



SliceVault User Guide for Monitors and Project Managers

Role-specific 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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PREFACE

www.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.

OVERVIEW

www.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](#) (online).

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.

Feature	Description
<i>Visit Administration</i>	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.

GETTING STARTED

www.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](#).

GETTING STARTED

www.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

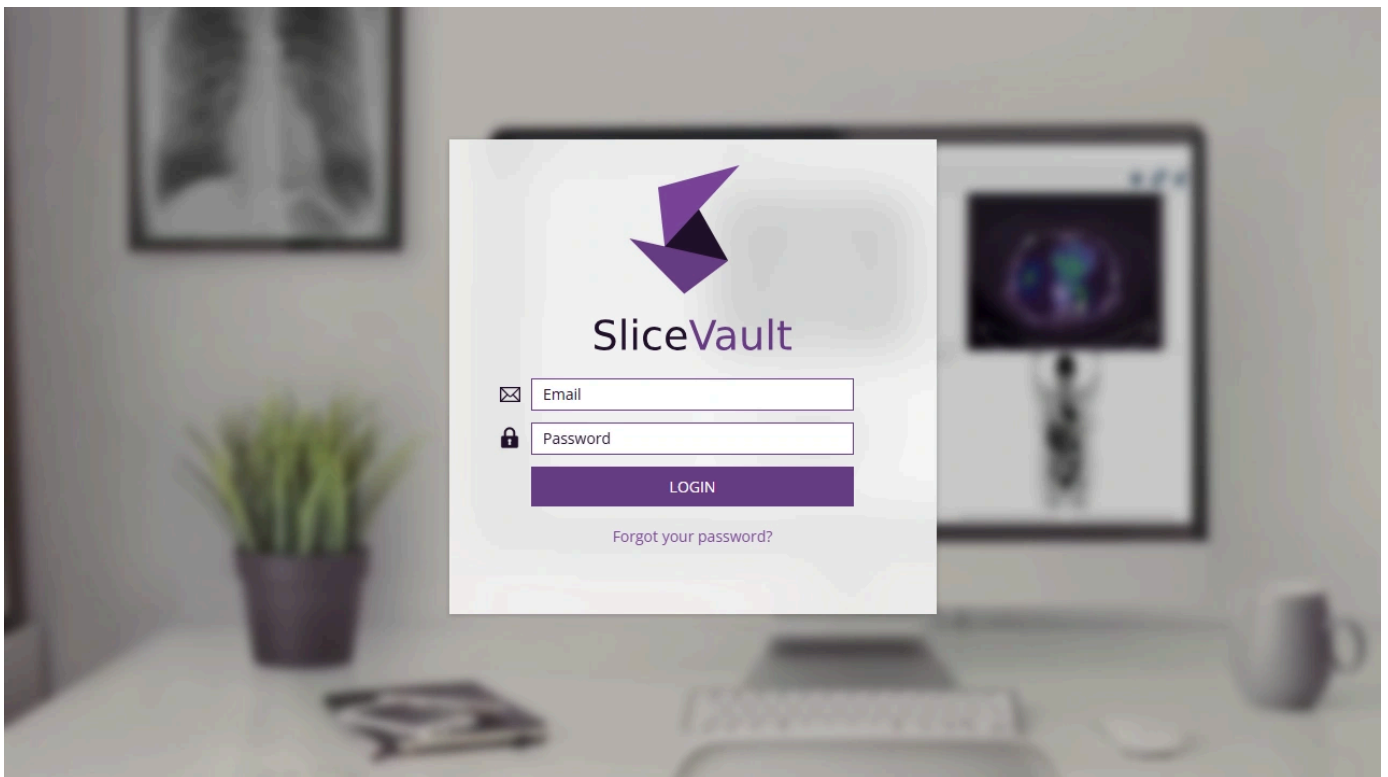
Use a modern browser on a computer. Tablets and mobile devices are not recommended for normal SliceVault work. See [system requirements](#) (online).

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

2. Enter Your Email and Password

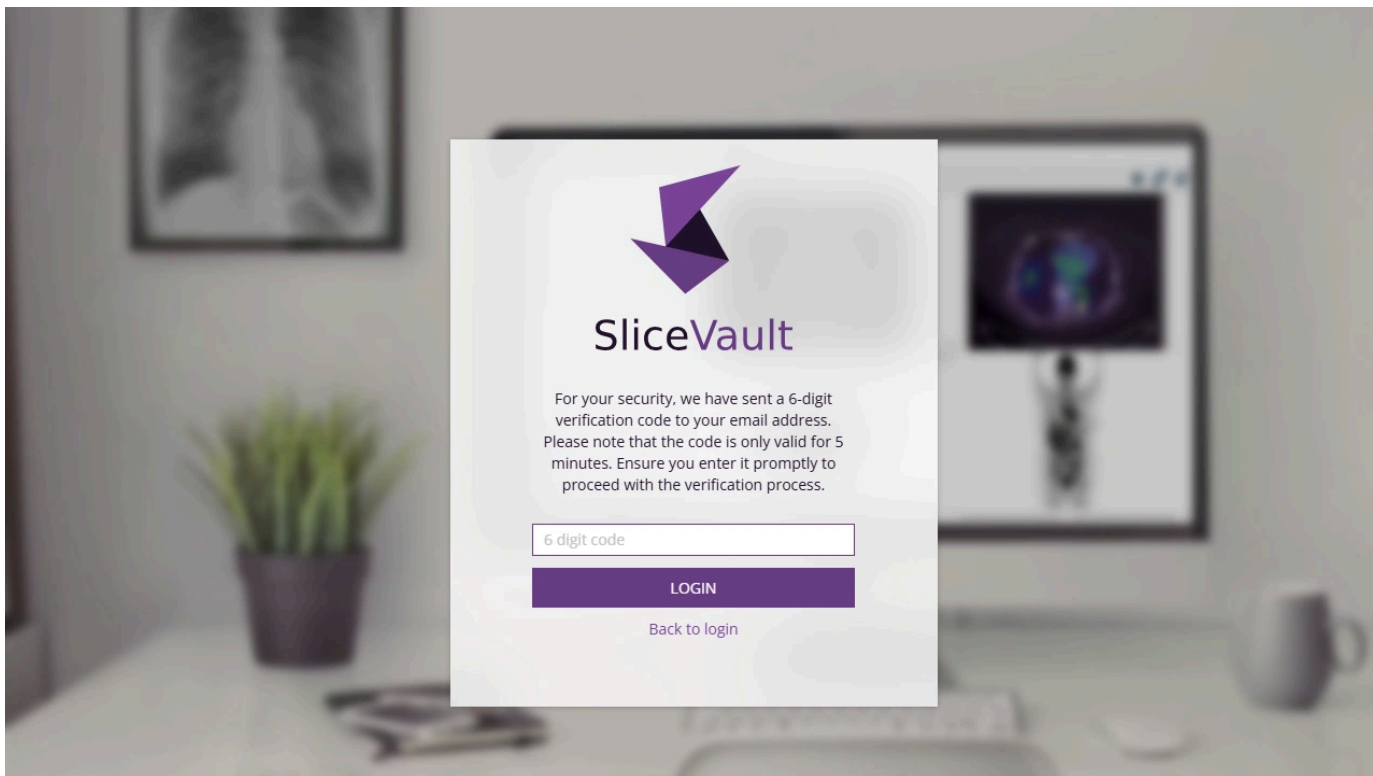
Enter your email address and password, then click **Login**.

