



SliceVault User Guide for Readers

Role-specific handbook generated from the SliceVault support site.

Support Site	https://support.slicevault.com
Generated	2026-04-24
Current Version	v4.2.0

Contents

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

PREFACE

- [Preface](#)

OVERVIEW

- [Reader Guide](#)

GETTING STARTED

- [Get Access to SliceVault](#)
- [Log In and Open Your Repository](#)
- [Change Password](#)

CORE GUIDE

- [Study Repository](#)
- [Visit Dashboard Actions](#)
- [Complete Assessment Form](#)
- [Manage Queries](#)
- [Complete Assessment](#)
- [Download Data](#)

SHARED WORKFLOWS

- [Forms in SliceVault](#)
- [Queries in SliceVault](#)
- [DICOM Viewer](#)
- [Reports and Exports](#)
- [Electronic Signature Process](#)

TROUBLESHOOTING

- [Why Can't I Log In?](#)
- [Why Can't I See the Right Repository After Logging In?](#)
- [Why Didn't the Password Reset Email Arrive?](#)
- [Why Isn't the Visit Ready for Reading?](#)
- [Why Can't I Complete the Assessment?](#)
- [Why Is the Square Yellow?](#)
- [Why Is My Form Locked?](#)
- [Why Is My Download Missing?](#)

APPENDIX: ADD-ON FEATURES

- [Need Independent Reader Assessments?](#)
- [Need to Blind Readers?](#)
- [Need an Adjudicator?](#)
- [Need to Push Images to PACS?](#)

APPENDIX: VIEWER TROUBLESHOOTING

- [Why Is Preview Image Missing?](#)
- [Image Rendering Error \(WebGL\)](#)
- [Image Downscaled in Viewer](#)
- [PET Images Black/Red \(SUV Not Calculated\)](#)

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/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](#) (online).

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
<i>Independent Review</i>	Ensures Readers are blinded from each other's evaluations. This supports unbiased interpretation when multiple readers are involved in the study.
<i>Reader Blinding</i>	A collection of blinding tools that prevent bias during image review by hiding specific contextual information.
<i>Adjudicator</i>	Allows designated Readers to resolve discrepancies in image evaluations when primary reads do not align, serving as a third-party decision-maker.
<i>DICOM Push</i>	Allows pushing DICOM images to external PACS, for workflows requiring data continuity outside SliceVault.

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

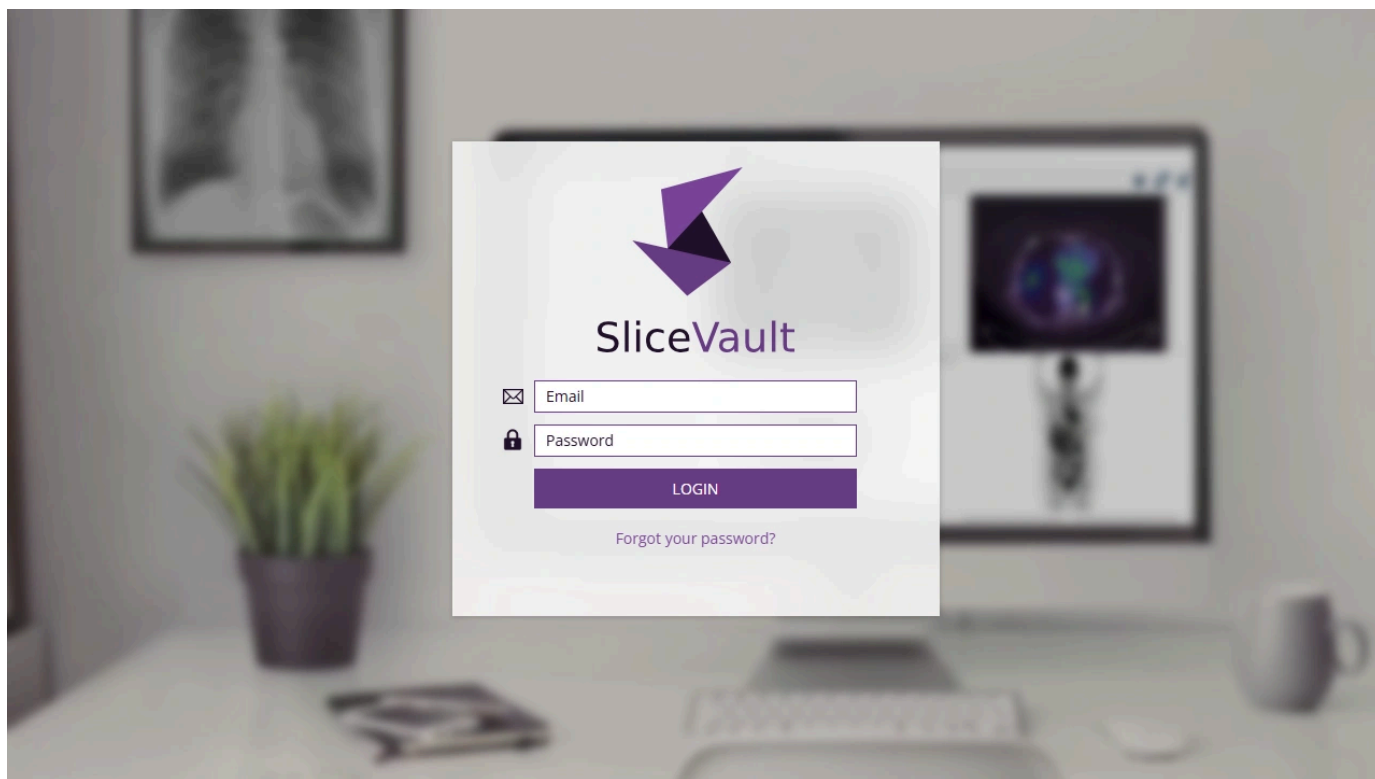
Use a modern browser on a computer. Tablets and mobile devices are not recommended for normal SliceVault work. See [system requirements](#) (online).

