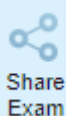


## Accessing my radiology images

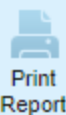


### Use MyVue to view and share imaging

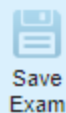
MyVue is the online portal for patients and referrers to access radiology imaging and reports.



Patients can view imaging and reports on your personal device such as mobile phone, tablet or laptop.

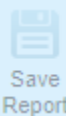


MyVue allows you to share these studies and reports with whānau, their doctor and other referrers. You can also download the images to your computer or print reports.



### Getting access

The next time you arrive at our Imaging sites in Capital and Coast, Hawkes Bay, Hutt Valley, MidCentral, Wairarapa, and Whanganui, a staff member will ask if you would like to access your images online.



You can also let one of the team at reception know you're interested. They can then activate you in the system.

All we require is a current email address and mobile phone number.

You will receive an email with instructions how to access your historical images.

**Ensure to check your spam folder if you have not received an email.**

You will get another approximately eight hours after your appointment, with the new image.



For more information, user guide, frequently asked questions, and contact information, scan the QR code or visit [here](#)

# Logging in

Open a web browser on any device and go to:

<https://myvue.central.health.nz>



**Sign In**

Email/User Name:

Password:

**Sign In**

[Forgot password](#)  
[Change password](#)

Enter your email address and your password

**One-Off Password** ✕

A one-time password has been sent to your mobile number. Please enter this password in the text box below and click Continue.

\* The password is valid for the next 20 minutes. After that, you will need to login again.

Password:

**Cancel** **Continue**

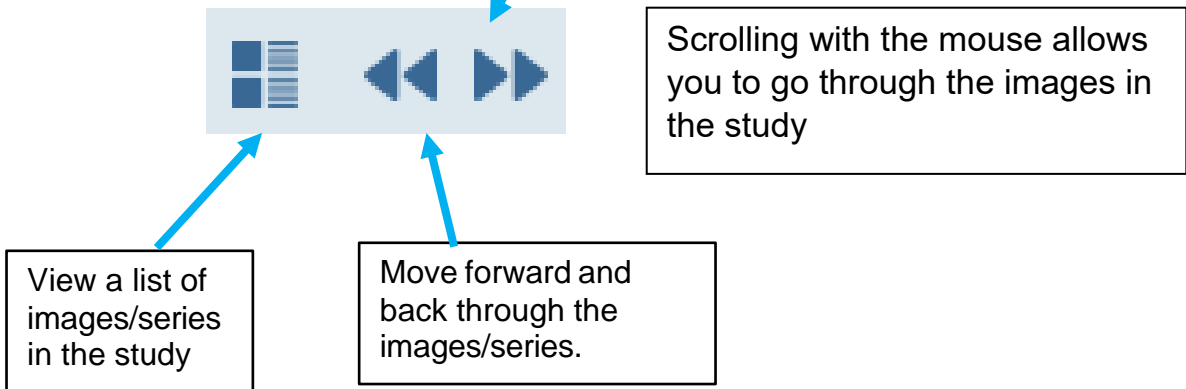
Enter the code sent to your mobile phone or email.

**The password is case sensitive**

*TIP: It may take a few minutes to come through*

# Viewing your studies

The screenshot shows the MyVue patient portal interface. At the top, there is a navigation bar with a home icon, the user name "Hello Test Patient, Glenn", a sign-out button, and the MyVue logo. Below the navigation bar, the main content area is titled "Your Latest Results". On the left, there is a "CT PATTERN" section for an exam dated 8/7/2023 at 10:39 AM. A teal box labeled "LATEST REPORT (IF AVAILABLE)" is overlaid on the report area. Below this, a text box explains that reports are available 20 days after finalization. On the right, there is an "Advanced View" of a CT scan image. A yellow box labeled "LATEST EXAM" is overlaid on the image. The image shows a cross-section of a body with "R" and "P" markers. Below the image are navigation controls: a list icon, left and right arrow buttons, and a zoom slider. At the bottom of the interface, there are two buttons: "Previous Exams (5)" and "Exams I Shared with Others (2)".