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

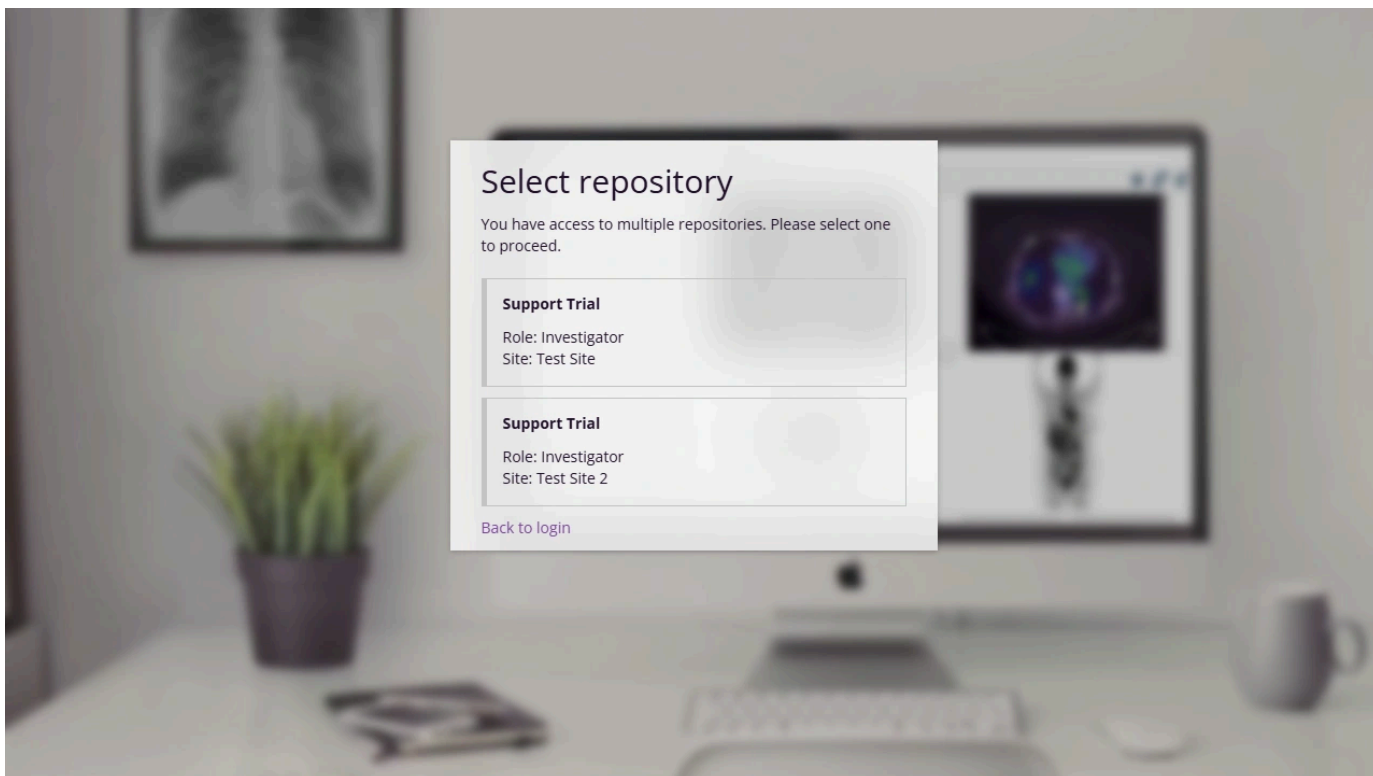
After login, check your email for the authentication code and enter it on the MFA page.



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](#) (online).

GETTING STARTED

www.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?](#)

The screenshot shows the SliceVault user interface. At the top left is the SliceVault logo with navigation links for 'Repository' and 'Queries'. At the top right, there is a user profile for 'Investigator' with a 'Support Trial' label. The main content area is titled 'Settings' and is divided into two sections: 'PERSONAL INFORMATION' and 'CHANGE PASSWORD'. The 'PERSONAL INFORMATION' section contains input fields for 'Name' (filled with 'Investigator') and 'Email' (filled with 'support@SliceVault.com'), and a 'SAVE CHANGES' button. The 'CHANGE PASSWORD' section contains a 'Via email' label and a 'Send password link' button. At the bottom of the page, there is a footer with version information 'v4.2.0 on e10ed318ff6f', copyright 'Copyright © 2025 by SliceVault', and data storage location 'Data storage: West Europe'.

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?](#)

CORE GUIDE

www.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.

The screenshot displays the 'Image Repository' for a 'Support Trial'. The table below summarizes the data shown:

Site	Patient	Baseline	Follow-up 1	Follow-up 2	End of Trial
Test Site	01-001	Grey square	Green square (1)	Green square	
Test Site	01-002	Orange square	Green square		
Test Site	01-003	Green square	Green square		

Additional UI elements include a search bar, a dropdown menu set to 'All', a 'Visits per page' selector set to 10, and pagination showing 'Showing patients: 1 - 3 of 3'. The footer contains version information (v4.2.0 on e10ed318ff6f), copyright (© 2025 by SliceVault), and data storage location (West Europe).

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](#).

CORE GUIDE

www.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.

SliceVault Repository Queries

Test Site > 01-001 > Follow-up 2

Approved by QC 1

1 ^ Folder

ID	Type	Modality	Study Date	Series Time	Acquisition Time	Series Description	Matrix	Action
25884	CT	CT	1983-01-21	12:14:55.000	12:17:08.000	Test Series 001	512x512x3	2 ↓ 🗑️

3 v Documents

4 ^ Actions

↓ Download visit

🗑️ Delete visit

BACK PREVIEW IMAGE 5

v4.2.0 on e10ed318ff6f Copyright © 2025 by SliceVault Data storage: West Europe

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?](#).

CORE GUIDE

www.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.

SliceVault Repository Queries Monitor

Test Site 01-001 Follow-up 2

Approved by QC 1

^ Folder

ID	Type	Modality	Study Date	Series Time	Acquisition Time	Series Description	Matrix	Action
25884	CT	CT	1983-01-21	12:14:55.000	12:17:08.000	Test Series 001	512x512x3	2

^ Documents

^ Actions

Download visit 4

Delete visit

BACK PREVIEW IMAGE 5

v4.2.0 on e10ed318ff6f Copyright © 2025 by slicevault Data storage: West Europe

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](#).

SHARED WORKFLOWS

www.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.

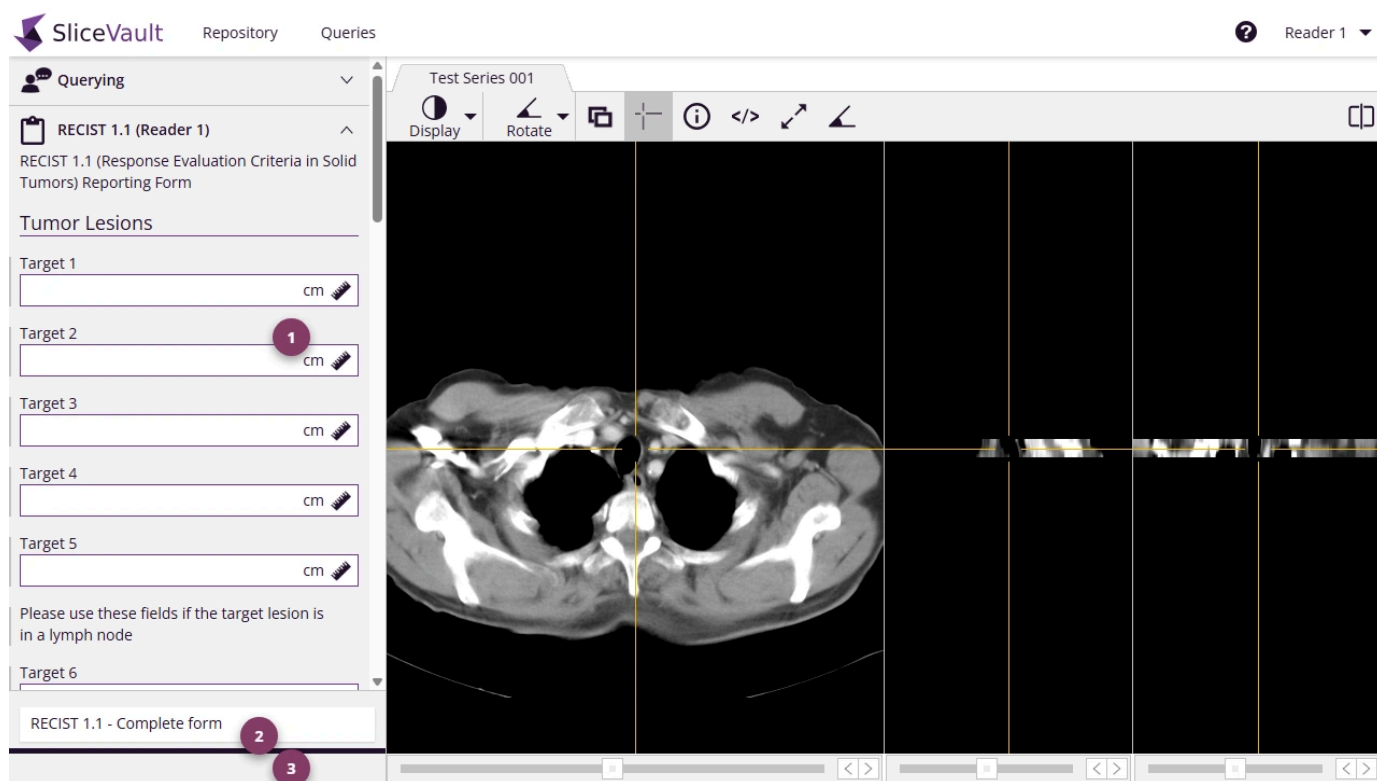
Use this page when you need the shared form behavior in SliceVault, regardless of role.

