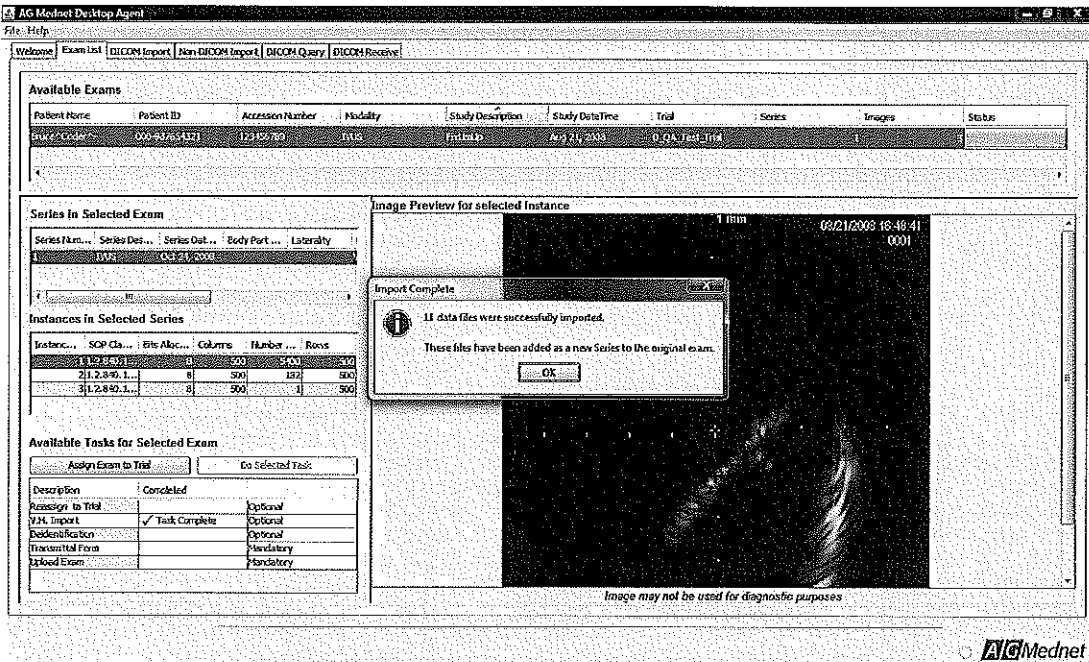


The screenshot shows a dialog box titled "Clinical Trials Module" with a close button in the top right corner. The dialog contains the following information and controls:

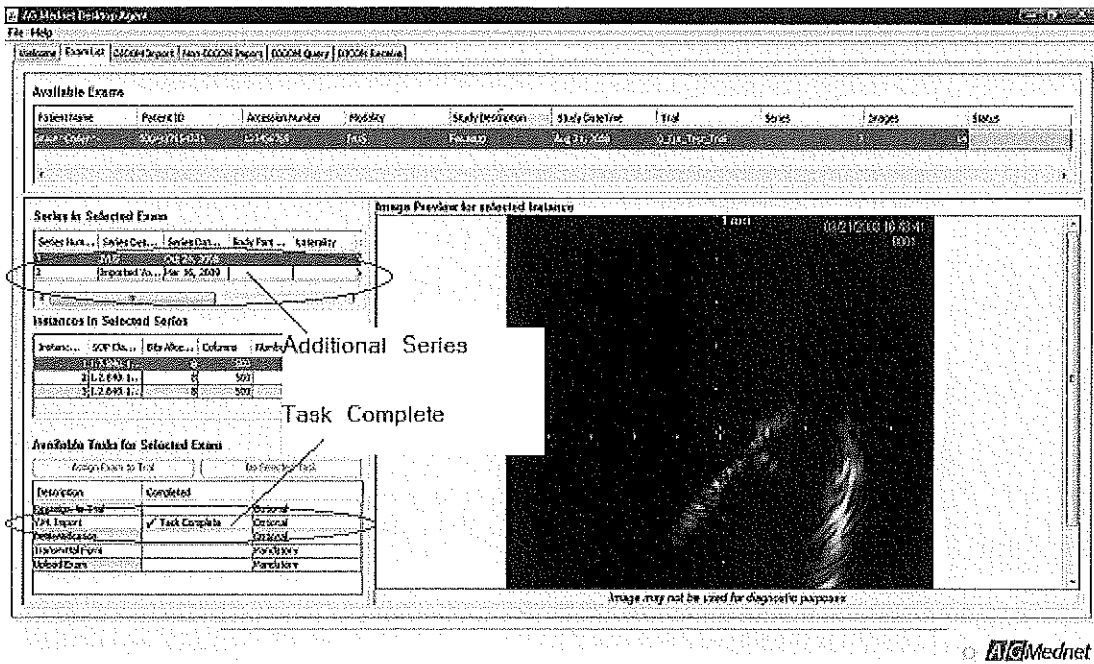
- Sponsor Name: AG Mednet, Incorporated
- Protocol Name: AGMEDNET DA QA TEST Study
- Site Name: (01) Massachusetts General Hospital (01) (dropdown menu)
- Subject ID: 11102 (dropdown menu)
- Timepoint: Conflict (conflict) (dropdown menu)
- Buttons: Cancel (with an 'X' icon) and Save (with a pencil icon)