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

2. Enter Your Email and Password

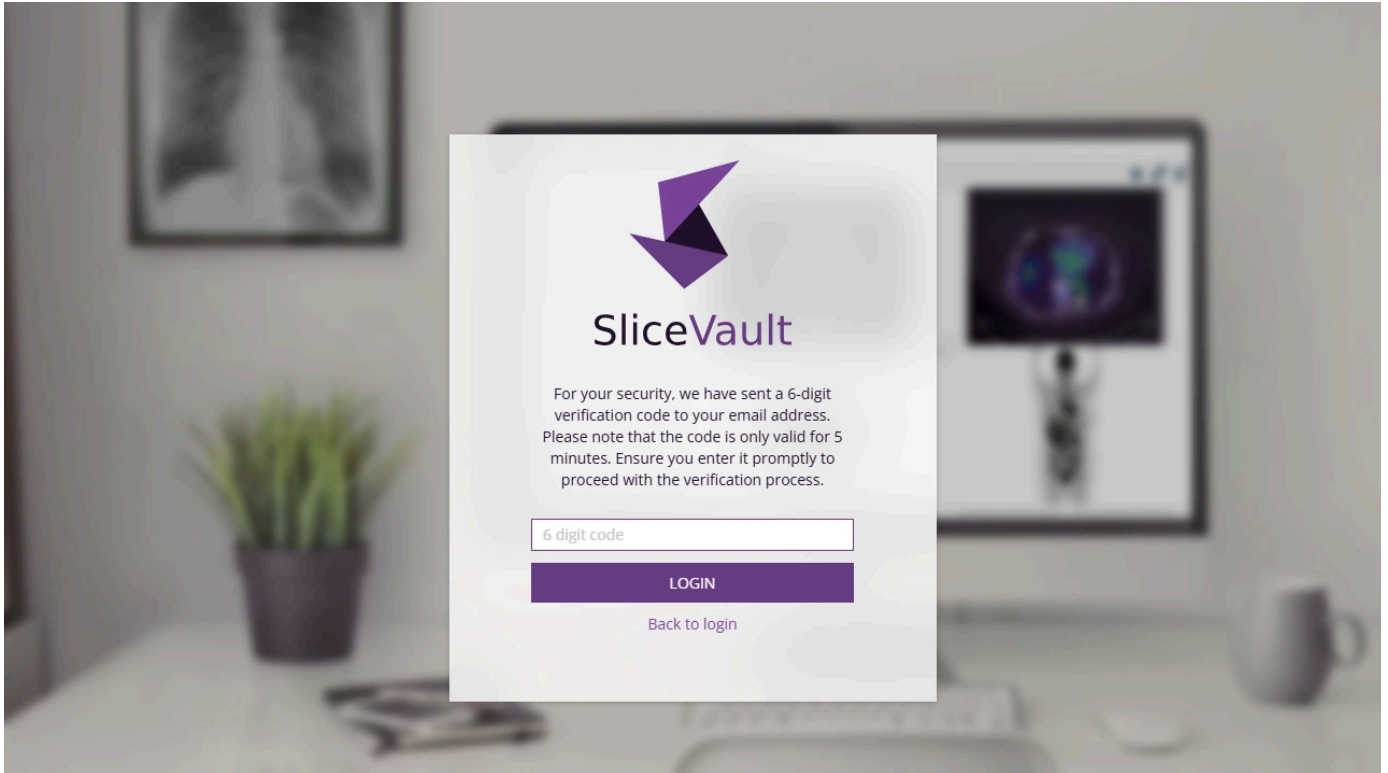
Enter your email address and password, then click **Login**.