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

Role-Specific Guidance

- [Investigator: Complete Data Transfer Form](#) (online)
- [QC: Complete QC Form](#) (online)
- [Reader: Complete Assessment Form](#) (online)

If a form stays locked or a document is missing, continue to [Why is my form, document, or download missing?](#).

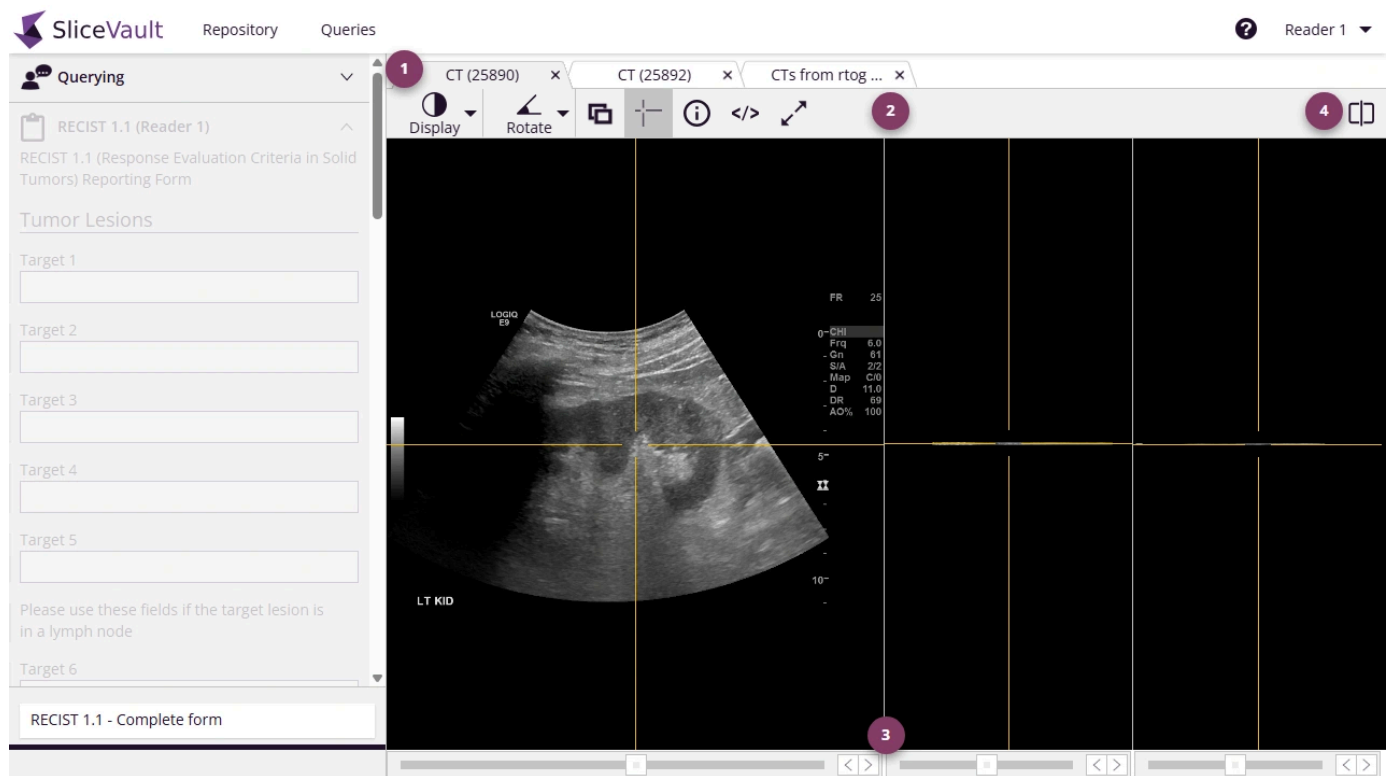
SHARED WORKFLOWS

www.support.slicevault.com/general/viewer

DICOM Viewer


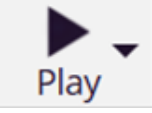






SliceVault includes a built-in DICOM viewer that allows users to review medical images directly in the browser without requiring external software. The viewer provides essential tools to support quality control and central reading activities, while ensuring images remain securely stored in SliceVault.

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.



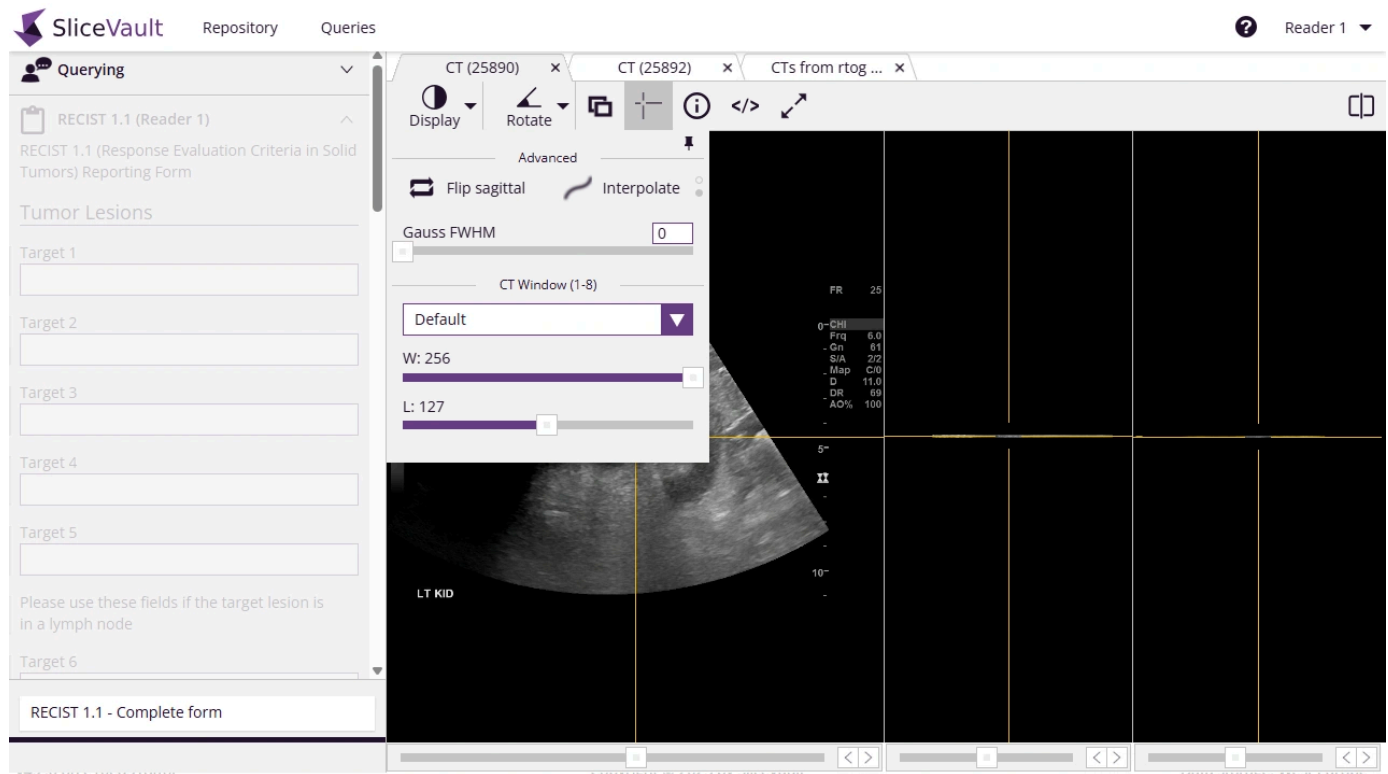
- 1. Change Image** – View all images uploaded for the visit, switch between tabs, and close image tabs as needed.
- 2. Display Controls** – Use the display control bar to adjust visualization settings. See *Viewer Controls* below for details.
- 3. Change Slice** – Navigate through image slices using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