The IVUS-VH Import will then import all associated non-DICOM VH files for this exam. While the import is taking place a status window will display progress and ending status.



After the VH import has been completed, the IVUS-VH Import task will display a completed check mark. Also, the VH files imported will be displayed as an additional series added to the exam:




The IVUS-VH Import is now complete. All associated non-DICOM Virtual Histology files have been added to the exam as an additional series.

B. Appendix B – Advanced Agent Commands

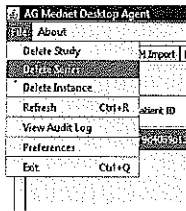
There are few advanced tasks available from the file drop down menu.

MANUAL DELETE


Entire exams, selected series, and selected instances can be deleted. Normally imported exams are deleted from the exam list after uploading, however if you have imported an exam in error you may wish to delete it manually.

 **Note:** The original exam is never deleted. These commands only delete exams, series, and instances from the imported copy of the exam.

To manually delete an exam from the worklist, highlight the exam and select File/Delete Study. If you would like to submit only certain series of an exam, first select the exam in the exam list. Then delete the unwanted series by selecting the series in the Series In Selected Exam list and then choosing File/Delete Series.



Each time you request to delete a series, you will receive a pop-up box asking you to confirm.

 **Warning:** You cannot Undo manual deletes. If you delete an exam, series or instance accidentally you must re-import the entire exam.

LOCAL AGENT AUDIT LOG

Your local agent captures a fully compliant audit log which is stored at the AG Mednet Network Core. This log is available to you by sending a request to support@agmednet.com. The log captures all activity, including login dates / times as well as exam imports and workflow actions.

This log was formerly stored locally on your computer and was therefore available for immediate review. Due to Part 11 requirements, however, this log has been moved to a secure location.

