

Expert Images on Vu Q&A

What Browser should I use?

Current versions of Explorer, Chrome and Firefox are all compliant. The system can also be used on Apple and Android Mobile Devices

The system is slow?

System speed is mainly dependent on available bandwidth, the system is designed to work on lower bandwidths but there are limits. Performance may be affected if you are running on a Hospital Network, have low internet speed where you are accessing the application or many devices are sharing the same connection.

I've been logged out or received the message "session / expired"?

Once the link in DocVu has been accessed it will only allow for 15 minutes viewing, this is for security purposes. If the application is timed out the Diagnostic Images can be accessed by re-clicking on the link in DocVu.

Why can't I download the images for a later date?

The system is built for clinical purposes and gives the functionality to assist you with clinical report writing. It has been designed to run on lower bandwidths and remove the need for Data to be stored by you on CD format or on hard drives. This is to assist you with meeting your responsibilities as Data Controllers under the DPA and remove the need to securely dispose of Person Identifiable Information that could remain on Computer hard drives even when deleted.

I've copied the link for use at a later date and it doesn't work?

The links are only valid for a period of 15 minutes for data security. Access to the Diagnostic Images can only be made via Vu and Doc Vu for security reasons.

Why have I got more than one link for the same IP?

This is when diagnostic images are linked to more than one ongoing (linked) case so we can provide you with all Images that have been received relating to the case, and excluded when not related.

I can't open the link or I have other issues?

Please email examworksuk@service-now.com