SHARED WORKFLOWS

www.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.

The screenshot shows the 'Image Repository' page for a 'Support Trial'. It features a search bar, a filter dropdown set to 'All', and an 'ADD PATIENT' button with a notification badge '1'. Below is a table with columns for Site, Patient, and image status (Baseline, Follow-up 1, Follow-up 2). A dropdown menu is open from the 'ADD PATIENT' button, listing various report types: Status Report, History Report, Checklist Report, DTF Report, Reader Report, Query Report, Data Mapping Report, and Show/Hide Status. At the bottom, there is a 'Visits per page' selector set to 10, a pagination indicator for page 1, and a status 'Showing patients: 1 - 4 of 4'. Footer text includes 'v4.2.0 on e10ed318ff6f', 'Copyright © 2025 by SliceVault', and 'Data storage: West Europe'.

Site	Patient	Baseline	Follow-up 1	Follow-up 2
Test Site	01-001	Add more images		
Test Site	01-002	Add more images		
Test Site	01-003	Add more images		
Test Site	01-004	Add more images		

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.

The screenshot shows the SliceVault interface for a visit-level export. The breadcrumb trail is 'Test Site > 01-001 > Baseline'. The main content area is titled 'Submission pending' and features a yellow bar. Below this, there are sections for 'Folder', 'Documents', and 'Actions'. The 'Documents' section contains a table with one row: ID '229b52e4', Title 'Data Transfer Form', User 'Investigator', Created '2026-04-11 14:14:07 CEST', and Status 'Complete'. The 'Actions' section includes 'Download visit', 'Delete visit', and 'Reset checklist'. An 'IMPORTANT NOTICE' states: 'Don't forget to click the submit button to complete your submission'. At the bottom, there are 'BACK' and 'PREVIEW IMAGE' buttons. A red circle with the number '1' highlights the download icon in the 'Documents' table.

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](#) (online), if you need the Reader download page
- [QC: Download Data](#) (online), if you need the Quality Control Manager download page

Related Role Guides

- [Monitor: Download Data](#)
- [QC: Download Data](#) (online)
- [Reader: Download Data](#) (online)

- [Trial Administrator: Audit Log](#) (online)

If expected documents or downloads are missing, continue to [Why is my form, document, or download missing?](#).

TROUBLESHOOTING

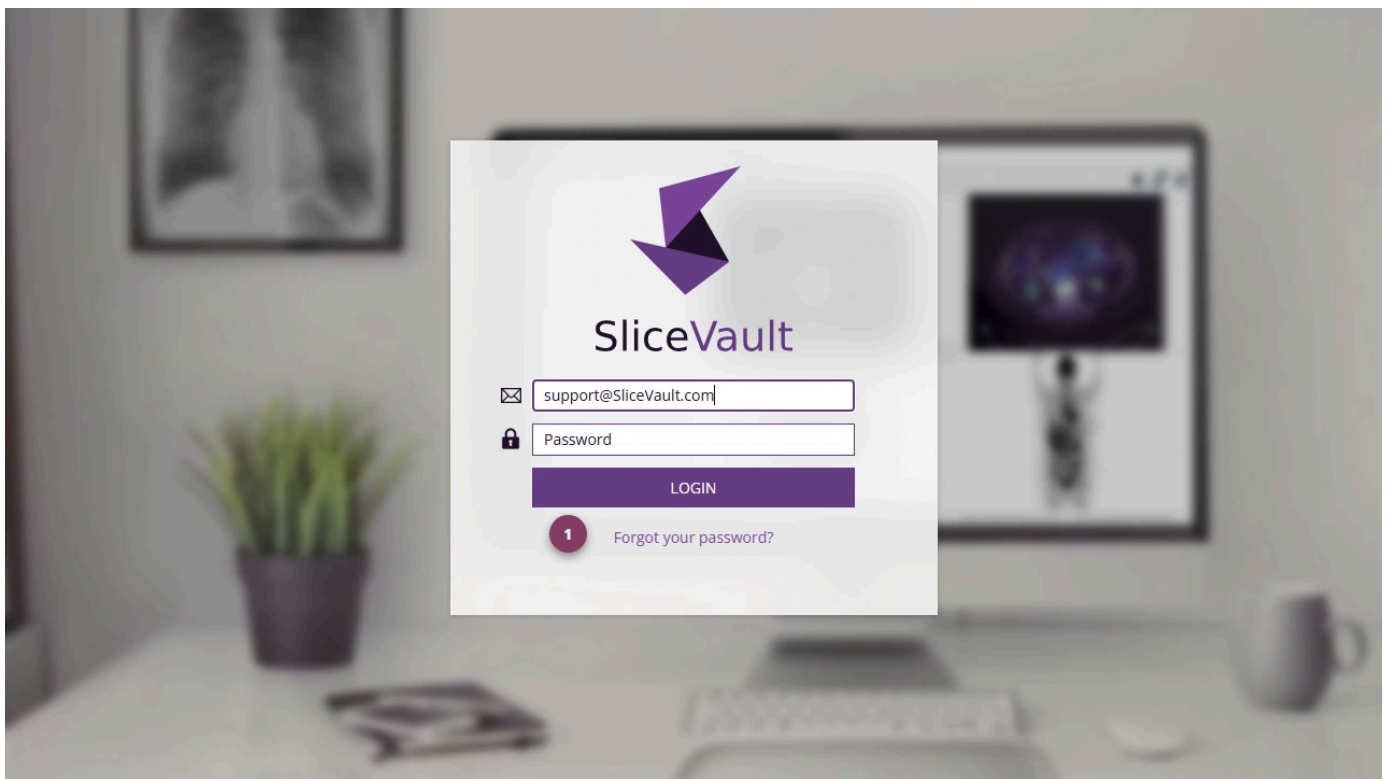
www.support.slicevault.com/troubleshooting/i-cant-log-in

