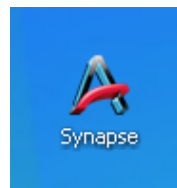


Barwon Medical Imaging

PACS Installation Instructions



PACS (Synapse) will be installed and can be accessed
via an icon on your desktop

Accessing Synapse using the External BMI Secure Website:

Installing the workstation client to your external PC (home or office) makes it possible to perform the same tasks as if on the hospital network and with the same access to standard Synapse tools such as Window / level, rulers, pan and zoom. You will also have access to the same folders and the Powerjacket containing the available Radiology reports

Access to the PACS will be governed and monitored by Barwon Health to ensure that the use of the application is within the [privacy guidelines](#) for the institution.

Remember to be a little more patient outside Barwon Health. The system will be slower. Click & wait. Multiple clicks will probably hang the system and be more frustrating than waiting a little longer in the first place.

As you are accessing our full PACS with high resolution images, BMI recommend you open Synapse first thing in the morning and keep it minimised throughout the day for more efficient access.

Prerequisites for Remote Synapse Access:

In order to install and operate the secure external PACS application, you will need to:

1. Have a Barwon Health username and password in order to access the BMI PACS.
2. Be a local administrator to install programs
3. Have an external internet connection preferably broadband or higher

Note: High speed broadband allows images and results to viewed with minimal download waiting times

4. Have a PC that meets the minimal specifications / requirements of:
 - (i) Windows XP, Vista or 7
 - (ii) Internet Explorer version 7 to 10
 - (iii) Ability to run signed ActiveX components;
 - (iv) 24 -bit colour display.

Note:

The Synapse web installer will not run in Internet Explorer 11. The Internet Explorer version needs to be rolled back to IE 10 for it to run. Refer to [‘Rolling back Internet Explorer Version’](#) on page 8

The current version of Fujifilm Synapse does not support Microsoft Windows 8. Synapse can be ran on a Windows XP virtual machine however.

Synapse is not available on Apple Macs. If you wish to run PACS on your Mac, you will need to purchase and install parallels for Mac, then purchase and install Windows XP inside parallels. Please contact bmi@barwonhealth.org.au for more documentation on this if required.

For the Synapse Quick Guide click [here](#)

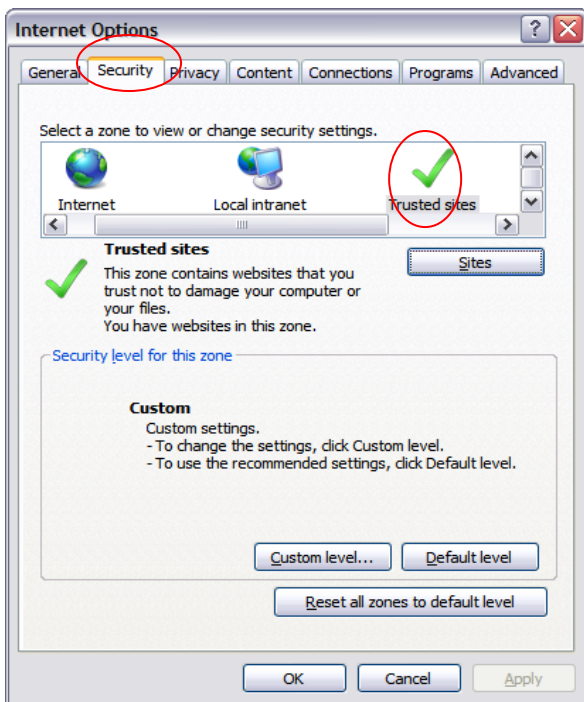
Installing Synapse (BMI PACS):

Add the Synapse Secure Site to your Trusted Zone in Internet Explorer:

Open **Internet Explorer**

If running Windows Vista or Windows 7 you need to right click on the Internet Explorer icon and choose 'Run as Administrator' then click OK.