## Saving study



The save button is located at the top of the report window.

This allows you to save a high resolution diagnostic quality 'DICOM' file of your study to your local computer.

Note This file can be upwards of 10GB in size (for large CT scans). An x-ray is much smaller.

A screenshot of a medical imaging software interface. The main window displays "Your Latest Results" for a "CT PATTERN" study dated 8/7/2023 10:39 AM. The report details include: PROCEDURE: Test; CLINICAL INDICATION: Testing; TECHNIQUE: Test; COMPARISON: Test; FINDINGS: Testing; IMPRESSION: TESTING. A modal dialog box titled "Saving CT PATTERN - 8/7/2023 10:39 AM" is open in the foreground. It outlines the saving process: "Prepare for download" (exam images being collected into a zip file, 7% progress shown), "Download" (zip file will be downloaded to the computer), and "When download is complete, you will be able to:" (burn to CD/DVD, save to portable memory device, send by email, or use other methods). The dialog has two buttons: "Close without saving" and "Continue Saving in Background" (which is selected with a checkmark). The background shows a CT scan image with technical details: 6/16/2023 8:14 PM, Wellington Hospital, Pos: 0.00 mm, SW: 1.00 mm, CE, C:350 W:2700, Zoom: 73%.

**Note:** Saving is not possible on a mobile device.

**Note.** You need software to view the DICOM file.

The zip file includes a Windows DICOM file viewer. Mac users, you will need to search the Apple App Store for "DICOM Viewer"; There are plenty of quality free apps (e.g Bee)

# Sharing



The share button is located at the top of the report window.

This allows you to share your study with another person by sending an email link. Ticking the checkbox and clicking “Next” sends the link.

A screenshot of a web-based 'Share Exam' dialog box. The window title is 'Share Exam'. The main content area shows a progress indicator with two steps: 'Sharing Method' (highlighted in green) and 'Contact Information' (highlighted in blue). Below this, the text 'Select sharing target:' is followed by a prompt: 'Enter the email address of the person you want to share the exam with'. There are two input fields: 'Email address' containing 'homer.simpson@simpsons.com' and 'Enter mobile number:' followed by a field containing '021046836d'. Below these fields is a section titled 'Sharing options' with a dropdown arrow. Underneath, there is a checkbox that is currently unchecked, with the text 'I understand the [security implications](#) of sharing medical information'. A blue arrow points from this checkbox to the 'Next' button at the bottom right of the dialog. The 'Next' button is highlighted with a blue border, and a 'Cancel' button is visible to its left.



Sharing options

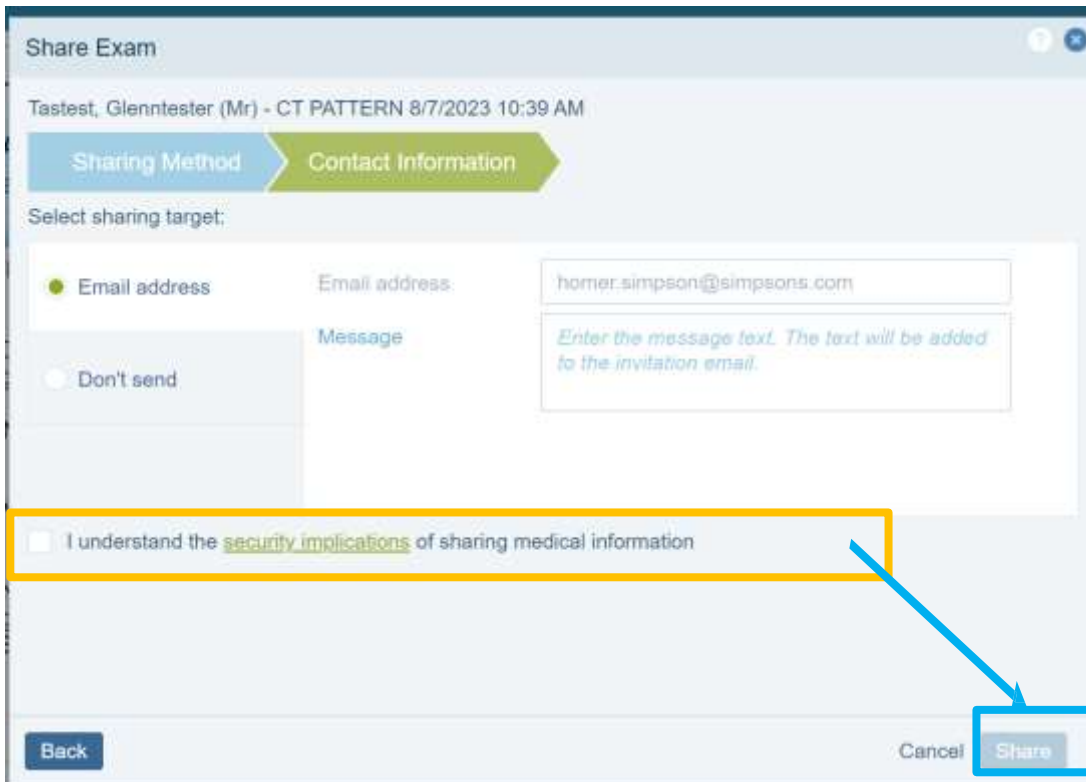
Define sharing options:

