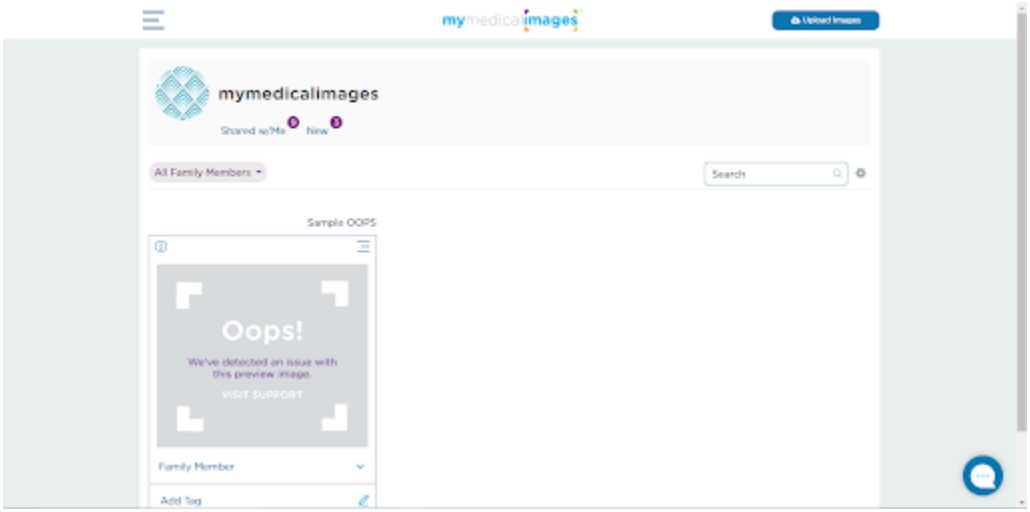
Submitting An OOPS Image

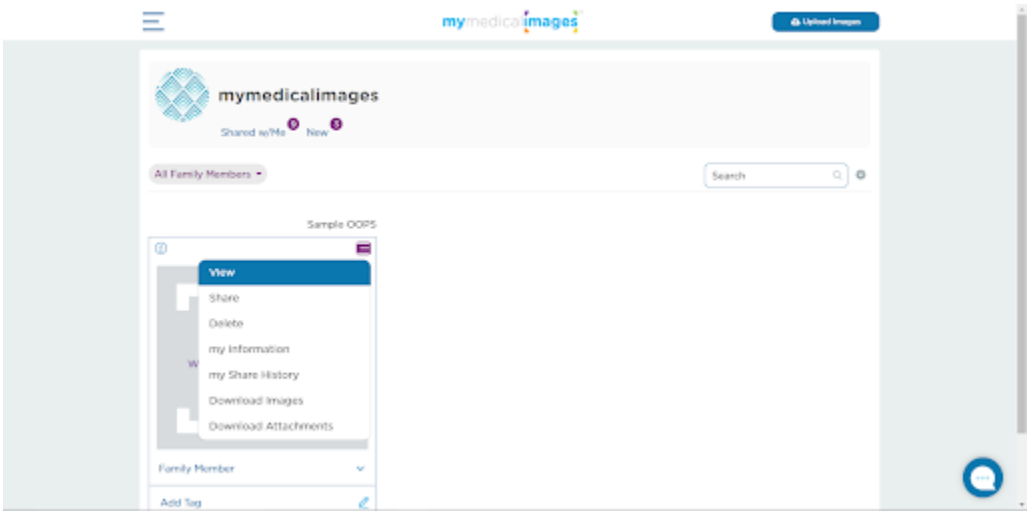
Support · https://mymedicalimages.com/help/submitting-an-oops-image/

Submitting An OOPS Image

Step 1: Log-in to your mymedicalimages account at https://app.mymedicalimages.com/.