Go to the file menu Tools → Internet Options

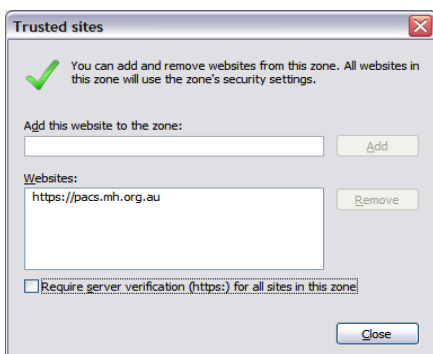


Security tab → Trusted Sites

With Trusted Sites still selected click 'Default Level' and drag the slider on the left down to 'Low'. Then click OK to apply these settings.

Click the Sites button.

Enter <https://pacs.barwonhealth.org.au> to "Add this website to this zone" and click "Add"



Click Close

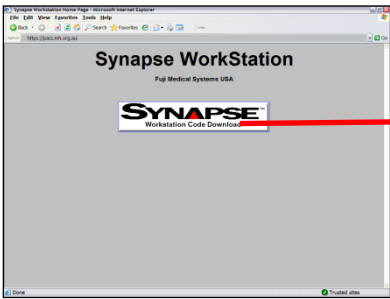
2. Install the Synapse Workstation Client:

Type in the following URL: <https://pacs.barwonhealth.org.au> in Internet Explorer (note that IE must be ran as an Administrator)

When prompted, enter in your Barwon Health network username & password:

- username - represents your Barwon Health (BH) username
Enter – [bh\username]
Note: (bh & backslash)
- password – type in your password in the password field (case sensitive)

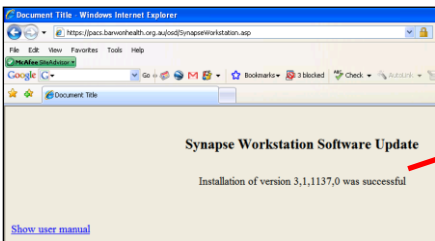
The following screen will appear



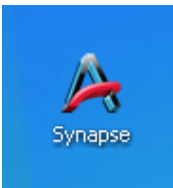
Click on the Synapse Workstation Code Download Button

If prompted, agree to install the required Active X controls.

For problems with the install refer to the [troubleshooting](#) guide on page 7.



When the installation is complete (2-3 mins) a message will appear.
Note: There is no progress bar during installation.



The Synapse icon will appear on your desktop

These should already be set but if you are having trouble please confirm these settings:

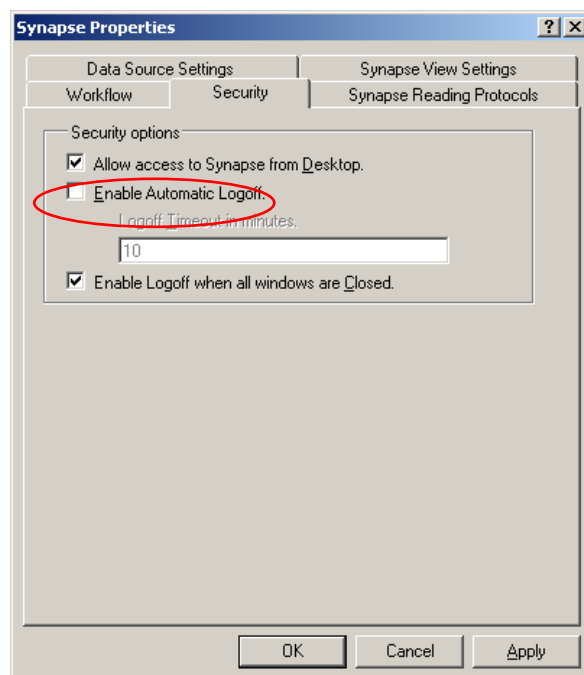
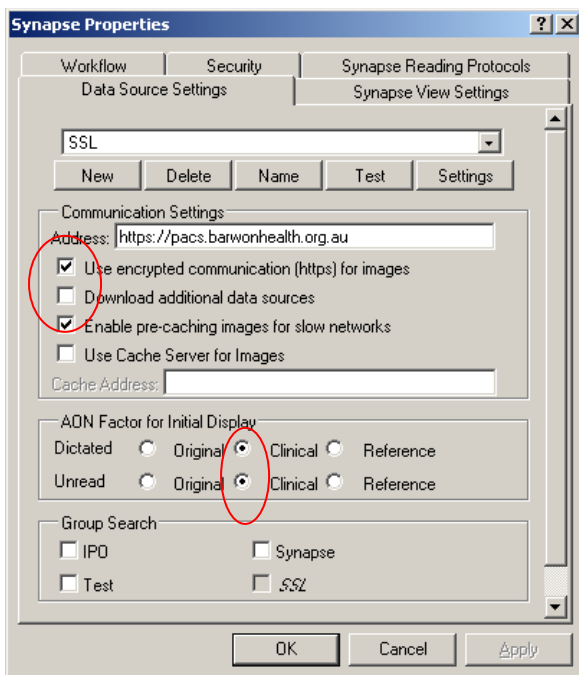
Right mouse click the Synapse icon on the desktop and select Properties from the context menu.
Log in again as above.