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

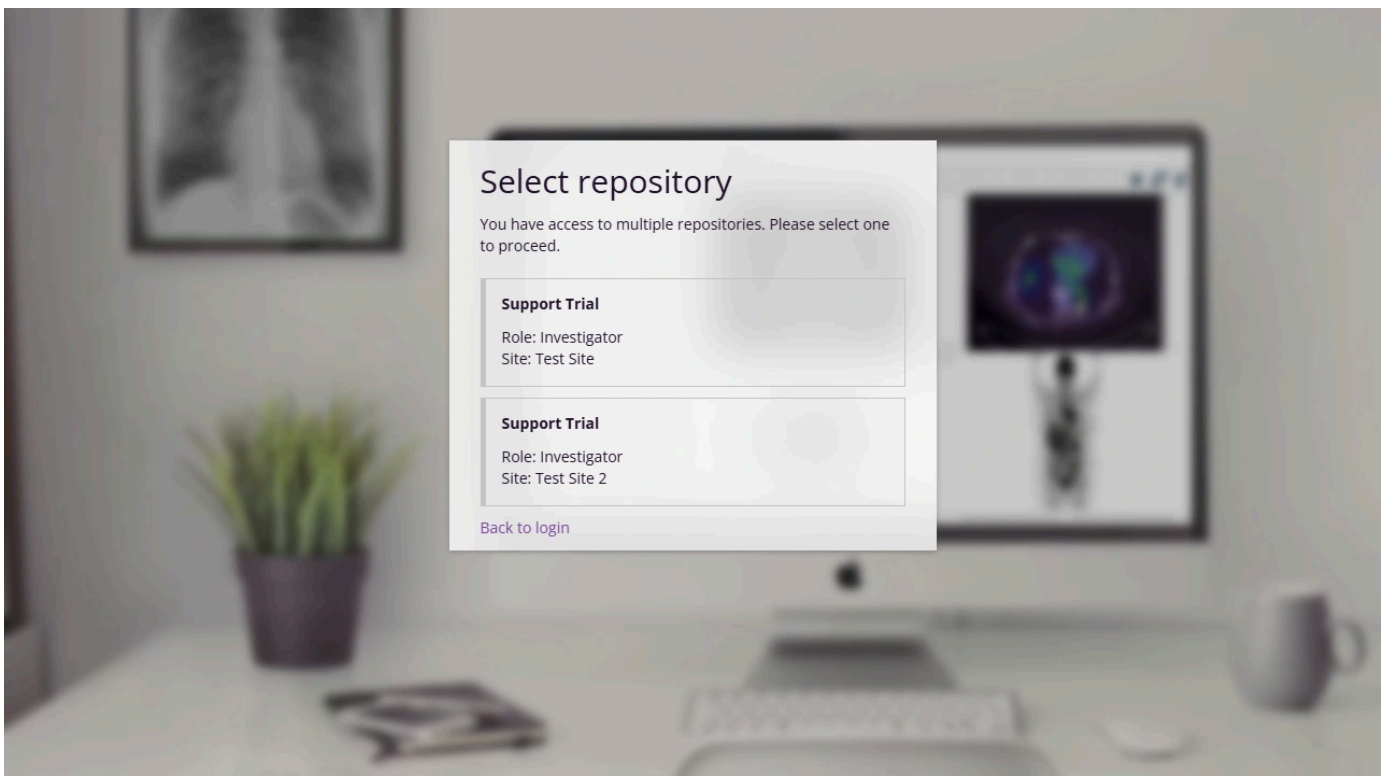
After login, check your email for the authentication code and enter it on the MFA page.



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).

