SliceVault

SliceVault General User Guide

Comprehensive user handbook generated from the SliceVault support site.

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Links that point outside this handbook are preserved as live links to the support site.

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support.slicevault.com/support/preface

Preface

Intended Use

SliceVault is intended to be used by trained professionals to facilitate the management of imaging data in clinical trials. It is designed to:

- Transfer, store, manage, and share medical imaging data securely.
- Be used in clinical trials where the sponsor or responsible party ensures compliance with applicable laws, regulations, ICH guidelines for Good Clinical Practice, the Declaration of Helsinki, and study protocols.
- Support trials that have received the necessary approvals from regulatory authorities, ethics committees, or other relevant bodies.

Disclaimer

SliceVault is a cloud-based service (the “platform” or “SliceVault”) designed to transfer, store, manage, and share medical imaging data in clinical trials. Please note:

- No part of the platform is categorized as a medical device by the FDA or EMA.
- SliceVault includes automated systems for de-identification of medical imaging data. However, the responsibility for ensuring proper de-identification remains with the user importing data.
- SliceVault does not guarantee the accuracy or completeness of data processed through its services.

Symbols and Definitions

Below are the symbols used in this manual:

Symbol	Occurrence	Meaning
⚠️	In the user manual	Warning/Caution, always clarified with details.

Software Errors and Warnings

Occasionally, unforeseen software errors or warnings may appear in your browser while using SliceVault. To help improve future versions, please report any errors by visiting our Support Page (online), where you’ll find guidance on who to contact based on your role.

Your feedback is essential in ensuring the quality and reliability of our platform.

support.slicevault.com/start/home

Start Here

Use this section if you are new to SliceVault, have just received access, or need help signing in.

Step 1: Get Access

SliceVault access is invitation-based. If you do not yet have an account, start with Get Access to SliceVault.

Step 2: Sign In and Open the Right Repository

Use Log In and Open Your Repository to sign in and choose the correct repository.

Step 3: Understand Where to Go Next

After login, most users should continue to their role guide:

- Investigator Guide
- Quality Control Manager Guide
- Reader Guide
- Monitor and Project Manager Guide
- Trial Administrator Guide

If something is blocking you or appear incorrect, continue to Troubleshooting.

support.slicevault.com/start/account

Get Access to SliceVault

SliceVault is a secure, closed system designed for managing and storing study images. Access to the study repository is by invitation only, ensuring that only authorized users can view and access study data.

If you need access to a study repository on SliceVault, please contact your administrator, clinical research coordinator or clinical research associate to request an invitation. Only authorized personnel can create accounts, and users cannot create accounts themselves.

If you have been invited to join a study repository on SliceVault, you will receive an email with detailed login instructions. Please follow these steps carefully to access the repository.

Next Step

Continue to Log In and Open Your Repository.

support.slicevault.com/start/login

Log In and Open Your Repository

Use this page to sign in to SliceVault, complete MFA, and open the correct repository.

1. Open the Login Page

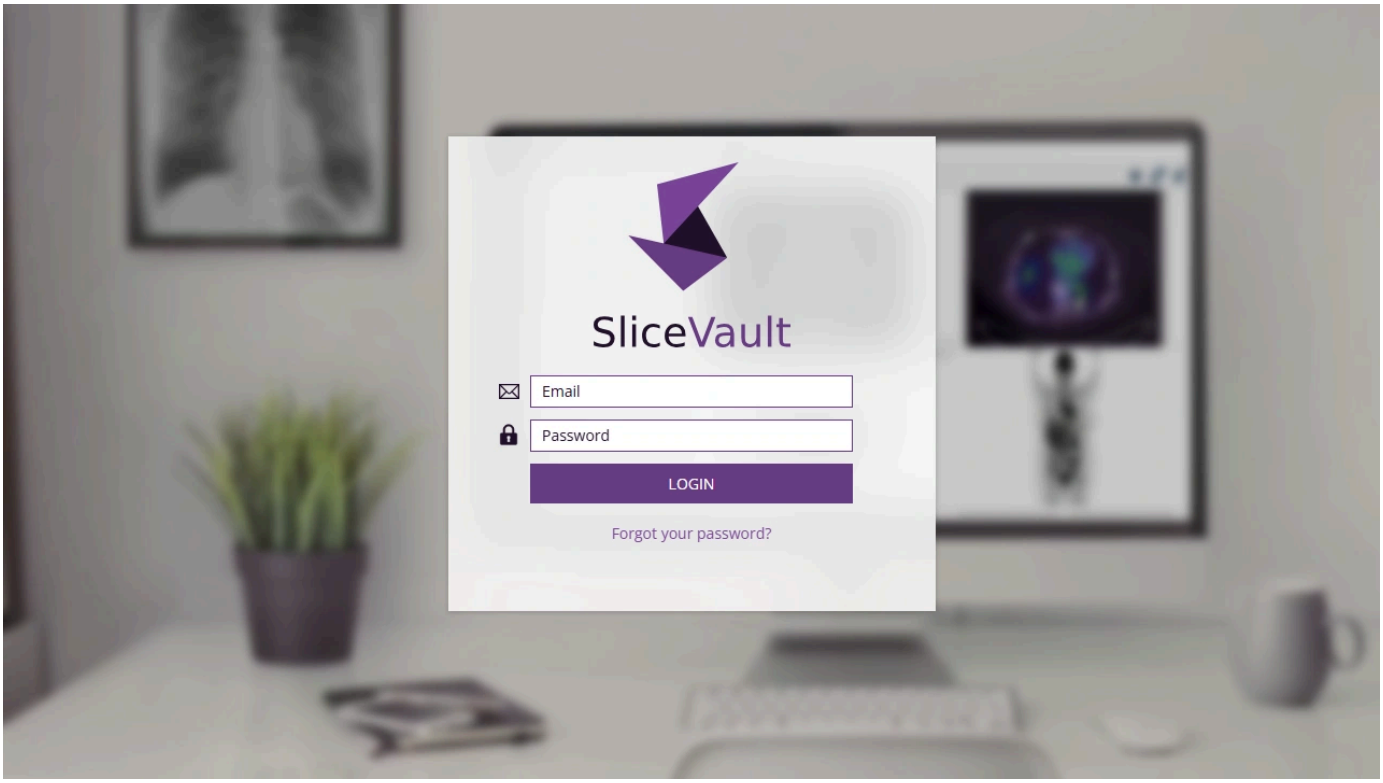
Use a modern browser on a computer. Tablets and mobile devices are not recommended for normal SliceVault work. See system requirements (online).

Go directly to https://login.slicevault.com, or go to slicevault.com and click **Sign in**.

2. Enter Your Email and Password

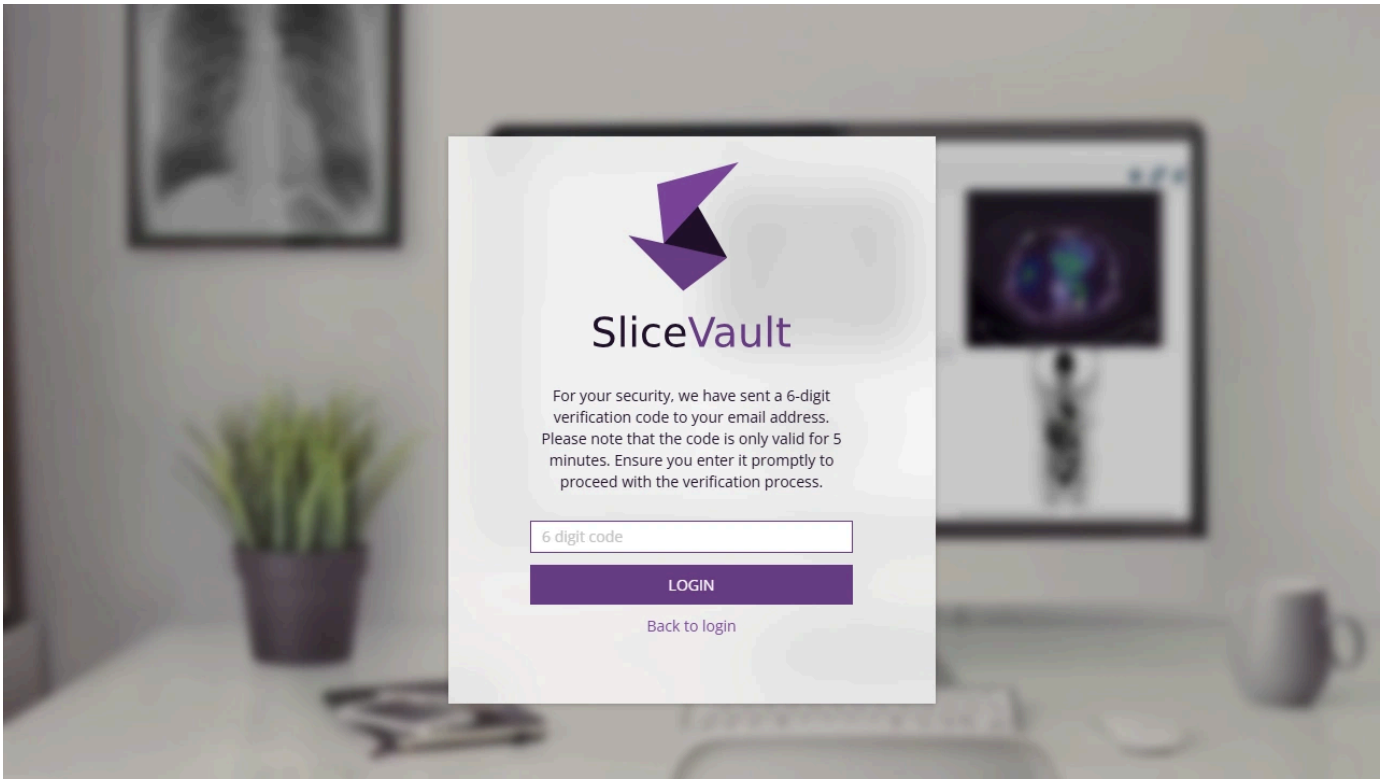
Enter your email address and password, then click **Login**.

If you have forgotten your password, type your email address in the username field, then click **Forgot your password?** on the login page. SliceVault will send an email with instructions for setting a new password.



3. Complete Multi-Factor Authentication

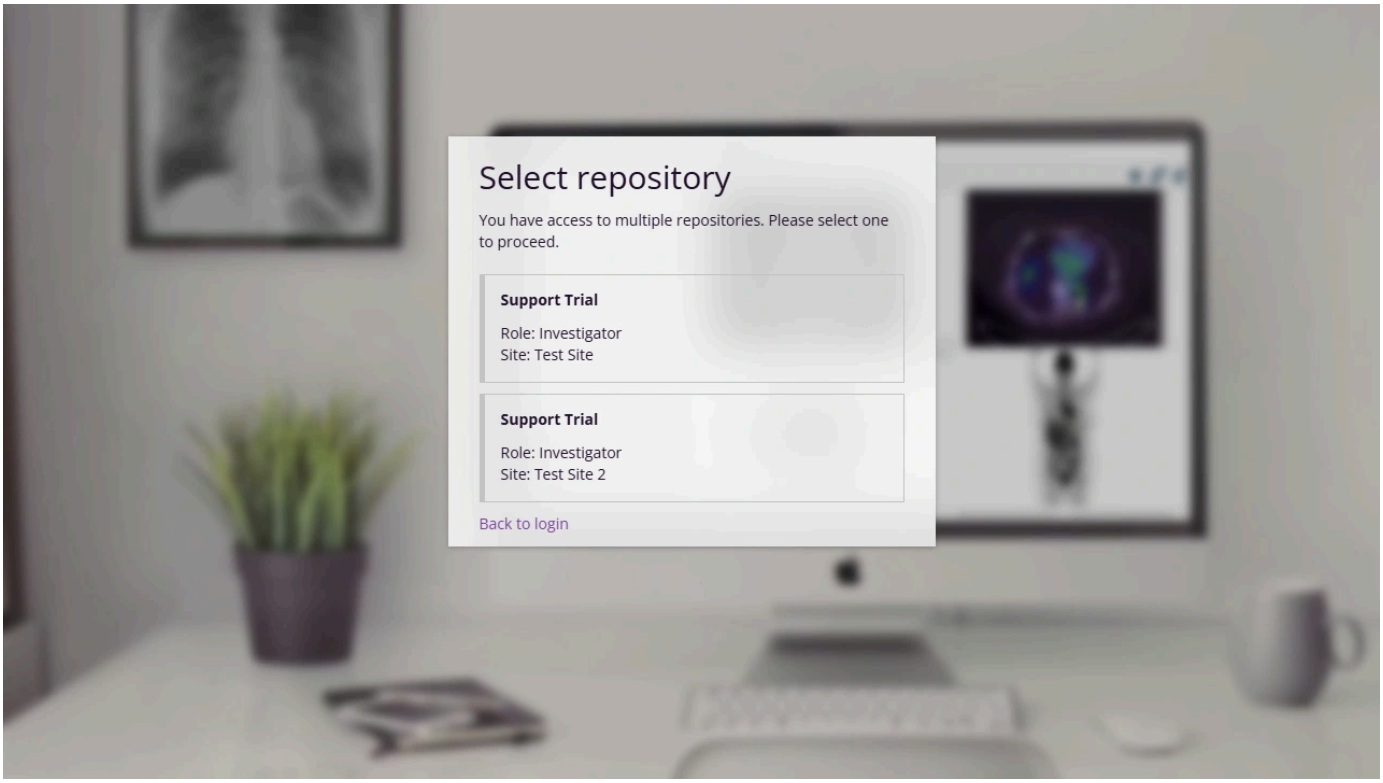
After login, check your email for the authentication code and enter it on the MFA page.



The code is valid for 5 minutes. Your device is normally remembered for 30 days, so you should not need to enter a code every time from the same device. If MFA has been disabled for the study by the Trial Administrator, this step may not appear.

4. Select the Correct Repository

If you only have one study and one role, SliceVault usually opens the repository directly. If you have several repositories or roles, choose the correct one from the list.



Common Login Questions

- Why can't I log in?, if you forgot your password or cannot reach the repository
- Why didn't the password reset email arrive?, if the reset email does not reach your inbox
- Why can't I see the right repository after logging in?, if login succeeds but the repository is missing

Password Security

- First-time users are usually required to change their password after the first login.
- Users are prompted to update their password every 90 days.
- Passwords must meet the Password Requirements (online).

Next Step

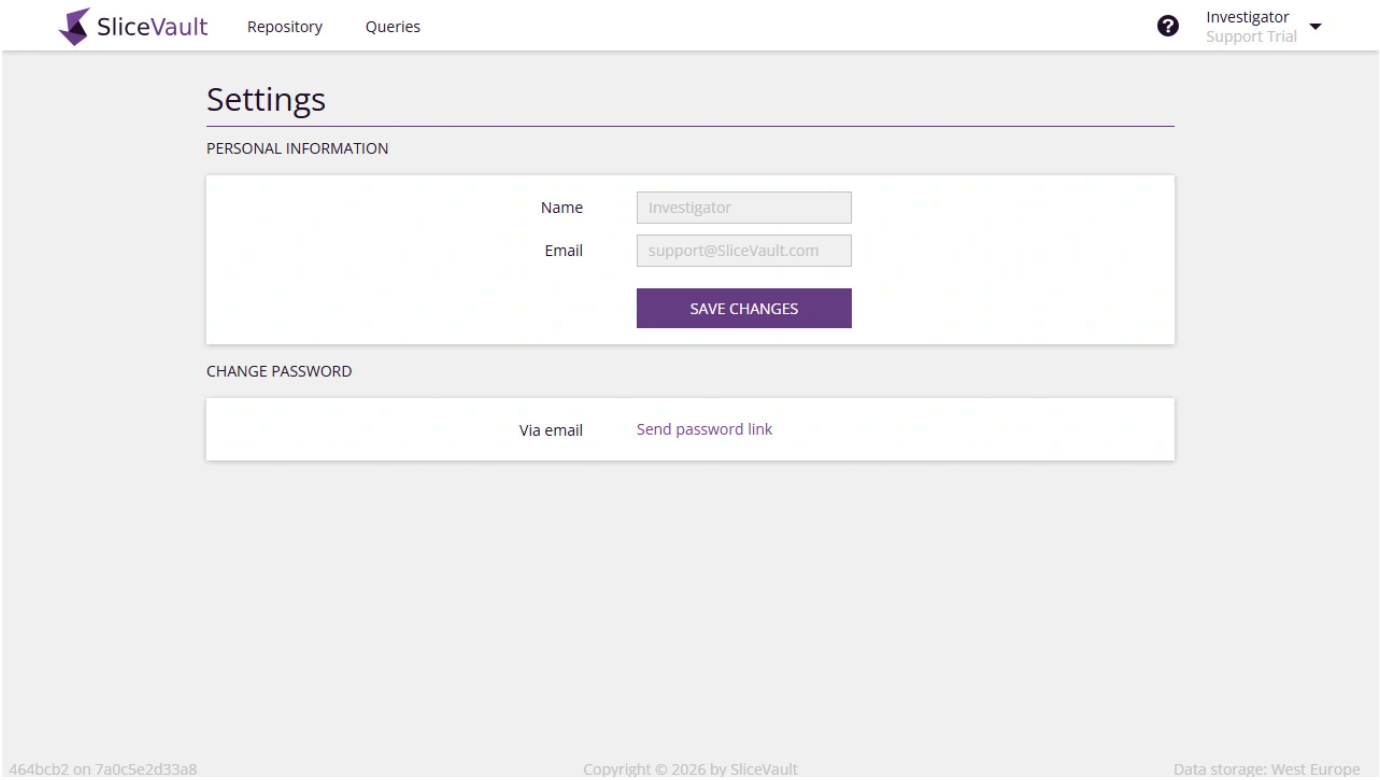
After login, continue to your role guide. If something is blocking you or appear incorrect, continue to Troubleshooting.

support.slicevault.com/start/change-password

Change Password

Use this page only if you can already sign in and want to change your current password from inside SliceVault.

If you have forgotten your password and cannot sign in, use the reset link on the login page instead. See Why can't I log in?.



Click the **Send password link** and SliceVault will send an email with instructions for setting a new password.

Keeping your profile up to date ensures secure and uninterrupted access to study data in SliceVault.

> **Changing account name**: For compliance reasons, users cannot change their account name.

Next Step

If password or access issues continue, see Why can't I log in? or Why can't I see the right repository after logging in?.

support.slicevault.com/investigator

Getting Started as an Investigator

Use this guide when you are responsible for uploading study data, completing any required site forms, and submitting the visit.

What You'll Do in SliceVault

Once logged in, you will work mainly from the repository and the Visit Dashboard for your site.

Prepare and Upload Images

Begin by creating a new patient or adding more images to an existing patient, then assign the files to the correct visit and upload them.

> **Before upload:** SliceVault de-identifies standard images locally in your browser. If burned-in annotations are detected, you will be asked to review and mask them before upload can continue.

Complete the Data Transfer Form

Some studies require a Data Transfer Form (DTF) before the visit can be submitted. Other studies do not use a DTF. This depends on the study protocol.

Complete Submission

After the upload is complete, open the Visit Dashboard, review the visit contents, and submit the visit to QC when everything is ready.

Most Investigators start with Upload Images, then move to Open the Visit Dashboard and Complete Submission.

For shared mechanics such as upload behavior, forms, viewer tools, and queries, see Shared Workflows and Tools.

Common Support Topics

- Why Is Add Patient Disabled or Grayed Out?
- Why can't I submit the visit?

Add-on Features

Investigators may have access to certain add-on features to support protocol-specific data handling.

Feature	Description
Image Masking	Allows manual review and masking of burned-in annotations containing Personal Health Information (PHI). This is useful when automatic de-identification is insufficient for meeting study requirements.
DICOM Tag Editor	Enables viewing and editing of metadata in DICOM files. This tool helps ensure that identifying fields comply with the protocol's de-identification standards.

support.slicevault.com/qc

Getting Started as a Quality Control Manager

Use this guide when you are responsible for reviewing submitted visits, managing quality control questions, and moving visits forward or back in the workflow.

Access to data and functionality depends on your role and the configured workflow (online) for the study. Some studies use one QC step, while others use two sequential QC steps.

What You'll Do in SliceVault

Once logged in, you will assess data submitted by sites and work mainly from the repository, Visit Dashboard, and viewer.

Perform Quality Checks

Open the visit from the repository, review the uploaded data, complete the QC form if the study requires one, and manage any queries that must be resolved before approval. When the visit is ready, move it forward in the workflow. If it is not ready, send it back to the previous step.

Most Quality Control Managers start with Study Repository, then move to Visit Dashboard Actions and Complete QC Check.

For shared mechanics such as forms, queries, viewer tools, and exports, see Shared Workflows and Tools.

Common Support Topics

- Why can't I approve the visit?
- Edit a Completed QC Form

Add-on Features

You may have access to certain add-on features to support protocol-specific data handling, oversight, or coordination tasks.

Feature	Description
AI QC Assist	Integrates AI-driven tools into the QC workflow to automate the detection of common imaging errors, such as incorrect slice thickness, missing slices, or improper contrast usage.
Image Masking	Tools for manual masking of burned-in annotations, especially when automated de-identification requires reinforcement.
DICOM Tag Editor	Enables editing of DICOM metadata to ensure image metadata meet study-specific categorization.

Feature	Description
Share with Reader	Provides a shortcut that allows a QC1 user to send data directly to a central reading. This feature is typically used in studies with only one QC role, bypassing the standard two-step QC1 → QC2 approval flow.
Adjudication	Enables Quality Control Managers to notify the adjudicator when their input is required and provides access to all reader assessment forms related to the adjudication process.
KPI Dashboard	Displays key performance indicators such as upload compliance, quality control timelines, or site-specific metrics to track study progress.
Eligibility Confirmation	Lets Quality Control Managers confirm whether uploaded images meet eligibility criteria as defined in the protocol.
DICOM Push	Allows pushing DICOM images to external PACS, for workflows requiring data continuity outside SliceVault.
Visit Administration	Provides tools to bypass normal workflow restrictions, for example to change visit status, change visit type or unlock forms.

support.slicevault.com/reader

Getting Started as a Reader

Use this guide when you are responsible for reviewing images, completing the reader assessment, and finalizing the visit.

What You'll Do in SliceVault

Once logged in, you will work mainly from the repository, Visit Dashboard, and viewer.

Find the Visit That Needs Your Action

Start in the repository and look for the yellow square in the repository. That indicates the visit is pending your assessment. Click the square to open the Visit Dashboard and continue in the reader workflow.

Complete the Reader Assessment

From the Visit Dashboard, click *Preview Image* to open the combined viewing and form environment. Complete the required assessment form, then return to the dashboard and finalize the visit.

Manage Queries

If clarification is needed, raise a query directly to the Quality Control Manager or the Investigator. You can respond to existing queries and track their status from the repository and viewer.

Most Readers start with Study Repository, then move to Visit Dashboard Actions and Complete Assessment Form.

For shared mechanics such as forms, queries, viewer tools, and exports, see Shared Workflows and Tools.

Common Support Topics

- Why isn't the visit ready for reading?
- Why can't I complete the assessment?

Add-on Features

Readers may have access to certain add-on features to support blinded evaluations, structured reporting, and protocol-specific interpretation tasks.

Feature	Description
Independent Review	Ensures Readers are blinded from each other's evaluations. This supports unbiased interpretation when multiple readers are involved in the study.

Feature	Description
Reader Blinding	A collection of blinding tools that prevent bias during image review by hiding specific contextual information.
Adjudicator	Allows designated Readers to resolve discrepancies in image evaluations when primary reads do not align, serving as a third-party decision-maker.
DICOM Push	Allows pushing DICOM images to external PACS, for workflows requiring data continuity outside SliceVault.

support.slicevault.com/monitor

Getting Started as a Monitor and Project Manager

SliceVault supports two closely related oversight roles, **Monitor** and **Project Manager**. Both roles review study progress, inspect submitted data, and track compliance, but the exact responsibilities depend on the study workflow.

What You'll Do in SliceVault

Once logged in, you will work mainly from the repository and Visit Dashboard to review completed work and follow study progress.

Review Submitted Data

From the patient list, open the Visit Dashboard by clicking the colored square for the visit. From there you can inspect images, forms, documents, and downloads.

Most users in these roles start with Study Repository, then move to Review Forms and Documents or Download Data, depending on the task.

For shared mechanics such as viewer behavior, forms, and exports, see Shared Workflows and Tools.

Common Support Topics

- Why are forms or downloads still unavailable?

Add-on Features

Project Managers and Monitors may have access to the following add-on features, depending on the study configuration.

Feature	Description
Image Masking	Tools for manual masking of burned-in annotations, especially when automated de-identification requires reinforcement.
KPI Dashboard	Displays key performance indicators such as upload compliance, QC timelines, or site-specific metrics to track study progress.
Eligibility Confirmation	Lets Quality Control Managers confirm whether uploaded images meet eligibility criteria as defined in the protocol.
Visit Administration	Provides tools to bypass normal workflow restrictions, for example to change visit status, change visit type or unlock forms.

If a specific study requires functionality normally assigned to another role, SliceVault can also expose those permissions by configuration.

support.slicevault.com/admin

Getting Started as a Trial Administrator

Use this guide when you are responsible for site access, user access, and audit oversight in SliceVault.

What You'll Do in SliceVault

Once logged in, you will work mainly from the administration area to manage sites, user access, and audit records.

Site Management

From the administration dashboard, you create investigator sites, adjust site-specific settings, and control whether sites remain active.

User Administration

You create user accounts, assign roles and add-on features, and update permissions when responsibilities change during the study.

System Oversight

Using the audit log, you monitor uploads, modifications, role changes, and other system events. You can also export activity for reporting.

Access Control

You also control whether sites are active, which directly affects whether site users can log in.

Most Trial Administrators start with Manage Sites or Manage Users, depending on whether the problem affects a whole site or a single user.

Common Support Topics

- Why can't a whole site access the study?

support.slicevault.com/investigator/repository

Study Repository

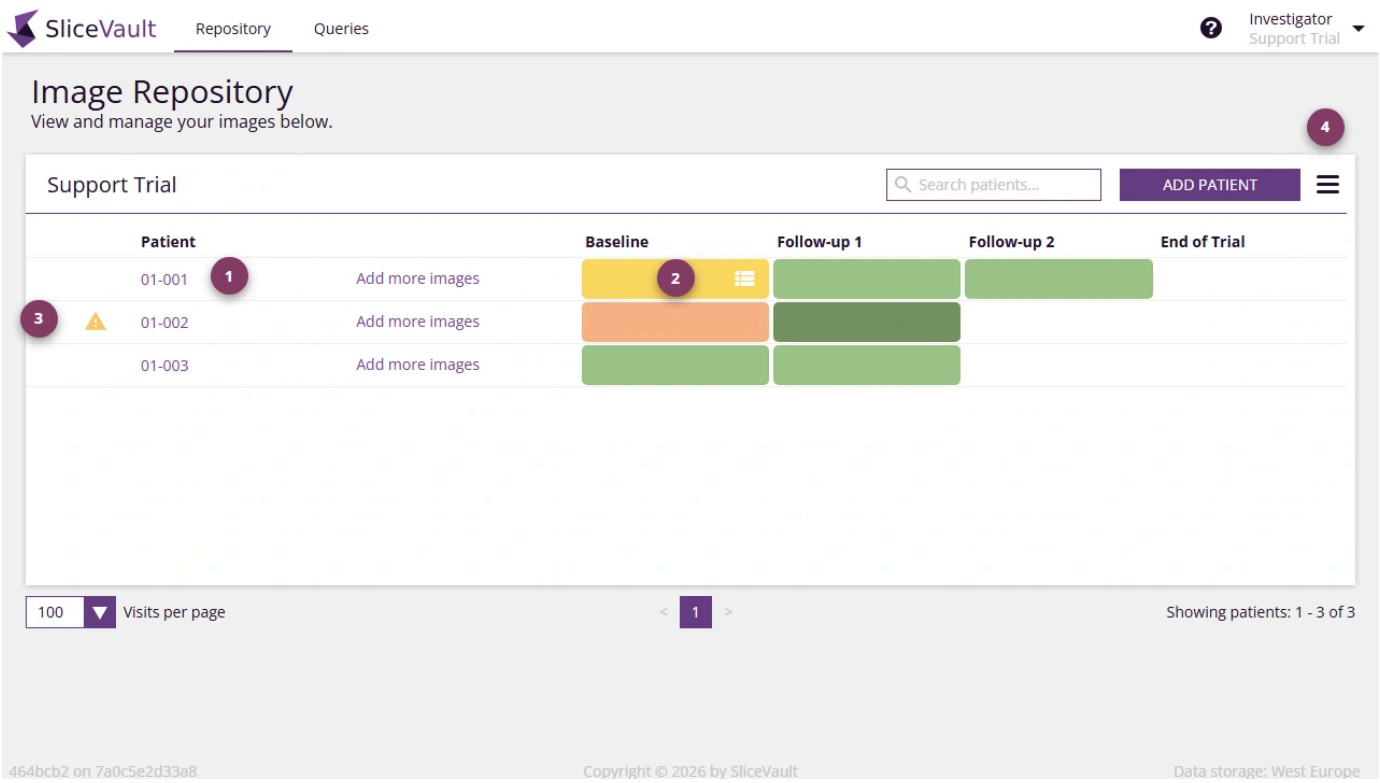
The repository is the main Investigator landing page. It shows your patients, the available visits, and which visits still need site action.

Each row represents a patient. Each visit column contains a colored square that shows the workflow state for that visit. Click the square to open the Visit Dashboard.

For a focused walkthrough of finding and opening the correct visit, see Open the Visit Dashboard.

Patient List

The patient list shows the patients and visits available to your site. The columns can vary by study, but the core layout stays the same.



1. Click the patient ID to update the patient record or enrollment status.
2. Click the colored square to open the Visit Dashboard.
3. Yellow and red warning markers show enrollment or upload issues that need follow-up.
4. Use the menu to show or hide additional repository information.

Visit Status and Color Indicators

The colored squares in the study repository indicate the status of each visit:

- **White**: no data uploaded to the visit

- **Yellow**: data uploaded but still waiting for Investigator action
- **Light green**: visit submitted by the Investigator
- **Dark green**: visit approved in the later workflow steps
- **Red**: visit rejected and sent back in the workflow

The square can also contain icons when extra attention is required.



- A query icon means the visit has an open query.



- A checklist icon means a required form is still incomplete.

Next Step

Once you have identified the correct patient and visit in the repository, click the colored square to open the Visit Dashboard.

Continue with Open the Visit Dashboard, where the visit-level actions are explained in detail.

support.slicevault.com/investigator/upload

Upload Images

Use this page when you are about to upload images. If you cannot start the upload from the repository, continue to Why Is Add Patient Disabled or Grayed Out?.

> **Important:** Stay on the SliceVault page during the upload. Navigating away from the site or switching to other applications may slow the process, and closing the page during upload can cause the upload to fail. Upload time depends on your internet connection speed and the amount of data being uploaded.

Step-by-Step Pages

Most uploads follow these pages in order:

1. Start Upload from Repository
2. Select Visit
3. Select Files
4. Select Series
5. De-identify and Upload
6. Assign Patient ID

After Upload

After the files are uploaded, continue to:

- Open the Visit Dashboard
- Complete Data Transfer Form, if required by the study
- Complete Submission

If the upload completed but you still cannot move the visit forward, continue to Why can't I submit the visit?.

Common Upload Questions

- Why Is Add Patient Disabled or Grayed Out?, if you cannot start upload from the repository
- Why Is Add More Images Missing?, if the patient exists but the repository does not show the upload option
- Why Can't I Select the Right Visit for Upload?, if the visit is missing from the list
- Why is my upload stuck?
- Select Visit, if you need the visit-selection step

- Why Is SliceVault Asking Me to Mask Every CT or MRI Slice?, if SliceVault asks you to mask every slice
- Need to Mask PHI?, if you need to remove PHI after upload

If Something Goes Wrong

Use Why Is My Upload Stuck? for browser processing, de-identification, or transfer problems, Why can't I submit the visit? if upload finished but submission is still blocked, or Why is my form, document, or download missing? if a form or output is missing after upload.

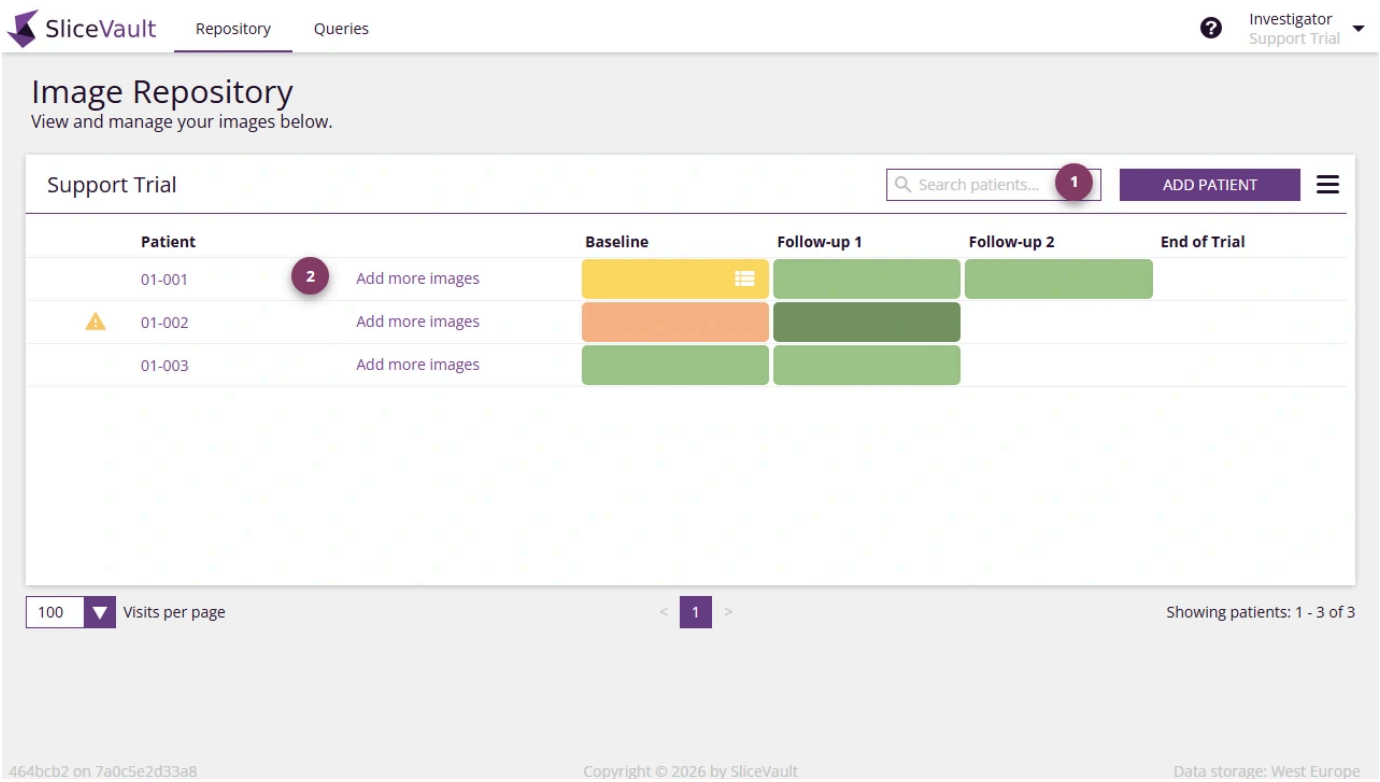
support.slicevault.com/upload/start-upload

Start Upload from Repository

Before you select files, you first need to start the upload from the repository. SliceVault supports two common entry points depending on whether you are creating a new patient record or adding data to an existing one.

Choose How to Start

Open the repository and use one of these options:



1. Click **Add Patient** to upload data for a new patient.
2. Click **Add More Images** next to an existing patient to upload more data to an open visit.

When Each Option Is Available

Use **Add Patient** when the patient has not yet been created in SliceVault.

Use **Add More Images** when:

- the patient already exists in the repository
- at least one visit is still open for more uploads

Troubleshooting

If the repository entry points are not available, continue to:

- Why Is Add Patient Disabled or Grayed Out?, if you cannot start upload from the repository
- Why Is Add More Images Missing?, if the patient exists but you cannot continue upload from that patient row
- Why Can't I Select the Right Visit for Upload?, if you can start upload but the right visit is missing later in the upload flow

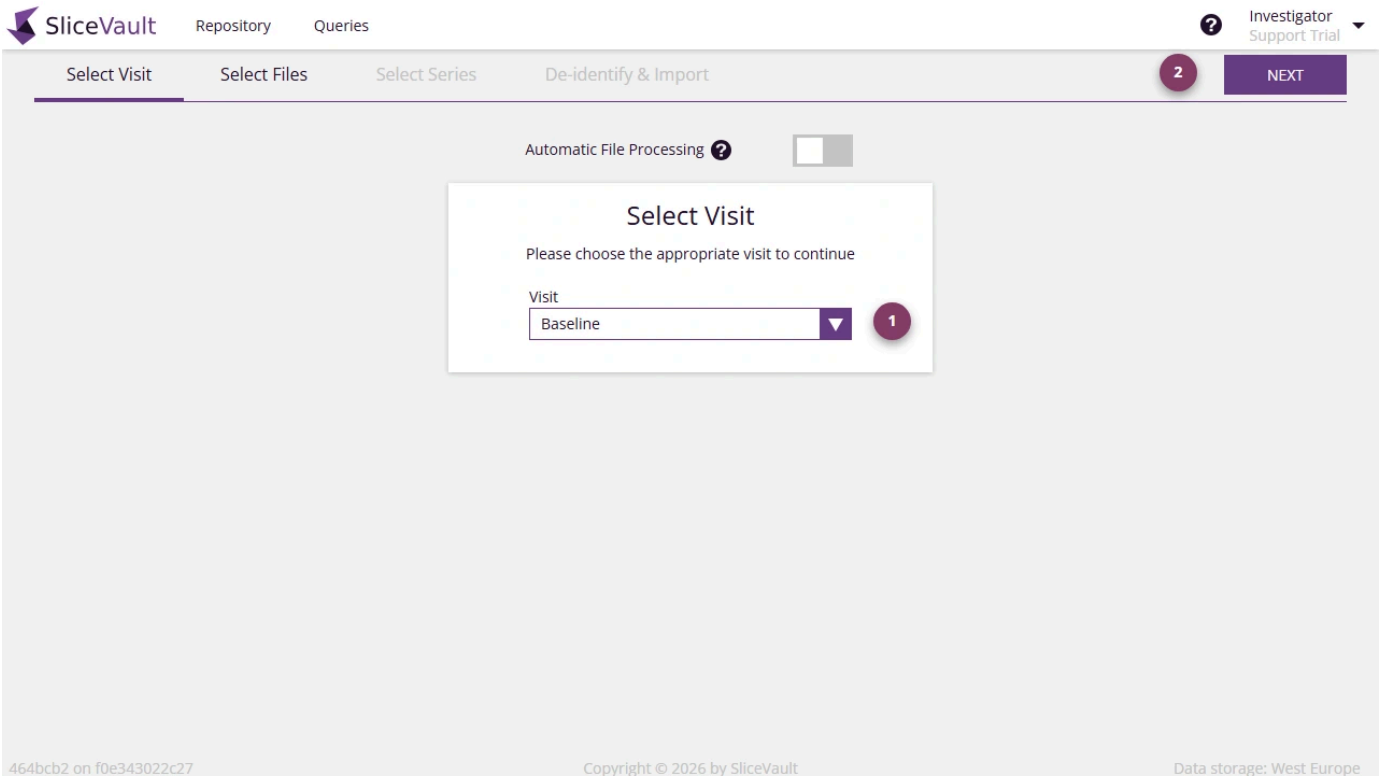
Continue the Upload

After starting the process, continue with Upload Images to select the visit, choose files, label series, and complete de-identification.

support.slicevault.com/upload/select-visit

Select Visit

After starting the upload from the repository, the first upload step is to choose the visit that should receive the data.



1. Select the correct visit from the list.
2. Click **Next** to continue.

Choose carefully. The visit assignment controls where the uploaded data appears in the workflow, and you cannot change this selection later in the upload.

If the Visit Is Missing

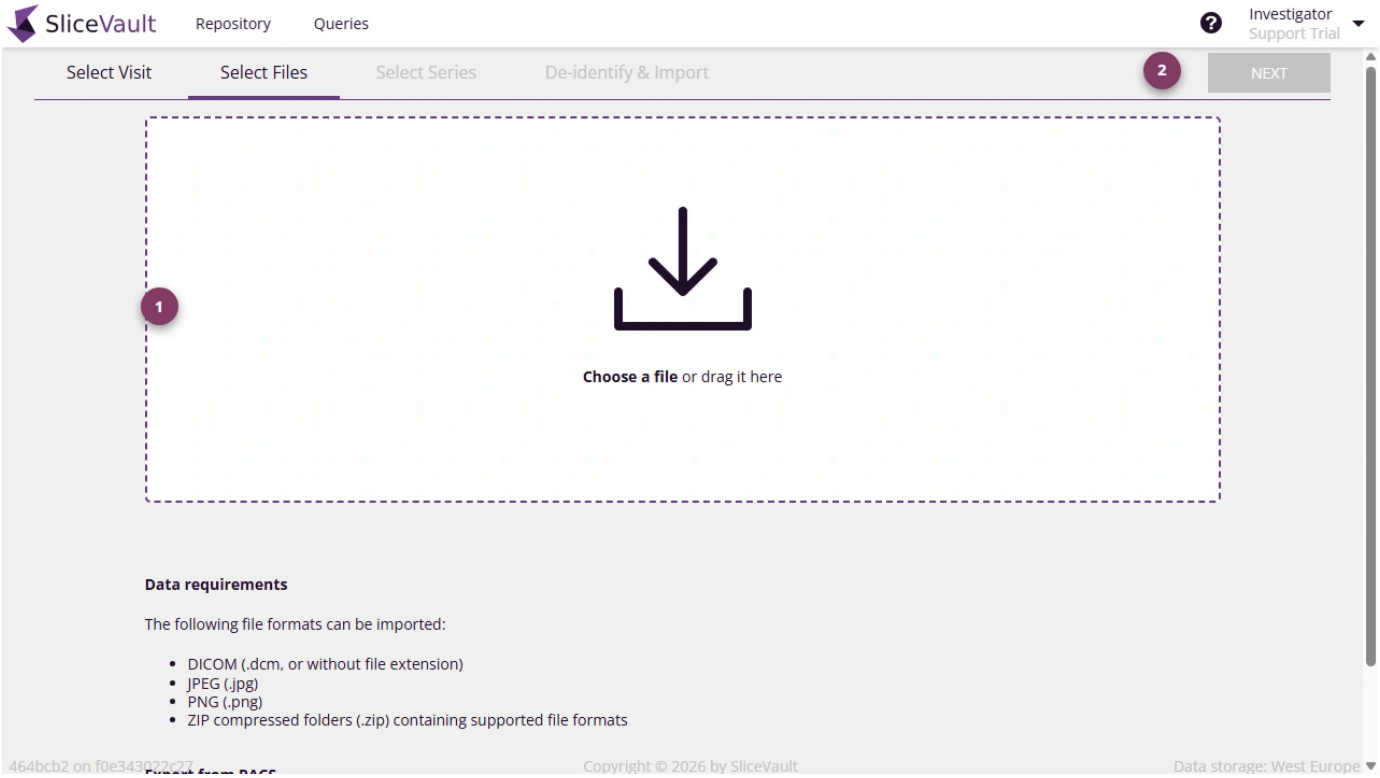
The visit is usually unavailable because it is locked for more uploads or not open in the study workflow.

If you expected the visit to be available, continue to Why Can't I Select the Right Visit for Upload?.

support.slicevault.com/upload/select-files

Select Files

Once the visit is selected, choose the files to upload from your local computer.



1. Use **1** to drag files into the drop zone or choose them from your computer.
2. Use **2** to continue after browser processing finishes.

Before uploading, make sure the data has been exported from your local PACS or source system to a local folder that your browser can access.

Common Issues

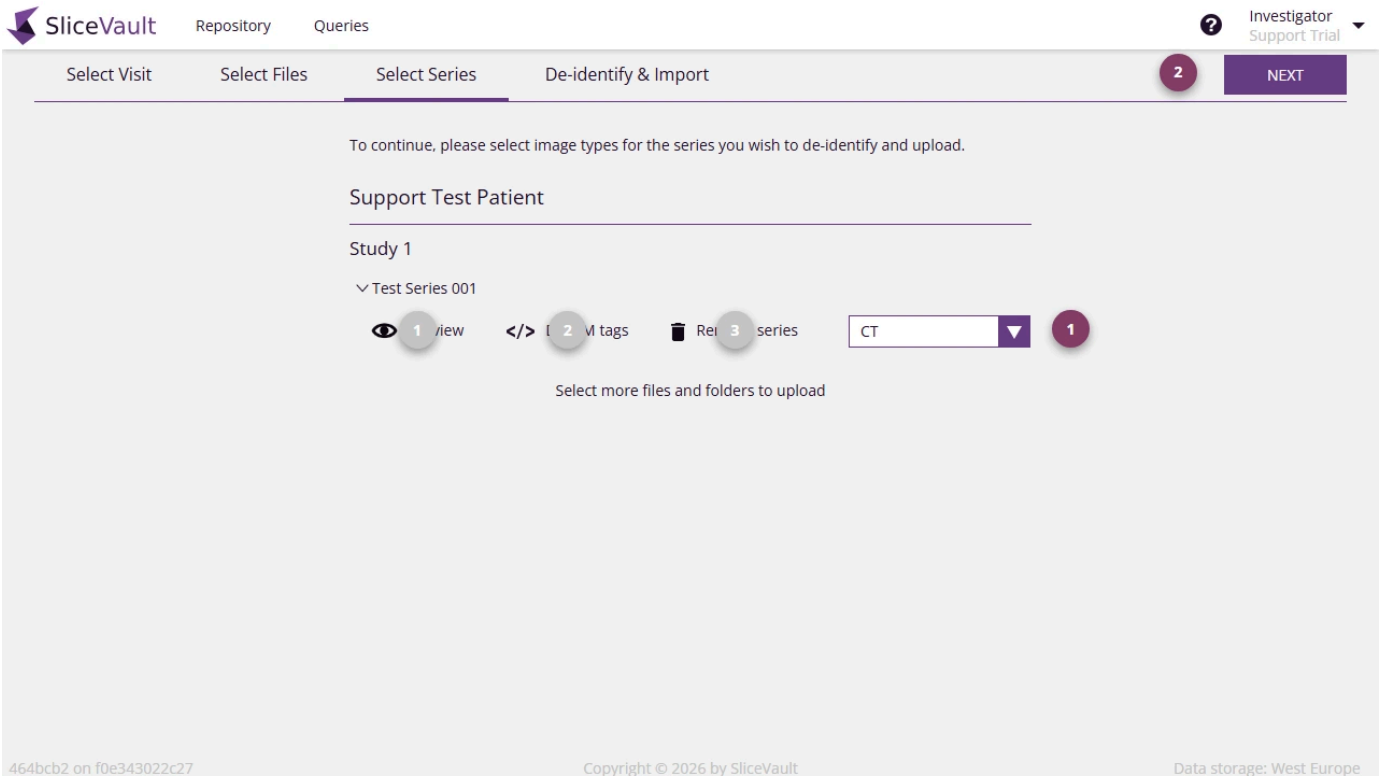
- SliceVault automatically skips files that should not be uploaded, such as application files, DICOM directory files, duplicate files, documents, and DICOM files that use an unsupported Transfer Syntax UID.
- Large batches can take time to process before **Next** becomes available. During this step, SliceVault is moving the files into temporary browser memory so they can be prepared for de-identification and upload.
- If the spinner never finishes and **Next** is never enabled, the browser may not be able to access the selected files. Make sure the files are saved on the local computer, not being read directly from Dropbox, Google Drive, or another cloud-sync location. Local security software, firewall rules, or browser restrictions can also block file access. If needed, try another browser or contact local IT support.

If processing never completes or the button stays disabled, continue to Why Is My Upload Stuck?.

support.slicevault.com/upload/label-series

Select Series

Before SliceVault can complete the upload, each detected image series must be assigned the correct study label.



1. Choose the correct label for each series. Repeat until all required series have labels.
2. Click **Next** to continue.

Other Available Actions

You can also:

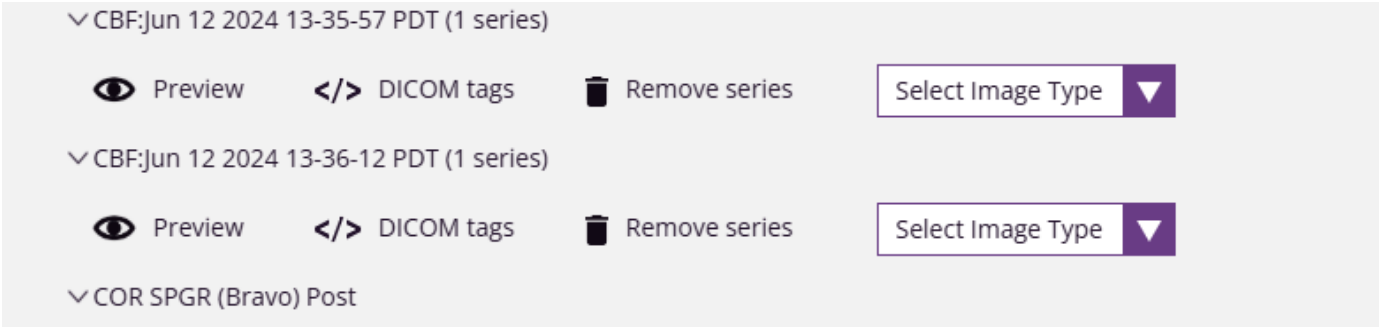
- preview the series in the viewer
- inspect DICOM tags
- remove a series you do not want to upload

If You Cannot Continue

If **Next** stays disabled, make sure that every series that should be uploaded has been assigned a label.

If "Select Image Type" Shows No Labels

If the label selector opens with **Select Image Type** but there are no available labels to choose from, that series cannot be labeled and **Next** stays disabled until every remaining series has a label.



This usually means the current project configuration does not support that type of image.

There are two ways forward:

1. Remove that series from the upload if it should not be included.
2. Contact your study sponsor or main study contact so the project configuration can be updated to support that image type.

support.slicevault.com/upload/de-identify-and-upload

De-identify and Upload

Before upload begins, SliceVault performs de-identification locally in your browser. This is the stage where SliceVault prepares the files for secure upload and applies any required redaction before data leaves your computer.

What Happens at This Step

Depending on the files and study setup, this can include:

- automatic DICOM tag redaction
- masking of burned-in annotations

You do not need to de-identify standard DICOM files manually before upload. SliceVault performs the configured DICOM tag redaction automatically in your browser before the files are transferred.

Detailed Pages

Use these pages when the upload requires more than the standard automatic process:

- DICOM Tag Redaction
- Burned-in Annotations

Next Step

After de-identification and upload are complete, continue to Assign Patient ID if you are creating a new patient.

Troubleshooting

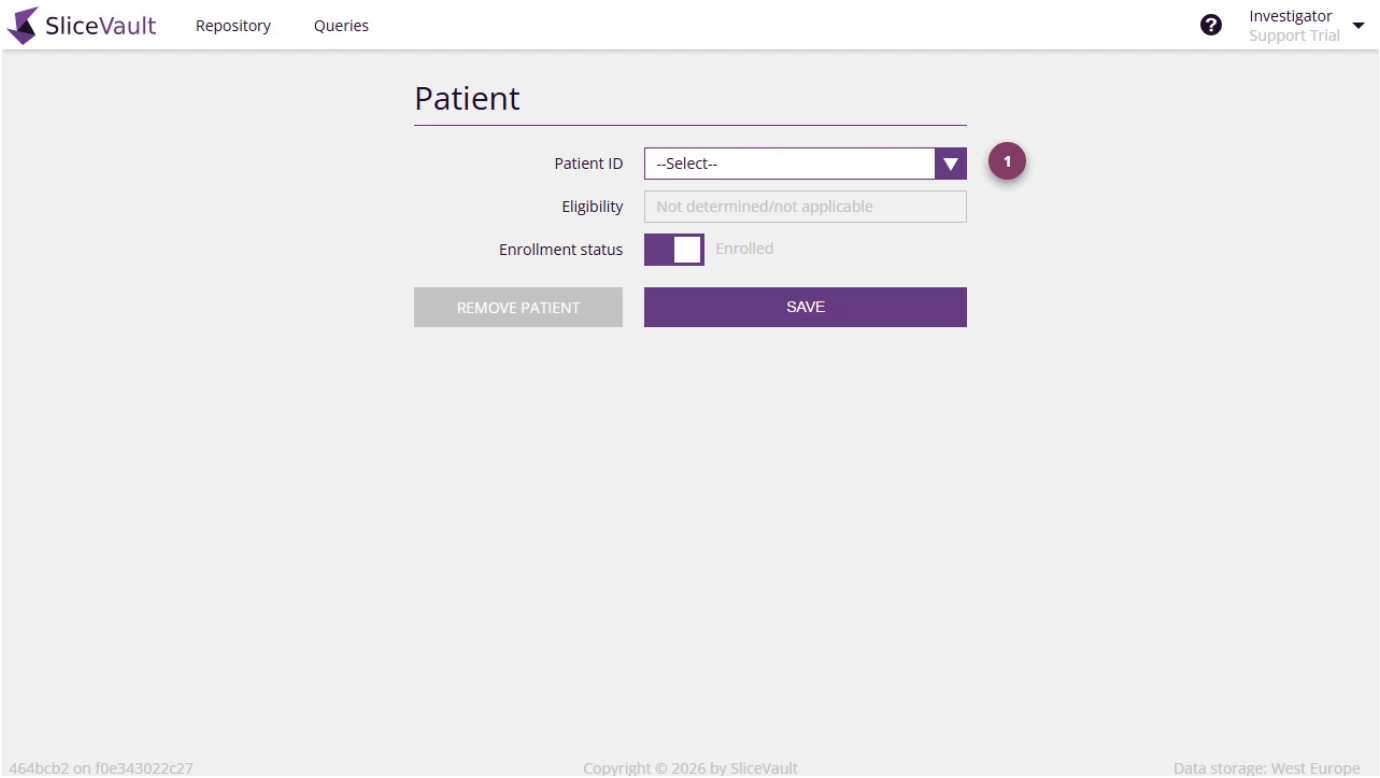
If de-identification or upload takes unusually long, continue to:

- Why Is My Upload Stuck?, for slow processing, stalled upload, or interrupted browser work
- Why Is SliceVault Asking Me to Mask Every CT or MRI Slice?, if SliceVault is asking you to review burned-in annotations on every slice

support.slicevault.com/upload/assign-patient-id

Assign Patient ID

When uploading data for a new patient, SliceVault asks you to assign the patient ID after the upload step finishes.



1. Use **1** to enter or confirm the patient ID before saving the new patient record.

Depending on the study, you may choose an ID from a pre-assigned list or enter one manually.

> **Compliance note:** Do not use patient identifiers that could reveal the subject's identity.

Next Step

After the patient ID is saved, continue to:

- Open the Visit Dashboard
- Complete Data Transfer Form, if required by the study
- Complete Submission

support.slicevault.com/upload/burned-in-annotations

Burned-in Annotations

Burned-in annotations are identifiers rendered directly in the image pixels (not metadata), such as patient names, IDs, or timestamps. Before upload, these must be reviewed and masked to ensure privacy and compliance. This process happens locally in your browser, and no raw image data leaves your device until masking is complete. The workflow requires manual input - once you have created the masks and confirmed that all identifiers are covered, SliceVault generates redacted images and proceeds with upload according to your study settings.

> **Note: Why is SliceVault asking me to mask every CT or MRI slice?**
> If SliceVault is asking you to review burned-in annotations for every slice, the study may have been exported as PNG, JPEG, or screen captures instead of DICOM. See: Why Is SliceVault Asking Me to Mask Every CT or MRI Slice?

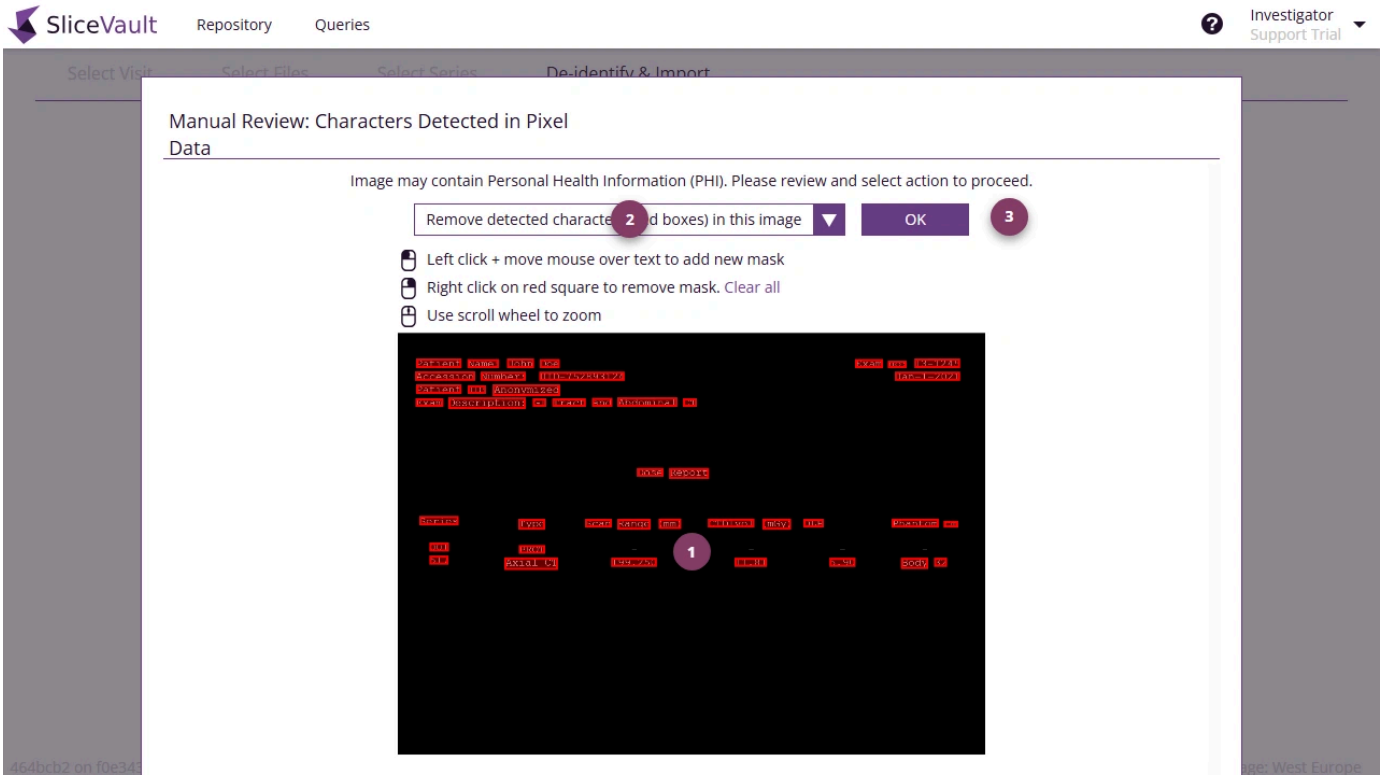
What Must Be Masked

Ensure that **all identifiable text and features** are masked. This includes:

- Patient identifiers such as *name, initials, date of birth, social security number, MRN, or accession numbers*
- Study or site names, timestamps, device IDs, and other labels that could identify the subject or site
- Facial features (eyes, nose), tattoos, scars, or other unique physical characteristics

SliceVault automatically scans images for burned-in text using OCR. If possible PHI is detected, you will be prompted to review and mask those areas before upload.

