

# WELCOME TO RAYCOMMUNITY

[raysearchlabs.force.com/raycommunity](https://raysearchlabs.force.com/raycommunity)

RayCommunity is a portal where you can chat to other users, watch training videos, get in touch with our support staff, and lots more. As soon as your RaySearch system is installed, we'll set up a RayCommunity account for your team. If you are already a customer and would like to join the community, please send an email to: [support@raysearchlabs.com](mailto:support@raysearchlabs.com)

## AVAILABLE SERVICES

### UPGRADES

If you would like to upgrade to a newly released version of your RaySearch system, please log a case in the community or send an email to: [support@raysearchlabs.com](mailto:support@raysearchlabs.com)

### USER MEETINGS

Annual user meetings give our users the opportunity to gain knowledge and exchange experiences – with each other as well as with developers from RaySearch. The meetings include presentations, educational sessions, hands-on workshops and social activities.

### TRAINING COURSES

To enhance your skills in a particular area, join one of our many training courses held at our facilities. Training can also be tailored to your clinic's needs and delivered on-site. Ask your local sales representative for a proposal. Learn more at: [raysearchlabs.com/services/training-courses](https://raysearchlabs.com/services/training-courses)

### SCRIPTING FORUM

Share your scripts with other users and find new ones. It's a great way to avoid spending time developing scripts that others have already created.

## LOG IN TO DO THE FOLLOWING

- Log a case if you have any questions, a problem to report, request an upgrade or want to make a suggestion
- Access patient safety-related information
- Interact with other users in **Groups**
- Search the **Knowledge database**
- Watch Training videos

## LOGGING A CASE

Our support team will make every effort to provide a timely and helpful response to questions related to any RaySearch system. If you have an issue, help us assist you by providing the following:

**DATA** – e.g. backup files of the case you're having issues with. Anonymized DICOM files or snapshots of the user interface and crash reports work best. Contact us for assistance on uploading data.

**HELP US REPRODUCE THE ISSUE** – list the sequence of actions leading up to the issue. Please try to provide us with as much information as possible.

## SUPPORT NUMBERS:

Belgium: +32 (0)800 80267 | France: +33 (0)805 543050 | Germany: +49 (0)800 0010231

Global: +46 (0)200 883 046 | Netherlands: +31 (0)800 0204629 | UK: +44 (0)800 6681485 | USA: +1 (0)877 788 3849