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

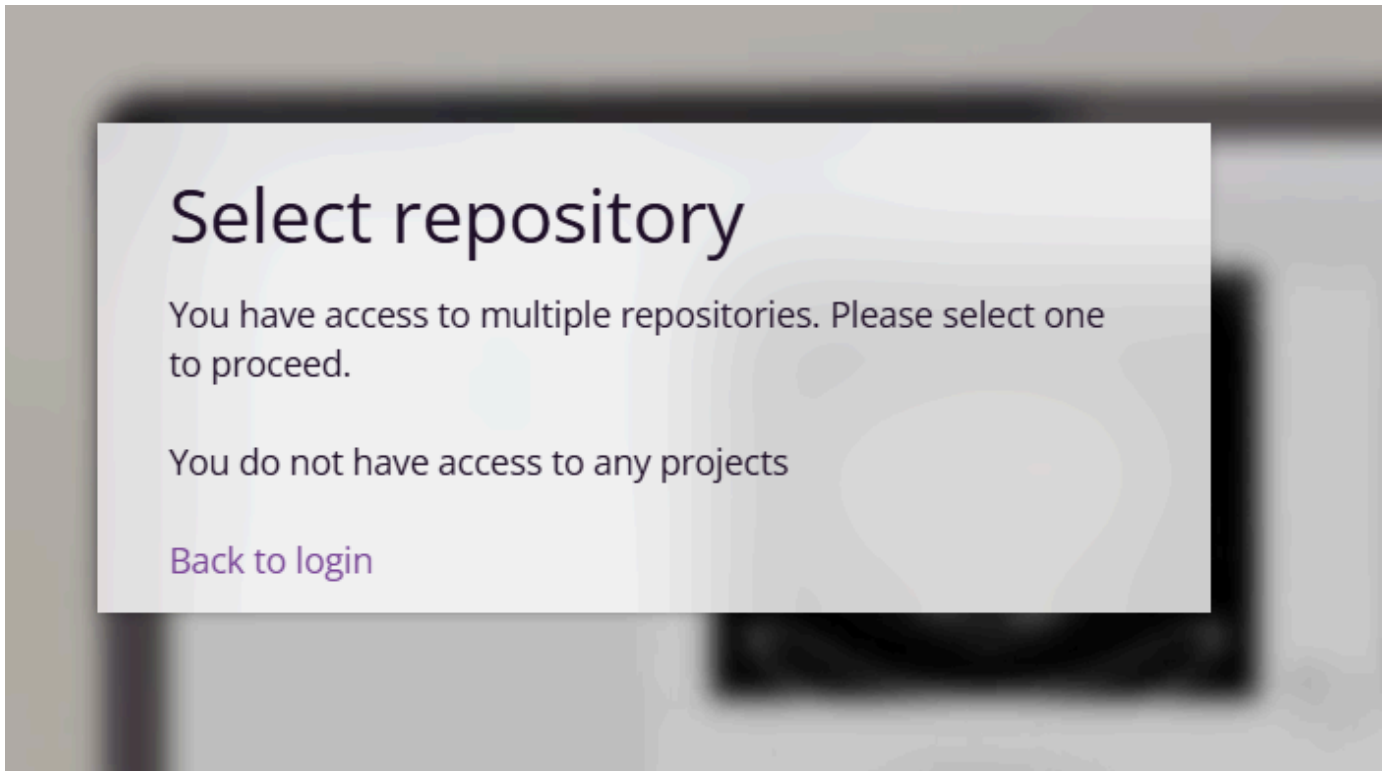
- [Log In and Open Your Repository](#)
- [Why didn't the password reset email arrive?](#)
- [Why can't I see the right repository after logging in?](#)

TROUBLESHOOTING

www.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? \(online\)](#).

TROUBLESHOOTING

www.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](#) (online), find the user, and open the user editor.

The screenshot shows the SliceVault Trial Administration interface. The main content area is titled 'Users' and contains a list of users. A modal window is open, showing the user editor. The modal has a close button (X) in the top right corner. The modal contains the following settings:

- Site access:** My Site All Sites Selected Sites
- Visit access:** All Visits Selected Visits
- User Authentication:**
 - Enable Multi Factor Authentication
 - Send password reset email to the user
 - Get reset password link

A red circle with the number '1' highlights the 'Send password reset email to the user' option. The 'UPDATE' button is at the bottom of the modal.

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 \(online\)](#)
- [Edit User Access \(online\)](#)

TROUBLESHOOTING

www.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](#).

TROUBLESHOOTING

www.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 \(online\)](#)
- [Why are forms or downloads still unavailable?](#)
- [Reports and Exports](#)

Role-Specific Pages

- [Complete Data Transfer Form \(online\)](#)
- [Complete QC Form \(online\)](#)
- [Complete Assessment Form \(online\)](#)

TROUBLESHOOTING

www.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

APPENDIX: ADD-ON FEATURES

www.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](#) (online).

Typical Users

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

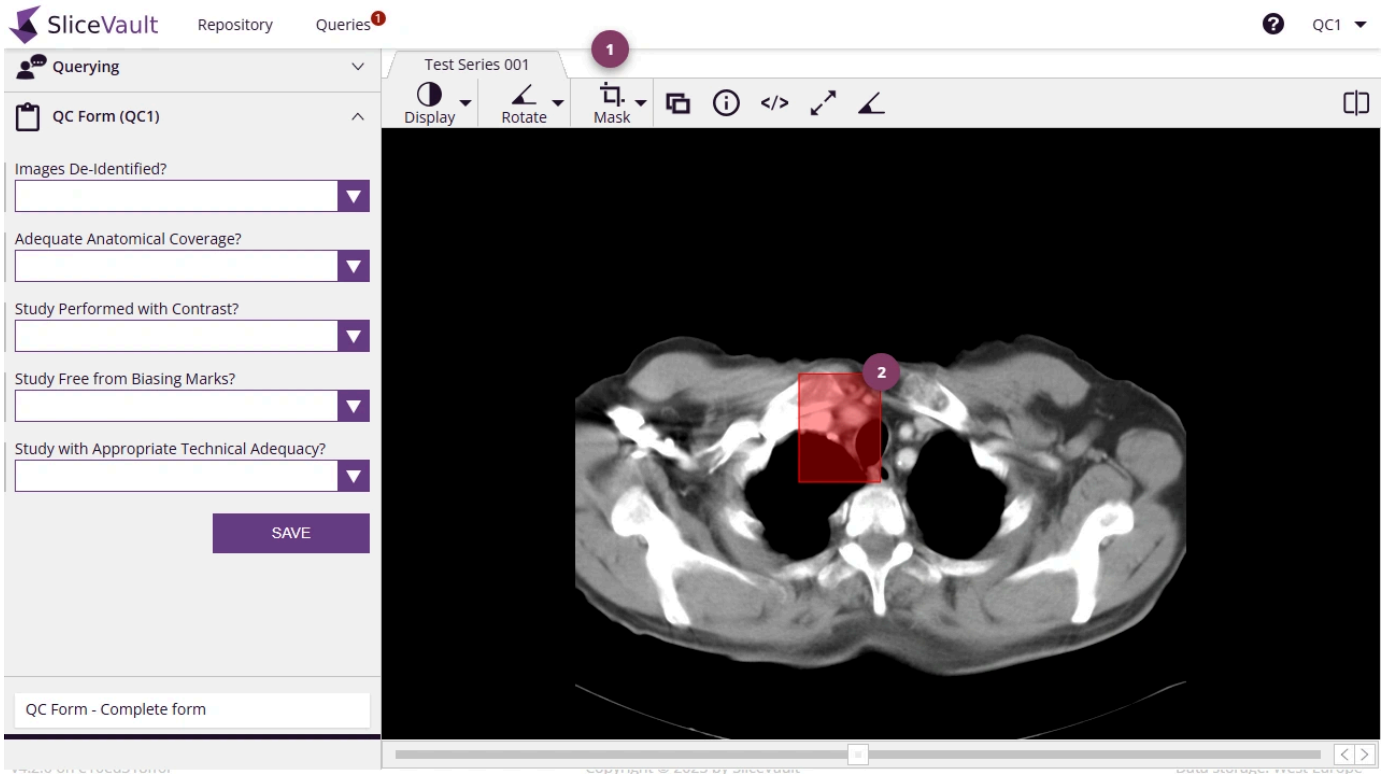
What Problem It Solves

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.