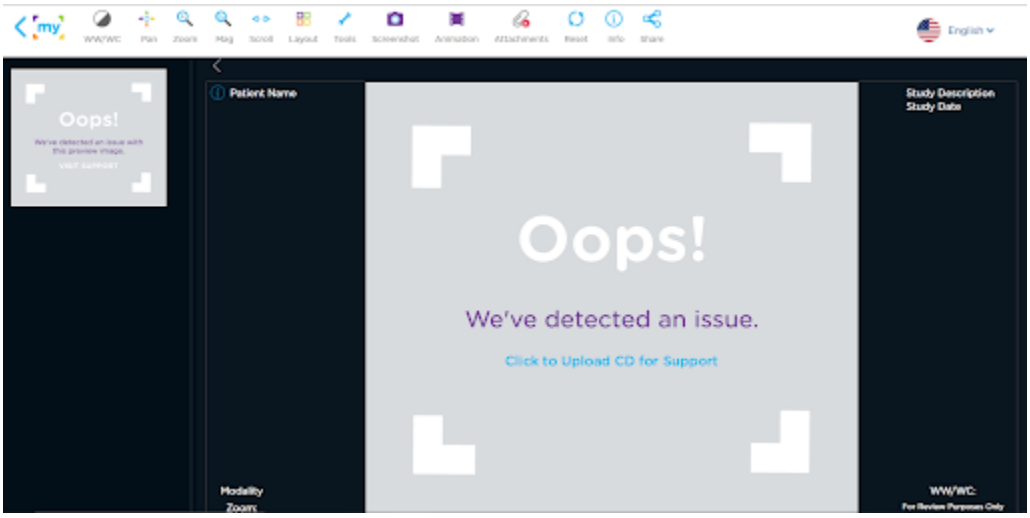
Step 2: Open the OOPS Image in the viewer by clicking on the image preview.
Alternatively, you can open it by clicking on the blue menu icon in the top right-hand corner of the image set and selecting the "View" option.





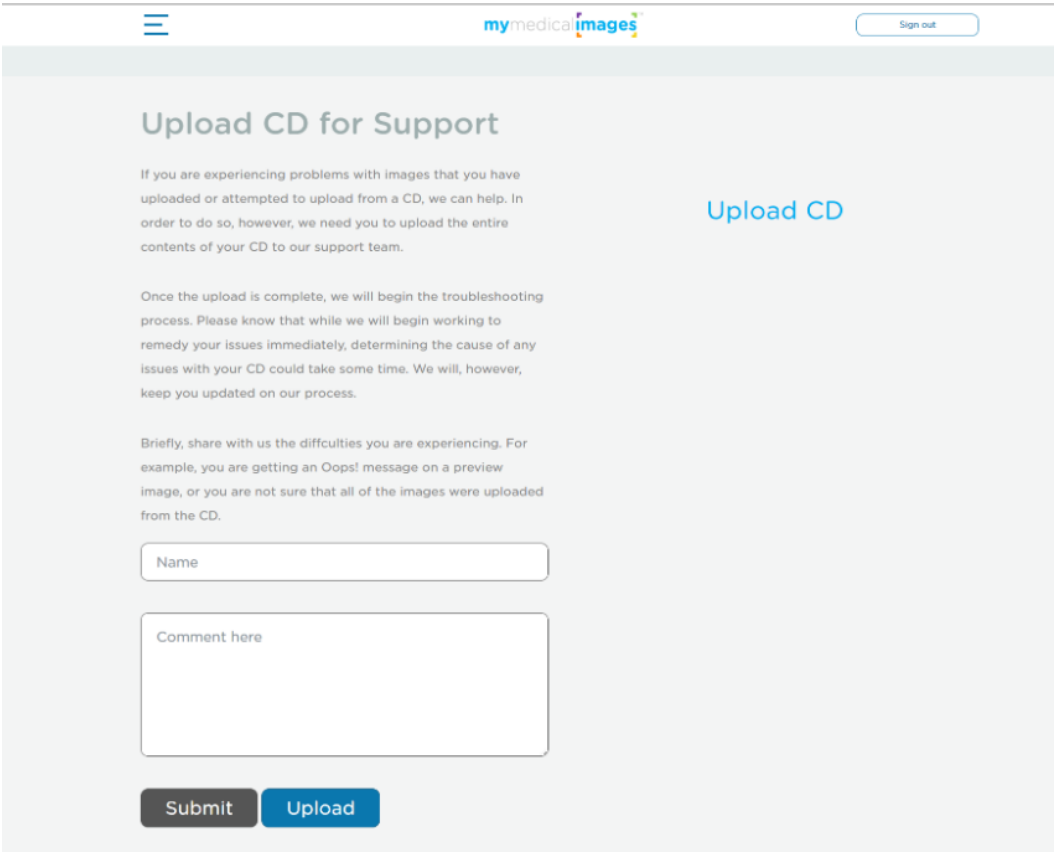
Step 3: In the viewer, select the OOPs image thumbnail in the bar on the left, then click on the full OOPs image to open a link to the mymedicalimages Troubleshooting Uploader.