C. Appendix C – Importing Directly from a PACS or Modality

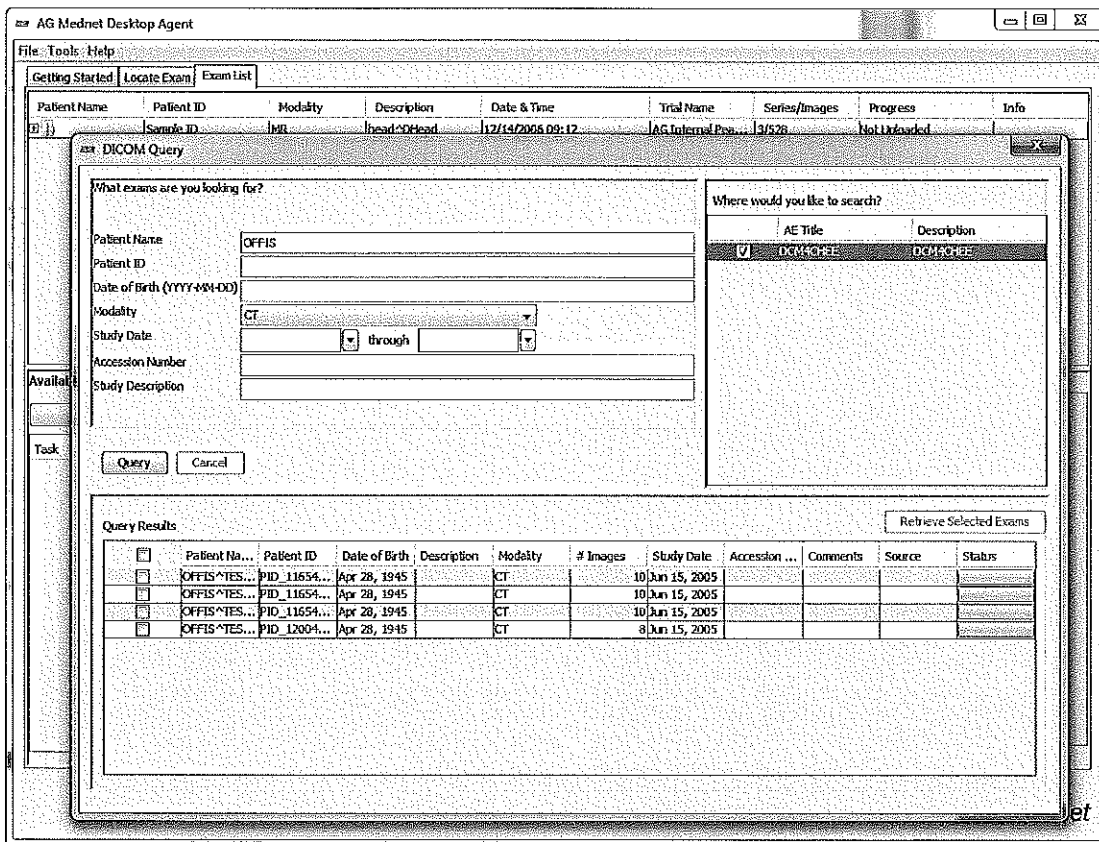
QUERYING AND RETRIEVING A DICOM EXAM

You can query any DICOM device on your network and retrieve an exam. Before you begin using this feature, you must first add a destination to query. See Appendix D - Settings for directions on how to add a destination.

Begin by selecting "DICOM Query" from the "Tools" menu. Next, input all available criteria about the exam you are searching for using the following fields:


- Patient Name
- Patient ID
- Study Description
- Accession Number
- Date of Birth
- Study Date
- Modality

Finally, select the device you would like to search in the upper right hand corner of the screen (you may search one device at a time). The device is likely a modality on which the exam was taken or a PACS where exams at your institution normally reside.




The Query results will appear in the bottom half of the screen. You can resize columns as necessary, as well as sort the results by clicking on the column title. If you do not see the exam you are looking for, first ensure your query criteria are correct, and that you have selected the appropriate query device. If the exam still doesn't appear in the query results try removing some of the query criteria. If the exam still does not appear then contact your imaging department.

You can retrieve one or more exams from the query results by clicking the check mark to the left of the exams you wish to import, and then clicking on the Retrieve Selected Exams button. Once you have clicked Retrieve Selected Exams you will see the import status as a progress bar in the left most column labeled Status. Once the import is complete, a pop-up box will appear confirming completion.

 **Note:** There is sometimes a small delay in when the exam is retrieved and when it appears in your exam list.

DICOM DIRECT SEND FROM MODALITY OR PACS

The AG Mednet Agent can receive DICOM studies from any modality or PACS on your network. In order to do so, add your agent to the sending modality or PACS as a destination. Your imaging department will ask for the AE Title, Port, and IP Address of your agent, which can be found on the DICOM Receive Tab.