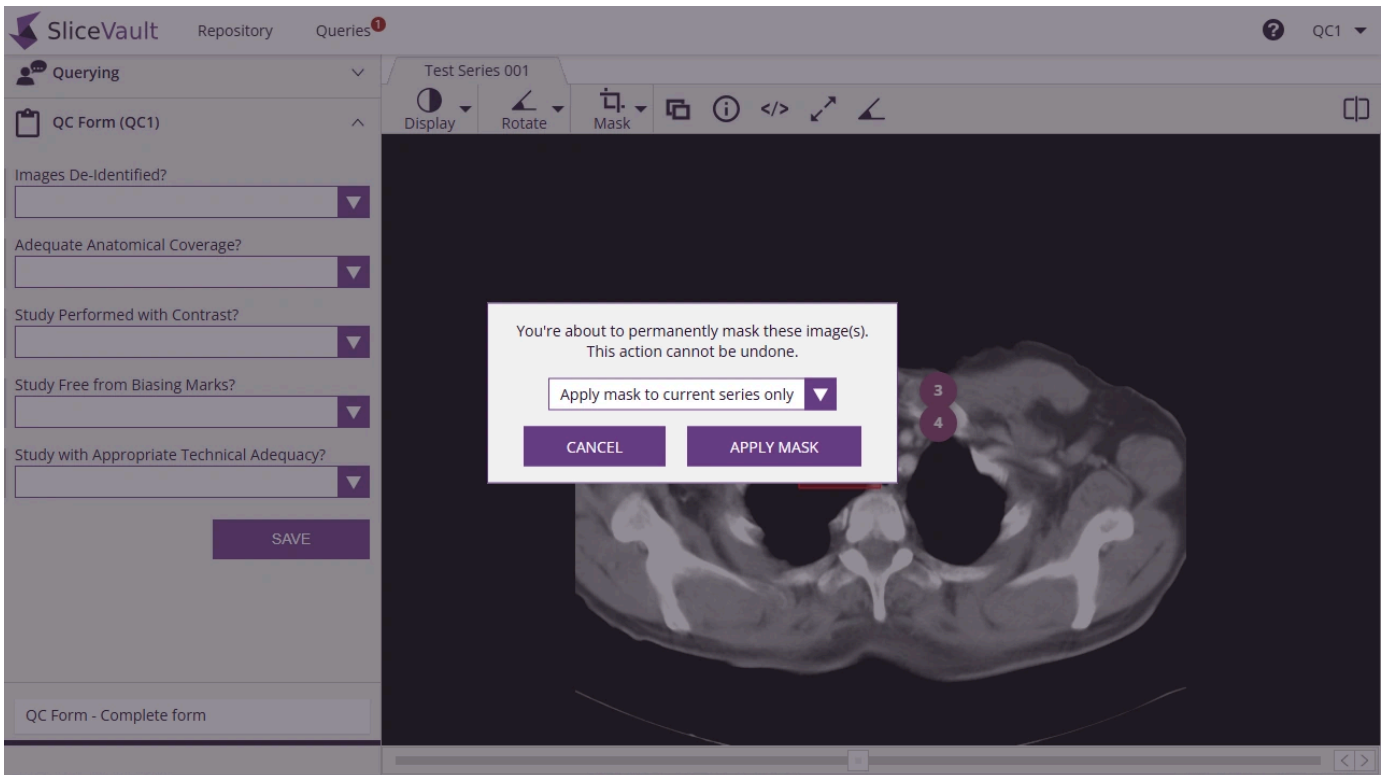
How to Use It

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? \(online\)](#)
- [Need to Upload Unredacted Files? \(online\)](#)

APPENDIX: ADD-ON FEATURES

www.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](#) (online).

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

Typical Users

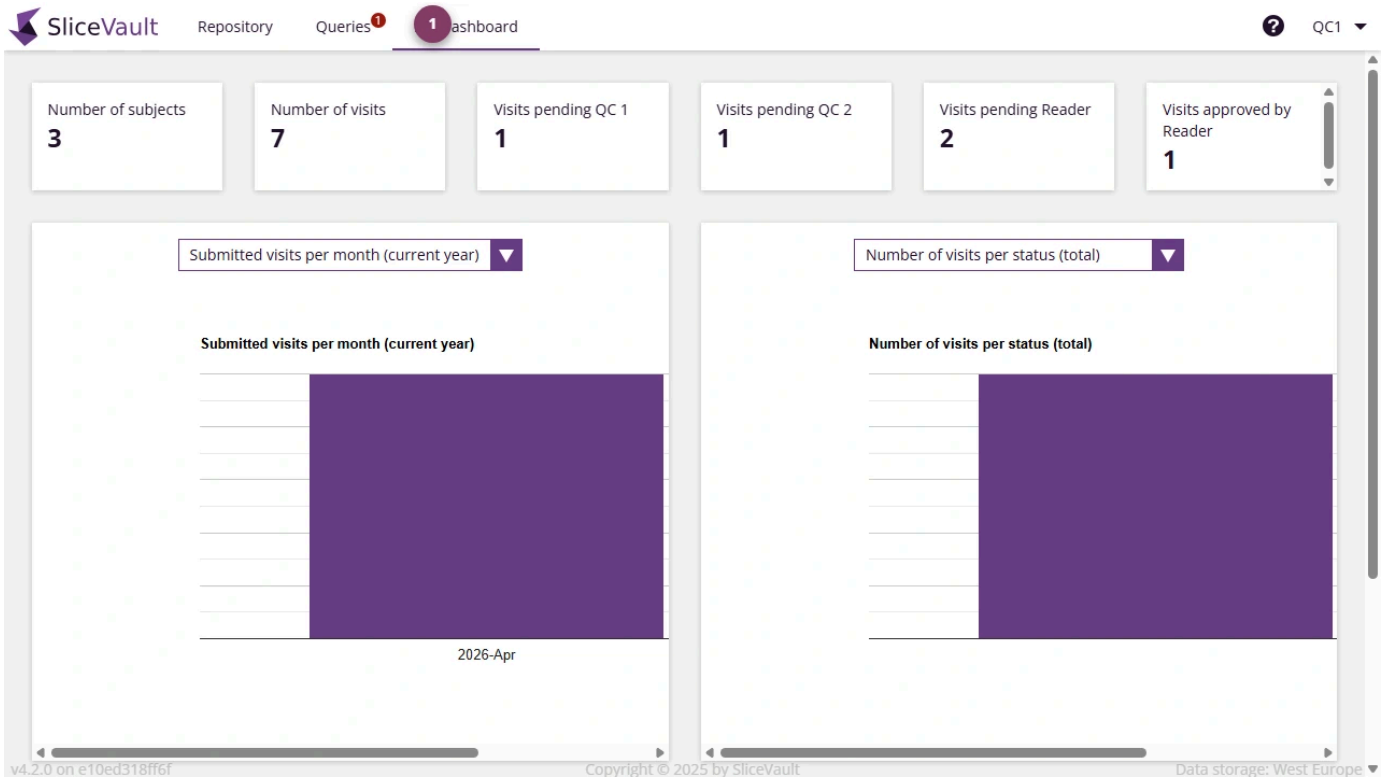
- Project Managers
- Monitors
- Quality Control Managers or oversight users with KPI access

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? \(online\)](#)
- [Need to Update Eligibility?](#)

APPENDIX: ADD-ON FEATURES

www.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](#) (online).

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.

Patient

Patient ID 01-001

Eligibility Not determined/not applicable

Enrollment status Enrolled

REMOVE PATIENT SAVE

v4.2.0 on e10ed318ff6f Copyright © 2025 by SliceVault Data storage: West Europe

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?](#)

APPENDIX: ADD-ON FEATURES

www.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](#) (online).

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.

