

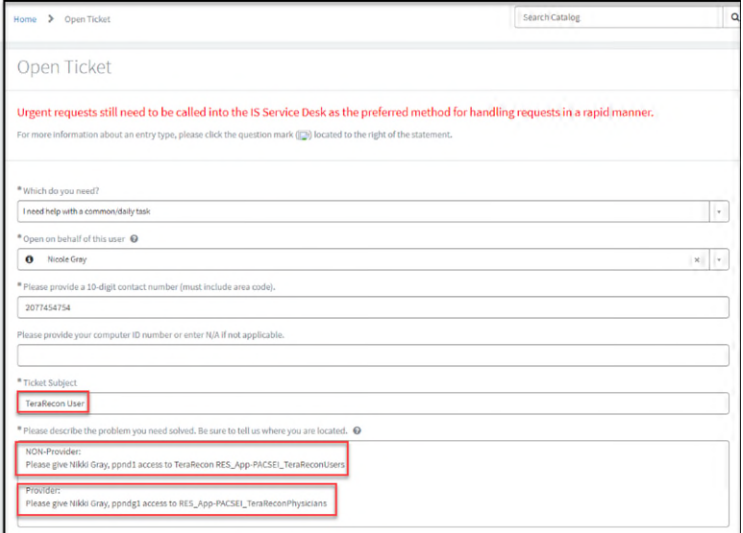
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This flyer outlines TeraRecon support and education.

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### Creating a new user

- Open a **ServiceNow Ticket**.
- Enter information in required areas:
  - **Ticket Subject:**
    - TeraRecon User
  - **Please describe the problem you need solved and be sure to tell us where you are located:**
    - Describe the problem.
    - Be sure to indicate where you are located.
    - Give user's first and last name, user name, access to:
      - **Non- Providers:** RES\_App-PACSEI\_TeraReconUsers
      - **Providers:** RES\_App-PACSEI\_TeraReconPhysicians



Home > Open Ticket

Open Ticket

Urgent requests still need to be called into the IS Service Desk as the preferred method for handling requests in a rapid manner.  
For more information about an entry type, please click the question mark (?) located to the right of the statement.

\* Which do you need?  
I need help with a common/daily task

\* Open on behalf of this user  
Nestle Gray

\* Please provide a 10-digit contact number (must include area code).  
2077454754

Please provide your computer ID number or enter N/A if not applicable.

\* Ticket Subject  
TeraRecon User

\* Please describe the problem you need solved. Be sure to tell us where you are located.  
NON-Provider:  
Please give Nikki Gray, ppnd1 access to TeraRecon RES\_App-PACSEI\_TeraReconUsers

Provider:  
Please give Nikki Gray, ppndg1 access to RES\_App-PACSEI\_TeraReconPhysicians

### Creating a TeraRecon Account

- Email [training@terarecon.com](mailto:training@terarecon.com).
  - Must have **staff name** and **email address**.

### Support

- Email [support@terarecon.com](mailto:support@terarecon.com) or Phone: 1-877-996-0100.
  - Use to request setting preference changes or protocols.

### Education

- Online TeraRecon Academy Education:
  - TeraRecon Academy URL: <https://terareconacademy.myabsorb.com/#/login>.
- Webinar Education:
  - TeraRecon offers weekly webinars that cover different topics and allow attendees to interact with a trainer.
  - Sign up for webinars here: <https://go.oncehub.com/TrainingWebinars>.

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For questions regarding process please contact TeraRecon at: above information.

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