Masking Detected Text



When prompted, follow these steps:

1. **Use 1 to review the highlighted areas:** Red boxes will appear where OCR has detected possible text. If many red boxes are shown, click the *Clear all* link to remove all suggested boxes and start fresh. Then use your mouse to draw masks over the areas that actually contain PHI. Each mask will appear as a red box, fully covering the sensitive text or feature. You can add as many masks as needed, adjust their size or position, or remove any that are unnecessary.

2. **Use 2 to select the redaction action:** Once all areas have been masked, choose the appropriate redaction action to confirm that the sensitive data has been adequately covered.

3. *Remove detected characters (red boxes) in this image*: Removes the masked regions only from the current image before upload.

4. *Omit this image from upload*: Skips the current image. Image is not uploaded.
5. *Upload image without changes*: Uploads the image as-is, without masking.

The following options are only available if the study configuration explicitly allows them:

4. *Skip manual masking. Auto accept suggestions in all images*: Automatically applies OCR-detected masks across all images in the batch. This option re-detects text for each image and applies masks automatically — it does not replicate a single manual mask position.
5. *Omit all images with possible PHI from upload*: Prevents any image flagged by OCR from being uploaded.
6. *Upload all images without changes*: Uploads all images without masking.

7. **Use 3 to confirm masking:** Once all identifiers are covered, confirm your selection to continue with the upload.

Example – Removing and Creating Masks

Processing and Upload

After confirmation, SliceVault applies all masks directly in your browser. The time required depends on your device's performance and the size of the image.

Images are processed sequentially — the system masks each image one at a time. Once all images have been masked, they are uploaded together to SliceVault.

> **Note:** This process runs entirely in your browser, and performance depends on your computer's processor (CPU) and memory (RAM).
> Bigger or higher-resolution images will take more time to process.
>
> If the process stops unexpectedly, your device may not have sufficient performance. Try the following:
> - Use a more powerful computer.
> - Close other browser tabs or applications to free up memory.
> - Upload images in smaller batches instead of all at once.

support.slicevault.com/upload/dicom-tag-redaction

DICOM Tag Redaction

For standard DICOM uploads, SliceVault removes identifying metadata before the files are uploaded. This process happens locally in your browser.

What This Does

DICOM tag redaction removes identifying information stored in the file metadata, such as patient details, site details, and other sensitive values that should not be transferred into the study repository.

In most studies, this step is automatic and does not require manual review.

What Happens During Upload

After you select the correct series, SliceVault prepares the files for upload and applies the configured DICOM redaction rules.

This means:

- the original identifying DICOM metadata is removed or replaced before upload
- the upload continues automatically unless another review step is required

Related Pages

- Burned-in Annotations
- Need to Edit DICOM Metadata?

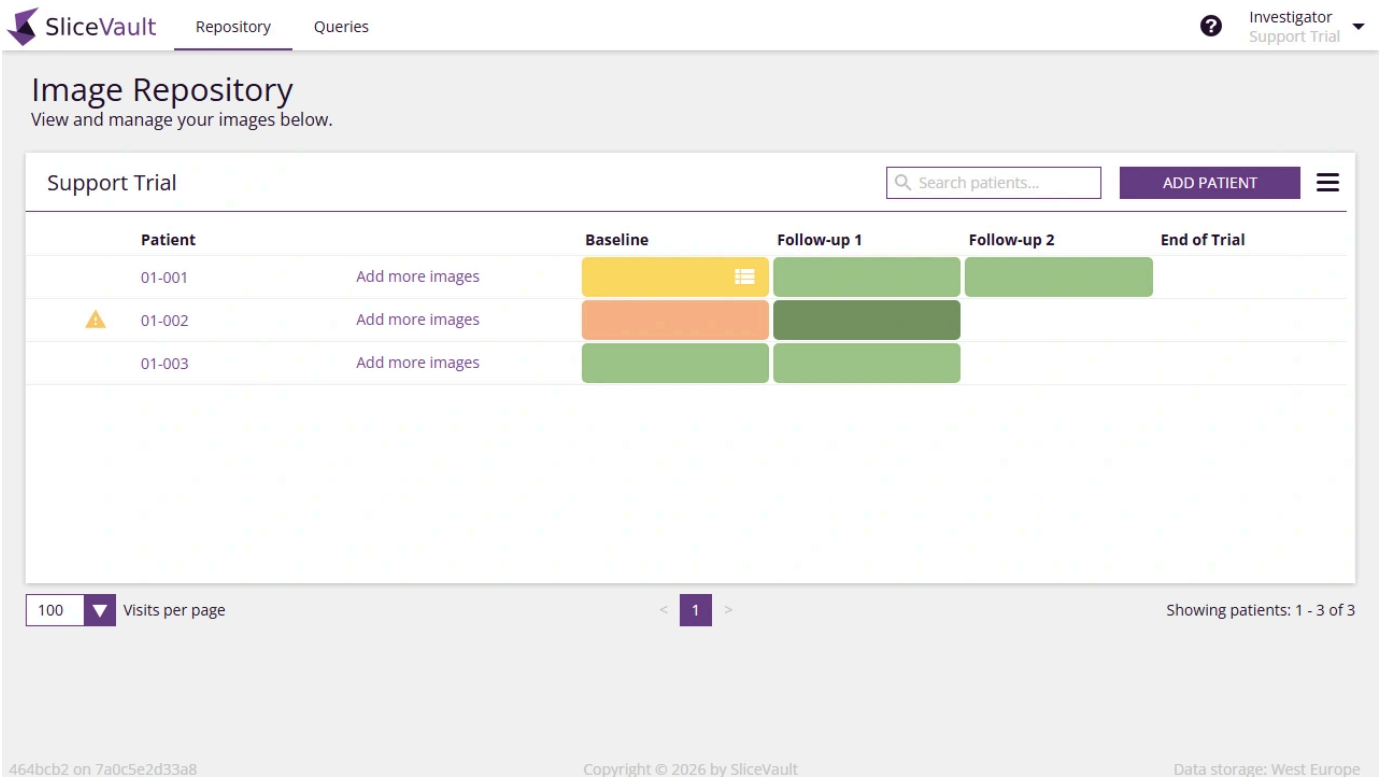
support.slicevault.com/investigator/open-visit-dashboard

Open the Visit Dashboard

The Visit Dashboard is the main workspace for an Investigator after data has been uploaded. It is where you review uploaded series, open the viewer, complete forms, respond to queries, and submit the visit.

Find the Correct Visit

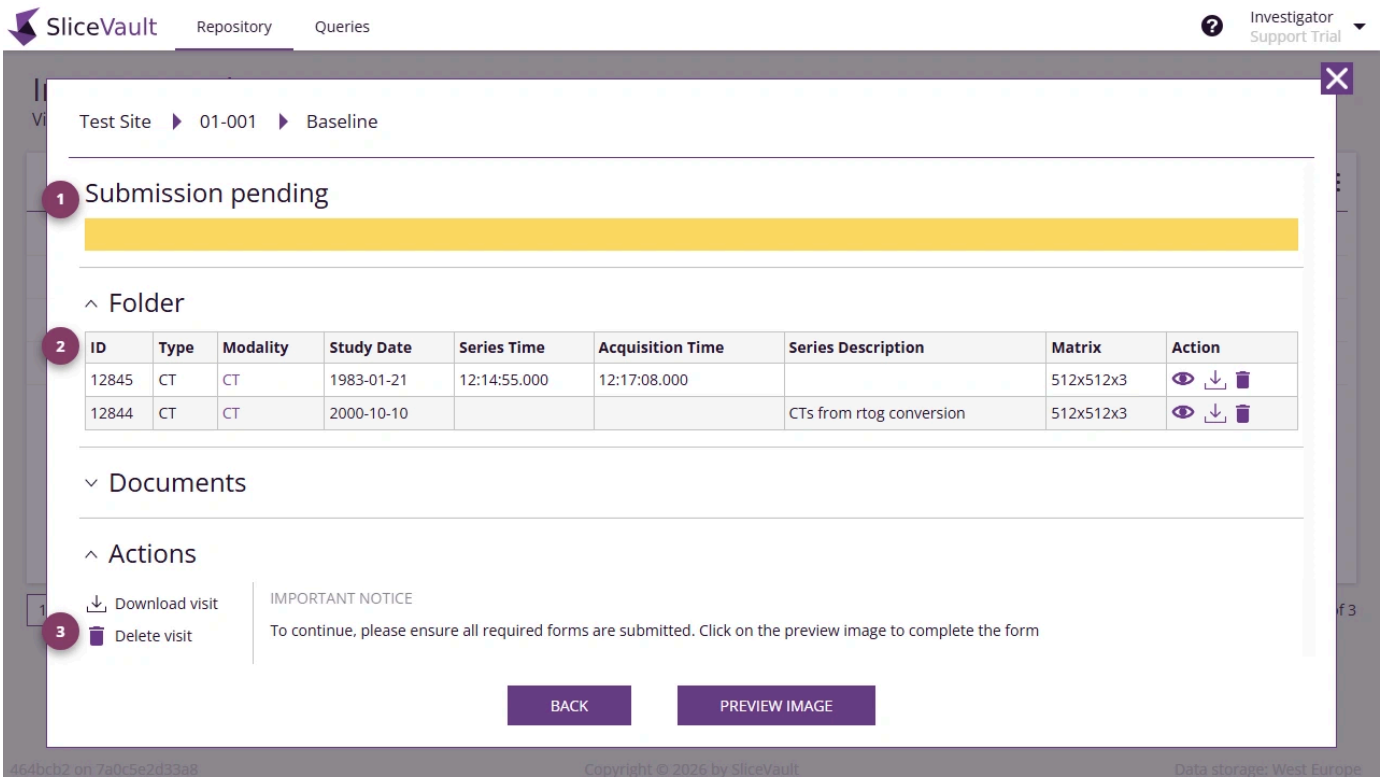
Start from the Study Repository. Locate the patient row and then find the visit column you want to work with.



Click the colored square to open the Visit Dashboard for that patient and visit.

What You Can Do in the Visit Dashboard

Once the dashboard opens, the main layout is:



1. Use **1** to view the current status of the visit.
2. Use **2** to view and access data uploaded to the visit.
3. Use **3** to perform actions such as submit visit and preview images to open the viewer for images, forms, and queries.

When to Use This Page

Open the Visit Dashboard whenever you need to:

- check whether a visit is still editable
- verify that uploaded files are attached to the correct visit
- complete a Data Transfer Form
- respond to a query
- submit the visit

support.slicevault.com/investigator/dtf

Complete Data Transfer Form

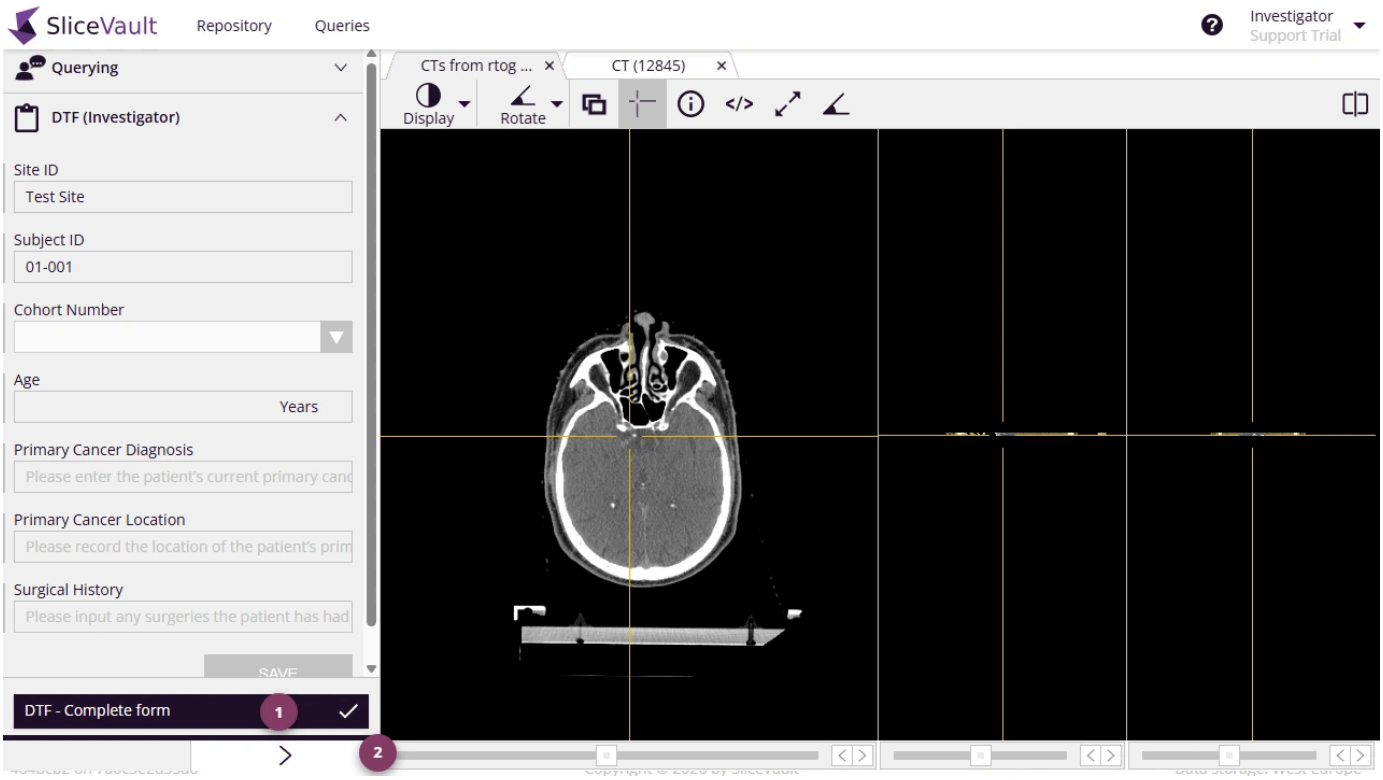
The Data Transfer Form, or DTF, is the Investigator form used to submit required study information together with the uploaded images.

The DTF is study-specific, so the exact fields and layout may differ from the example shown on this page.

For the shared form behavior in SliceVault, see Forms in SliceVault.

Where the DTF Appears

Open the visit, click **Preview Image**, and locate the DTF next to the image workflow in the viewer.



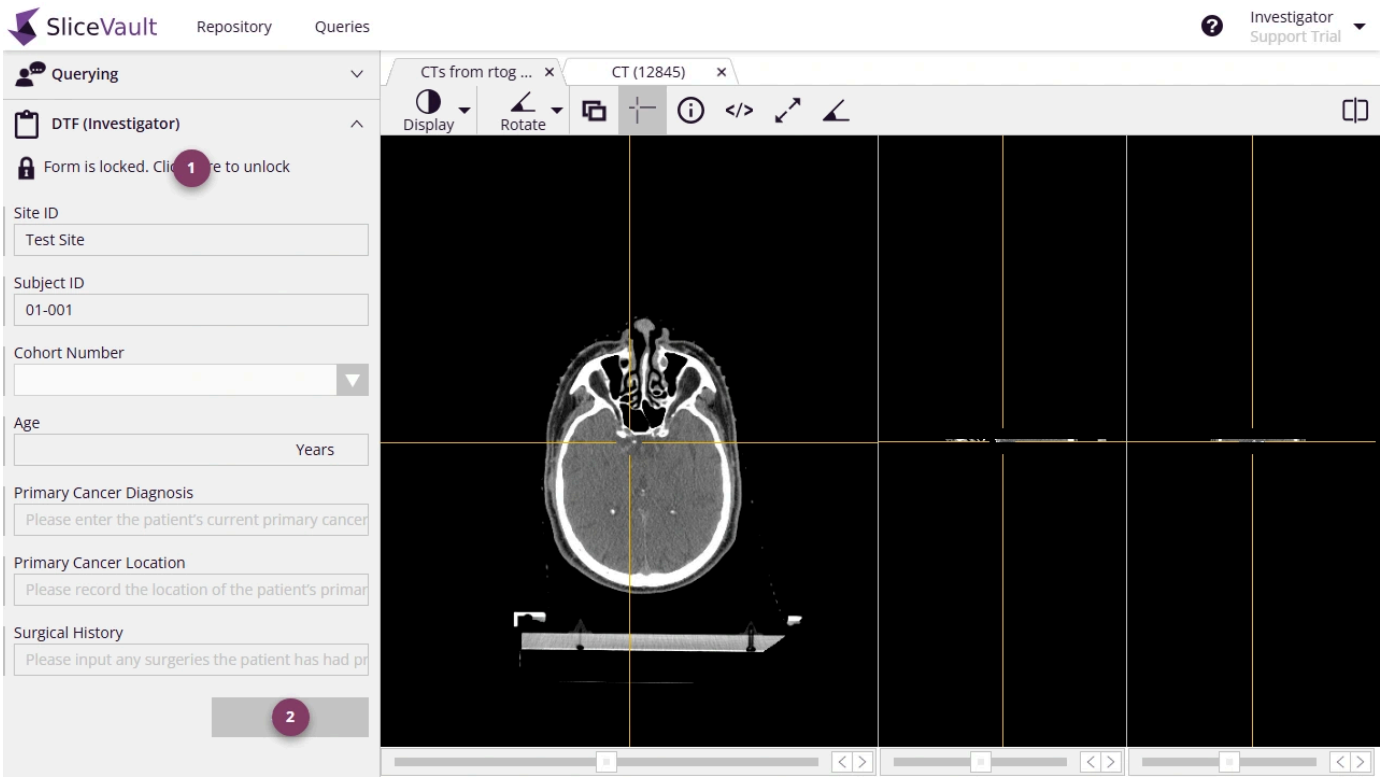
1. Use **1** to complete the form.
2. Use **2** to proceed to next form or return to the Visit Dashboard.

If prompted, complete the electronic signature process before proceeding.

After the DTF is complete, return to the Visit Dashboard and continue to Complete Submission.

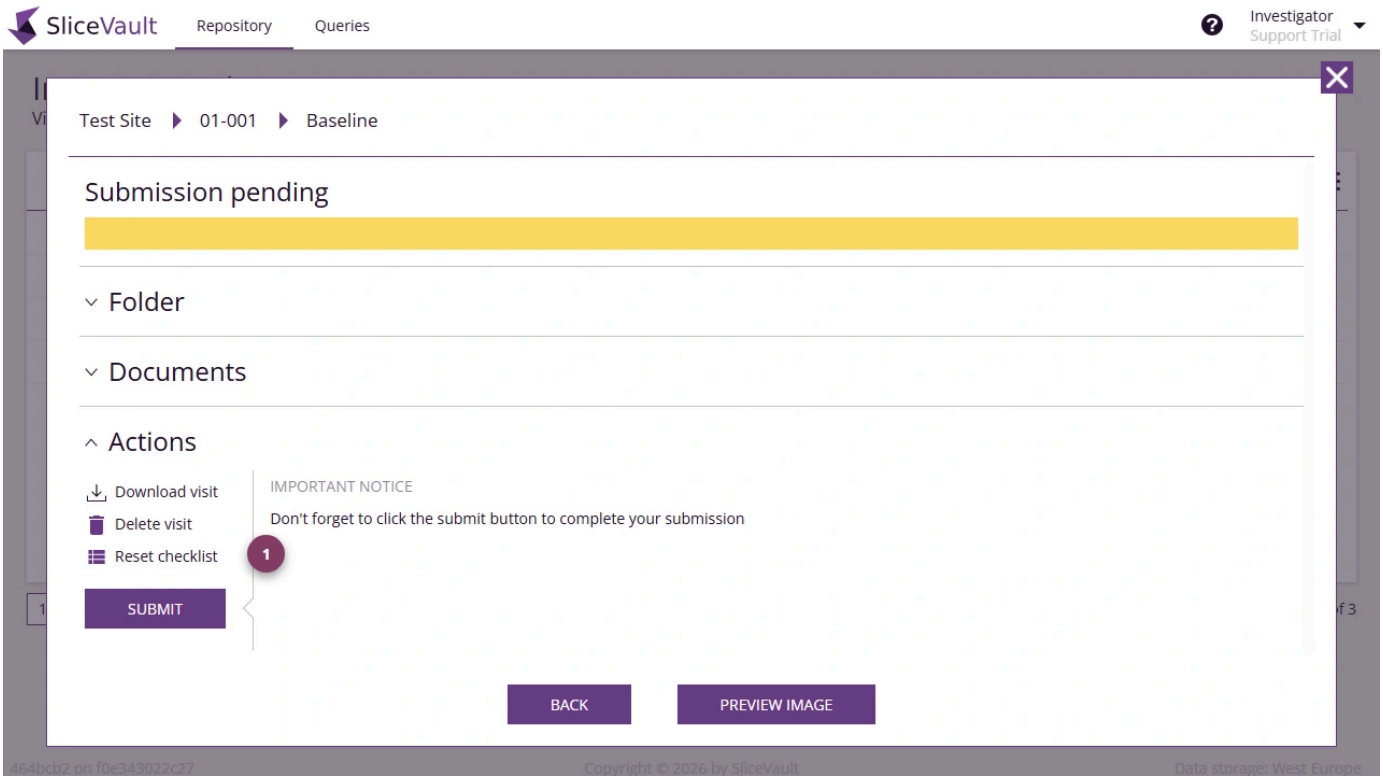
Edit a Completed DTF

If editing is allowed for the visit, reopen the form from the lock message, make the required changes, and save them.



1. Use **1** to unlock the completed answer group.
2. Use **2** to save the updated values.

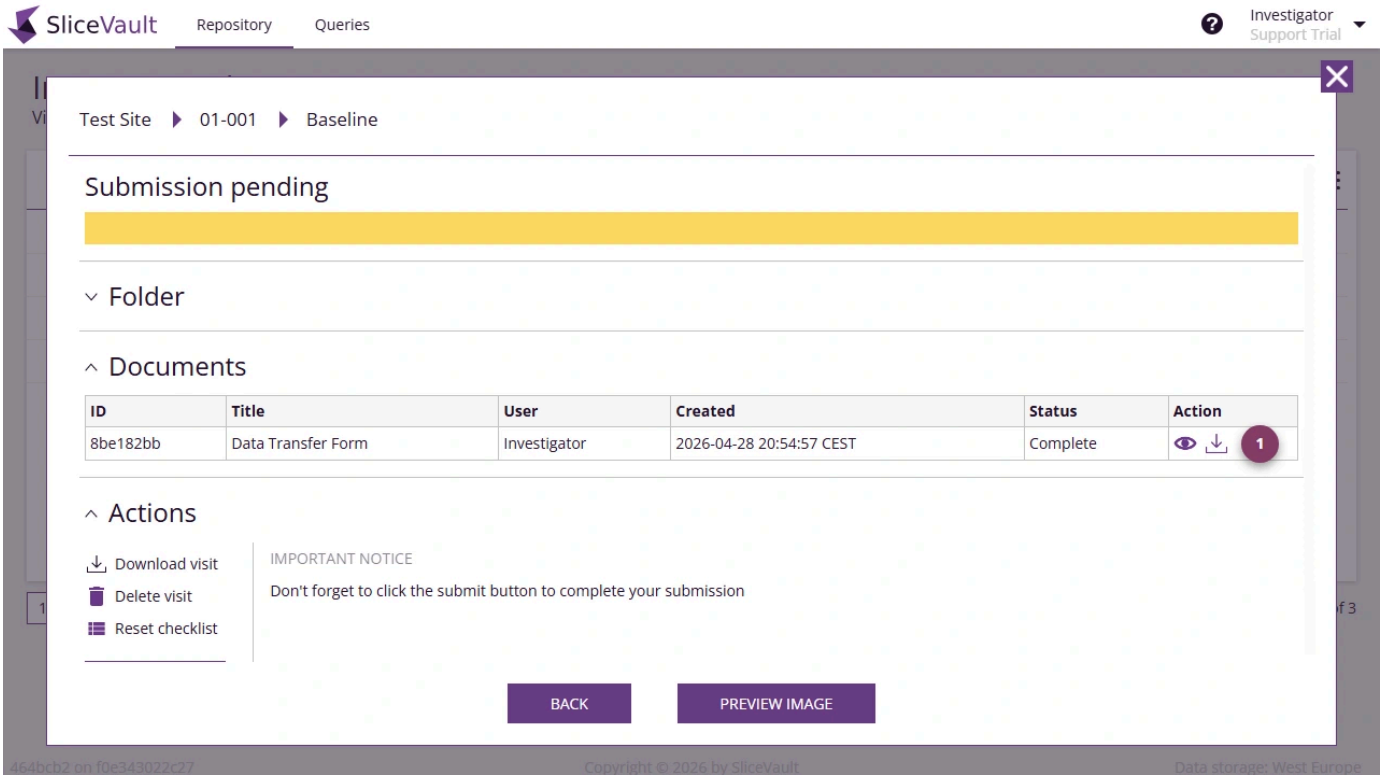
If the entire form must be cleared before submission, use **Reset checklist** from the Visit Dashboard.



1. Use **1** to reset the checklist when the whole DTF must be cleared and completed again.

Download the PDF Record

If the study is configured to generate a PDF or document copy, you can download it from the **Documents** section on the Visit Dashboard.



1. Use **1** to download the generated DTF record.

support.slicevault.com/investigator/querying

Respond to Queries

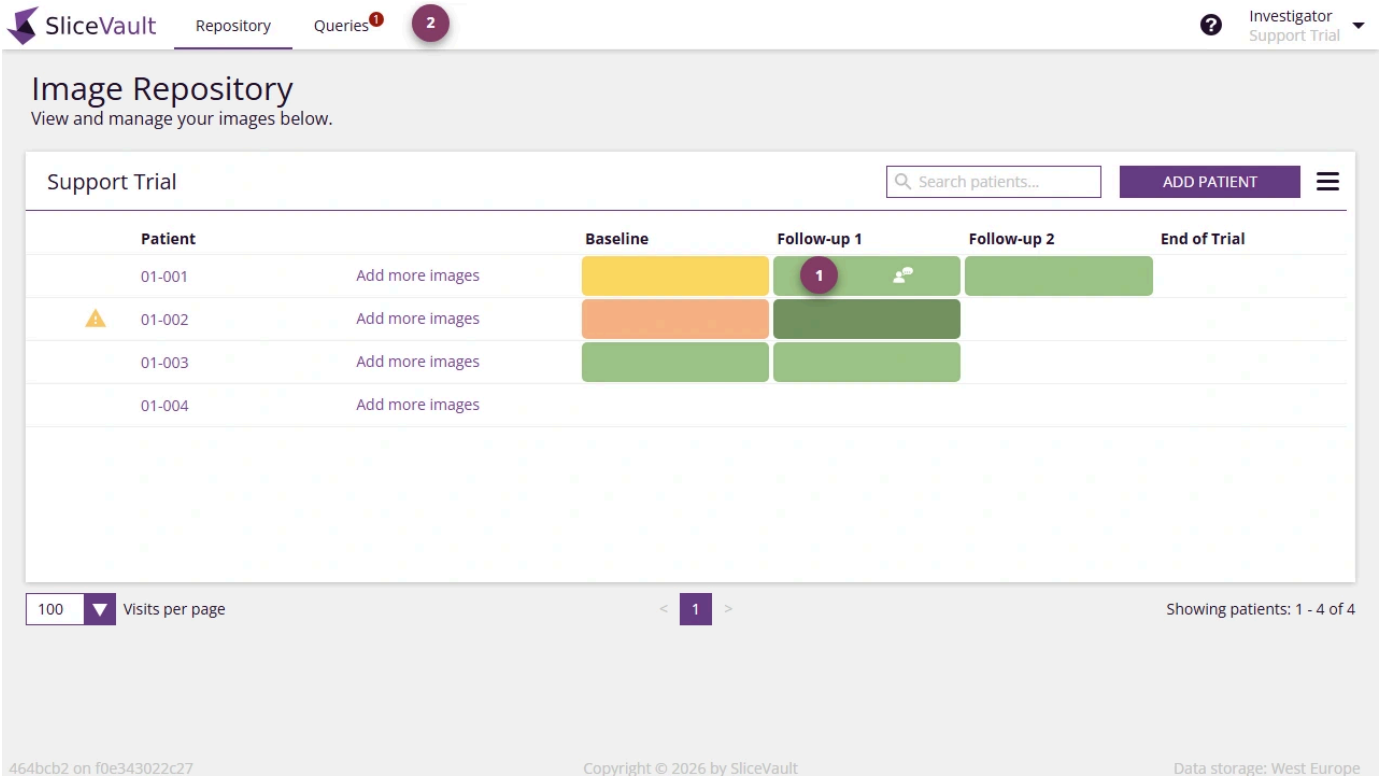
As an Investigator, your role in querying is usually to review and answer questions raised by a Quality Control Manager or Readers about a submission.

For the shared query mechanics in SliceVault, see Queries in SliceVault.

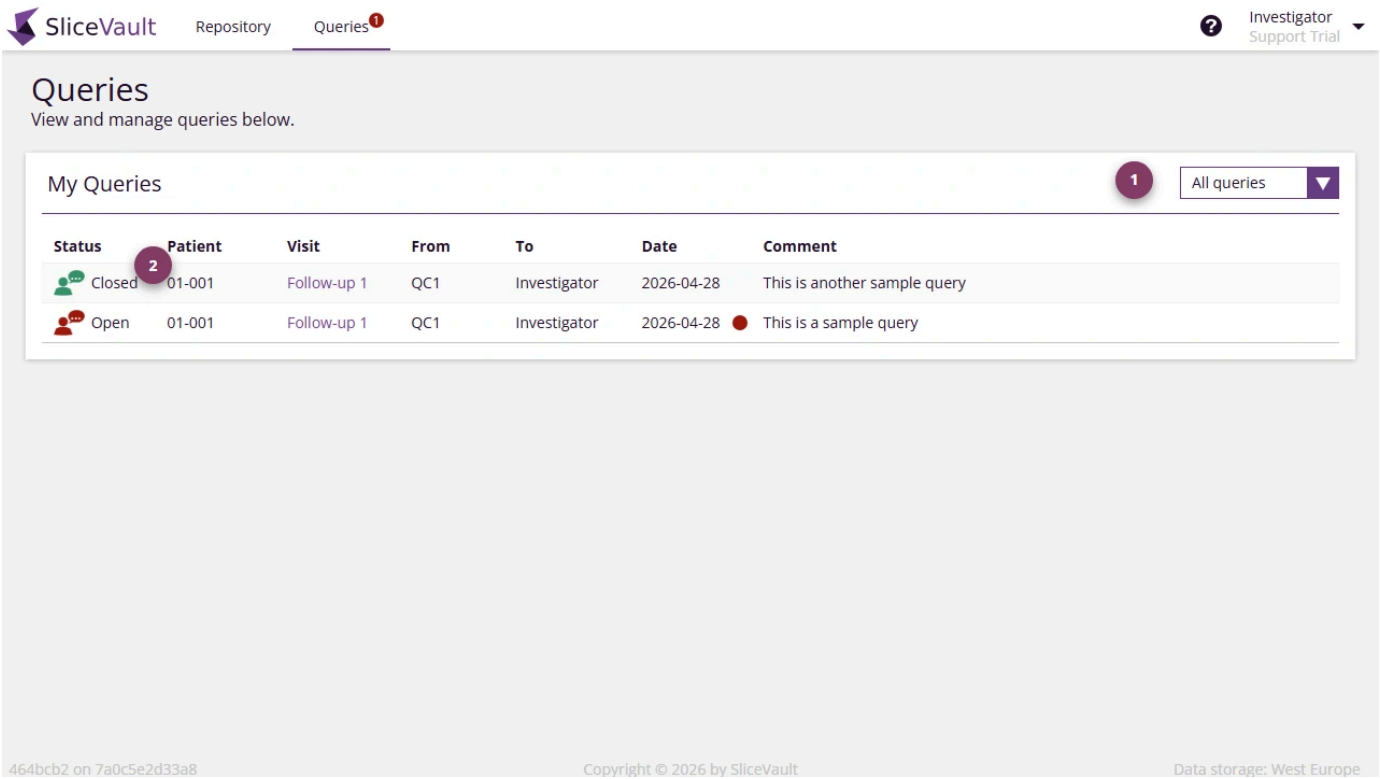
Where You Normally See Queries

You will usually notice queries:

- on the repository as a visit indicator
- on the query list page
- inside the viewer when you open the visit in context



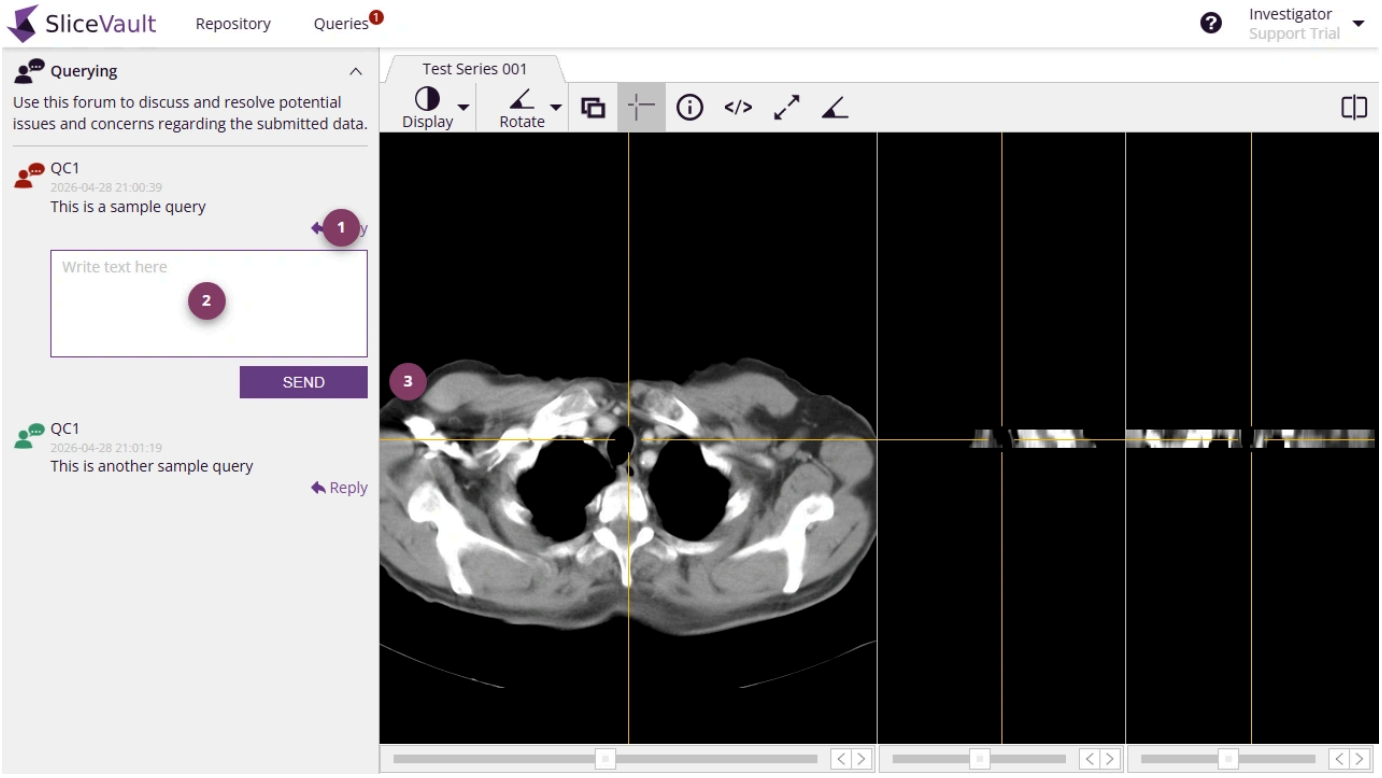
1. Use **1** to spot visits with an open query.
2. Use **2** to open the query list for your site or role.



1. Use **1** to filter the query list.
2. Use **2** to review the columns and locate the correct query.

Your Main Task: Reply to the Query

When a query is addressed to you, open the visit, click **Preview Image**, and respond in the relevant query.



1. Open the correct query with the reply action.

2. Enter your response.
3. Click **Send**.

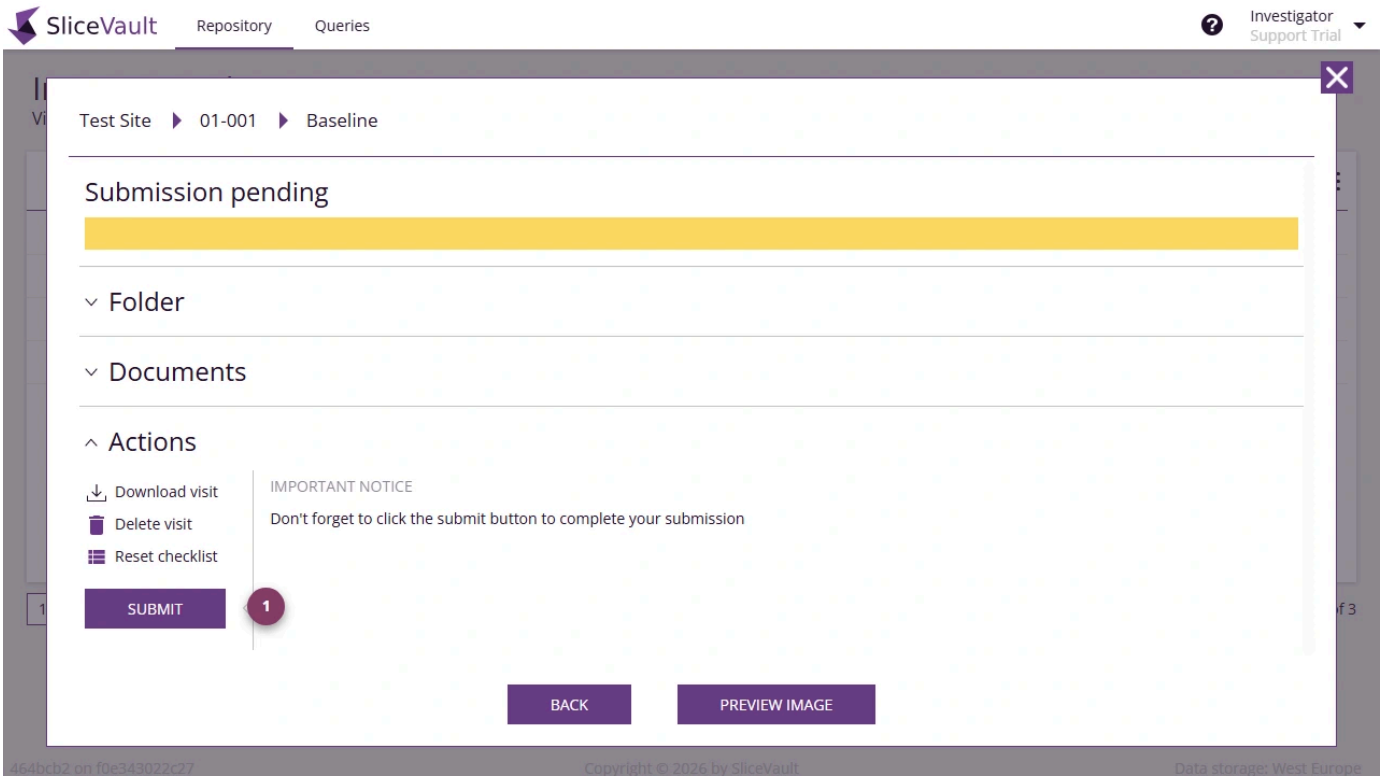
Investigators usually respond to the query so the Quality Control Manager or the next reviewer can decide whether further action is needed.

support.slicevault.com/investigator/submission

Complete Submission

After upload and any required forms are complete, submit the visit from the Visit Dashboard. This notifies the next workflow role and completes the main Investigator task for that visit.

1. Open the correct visit from Open the Visit Dashboard.
2. Click **Submit**.



1. Use **1** to submit the visit.

If prompted, please complete the electronic signature process before proceeding.

If the button is disabled, the visit still has one or more unfinished requirements, most commonly an incomplete DTF or unfinished upload processing.

The Visit Dashboard is your last chance to verify the uploaded data before the visit is moved forward and normal editing is no longer available.

Submission sends the visit to the next configured step in the workflow. After submission, the repository square changes color to show that the visit is no longer waiting for Investigator action.

If the visit still cannot be submitted after the form and upload steps are complete, see Why can't I submit the visit?.

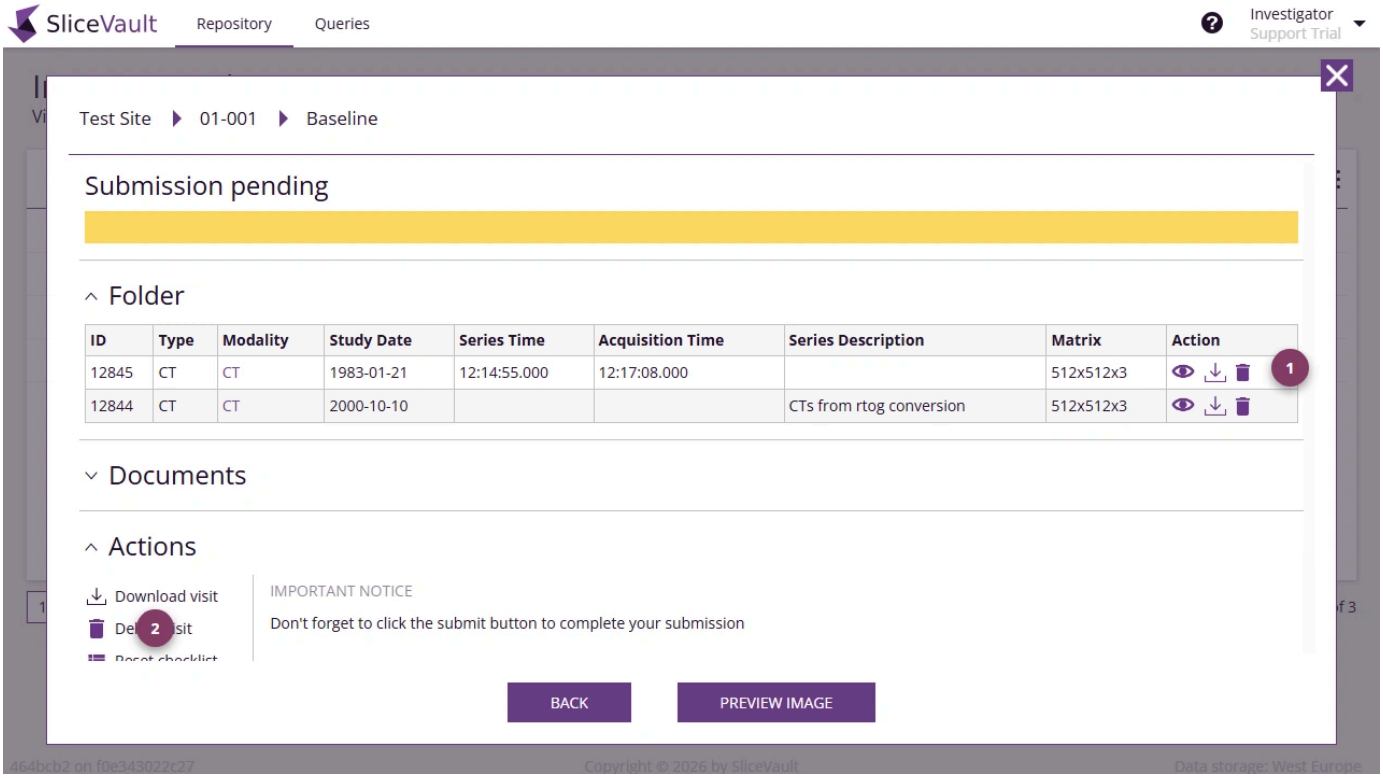
support.slicevault.com/investigator/delete

Delete Data

Use this page when uploaded data must be removed from the visit or patient record.

> **Note:** Removing data is irrevocable. You will not be able to restore data once deleted.

1. Open the **Folder** section to remove an individual file.
2. Use **Delete Visit** when the entire visit and all uploaded files must be removed.



1. Use **1** to delete a single file.
2. Use **2** to delete the full visit.

If deletion is unavailable, the visit may already be in a later workflow step or your role may not have delete access.

support.slicevault.com/qc/repository

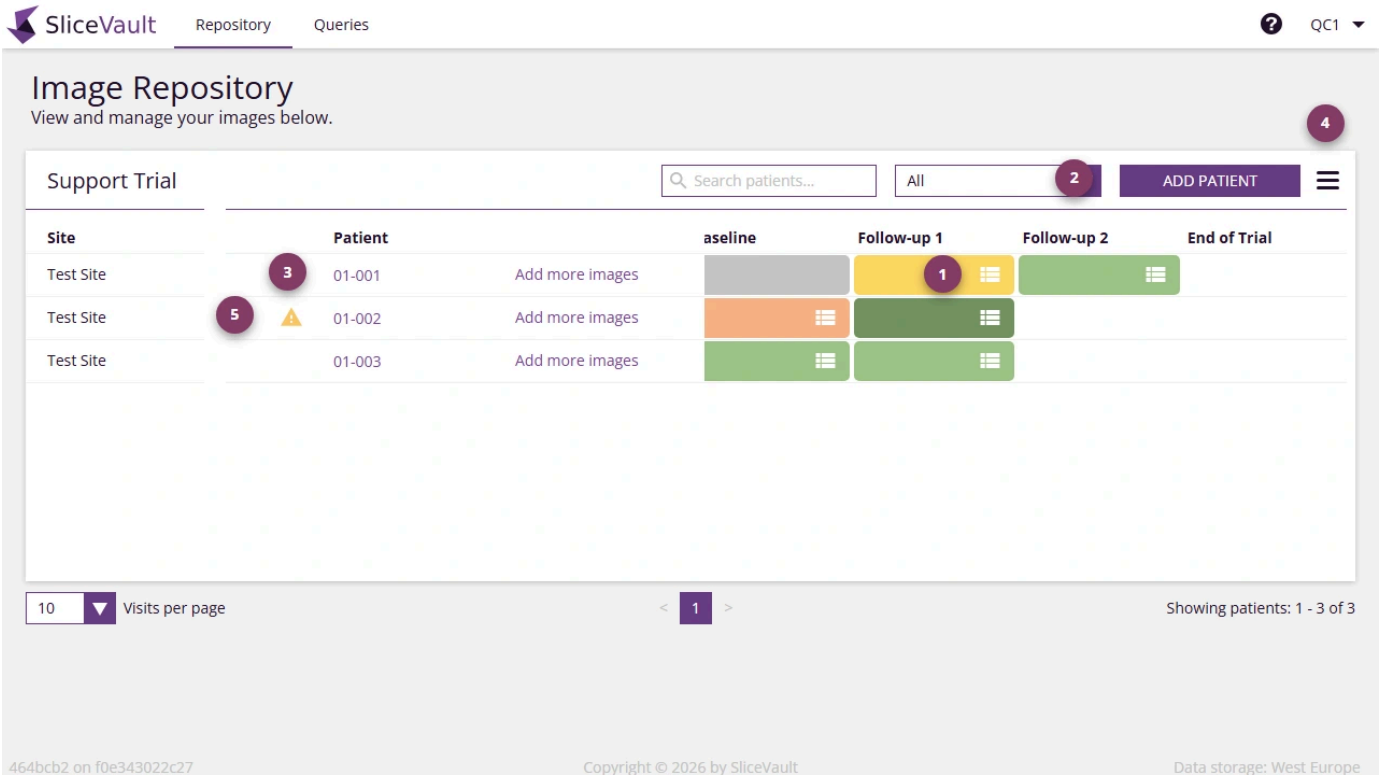
Study Repository

The repository is the main worklist for Quality Control Managers. It shows which visits are ready for quality control review and gives you direct access to the Visit Dashboard, filters, and study-level actions.

Access can vary by study configuration, so some Quality Control Managers see all sites while others see only a subset. For the next step after selecting a visit, see Visit Dashboard Actions.

Patient List

The patient list provides a complete overview of available data in SliceVault. Its columns are customized for each clinical trial and may differ from the example below.



1. Click the colored square to open the Visit Dashboard for that patient and visit.
2. Use the filter to focus on visits in the workflow states you need to review.
3. Click the patient ID to open patient-level actions.
4. Use the menu for repository-level functions such as reports and exports.

⚠️

5. This warning is displayed when the patient is no longer enrolled in the study.

🚨

When this warning is displayed an error has occurred during data upload and as a result SliceVault is not able to display the uploaded data correctly. Please contact SliceVault for support at

contact@slicevault.com.

Visit Status and Color Indicators

The colored squares in the study repository indicate the status of each visit:

White: No data uploaded to the visit.

Gray: Data has been uploaded, but the visit is not yet available to you. Typically, because the visit has not yet been submitted, or is awaiting QC 1 approval before QC 2 can access it.

Yellow: Visit is pending your quality control review.

Light Green: Quality control review is finalized and visit is approved.

Dark green: Assessment completed by all Readers.

Red: Visit is rejected by either QC 1, QC 2 or Reader.

These color codes provide a quick visual summary of each visit's status, helping you easily identify any missing data or actions required. The colored squares, the visits, can also be home to different icons, and these icons are visible when there is something in particular you should be aware of.



The query sign is shown when a visit has an open query.



The form sign is shown when you have not yet completed your quality control form.

The deadline alert sign is shown when the deadline has passed for completing your quality control check. Depending on the study configuration you will typically have a given number of days to perform you quality control review.

Attention Indicators

Quality Control Managers should pay particular attention to:

- yellow squares in the repository, because they indicate visits pending your review
- patient attention markers
- warning icons that indicate enrollment or upload issues

> **Upload Images** Occasionally, sites deliver data by DVD or CD-ROM to the sponsor; in these cases, you, as quality control manager, can upload data to SliceVault on behalf of Investigators. The process follows the steps outlined under Upload and Submit Images in the 'Investigator Guide'. However, when adding data for a patient who is not yet

> registered in SliceVault, quality control managers must first select the investigator site to specify data ownership.

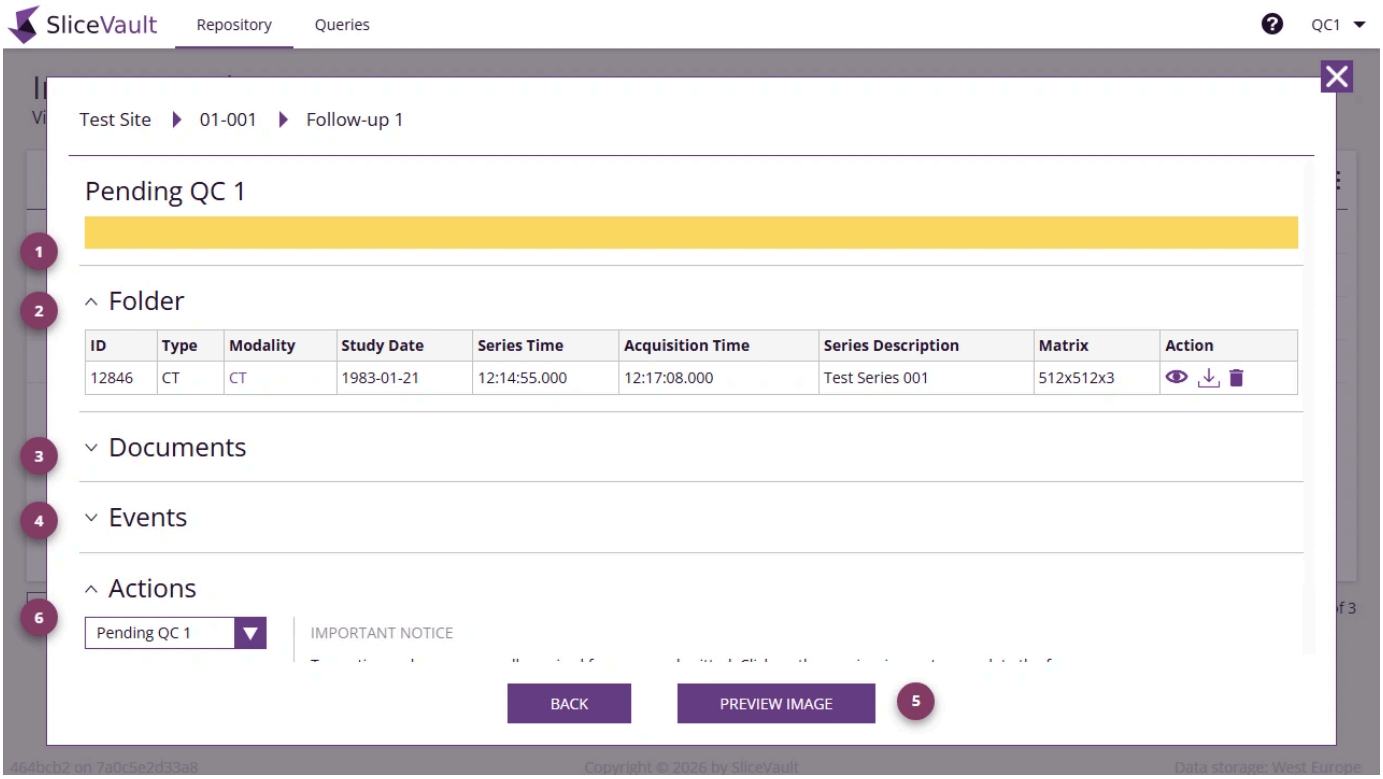
support.slicevault.com/qc/visit-dashboard

Visit Dashboard Actions

After opening a visit from the repository, the Visit Dashboard becomes the main workspace for QC review. This is where you inspect uploaded data, open the viewer, review documents, and move the visit forward in the workflow.

Open the Dashboard

From the repository, click the yellow square in the repository for the visit that is pending your review.



1. Use **1** to review the current visit status.
2. Use **2** to view uploaded images and related visit data.
3. Use **3** to see any PDF records created during the workflow.
4. Use **4** to review the main change events for this visit.
5. Use **5** to open **Preview Image** so you can review images, access QC forms, and use the query tools.
6. Use **6** to review the **Actions** section.

Typical QC Workflow from Here

From the Visit Dashboard you can continue to:

- Complete QC Form
- Manage Queries

- Complete QC Check
- Download Data

support.slicevault.com/qc/forms

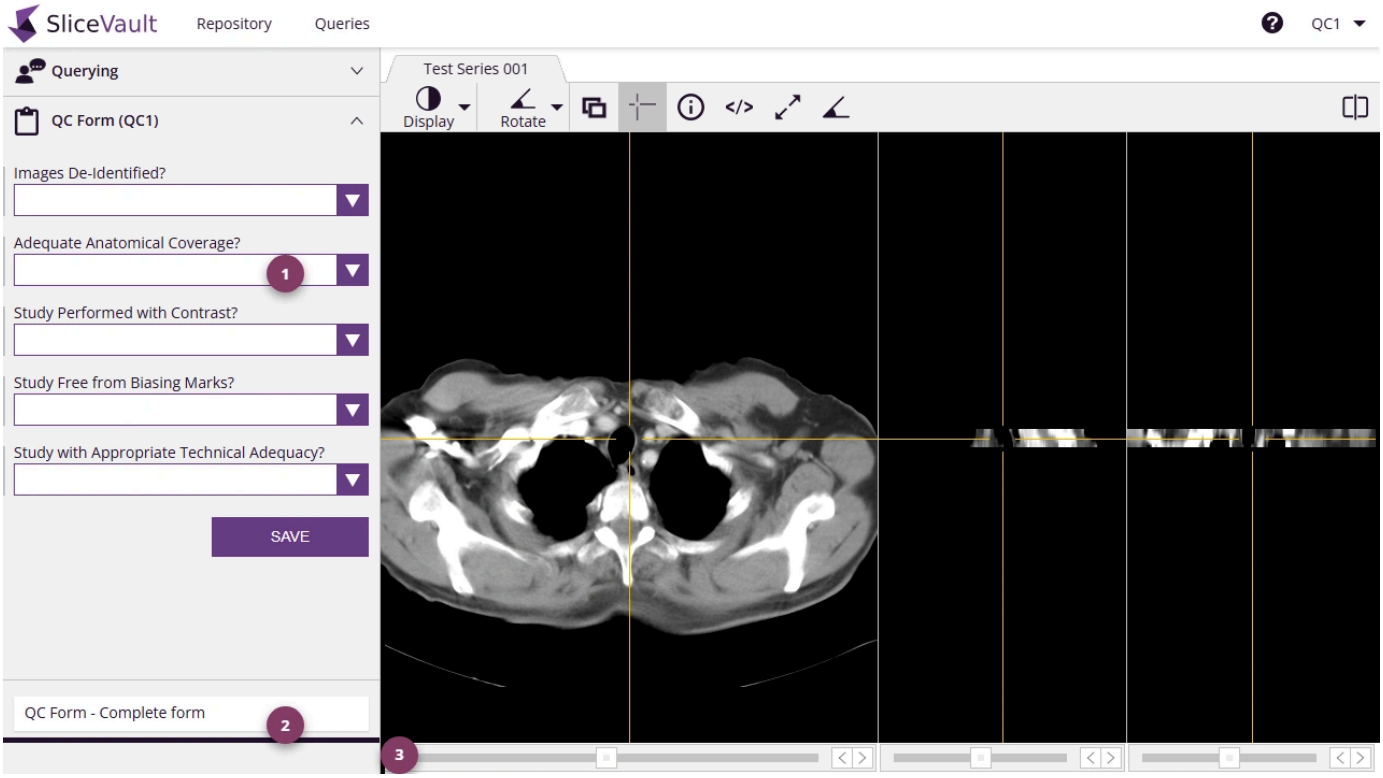
Complete QC Form

As a Quality Control Manager, this page is about the form you complete as part of quality control review. For the shared form behavior in SliceVault, see Forms in SliceVault.

Where the QC Form Appears

When a visit shows a yellow square in the repository for your QC step, open the visit and use **Preview Image** from the Visit Dashboard to access the QC form.

Complete the QC Form

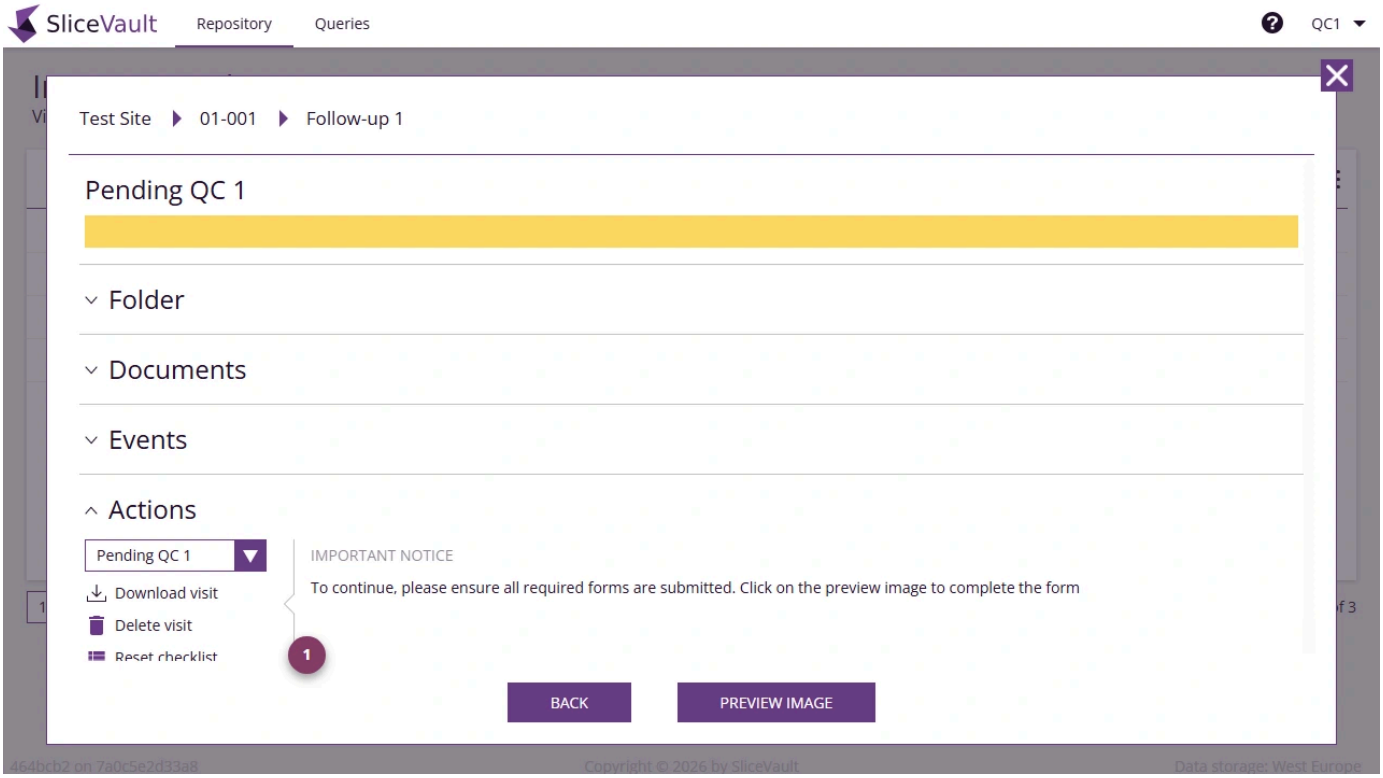


1. Use **1** to move through the QC items.
2. Use **2** to review the visible form section.
3. Use **3** to complete the form and return to the Visit Dashboard.