- Allow access to the exam for the next 365 days
- Share entire patient portfolio
- Hide patient details

By clicking the “Sharing options” arrows you can:

- Limit the time for access
- Share all your studies, rather than just the one selected.
- Hide your personal details

When you click “Next”, a summary page will be displayed.



Share Exam

Tastest, Glenntester (Mr) - CT PATTERN 8/7/2023 10:39 AM

Sharing Method Contact Information

Select sharing target:

Email address      Email address: homer.simpson@simpsons.com

Don't send

Message: Enter the message text. The text will be added to the invitation email.

I understand the [security implications](#) of sharing medical information

Back      Cancel      Share

An option to copy or print the displayed link to your study is also available.



## Managing what is shared

Managing existing sharing and access is performed by clicking the below icon, located at the bottom of the report window.



This displays who you have shared the exam(s) with.

| Exam             | Shared by      | Shared on   | Expiration  | Shared with  |  |
|------------------|----------------|-------------|-------------|--------------|--|
| Entire Portfolio | EXPLORER, Dora | 30-Jul-2021 | 29-Aug-2021 | Mickey Mouse |  |

Clicking the trash icon deletes access for the selected user to view your shared exam

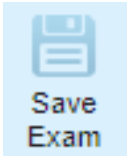


## Printing and Saving



The print report button is located at the top of the report window.

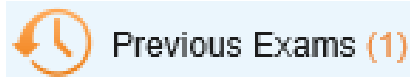
This allows you to print your report and/or save your report in a PDF format.



The save exam button is located at the top of the report window. This saves your images in a zip file on your PC

## Previous Exams

To view your previous studies, click the “Previous Exams” icon located at the bottom of the report window.



This displays a list of your previous studies and gives you the options to view images, view report, save, manage sharing and print by clicking on the corresponding icons.

The screenshot shows a web interface for 'Previous Exams' with a table of exam records. The table has columns for Type, Date, Images, Report, and Full Details. Five records are listed, all dated 8/7/2023. Callout boxes with arrows point to specific icons in the table: 'View Images' points to the image icon, 'View report' points to the report icon, 'Save exam' points to the save icon, 'Manage sharing' points to the share icon, and 'Print' points to the print icon.

| Type                       | Date              | Images | Report      | Full Details |
|----------------------------|-------------------|--------|-------------|--------------|
| <a href="#">CT PATTERN</a> | 8/7/2023 10:39 AM |        |             |              |
| <a href="#">CT PATTERN</a> | 8/7/2023 10:39 AM |        | Open Report |              |
| <a href="#">CT PATTERN</a> | 8/7/2023 10:39 AM |        |             |              |
| <a href="#">CT ABDOMEN</a> | 8/7/2023 9:40 AM  |        |             |              |
| <a href="#">CT ABDOMEN</a> | 8/7/2023 9:40 AM  |        |             |              |

### Attention Safari on Mac users

If clicking on a link to open an exam, and nothing happens, Safari will be blocking the pop-up. You need to disable pop-up blockers for the site. See [instructions](https://support.apple.com/en-gb/guide/safari/sfri40696/mac#devbc354ece2) here <https://support.apple.com/en-gb/guide/safari/sfri40696/mac#devbc354ece2>



## Edit profile details

You can update or change your password, email address, mobile phone and recovery questions by clicking on your name and selecting “Edit Your Account Details”.