 **Warning:** Your agent must be running and you must be actively logged-in to receive exams from other DICOM devices.

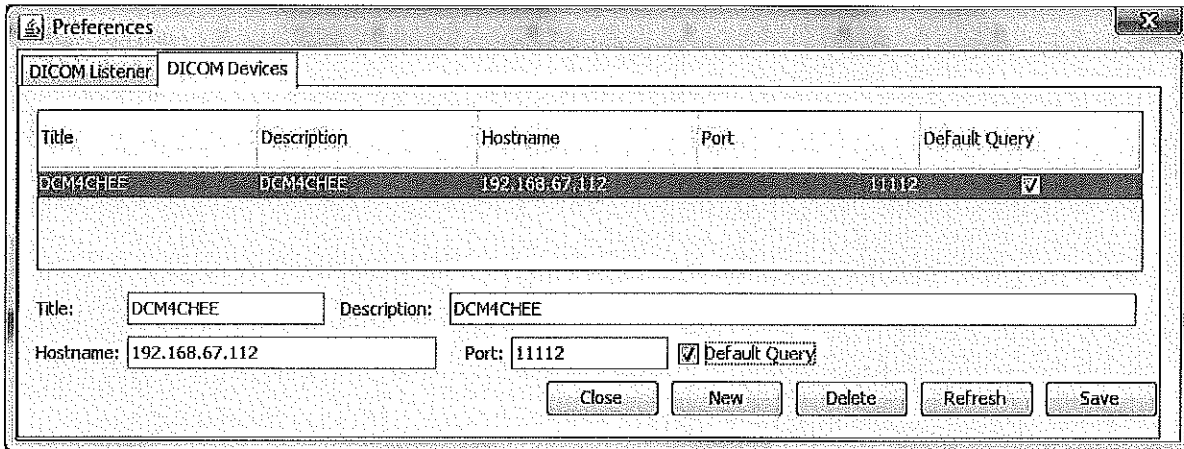
Other than properly configuring both agent and modality/PACS for direct send, you do not need to take any action on the agent in order to receive exams--you simply send the exam from the modality/PACS to the agent. Received exams will automatically appear in the agent's exam list. If the agent is not on or there is an error in transmission, the sending device will likely receive an error message but this is dependent on the sending device settings.

D. Appendix D – Settings

ADDING A PACS OR MODALITY QUERY DESTINATION

To use the DICOM query / retrieve capability, you must add a DICOM destination, such as your institution's PACS. To set up this capability, select Preferences from the File drop down menu.

On the DICOM Devices tab, you can add destinations to query. Simply click the new button and type in the AE Title, description, host name, and port and then click Save. To make this destination your default query, select the default query box. Typically your radiology department can provide this information to you. You can edit this information at any time by highlighting the destination then editing the information fields and re-saving.

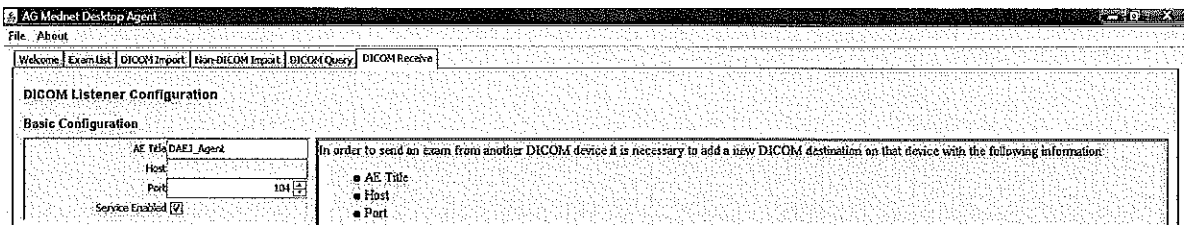


Note: You must restart the agent for this setting to take effect; you will not be able to query Retrieve until this step is done. Additionally, your PACS administrator may also have to enter in your AE Device information into the PACS, depending on the local PACS settings. If the query feature does not yield results after set up, your institution's PACS may have settings that prevent queries. Contact your PACS administrator.

ADDING YOUR AGENT INFORMATION TO A SENDING PACS / MODALITY

To receive exams directly from a DICOM Device, first configure an AE Title for your agent by clicking on the DICOM Receive Tab. Enter an AE Title and port, select service enabled, and then click Save. To use AG Mednet's recommended default, type in an AE title consisting of your initials (e.g. ABC), underscore, "Agent". For example: ABC_Agent. Leave the host blank. Set the port to 104 and click Save.

Next, set the agent's AE Title, Port, and IP Address in the sending modality or PACS as a destination. Use one of the IP addresses displayed that is reachable from your modality/PACS.



E. GETTING HELP

If you have problems, please call us at 888.9AGMEDNET (888.924.6336 or +1.709.570.7565) and press 2 for support. Our Technical Support Staff will return your call.