If prompted, complete the electronic signature process before proceeding.

Reset or Reopen the QC Form

If the form needs to be cleared completely, use the reset action from the Visit Dashboard.



1. Use **1** to reset the QC checklist when the whole form must be cleared and completed again.

If the form has been reopened for targeted edits instead of a full reset, continue to Edit a Completed QC Form.

If the visit still cannot move forward after the form is complete, see Why can't I approve the visit?.

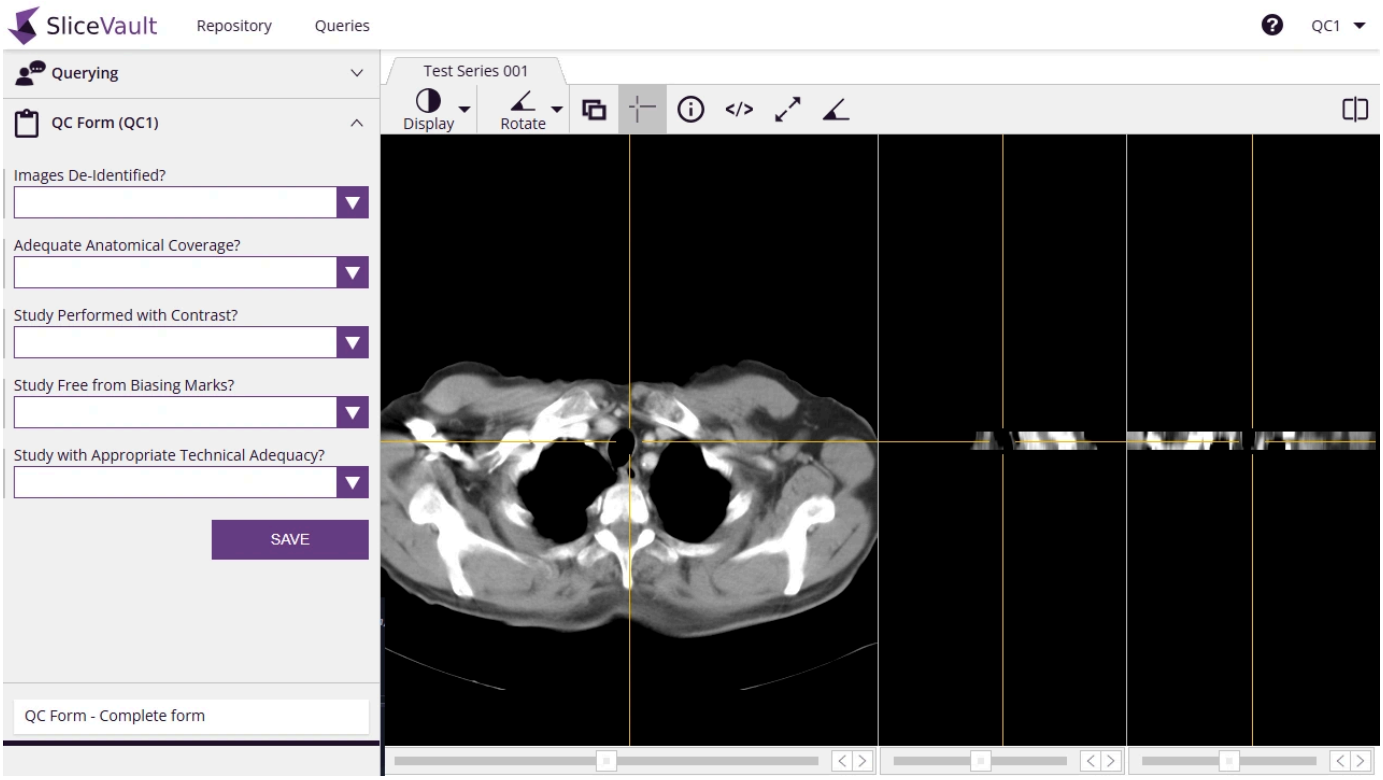
support.slicevault.com/qc/edit-form

Edit a Completed QC Form

Sometimes a QC form needs to be corrected after it has already been completed. In SliceVault, the exact edit process depends on the current visit status and your study configuration, but the updated form is handled from the same viewer area used for the original QC review.

Reopen the Visit

Open the visit from the repository and go to the DICOM Viewer from the Visit Dashboard. If the form has been made available for editing again, the previous answers remain visible and can be reviewed directly in the viewer.



Update the Form

1. Review the existing answers and update the fields that need correction.
2. Save the revised values in the form.
3. Return to the Visit Dashboard and complete the workflow step again if the visit status requires it.

If prompted, complete the electronic signature process before saving or finalizing the change.

Reset Versus Edit

There are two common ways to correct QC form data:

- **Edit the completed form** when the visit has been reopened for changes and you only need to adjust specific answers.
- **Reset the checklist** when the study requires the QC form to be cleared and completed again from the start.

For the standard QC workflow, see Complete QC Form. For the final status update after corrections, see Complete QC Check.

support.slicevault.com/qc/querying

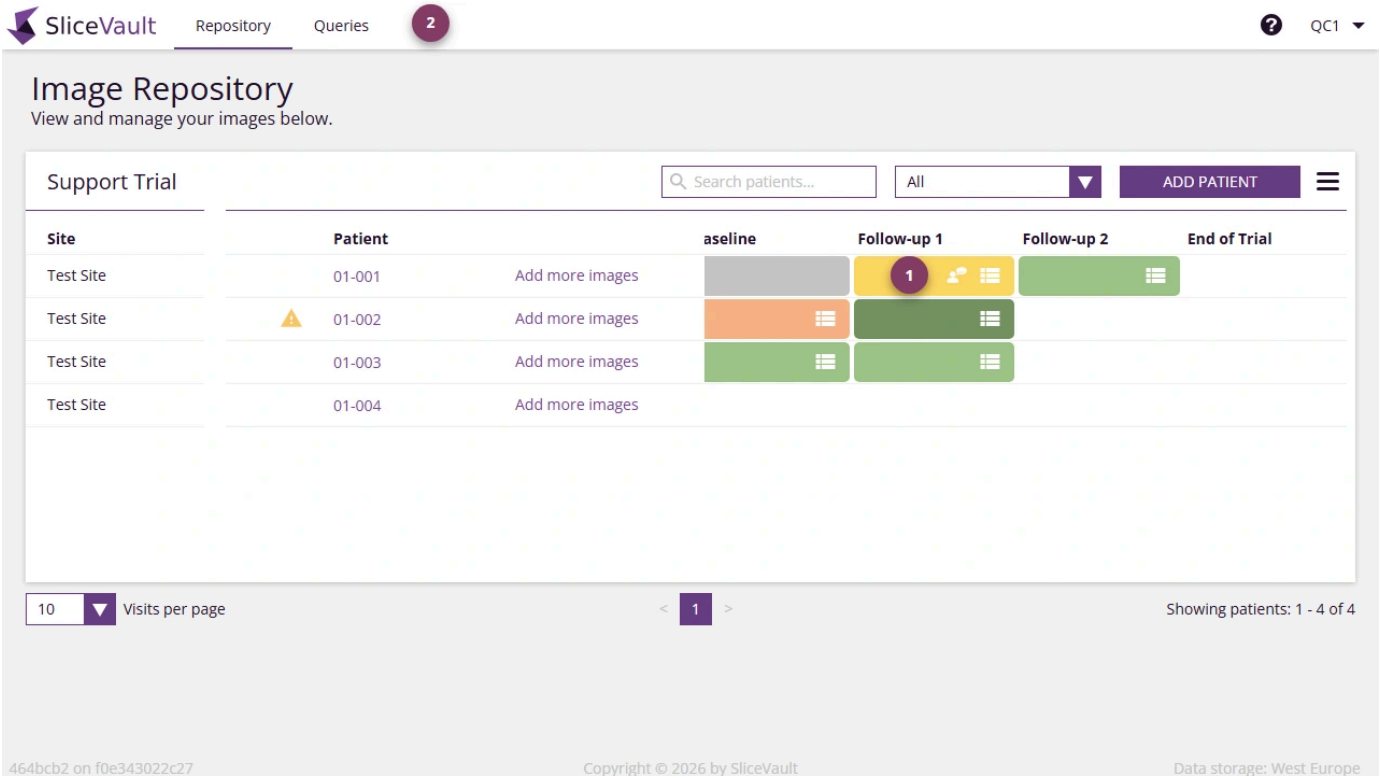
Manage Queries

As a Quality Control Manager, querying is part of workflow control. You typically open queries when something must be clarified, monitor replies, and close the query once the issue is resolved.

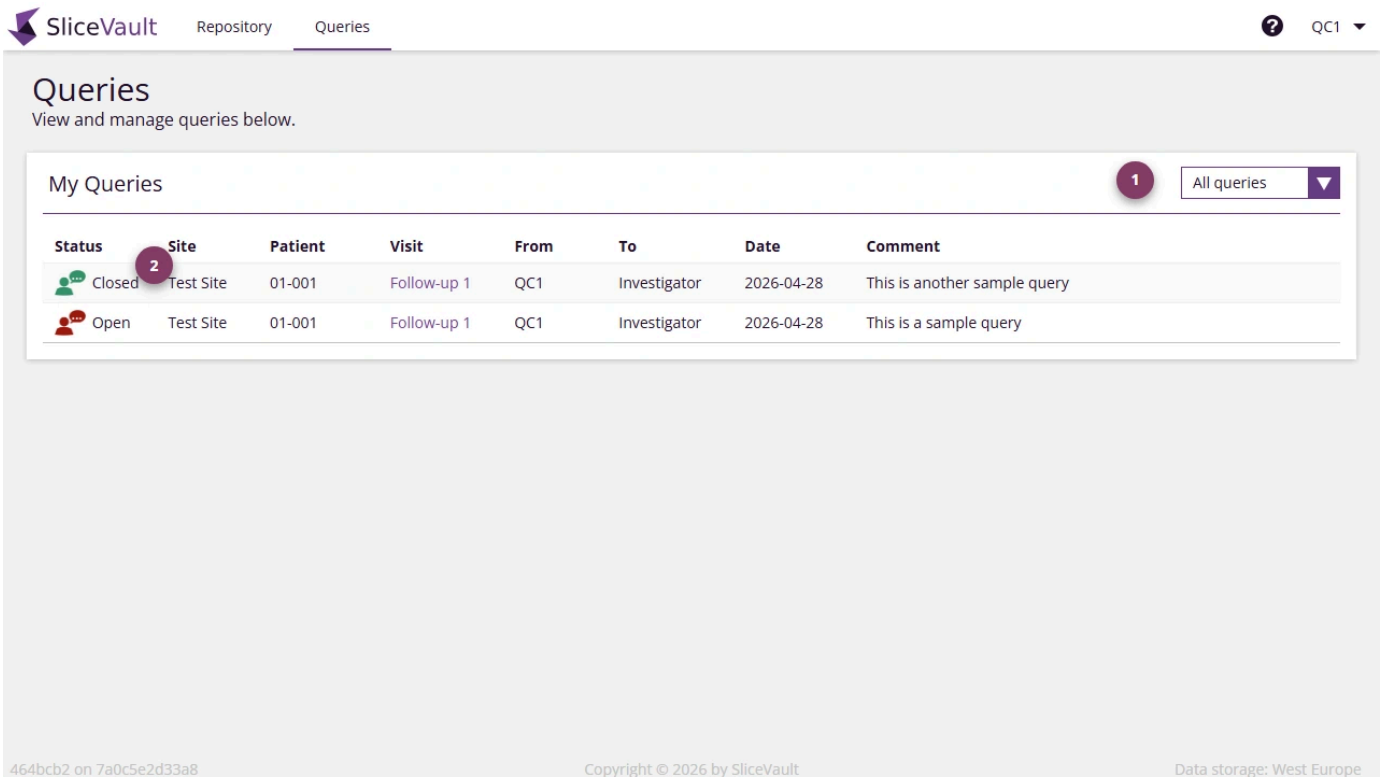
For the shared query mechanics in SliceVault, see Queries in SliceVault.

Where You Normally See Queries

Quality Control Managers usually track queries from the repository, the query list, and the viewer.



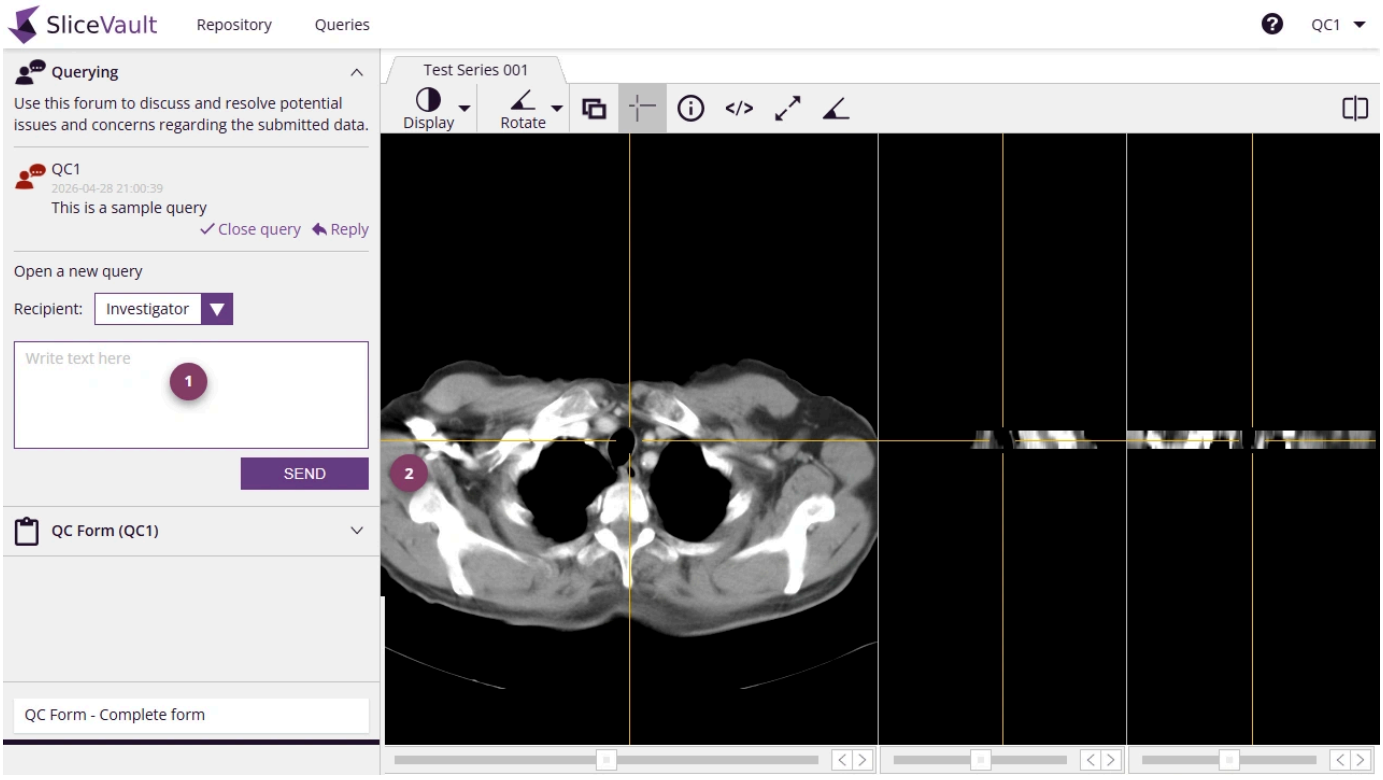
1. Use **1** to spot visits with active queries in the repository.
2. Use **2** to open the query list when you need to review several queries at once.



1. Use **1** to filter query status.
2. Use **2** to review the available queries and columns.

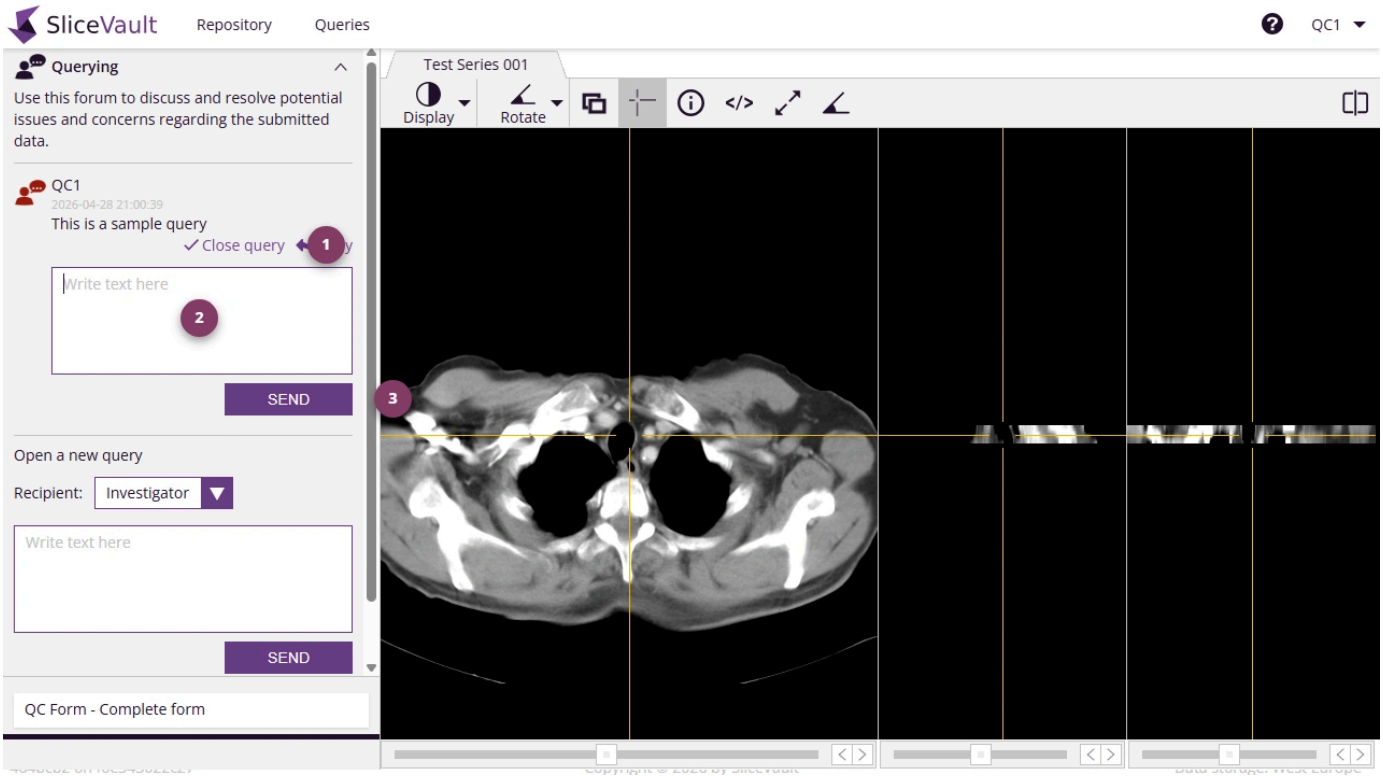
Your Main Tasks

Open a Query



1. Use **1** to choose the recipient.
2. Use **2** to enter the query description.
3. Click **Send**.

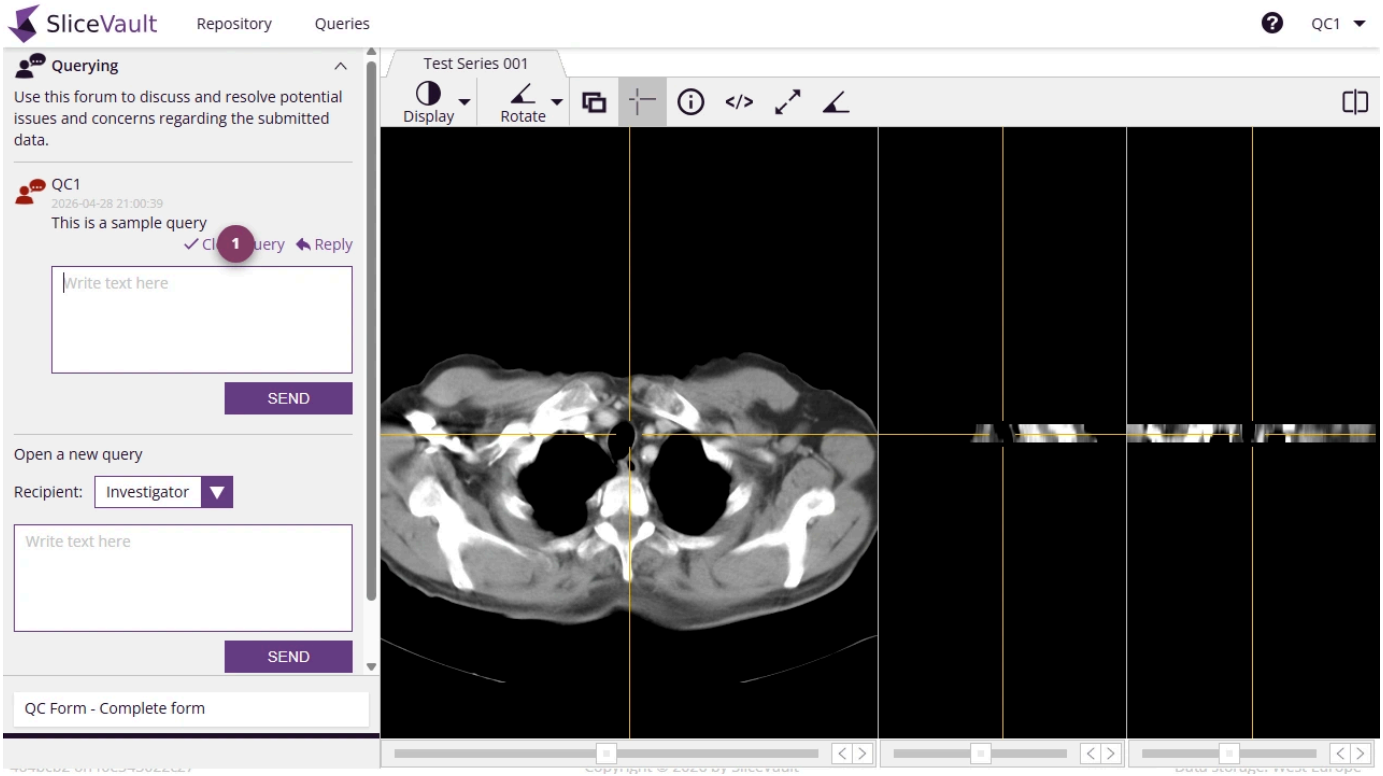
Reply to a Query



1. Use **1** to open the reply action for the relevant query.
2. Use **2** to review the existing query conversation.
3. Use **3** to enter your response and click **Send**.

Close the Query

Quality Control Managers are usually responsible for closing the query once the issue is resolved.



1. Use **1** to close the query once the issue is resolved.

Open queries often block approval, so make sure all required queries are closed before changing visit status.

support.slicevault.com/qc/qc-check

Complete QC Check

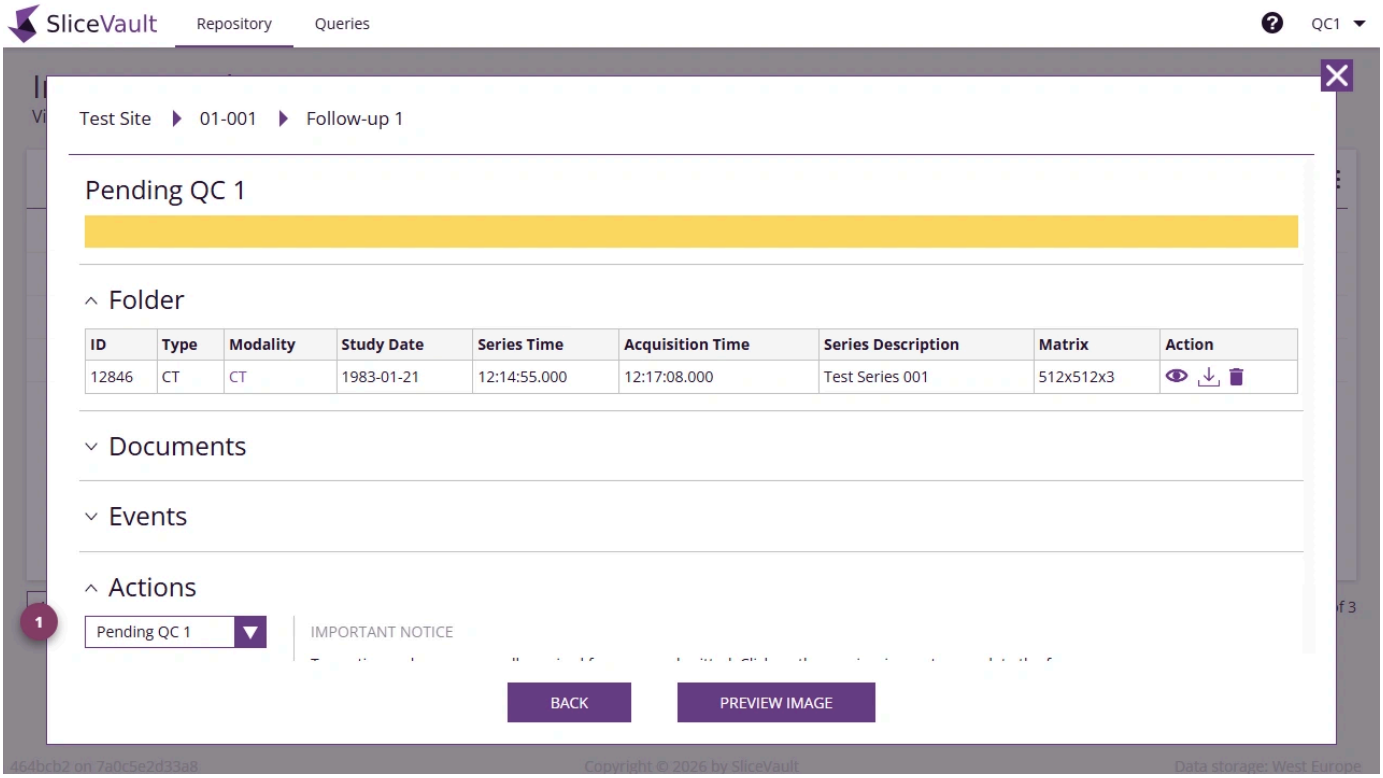
The final QC step is to update the visit status from the Visit Dashboard after all required review work is complete.

The exact status choices depend on the configured workflow (online).

Typical Outcomes

- **Approved by QC** moves the visit to the next configured step.
- **Rejected by QC** sends the visit back for correction or rework.
- In studies with two QC steps, QC1 usually hands off to QC2 before Reader review begins.

If prompted, complete the electronic signature process before saving the status change.



1. Use **1** to choose the QC status.

Before You Finalize

Make sure all of the following are true:

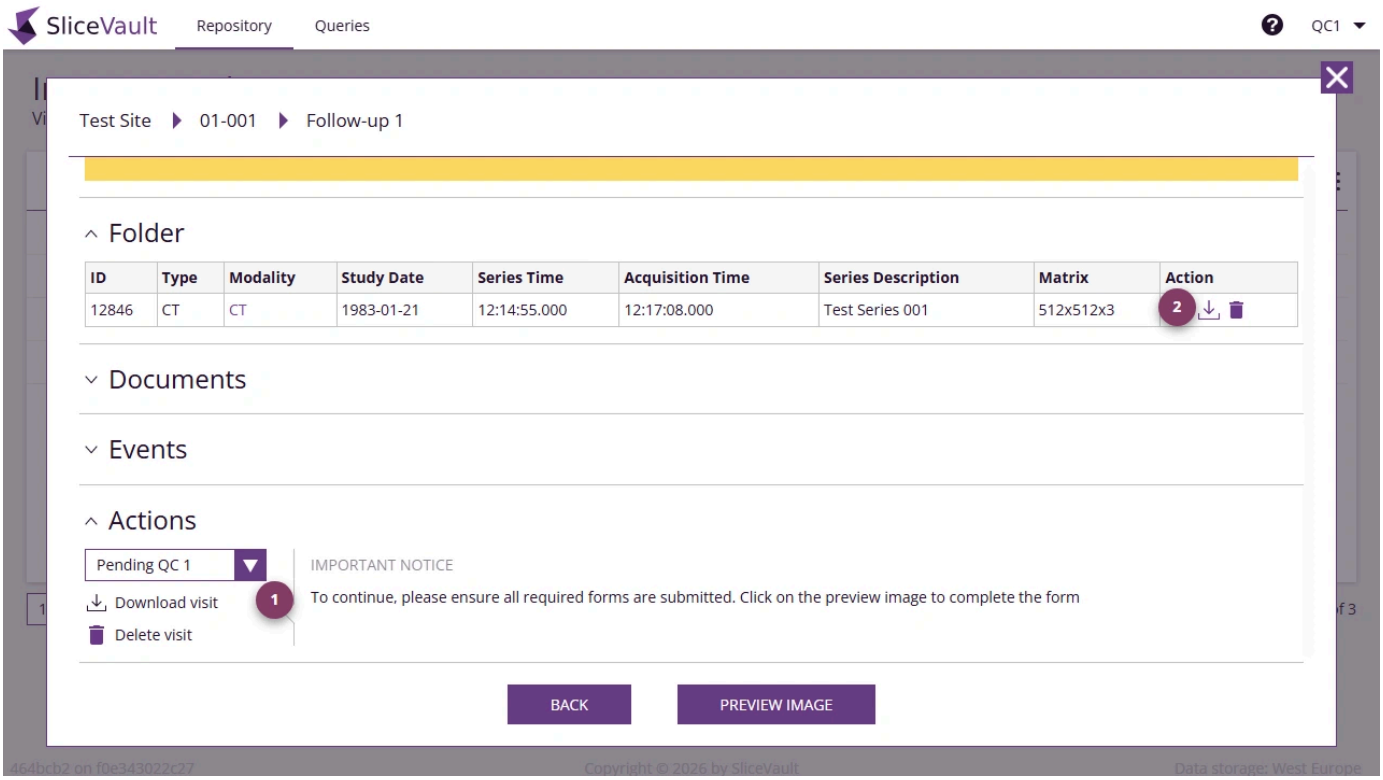
- the visit is in your QC step
- every required QC form is complete
- any blocking queries are closed

If the status change is still unavailable, see Why can't I approve the visit?.

support.slicevault.com/qc/download

Download Data

You can view and download data directly from the Visit Dashboard. You can download the entire visit or individual images depending on your needs.



1. Use **1** to download the full visit package from the Actions section.
2. Use **2** to download an individual file from the Folder section.

For repository reports and shared export concepts, see Reports and Exports.

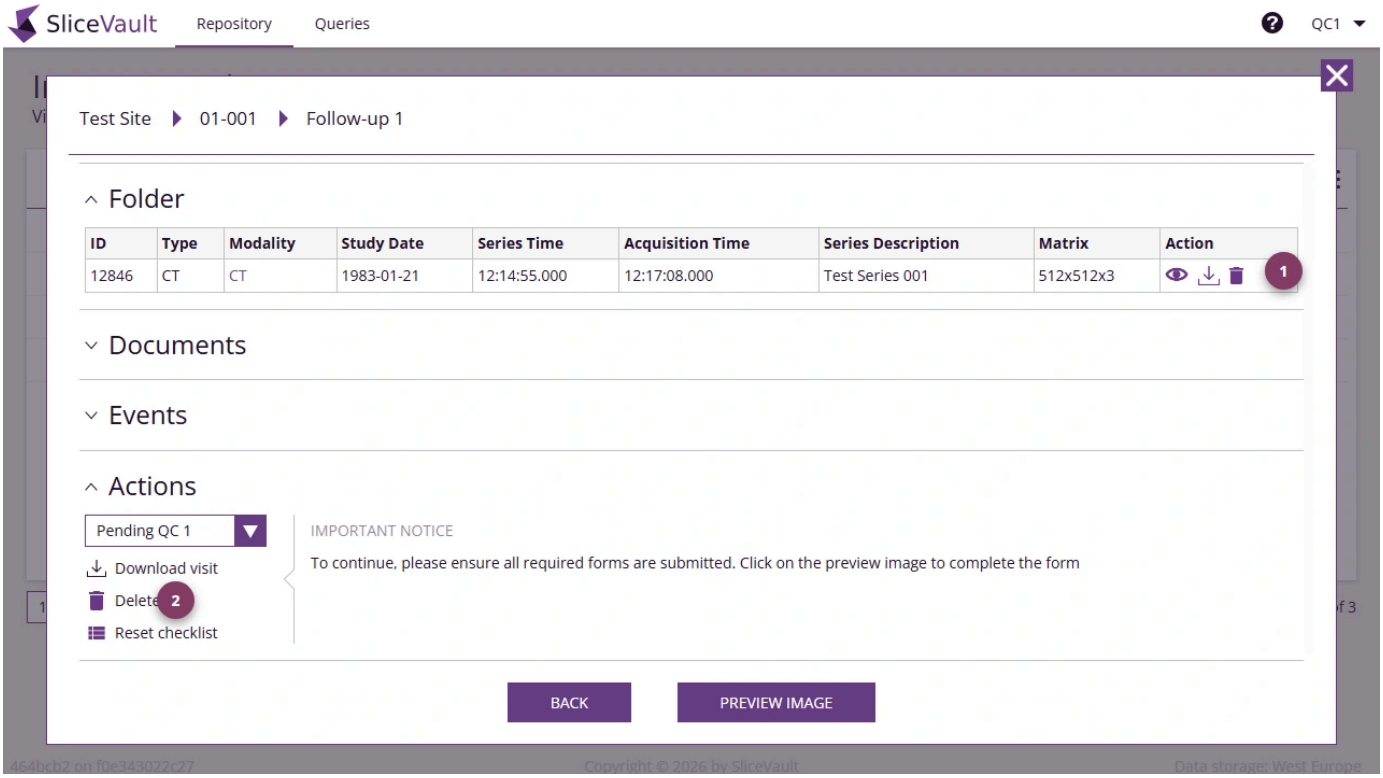
support.slicevault.com/qc/delete

Delete Data

Quality Control Managers can remove files or visits when the study workflow and role permissions allow it.

> **Note:** Removing data is irrevocable. You will not be able to restore data once deleted.

1. Open the **Folder** section to remove an individual file.
2. Use **Delete Visit** when the entire visit should be removed.



1. Use **1** to delete a single file.
2. Use **2** to delete the full visit.

If deletion is unavailable, the visit may already be locked in a later workflow step or your account may not have delete permission.

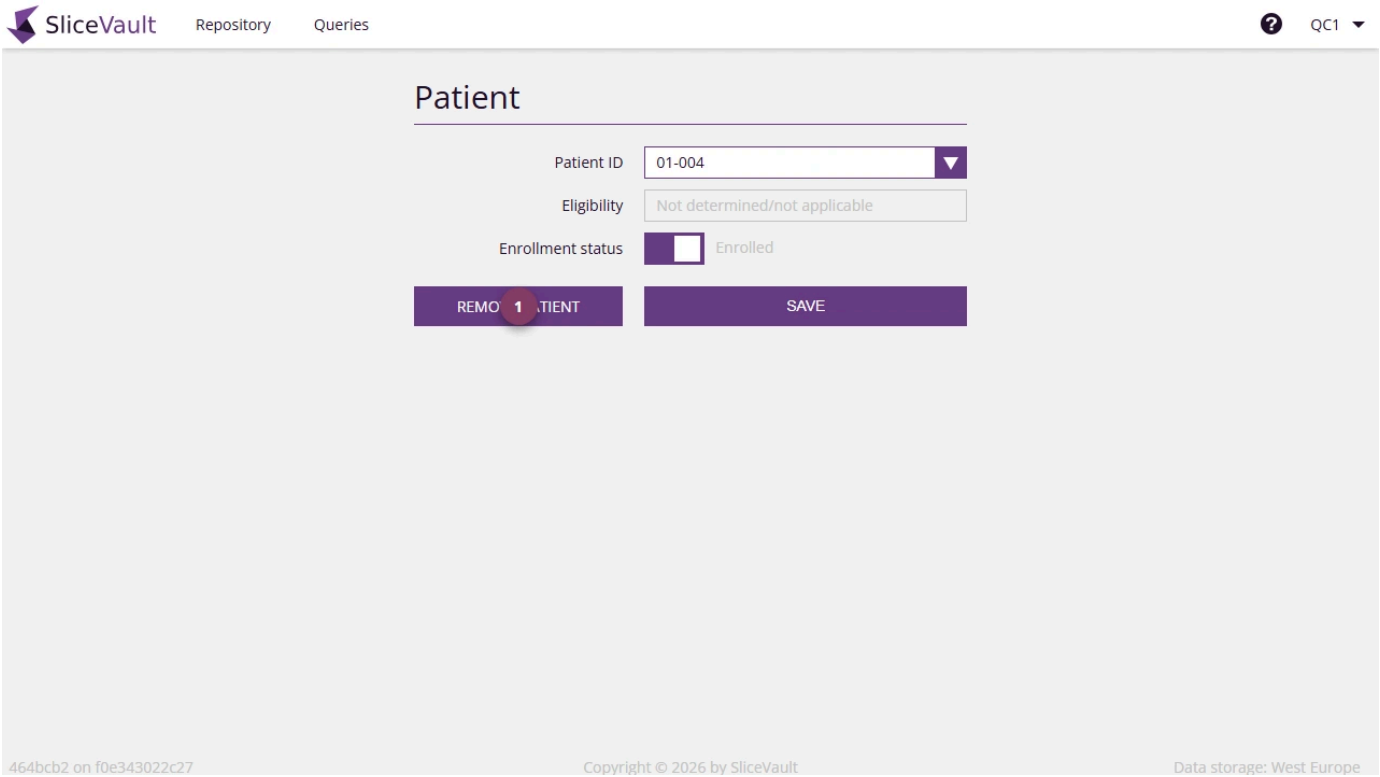
Removing an Entire Patient

Removing a full patient record is only available to users with the **Quality Control Manager** or **Project Manager** role.

> **Important:** You can only remove a patient after *all visits for that patient have been deleted*.

> If any visit remains, the **Remove Patient** button will be disabled.

Follow these steps to remove an entire patient: On the Repository page, click the **Patient ID** for the patient you want to remove.
1. On the patient detail page, select **Remove Patient**.



1. Use **1** to remove the patient after all visits have already been deleted.

This permanently removes the patient and all associated metadata records from the study.

support.slicevault.com/reader/repository

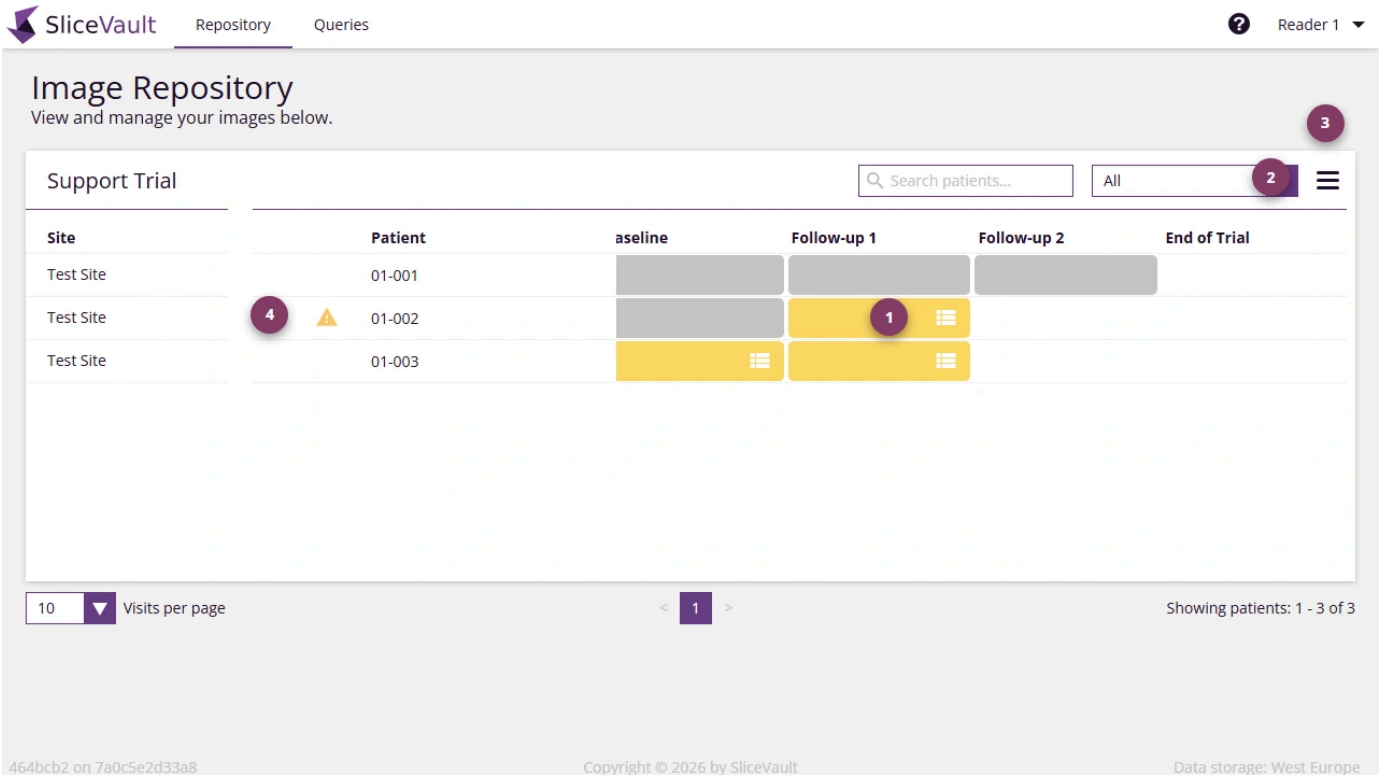
Study Repository

The repository is the Reader worklist. It shows which visits are ready for assessment and which visits are still in an earlier workflow step.

Reader workflows can vary by study, but the core behavior is the same: look for the yellow square in the repository that indicates the visit is ready for your action. For the visit-level workflow after opening a visit, see Visit Dashboard Actions.

Patient List

The patient list provides a complete overview of available data in SliceVault. Its columns are customized for each clinical trial and may differ from the example below.



1. Click the colored square to open the Visit Dashboard for that patient and visit.
2. Use the filter to focus on visits that need Reader action.
3. Use the menu for repository-level functions such as reports.



4. This warning is displayed when the patient is no longer enrolled in the study.



   When this warning is displayed an error has occurred during data upload and as a result SliceVault is not able to display the uploaded data correctly.

Visit Status and Color Indicators

The colored squares in the study repository indicate the status of each visit:

White: No data uploaded to the visit.

Gray: Data has been uploaded, but the visit is not yet ready for reader assessment.

Yellow: Visit is pending your reader assessment.

Green: Reader assessment is finalized and visit is approved.

Red: Reader assessment is finalized and visit is rejected.

These color codes provide a quick visual summary of each visit's status, helping you easily identify any missing data or actions required. The colored squares, the visits, can also be home to different icons, and these icons are visible when there is something in particular you should be aware of.



The query sign is shown when a visit has an open query.



The form sign is shown when you have not yet completed your reader assessment.

The deadline alert sign is shown when the deadline has passed for completing your reader assessment.

Attention Indicators

In the repository, Readers should focus on:

- yellow squares in the repository, because they indicate visits pending reader assessment
- query indicators on visits that may need clarification
- warning indicators that point to enrollment or upload issues

Next Step

Once you have identified the correct visit, click the colored square to open the Visit Dashboard.

For the visit-level workflow, continue to Visit Dashboard Actions.

If no visit is ready for your action, see Why isn't the visit ready for reading?.

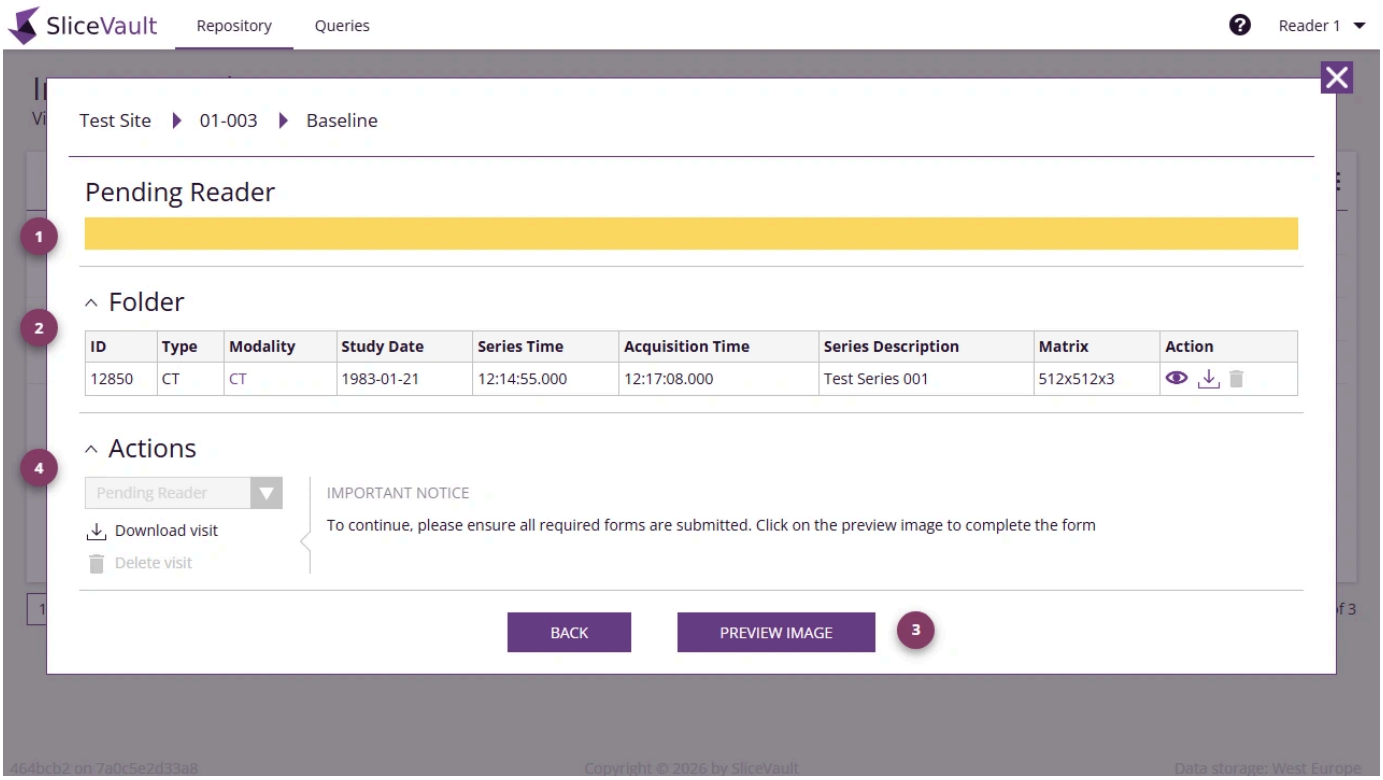
support.slicevault.com/reader/visit-dashboard

Visit Dashboard Actions

After opening a visit from the repository, the Visit Dashboard becomes the main workspace for Reader review. This is where you inspect the visit, open the viewer, and move the assessment forward.

Open the Dashboard

From the repository, click the yellow square in the repository for the visit that is pending your assessment.



1. Use **1** to review the first visit content section, such as uploaded data or study records.
2. Use **2** to review the main visit content section before you begin the Reader task.
3. Use **3** to open **Preview Image** for images, forms, and queries.
4. Use **4** to review the lower workflow area before completing the Reader step.

Continue the Reader Workflow

From here you can continue to:

- Complete Assessment Form
- Manage Queries
- Complete Assessment
- Download Data

support.slicevault.com/reader/assessment

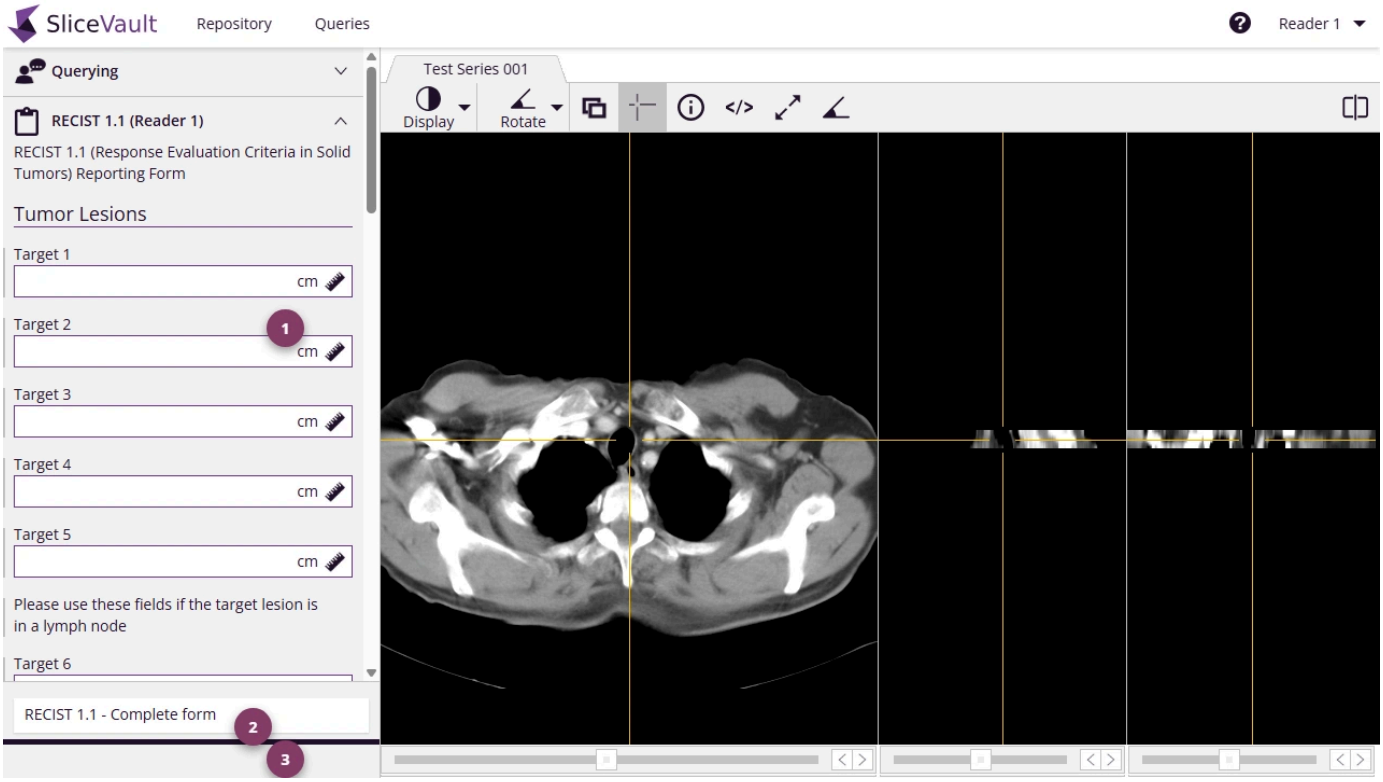
Complete Assessment Form

As a Reader, this page is about your assessment step in the workflow. For the shared form behavior in SliceVault, see Forms in SliceVault.

Where the Reader Form Appears

Open the visit from the repository, then click **Preview Image** from the Visit Dashboard. The Reader assessment form appears inside the combined viewer and form environment.

Complete the Reader Assessment



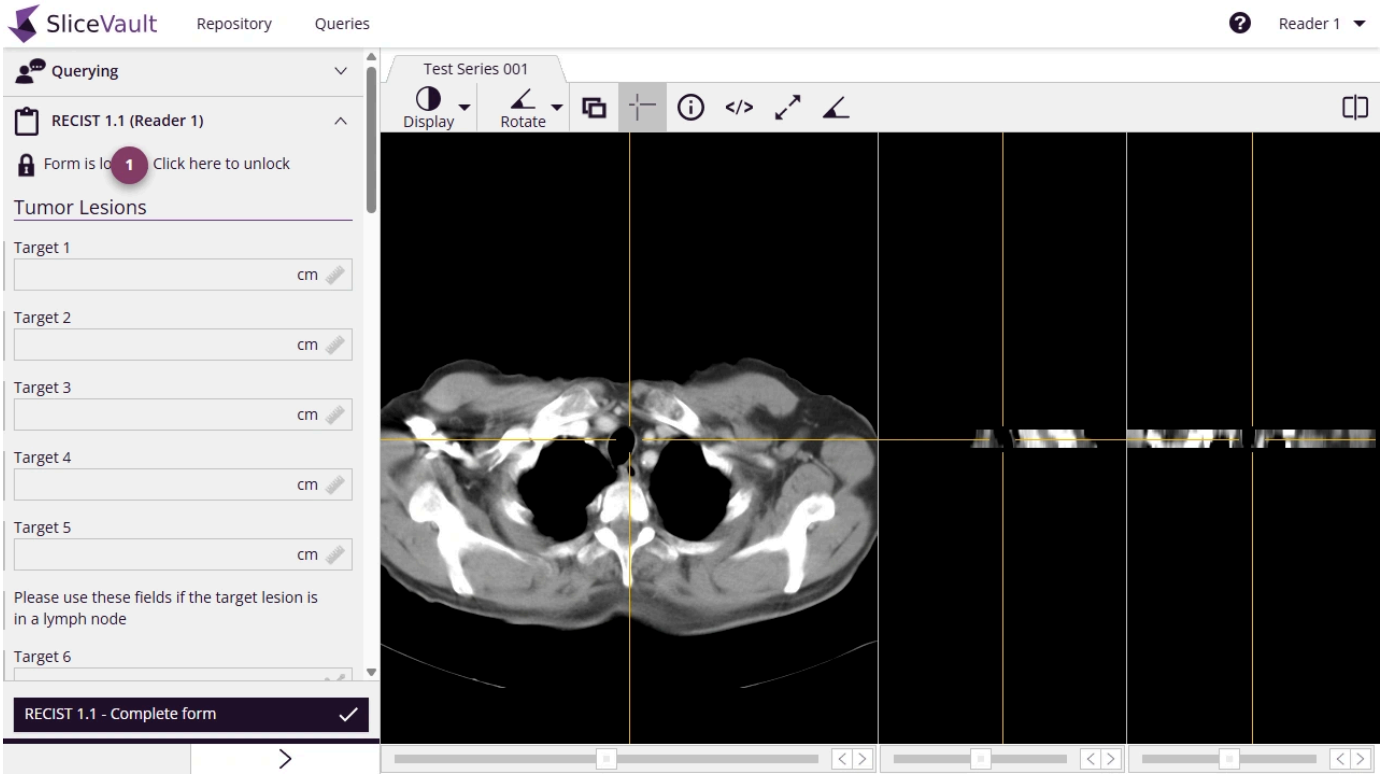
1. Use **1** to move through the assessment items.
2. Use **2** to review and complete the form fields.
3. Use **3** to complete the form and return to the Visit Dashboard.

If prompted, complete the electronic signature process before proceeding.

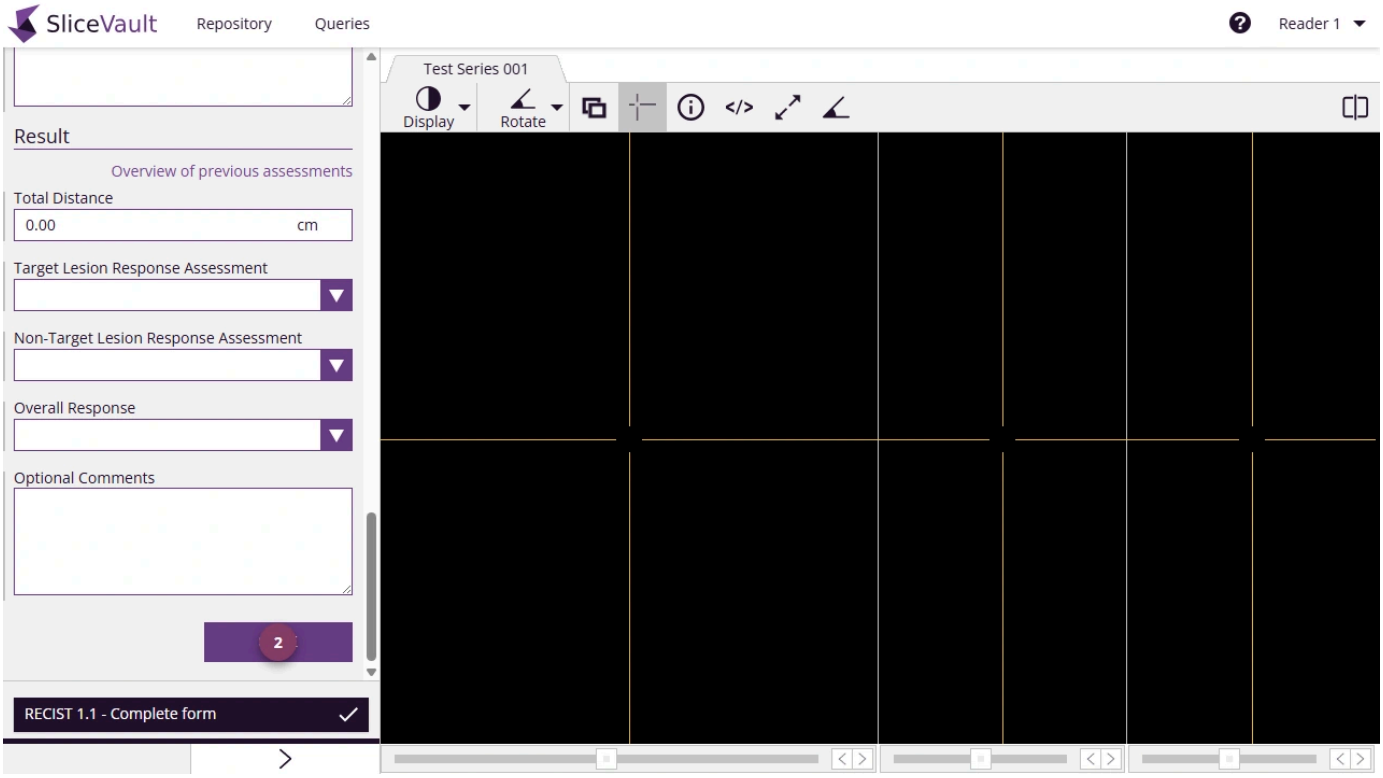
After the form is complete, return to the Visit Dashboard and continue to Complete Assessment.

Edit a Completed Reader Form

If the study allows a completed Reader form to be reopened, the visit usually returns to **Pending Reader** first.