**Your Account Details**

To change your MyVue account settings, please enter your current password.

Current Password: (required)

You need to enter your password to view and make changes.

**Your Account Details**

Use the fields below to add or change the email address and mobile number for your MyVue account. Use the new email address next time you sign in to MyVue.

**Your Email Address:**

**Mobile Number:**

Use the fields below to change the password for your MyVue account. Use the new password next time you sign in to MyVue.

**New Password:**  
8 characters at least

**Re-type Password:**

Recovery questions help secure your account and offer you a way to access the account if you forget your password. Use the fields below to change the recovery question for your MyVue account.

**Recovery Question:**

**Recovery Answer:**

Ensure your phone number matches either  
+{country}{prefix}{number} (e.g  
+6421046156)

Or no country

0{prefix}{number} (e.g “021046156”)

Your new password must be a minimum of 8 characters long and contain two out of the three items:

- A number digit
- Upper case and lower case
- Special character

# Support

## Notifications

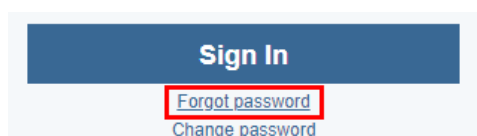
Notifications will be sent to your supplied email address to update you with any new information about your studies.

The most common notifications will be:

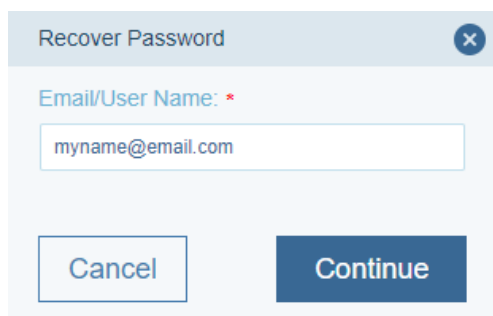
- When your access and login details are set up or updated
- When new images are available online
- When a report is available online (20 days after report is finalised)

## How to Reset Password

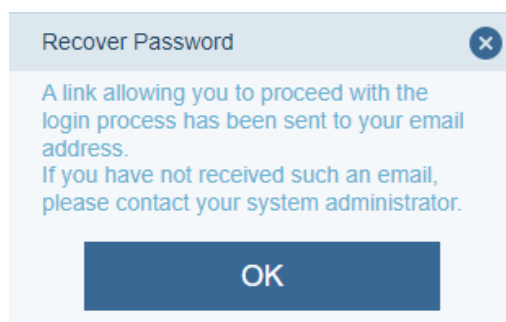
1. Select "Forgot password" at the MyVue login screen <https://myvue.central.health.nz/>



2. Enter your email address and click continue

A screenshot of a 'Recover Password' dialog box. The title bar says 'Recover Password' with a close button (X). Below the title, there is a label 'Email/User Name: \*' followed by a text input field containing the email address 'myname@email.com'. At the bottom of the dialog, there are two buttons: 'Cancel' on the left and 'Continue' on the right.

A link will be sent to your email address.

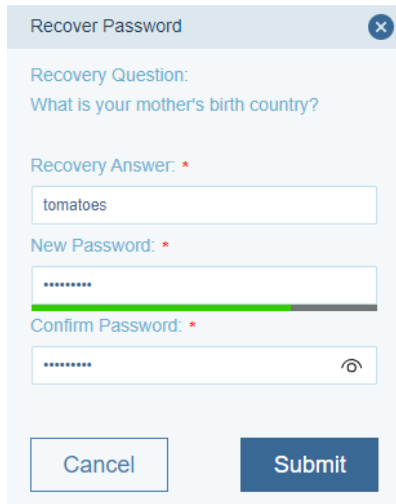


You will receive a new email.