FREQUENTLY ASKED QUESTIONS

Q. I forgot my password. How can I retrieve it?

A. Call 888.9AGMEDNET (888.924.6336 or +1.709.570.7565).

Q. I don't see the login screen. Where is it?

A. Occasionally the login screen gets lost behind other applications. Minimize open applications one at a time until the login screen appears.

Q. I am having trouble logging in. What's wrong?

A. There can be several reasons for login problems:

- If your username is your email address then it must be entered in lower case.
- Passwords are case-sensitive. Be sure to enter your password exactly as it was issued.
- If you copy and paste your username or password be careful not to include any spaces at the beginning or end. It is easy to accidentally include spaces in your selection and this will prevent successful login.
- If you are logging in for the first time in order to download the Desktop Agent, be sure you are on the correct page (<http://portal.agmednet.net/Desktop-Agent>).
- It is possible that network problems are preventing you from logging in. If you continue to have trouble please contact AG Mednet at 888.9AGMEDNET (888.924.6336) or +1.709.570.7565.

Q. My Login is not accepted.

A. If you copy/paste your login and password you can occasionally copy in an extra space, thus making the validation of the user name and password invalid for a failed login error.

Q. Is my Login and password case sensitive?

A. Yes, your login name and password are case sensitive. They must be entered in to the login window exactly as they are supplied to you.

Q. I am in more than one trial that uses AG Mednet. Can I use the same login?

A. Yes. You will see both trials as options to assign exams with your current login.
Q. I share a computer with another research associate. Can we use the same agent? Same login?

A. You may both use the same agent on the same computer. However, you will both see the studies each has respectively uploaded that have not yet been assigned to a trial. AG Mednet does not recommend using the same login due to Part 11 compliance.

Q. I use several computers. Can I use the AG Mednet agent on multiple computers?

A. Yes but studies in progress and saved will only be available on the computer they were started on.

Q. Does my agent need to be on and connected to the Internet for me to work?

A. Yes

- ➔ See what you need to get started section.

Q. Does IT need to get involved to activate my agent?

- A. Typically IT does not need to be involved for you to activate your agent. If you encounter problems, call 888.9AGMEDNET (888.924.6336 or +1.709.570.7565) and press 2 for support).
- See What You Need to Get Started section.
- Q. Do I need to get radiology or the firm library involved to use my AG Mednet Agent?**
- A. Depending on how your radiology department is set up and how you want to use the agent, radiology may need to do a brief set-up to begin working with your agent. There are two circumstances for this: 1. Sending from a PACS / Modality and 2. Query / retrieve from a PACS. If you want to receive exams directly from the PACS or Modality, then the sending device will need to add the AE title for your agent. If you want to query / retrieve from the PACS, you will need to add this query destination to your agent which may require getting information about the destination from radiology.
- See Settings Section.
- Q. How can I tell what version of Java Plug-in Software has been installed?**
- A. Go to the following website which will run a test on your computer.
<http://java.com/en/download/installed.jsp>
- See What You Need to Get Started section.
- Q. I can't find the study I want to upload in the DICOM Upload Tab?**
- A. There are several reasons you may not be able to find the study you are looking for. First, check to ensure you are looking in the right location (e.g. CD drive) and second, ensure you are looking for the right file type (e.g. DICOM DIR). If the study is not in a DICOM format, use the File Upload Tab.
- See Performing a DICOM upload section.
- Q. What is a DICOM DIR file? What if I don't see one?**
- A. A DICOM DIR file is a common type of file that includes all series and images associated with a particular exam. If you don't see a DICOM DIR, then search for all file types or .dcm files.
- See Performing a DICOM upload section.
- Q. The exam I imported doesn't include all the series. What did I do wrong?**
- A. It is likely you only selected a folder from the exam file to upload. Return to the DICOM Upload Tab and re-upload the exam. You can ensure a complete upload by only searching for DICOM DIR files.
- See Importing a DICOM exam section.
- Q. The exam radiology sent from PACS / Modality isn't in my worklist. What happened?**
- A. If your agent is not on at the time radiology sent the exam, your agent will not receive it. Additionally, there could have been a transmission error between the sending device and your agent. Log-in to your agent and ask radiology to resend the exam.
- See Receiving a DICOM direct send from PACS or Modality section
- Q. I don't have access to our local PACS. Can I use the query / retrieve function?**
- A. It depends on the settings of your PACS. First, attempt to add the PACS as a query destination by going to settings from the file menu. If this does not work, contact your PACS administrator.
- See Querying and retrieving a DICOM exam and settings section.
- Q. How can I view the images for the exams I upload into my agent?**
- A. On exam list, highlight the exam and view images in the viewing box in the lower right by selecting each instance.
- See About the exam list section
- Q. How can I print a form?**