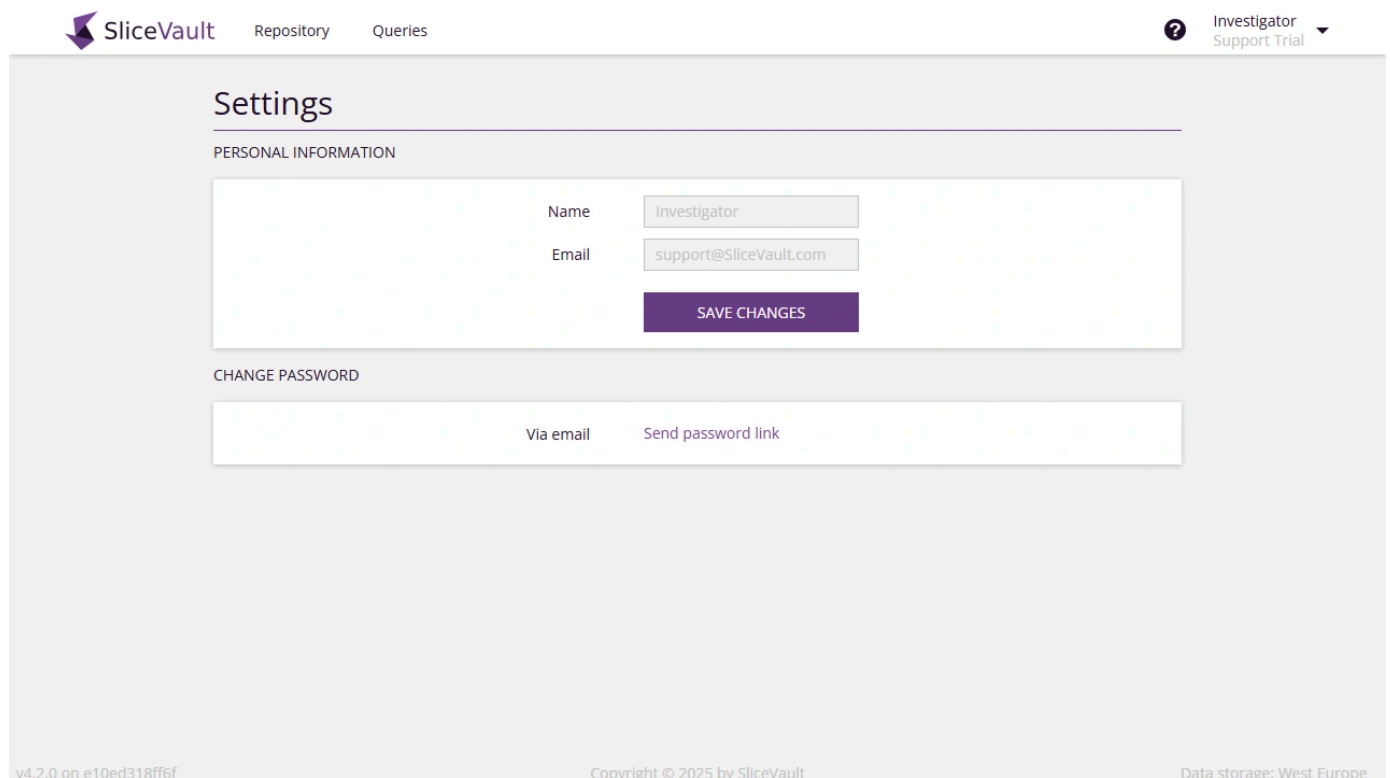
GETTING STARTED

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 'Investigator' with a 'Support Trial' indicator. 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/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.

The screenshot displays the 'Image Repository' interface for a 'Support Trial'. At the top, there are navigation tabs for 'Repository' and 'Queries', and a user indicator for 'Reader 1'. Below the title, a subtitle reads 'View and manage your images below.' The main area contains a table with the following columns: 'Site', 'Patient', 'Baseline', 'Follow-up 1', 'Follow-up 2', and 'End of Trial'. The table lists three patients: 01-001, 01-002, and 01-003. Patient 01-002 has a yellow warning triangle next to their name, and a yellow square in the 'Follow-up 1' column. A search bar and a filter dropdown (set to 'All') are located above the table. A pagination bar at the bottom shows '10' visits per page and 'Showing patients: 1 - 3 of 3'. The footer includes version information 'v4.2.0 on e10ed318ff6f', copyright 'Copyright © 2025 by SliceVault', and data storage location 'Data storage: West Europe'.

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?](#)

CORE GUIDE

www.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.