1. Use **1** to unlock the completed form when editing is allowed.
2. Reopen the form if permission is available.



1. Make the required changes in the form.
2. Use **2** to save the updated assessment.
3. Return to the Visit Dashboard and finalize the visit again.

If the form stays locked or the visit cannot be finalized afterwards, see Why can't I complete the assessment?.

support.slicevault.com/reader/querying

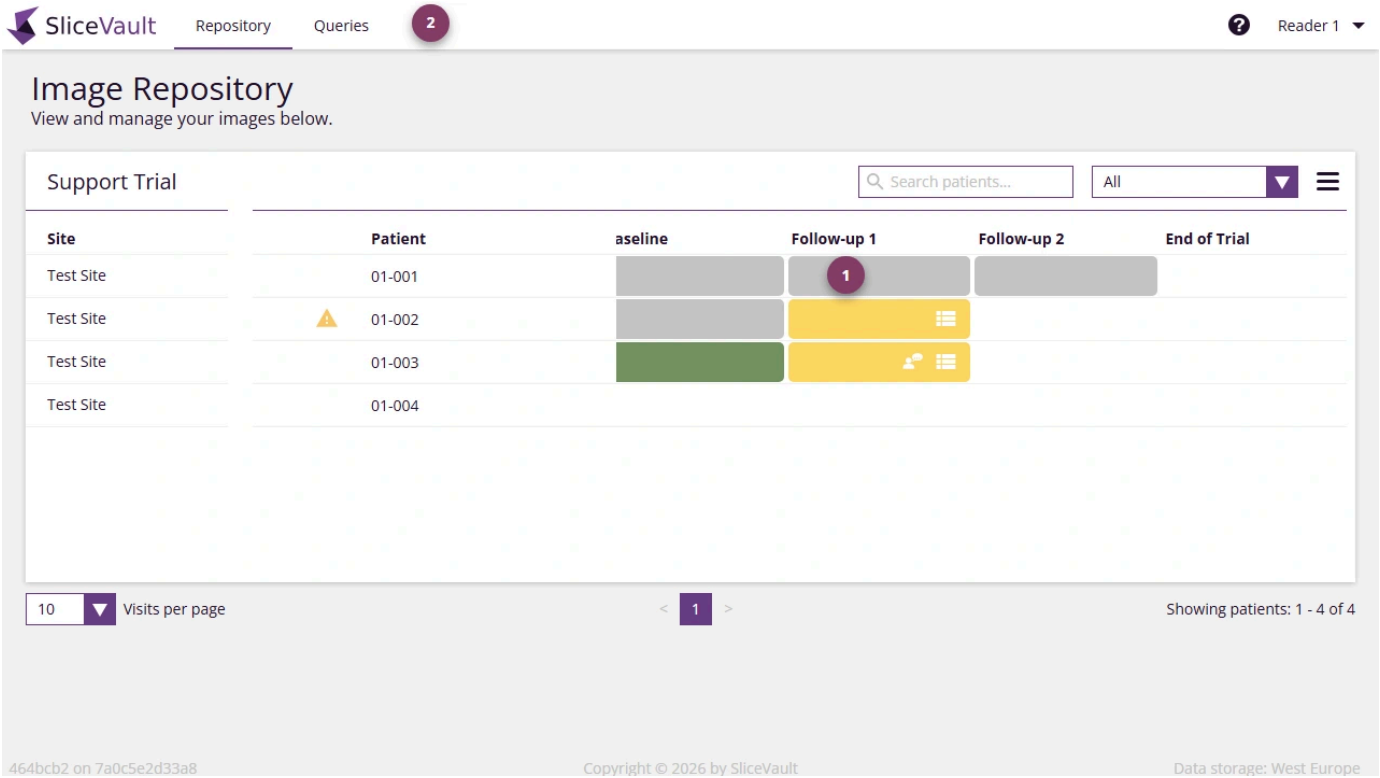
Manage Queries

As a Reader, you usually use queries when an issue prevents you from completing the assessment or when you need clarification from QC or the Investigator.

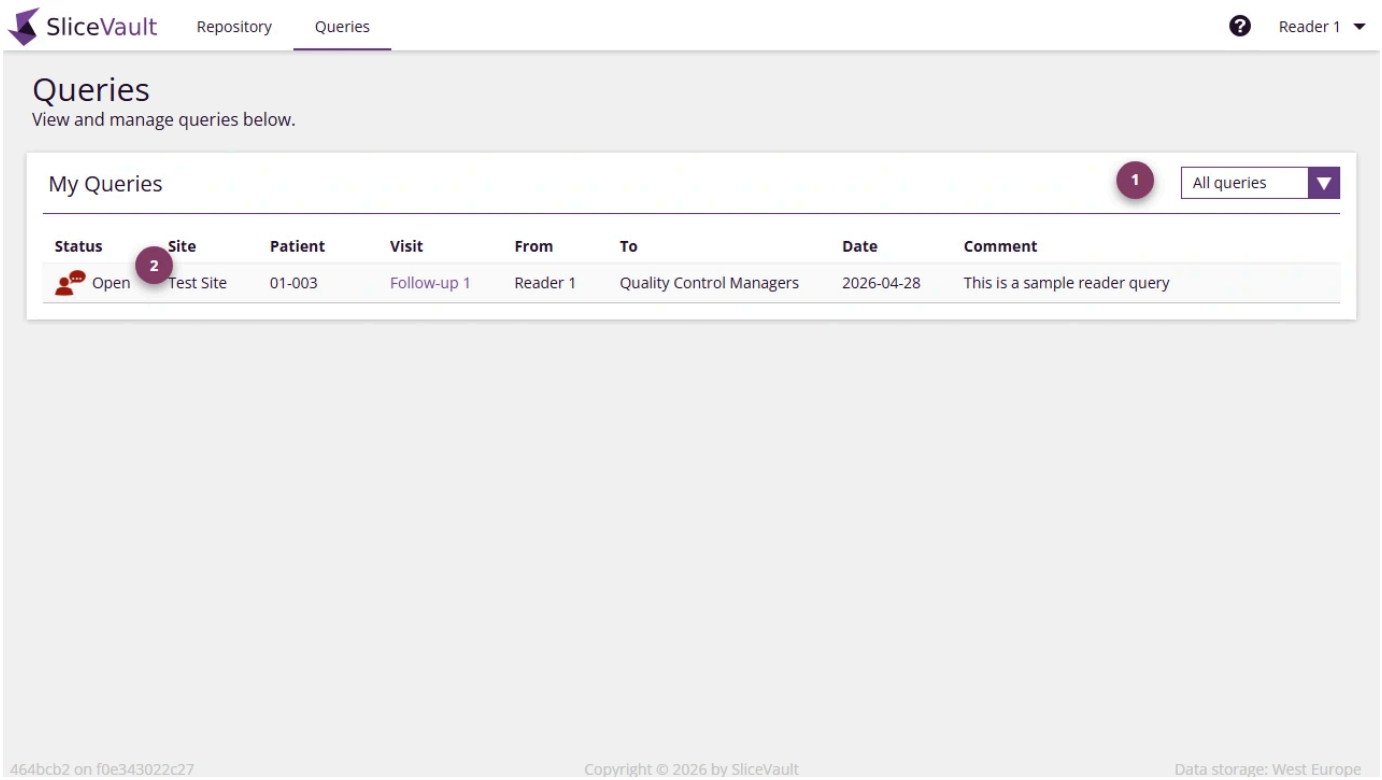
For the shared query mechanics in SliceVault, see Queries in SliceVault.

Where You Normally See Queries

Readers usually track queries from the repository, the query list, or the viewer.



1. In the repository, use **1** to spot visits with an open query.
2. Use **2** to open the query list directly from the repository.

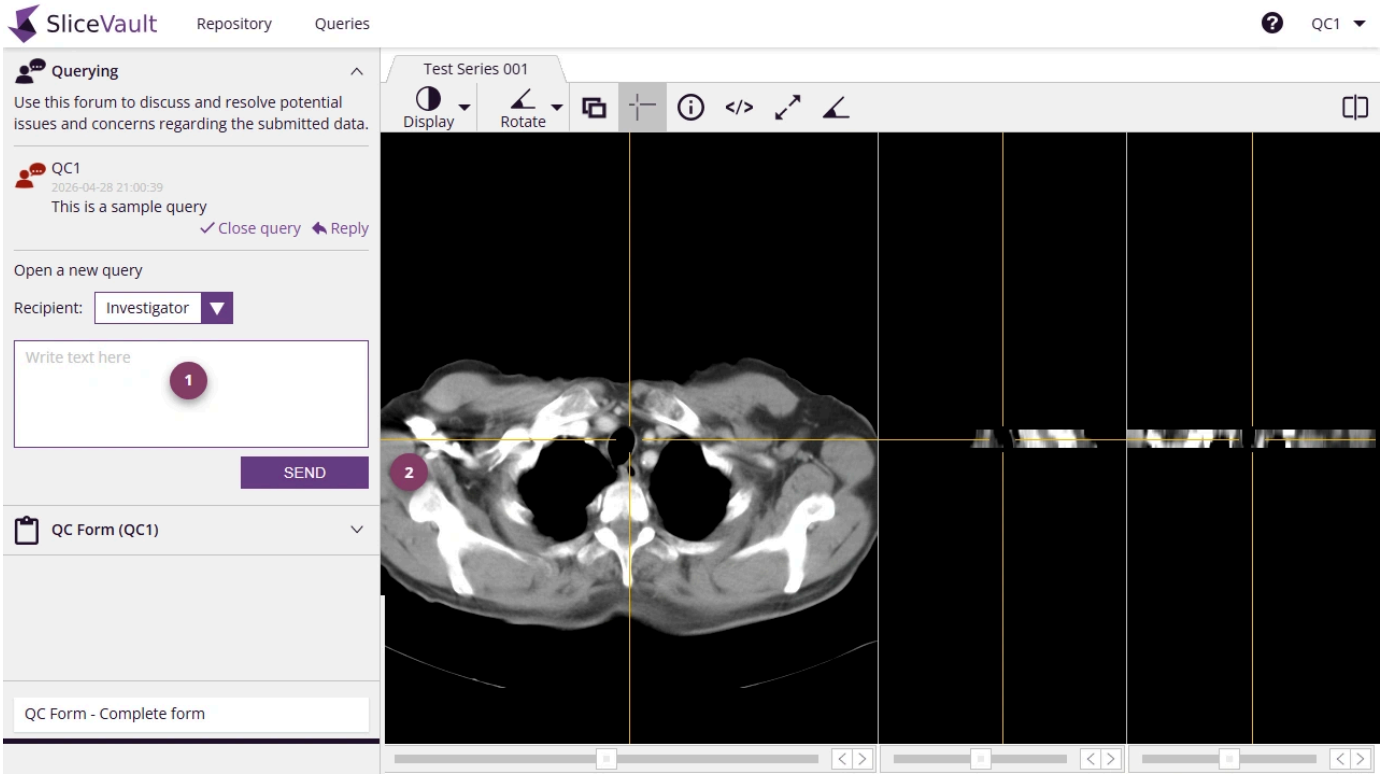


1. Use **1** to filter query status.
2. Use **2** to review the available queries.

Your Main Tasks

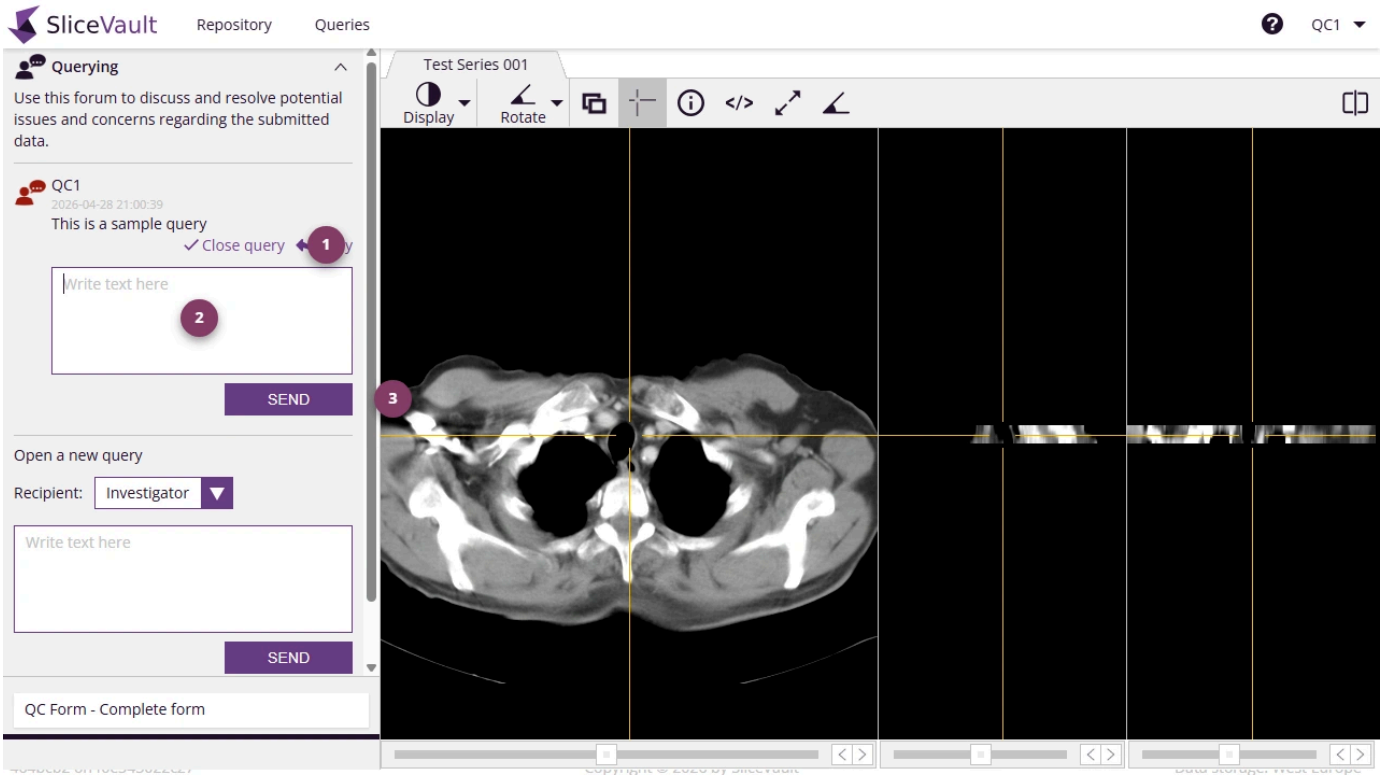
Open a Query

If the issue blocks your assessment, open a query from the viewer.



1. Use **1** to choose the recipient.
2. Use **2** to enter the query description.
3. Click **Send**.

Reply to a Query



1. Use **1** to open the reply action for the relevant query.
2. Use **2** to review the existing query conversation.
3. Use **3** to enter your response and click **Send**.

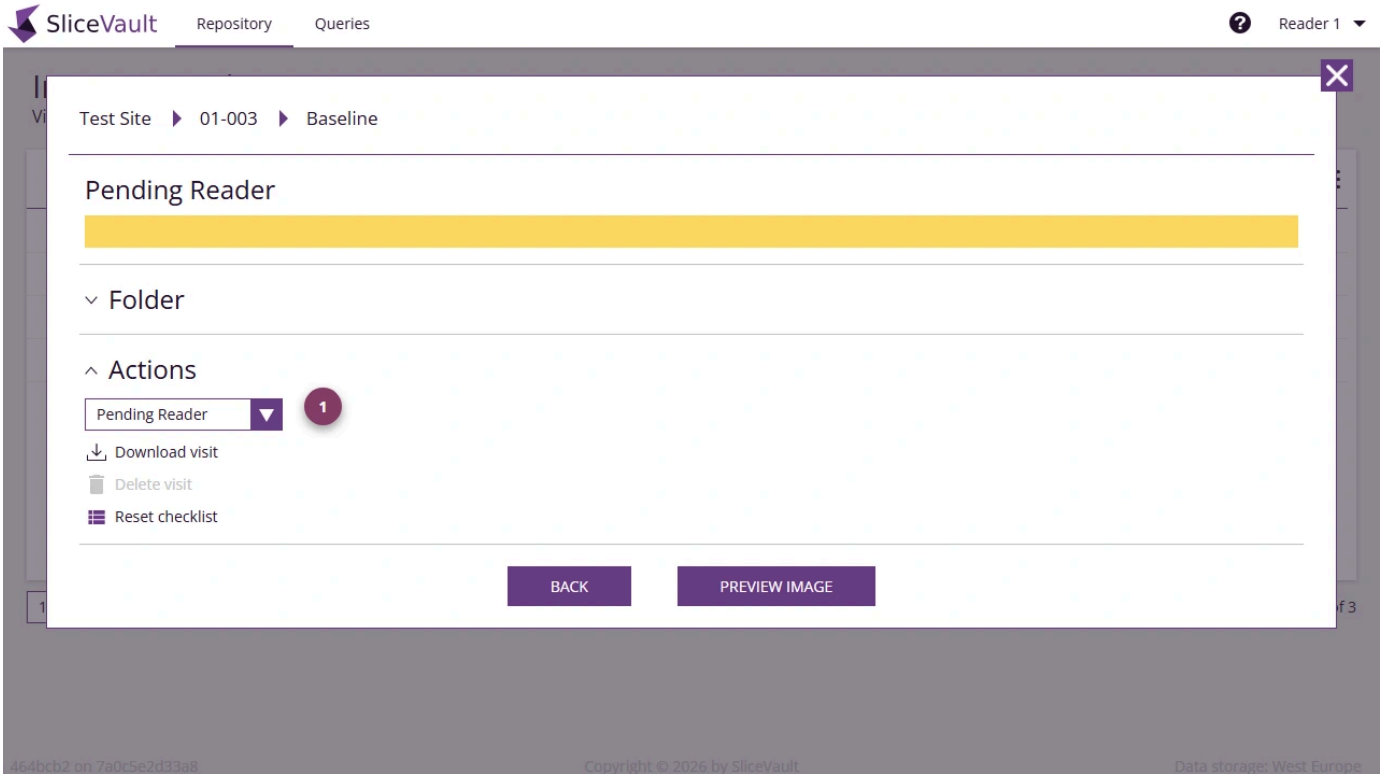
Readers usually cannot close the query themselves. If the issue is resolved, the Quality Control Manager or project team normally closes it.

If a query is resolved but the visit still cannot be finalized, see Why can't I complete the assessment?.

support.slicevault.com/reader/complete

Complete Assessment

After the Reader form is complete, return to the Visit Dashboard and update the visit status.



1. Use **1** to select the Reader outcome.

- **Approved by Reader** means the assessment is complete.
- **Rejected by Reader** is used only when the visit cannot be completed in its current state.

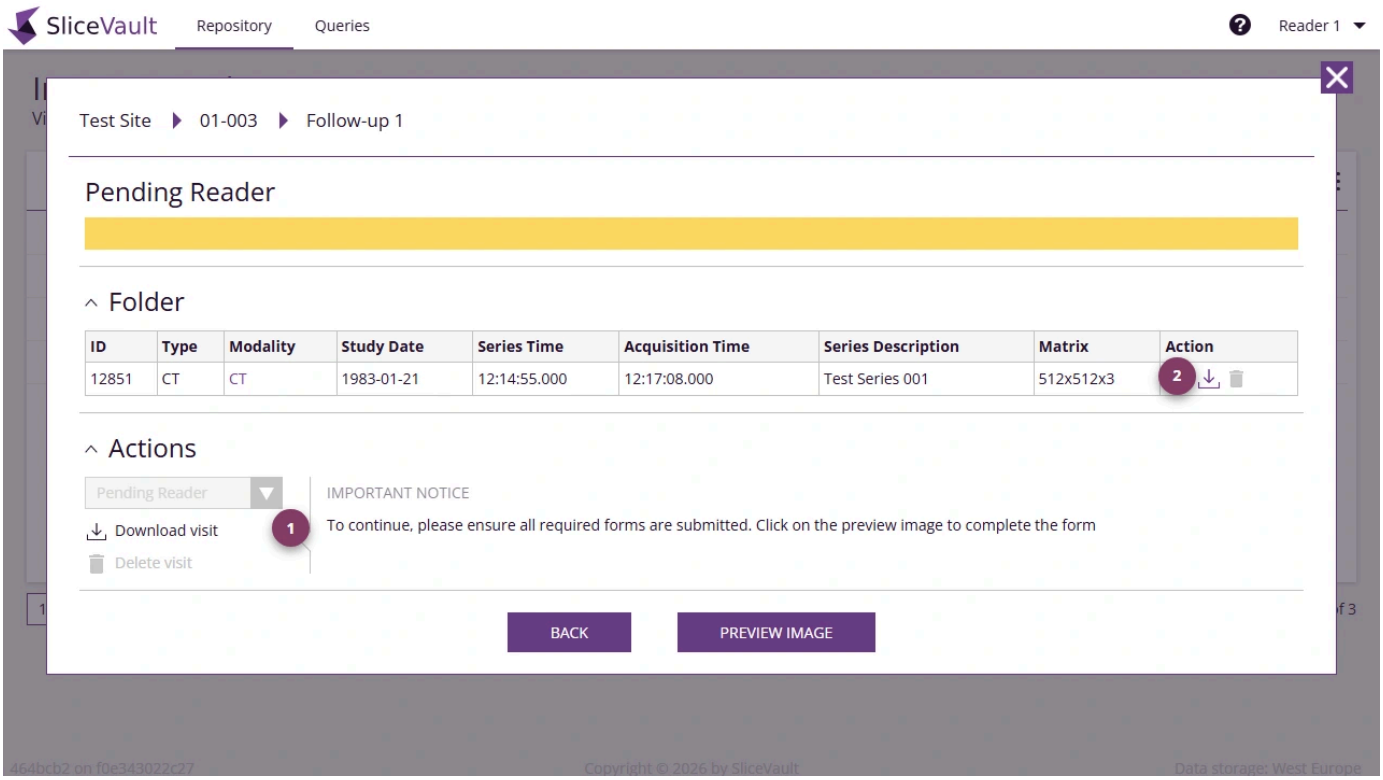
If prompted, please complete the electronic signature process before proceeding.

If the status you need is not available, or the visit is still blocked, see Why can't I complete the assessment?.

support.slicevault.com/reader/download

Download Data

You can view and download data directly from the Visit Dashboard. You can download the entire visit or individual images depending on your needs.



1. Use **1** to download the full visit package from the Actions section.
2. Use **2** to download an individual file from the Folder section.

If the download options are not available for the visit you opened, first confirm that you are on the correct visit and that the study allows Reader downloads.

For repository reports and shared export concepts, see Reports and Exports.

support.slicevault.com/monitor/repository

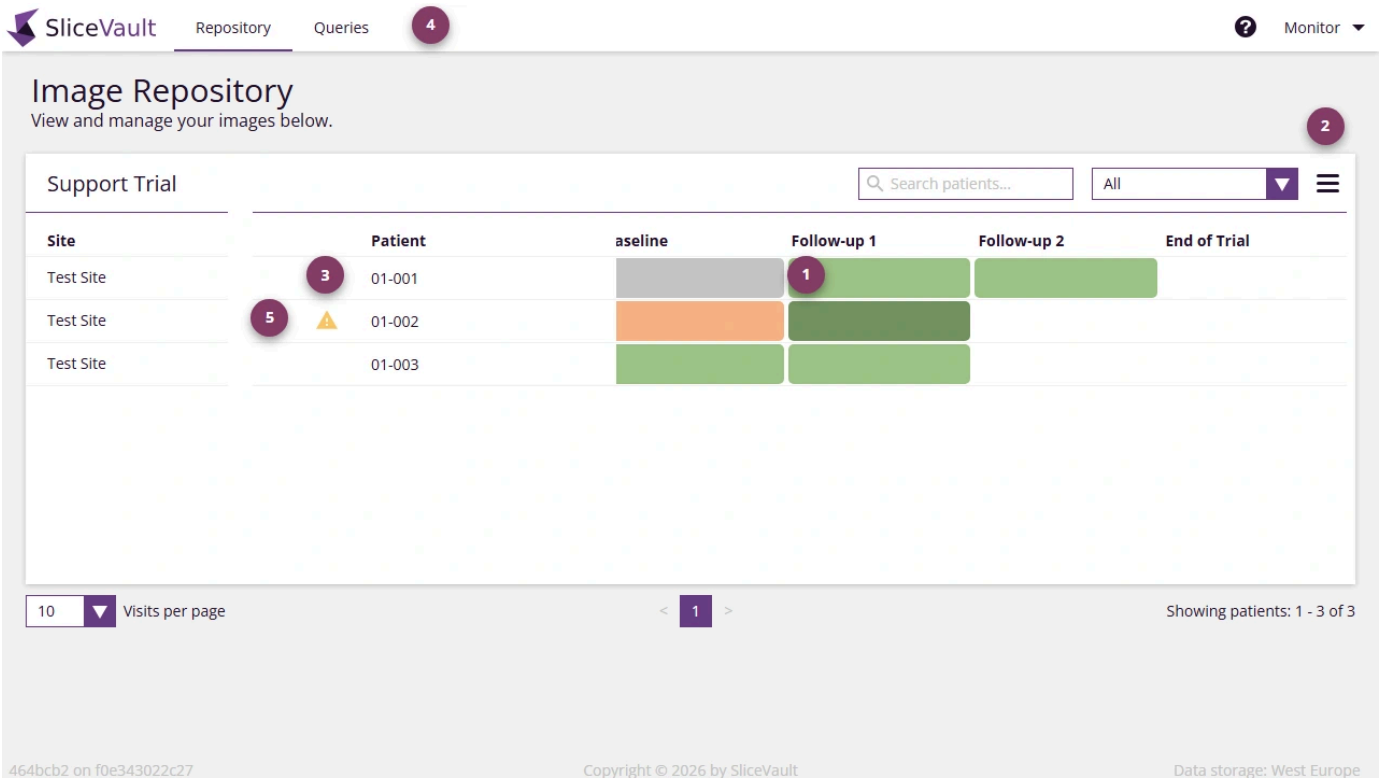
Study Repository

The repository is the main oversight view for Monitors and Project Managers. It shows which patients and visits exist, where each visit is in the workflow, and where follow-up may still be needed.

Each row in the repository represents a patient, while each column corresponds to a study visit. Use this page to understand which visits exist, what status they are in, and which ones require follow-up.

Patient List

The patient list provides a complete overview of available data in SliceVault. Its columns are customized for each clinical trial and may differ from the example below.



1. Use **1** to open the Visit Dashboard from the colored square in the repository.
2. Use **2** to open repository-level filters and menu actions.
3. Use **3** to identify the patient row you want to review.
4. Use **4** to open the query overview for the trial.
5. Use **5** to spot attention markers such as enrollment or upload warnings.



When this warning is displayed an error has occurred during data upload and as a result SliceVault is not able to display the uploaded data correctly.

Filter and Focus Your Review

Use the repository controls when you need to:

- focus on visits in a specific workflow state
- find patients that still require monitor or project manager action
- identify where forms, queries, or alerts are present

The repository menu and filters are especially useful in larger studies where many sites and visits are active at the same time.

Visit Status and Color Indicators

The colored squares in the study repository indicate the status of each visit:

White: No data uploaded to the visit.

Gray: Data has been uploaded, but the visit has not yet been submitted and is not accessible to you at this stage.

Light Green: Quality control review is finalized and visit is approved.

Dark green: Assessment completed by all Readers.

Red: Visit is rejected by either QC 1, QC 2 or Reader.

These color codes provide a quick visual summary of each visit's status, helping you easily identify any missing data or actions required. The colored squares, the visits, can also be home to different icons, and these icons are visible when there is something in particular you should be aware of.



The query sign is shown when a visit has an open query.



The form sign is shown when you have not yet completed a mandatory Monitor or Project Manager form.

The deadline alert sign is shown when the deadline has passed for completing your form (if required). Depending on the trial you will typically have a given number of days to complete your form (if required).

Next Step

Once you have identified the visit you want to inspect, click the colored square to open the Visit Dashboard.

For the visit-level review flow, including forms, documents, downloads, and Preview Image, see Review Forms and Documents.

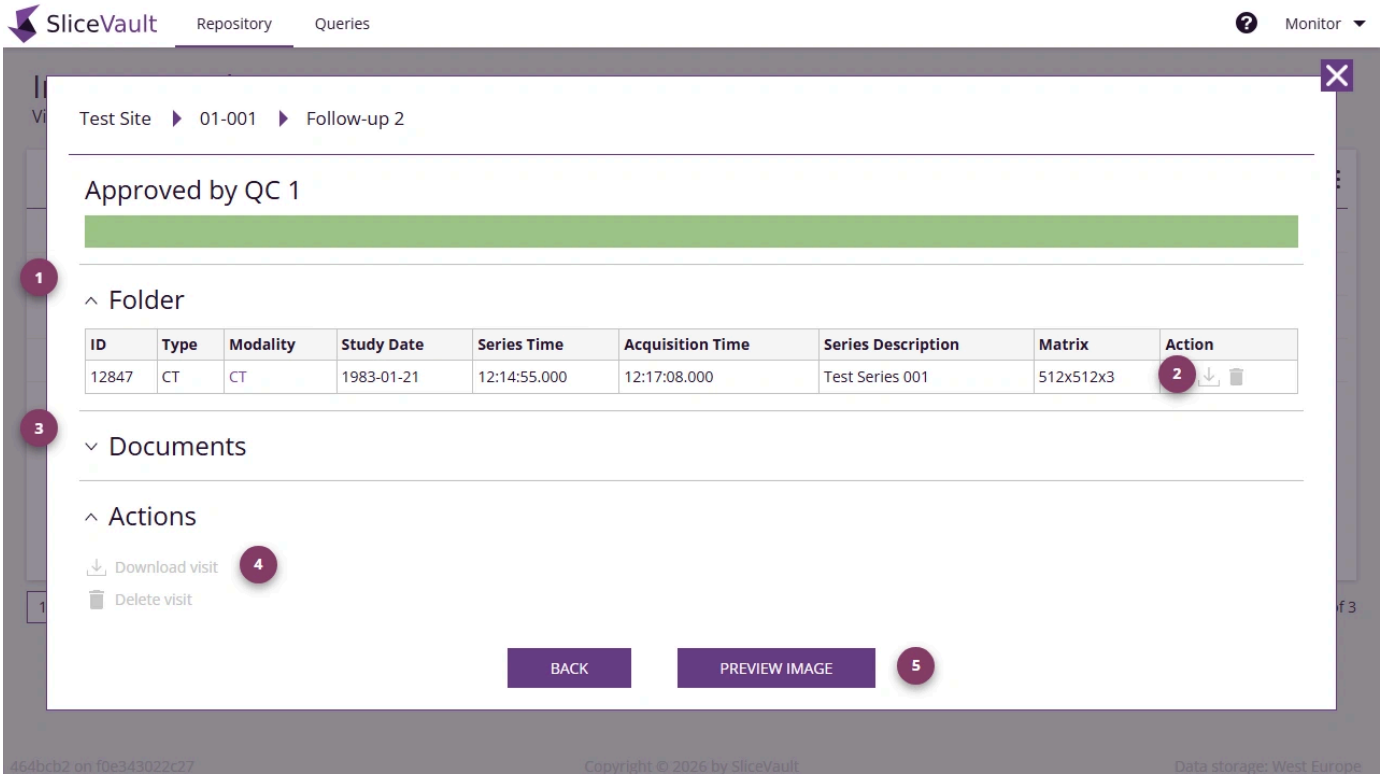
support.slicevault.com/monitor/forms-documents

Review Forms and Documents

Monitors and Project Managers often need to verify what has already been submitted for a visit rather than upload new data. In SliceVault, that review usually happens from the Visit Dashboard.

Open the Visit Dashboard

From the repository, click the colored square for the patient and visit you want to inspect.



The Visit Dashboard is the main place to review:

1. Uploaded image series in the **Folder** section.
2. Individual image-level actions.
3. Generated PDFs and completed records in the **Documents** section.
4. Visit-level download options in the **Actions** section.
5. Full image and form context through **Preview Image**.

Review Completed Forms

If the study includes forms for your role, or if you need to inspect forms completed by other users, click **Preview Image** to open the DICOM Viewer. This gives you access to the visit in context, including associated forms and images.

Review Documents

Use the **Documents** section to open or download visit-level PDFs and other generated outputs. This is useful when you need to confirm what has already been completed without changing the workflow status.

Download Data

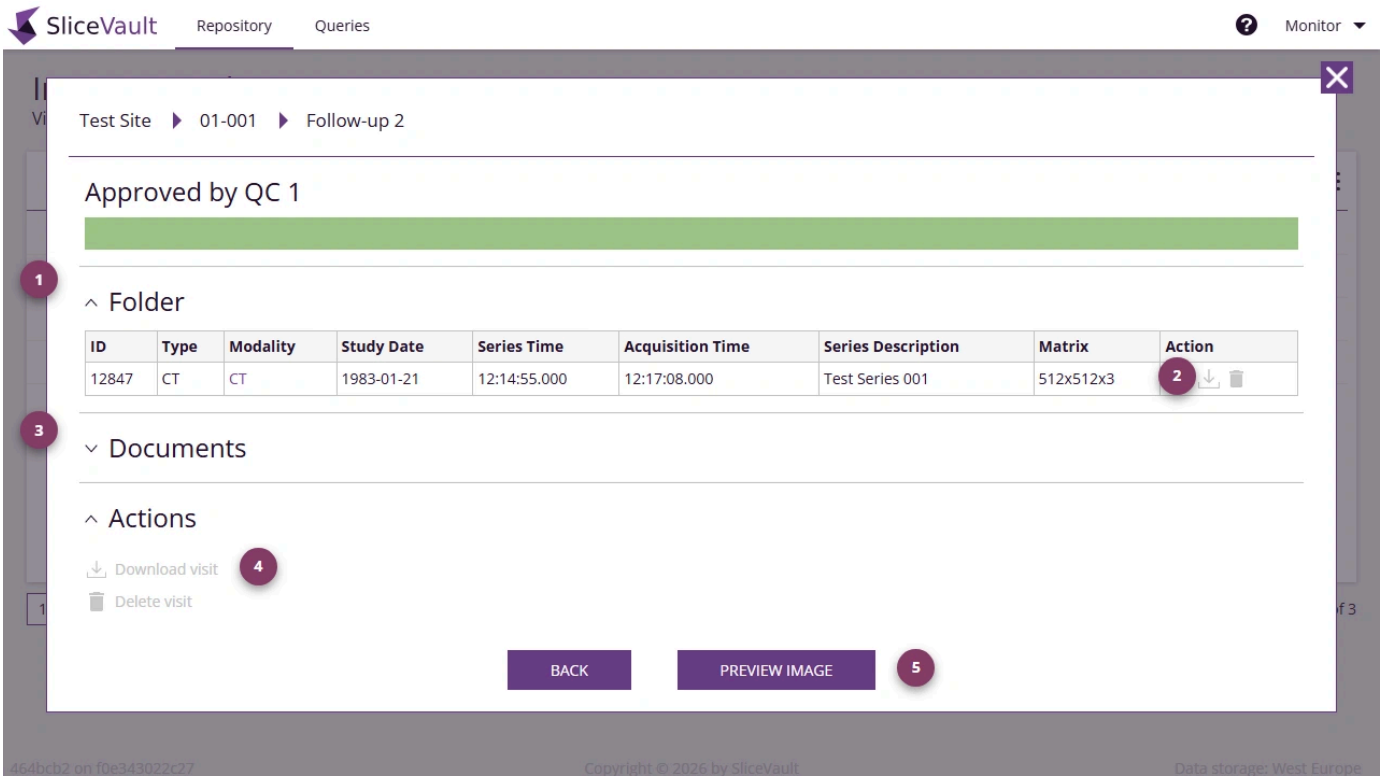
If you need to export the visit or download individual files after approval by a Quality Control Manager, continue to Download Data.

If expected forms or documents are missing, see Why are forms or downloads still unavailable?.

support.slicevault.com/monitor/download

Download Data

You can view and download data directly from the Visit Dashboard. You can download the entire visit or individual images depending on your needs after approval by a Quality Control Manager.



1. Use **1** to review uploaded image series in the **Folder** section.
2. Use **2** to use individual image-level actions, including file download.
3. Use **3** to review generated PDFs and completed records in the **Documents** section.
4. Use **4** to use visit-level download options in the **Actions** section.
5. Use **5** to open **Preview Image** for full image and form context before downloading.

If you need to inspect the visit before downloading, see Review Forms and Documents.

If download options are missing or nothing has been generated yet, see Why are forms or downloads still unavailable?.

For repository reports and shared export concepts, see Reports and Exports.

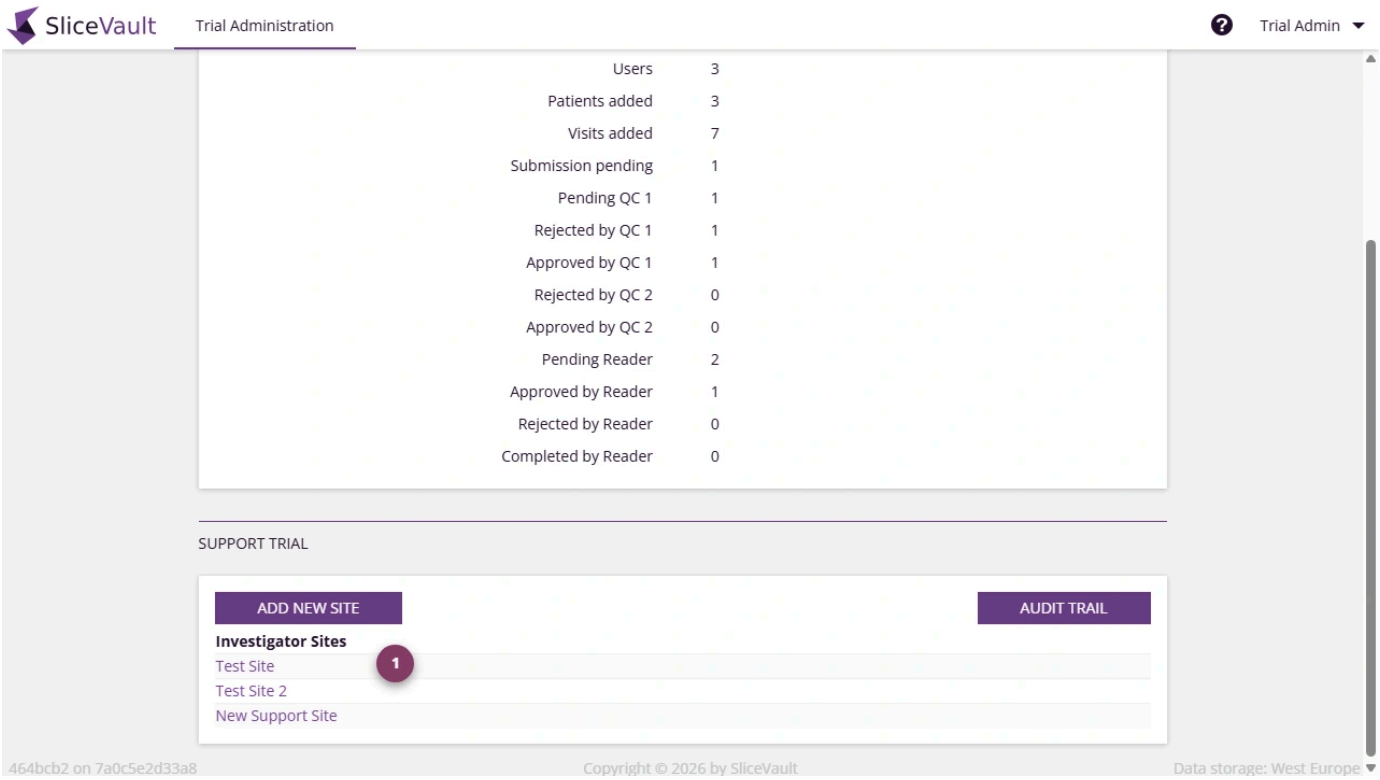
support.slicevault.com/admin/manage-sites

Manage Sites

After creating a site, you can manage its configuration, access rules, and investigator permissions from the site editor.

Access the Site Editor

From the trial administration dashboard, you can open the configuration page for any existing site by clicking on its name. This page allows you to adjust how the site operates within the trial, including patient ID handling, site details, access control, and investigator permissions.



1. Use **1** to open the site you want to edit.

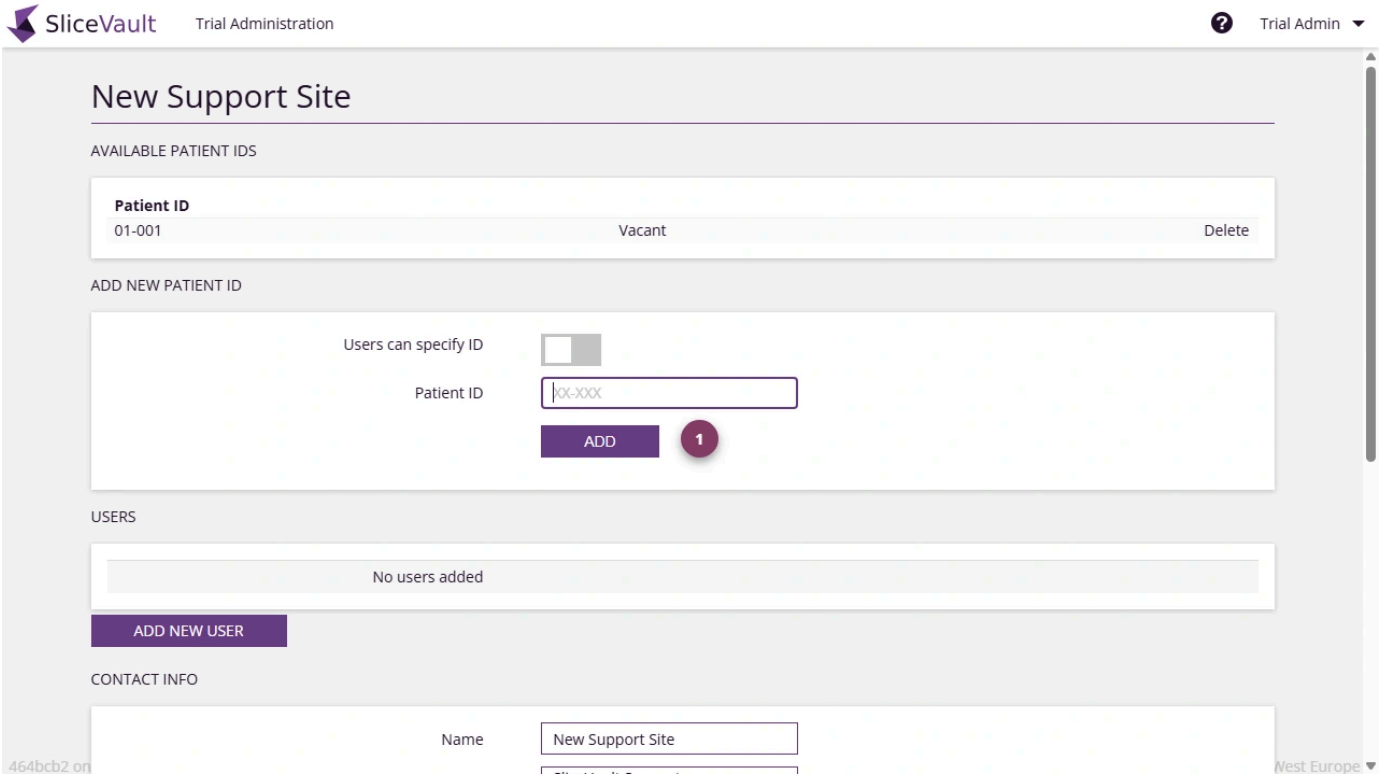
Patient IDs

You control how Patient IDs are assigned at each site. A site must have at least one active method for assigning Patient IDs in order to add patients. You can configure one or both of the following:

- **Pre-assigned Patient IDs**
  Create a predefined list or range of IDs. Investigators select an available (vacant) ID from a dropdown when uploading data. This ensures consistent formatting and prevents duplicates.
- **Investigator-defined Patient IDs**
  Allow investigators to manually enter a Patient ID. The entered ID must follow the project-specific syntax defined for the trial.

Both options can be enabled at the same time, giving investigators the choice between selecting from the list or entering a valid ID manually.

> **Important** The ability to create new patients and upload data is disabled if there are no vacant predefined Patient IDs and manual entry of Patient IDs is not enabled. At least one of these options must be active for the site to add new patients.



1. Use **1** to add or manage pre-assigned Patient IDs for the site.

Contact Information

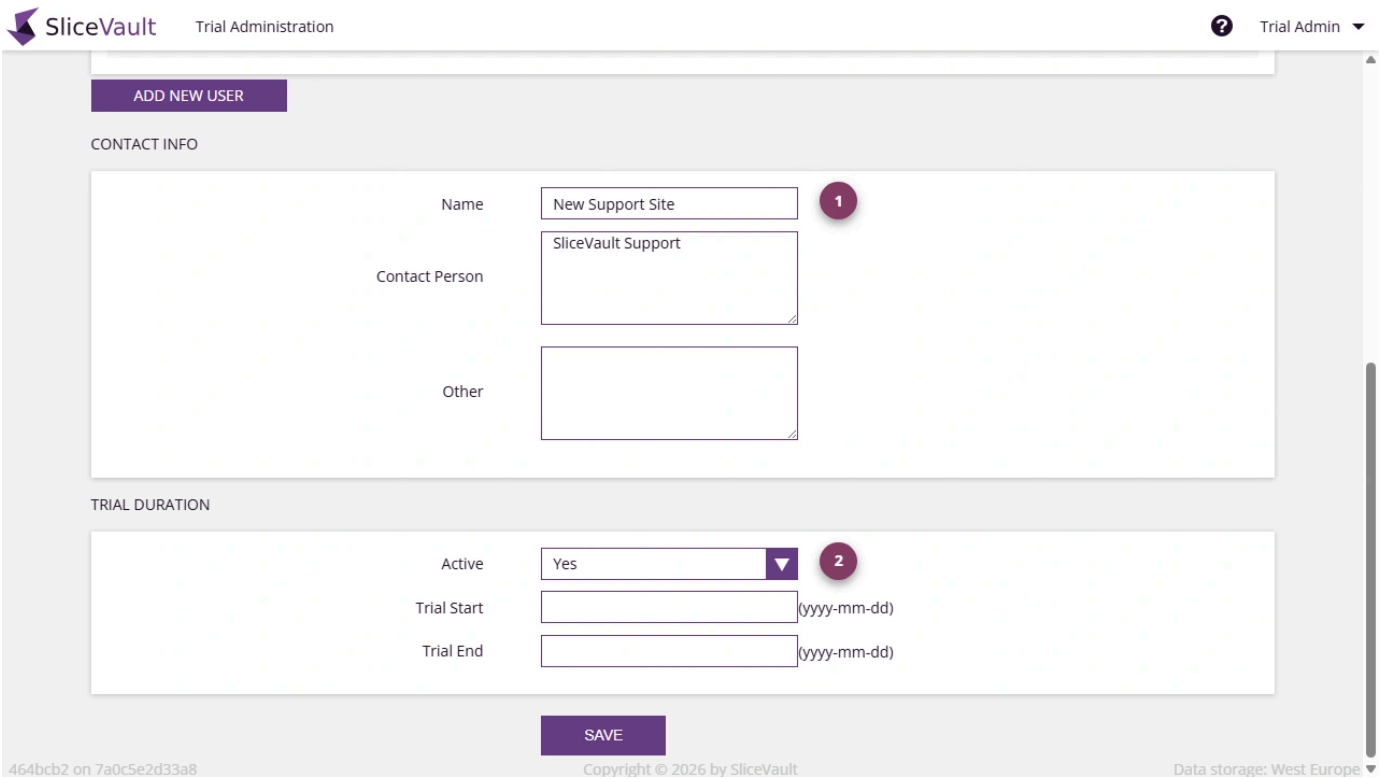
You can update the site name, edit the primary contact, and add additional contacts if required.

Site Access Logic

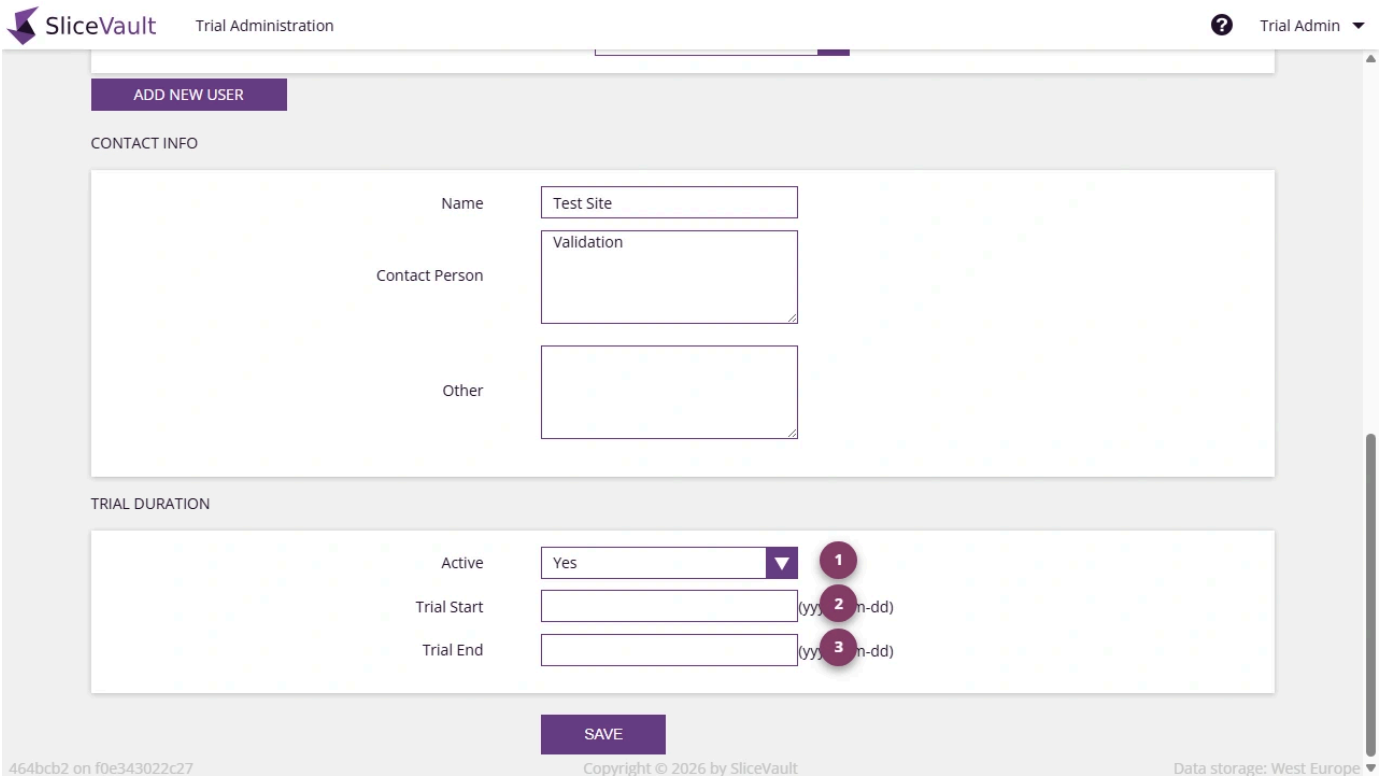
Each site has a status that controls whether its users can log in to SliceVault. Access is determined by two conditions working together:

- The site must be active
- The current date must fall within the trial start and trial end dates

Only when both conditions are met can users from the site log in.



1. Use **1** to review the lower site details section.
2. Use **2** to review the site activation setting.



1. Use **1** to activate or deactivate the site.
2. Use **2** to set the access start date.
3. Use **3** to set the access end date.

How This Works in Practice

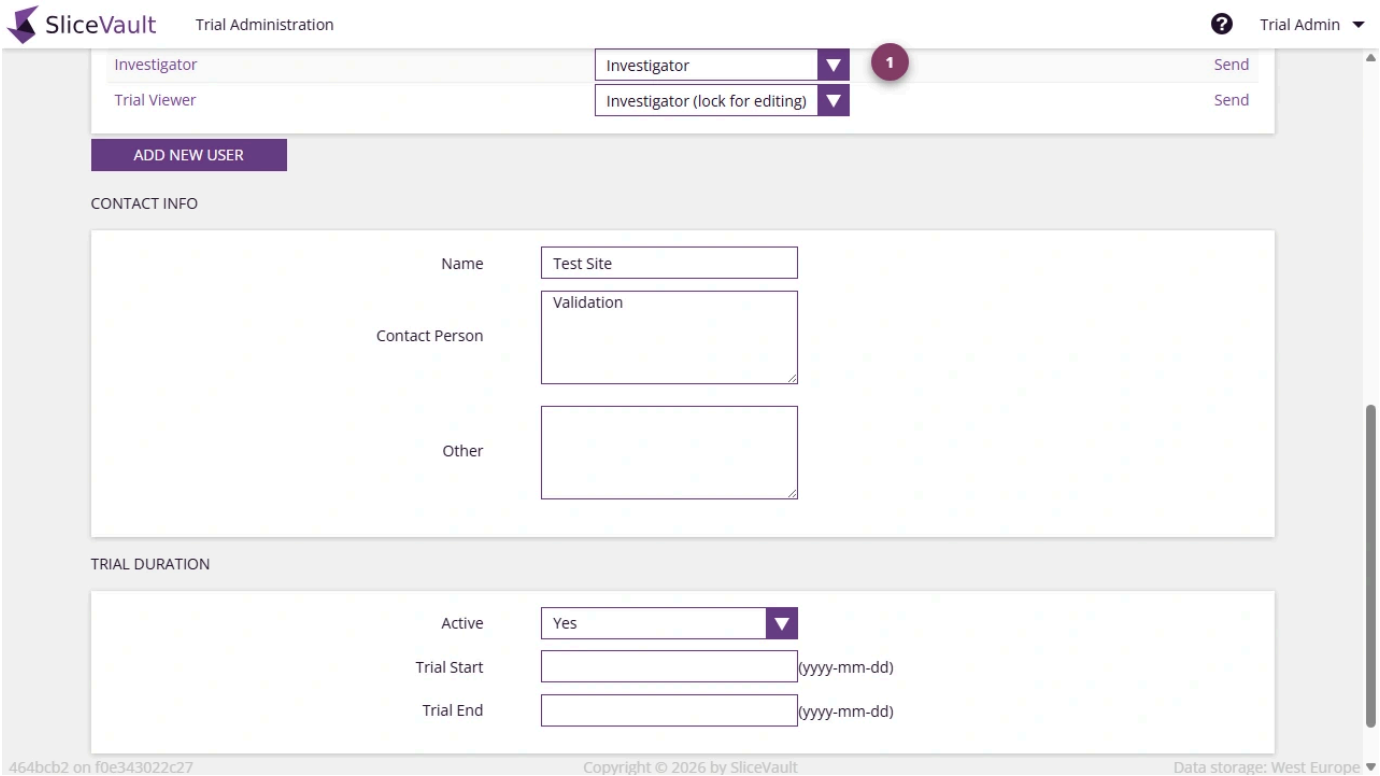
- If a site is active, users can log in only during the defined trial date window
- If a site is inactive, users cannot log in, regardless of the trial dates
- When the trial end date is reached, the system automatically sets the site to inactive to block access

> **Users cannot log in after extending trial dates**: Changing or extending the trial end date alone does not re-enable access. If a trial end date has already passed and you want to allow users to log in again, you must set a new future trial end date and manually set the site to active. If the trial dates are in the future but the site remains inactive, users will still be unable to log in.

For a focused troubleshooting guide on restoring site access, see Why can't a whole site access the study?.

Investigator Access Levels

Configure how investigators can interact with the site and its data.



1. Use **1** to set the investigator access level for the site.

Available access levels include:

- Investigator, who can upload data and complete forms
- Investigator (locked for editing), who has read-only access and cannot upload or complete forms
- Access revoked, where the user cannot log in to the repository

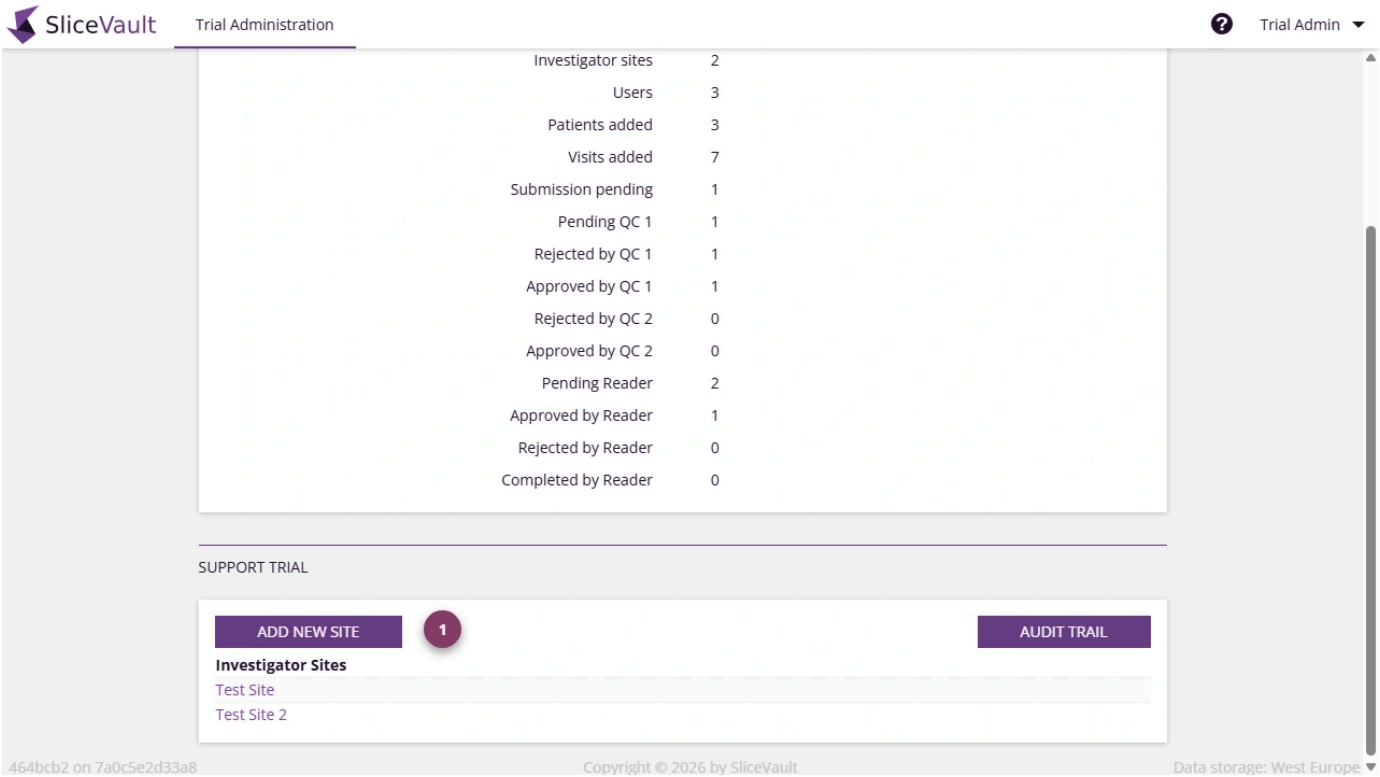
For user management details, including roles and permissions, see Manage Users.

support.slicevault.com/admin/create-sites

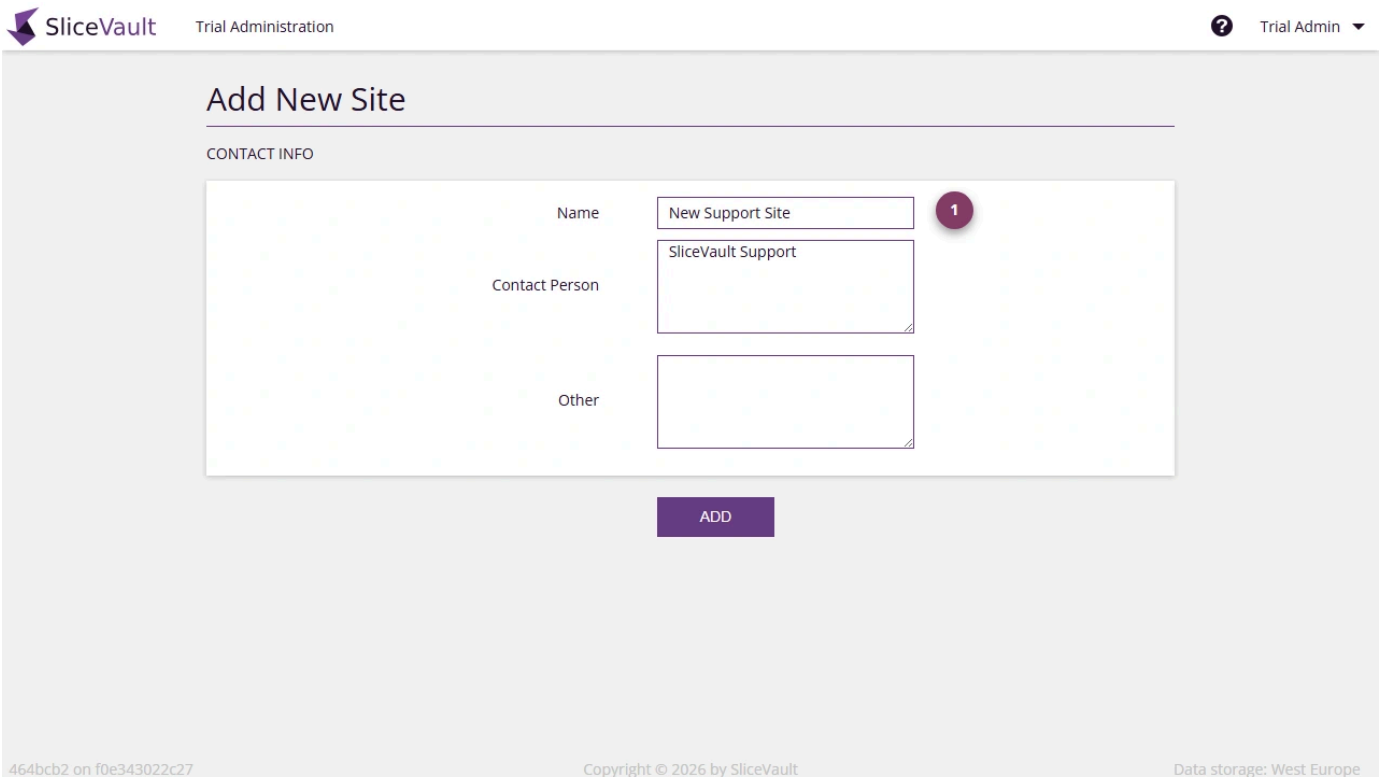
Create a Site

As a Trial Administrator, you set up and maintain investigator sites from the administration dashboard.

