Q. How do I change the default practice when I log in?

A. On the left side of your screen, there is a button labeled **"Preferences."** Click this and all your customization options will appear. The top option is a drop-down menu listing all the practices to which you are connected. Select your default practice preference from this list, and the next time you log in SEL will remember your selection and show this practice first. There is no need to save anything when selecting your preference; SEL will automatically keep this preference as your selected practice. Click **"Preferences"** again when you are finished to return to your main screen.

Q. How do I share an exam with another SEL user?

A. First, it is important to note that to share an exam with someone, the person receiving it MUST be an SEL user. To share an exam with another SEL user, click on the exam in your worklist to bring up the "Exam Dashboard." On the right side of your screen, there is a button labeled **"Share With... ."** Click this, and in the "Search" box enter the name of the person with whom you wish to share the exam. Click on the name that appears beneath the "Search" box; then click the **"Share"** button and your exam will appear in the person's inbox. That person will receive a notification through SEL to alert him or her to the fact that it is there. Click the **"Done"** button when you are finished to return to your main screen.

Q. How do I complete a network search for an exam?

A. If you can't find an exam in your worklist, you can use the "Search" feature at the top of your screen, just below the SEL logo. If the study is outside of your practice, you will need to know the patient's first name, last name and date of birth. Once you locate the study, click on it from the drop-down menu and your exam will open. Make sure you mark the study **"Reviewed"** by clicking the **"Reviewed"** button so that it appears in your worklist the next time you log in.

Q. How do I view a colleague's exams?

A. In the upper right corner there is a drop-down menu containing a list of all the practices with which you are associated. Changing this value will update your worklist to show ALL exams in the selected practice. You can change your default practice in the "Preferences" section.

Q. What does it mean to mark an exam as "Reviewed"?

A. Exams marked as "Reviewed" appear in your "Worklist Reviewed" tab, which is prominently featured on the first page that you see after logging in to SEL. You can put a variety of exams in your "Reviewed" section so they are more easily accessible to you. For example, let's say you were viewing an exam that you found through a network search and want to be able to easily get to it at a later date. You can mark that exam **"Reviewed"** by clicking the **"Reviewed"** button and it will then appear in your "Worklist Reviewed" tab.

Q. How can I add notes to an exam or send a message about an exam that has been shared with another SEL user?

A. Once you share an exam with another SEL user, he or she will be able to view it and add some notes. If you would like to respond or add to that user's notes, you can do so in the exam dashboard in the text box labeled "Notes." If you would like to send the user a message, you can do so by clicking on the **"Inbox"** button on the left side of the screen. In the "Search" box, enter the name of the person to whom you wish to send a message. Click on the name that appears beneath the "Search" box and compose your message in the text box provided. Once you send your message, the SEL user will be notified through SEL that there is a message available.

Q. I'm trying to find a doctor in SEL, but nothing appears when I search. Why?

A. SEL is available to all physicians who refer to a facility in the Shields network, but it is possible that the doctor you are looking for hasn't yet signed up for SEL. If you would like to share exams and communicate with a physician who is not on SEL, please have the physician contact his or her marketing representative to sign up, or request that your marketing representative get in touch with the physician.

Q. How do I view the images of my patient?

A. To view your patient's images, click on the name of the patient. You'll be directed to the patient's "Exam Dashboard." From the dashboard, select the **"Images"** button on the top left side of the page.

Q. How do I view the report associated with my patient?

A. To view your patient's reports, click on the name of the patient. You'll be directed to the patient's "Exam Dashboard," where the report will be featured immediately if it is available. If you would like to limit the exams you view to those with completed reports only, you can make this update in the "Preferences" feature.

Q. How do I reset my password?

A. On the login screen, below the sign-in fields, there is a link that reads **"Forgot username or password."** Click on this link and you'll be directed to a screen where you can indicate that you forgot your password. Select this option and click the **"Retrieve"** button. You will receive an email with a link allowing you to change or reset your password.

Q. How do I get a username and password?

A. You can request a login (username and password) through your Shields marketing representative. He or she will provide you with a user agreement, which you must sign. After signing it, you will receive a unique and secure username and password. If you do not know who your Shields marketing representative is, you can contact Jessica Correia, the Shields marketing assistant, at 617-376-7417 or jessicac@shields.com, and she will assist you.

Q.) What browsers does SEL support?

A.)
- Google™ Chrome 20 or later
- Internet Explorer® 8, 9, and 10
- Mozilla® Firefox® 10 or later
- Safari® 5.1 for Macintosh® and Apple® iPhone®

- iPod touch® running on iOS 5.0
- Safari®5.1 and 6.0 for Apple® iPad® running on iOS 5.1 and 6.1
- Desktop Device Google™ Chrome 26 or higher