The screenshot shows the SliceVault interface with the following elements:

- Top navigation: SliceVault, Repository, Queries (with a red notification dot), KPI Dashboard, and a user profile icon labeled QC1.
- Breadcrumb: Test Site > 01-003 > Baseline
- Main content area:
 - Pending Reader**: A green progress bar.
 - Folder**: A dropdown menu.
 - Documents**: A dropdown menu.
 - Events**: A dropdown menu.
 - Actions**: A dropdown menu currently showing "Pending Reader". Below it are "Download visit" and "Delete visit" options.
- IMPORTANT NOTICE**: A message stating "Visit is currently in progress. Please wait until it is ready for your action." with a right-pointing arrow.
- Buttons: "BACK" and "PREVIEW IMAGE" at the bottom.
- Visit Administration Tool Menu**: A floating menu with a red circle '1' and an 'X' close button. It contains the following options:
 - Change Visit
 - Move Images
 - Change Status
 - Unlock Reader Form
 - Delete Visit

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

Available Tools

Change Visit

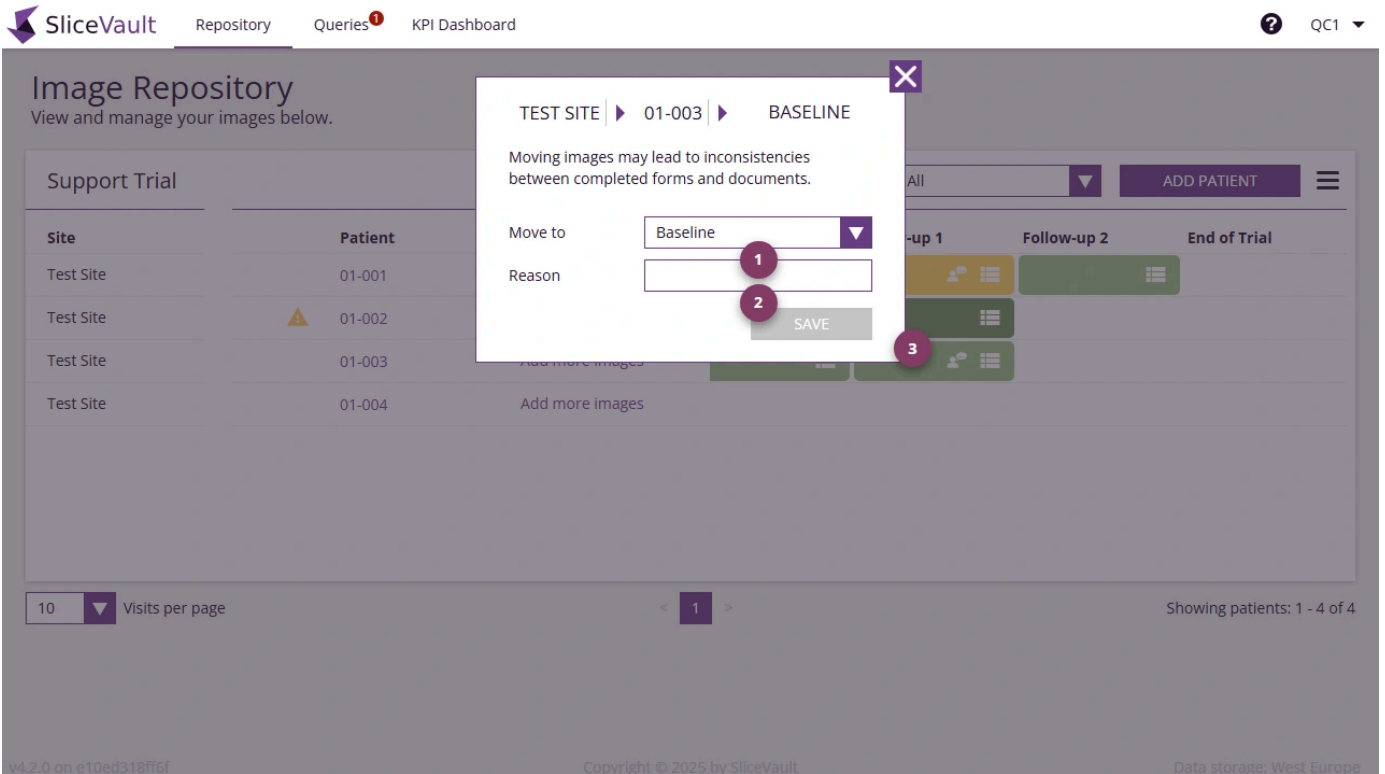
Use this when the entire visit, including images and forms, was assigned to the wrong visit label.

The screenshot shows the 'Image Repository' interface in SliceVault. A modal dialog box is open, titled 'TEST SITE | 01-003 | BASELINE'. The dialog contains the following text: 'Changing the visit may lead to inconsistencies between completed forms and documents.' Below this, there is a 'Change Visit' dropdown menu currently set to 'Baseline', a 'Reason' text input field, and a 'SAVE' button. Three numbered callouts are present: '1' points to the dropdown menu, '2' points to the 'Reason' input field, and '3' points to the 'SAVE' button. The background shows a table with columns 'Site' and 'Patient' and rows for 'Test Site' with patient IDs 01-001, 01-002, 01-003, and 01-004. The patient 01-002 has a warning icon. The interface also includes a 'Support Trial' section, a 'Queries' notification, and a 'KPI Dashboard' link.

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

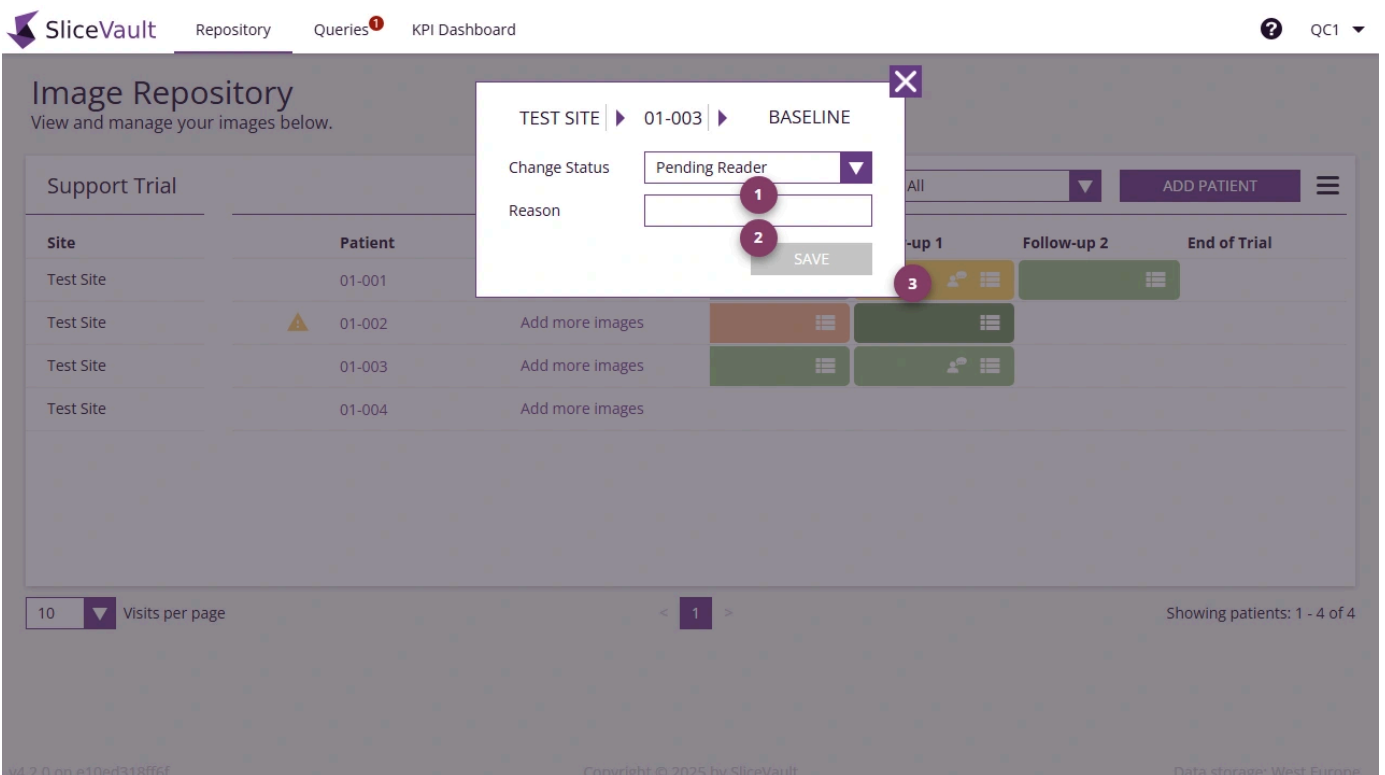
Use this when only the images should move to another visit that already exists.