Add a New Site



1. Use **1** to open **Add New Site** from the trial administration dashboard.



1. Use **1** to complete the main site details and create the record.
2. Save the new site to open the site editor for further configuration.

After the site is created, continue to Manage Sites to configure patient ID rules, activation settings, and site access.

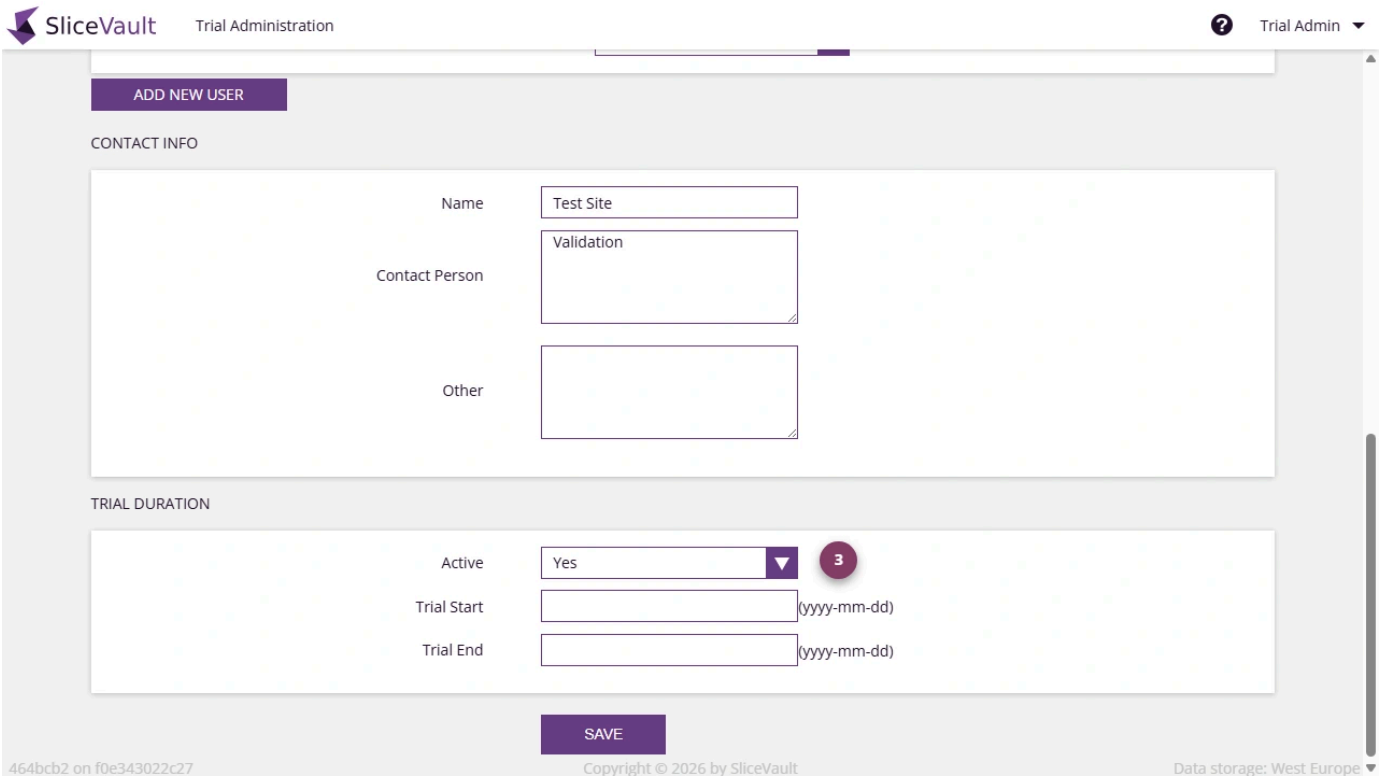
support.slicevault.com/admin/site-activation

Why Can't a Whole Site Access the Study?

If users at a site cannot enter SliceVault even though their credentials are correct, the cause is often the site activation settings. Trial Administrators control this from the site editor.

Check the Site Status

Open the site from Manage Sites and scroll to the activation settings.



1. Use **3** to confirm that the site is set to **active**.

A site can only be used when both of the following are true:

- the site is set to **active**
- the current date falls inside the configured trial start and trial end dates

Common Access Problems

The most common reasons users lose access are:

- the site was set to inactive manually
- the trial end date has already passed
- the trial dates were updated, but the site was not re-activated afterwards

If a trial end date has expired, extending the date alone may not be enough. After updating the dates, confirm that the site is also active.

When to Use This

Check site activation when:

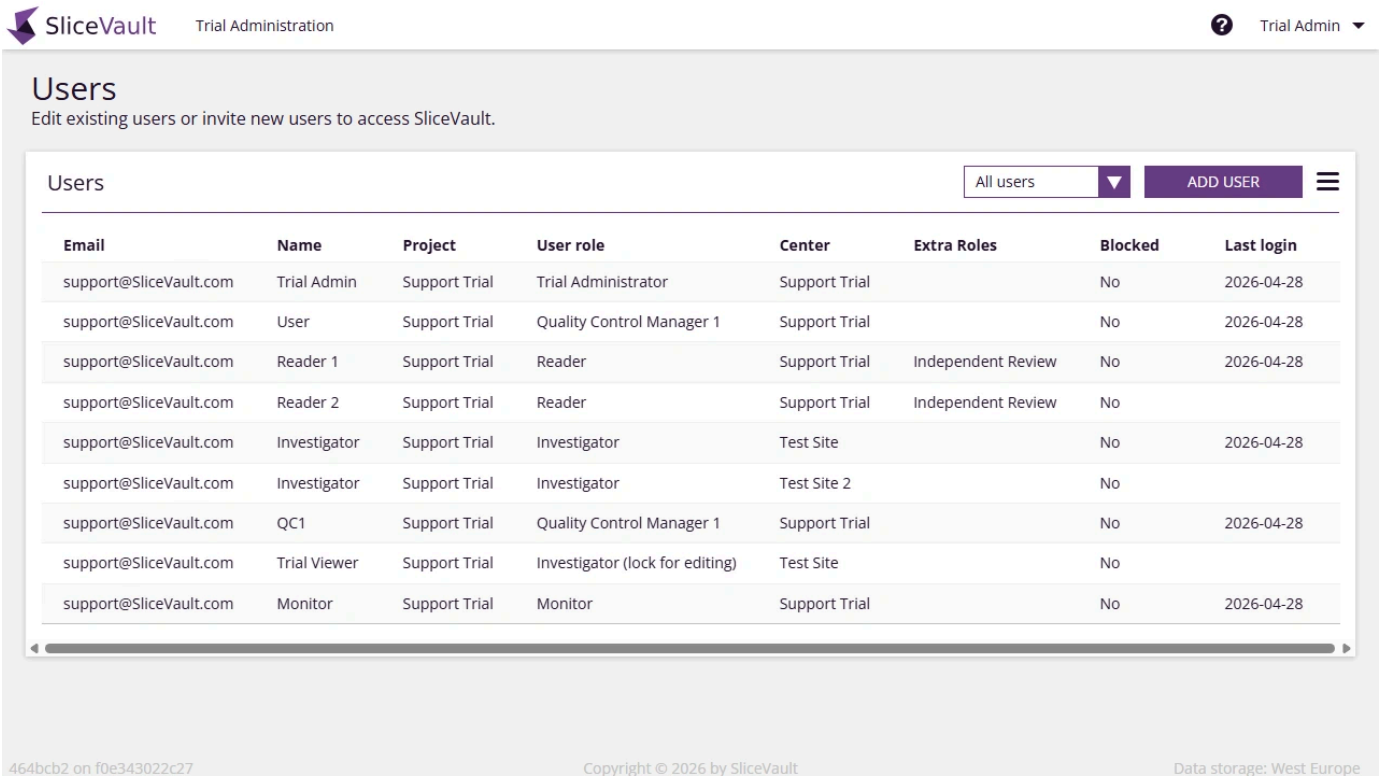
- a whole site reports that nobody can log in
- a user disappears from repository access after a study pause
- access should be restored for a site after extending study dates

For broader site configuration, including patient ID rules and investigator access levels, see Manage Sites.

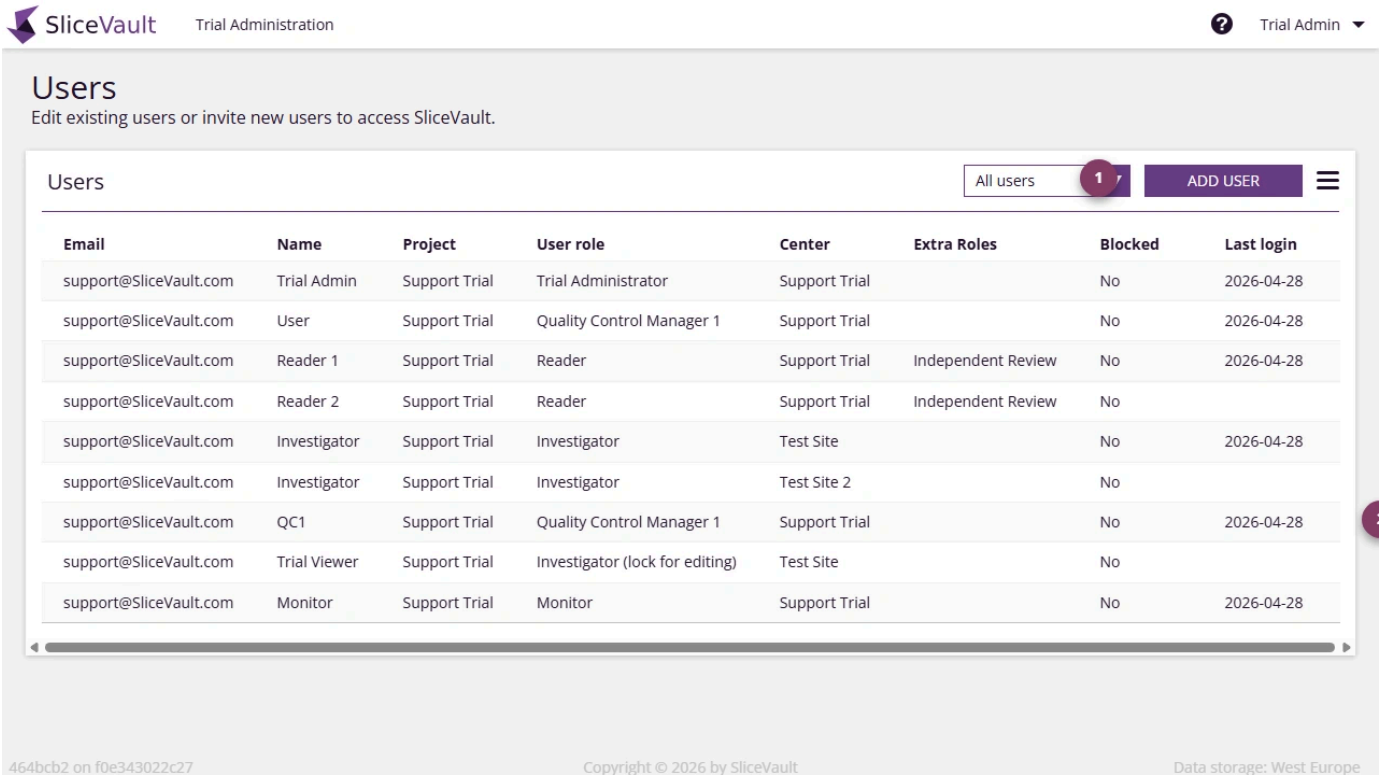
support.slicevault.com/admin/manage-users

Manage Users

As a Trial Administrator, you use **Manage Users** to create accounts, open existing users, adjust access, and reset passwords.

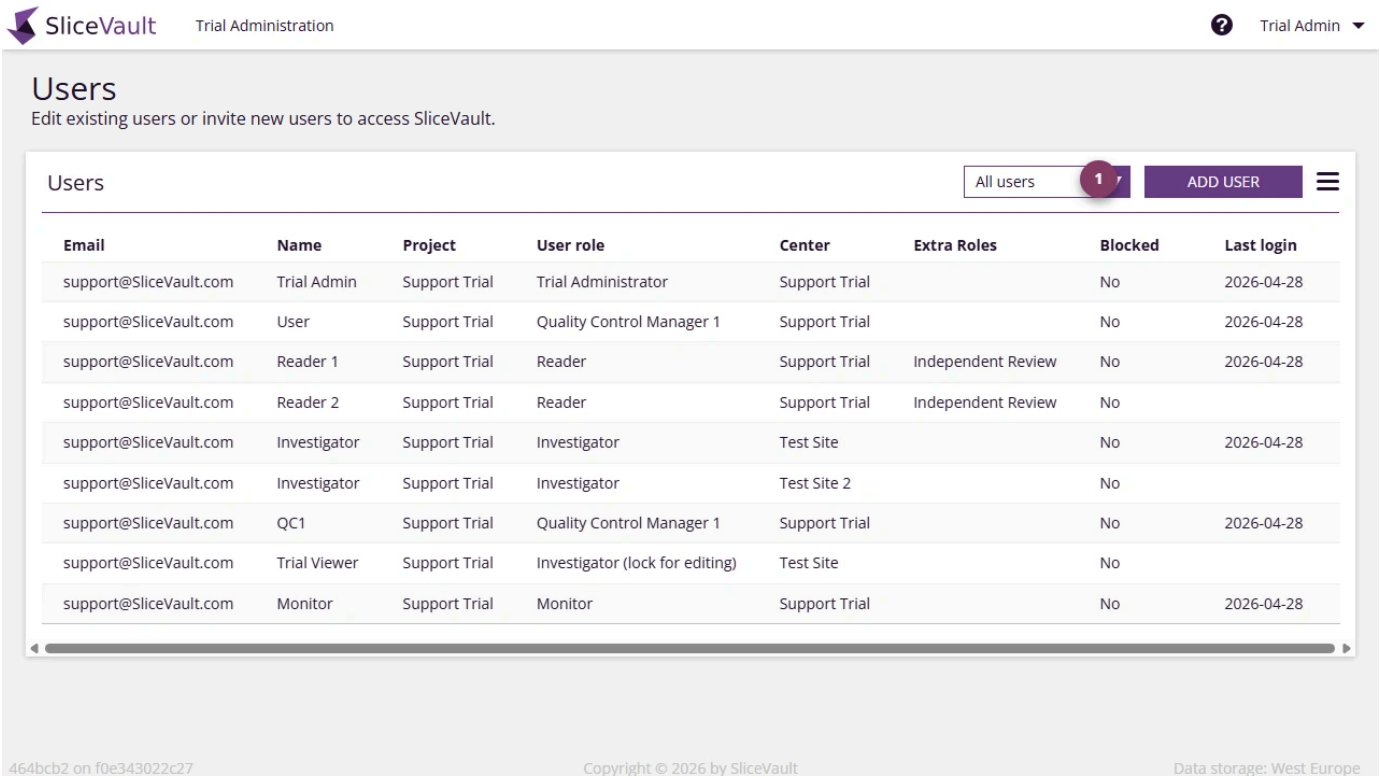


Main Actions on This Page



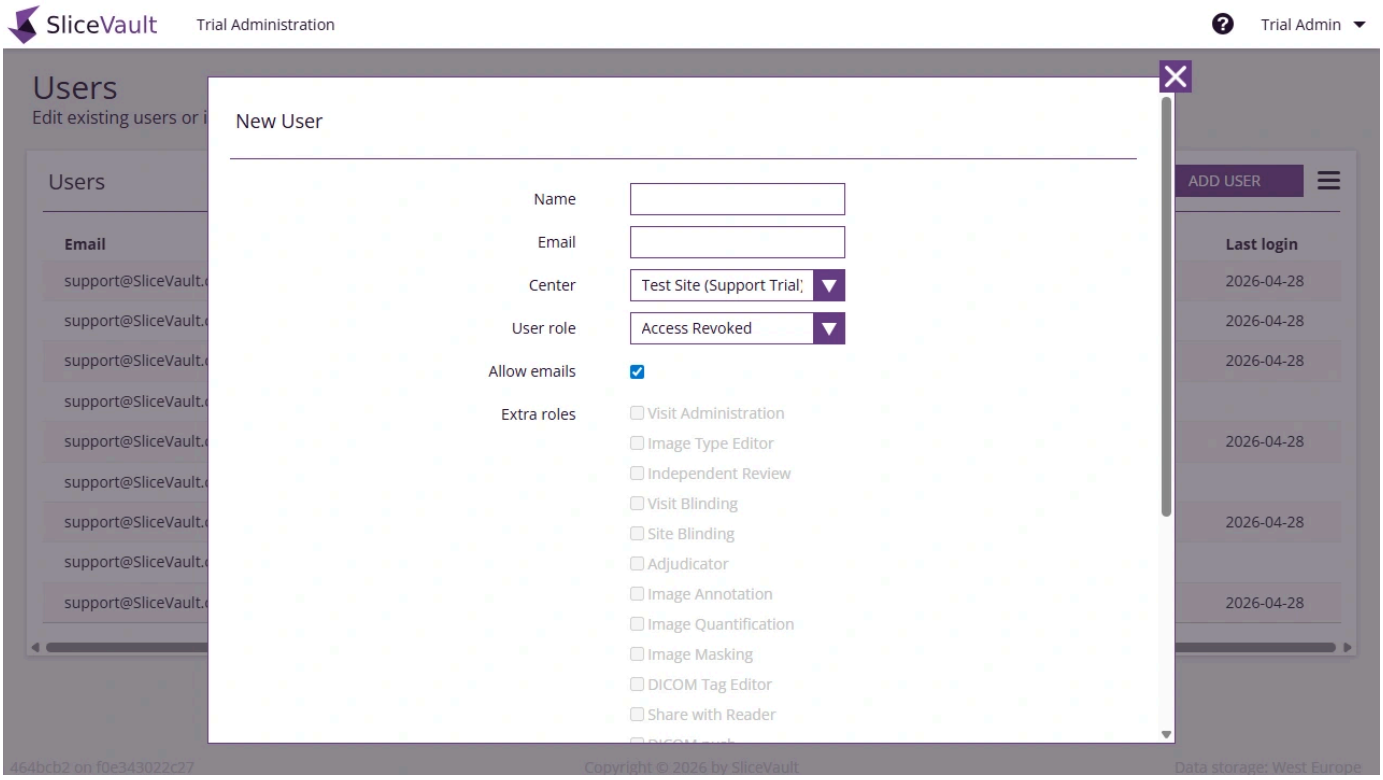
1. Use **1** to add a new user.
2. Use **2** to open an existing user and update their access.

Create a New User



1. Click **Add User** from the Manage Users page.
2. Enter the user details, assign the correct site, and choose the appropriate role.
3. Save the account so the user receives their invitation.

Each new user receives an automated email invitation with login credentials and instructions for accessing SliceVault.



> **Note** The email address and assigned site cannot be changed after the account is created. If either is wrong, create a new account instead.

Core User Roles

User roles define what actions a person can perform in the system.

- **Investigator**: uploads and submits imaging data, completes site forms, and responds to queries
- **Quality Control Manager**: reviews submitted data, performs QC checks, and manages queries
- **Reader**: assesses images that have passed QC and records study-specific results
- **Trial Administrator**: manages sites, users, and overall study access
- **Monitor / Project Manager**: oversees progress, compliance, and submitted outputs

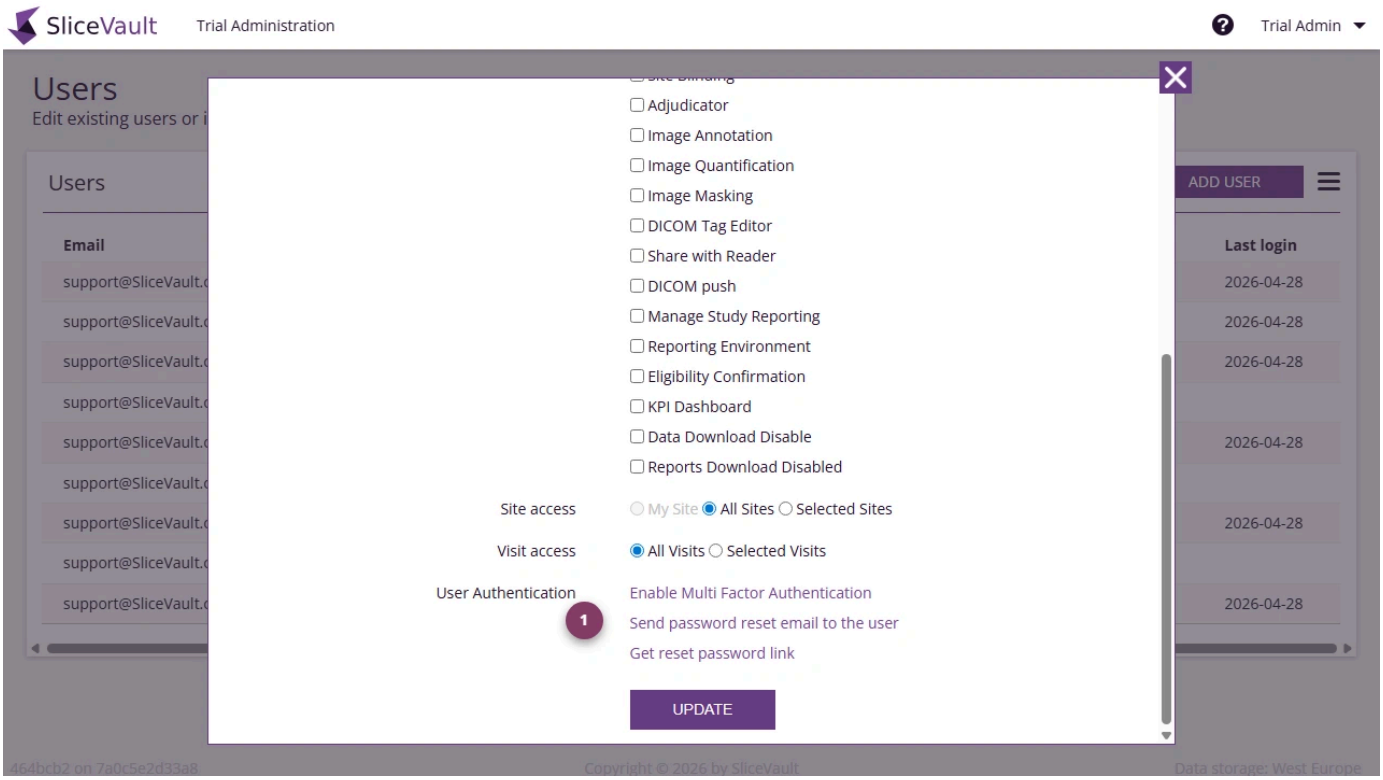
Add-on Features

Users can also receive add-on permissions for project-specific tasks such as DICOM tag editing, reader blinding, advanced QC support, or visit administration. Role changes and add-on permissions for an

existing user are managed from the user editor.

For the step-by-step edit flow, continue to Edit User Access.

Password Reset and Access Support



1. Use **1** to send a password reset email or generate a reset link for the selected user.

Use the user editor to send a password reset email or generate a reset link when the user cannot access their account. If email delivery is unreliable, you can share the generated reset link directly with the user.

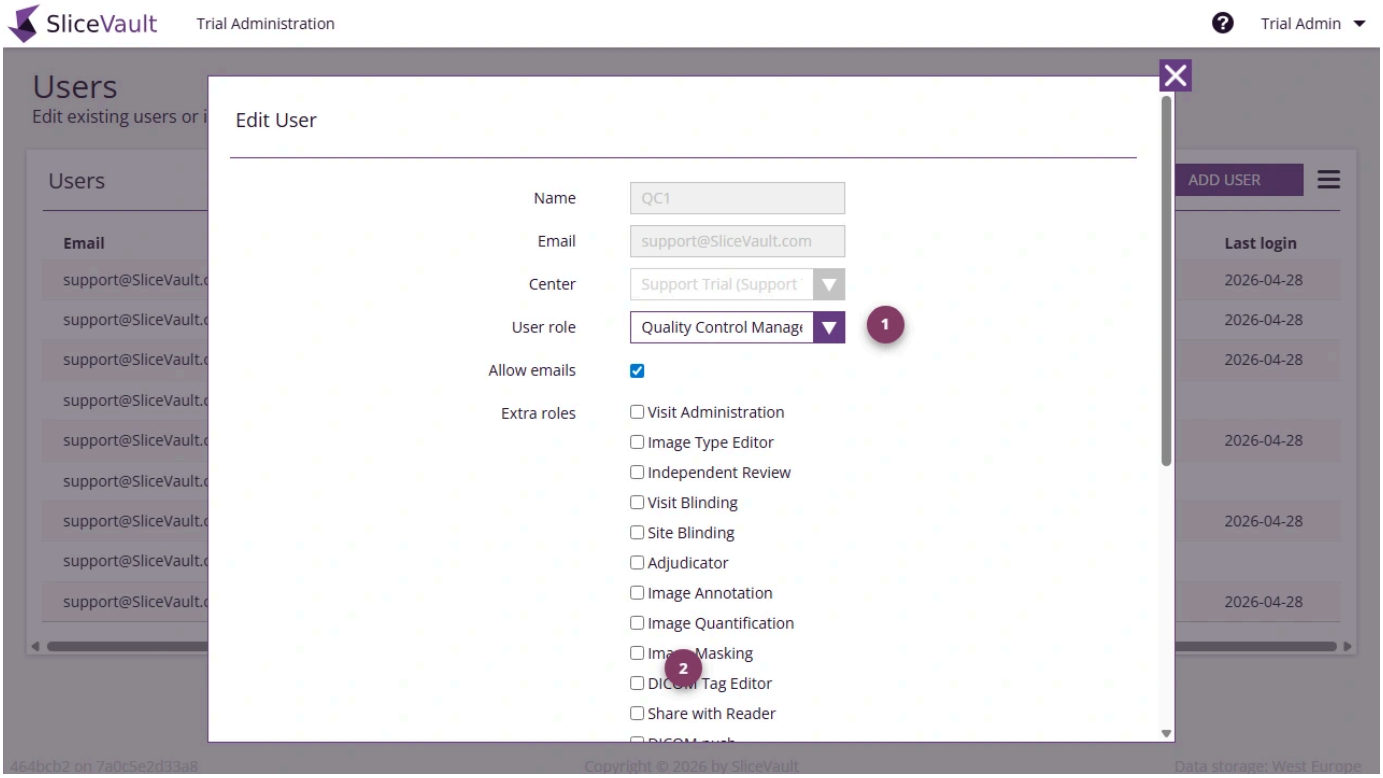
support.slicevault.com/admin/edit-user-access

Edit User Access

After a user has been created, Trial Administrators can return to the user editor to adjust roles, add-on permissions, and other study-specific access settings. This is the usual place to update access when responsibilities change during an ongoing study.

Open the User Editor

1. Go to **Manage Users** from the trial administration area.
2. Click the user you want to update.
3. Review the role and add-on settings in the user overlay.



1. Use **1** to change the user's primary trial role.
2. Use **2** to review or update add-on permissions.

Update Roles and Add-on Permissions

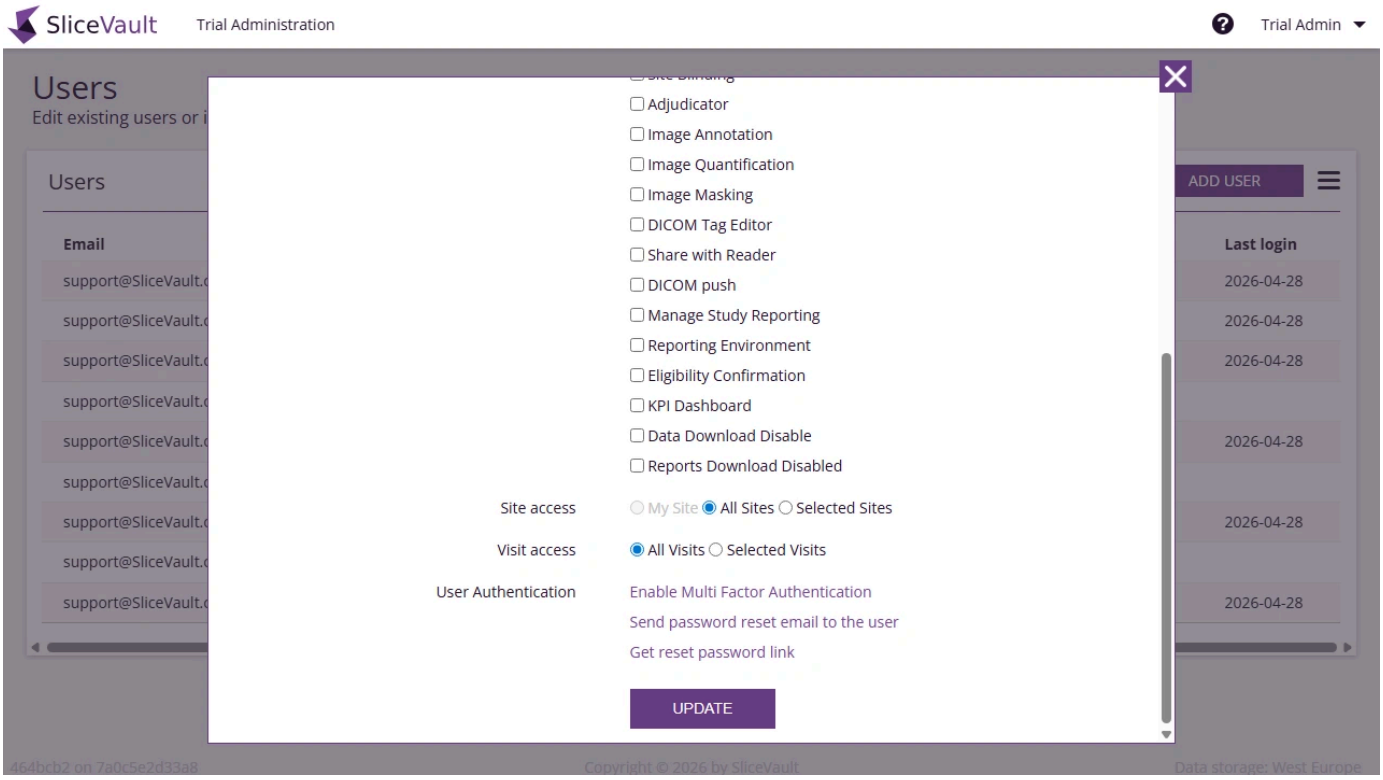
From the user editor you can typically:

- change the user's primary trial role
- grant or remove add-on features
- review whether the user should keep the same level of access for the current study

Make role changes carefully, especially in live studies, because they directly affect which workflow actions the user can perform.

Review Visit or Study-Specific Access

Some studies expose additional access controls further down in the user editor. These settings can be used to fine-tune what the user is allowed to see or work on inside the repository.



Use these lower-level access settings when a user should not have the same scope as everyone else with the same primary role.

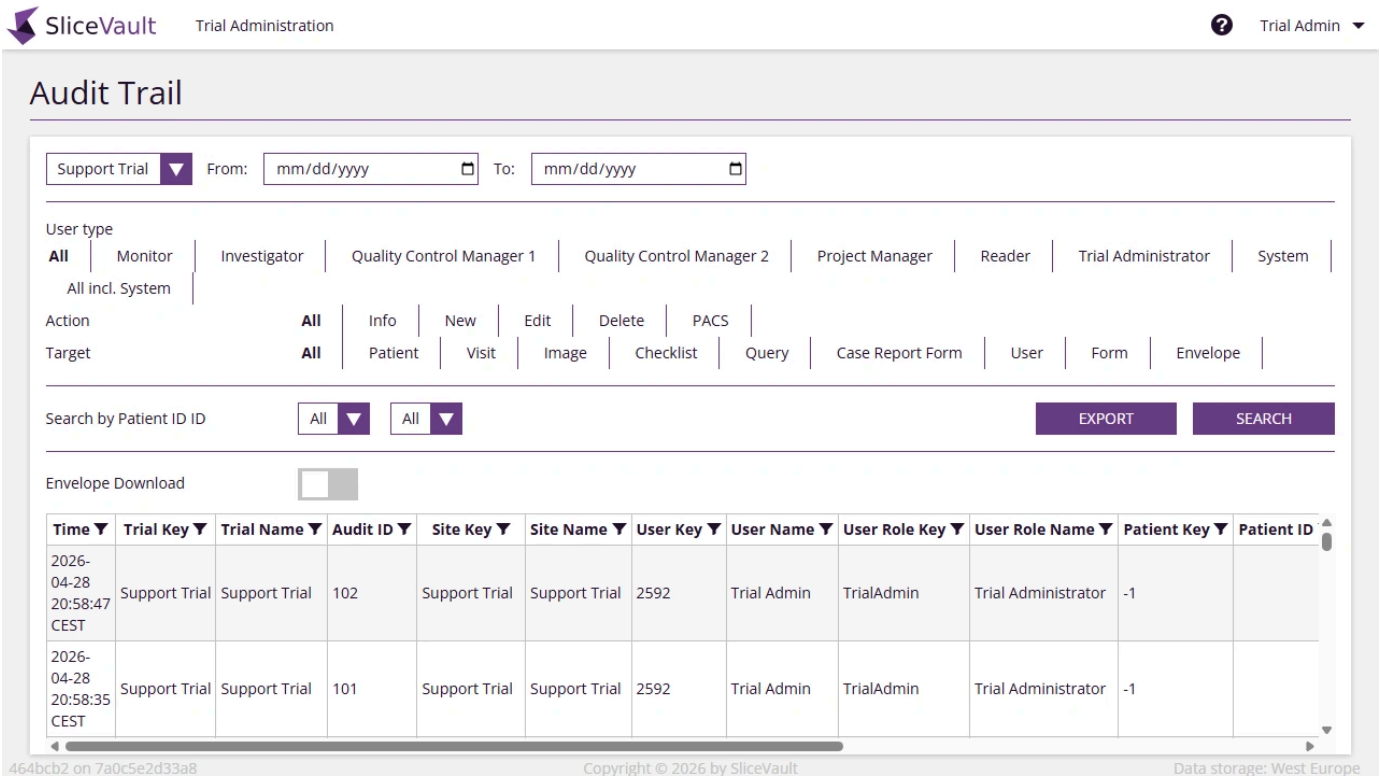
Related Tasks

- To create a brand new user, see Manage Users
- To reset a password from the same user editor, see Manage Users
- To control whether an entire site can log in, see Why can't a whole site access the study?

support.slicevault.com/admin/audit-logging

Audit Log

The audit log is a read-only, immutable compliance record accessible from the main trial administration site. It lists significant user actions across the system and supports investigation and reporting.



Use filters to focus on relevant events, then click **Search**.

- **Date Range** - limit results to a specific period
- **Event Type** - uploads, modifications, role changes, etc.
- **User** - activity by a specific user or group
- **Patient ID** - events related to a patient
- **Site** - events scoped to an investigator site

Each result shows: - Audit log ID and timestamp
- User who performed the action
- Action type and affected data or system component
- Additional context when available

After running a search: 1. Click **Export** to download the filtered entries
2. Choose an available format (CSV, PDF)
3. Exports include all columns from your current view

support.slicevault.com/general/home

Shared Workflows and Tools

Use this section when you understand your role but need the shared SliceVault behavior for forms, queries, uploads, viewer tools, or exports.

Use the role guides first when you want to know:

- what you are responsible for
- when a task is waiting for your action
- what the next workflow step is for your role

Use **Shared Workflows and Tools** when you want to know:

- how forms behave in SliceVault
- how queries work across the system
- how the viewer behaves
- how upload and exports work at a product level

Shared Task Pages

- Data Upload for the common upload flow and de-identification behavior
- DICOM Viewer for image viewing, tools, and viewer layout
- Forms in SliceVault for how forms are opened, completed, locked, edited, and exported
- Queries in SliceVault for where queries appear and how queries behave
- Reports and Exports for repository reports and shared export concepts
- Electronic Signature Process for studies that require e-signature

The role guides link back here when a task is shared, so the same behavior is documented once instead of repeated in every role section.

Most Requested Topics

- Start Here for logging in and onboarding
- Data Upload for upload steps
- Forms in SliceVault for forms and locked forms
- Queries in SliceVault for query behavior
- Reports and Exports for reports and downloads
- Troubleshooting when something is blocked

If You Are Blocked

If the task is not working as expected, continue to Troubleshooting.

support.slicevault.com/general/upload

Data Upload

Upload guidance is maintained in the Investigator section.

Use Upload Images for the full upload process, including:

- starting the upload
- selecting the visit
- selecting series
- de-identification and upload
- assigning the patient ID

If upload is blocked, continue to Why Is Add Patient Disabled or Grayed Out? or Why Is My Upload Stuck?.

support.slicevault.com/general/forms

Forms in SliceVault

Forms are used throughout SliceVault to capture structured study data such as Data Transfer Forms, QC forms, and Reader assessments.

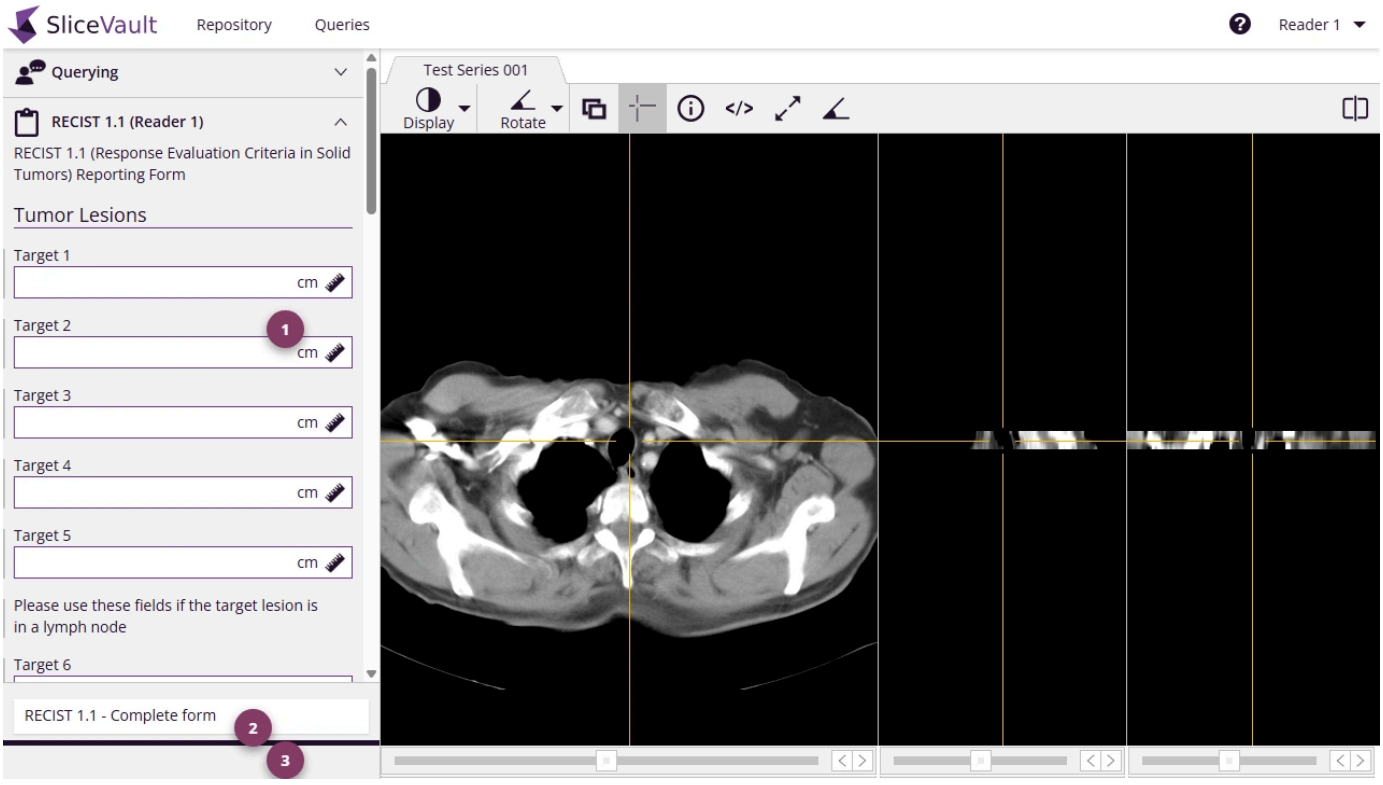
Use this page when you need the shared form behavior in SliceVault, regardless of role.

Where Forms Appear

Forms are usually opened from the Visit Dashboard by clicking **Preview Image**. Inside the combined viewer and form environment, the form appears alongside the image workflow.

Standard Form Behavior

Most forms follow the same pattern:



1. Use **1** to move to the next image or form item when required.
2. Use **2** to complete the visible form fields.
3. Use **3** to finish the form and return to the Visit Dashboard.

Once a form is completed, it normally becomes read-only.

Editing a Completed Form

Completed forms are usually locked by default. Depending on the study and your role, you may see one of these options:

- an **unlock** action that reopens the completed form for editing
- a **reset checklist** action that clears the entire form
- no edit option at all unless elevated access is granted

If you only need the role-specific workflow, use the role links below instead of this shared page.

If the study uses electronic signature, you may be asked to complete that step before changes are saved or finalized.

Forms and Documents

Completed forms become part of the study record. In some studies, SliceVault also generates a PDF or document copy that can be downloaded from the Visit Dashboard.

Common Form Questions

- Why is my form locked?
- Edit a Completed QC Form, if you need the QC reopen instructions
- Why is my form, document, or download missing?
- Investigator: Complete Data Transfer Form, if you need the Investigator form page
- Reader: Complete Assessment Form, if you need the Reader form page

Role-Specific Guidance

- Investigator: Complete Data Transfer Form
- QC: Complete QC Form
- Reader: Complete Assessment Form

If a form stays locked or a document is missing, continue to Why is my form, document, or download missing?.

support.slicevault.com/general/queries

Queries in SliceVault

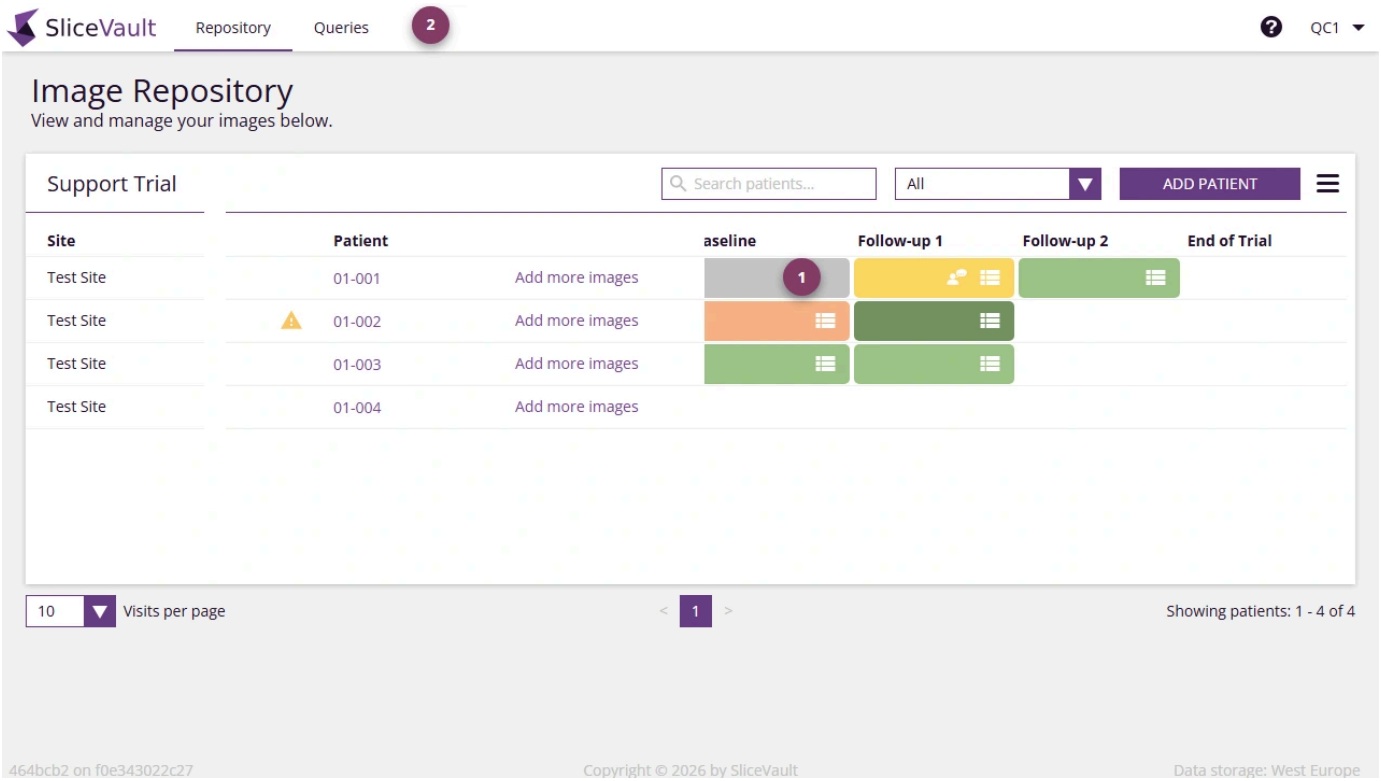
Queries are the built-in communication tool for clarification, correction, and follow-up during the study workflow.

Use this page when you need to understand where queries appear, how they behave, and what different roles can do with them.

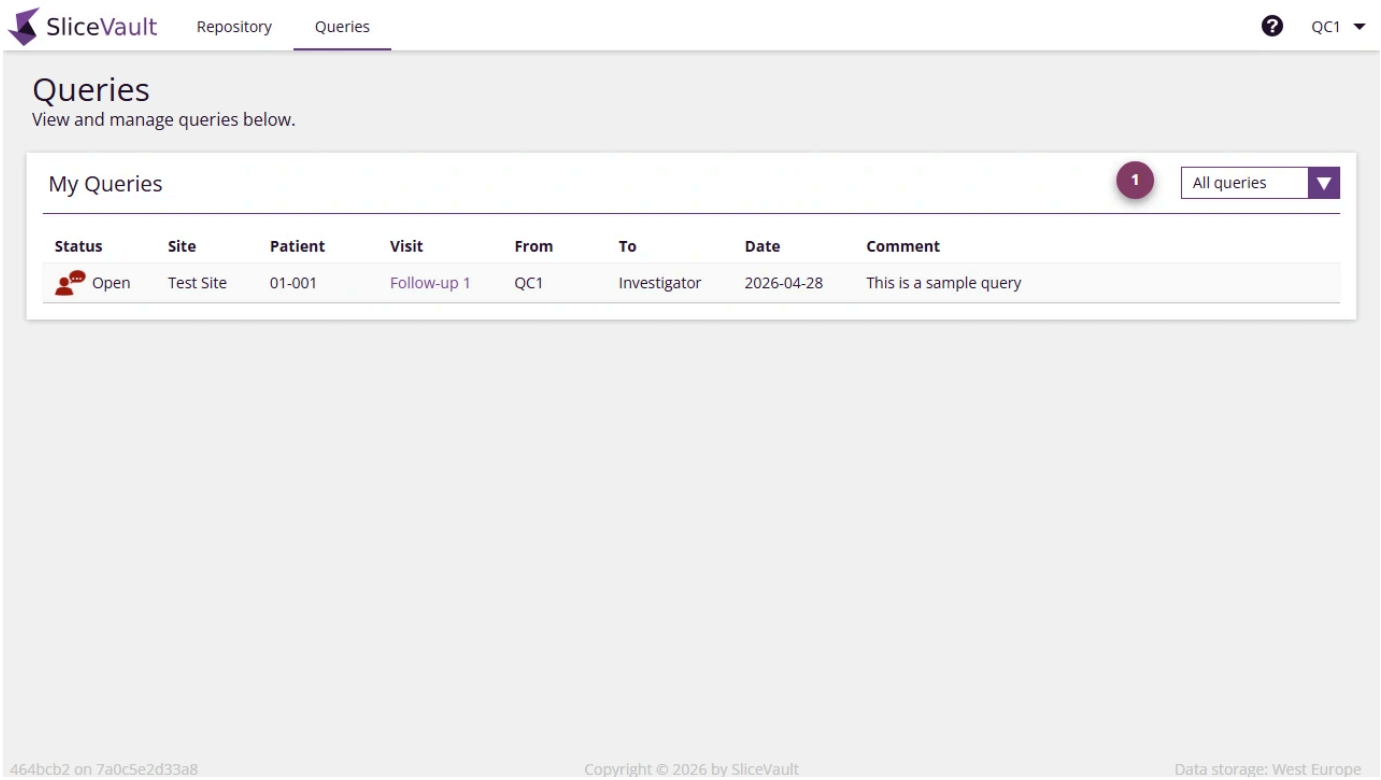
Where Queries Appear

Queries usually appear in three places:

- on the repository as an indicator on the visit
- on the dedicated query list page
- inside the viewer when you open the visit in context



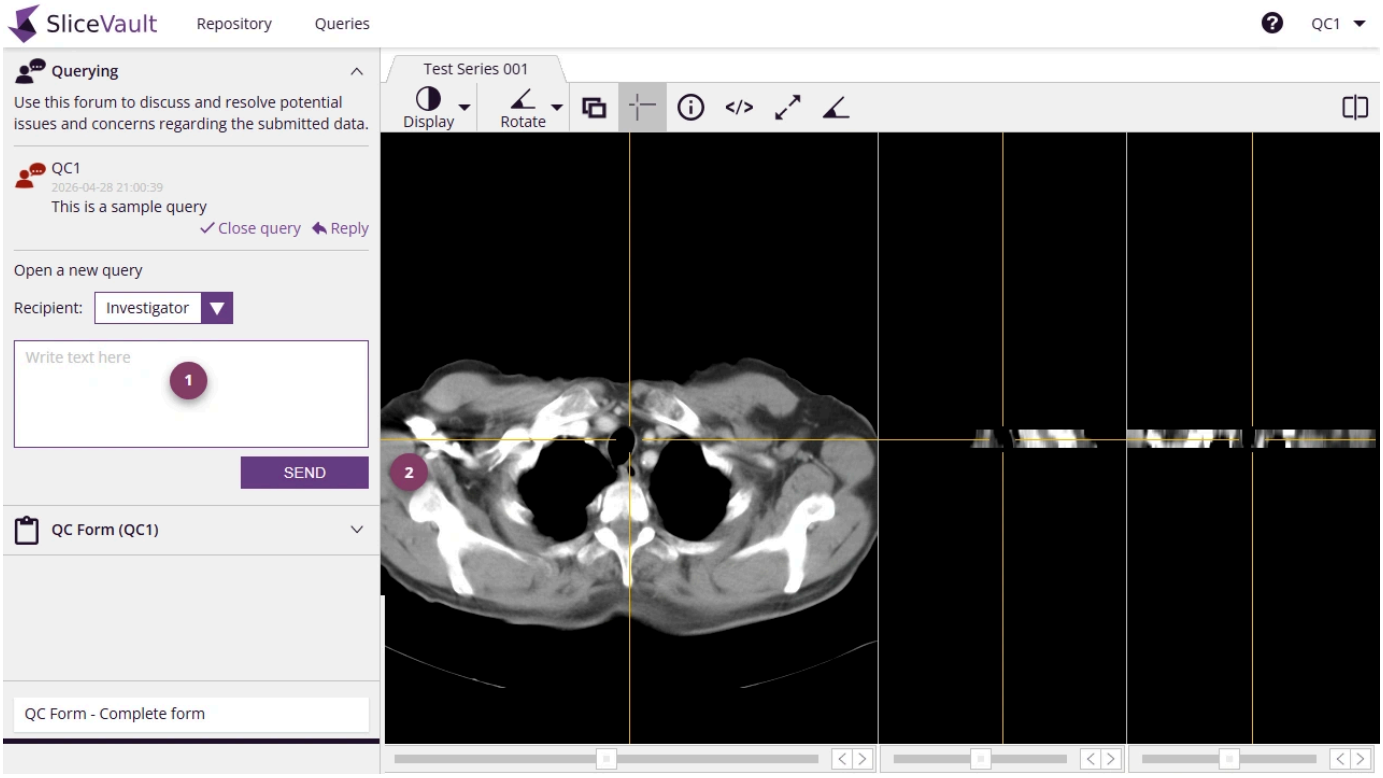
1. Use **1** to spot visits with an open query.
2. Use **2** to open the query list directly from the repository.



1. Use **1** to filter and review queries by status.

Open a New Query

From the viewer, open the query panel for the current visit and create a new query.

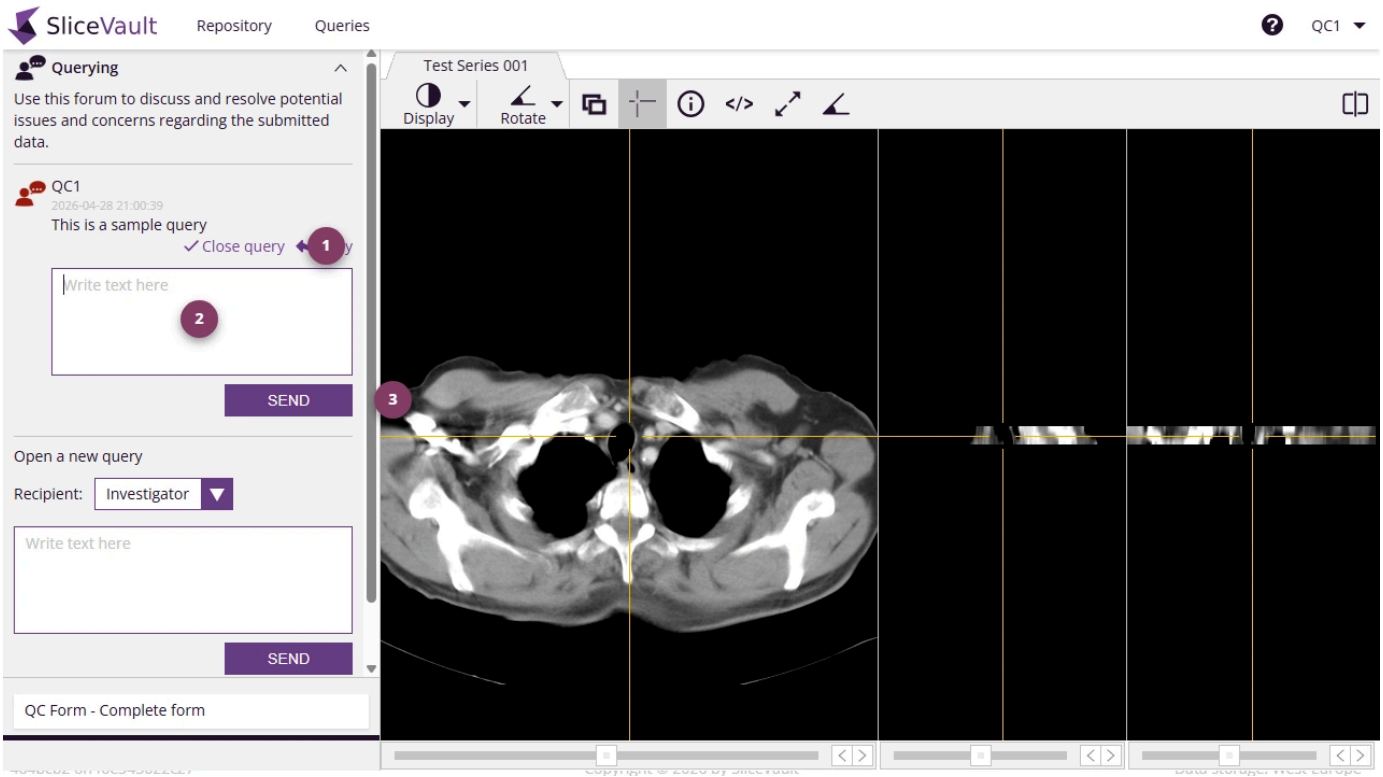


1. Use **1** to choose the recipient.
2. Use **2** to enter the query description.

3. Click **Send**.

Opening a query normally triggers an email notification to the selected recipient.