In Windows Vista and Windows 7 access to these tabs of the Synapse Properties is via the Control Panel.
Open the Control Panel. You may need to change the control panel settings to Classic view or to list programs by name to be able to find Synapse. Shift + right click on the Synapse icon, select Run as Administrator and then click OK.

Tick Use encrypted communications (https) for images

Tick Enable pre-caching for slow networks

Set the AON Factor for Initial Display (Compression factor) to Clinical for both Dictated and Unread.



To prevent Synapse from automatically logging off throughout the day, click on the Security Tab then make sure “Enable Automatic Logoff” is unticked.

Click OK once configuration is complete to close.

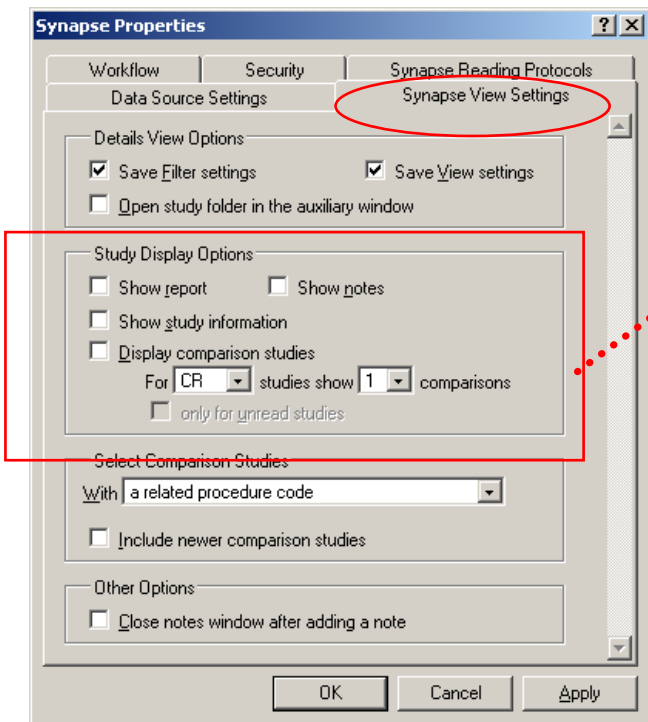
You will be prompted for username and password each time you open Synapse. If you also use Synapse within the hospital, select “BMI Synapse” when within the hospital network and “External BMI” outside the hospital over the internet.

You will gain access to Reports, Notes, and Annotations, via the Powerjacket

Using the familiar right-click context menus (once an image is open) you can change the AON Compression factor to either increase/decrease the fidelity of the image as required (original (full fidelity) or clinical) and gain access to standard tools such as rulers, image presets and so on.