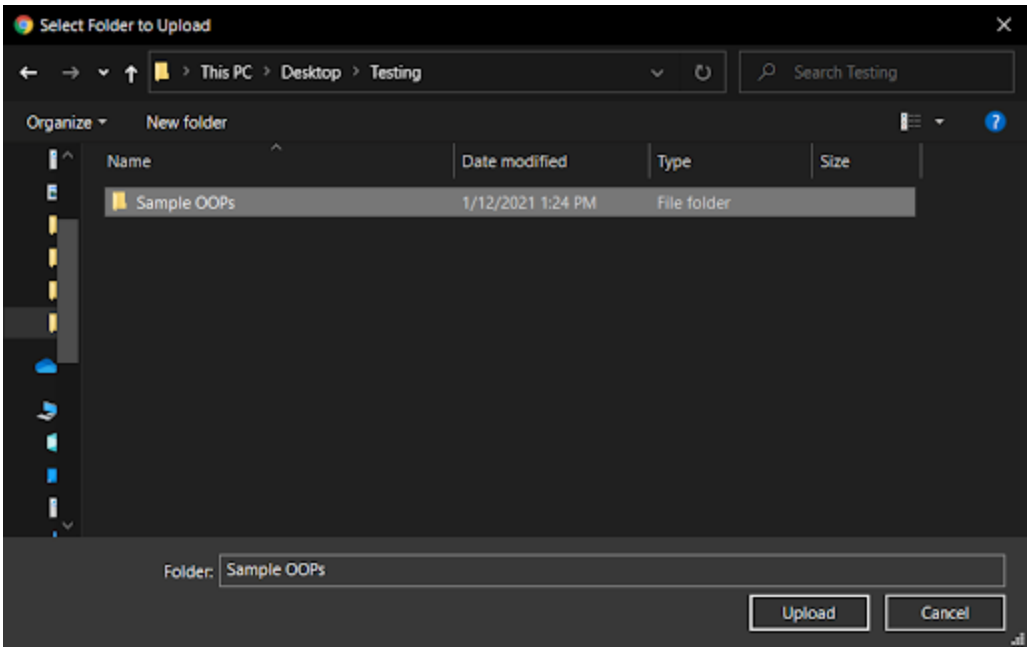
Step 4: In the Text fields provided, fill out your name, as well as a brief description of the error you are encountering, then click on the blue "Upload" button.



Step 5: Select the folder containing your files, then click on the "Upload" button in the bottom right-hand corner of the window.

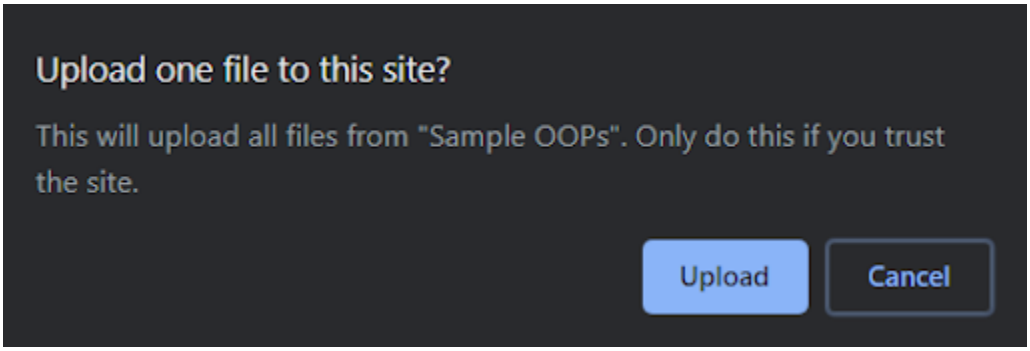
Step 6: In the pop-up window, select the blue "Upload" button to confirm your upload to the mymedicalimages Troubleshooting Uploader.





Step 7: Wait for the upload to complete. Depending on the size of the files being uploaded, the time required to upload them will vary. Leave the window open and keep your computer connected to the internet during the upload process, otherwise it will not be received properly.

Once the upload has been completed, click on the green "Submit" button.



After clicking on the "Submit" button, you will see that the button will be replaced by the sentence, “CD Successfully Submitted.” Your CD has been sent to the mymedicalimages Support Team, and will be worked on by the first available specialist. Any updates on the progress of your ticket will be sent to you through email.

The time taken to resolve the issue may vary depending on what the issue is.

mymedicalimages

Sign out

Upload CD for Support

If you are experiencing problems with images that you have uploaded or attempted to upload from a CD, we can help. In order to do so, however, we need you to upload the entire contents of your CD to our support team.

Once the upload is complete, we will begin the troubleshooting process. Please know that while we will begin working to remedy your issues immediately, determining the cause of any issues with your CD could take some time. We will, however, keep you updated on our process.

Briefly, share with us the diffculties you are experiencing. For example, you are getting an Oops! message on a preview image, or you are not sure that all of the images were uploaded from the CD.

Sample OOPs

Demonstration

Submit

Uploaded