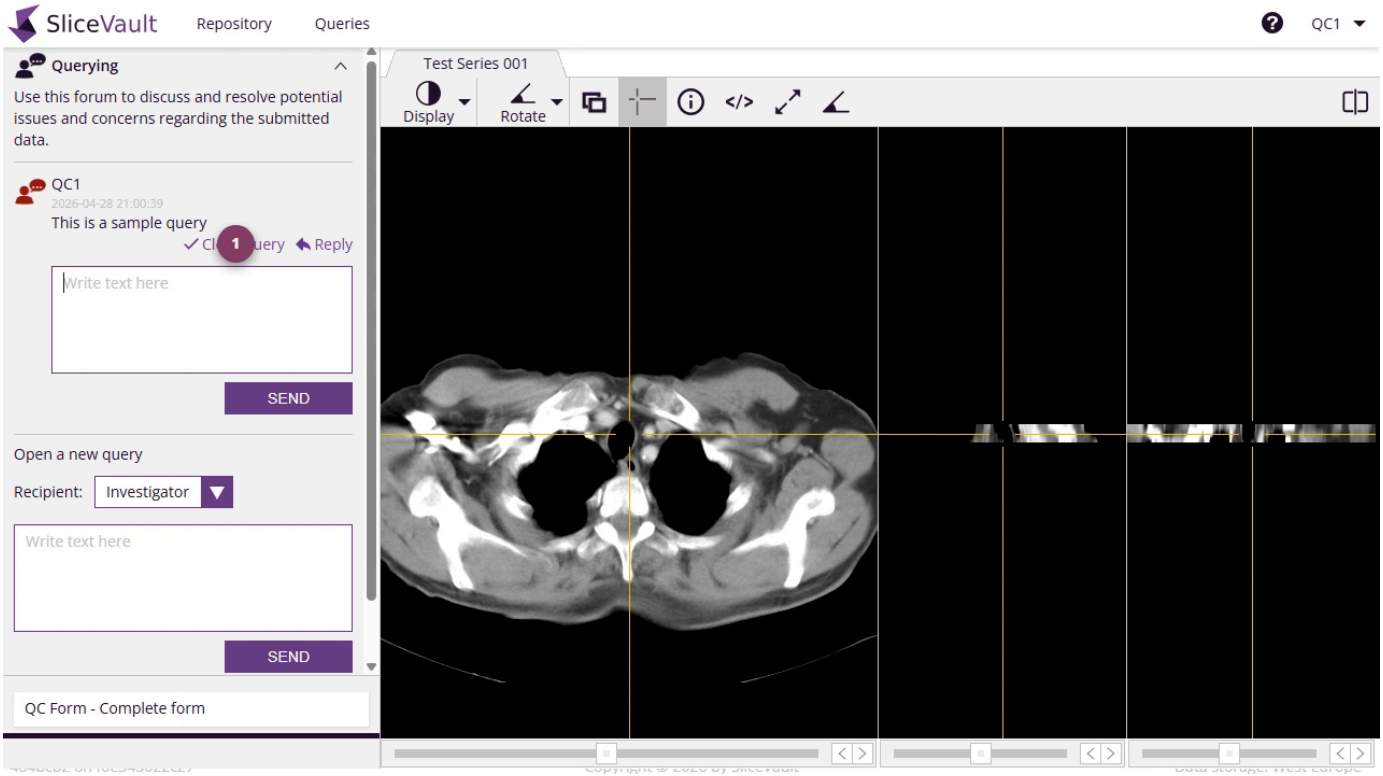
Reply to a Query



1. Use **1** to open the reply action for the relevant query.
2. Use **2** to review the existing query conversation.
3. Use **3** to enter your response and click **Send**.

Close a Query

Some roles can close a query after the issue is resolved.



1. Use **1** to close the query once the issue is resolved.

In many studies, open queries block the next workflow step until they are closed.

Role Differences

- Investigators usually respond to queries raised by a Quality Control Manager or Readers
- Readers can usually open and reply to queries, but often cannot close them
- Quality Control Managers usually open, manage, and close queries as part of workflow control

Common Query Questions

- QC: Manage Queries, if you need the QC close-and-manage workflow
- Why can't I submit the visit?, if the Investigator workflow is still blocked
- Why can't I approve the visit?, if the QC workflow is still blocked
- Reader: Manage Queries, if you only need the Reader query page
- Investigator: Respond to Queries, if you only need the Investigator query page

Role-Specific Guidance

- Investigator: Respond to Queries
- QC: Manage Queries
- Reader: Manage Queries

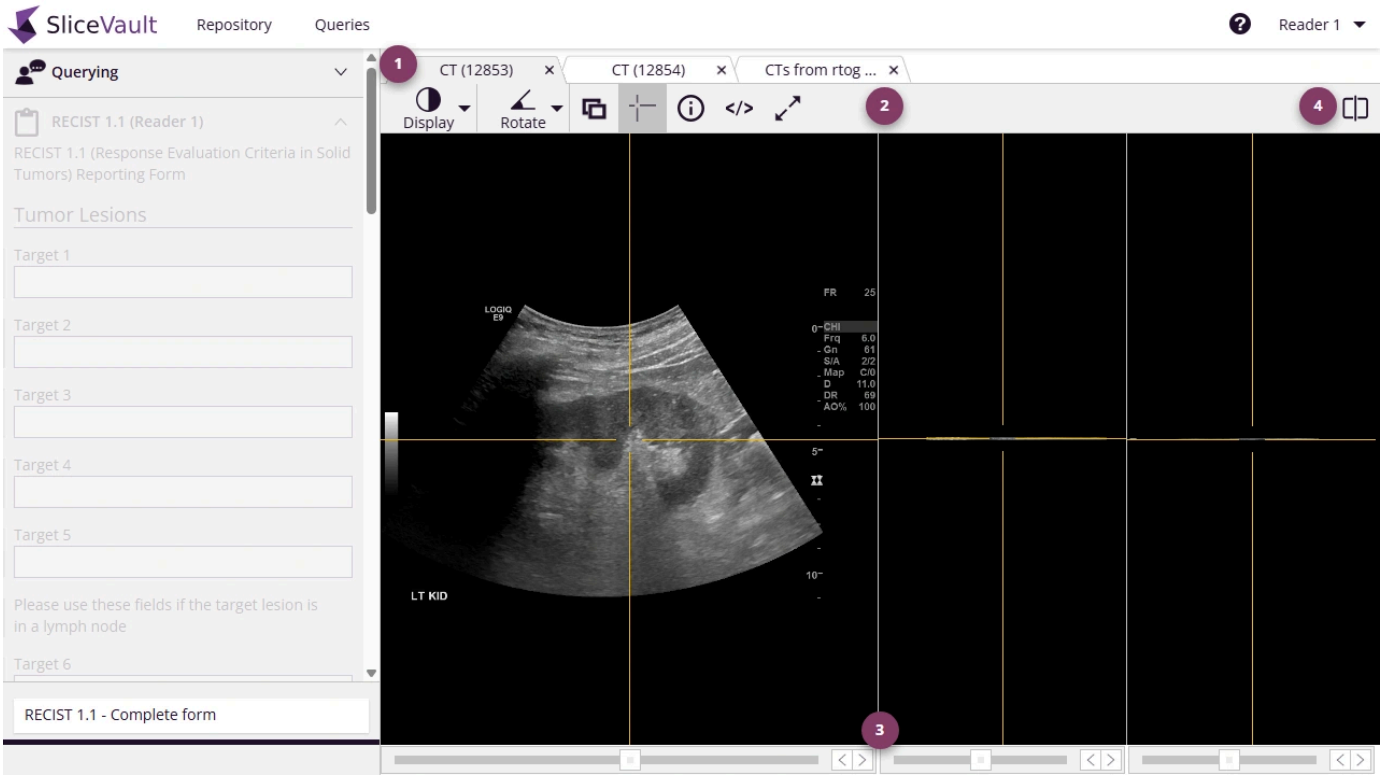
If a query is blocking the next workflow step, continue to the role-specific page for submission, QC approval, or Reader completion.

support.slicevault.com/general/viewer

DICOM Viewer

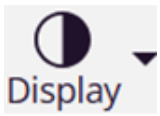
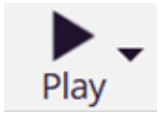
SliceVault includes a built-in DICOM viewer that allows users to review medical images directly in the browser without requiring external software. The viewer provides essential tools to support quality control and central reading activities, while ensuring images remain securely stored in SliceVault.

> **Note:** The SliceVault DICOM viewer is intended for use within the study workflow. It is not a replacement for full-featured diagnostic PACS systems. The embedded DICOM viewer is **not CE marked or approved as a diagnostic medical device**. It is provided solely for research and study workflow purposes.



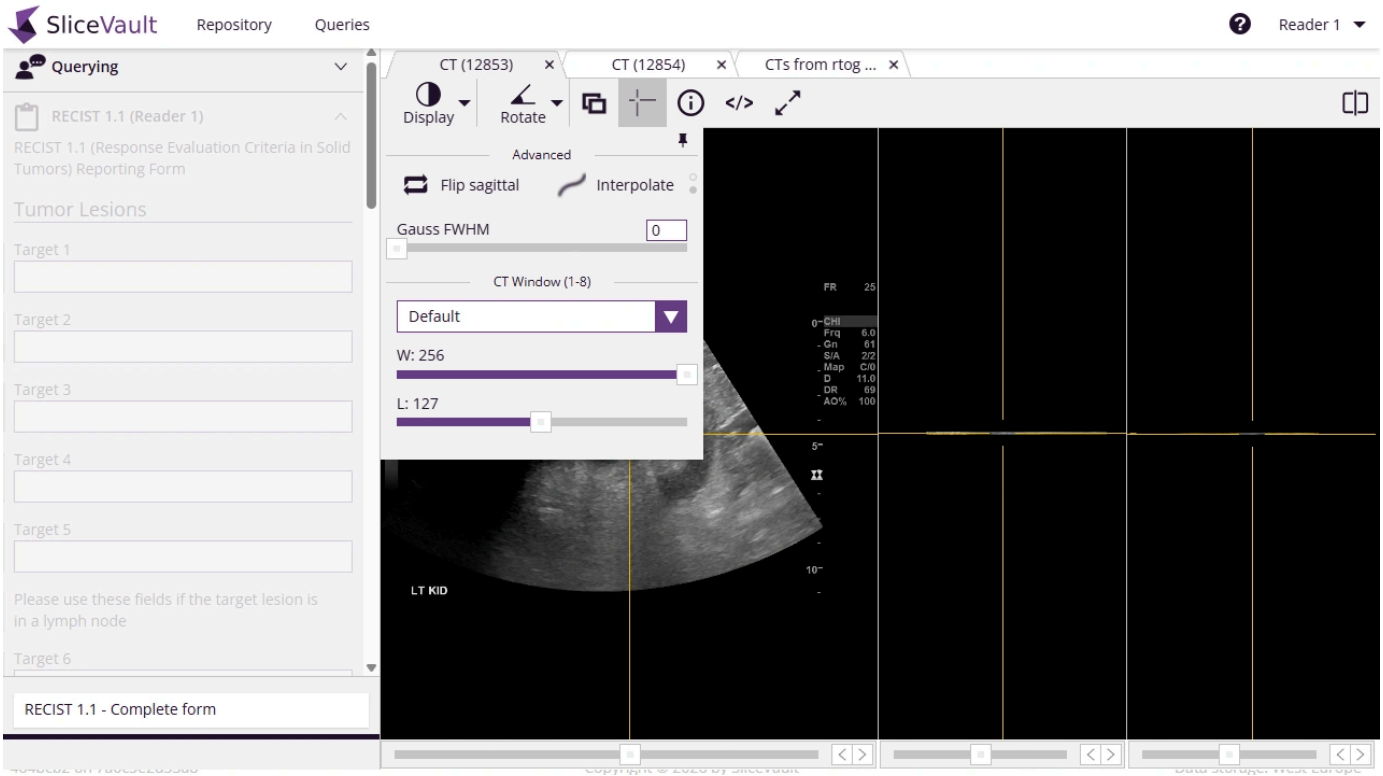
1. **Change Image** – View all images uploaded for the visit, switch between tabs, and close image tabs as needed.
2. **Display Controls** – Use the display control bar to adjust visualization settings. See *Viewer Controls* below for details.
3. **Change Slice** – Navigate through image slices using the toolbar below the image.
4. **Change View** – Adjust the default layout to display multiple images side by side.

Viewer Controls

Icon	Description
	Access display tools, including windowing, Gauss smoothing, interpolation tools, and more.
	Start/stop and change speed for images with timeseries.
	Switch plane: multi-planar reconstruction, transaxial plane only, transverse plane only, or sagittal plane only.
	Show DICOM tags.
	Reset zoom to default.
	Measure distance/angle between points.
	Show patient information in the viewer.
	Change default view, e.g., show multiple images side by side.

Display Menu

The display menu lets you adjust how the active image is shown on screen without changing the uploaded data itself.



The exact options depend on the image type and study configuration, but the display menu is typically used for:

- Changing windowing or brightness/contrast presentation
- Applying smoothing or interpolation options
- Adjusting how PET or other overlay data is rendered
- Switching between available display presets for the active image

These tools are most useful when the image is hard to interpret with the default presentation, for example if soft tissue contrast is difficult to see or PET/CT overlays need a different rendering.

Hotkeys

Basic Viewing Tools

- **Left mouse + drag** – Move image
- **Right mouse + drag up/down** – Zoom out/in
- **R** – Reset zoom
- **W** / **Scroll wheel up** / ↑ – Move to previous slice
- **S** / **Scroll wheel down** / ↓ – Move to next slice

- **C** – Switch between available images
- **V** – Switch between available planes
- **F** – Enter full screen
- **Esc** – Exit full screen
- **T** – Triangulate
- **M** – Measure distance between two points

Viewing Tools for CT and Hybrid Imaging (PET/CT and SPECT/CT)

- **1–7** – Change CT window preset
- **Middle click + drag up/down** – Adjust CT window length manually
- **Middle click + drag left/right** – Adjust CT window width manually
- **Ctrl + Alt + F** – Flip sagittal image
- **P** – Toggle opacity between PET/SPECT and CT
- **O** – Toggle PET/SPECT smoothing (none, medium, high)
- **N** – Measure SUVmax in a circular ROI

Viewing Tools for Managing Images

- **Shift + Left Click (on close tab)** – Close all tabs with the same image type or series description within the active visit.
- **Ctrl + Shift + Left Click (on close tab)** – Close all tabs with the same image type or series description across all open visits.
- **Ctrl + Left Click (on close tab)** – Close all tabs with the same image ID across all open visits.

For image rendering problems, see Troubleshooting (online).

support.slicevault.com/general/reports

Reports and Exports

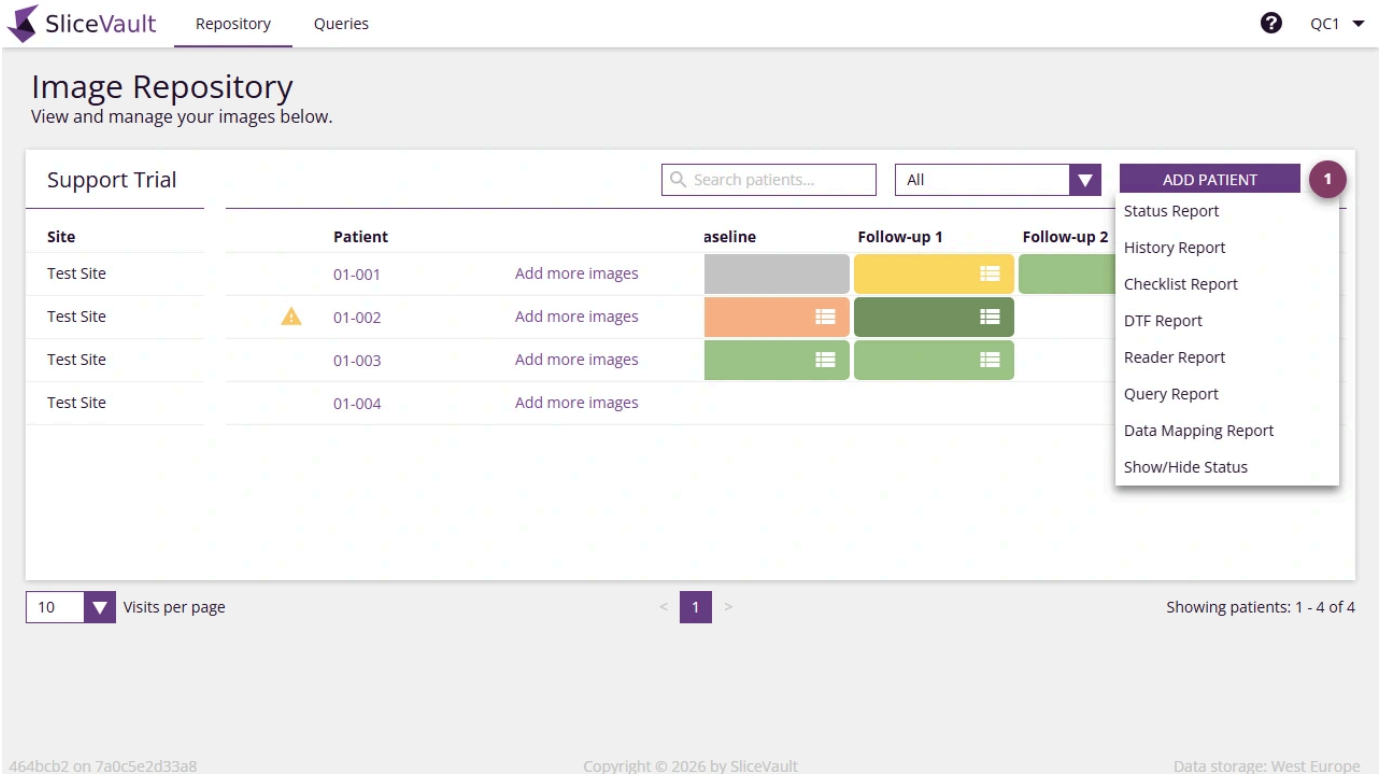
SliceVault supports two common ways of getting information out of the system:

- repository-level reports for oversight and study management
- visit-level downloads and document exports from the Visit Dashboard

Use this page when you need to understand where exports come from and which kind of output to expect.

Repository Reports

Repository reports are used for compliance, progress tracking, query oversight, and study exports.



1. Use **1** to open the report and export menu from the repository.

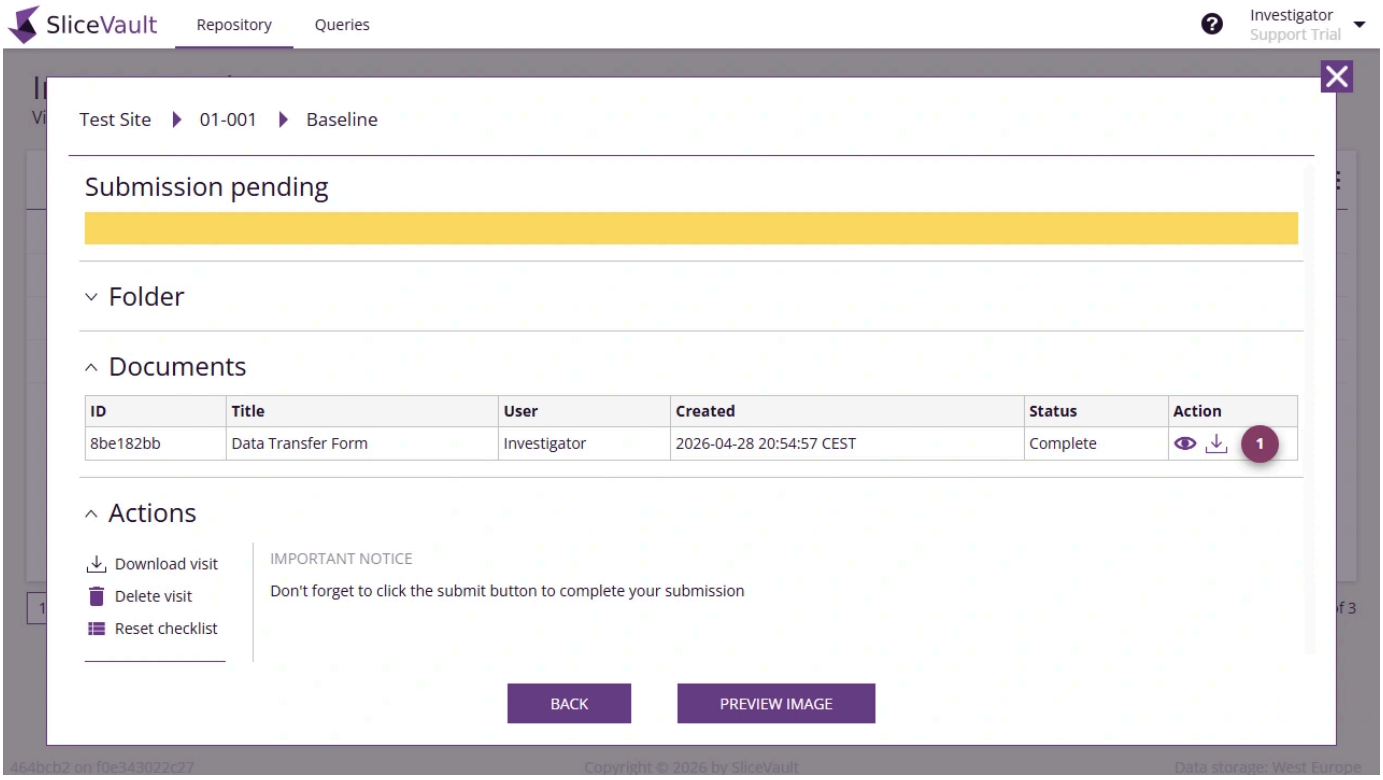
Typical report categories include:

- audit and user reports
- query and history reports
- checklist, DTF, and reader reports
- image status and tracking reports
- study-specific exports

Available reports depend on study configuration and role permissions.

Visit-Level Exports

Many studies also allow users to download data, documents, or generated PDFs directly from the Visit Dashboard. The exact options depend on role, workflow stage, and study configuration.



1. Use **1** to download the generated document or PDF shown in the **Documents** section.

Visit-level downloads are most common when you need a completed form, PDF record, or visit package rather than a study-wide report.

Common Report and Download Questions

- Use this page if you need a study-level report or a visit PDF/document
- Why is my download missing?
- Why are forms or downloads still unavailable?
- Reader: Download Data, if you need the Reader download page
- QC: Download Data, if you need the Quality Control Manager download page

Related Role Guides

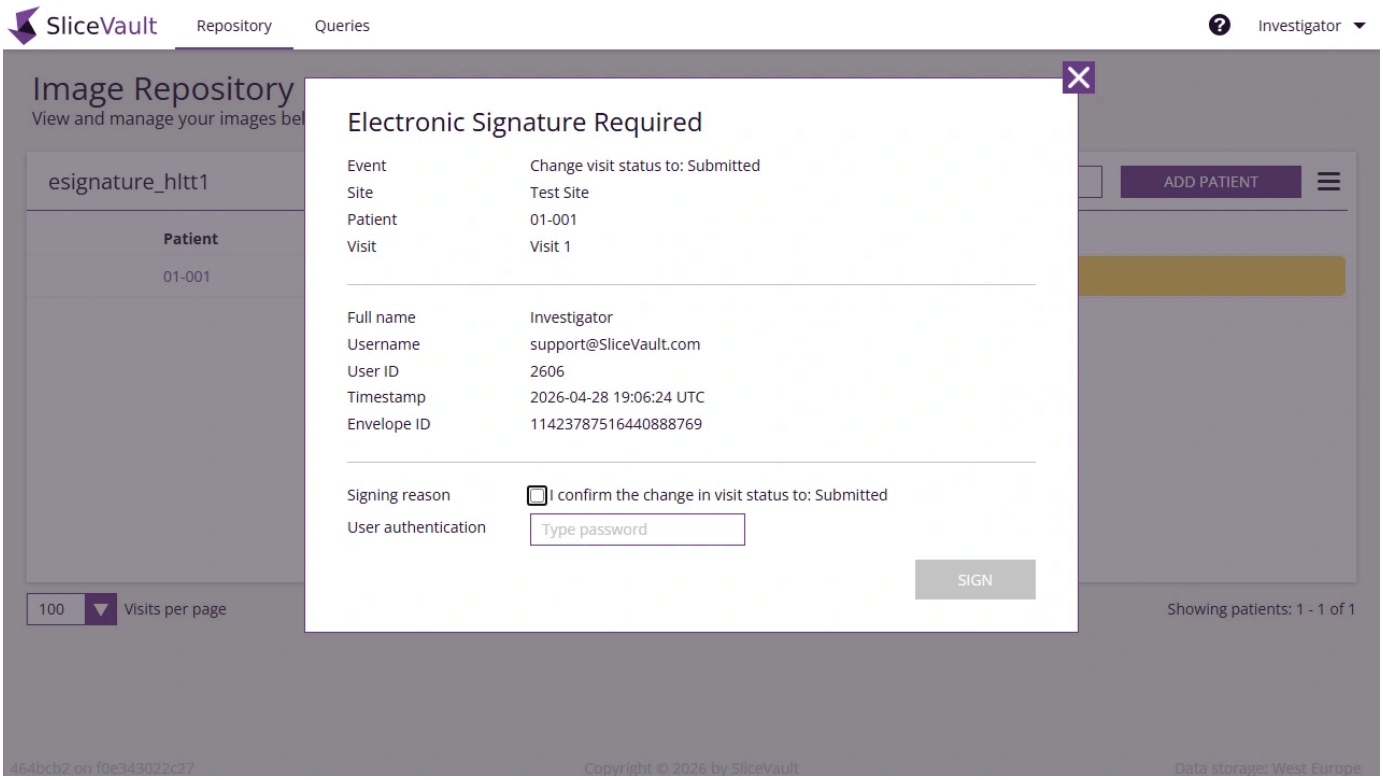
- Monitor: Download Data
- QC: Download Data
- Reader: Download Data
- Trial Administrator: Audit Log

If expected documents or downloads are missing, continue to Why is my form, document, or download missing?.

support.slicevault.com/general/esignature-process

Electronic Signature Process

When a signature prompt appears, you must authenticate your action in accordance with the Electronic Signature Policy (online).



When the dialog appears, review the action details shown, such as the event, site, patient, and visit. Confirm the action by **checking the acknowledgment box**, then **type your password** in the authentication field. Click **Sign** to complete the process.

Tip for Faster Signing

To speed up signing, you can use keyboard shortcuts: - Press **Space** to check the confirmation box, - **Tab** to move to the password field, type your password, and - press **Enter** to sign.

This completes the electronic signature quickly and efficiently.

support.slicevault.com/general/remove-trial

Remove Study Repository

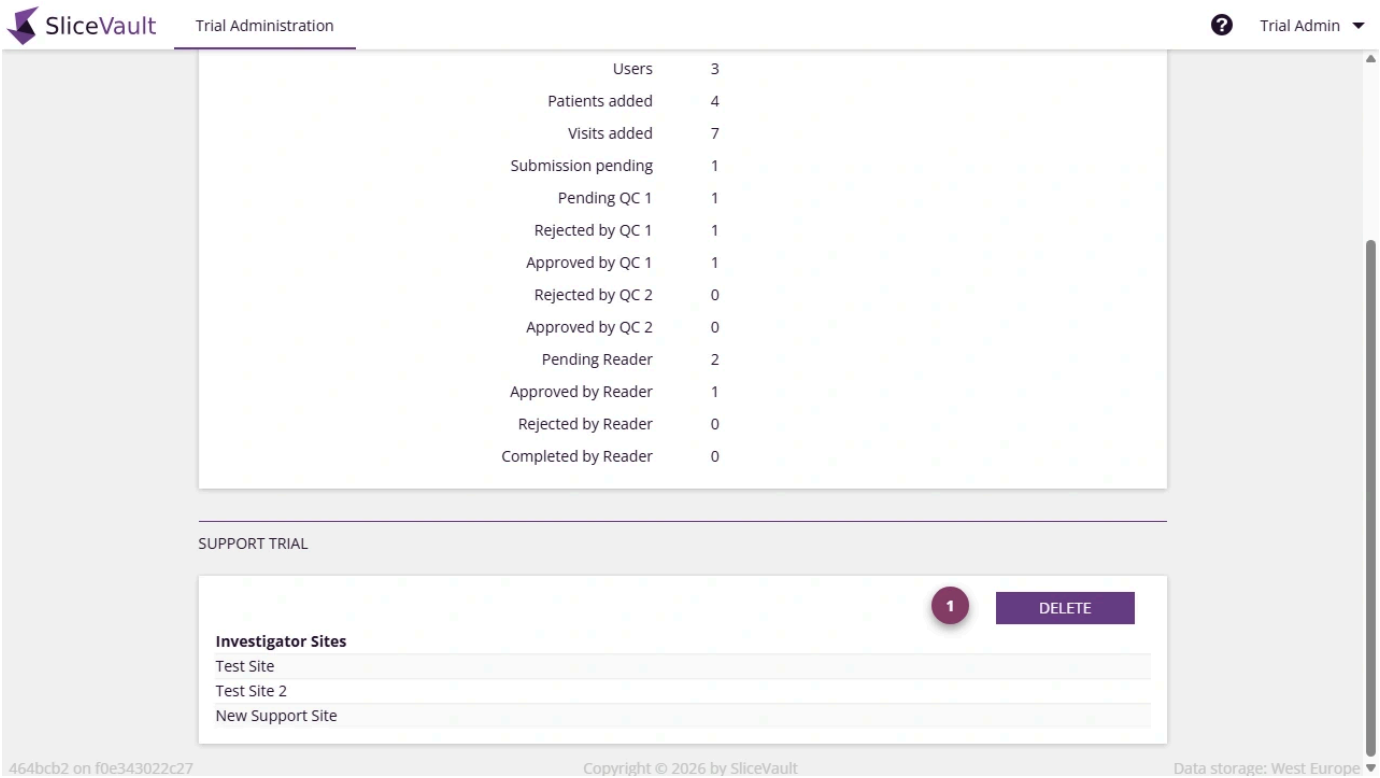
SliceVault supports secure and irreversible deletion of study repositories when projects are complete. This functionality is strictly controlled to protect against accidental or unauthorized removal of study data.

Understanding Deletion Policies and Permissions

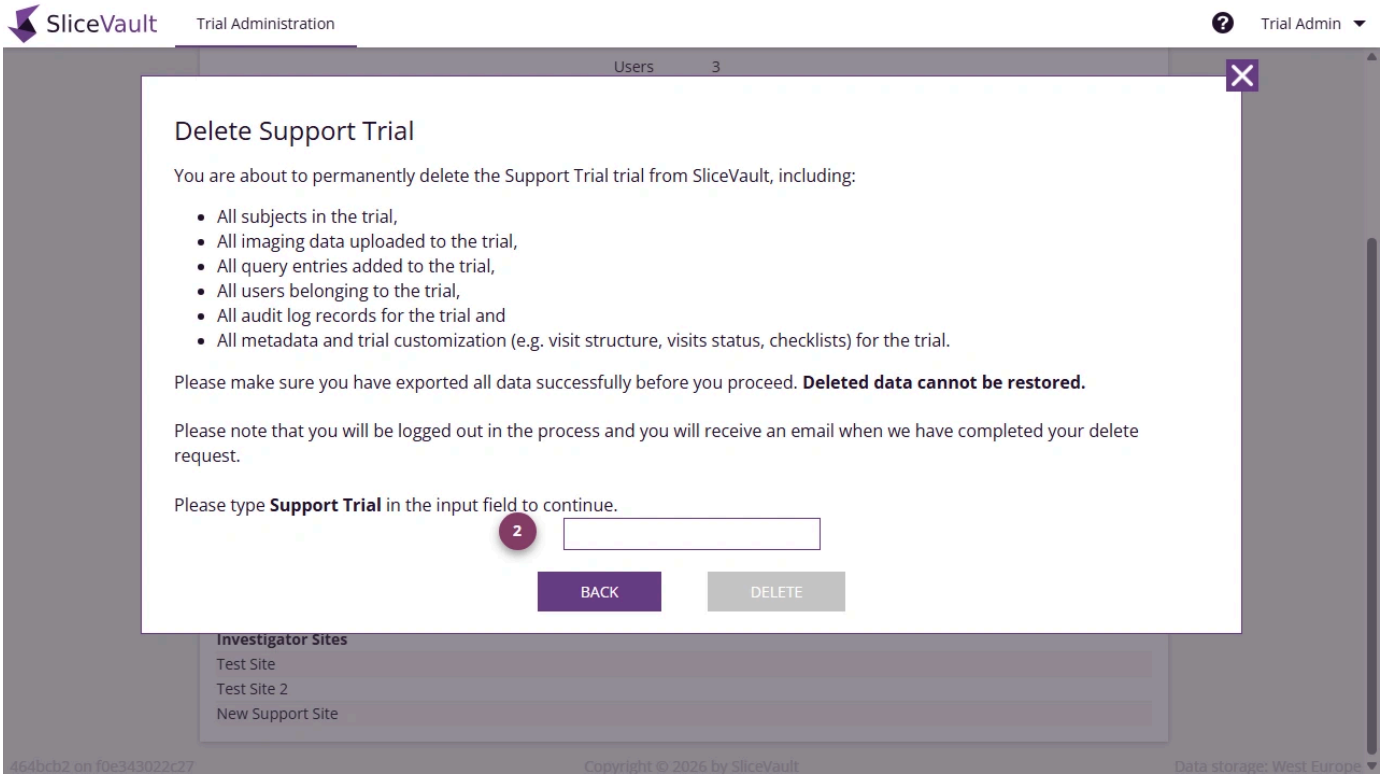
- Only authorized users can request deletions of study repositories.
- Trial Administrators do not have the option to delete study repositories by default.
- To request deletion, contact contact@slicevault.com.
- After contacting support, you will be required to complete a **Trial Removal Form** before the deletion function is enabled.

Executing Deletion

Once the functionality is enabled, a **Delete** button will appear on the Trial Administration page.



1. Use **1** to start the study repository deletion process.



1. Use **2** to type the study name in the confirmation field before the delete action is enabled.

> **Note:** Deleting a study repository is an **irreversible action**. All associated data will be permanently removed from SliceVault servers, including: - All uploaded images and files - All metadata and form submissions - All registered users for the study repository - All audit log entries

support.slicevault.com/troubleshooting

Troubleshooting

Use this section when something is blocking you and you want to start from the symptom rather than from your role.

Choose the question that matches the problem you see on screen.

Access and Login

- Why can't I log in?
- Why didn't the password reset email arrive?
- Why can't I see the right repository after logging in?
- Why can't a whole site access the study?

Upload

- Why Is Add Patient Disabled or Grayed Out?
- Why Is Add More Images Missing?
- Why Can't I Select the Right Visit for Upload?
- Why is my upload stuck?
- Why is SliceVault asking me to mask every CT or MRI slice?

Workflow

- Why can't I submit the visit?
- Why can't I approve the visit?
- Why can't I complete the assessment?
- Why isn't the visit ready for reading?
- Why is the square yellow?

Forms and Downloads

- Why is my form, document, or download missing?
- Why is my form locked?
- Why is my download missing?
- Why is Preview Image missing?

Images

- Why is the image downscaled in the viewer?

- Why is there an image rendering error (WebGL)?
- Why do PET images appear black or red?

Next Step

If you already know your role and just need task guidance, continue to Shared Workflows and Tools or your role guide.

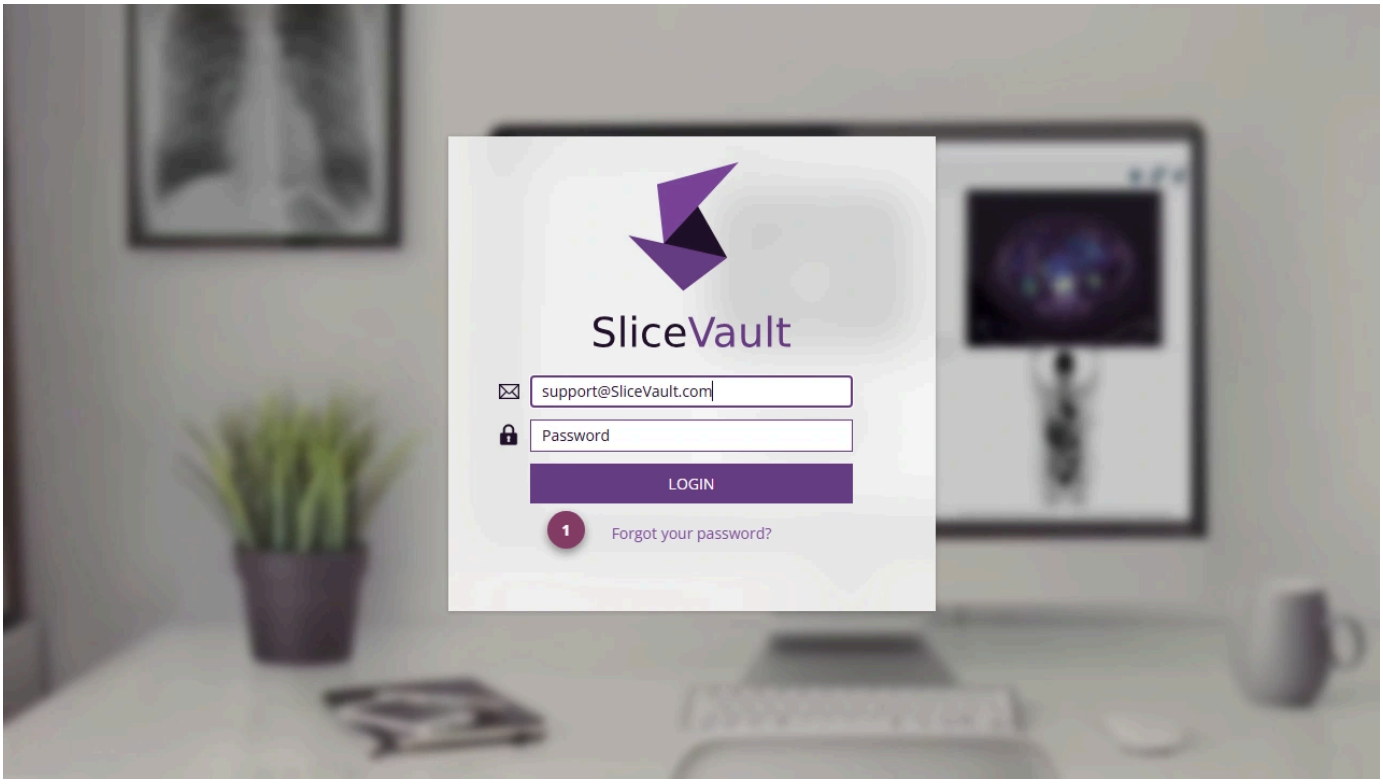
support.slicevault.com/troubleshooting/i-cant-log-in

Why Can't I Log In?

Use this page if the problem starts before you can reach the repository.

Check These First

- Confirm that you are using the correct email address and password.
- If the password is unknown, enter your email address on the login page and click **Forgot your password?**.
- If multi-factor authentication fails, request a fresh code (by typing username and password again) and use the newest email.
- If you have tried the wrong password several times, the account may be suspended after five failed attempts. Contact the Trial Administrator or study contact to restore access.
- If the username and password appear correct but login still fails, check the invitation email and confirm that you are using the correct SliceVault login URL.
- If login works but the right repository does not appear, continue to Why can't I see the right repository after logging in?.



1. Use **1** to request an email with instructions on how to reset your password after you enter your email address.

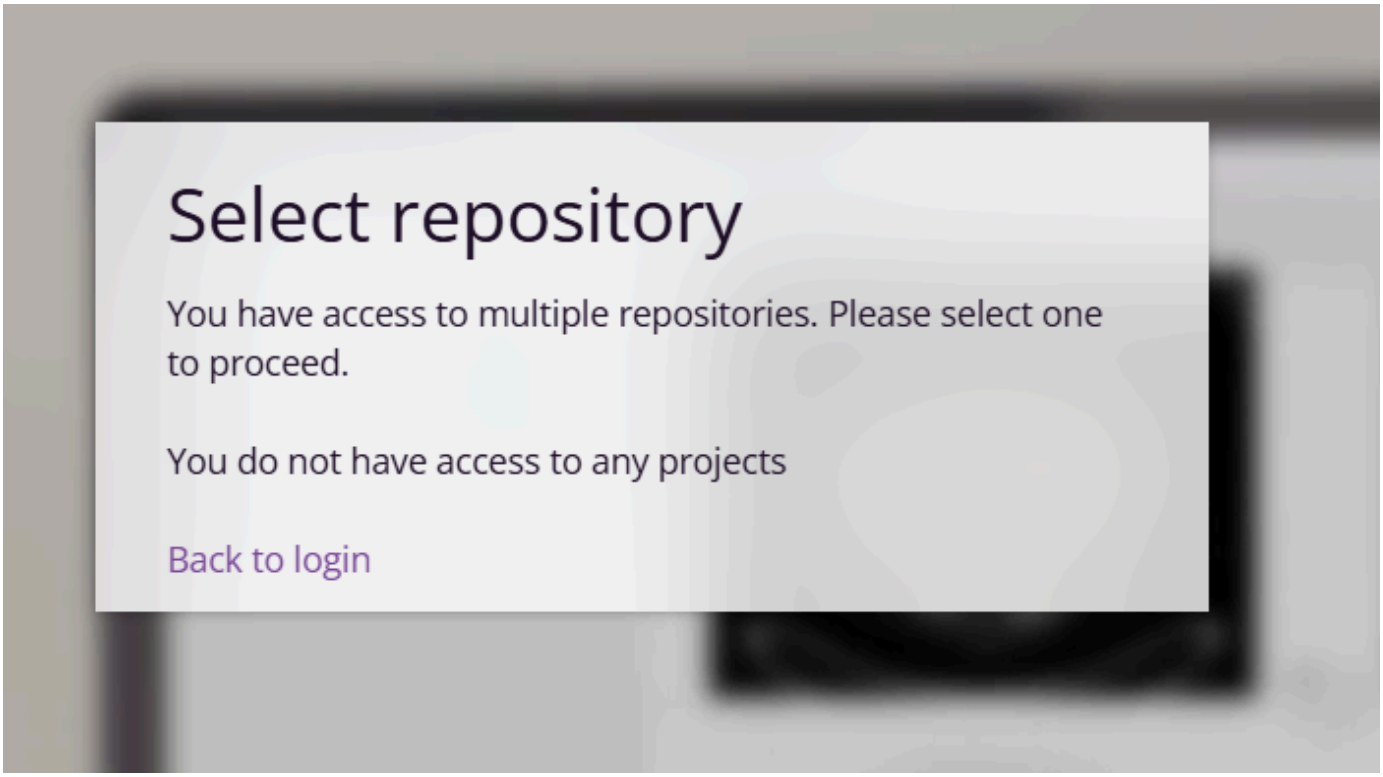
Best Next Pages

- Log In and Open Your Repository
- Why didn't the password reset email arrive?
- Why can't I see the right repository after logging in?

support.slicevault.com/troubleshooting/access-login

Why Can't I See the Right Repository After Logging In?

Use this page if you can sign in, but the correct repository is missing or no repositories are shown afterward.



If you can sign in but do not see the right repository, the most likely cause is that your role or site no longer has access. If you are a site user, contact your study administrator, coordinator, or main study contact. If you are the Trial Administrator, review Why can't a whole site access the study?.

support.slicevault.com/troubleshooting/password-reset-email-did-not-arrive

Why Didn't the Password Reset Email Arrive?

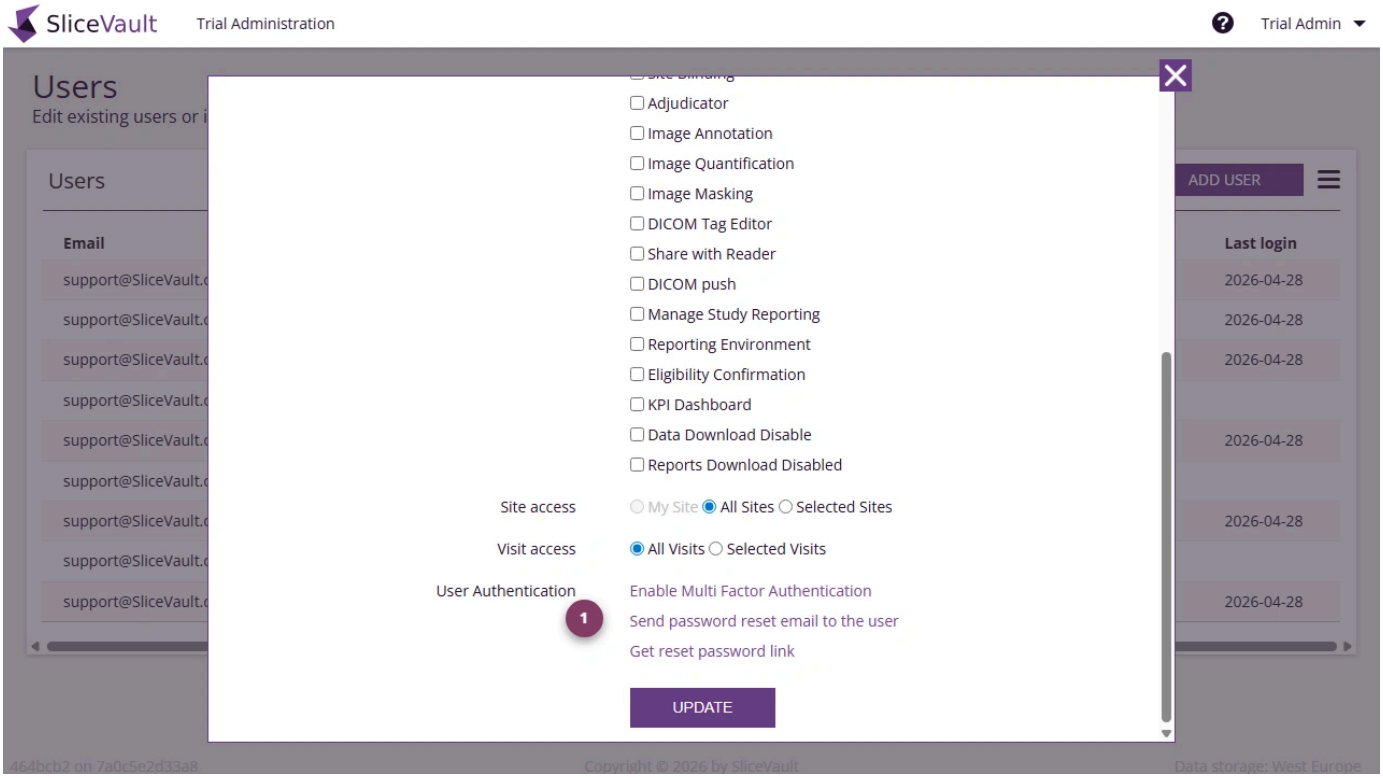
Use this page when the user clicks **Forgot your password?** on the login page but the reset email does not arrive.

Check These First

- Confirm that the correct email address was entered on the login page.
- Check the junk, spam, and quarantine folders.
- Allow a few minutes for the email to arrive.
- If the email still does not arrive, contact the Trial Administrator or main study contact.

For Trial Administrators

Open Manage Users, find the user, and open the user editor.



1. Use **1** to: - **Send password reset email to the user** to send a new auto-generated email to the user. - **Get reset password link** and share the generated reset link directly with the user if normal email delivery is not working.

Related Pages

- Why can't I log in?

- Manage Users
- Edit User Access

support.slicevault.com/troubleshooting/forms-documents-downloads

Why Is My Form, Document, or Download Missing?

Start here if a form is locked, a PDF is missing, or download options are unavailable.

Common Problems

- the form is read-only
- the form needs to be reset or reopened
- a document or PDF is missing
- visit download options are unavailable

Best Next Pages

- Forms in SliceVault
- Edit a Completed QC Form
- Why are forms or downloads still unavailable?
- Reports and Exports

Role-Specific Pages

- Complete Data Transfer Form
- Complete QC Form
- Complete Assessment Form

support.slicevault.com/troubleshooting/my-form-is-locked

Why Is My Form Locked?

Completed forms are usually read-only until the study allows them to be reopened or reset.

Best Next Pages

- Forms in SliceVault
- Edit a Completed QC Form
- Complete Assessment Form
- Complete Data Transfer Form

What Usually Causes This

- the form was already completed
- the visit must be returned to your workflow step before edits are allowed
- only a reset option is available, not an edit option
- your role does not have permission to reopen the form

support.slicevault.com/troubleshooting/my-download-is-missing

Why Is My Download Missing?

Use this page if the expected PDF, document, or visit download action is not shown on the Visit Dashboard.

Best Next Pages

- Why are forms or downloads still unavailable?
- Reports and Exports
- Why is my form, document, or download missing?

What Usually Causes This

- the visit has not reached the workflow step where documents are generated
- the expected form or assessment is still incomplete
- the role does not have permission to download that output

support.slicevault.com/troubleshooting/i-cant-submit-or-approve

Why Can't I Submit or Approve?

Use this page if the visit is visible but SliceVault will not let you move it to the next workflow step.

Best Next Pages

- Why can't I submit the visit?
- Why can't I approve the visit?
- Why can't I complete the assessment?

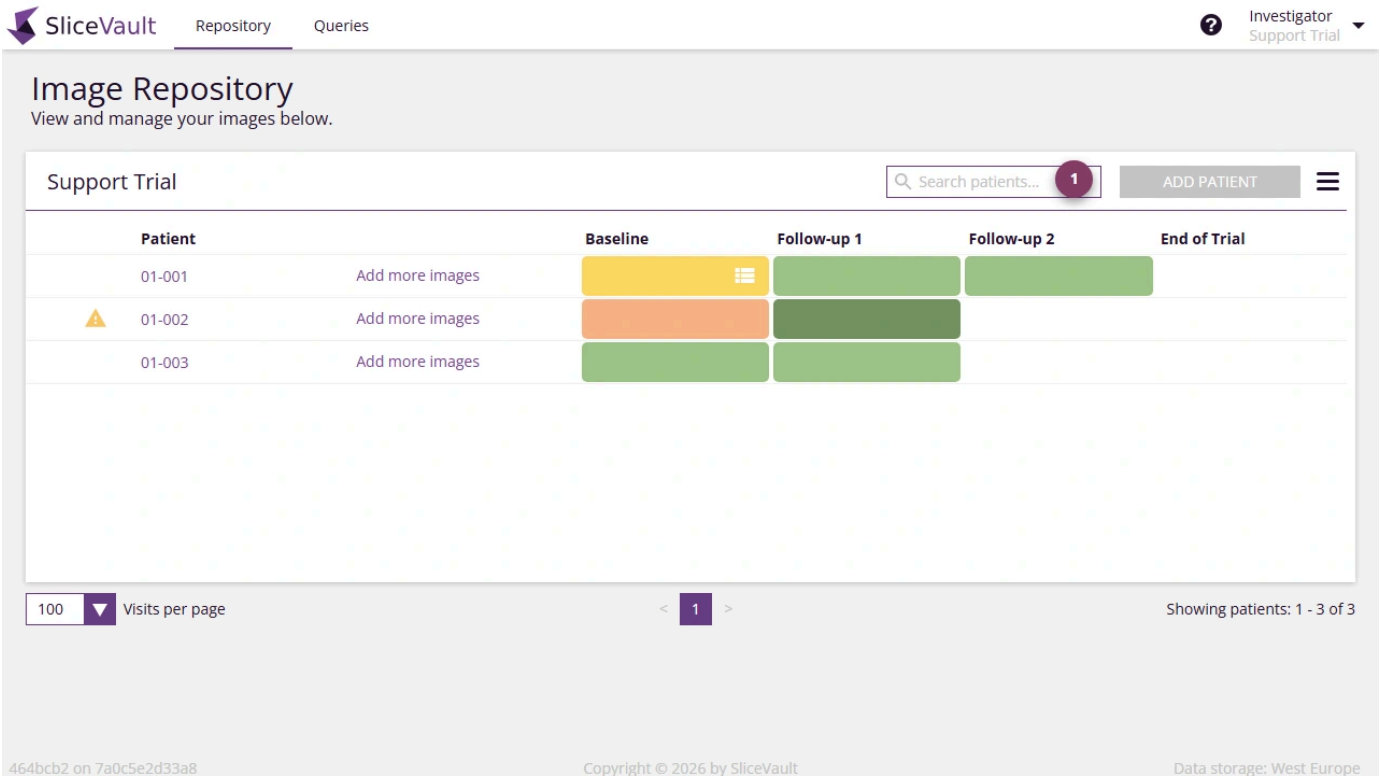
Most Common Causes

- a required form is still incomplete
- one or more queries are still open
- the visit is not yet in your workflow step
- an electronic signature step is still required

support.slicevault.com/investigator/cannot-upload

Why Is Add Patient Disabled or Grayed Out?

Use this page when you are still on the repository and cannot start the upload because **Add Patient** is disabled, grayed out, or unavailable.



Most Common Causes

- The site does not currently have an available Patient ID option.
- Your account does not have upload permission for that site.
- The patient already exists and you should use **Add More Images** instead of **Add Patient**.

Check These Steps

1. Start from Study Repository and confirm that you are on the correct repository page.
2. If the patient already exists, use Start Upload from Repository and look for **Add More Images** on the correct patient row.
3. If neither option is available when you expect them to be, contact the Trial Administrator or study contact.

Use a Different Page If

- the upload starts, but the right visit is missing from the visit list: Why Can't I Select the Right Visit for Upload?

support.slicevault.com/troubleshooting/add-more-images-missing

Why Is Add More Images Missing?

Use this page when the patient already exists in the repository, but the **Add More Images** option is not shown on that patient row.

Most Common Causes

- there is no visit left that is open for more uploads
- all visits for that patient have already been submitted or locked
- you are looking at the wrong patient row or wrong repository
- your account does not have permission to add more data for that site

Check These Steps

1. Return to Study Repository and confirm that you are on the correct repository and patient row.
2. Check whether the patient may already have all visits submitted or locked for additional upload.
3. If you need to upload data for a new patient instead, use Start Upload from Repository and choose **Add Patient**.
4. If you expected an existing visit to remain open for more uploads, contact the Trial Administrator or study contact.

Related Pages

- Start Upload from Repository
- Why Is Add Patient Disabled or Grayed Out?
- Why Can't I Select the Right Visit for Upload?

support.slicevault.com/troubleshooting/cant-find-upload-visit

Why Can't I Select the Right Visit for Upload?

Use this page when the upload has already started, but the visit you need does not appear in the visit list or cannot be selected correctly.

Most Common Causes

- the visit is not open for upload in the study workflow
- the visit already contains data and is locked for more uploads
- you started from the wrong patient or the wrong upload option
- your site or account does not have access to that visit

Check These Steps

1. Start again from Study Repository and confirm that you selected the correct patient or chose **Add Patient** for a new patient.
2. If you are uploading to an existing patient, use Start Upload from Repository and select **Add More Images** only for the correct patient.
3. On Select Visit, check whether the visit may already be locked for more uploads or not yet available in the workflow.
4. If the visit still does not appear, contact the Trial Administrator or study contact.

Related Pages

- Why Is Add Patient Disabled or Grayed Out?
- Upload Images

support.slicevault.com/troubleshooting/my-upload-is-stuck

Why Is My Upload Stuck?

Use this page when de-identification or upload starts but does not complete, or processing takes unusually long.

This is the stage where SliceVault de-identifies the files locally in your browser and then uploads them to the repository.

Most Common Causes

- the internet connection is slow or unstable during upload
- many files must be scanned for burned-in annotations
- the browser is still processing masks or preparing the files for upload

Important Check

If SliceVault is asking you to review burned-in annotations on large numbers of CT or MRI slices, this is often the real cause of the delay. In most cases, the data has been exported as PNG, JPEG, or screen captures instead of DICOM.

Use Why Is SliceVault Asking Me to Mask Every CT or MRI Slice? if that matches what you see.

What to Do

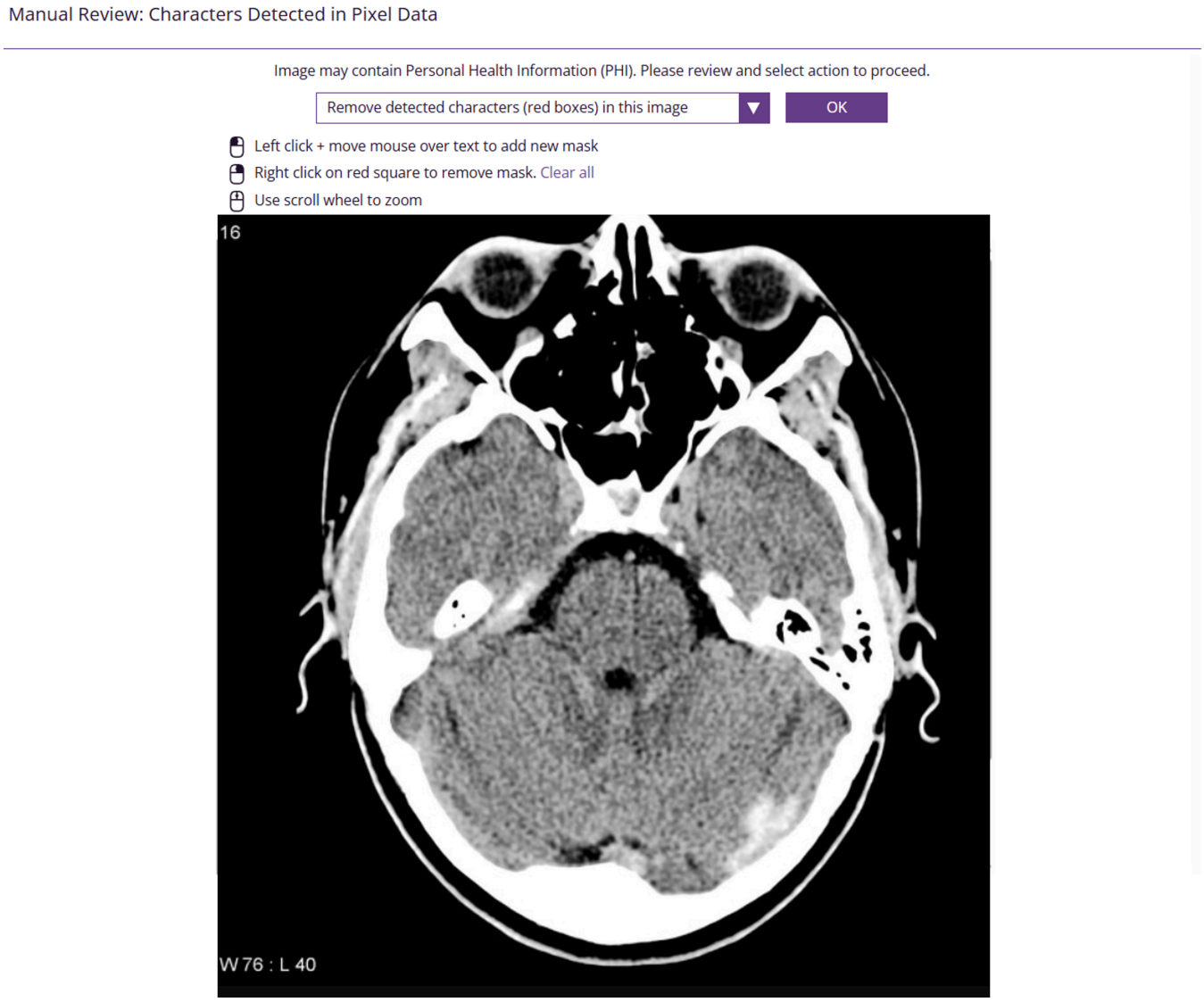
1. Keep the SliceVault page open until processing finishes.
2. If OCR, masking, or rendering is still running, wait for that step to complete.
3. If the batch is very large, try again with a smaller batch.
4. If the upload itself is slow, try a faster or more stable internet connection.
5. If local processing remains very slow, try a more powerful computer.

support.slicevault.com/upload/ct-mri-png-jpeg

Why Is SliceVault Asking Me to Mask Every CT or MRI Slice?

If you are importing a CT or MRI study, it should normally be uploaded in **DICOM format**. When CT or MRI data (or any other multi-slice modality) is exported as PNG, JPEG, or screen captures, SliceVault treats the files as individual images and will scan each one for burned-in annotations.

Because these studies often contain hundreds of slices, uploading them as image files can trigger hundreds of OCR detections and masking prompts, which is time consuming.



Why this happens

SliceVault must scan PNG, JPEG, and similar image formats for burned-in annotations because these formats frequently contain sensitive patient information directly in the pixels (for example names, IDs, timestamps, or site labels). This is a required safety check to protect patient privacy and support compliance.