The screenshot shows the SliceVault interface with the following components:

- Navigation:** SliceVault logo, Repository, Queries, Reader 1 (dropdown).
- Breadcrumbs:** Test Site > 01-003 > Baseline
- Status:** Pending Reader (highlighted with a yellow bar and callout 1).
- Folder Section:**
 - Callout 2 points to the table below.
- Table:**

ID	Type	Modality	Study Date	Series Time	Acquisition Time	Series Description	Matrix	Action
25887	CT	CT	1983-01-21	12:14:55.000	12:17:08.000	Test Series 001	512x512x3	
- Actions Section:**
 - Callout 4 points to this section.
 - Buttons: Pending Reader (dropdown), Download visit, Delete visit.
 - IMPORTANT NOTICE:** To continue, please ensure all required forms are submitted. Click on the preview image to complete the form.
- Bottom Navigation:** BACK, PREVIEW IMAGE (callout 3), and a close button (X).

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](#)

CORE GUIDE

www.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

The screenshot displays the SliceVault Reader interface. On the left, a sidebar contains a 'Querying' section with a dropdown menu. Below it, the 'RECIST 1.1 (Reader 1)' form is visible, featuring six 'Target' input fields, each with a 'cm' unit and a measurement tool icon. A red circle with the number '1' is positioned over the 'Target 2' field. Below the targets, there is a note: 'Please use these fields if the target lesion is in a lymph node'. At the bottom of the sidebar, a 'RECIST 1.1 - Complete form' button is highlighted with a red circle and the number '2'. A red circle with the number '3' is located at the bottom of the sidebar area. The main area shows a CT scan of a neck cross-section with a yellow crosshair. Above the scan, there is a toolbar with icons for 'Display', 'Rotate', and other functions. The top right corner shows 'Reader 1' with a dropdown arrow.

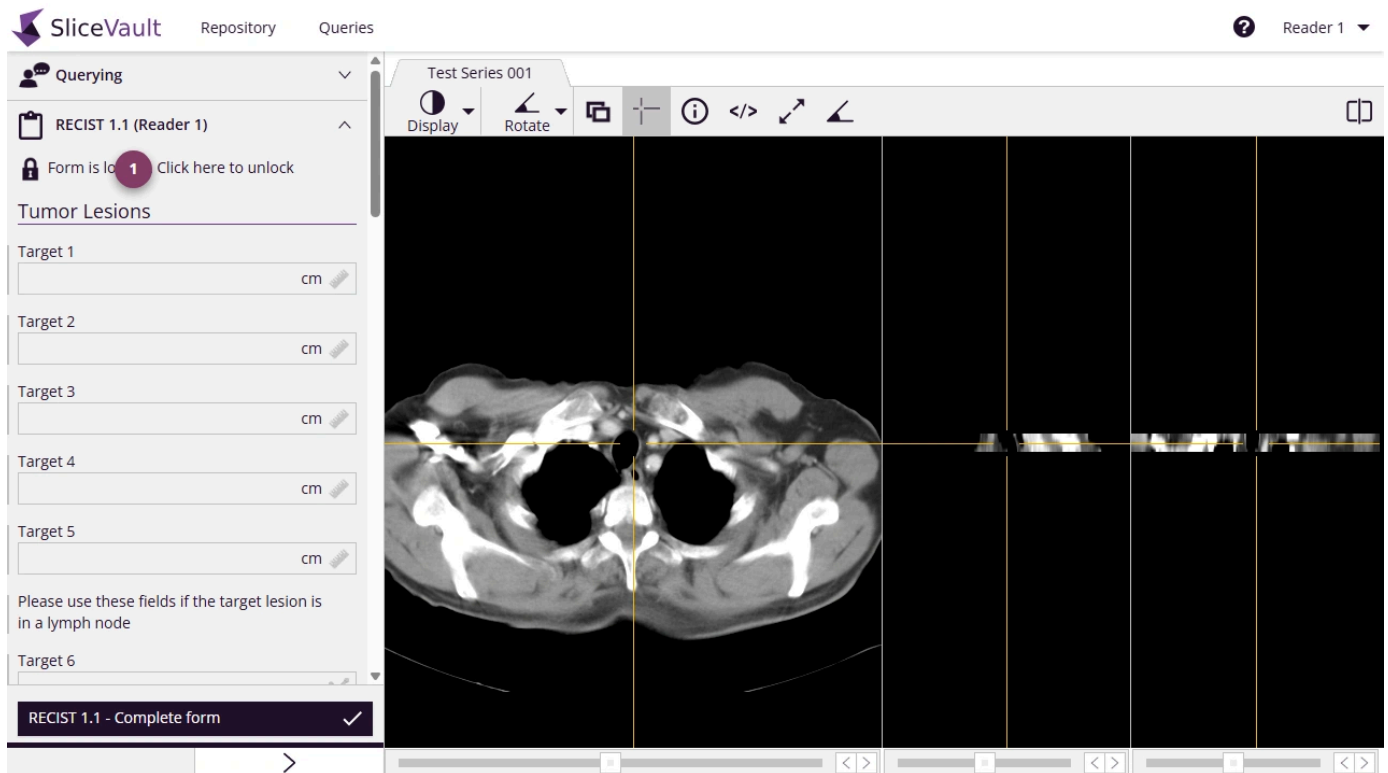
1. Use **1** to move through the assessment items.
2. Use **2** to review and complete the form fields.
3. Use **3** to complete the form and return to the Visit Dashboard.