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.

The screenshot displays the SliceVault interface with the 'Image Repository' section active. A modal dialog box is open, titled 'TEST SITE | 01-003 | BASELINE'. The dialog contains the following elements:

- 'Unlock For': A dropdown menu currently showing 'Reader 1'. A red circle with the number '1' is positioned over this dropdown.
- 'Reason': An empty text input field. A red circle with the number '2' is positioned over this field.
- 'SAVE': A button at the bottom right of the dialog. A red circle with the number '3' is positioned over this button.

The background interface shows a table with columns for 'Site', 'Patient', and various visit stages. The 'Patient' column lists IDs 01-001 through 01-004. The 'Visit' column shows stages like 'Follow-up 1', 'Follow-up 2', and 'End of Trial'. At the bottom, there is a 'Visits per page' dropdown set to '10' and a pagination indicator showing '< 1 >'. The footer includes 'v4.2.0 on e10ed318ff6f', 'Copyright © 2025 by SliceVault', and 'Data storage: West Europe'.

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? \(online\)](#)

- Need to Update Eligibility?

APPENDIX: VIEWER TROUBLESHOOTING

www.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](#) (online)
- [Visit Dashboard Actions](#) (online)
- [Open the Visit Dashboard](#) (online)
- [Why is my form, document, or download missing?](#)

APPENDIX: VIEWER TROUBLESHOOTING

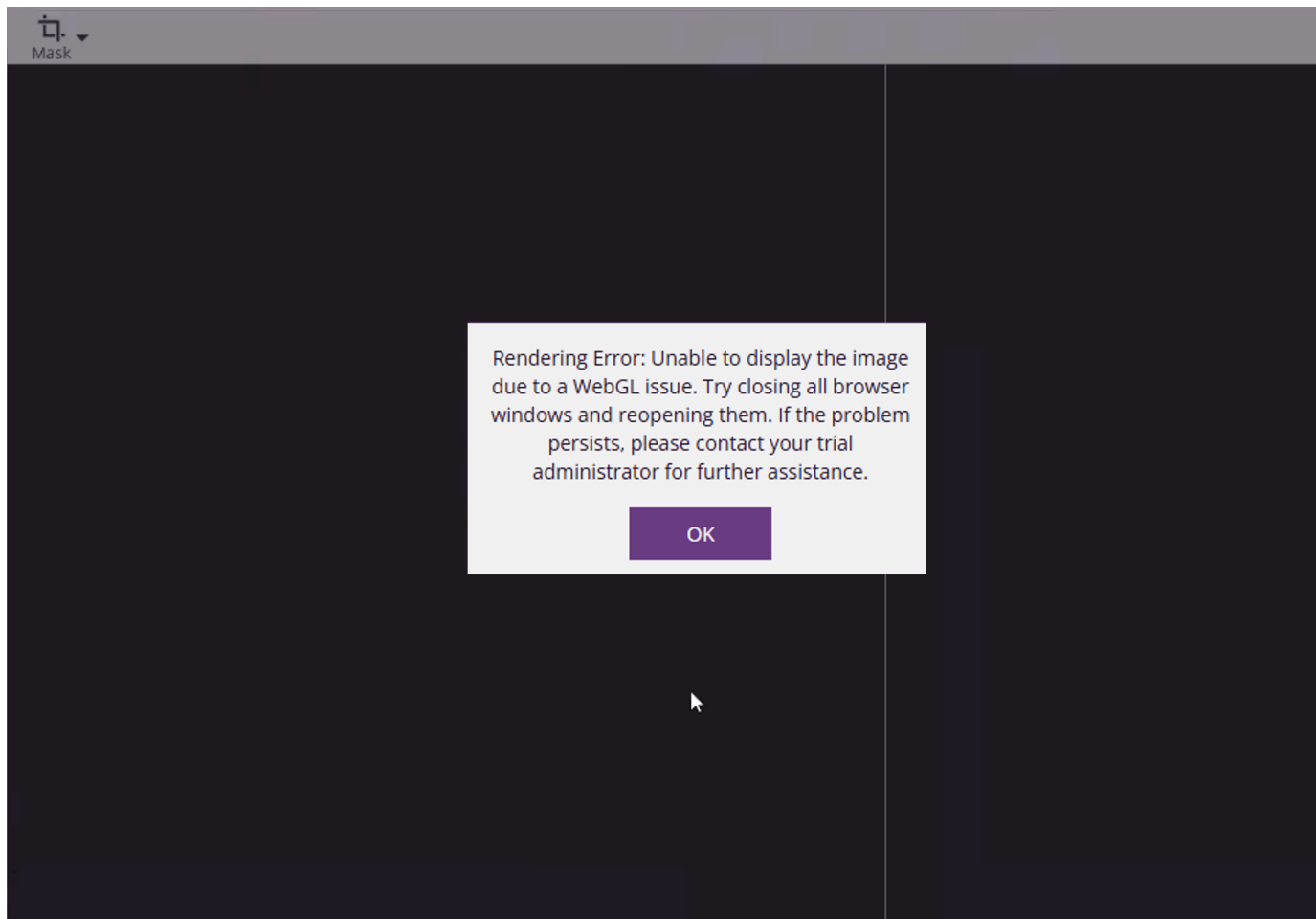
www.support.slicevault.com/general/webgl-rendering-error

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

APPENDIX: VIEWER TROUBLESHOOTING

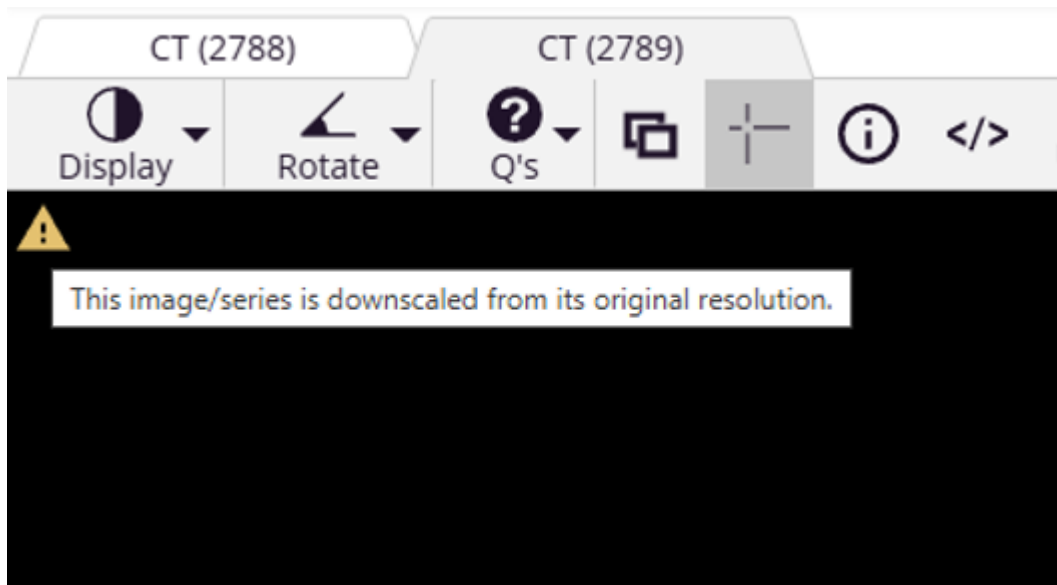
www.support.slicevault.com/general/downscaled_image

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. Downsampling applies only to browser-based viewing and does not modify, compress, or permanently alter the DICOM files stored in SliceVault.