The real issue

The root cause is usually that the study has been converted from DICOM into a set of images.

When data is converted from DICOM to PNG, JPEG, or screen captures:

- The study becomes a large set of individual image files
- Important imaging data can be lost (for example intensity values and Hounsfield Units)
- Burned-in text becomes more likely and harder to separate from image content
- SliceVault must assume each image may contain PHI and require review

Once converted, the data cannot be restored to original DICOM quality.

How to fix it

Re-export the CT, MRI, or other modality in **DICOM format**, then upload the DICOM files to SliceVault.

Uploading DICOM:

- Preserves clinical image data and meaning
- Avoids treating each slice as a separate image upload
- Prevents OCR and burned-in annotation review from triggering in the same way
- Makes upload and review significantly faster

If you cannot re-export to DICOM

If you must proceed with PNG, JPEG, or screen captures, you will need to manually review and mask identifiers on each image. This is required to protect patient privacy.

support.slicevault.com/investigator/cannot-submit

Why Can't I Submit the Visit?

If the **Submit** button is grayed out or unavailable, the visit still has one or more submission requirements outstanding.

Most Common Causes

- A required DTF or study form is still incomplete.
- The upload has not finished processing.
- The wrong visit was opened from the repository.
- The study requires an electronic signature process before submission.

The most common reason is that the required DTF has not been completed yet.

Check These Steps

1. Open the correct visit from Open the Visit Dashboard.
2. Confirm that all uploaded data is present.
3. Complete any required DTF or study form.
4. Return to the Visit Dashboard and submit the visit again.

For the submission action itself, see Complete Submission.

support.slicevault.com/qc/cannot-approve-visit

Why Can't I Approve the Visit?

If SliceVault does not let you move the visit forward, the visit usually still has a required QC task that has not been completed.

Most Common Causes

- The QC form is still incomplete.
- One or more queries are still open.
- The visit is not currently in the QC step assigned to you.
- The study requires an electronic signature process before final approval.

Check These Steps

1. Confirm that the visit is a yellow square in the repository and is ready for your review.
2. Open **Preview Image** and complete every required QC form field.
3. Return to the Visit Dashboard and confirm that all queries are closed.
4. Try the visit status change again.

Related Guides

- Complete QC Form
- Manage Queries
- Complete QC Check

support.slicevault.com/reader/visit-not-ready

Why Isn't the Visit Ready for Reading?

If you do not see a yellow square in the repository for the visit you expect to read, the visit is usually still in an earlier workflow step or is filtered out of your current view.

Check the Repository First

1. Confirm that you are looking at the correct patient and visit.
2. Review the current square color in the repository.
3. Check whether a repository filter is hiding the visit you need.

Common Reasons

- The square is gray because the visit has not yet reached the Reader step.
- The visit is already complete, so it may be green or red instead of yellow.
- A repository filter is only showing visits that currently need action.
- Your user account does not have access to that study, site, or reader task.

What to Do Next

- If the visit is yellow, continue to Visit Dashboard Actions.
- If the visit is gray, wait for the Quality Control Manager step or the previous workflow step to finish.
- If you expected the visit to be available already, contact the Quality Control Manager or Project Manager for the study.

For a repository overview, see Study Repository.

support.slicevault.com/reader/cannot-complete-assessment

Why Can't I Complete the Assessment?

If SliceVault does not let you finalize the visit, the usual cause is that the visit is not yet ready for Reader action or a required form is still incomplete.

Most Common Causes

- The visit is not in **Pending Reader** status yet.
- One or more required reader forms are still incomplete.
- The visit was reopened and needs the form to be completed again before finalizing.
- The study requires an electronic signature process before the status can be changed.

Check These Steps

1. Open the visit and confirm it is a yellow square in the repository.
2. Click **Preview Image** and make sure every required assessment form is complete.
3. Return to the Visit Dashboard and try the status change again.
4. If the form is locked but should be edited, follow Complete Assessment Form.

If the Problem Continues

If the visit still cannot be finalized after all required forms are complete, contact the Project Manager or Quality Control Manager for the study and include the patient ID and visit name.

support.slicevault.com/troubleshooting/why-is-the-square-yellow

Why Is the Square Yellow?

The yellow square in the repository means the visit is waiting for action at a specific workflow step.

What It Usually Means

- for an Investigator, the visit is uploaded but not yet submitted
- for a Quality Control Manager, the visit is ready for quality control review
- for a Reader, the visit is ready for assessment

The exact meaning depends on your role, but the general rule is the same: yellow means there is still work to do at that step.

What to Do Next

1. Click the yellow square in the repository to open the Visit Dashboard.
2. Continue with the role-specific task for that visit.
3. If you expected a different color or the visit is not ready, use the troubleshooting pages below.

Related Pages

- Investigator: Study Repository
- Quality Control Manager: Study Repository
- Reader: Study Repository
- Why isn't the visit ready for reading?

support.slicevault.com/monitor/forms-downloads-unavailable

Why Are Forms or Downloads Still Unavailable?

If you open a visit and the expected documents or download actions are not present, the visit usually has not yet reached the workflow step where those outputs are available.

Common Reasons

- Quality Control Manager or Reader work is still in progress.
- The document you expect has not been generated yet.
- The visit has images but not the completed form or PDF you expected.
- Your account does not have download access for that study.

What to Check

1. Confirm that you opened the correct patient and visit.
2. Review the visit status in the repository and on the Visit Dashboard.
3. Check the **Documents** section for generated outputs.
4. Check the **Actions** and **Folder** sections for available downloads.

For the normal review workflow, see Review Forms and Documents.

support.slicevault.com/add-ons/home

Advanced Features

This section is organized around the problem you are trying to solve rather than the feature name alone.

> **Access note:** Add-ons are only visible when the relevant feature has been enabled for the study and assigned to your user account. If you believe you should have access, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

I Need to Remove or Correct Data

- Need to Mask PHI? for burned-in annotations that must be hidden after upload or during review
- Need to Edit DICOM Metadata? for advanced tag correction or controlled metadata updates
- Need to Change an Image Type? when the uploaded series has the wrong image type label
- Need to Upload Unredacted Files? when data must be stored without de-identification for support or special workflows

I Need to Control Reader Workflow

- Need to Blind Readers? when readers must not see site or visit context
- Need Independent Reader Assessments? when multiple readers must assess the same case separately
- Need an Adjudicator? when discrepant reads require an additional decision-maker
- Need to Send QC1 Directly to Reader? when the workflow bypasses QC2

I Need More Oversight or Workflow Control

- Need Study Metrics? for operational performance and compliance tracking
- Core Lab Dashboard? for visit-level QC, query, turnaround, and multi-trial worklist tracking
- Need AI-Assisted QC? for automated QC support in the viewer
- Need to Update Eligibility? when the study must communicate subject eligibility decisions quickly
- Need to Override Visit Workflow? when standard visit restrictions must be bypassed in a controlled way

I Need Data to Move Somewhere Else

- Need to Push Images to PACS? when data should be sent from SliceVault to a configured DICOM server

I Need Advanced Analysis Tools

- Need Segmentation Tools? for manual segmentation and image quantification tasks in the viewer

support.slicevault.com/add-ons/intelligent-qc

Need AI-Assisted QC?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

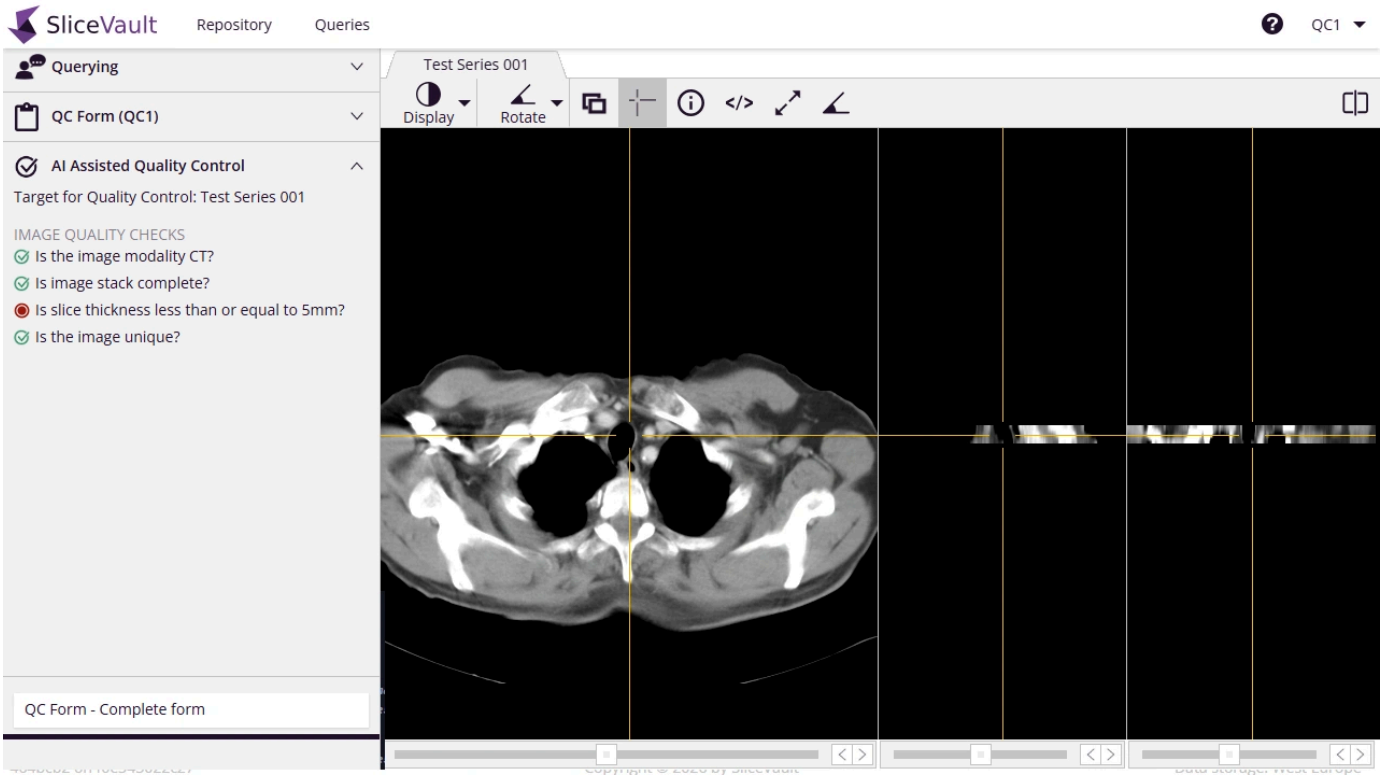
Use **Intelligent Quality Assist** when Quality Control Managers need automated support while reviewing uploaded imaging studies.

Typical Users

- Quality Control Managers
- Studies with configured AI-supported QC rules

What Problem It Solves

This module highlights potential issues alongside the manual QC workflow so reviewers can work more efficiently and consistently.



Where It Appears

The module appears directly in the DICOM Viewer, typically in the left-hand panel next to the image review workflow.

What It Can Check

The exact checks depend on the study configuration. Common examples include:

- contrast use
- expected phase of IV contrast
- oral contrast detection
- expected anatomy coverage
- same-subject verification for follow-up studies
- duplicate study detection
- modality verification
- slice thickness consistency
- missing slices

Related Add-ons

- Need Study Metrics?
- Need to Override Visit Workflow?

support.slicevault.com/add-ons/masking-images

Need to Mask PHI?

Use **Image Masking** when burned-in annotations or visible text in the image itself still contain personal health information after upload.

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

Typical Users

- Investigators during upload review
- Quality Control Managers performing data cleanup
- Other users with image masking permission

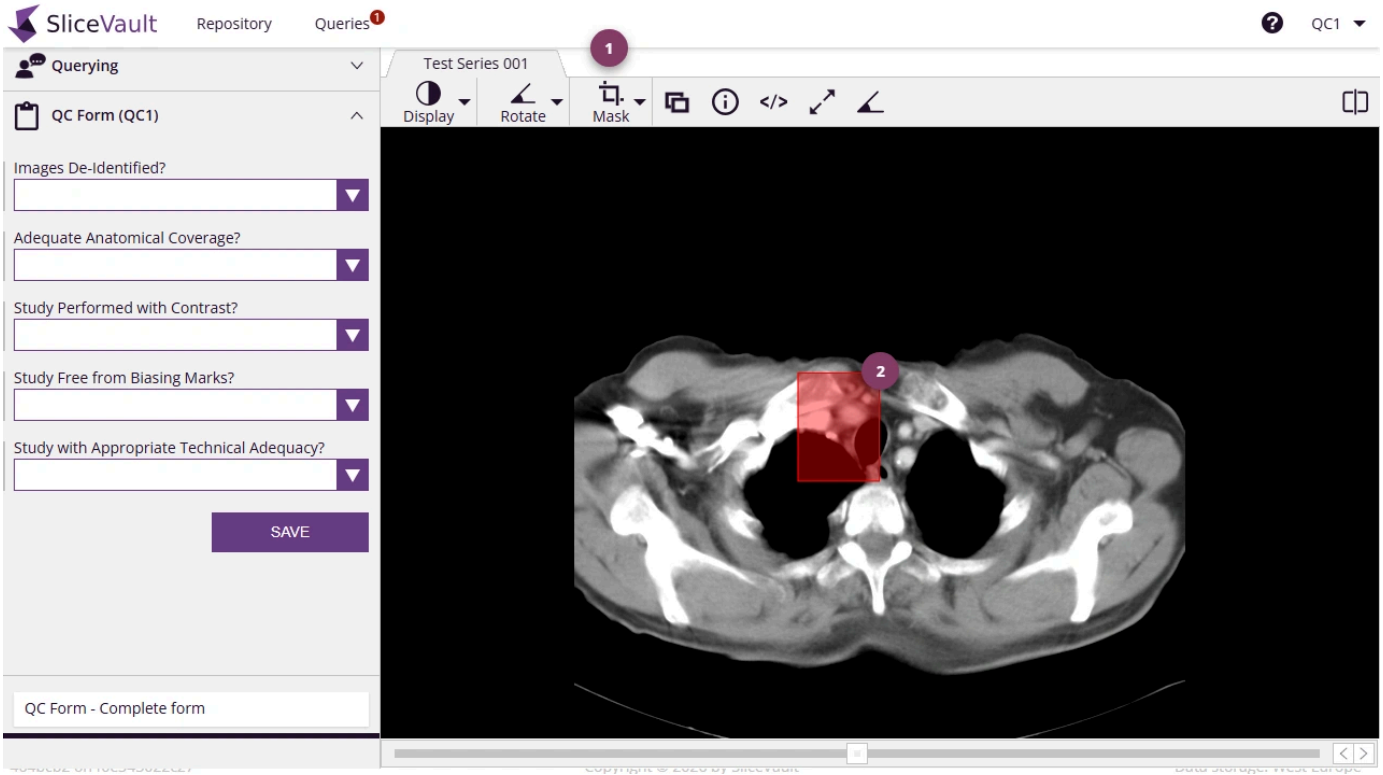
What Problem It Solves

SliceVault automatically removes DICOM tag information, but text embedded in the image pixels may still need human review. Image Masking is the controlled way to cover that visible PHI.

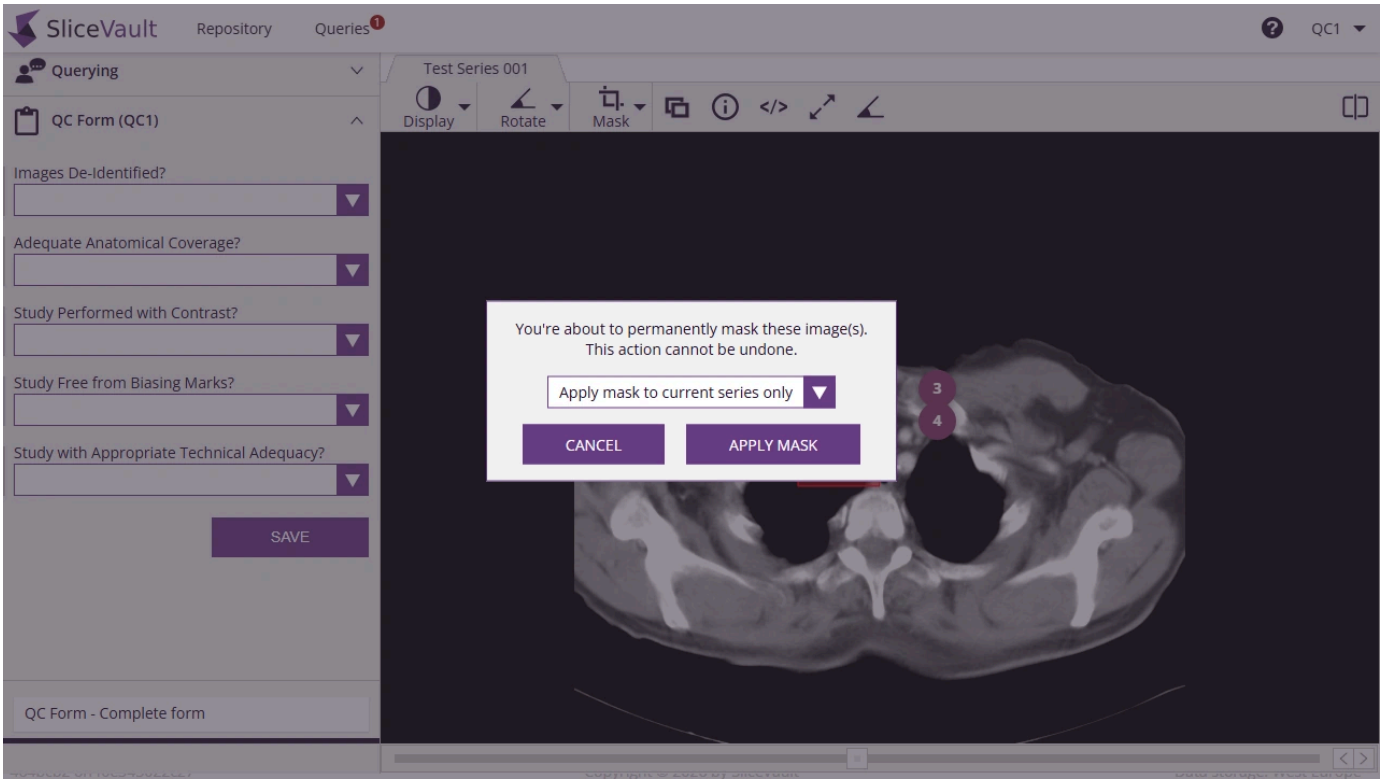
How to Use It

Open the image in the DICOM Viewer, then open the masking tools.

1. Hover over the **Mask** icon and click **Draw Mask**.
2. Draw one or more masks over the areas that should be hidden.
3. Right-click a mask if you need to remove it before saving.



1. Use **1** to review the masking tools after opening the masker.
2. Use **2** to review or adjust the drawn mask on the image.



3. Use **3** to choose the appropriate masking confirmation option.
4. Use **4** to confirm the masking action in the dialog.

Important Notes

- This action overwrites the original displayed data.
- Once the mask is approved, it cannot be removed or edited.
- Processing may take time depending on the number of images.

Related Add-ons

- Need to Edit DICOM Metadata?

support.slicevault.com/add-ons/editing-dicom

Need to Edit DICOM Metadata?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

Use **Edit DICOM Tag** when uploaded images need controlled DICOM metadata changes after upload.

Typical Users

- Advanced study users with explicit permission
- Quality Control Managers handling metadata correction
- Support teams performing controlled data cleanup

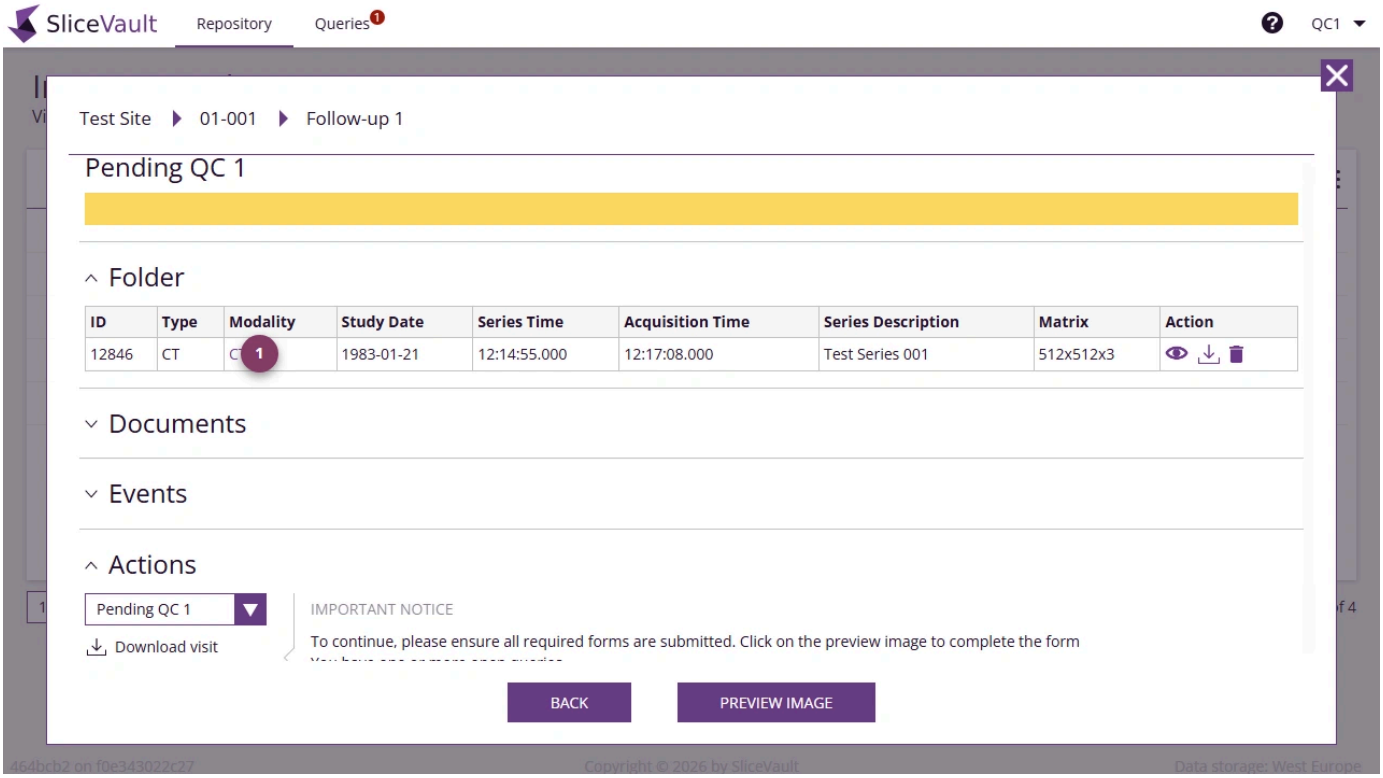
What Problem It Solves

This feature allows authorized users to add or modify DICOM tags on uploaded images. It should be used carefully, because incorrect edits can affect image integrity or compliance.

Where You Can Open It

From the Visit Dashboard

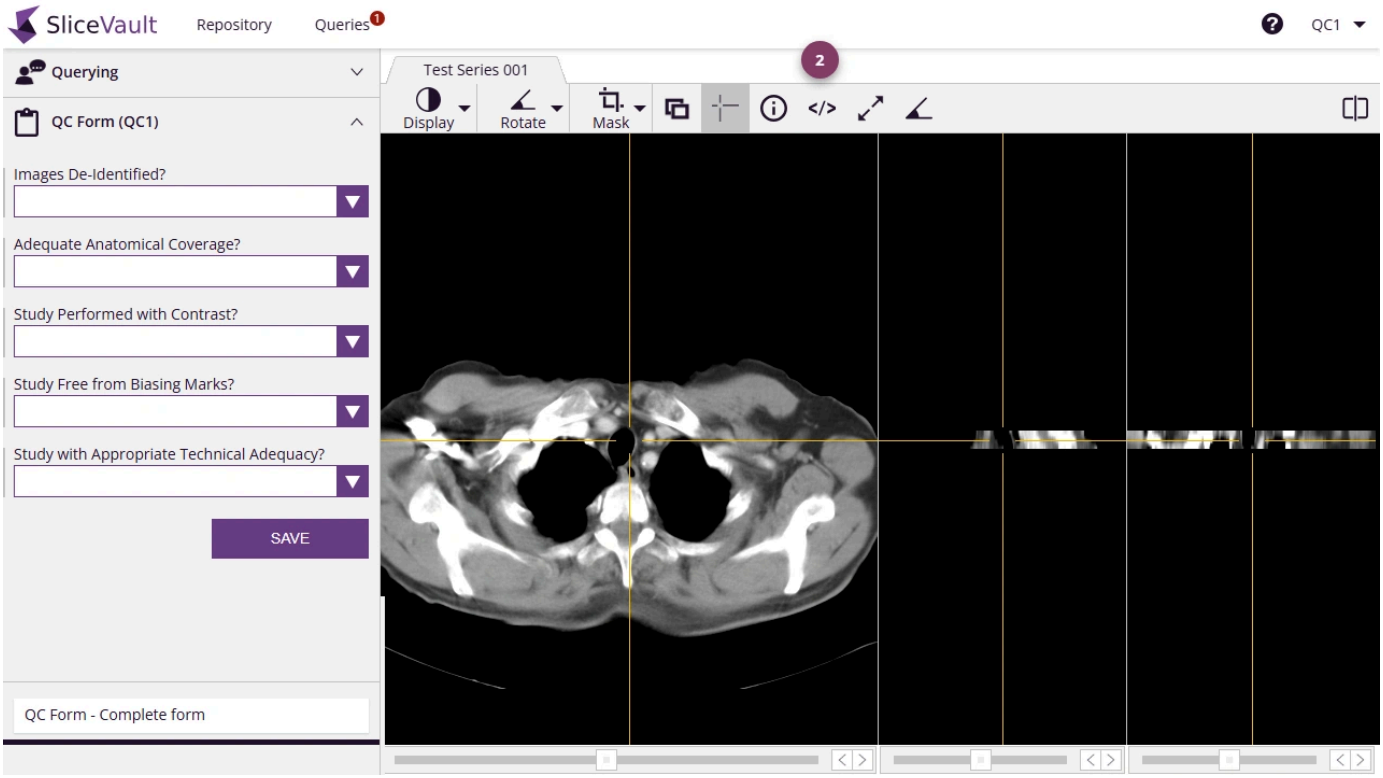
Open the folder section for the visit and click the modality label for the image whose DICOM tags you want to review.



1. Use **1** to open the DICOM tag editor from the visit folder section.

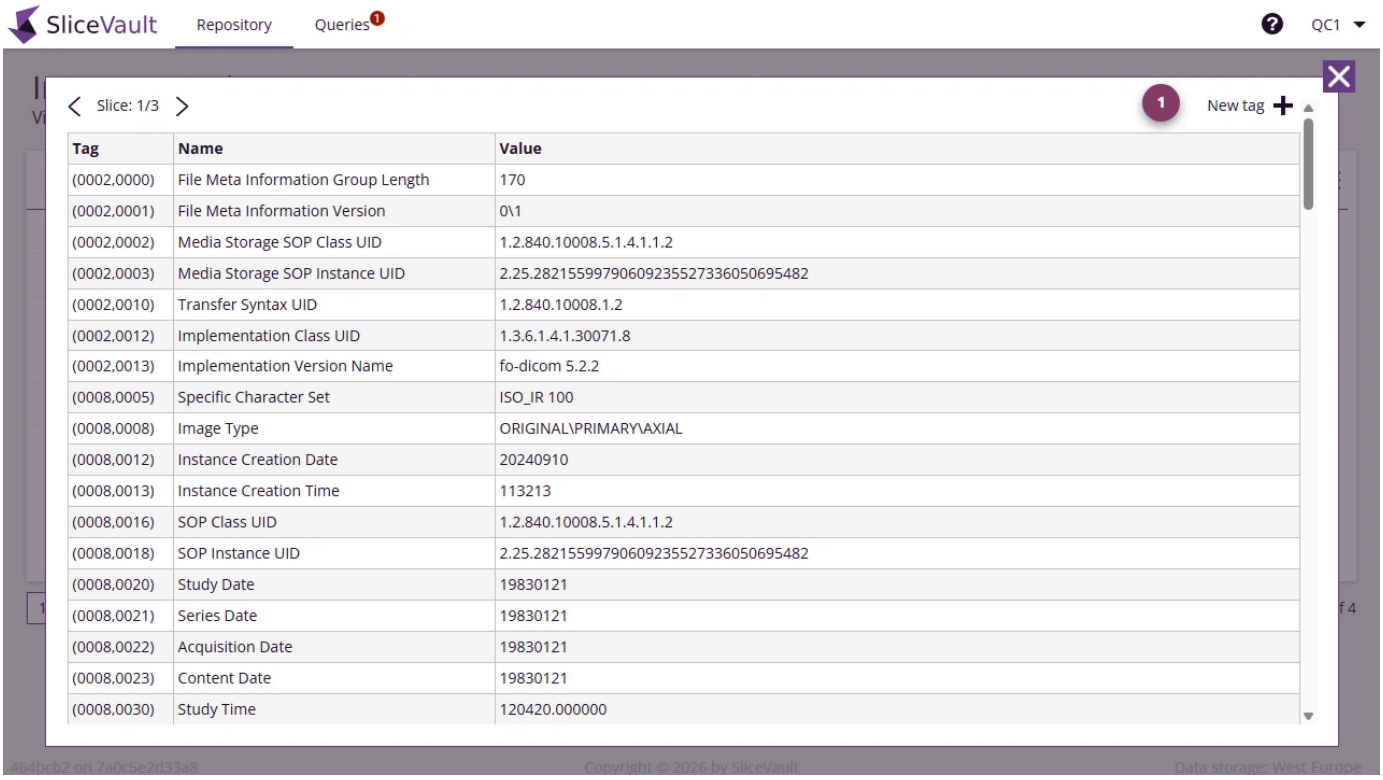
From the Viewer

Open the image in the DICOM Viewer and click the DICOM tag button in the toolbar.

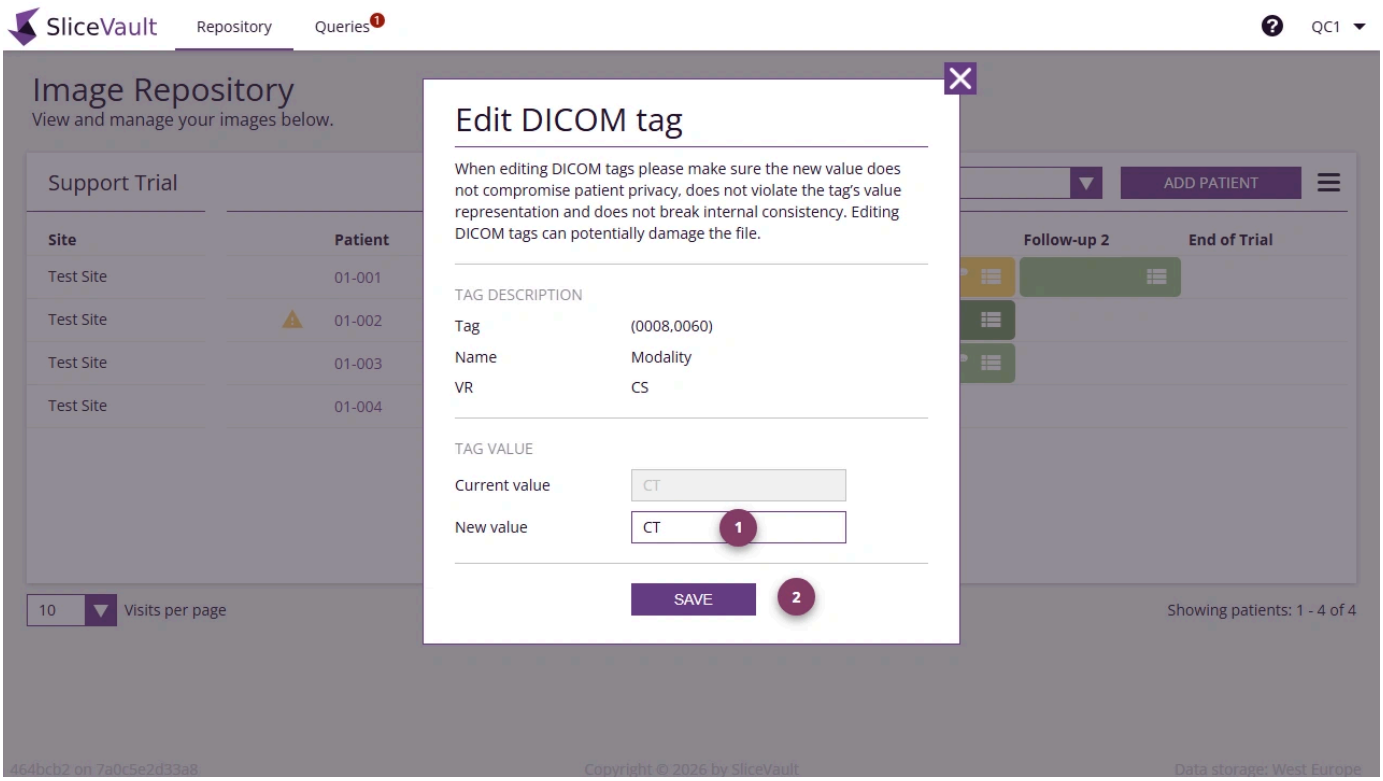


1. Use **2** to open the DICOM tag editor from the viewer toolbar.

How to Add or Edit a Tag



1. Use **1** to add a new tag.
2. Use **2** to edit an existing tag.



1. Use **1** to enter the new DICOM tag value.
2. Use **2** to save the change.

Important Notes

- Do not add identifying data unless explicitly approved for the study.
- Make sure the new value matches the correct DICOM format for that tag.
- After saving, SliceVault re-processes the edited images, which may take some time.

Related Add-ons

- Need to Mask PHI?
- Need to Change an Image Type?

support.slicevault.com/add-ons/send-to-reader

Need to Send QC1 Directly to Reader?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

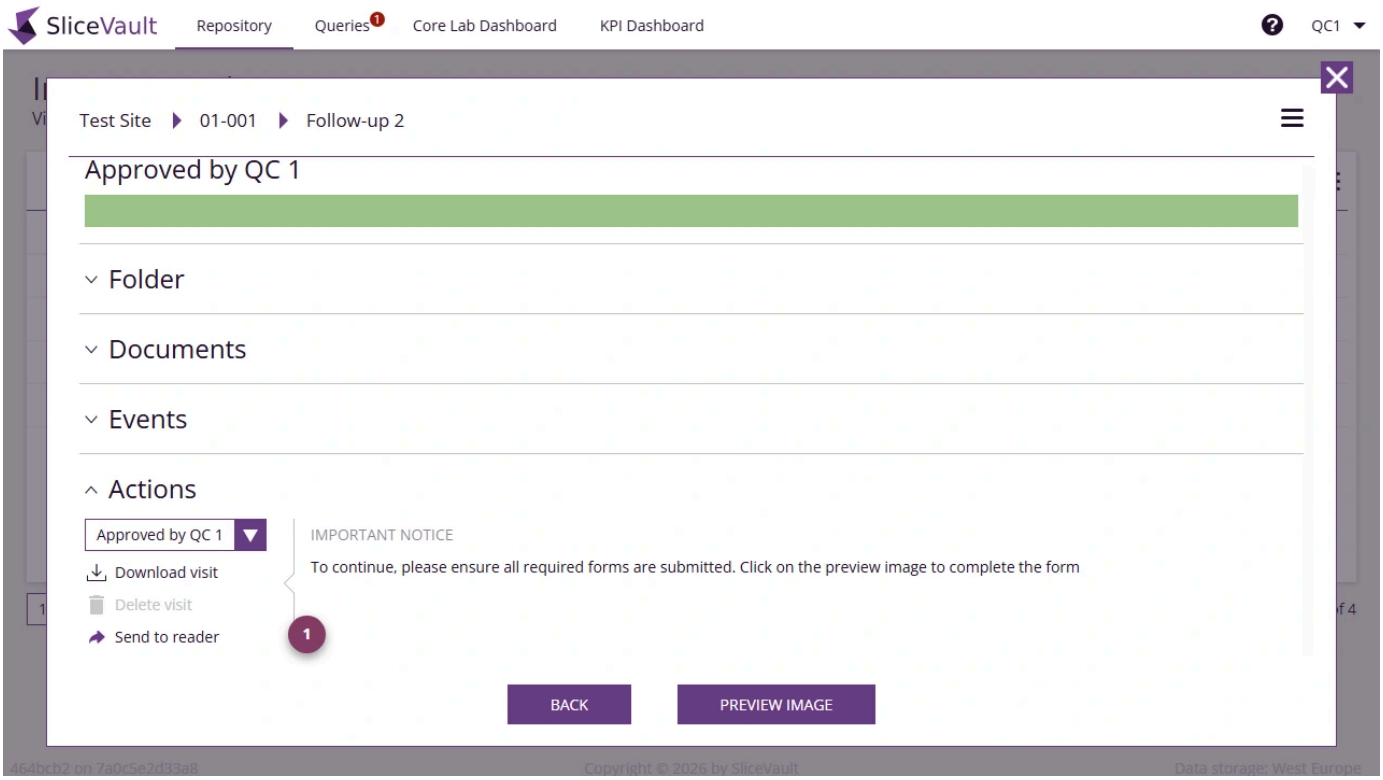
Use **Share with Reader** when the workflow should move a visit directly from QC1 to Reader without going through QC2.

Typical Users

- QC1 users in single-QC workflows
- Studies configured without a QC2 step

What Problem It Solves

This feature provides a controlled shortcut to central reading while keeping the audit trail intact.



1. Use **1** to send the approved visit directly to the Reader workflow.

When a QC1 user uses **Share with Reader** on an approved visit, the visit status changes to **Pending Reader**.

> **Note:** This function is only available when the visit has already reached the **Approved by QC 1** state.

Related Add-ons

- Need an Adjudicator?
- Need Independent Reader Assessments?

support.slicevault.com/add-ons/adjudication

Need an Adjudicator?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

Use **Adjudication** when the study needs an additional Reader to resolve disagreement or provide a final decision.

Typical Users

- Quality Control Managers who trigger adjudication
- Readers assigned as adjudicators
- Project staff overseeing discrepancy workflows

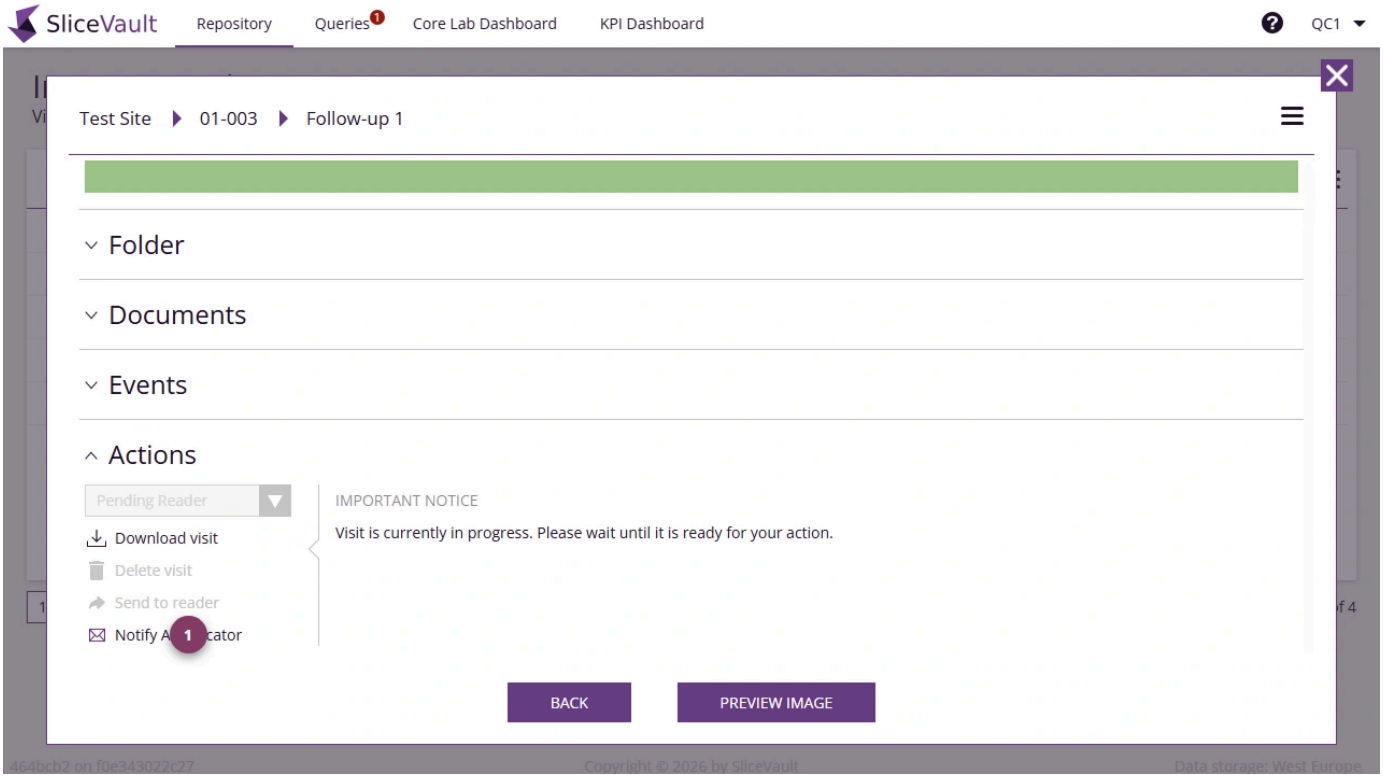
What Problem It Solves

Adjudication is used when the standard Reader workflow is not enough and a further decision is needed on a visit.

How It Works

Trigger Adjudication

If you are a QC2 user, or a QC1 user with the *Share with Reader* add-on, you can notify the adjudicator from the Visit Dashboard.



1. Use **1** to notify the adjudicator from the Visit Dashboard.

When the **Notify Adjudicator** action is used, SliceVault sends an automatic notification to the designated adjudicator.

Receive Adjudication

If you are assigned the adjudicator role as a Reader, you will receive an email with a link back to the case so you can review it and provide the required assessment.

Related Add-ons

- Need Independent Reader Assessments?
- Need to Send QC1 Directly to Reader?

support.slicevault.com/add-ons/kpi-dashboard

Need Study Metrics?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

Use **KPI Dashboard** when you need a higher-level view of study performance, site activity, or compliance metrics.

Typical Users

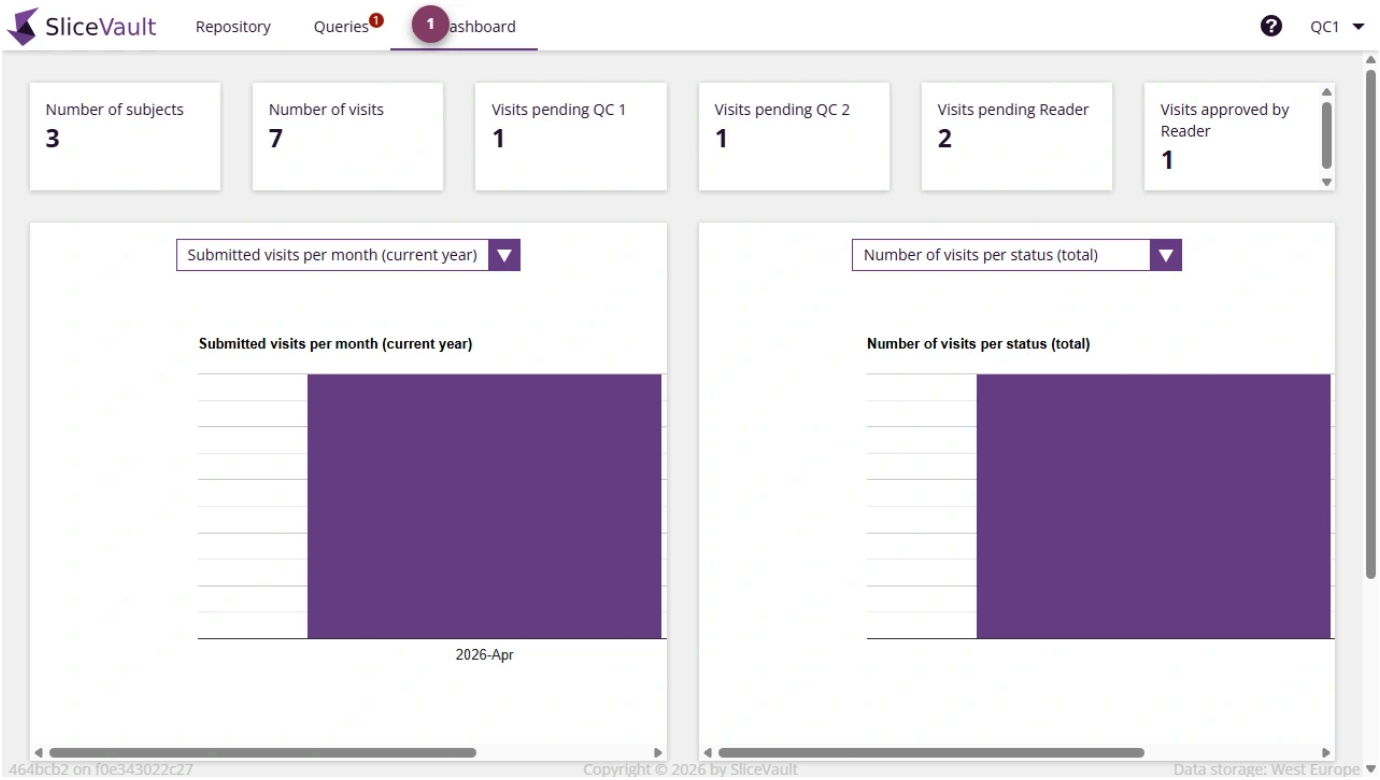
- Project Managers
- Monitors
- Quality Control Managers or oversight users with KPI access

What Problem It Solves

The KPI Dashboard provides aggregated operational metrics and lets users drill down into site-level or visit-level performance.

How to Open It

Click **KPI Dashboard** from the top navigation bar.



1. Use **1** to open the KPI Dashboard from the main navigation.

Use it to track study performance, evaluate compliance, and identify where follow-up may be needed.

Related Add-ons

- Need AI-Assisted QC?
- Need to Update Eligibility?

support.slicevault.com/add-ons/core-lab-dashboard

Need Core Lab Dashboard Oversight?

> **Access note:** The Core Lab Dashboard is only visible when the **CoreLabDashboard** extra role has been enabled for your account. The dashboard only shows trials, sites, patients, and visits that your user account is allowed to access.

Use the **Core Lab Dashboard** when you need a single worklist for visit status, QC progress, query activity, and turnaround metrics across the visits available to you.

Typical Users

- Quality Control Managers
- Project managers or monitors with Core Lab Dashboard access
- Oversight users who need cross-visit or cross-trial tracking

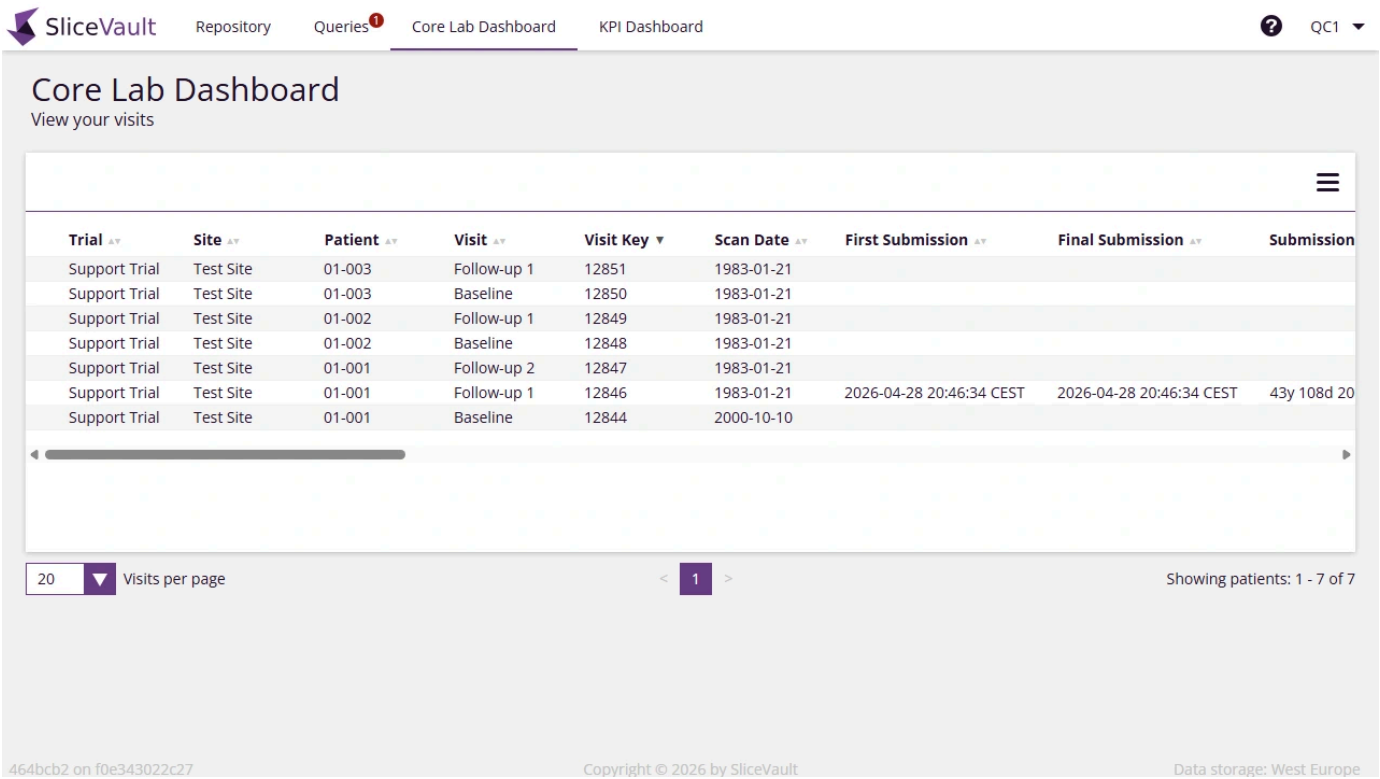
What Problem It Solves

The Core Lab Dashboard brings visit-level operational data into one table. It helps users see which visits are pending, which visits have open or closed queries, which QC steps are complete, and how long key workflow intervals are taking.

The dashboard can also show rows from more than one trial when your site user group has access to multiple trials. Administrative users manage that access in **Management > User Group Management** by editing the relevant site user group and assigning the required trials. Use the **Trial** column to see which trial each row belongs to.

How to Open It

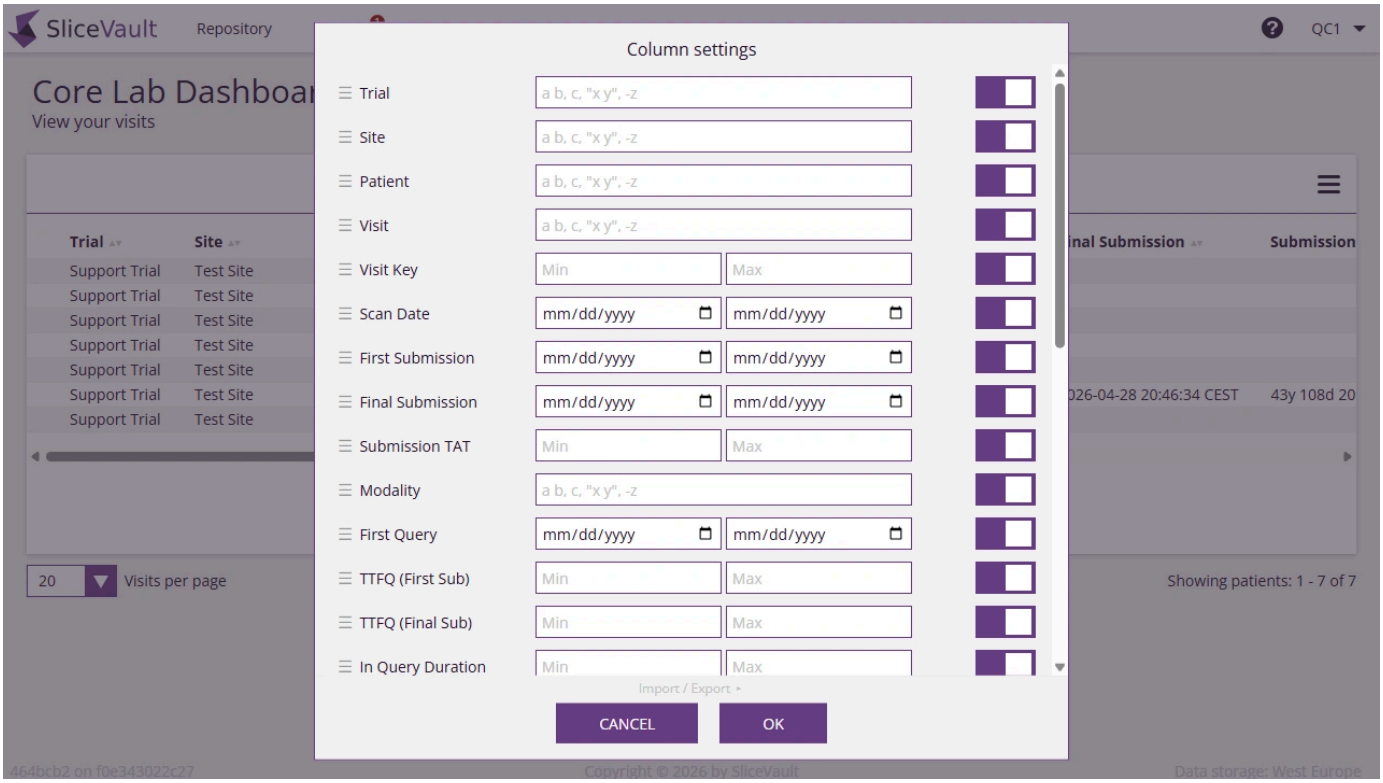
Click **Core Lab Dashboard** from the top navigation bar.



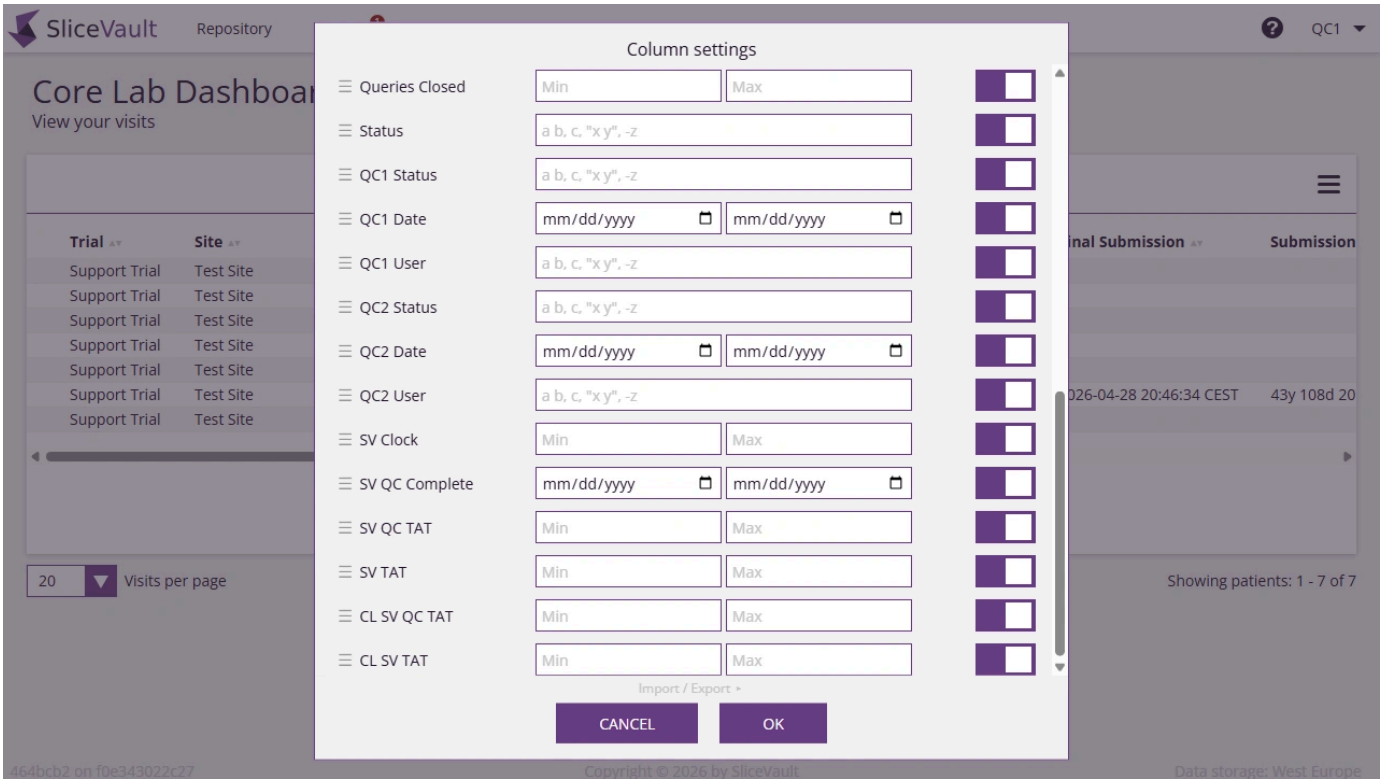
1. Click **Core Lab Dashboard** in the top navigation.
2. Review one row per accessible visit.
3. Click a column header to sort the table.
4. Use the horizontal scroll bar to view additional columns.
5. Use the menu button in the upper-right corner of the table to open **Settings**.

Settings

Open **Settings** from the menu button on the dashboard table.



1. Drag a column row to change the display order.
2. Use the filter fields to limit the table by text, number, date, or duration.
3. Use the toggle for a column to show or hide it.
4. Click **OK** to apply the current settings.



Every dashboard column is sortable from the table header and configurable in Core Lab Settings. The table below explains what each column means and how it can be filtered.

Column	How the Value Is Defined	Filter in Core Lab Settings
Trial	The trial that the visit belongs to. This is especially important when the dashboard includes rows from multiple accessible trials.	Text
Site	The site display name assigned to the patient or visit.	Text
Patient	The configured patient identifier for the visit row.	Text
Visit	The configured visit or timepoint name.	Text
Visit Key	The numeric system identifier for the visit, matching the value shown in ImageSetManagement.	Number range
Scan Date	The visit scan date from the uploaded image data when available.	Date range
First Submission	The earliest investigator submission timestamp for the visit. It stays the same after rejection and resubmission and is blank before first submission.	Date range
Final Submission	The latest investigator submission timestamp for the visit. It updates after resubmission and is blank before first submission.	Date range
Submission TAT	The calculated duration from Scan Date to Final Submission when both values exist.	Duration range
Modality	The visit-level Modality value assigned during visit selection, such as PET or MR. This is not derived from DICOM tags.	Text
First Query	The timestamp of the first query raised for the visit. It is blank when no query exists.	Date range
TTFQ (First Sub)	Time To First Query (TTFQ), calculated from First Submission to First Query when both events exist.	Duration range
TTFQ (Final Sub)	Time To First Query (TTFQ), calculated from Final Submission to First Query when both events define a valid interval.	Duration range
In Query Duration	The accumulated duration that the visit has spent with a query open. It is blank when no query interval exists.	Duration range
Query Status	Open when at least one unresolved query exists for the visit, and Closed when no unresolved query remains.	Text
Queries Open	The count of unresolved query threads for the visit.	Number range
Queries Closed	The count of verified closed query threads for the visit.	Number range

Column	How the Value Is Defined	Filter in Core Lab Settings
Status	The current visit workflow status.	Text
QC1 Status	The current or completed QC1 workflow state for the visit.	Text
QC1 Date	The timestamp associated with the QC1 workflow state, including the approval timestamp when the visit is approved by QC1. It is blank before a QC1 workflow event exists.	Date range
QC1 User	The user associated with the QC1 workflow state or decision.	Text
QC2 Status	The current or completed QC2 workflow state for the visit.	Text
QC2 Date	The timestamp associated with the QC2 workflow state, including the approval timestamp when the visit is approved by QC2. It is blank before a QC2 workflow event exists.	Date range
QC2 User	The user associated with the QC2 workflow state or decision.	Text
SV Clock	The elapsed SliceVault processing duration for the visit when the required workflow interval exists.	Duration range
SV QC Complete	The timestamp when the SliceVault QC workflow is complete for the visit. It is blank before the completion event exists.	Date range
SV QC TAT	The calculated SliceVault QC turnaround duration when the required QC start and completion events exist.	Duration range
SV TAT	The calculated SliceVault overall turnaround duration when the required workflow events exist.	Duration range
CL SV QC TAT	The calculated Core Lab SliceVault QC turnaround duration when the required workflow events exist.	Duration range
CL SV TAT	The calculated Core Lab SliceVault overall turnaround duration when the required workflow events exist.	Duration range

When a Value Looks Unexpected

Check the source workflow event behind the value. For example, confirm the investigator submission history for submission columns, the query history for query columns, and the QC1 or QC2 workflow actions for QC status, date, and user columns. For visit identity fields, check the visit configuration and ImageSetManagement for the selected trial.

