

SonoConnect Customer Platform FAQ

General Questions

What is the SonoConnect customer platform?

SonoConnect is a secure digital platform that provides access to essential information and services related to your FUJIFILM Sonosite systems and transducers such as warranty information and the ability to submit and manage service requests. SonoConnect also provides customers with a way to manage access and permissions within their own SonoConnect account.

How can I get access to the SonoConnect platform?

You can gain access to the SonoConnect customer platform by reaching out to your Sales Representative. If your institution has an existing SonoConnect account, reach out to your SonoConnect administrator to request access.

What information is needed to create the SonoConnect User Admin?

To create the initial SonoConnect User Admin account, the following information will need to be provided:

- First and last name
- The hospital assigned user email address
- Phone number
- The department the user primarily operates in
- The user's position within the department

Can I view aggregate data across multiple locations?

Locations are organized in their own SonoConnect accounts. If a user requires access to data from multiple locations, they will need to have a separate user created and will need to log in to each location to view their information.

User Management

Can I customize user access on SonoConnect?

Yes, administrator-level users can add, remove, or modify customer access and permissions directly through the portal via the 'User' and 'Roles' list.

How can I create a new user on SonoConnect?

Navigate to the 'Users' page, select the '+ New User' button, and enter the required details. Roles and permissions can be assigned before creating the new user.

What are user roles, and how do they work?

Roles are a customizable permission set which determines the level of access and functionality available to each customer. For example, a User Management role could be created which grants full access to assigned standard customers, while unassigned standard customers may have limited permissions.

A SonoConnect user no longer works here, can they be deactivated?

Yes, administrator-level users can deactivate users via the 'Users' page. Simply check the box to the left of the desired user(s) and choose 'Deactivate User' from the action options.

Asset Management

What asset details can I view on the platform?

The platform provides detailed information such as asset serial numbers, system type, ship dates, and warranty coverage for all Sonosite equipment.

Can I update asset information on SonoConnect?

Currently, asset information is maintained by our system, however a 'Primary Department' and 'Custom Name' can be assigned to each asset. If any discrepancies appear during the asset verification process, users should decline the asset discrepancies or submit a missing asset request.

During the Asset Verification process, I found an asset in the list that I don't own.

If during the Asset Verification process, an asset is shown that is not owned by the customer, they should select the 'Decline' button.

During the Asset Verification process, an asset I own is missing from the asset list?

If an asset the institution currently owns is missing from the asset list, submit a missing asset request by selecting the '+ Submit Missing Asset' button.

Why am I not able to Accept or Decline assets during the Asset Verification process?

The ability to Accept or Decline assets during the Asset Verification process is limited only to the initial admin-level users. Admin-level users can grant the ability to Accept or Decline assets by creating and assigning a custom Role.

Warranty Information

Is an asset's warranty status visible on SonoConnect?

Yes, warranty details are available through the System Platform. You can view asset ship and expiration dates for each of your Sonosite assets.

Will I receive notifications about warranty expirations?

No, not currently. While the SonoConnect platform does show asset warranty expiration dates, notifications related to warranty expirations are not sent at this time.

Service Requests

How do I create a service request?

Service requests can be created in three places on SonoConnect:

- **Dashboard:** Navigate to the 'Dashboard' page, scroll down to the 'Open Service Requests' table, select the '+ New Service Request' button.
- **Service Requests:** Navigate to the 'Service Requests' page and select the '+ New Service Request' button located above the list of open service requests.
- **System Portal:** Navigate to the 'System Portal' page, find the affected asset using the Refine By filter on the left, and select the '+ Service Request' button located to the right of the affected asset.

Can I track the status of open service requests?

Yes, you can view status updates provided by the Sonosite Service Team. Simply navigate to the desired service request and a status can be seen in the 'Status' field.

Am I able to update service request information after it's submitted?

No, once a service request has been submitted, the details and attachments provided are not able to be changed. Users should confirm that service information is accurate before submission.

What information is required when submitting a service request?

To submit a service request, you will need to provide details related to the affected asset, add a description of the issue being encountered, and attach any relevant documents or images.

Why am I not able to submit a service request?

The ability to submit and view service requests through SonoConnect can only be accessed after the Asset Verification process is complete.

A service request I submitted is missing from SonoConnect?

Currently, SonoConnect is only able to display service requests that have been submitted directly through the SonoConnect platform. Any service requests that have been submitted via Sonosite.com, calling the Support Team directly, or having a service request submitted by a Sonosite team member will not be visible.

Technical Support

What if I forget my login credentials?

Users can utilize the 'Forgot Password' link on the login page to reset their credentials. If further assistance is needed, customers can contact their SonoConnect administrator who can reset their password via the 'Users List' page.

Who can be contacted if I need more help with SonoConnect?

If you have reviewed the training materials provided on the Sonosite Institute and still have questions related to the SonoConnect platform, you can email 'SonoConnect@fujifilm.com.'

Additional Features

Can I export asset or service data from the SonoConnect?

No, users are not able export asset or service data from SonoConnect at this time.

Where can I find training materials available?

Training materials such as the SonoConnect Feature Guide are available on the Sonosite Institute.

Is the platform accessible on mobile devices?

Yes, SonoConnect is optimized for use on mobile devices, tablets, and desktop computers.

Is my data secure on SonoConnect?

User data is protected with industry-standard encryption and access controls through industry standards FIPS199, FIPS200, and NIST800-53 to ensure data security and privacy.

Any patient. Anywhere. Anytime.