Optional synapse properties:

Remove the Powerjacket (report, notes and study information) window if desired
Click on the Synapse “View Settings Tab”



Remove all the “ticks” from this section of the synapse properties

This can minimise the time taken to load an image

Troubleshooting:

No privileges to install:

Solution: you will need to install Synapse using an administrator account

Netscape error after clicking on Workstation Download button:

Solution: you will need to revert your Internet Explorer version to IE10 or below in order to install. In some situations, the program will run on IE11 once it is installed but this is not recommended. See next page for instructions on how to revert you IE version.

Repeated prompting to allow use of Active X controls when opening studies:

Solution: Add Secure Synapse Site to Trusted Zone in Internet Explorer. Logoff then open Synapse again.

Username and Password rejected:

(i) Wrong or no domain entered

Solution: make sure that “bh” has been entered as the domain OR your username has been entered as bh\username

(ii) No Barwon Health username and password

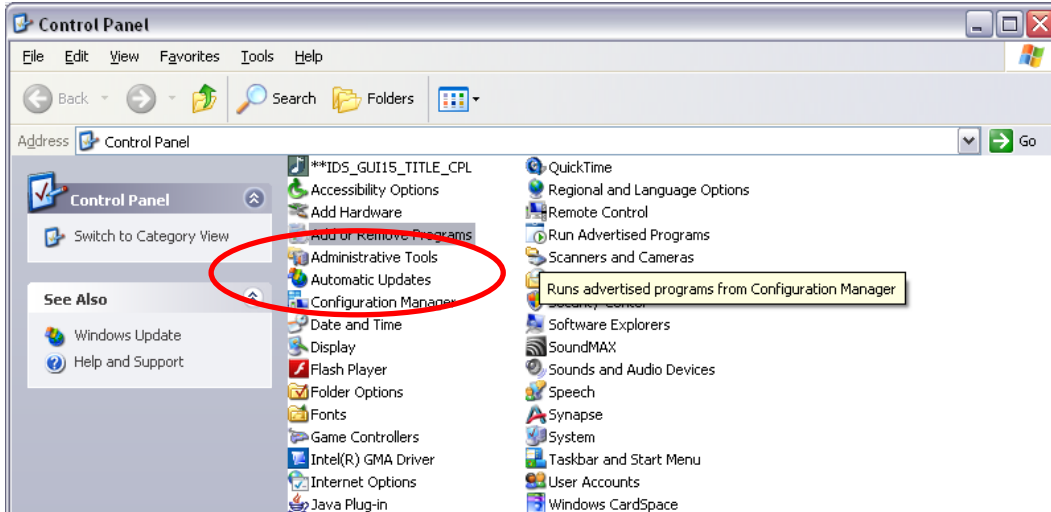
Solution: contact Barwon Medical Imaging on 4215 0300 and ask to be added as a new user

