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PATIENT & CAREGIVER EDUCATION

# Frequently Asked Questions About Uploading Your Radiology Images

This information answers some frequently asked questions about uploading your radiology images to send to your doctor at Memorial Sloan Kettering (MSK).

## About Uploading Your Radiology Images

Your MSK doctor has asked you to upload your radiology images to our iConnect Access system. It's a software platform that's easy to use, and lets you see and share images. Uploading your radiology images will let your doctor use them to plan and guide your care.

We'll send you 2 emails to help you with uploading your images:

- An email with the steps you need to upload your images to our iConnect Access system.
- An email with your PIN code. This is the code you need to access the system.

Make sure you upload your images from a computer with an updated web browser. Here's a list of the browsers and versions that will work:

- Google Chrome 64 or later
- Microsoft Edge 41.16299 or later
- Mozilla Firefox 58 or later
- Apple Safari 10 or later for Apple computers

## **Frequently Asked Questions About Uploading Your Radiology Images**

Here are the answers to some frequently asked questions to help you upload your radiology images.

### **What do I do if I can't find the email from my doctor's office?**

If you can't find the email that was sent to you, check the spam or junk folder in your email inbox. If you still can't find it, call your doctor's office for help.

### **What do I do if I deleted the email from my doctor's office?**

If you deleted the email, call your doctor's office. We'll send you a new email and PIN code.

## **The “Click Here” link in my email isn’t working. What can I do?**

If the link in your email isn’t working, try doing the following:

- If you’re using an Apple computer (such as a MacBook), hold down the “command” key on your keyboard while clicking the “Click Here” link in your email at the same time.
- If you’re using a personal computer (such as a Dell computer), hold down the “control” key on your keyboard while clicking the “Click Here” link in your email at the same time.
- If that doesn’t work, you can also right click the “Click Here” link, select “Copy Hyperlink”, and paste the link into your web browser.
- Try another web browser.
- Call your doctor’s office for help.

## **I can’t find my PIN code. What should I do?**

Try looking for your PIN code in the spam or junk folder in your email inbox. You should also make sure you gave your doctor’s office the right email address. If you still can’t find it, call your doctor’s office for help.

## **What do I do if my PIN code isn't working?**

Copy and paste your PIN code from your email into the iConnect Access system instead of typing it in. Make sure there aren't any spaces before or after your PIN code.

If that doesn't work, your PIN code may have expired. PIN codes expire after 7 days. Call your doctor's office to get a new one.

## **What do I do if I see a warning message about connection issues?**

This warning message only shows up if you use Internet Explorer. We recommend you use another web browser, such as Google Chrome or Mozilla Firefox. Using one of these browsers will remove this warning.

## **What is the difference between the "Upload Files" and "Upload Folder" buttons?**

"Upload files" lets you choose individual files to upload and "upload folder" lets you choose an entire folder to upload.

## **How do you "drag and drop" to upload file?**

To drag and drop your images in the iConnect Access system, follow these steps.

1. Click the icon (such as the file, folder, or drive letter) you'd like to move.

2. Hold down your mouse button or track pad.
3. Move (drag) the file to the upload box.
4. Let go of your mouse button or track pad and drop the file into the upload box.

You can also drag and drop files into the “New Upload” area instead of going through your computer to find your files.

### **What can I do if the “drag and drop” feature is slow?**

If you’re uploading more than 1 file, you can add them all to 1 folder and drag the entire folder instead of each individual file. This can help you upload your images faster.

### **It’s taking a long time to upload my images and the progress bar is barely moving. What can I do to speed up the process?**

It may take a little longer to upload your images if you:

- Have many images to upload.
- Have large images (such as mammography images).
- Have other files on your flash drive (thumb drive) or CD.

There isn’t much you can do to speed up the upload. If the progress bar is moving, even very slowly, please be

patient.

### **What does the “+ Attachment” button do?**

Attachments are other files you want to share with your doctor. You’d use the “+ Attachment” button to share those files with your doctor, but we have all the other files your doctor needs, so you won’t need to use the “+ Attachment” button.

### **What should I do if I get a message about uploading attachments?**

If you get a message about uploading attachments, click “No.”

### **Do I have to fill out the “Phone” and “Email” sections?**

You don’t have to fill out the “Phone” and “Email” sections, but giving us this information will help us contact you if we need to.

### **The iConnect Access system asked me to enter my medical record number (MRN). What should I do?**

If the iConnect Access system asks you to enter your MRN, click “No.” MSK will assign your MRN to your images once you upload them.

## **What does “Share Job” button do?**

The “Share Job” button doesn’t upload your images. It will bring you to a page where you can review the images you’re uploading. When you’re ready, click the “Submit” button to upload your images.

## **What does “Delete Job” button do?**

The “Delete Job” button will remove the images you chose to upload and stop them from being uploaded.

## **What does the “Submit” button do?**

Once you click the “Submit” button, the files you chose will be uploaded and sent to your MSK doctor.

## **How will I know MSK got my images?**

After you upload your images to the iConnect Access system, reply to the PIN code email we sent you and let us know that you’ve uploaded your images.

You can also call your doctor’s office to confirm that we got your images.

## **How will I know if the upload is complete?**

After clicking the “Submit” button, you’ll be brought back to the original upload screen. This means your images have been sent to MSK.

You can also call your doctor’s office to confirm we got your images.

If you have any questions, contact a member of your care team directly. If you're a patient at MSK and you need to reach a provider after 5 p.m., during the weekend, or on a holiday, call 212-639-2000.

For more resources, visit [www.mskcc.org/pe](http://www.mskcc.org/pe) to search our virtual library.

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