A. There are two ways to print a form. First, you may print the screen from the web agent before saving the form by selecting the print button at the bottom of the form window. Second to print a form you have already submitted, go to portal.agmednet.net, access the form, and print by pressing the printer friendly button in the upper right hand corner of the form.

☛ See Editing a form for an exam that has been submitted section

Q. How can I confirm delivery to a destination?

A. You can receive email confirmation when the exam and associated data arrive at the core lab. You may sign up for these notifications on the AG Mednet Portal.

☛ See Receiving Notifications section.

Q. I sent the exam, but the destination did not get it. How do I resend the same exam?

A: You may import, complete the workflow, and re-upload the exam to the core lab a second time. Additionally, consider checking portal.agmednet.net or signing up for notifications to receive confirmation the core lab received the exam. You may also view your local agent audit log for a log of your activity.

☛ See About you agent, Local Agent Audit Log and Receiving Notifications Section

Q. My upload is taking a long time. Should I cancel?

A: When you begin an upload, the upload status bar will in the exam list on the right hand side will begin to show upload progress. This is an indication your agent has begun submitting exams to the AG Mednet network. Some exams such as CT and MR have many small images so you will soon see the instance transfer log in the pop-up box. Other exam types such as Angio and IVUS have only a few very large images so it may take several minutes for the first large image to appear in the image transfer log in the pop-up box. Do not cancel the upload as the final destination will only receive the images sent prior to cancellation, not the entire exam.

☛ See Performing a DICOM upload section

Q. Can I send more than one exam at a time?

A. Yes, you can upload more the one exam at a time.

Q. I sent an exam to the wrong trial, how can I fix it?

A: If you sent the exam to the wrong trial, call 888.9AGMEDNET (888.924.6336 or +1.709.570.7565). Then, re-import the exam and complete the process as normal.

☛ See About you agent – what it can do for you section.

Q. Can I use AG Mednet on trials that don't appear on my drop down trial list?

A: At this time, the AG Mednet desktop agent is only available for trials in which the sponsor and core lab elect to use AG Mednet. Contact the sponsor or core lab directly to begin using AG Mednet.

Q. My IRB requires de-identification but my trial protocol doesn't include de-identification in the process. What can I do?

A: De-identify the exam prior to importing into the AG Mednet Agent.

☛ See Importing a DICOM exam section

Q. What basic troubleshooting can I do on my own?

A: If you are running into an error or stall in your workflow, first check to see that you have a live internet connection. Second, try logging out and back into the agent. Third, attempt to re-upload the exam and complete the workflow. If you are still running into errors, call 888.9AGMEDNET (888.924.6336 or +1.709.570.7565).

Q. I have an AG Mednet Software Agent. Is this different than a Desktop Agent? How do I upgrade?

A: An AG Mednet Web agent, unlike the software agent, can be accessed through a website, offers workflow tools such as de-identification, and has less stringent computer requirements. To upgrade from a software agent, call 888.9AGMEDNET (888.924.6336 or +1.709.570.7565). An AG Mednet representative will guide you through the process of uninstalling the software agent and activating your web agent.