(iii) Forgotten or incorrect Barwon username and password

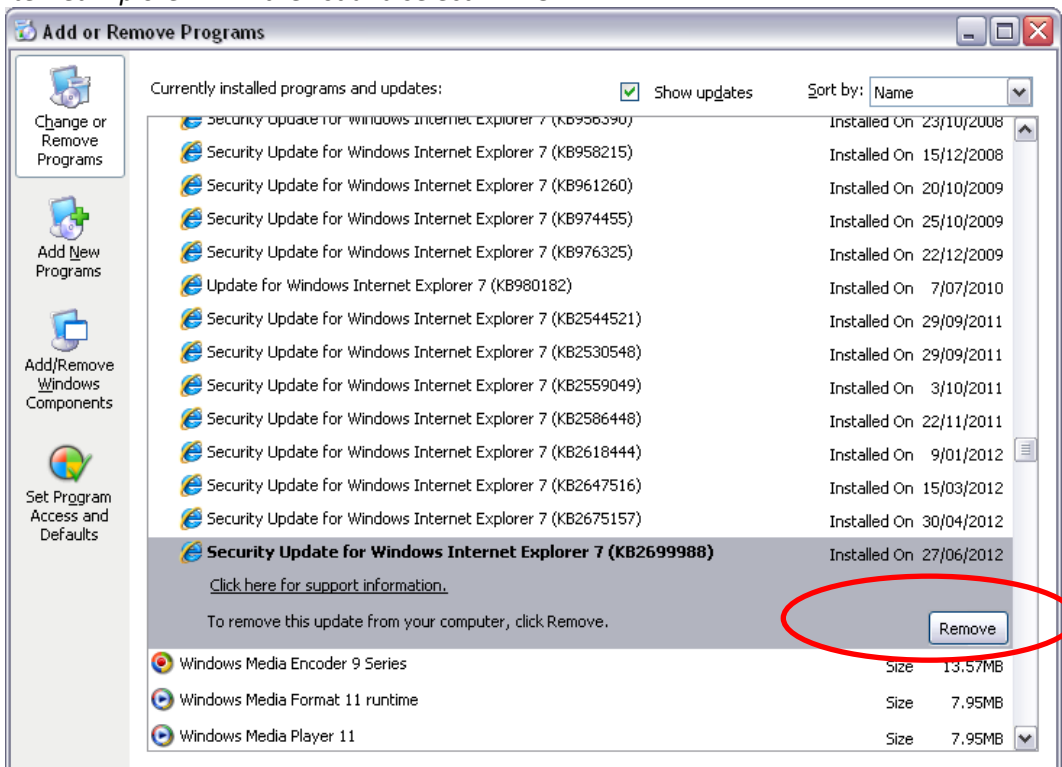
Solution: contact Barwon Health IT Helpdesk on 4215 0099 and have your password reset.

Rolling back Internet Explorer Version

1. Go to the control panel and select *Add or Remove Programs*.

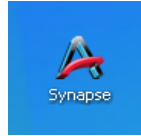


2. Find *Internet Explorer 11* in the list and select REMOVE.

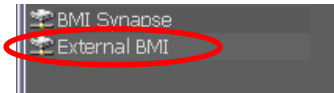


3. This will take your computer back to the previous version. Restart your computer and follow the Synapse installation instructions. This must be done with a degree of urgency if automatic updates are enabled on your computer. We recommend that these are turned off.

Synapse Quick Guide



1. Double click on the Synapse icon
2. Double click on External BMI



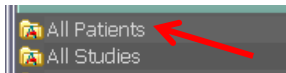
3. When prompted login with your username and password provided to you by BMI

Username: bh_____

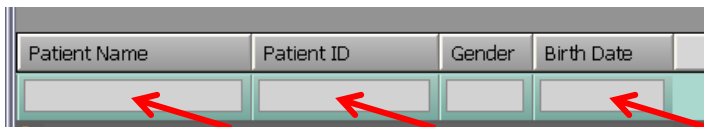
Password: _____

(Note: bh\ must be typed before your username!)

4. To view your patients study list, select All patients.



5. Enter the patient information as shown to refine the search



6. Double click on the listed patient you wish to view.

Patient Name	Patient ID	Gender	Birth Date
test, test			
Test, Test	515772	F	1/01/1900
Test, Test	494328	M	21/11/1999

7. To view an image, double click on selection.

R	X-Ray Chest	28/07/2015 9:26:30 AM	CR	3	Finalized	1692036
R	CT Brain C-	23/07/2015 8:55:41 AM	CT	207	Finalized	1683933
R	MR MUSCULO	21/07/2015	MG	38	Finalized	00402445

8. Right click on an image to access Synapse image tool menu.

If you have any questions regarding Synapse please contact Jo Grebert or Janet McDonald on 4215 0355.