3. Check your email and click link "Recover Password".

Check your spam folder if it does not arrive.

4. Fill in recovery answer and then set your new password.



Recover Password

Recovery Question:  
What is your mother's birth country?

Recovery Answer: \*

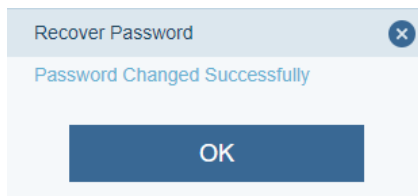
tomatoes

New Password: \*

Confirm Password: \*

Cancel Submit

5 You will then get confirmation that your password has changed.



Recover Password

Password Changed Successfully

OK

6. Log in again using your new password

## Frequently asked questions

### **I have not received a registration email.**

Check your spam/junk email folder.

Otherwise contact your radiology local department (see below).

### **My registration email has expired.**

Your invitation expires after 48 hours. Email your local district support team (see below), who will reset your invitation.

### **Can I use a non-New Zealand phone number?**

MyVue supports New Zealand and Australian mobile phone numbers.

### **I did not receive a one-time-password.**

Try again later.

If you are using email for your one-time-password, check your spam/junk email folder.

If still no success, contact your district support team (see below).

### **Where is my new study?**

Imaging taken should appear the day after it was completed.

If it has still not appeared, contact your local district support team.

### **Where is my report?**

Your report is available via MyVue twenty days after the radiologist has completed it. This is to allow you to discuss the findings with your doctor.

If your examination took place at a private provider (e.g Pacific Radiology), you will need to contact them directly for the reports.

### **How do I share to a third party when I only have their email address.**

Click the share button, and only populate the email field, leaving the mobile number empty.

### **My study does not open using Safari on my Mac**

If clicking on a link to open an exam, and nothing happens, Safari will be blocking the pop-up.

You need to disable pop-up blockers for the site. See instructions

at <https://support.apple.com/en-gb/guide/safari/sfri40696/mac#devbc354ece2>

### **How do I view the high resolution DICOM imaging.**

Download the exam using the 'Save' button using a desktop/laptop device. This zip file includes a Windows viewer software. The Mac App Store has free DICOM file viewers (e.g Bee).

### **How can I share my studies from my phone?**

You will need to access the desktop version via the browser settings.

- Android click the 3 dots in the top right corner.
- Apple click the Aa in the top or bottom left corner.

**My referrer can't access my images due to firewall settings.**

They will need to contact their local ICT administrator to allow access to the site – <https://myvue.central.health.nz>

## For further assistance

If the above questions are unable to answer your questions, contact your local radiology department.

|                          |  |   |
|--------------------------|--|---|
| <b>Capital and Coast</b> | <a href="mailto:myvue-support@ccdhb.org.nz">myvue-support@ccdhb.org.nz</a>                 | <a href="tel:0800804510">0800 804 510</a>         |
| <b>Hawkes Bay</b>        | <a href="mailto:myvue-support@hbdhb.govt.nz">myvue-support@hbdhb.govt.nz</a>               | <a href="tel:068788109">06 878-8109 ext. 2509</a> |
| <b>Hutt Valley</b>       | <a href="mailto:myvue-support@huttvalleydhb.org.nz">myvue-support@huttvalleydhb.org.nz</a> | <a href="tel:045709290">04 570-9290 ext.2550</a>  |
| <b>Mid Central</b>       | <a href="mailto:myvuesupport@midcentraldhb.govt.nz">myvuesupport@midcentraldhb.govt.nz</a> |   |
| <b>Wairarapa</b>         | <a href="mailto:myvue-support@wairarapa.dhb.org.nz">myvue-support@wairarapa.dhb.org.nz</a> |   |
| <b>Whanganui</b>         | <a href="mailto:myvue-support@wdhb.org.nz">myvue-support@wdhb.org.nz</a>                   | <a href="tel:063481308">06 348-1308</a>           |