Q. Is AG Mednet available in other languages?

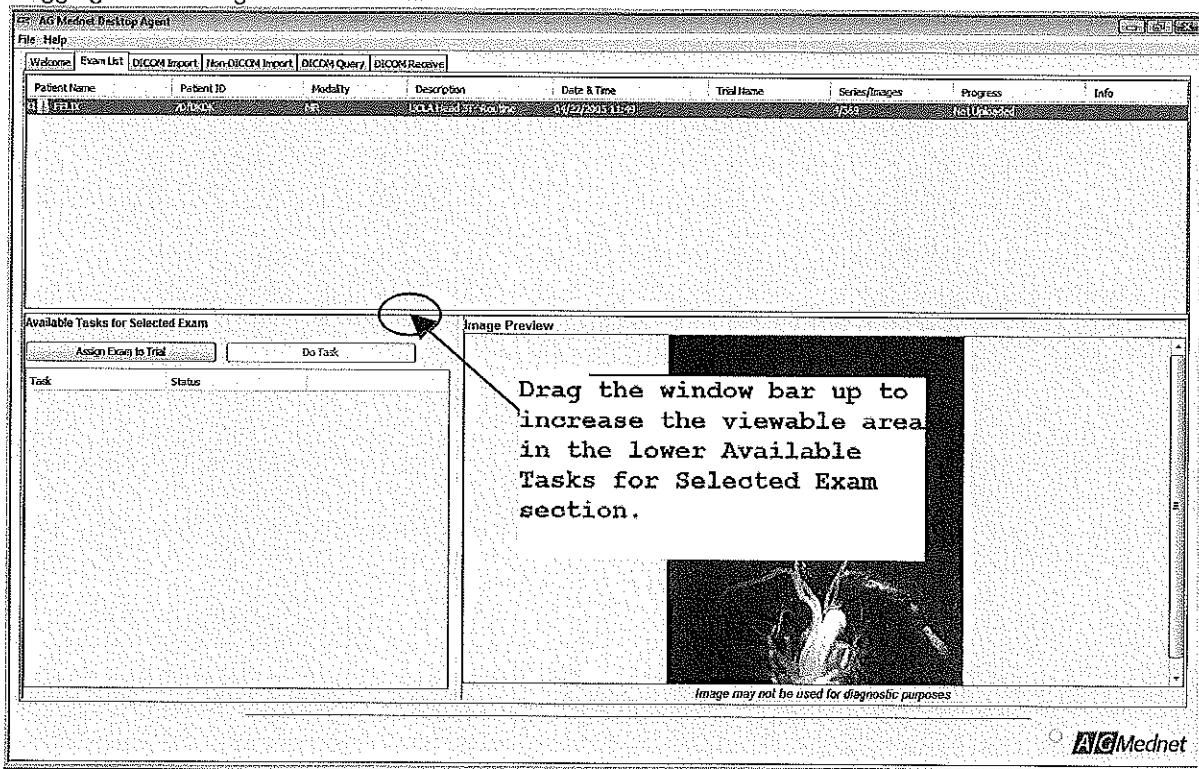
A: As of Q4 2009, AG Mednet is only available in English. Global language support may be available for your trial, contact 888.9AGMEDNET (888.924.6336 or +1.709.570.7565).

Q. Does the Add Remove or Uninstall Software remove the application and user data?

A: All "user" files are consolidated under a single directory named "agmdesktop" located in the user's home directory. The "uninstall" of the application will only remove the application binaries. User data must be removed manually from the install directory: "agmdesktop".

Q. What are the supported screen resolutions?

A: The supported screen resolutions are 1024 by 768 or higher. You may find you are unable to see all the menu options on the user interface. The software has the ability to allow you to adjust the view by dragging and resizing the menu area.



Q. What steps to take if the application fails to display the Transmittal Form?

A. If the application is unable to launch the Transmittal Form, exit the application and resign in. You should be able to pick up where you left off in the Available Tasks for Selected Exam section and relaunch the Transmittal Form.

Q. What steps to take if the application fails to Perform a Query or Retrieve?

A: Ensure the DICOM listener preferences are completed and saved including the check box for the "Service Enabled". Any changes to this section require you to restart the application. Ensure all AE

Titles match, including case sensitivity, accurate IP addresses and ports. Lastly, ensure your PC firewall is not blocking the port you designated for listening

➡ See Settings – Adding your Agent DICOM Information

Q. What steps to take if the application fails to Perform a Query Retrieve from a DCM4CHEE PACs?

A: In some instances when trying to retrieve from a DCM4CHEE PACs and no exams are retrieved. Perform a double click the "Retrieve Selected Exams". We have found in some cases this will successfully retrieve an Exam from earlier versions of DCM4CHEE PACs.

Q. What to do if user interface is slow to respond.

A: When the Desktop Agent is actively receiving a exam from a networked modality it may impact the responsiveness of the user interface. As soon as the exam is received into the Desktop Agent user interface will regain focus.