Related Add-ons

- Need Study Metrics?
- Need AI-Assisted QC?
- Need to Override Visit Workflow?

support.slicevault.com/add-ons/eligibility

Need to Update Eligibility?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

Use **Eligibility** when the study needs a visible and communicated eligibility decision for a patient.

Typical Users

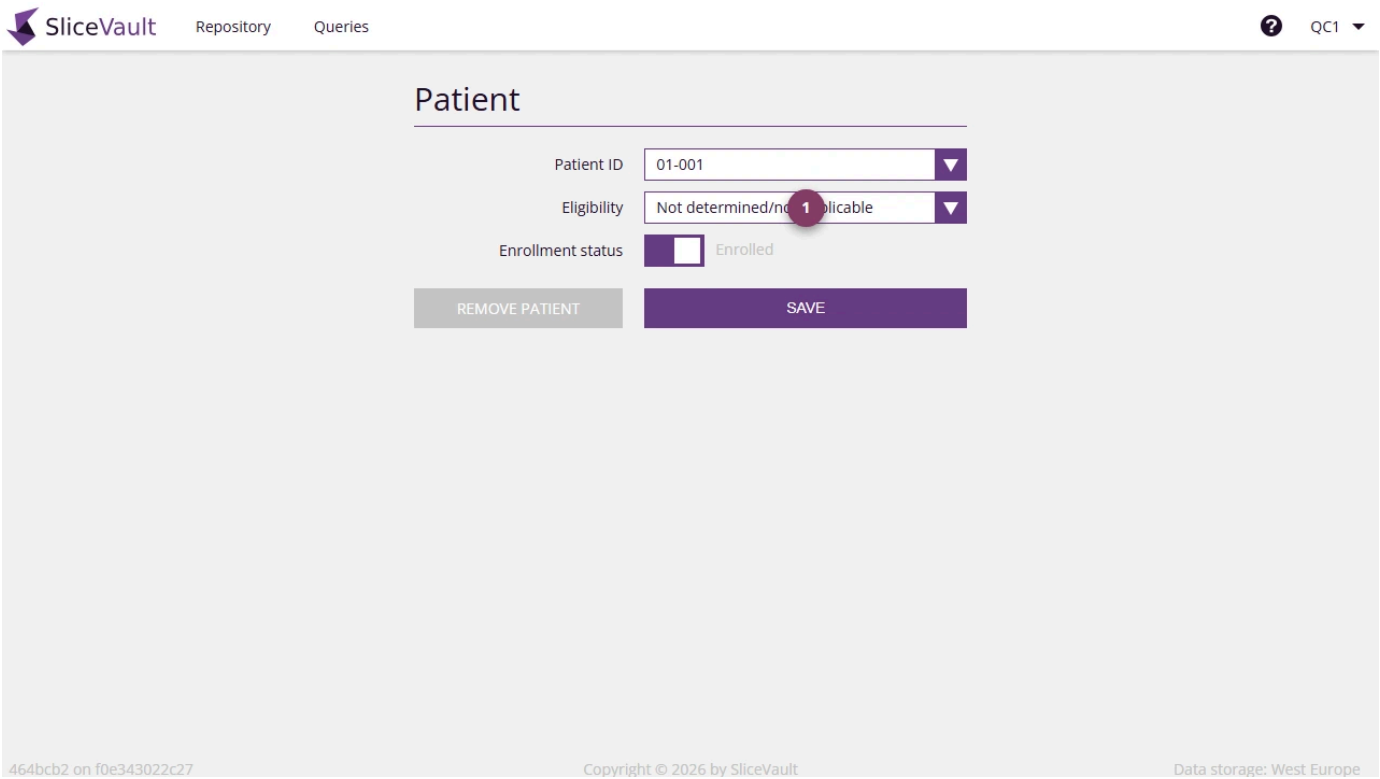
- Quality Control Managers
- Project Managers
- Other roles with the eligibility permission

What Problem It Solves

This feature allows authorized users to update a patient's eligibility status directly from the repository and automatically notify relevant study participants.

How to Use It

Click the patient ID in the patient list and select the correct eligibility status from the dropdown.



1. Use **1** to choose the patient's eligibility status.

Once the status changes, SliceVault sends an email notification to the site investigators and other relevant participants.

Related Add-ons

- Need Study Metrics?
- Need to Override Visit Workflow?

support.slicevault.com/add-ons/dicom-push

Need to Push Images to PACS?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

Use **DICOM Push** when data should be sent directly from SliceVault to a configured DICOM server or PACS instead of being downloaded manually.

Typical Users

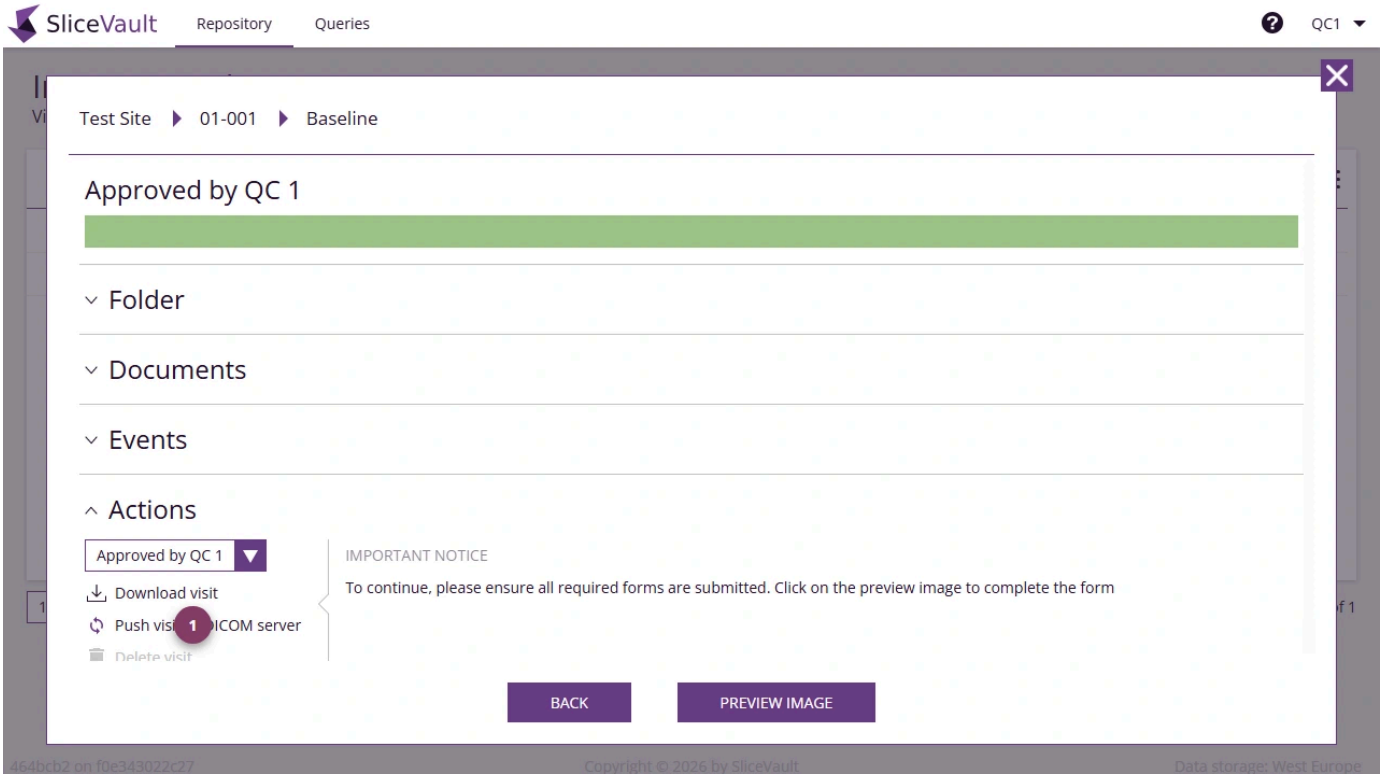
- Quality Control Managers
- Readers
- Other roles with the *Sync to PACS* permission

What Problem It Solves

DICOM Push provides a direct export route from the Visit Dashboard into an external imaging endpoint.

How to Use It

1. Open the relevant visit.
2. Click **Push visit to DICOM server** from the Visit Dashboard.



1. Use **1** to start the DICOM Push action for the visit.

SliceVault will then transfer the DICOM data for that visit to the configured destination.

Related Options

If you only need a local export, use the standard download functions instead of DICOM Push.

support.slicevault.com/add-ons/visit-administration

Need to Override Visit Workflow?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

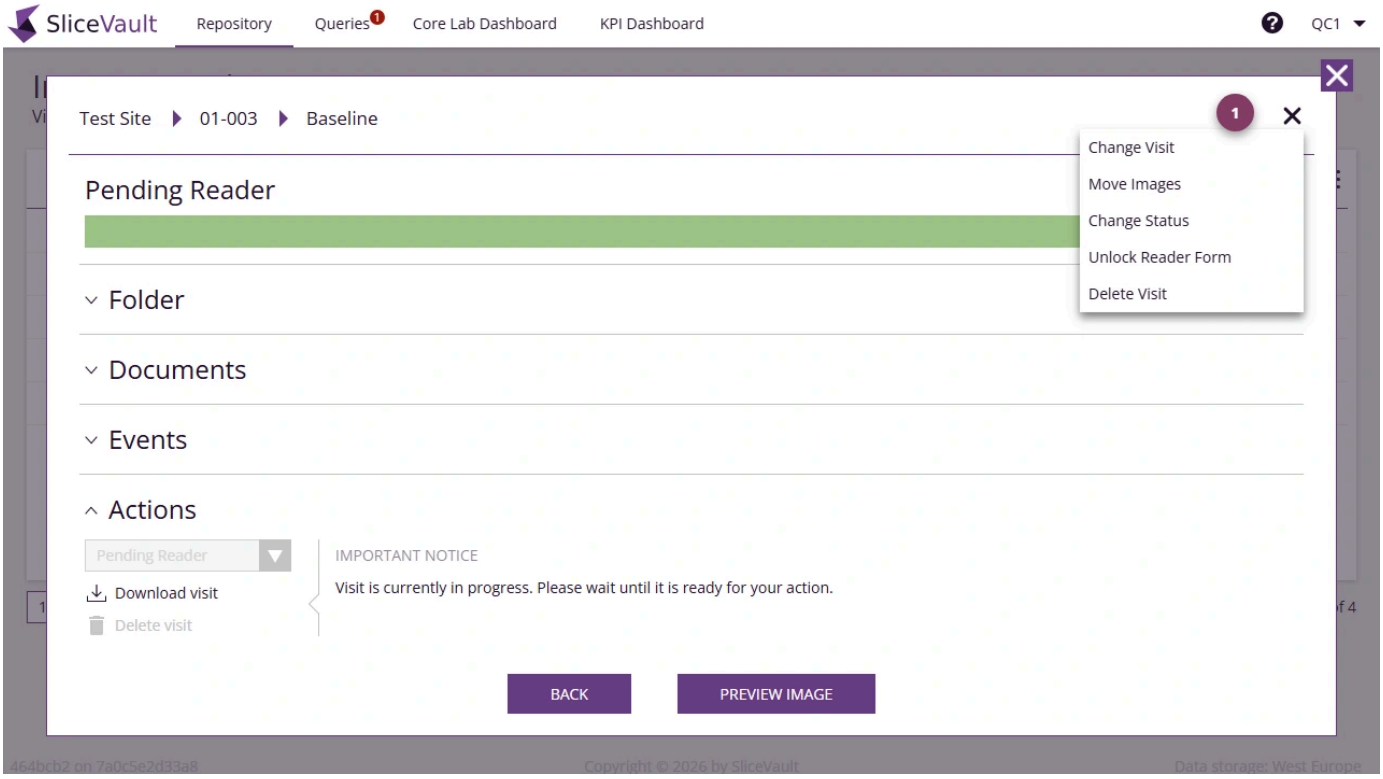
Use **Visit Administration** when a visit must be corrected in a way that bypasses the normal workflow restrictions.

Typical Users

- Quality Control Managers
- Project staff with elevated operational permissions

What Problem It Solves

This add-on provides administrative tools for correcting visit-level errors, moving data, or overriding workflow state when the standard process is not sufficient.

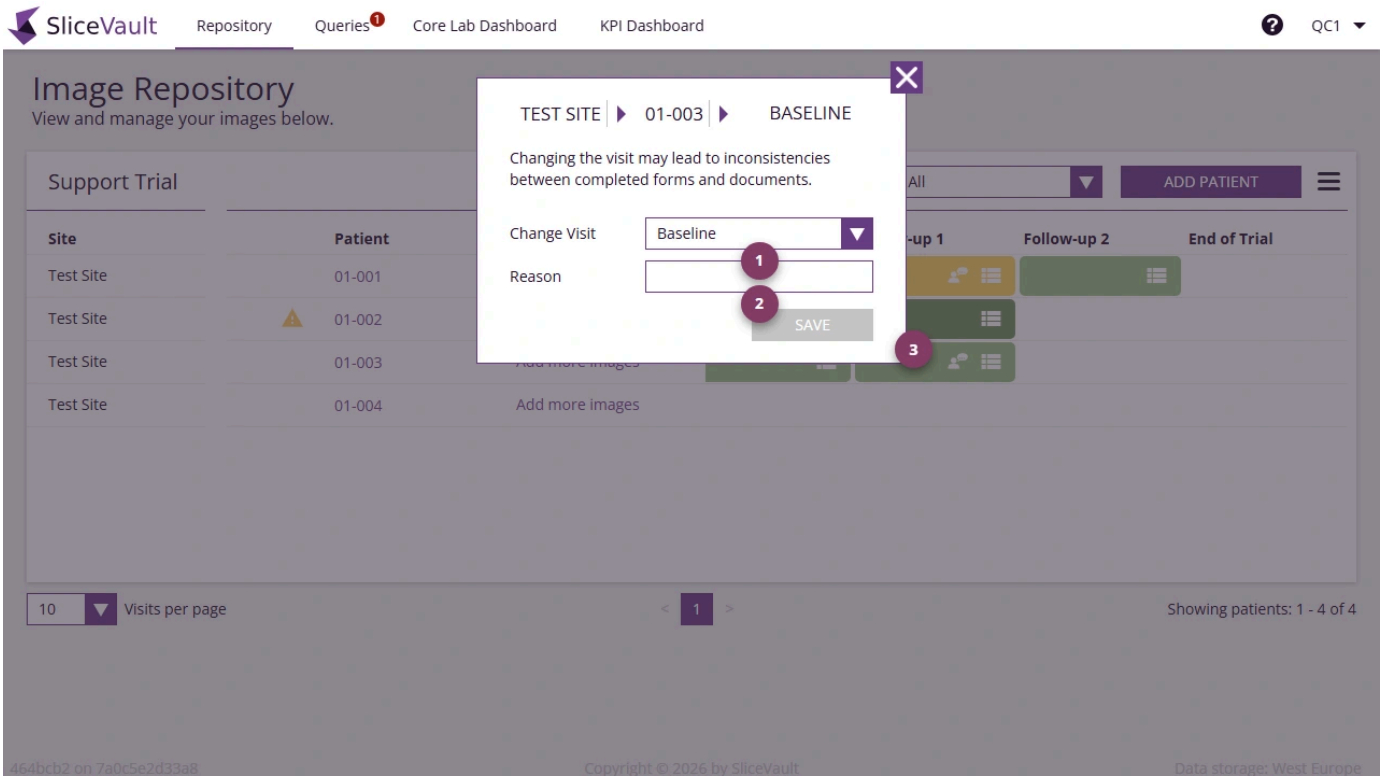


1. Use **1** to open the visit administration tool menu from the Visit Dashboard.

Available Tools

Change Visit

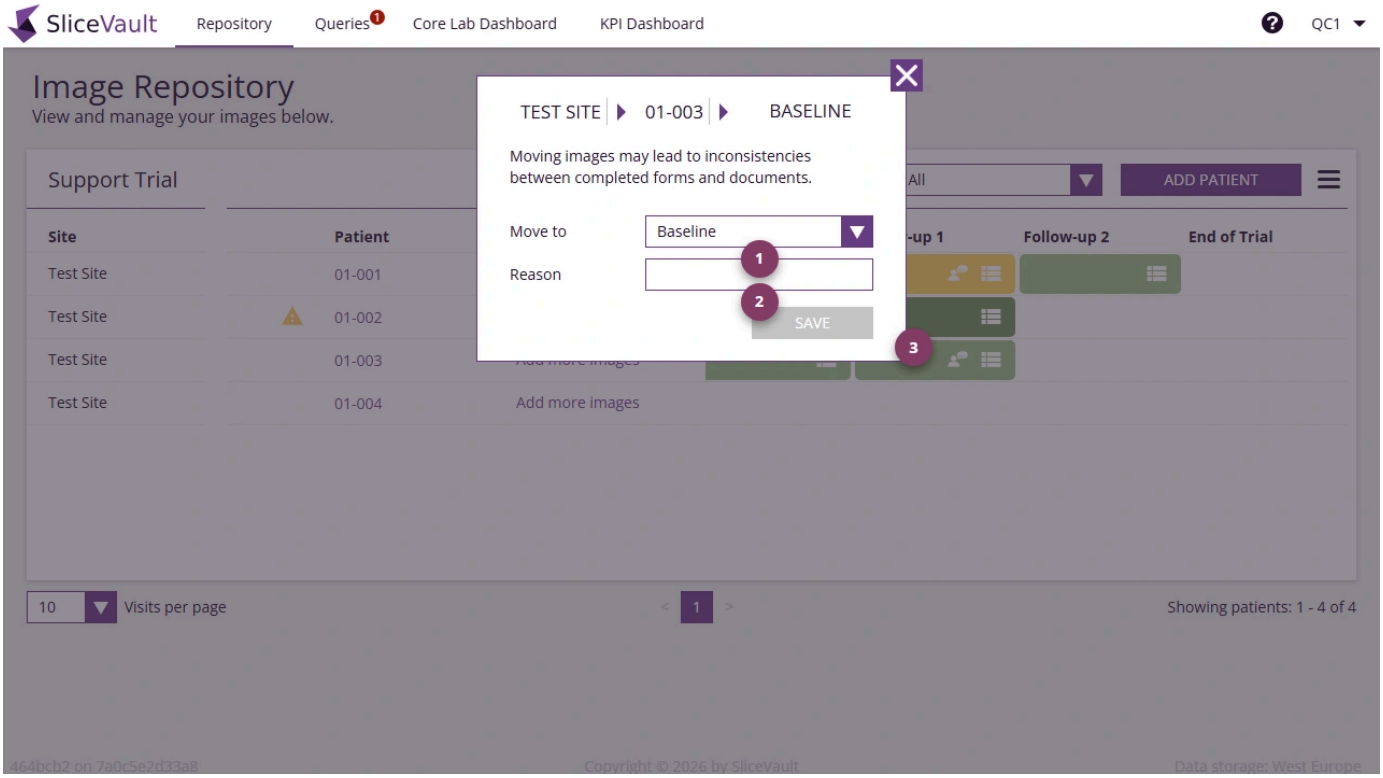
Use this when the entire visit, including images and forms, was assigned to the wrong visit label.



1. Use **1** to select the new visit.
2. Use **2** to enter the reason for the change.
3. Use **3** to save the change.

Move Images

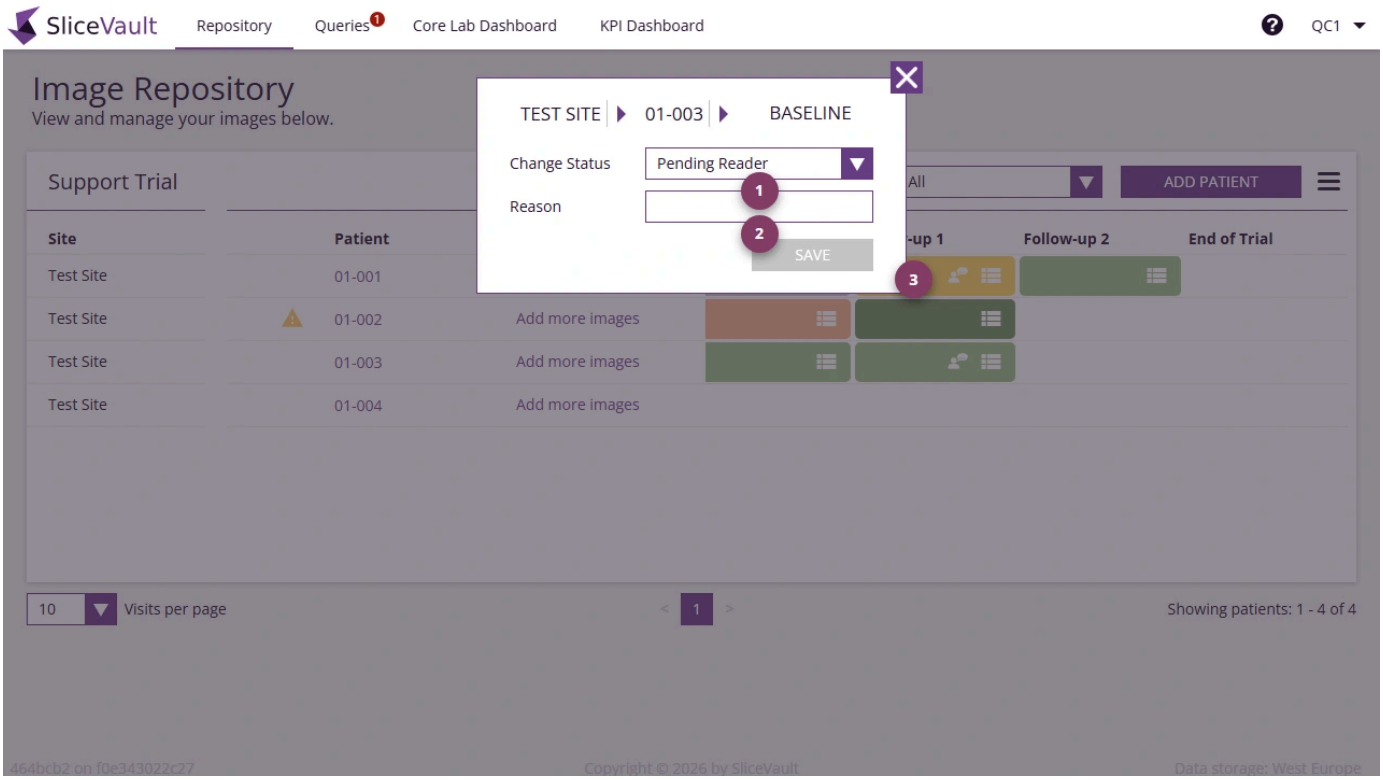
Use this when only the images should move to another visit that already exists.



1. Use **1** to select the destination visit.
2. Use **2** to enter the reason for moving the images.
3. Use **3** to save the move.

Change Status

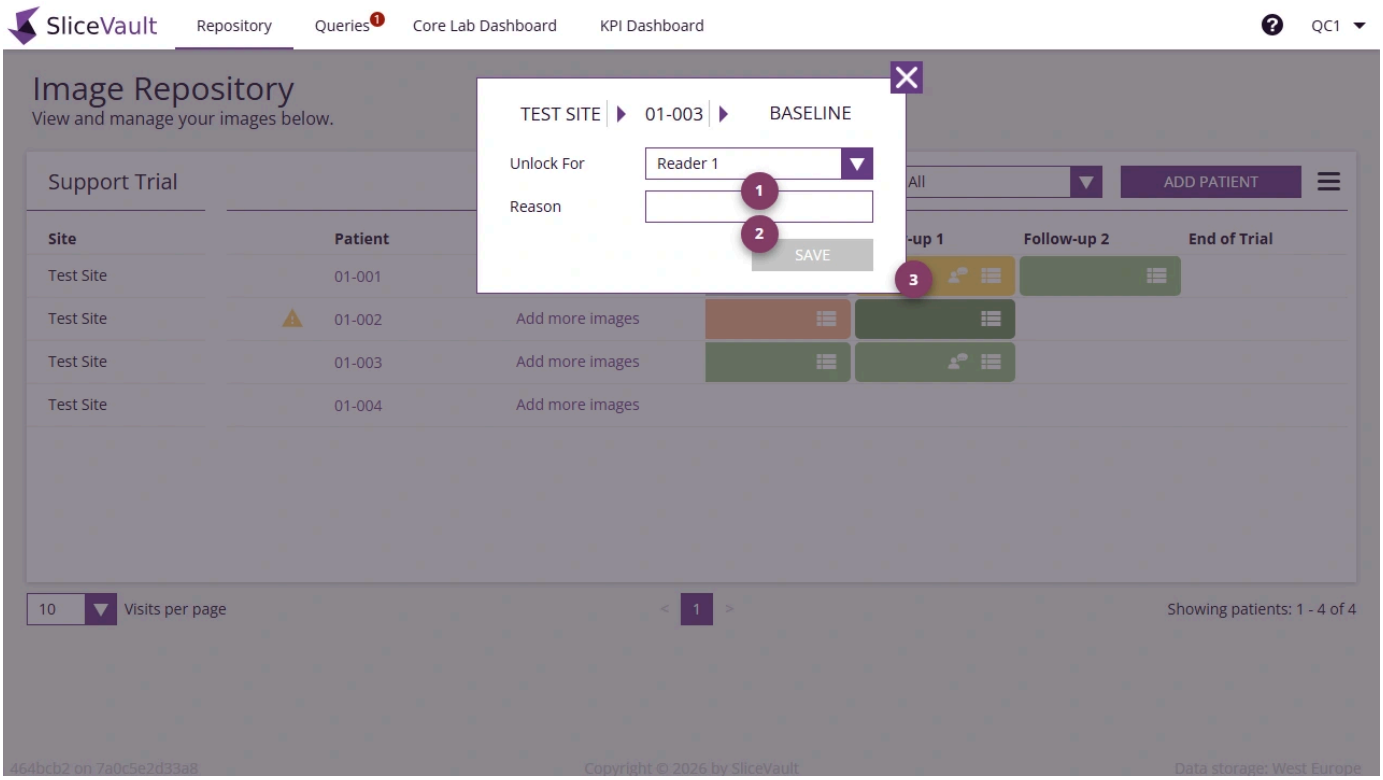
Use this when the workflow status must be corrected manually.



1. Use **1** to choose the corrected visit status.
2. Use **2** to enter the reason for the status change.
3. Use **3** to save the status update.

Unlock Reader Forms

Use this when a completed Reader form must be reopened for editing.



1. Use **1** to choose the Reader form that should be reopened.
2. Use **2** to enter the reason for reopening the form.
3. Use **3** to save the unlock action.

Delete Visit or Documents

Use these options only when data must be removed permanently. These actions are destructive and cannot be undone.

Important Notes

- Always record a clear reason when using these tools.
- Verify reports and downstream references after moving data or changing visit assignments.
- Use these options only when the normal workflow cannot solve the problem.

Related Add-ons

- Need to Change an Image Type?

- Need to Update Eligibility?

support.slicevault.com/add-ons/independent-review

Need Independent Reader Assessments?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

Use **Independent Review** when more than one Reader must assess the same visit, but each Reader must remain blinded from the others.

Typical Users

- Readers in multi-reader studies
- Quality Control Managers or project staff configuring discrepancy workflows

What Problem It Solves

Independent Review ensures that each Reader sees only their own assessment workflow, preserving unbiased interpretation.

How It Works

When this add-on is enabled:

- each Reader accesses the same underlying dataset
- each Reader sees only their own forms and responses
- completed assessments remain hidden from peer Readers
- Quality Control Managers or project staff can later compare results or trigger adjudication if needed

Related Add-ons

- Need to Blind Readers?
- Need an Adjudicator?

support.slicevault.com/add-ons/reader-blinding

Need to Blind Readers?

Use **Reader Blinding** when Readers should not see contextual information that could influence their assessment.

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

Typical Users

- Readers in blinded studies
- Project staff designing bias-controlled workflows

What Problem It Solves

This feature hides specific contextual details from Readers so they focus on the imaging data rather than site or timepoint information.

Types of Blinding

Site Blinding

Hides the name of the site that submitted the data.

Visit Blinding

Hides the visit name so Readers do not know the study timepoint, such as baseline or follow-up.

Related Add-ons

- Need Independent Reader Assessments?
- Need an Adjudicator?

support.slicevault.com/add-ons/image-quantification

Need Segmentation Tools?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

Use **Image Quantification** when the study requires manual segmentation, labeled annotations, or quantitative image analysis in the viewer.

Typical Users

- Readers
- Analysts
- Other users assigned quantification tasks

What Problem It Solves

This feature adds segmentation tools to the viewer so users can outline regions of interest, apply labels, and upload segmentation results.

How to Open It

From the Visit Dashboard, click **Analyze** to open the viewer with the segmentation toolbar enabled.

How It Works

Example – Manual Segmentation of CT Stack

The usual workflow is:

1. Select a segmentation label.
2. Draw or refine the segmentation with the available tools.
3. Upload the segmentation to SliceVault.

Helpful Shortcuts

Viewing

- **X** toggles segmentation opacity
- **ALT + scroll wheel** adjusts segmentation opacity
- **L** shows or hides all labels
- **Tab + mouse hover** shows the label name

Drawing

- **E + left mouse** draws with the pencil
- **E + right mouse** erases with the pencil
- **G + left mouse** uses bucket fill
- **Ctrl + R + left mouse** uses the polygon tool
- **Ctrl + Z** undoes the last step
- **Ctrl + Y** redoes the last undone step

Advanced Controls

- **Y + scroll wheel** sets the high HU threshold
- **H + scroll wheel** sets the low HU threshold
- **I** removes marked pixels outside the largest connected region
- **D** fills holes in the current label
- **Ctrl + Alt + S** uploads the segmentation to the server

Related Guides

For general viewer controls and navigation, see DICOM Viewer.

support.slicevault.com/add-ons/imagetype-editor

Need to Change an Image Type?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

Use **Image Type Editor** when an uploaded series has the wrong image type label and must be corrected after upload.

Typical Users

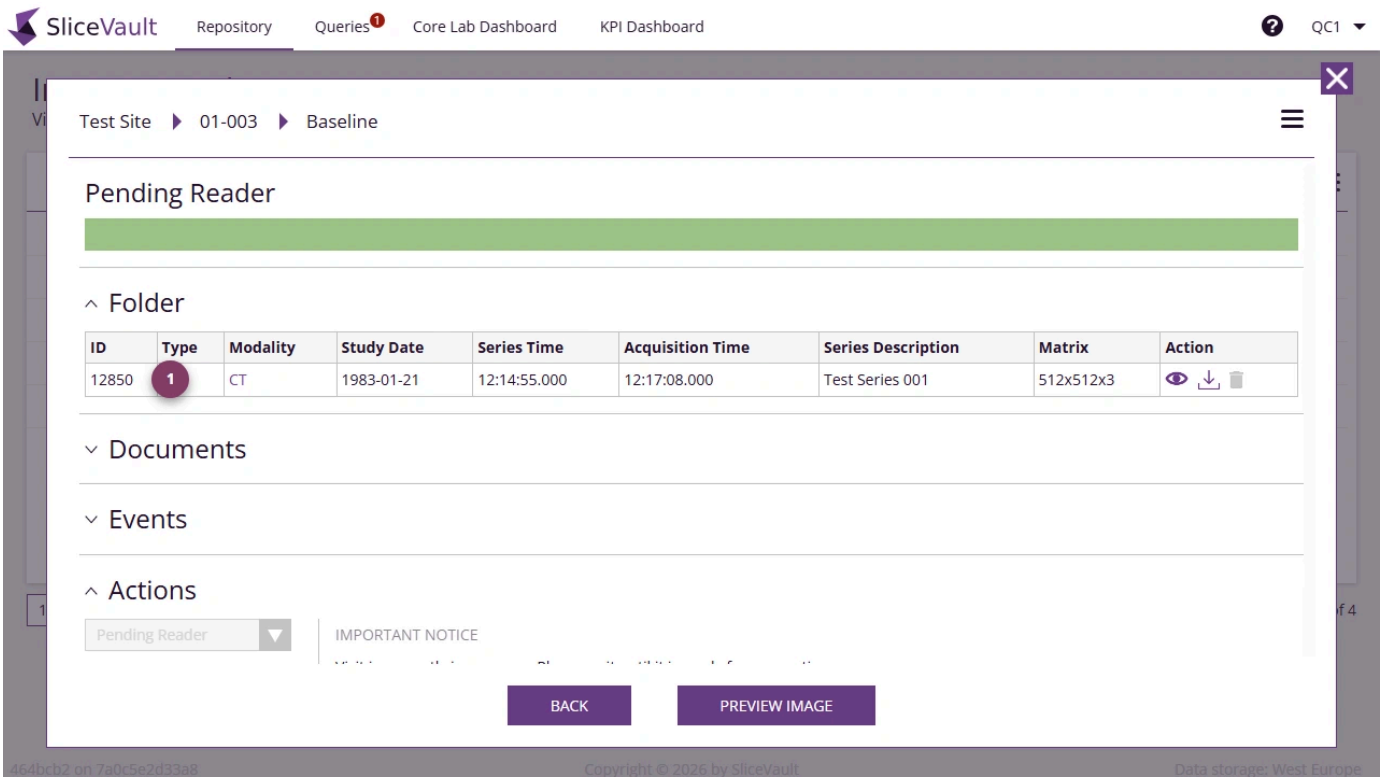
- Investigators
- Quality Control Managers
- Other roles with image type editor permission

What Problem It Solves

This feature lets authorized users change the image type label on a stored series without re-uploading the data.

How to Use It

1. Open the visit dashboard and expand the folder section.
2. Click the current image type label on the series you want to change.
3. Select the correct label from the configured list.



1. Use **1** to open the image type selector for the series you want to correct.

Important Notes

- Only labels configured for the project are available.
- Changing the label can affect how the image is displayed or grouped elsewhere in SliceVault.

Related Add-ons

- Need to Edit DICOM Metadata?
- Need to Override Visit Workflow?

support.slicevault.com/add-ons/unredacted-upload

Need to Upload Unredacted Files?

> **Access note:** This feature is only visible when the relevant add-on has been enabled for the study and assigned to your user account. If you cannot see it, contact your Trial Administrator or main study contact. Trial Administrators can review add-on access in Edit User Access.

Use **Upload Un-Redacted Data** only when files must be stored in SliceVault without de-identification or standard image processing.

Typical Users

- Investigators
- Quality Control Managers
- Support workflows handling problematic source files

What Problem It Solves

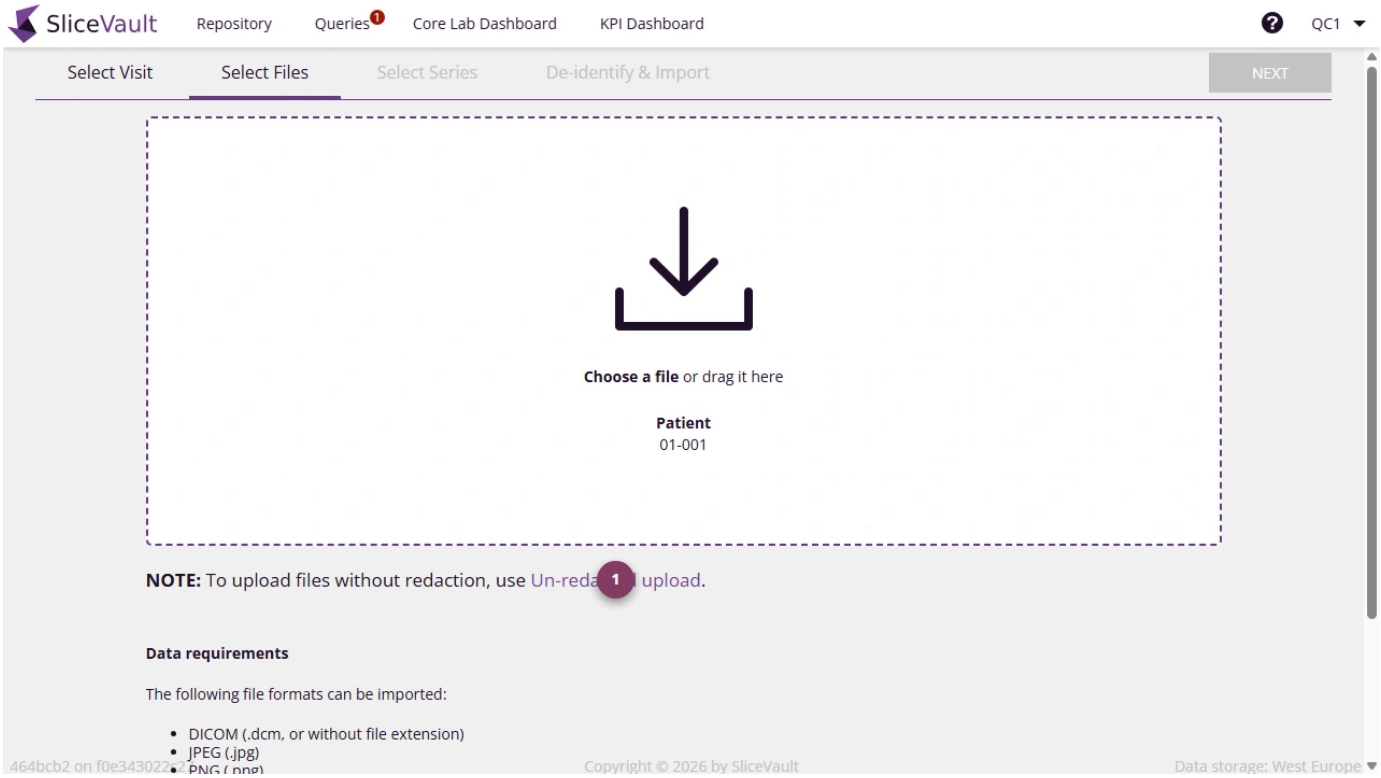
This feature provides a controlled route for raw files that should not pass through the normal de-identification pipeline.

Important Restrictions

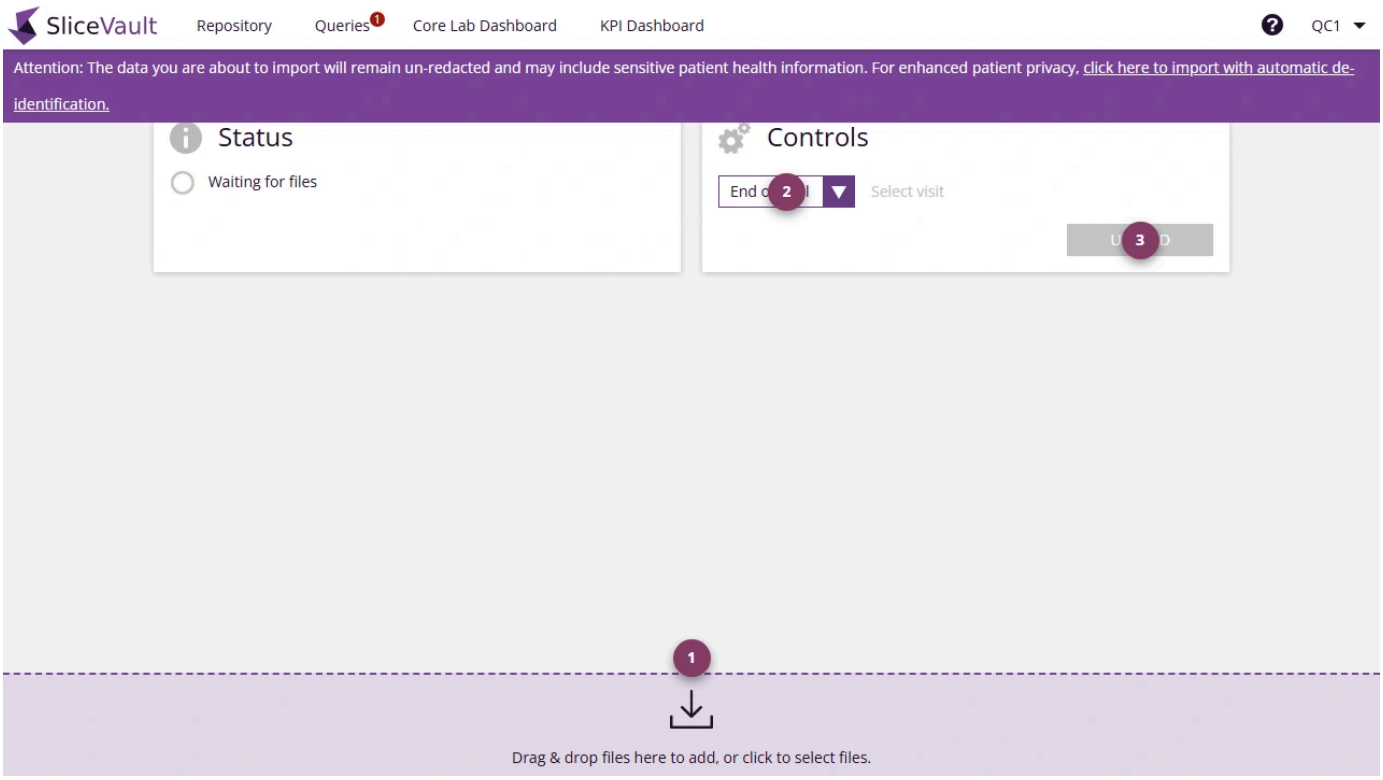
- Files uploaded by this route are not de-identified.
- Files uploaded by this route are not viewable in the SliceVault DICOM Viewer.
- Access is role-restricted and must be enabled per study.

How to Use It

1. Start the normal upload process and move to the select-files step.
2. Click the unredacted upload link below the dropzone.



1. Use **1** to open the unredacted upload route from the upload flow.



2. Use **1** to drag the files into the dropzone.
3. Use **2** to select the target visit.
4. Use **3** to start the upload.

Typical Use Cases

- troubleshooting when SliceVault cannot process a source dataset correctly
- storing non-standard or non-DICOM study files for review

Related Add-ons

- Need to Mask PHI?
- Need to Edit DICOM Metadata?

support.slicevault.com/troubleshooting/preview-image-is-missing

Why Is Preview Image Missing?

Use this page when the Visit Dashboard opens but the normal **Preview Image** option is not available.

Typical Causes

- the visit is not yet in the workflow step that allows review
- the visit does not yet contain uploaded data
- the role does not have access to that review step
- the page is showing documents or downloads only for that visit

What to Check

1. Confirm that you opened the correct patient and visit.
2. Review the visit status in the repository.
3. Check whether the visit is waiting for upload, QC, Reader review, or document generation.

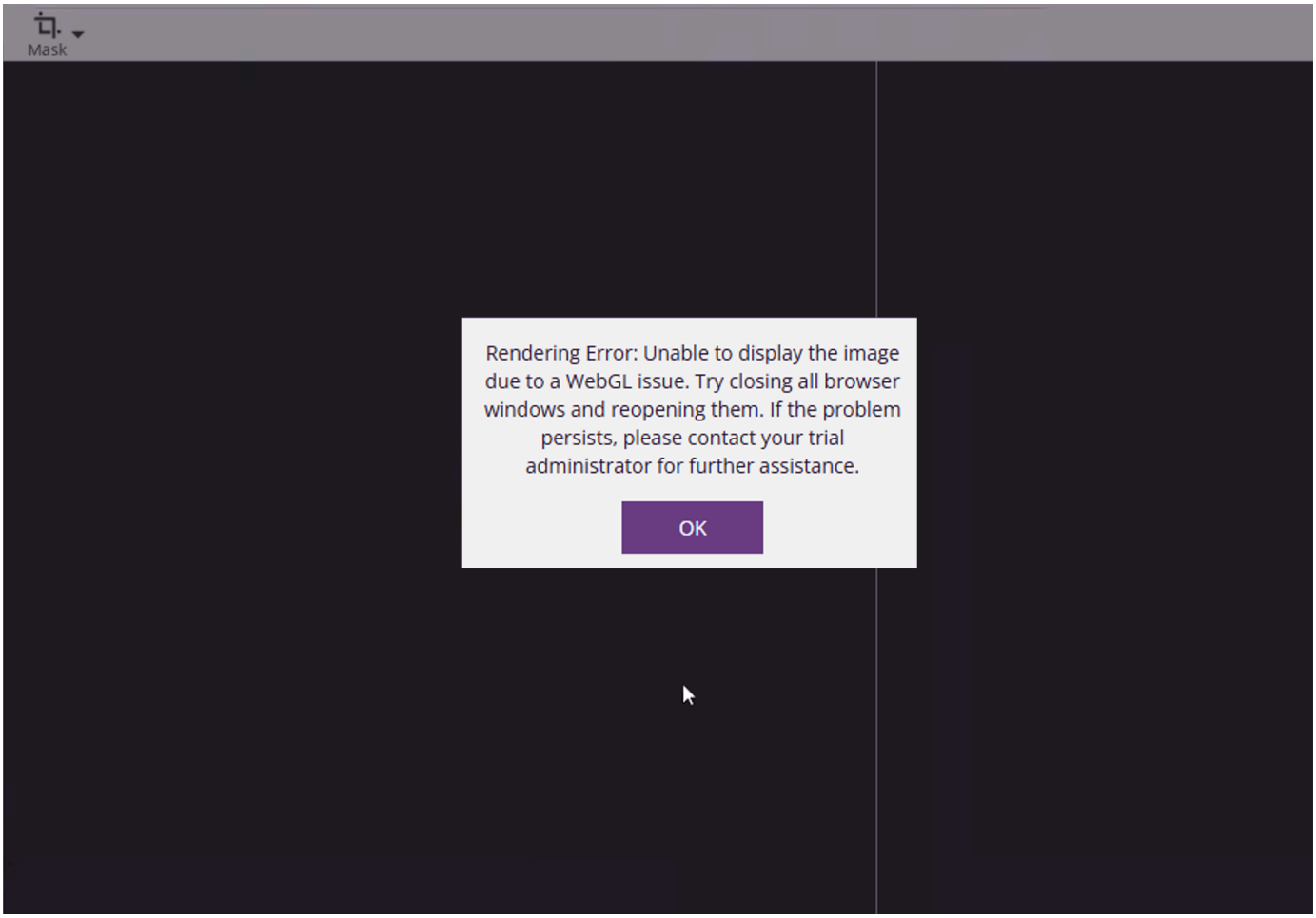
Related Pages

- Visit Dashboard Actions
- Visit Dashboard Actions
- Open the Visit Dashboard
- Why is my form, document, or download missing?

support.slicevault.com/general/webgl-rendering-error

Image rendering error (WebGL)

Error message: Unable to display the image due to a WebGL issue. Try closing all browser windows and reopening them. If the problem persists, please contact your trial administrator for further assistance.
Applies to: All modalities viewed in the embedded DICOM viewer.
Typical symptom: the image does not display and a popup reports a WebGL rendering error.



Why this happens

SliceVault's embedded DICOM viewer uses WebGL for GPU-accelerated image rendering inside the browser. WebGL rendering errors occur when the browser or graphics hardware cannot allocate the resources required to display the image.

This is most commonly seen with very large imaging datasets, such as:

- High-resolution images with large X and Y dimensions
- Studies with many slices or additional dimensions (for example dynamic or multi-phase acquisitions)
- Hybrid imaging studies such as PET/CT or PET/MR, where multiple volumes are rendered together

In these cases, client-side limits may be exceeded. When this limit is reached, the browser cannot allocate the required GPU resources and SliceVault cannot display the images.

However, WebGL rendering errors are not caused by a single factor. They can also occur due to other client-side constraints, including:

- Limited available GPU memory
- Integrated or low-end graphics hardware
- Browser-specific WebGL limitations or bugs
- Outdated or unstable graphics drivers
- GPU resources already in use by other applications or browser tabs

In these situations, the image dimensions may technically be within supported limits, but WebGL may still fail to initialize or allocate the required buffers.

How to resolve the issue

1. Restart the browser

Completely close **all** browser windows and reopen the browser.
This releases GPU resources that may be held by previous sessions.

2. Reduce GPU load

- Close other browser tabs
- Avoid opening multiple SliceVault viewers at the same time

3. Try a different browser

Test the same study in another modern, up-to-date browser to compare behavior (preferably Google Chrome).

4. Use a system with a dedicated GPU

Dedicated graphics cards typically support larger textures and higher memory limits than integrated graphics solutions.

> **Tip:** If the issue persists, download the image and review it in a dedicated DICOM viewer, which does not rely on browser technologies such as WebGL and is not subject to the same limitations.

Important notes

This issue is client-side and related to browser and hardware limitations. There is typically little SliceVault can do to change this behavior, as it is governed by the user's browser, GPU, and system resources rather than the SliceVault platform itself. It is not caused by data corruption or ingestion errors, and re-ingesting the study will not resolve the problem.

When to contact support

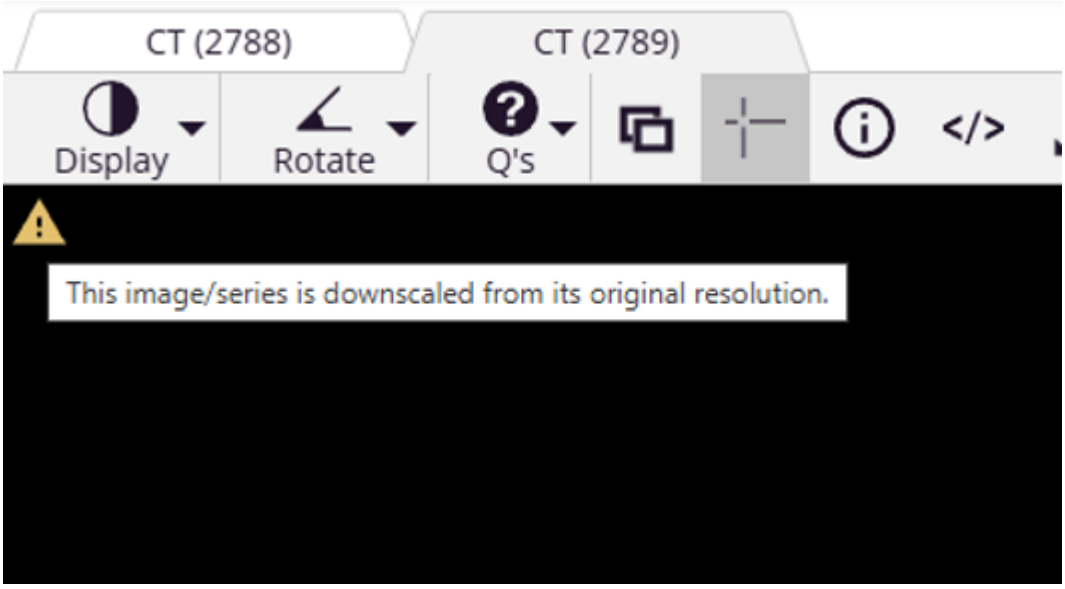
If the error persists, contact your SliceVault administrator or support team and include:

- Browser name and version
- Operating system
- GPU type if known
- Whether the issue occurs for all studies or only specific ones

support.slicevault.com/general/downscaled_image

Image Downscaled in Viewer

Error message: This image/series is downscaled from its original resolution.
Applies to: All modalities viewed in the embedded DICOM viewer.
Typical symptom: The image is visible but may appear less sharp than expected, and a message indicates that the image has been downscaled.



Why this happens

SliceVault's embedded DICOM viewer runs directly inside the web browser. Browser-based image rendering is subject to memory limits, GPU constraints, and browser-specific restrictions.

To ensure online viewing across systems and browsers, SliceVault may automatically reduce the displayed resolution of large images. This allows the study to remain viewable even when full native resolution exceeds client-side rendering limits.

This is most commonly seen with:

- High-resolution images with large X and Y dimensions
- Studies with many slices
- Multi-frame or dynamic acquisitions
- Hybrid imaging such as PET/CT or PET/MR
- Systems with limited GPU memory or integrated graphics

Downscaling is performed only for browser display purposes and does not alter the stored DICOM data.

Progressive image loading

SliceVault loads images progressively, from lower resolution to higher resolution.

When a study is opened, a lower resolution version may initially be shown while the full dataset is being loaded. During this process, the message: **This image/series is downscaled from its original resolution** may be displayed. Once loading is complete and full resolution is successfully rendered, the message disappears automatically.

When the message remains visible

If the message remains visible after loading has completed, the browser has determined that rendering at full resolution is not possible within available system limits. This is a client-side limitation and may be related to:

- GPU memory limits
- Integrated or low-end graphics hardware
- Browser-specific rendering constraints
- Other applications consuming GPU resources

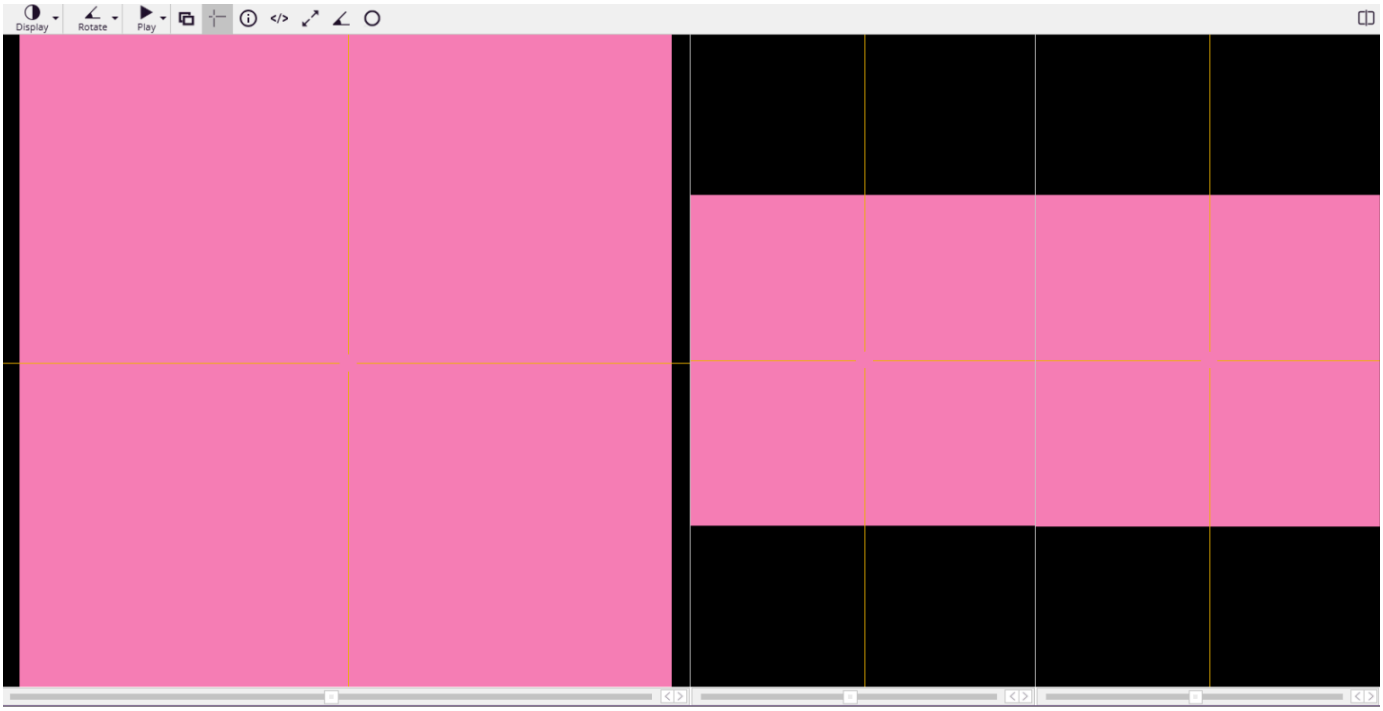
Important note about downloads

Images downloaded from SliceVault are always provided in their original resolution. Downscaling applies only to browser-based viewing and does not modify, compress, or permanently alter the DICOM files stored in SliceVault.

support.slicevault.com/general/pet-suv

PET images appear black/red (SUV not calculated)

Applies to: PET/CT and PET/MR
Typical symptom: the PET series looks uniformly dark/black/red, or the intensity scale is locked at 0 because a Standardized Uptake Value (SUV) could not be computed.



Why this happens

SliceVault scales PET data using **SUVbw** (body-weight–normalized SUV).
If SUV cannot be determined, the viewer has no meaningful intensity scale, and the PET series may appear black.

SliceVault determines SUV in two ways:

1. **Pre-computed SUV factor (vendor private tag)**
   Some PET series include a vendor-specific SUV factor, most often seen in scans from Philips Healthcare. SliceVault looks for this in the private tag **(7053,1000)**. When the tag is present, and the fields **(0054,1001) Units** is **CNTS** and **(0018,1075) Radionuclide Half Life** is set, SliceVault decodes the factor and applies it directly.

2. **On-the-fly SUV calculation**
   When no usable pre-computed SUV factor is present, SliceVault calculates SUVbw from standard DICOM fields:

$$\mathrm{SUV}_{bw} = \frac{\text{activity concentration (Bq/ml)}}{\frac{\text{injected activity at imaging time (Bq)}}{\text{body mass (g)}}}$$

with decay correction of the injected dose back to imaging time using the **radionuclide half-life**.

DICOM tags SliceVault needs for PET SUV

These tags must exist **on the PET series** (not only the CT):

DICOM Tag	Location	VR	Notes
(0010,1030) Patient Weight	Top level	DS	Value in kilograms
(0008,0031) Series Time	Top level	TM	Used if applicable
(0008,0032) Acquisition Time	Top level	TM	Required if Series Time is not applicable
(0054,1001) Units	Top level	CS	Must be BQML
(0054,0016) Radiopharmaceutical Information Sequence	Sequence	SQ	Contains the fields below
(0018,1072) Radiopharmaceutical Start Time	In (0054,0016)	TM	Time of injection
(0018,1074) Radionuclide Total Dose	In (0054,0016)	DS	Value in becquerels
(0018,1075) Radionuclide Half Life	In (0054,0016)	DS	Value in seconds

If any required tag is missing or invalid (e.g. weight = 0, half-life = 0, dose missing, inconsistent times), SUV calculation fails and the PET series may render black.

How to fix at the source (scanner/export)

- **Enable Radiopharmaceutical Information Sequence** on PET export.
- Ensure **series time**, **total dose (Bq)**, and **half-life (s)** are exported.
- Record **patient weight** before acquisition.
- If your site uses the **vendor SUV factor**, make sure it is exported.
- Avoid anonymization steps that strip PET-specific tags — let SliceVault handle de-identification.