If prompted, complete the [electronic signature process](#) before proceeding.

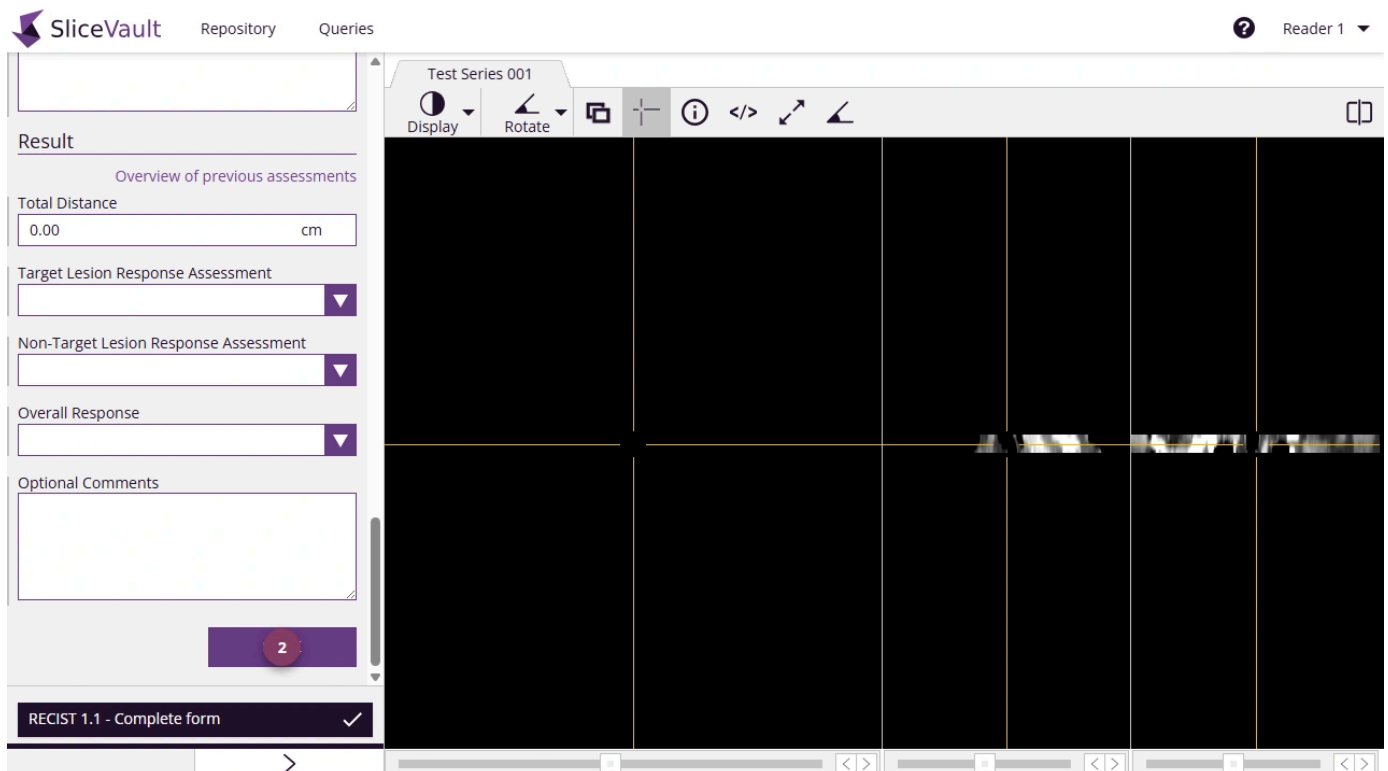
After the form is complete, return to the Visit Dashboard and continue to [Complete Assessment](#).

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?](#)

CORE GUIDE

www.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.

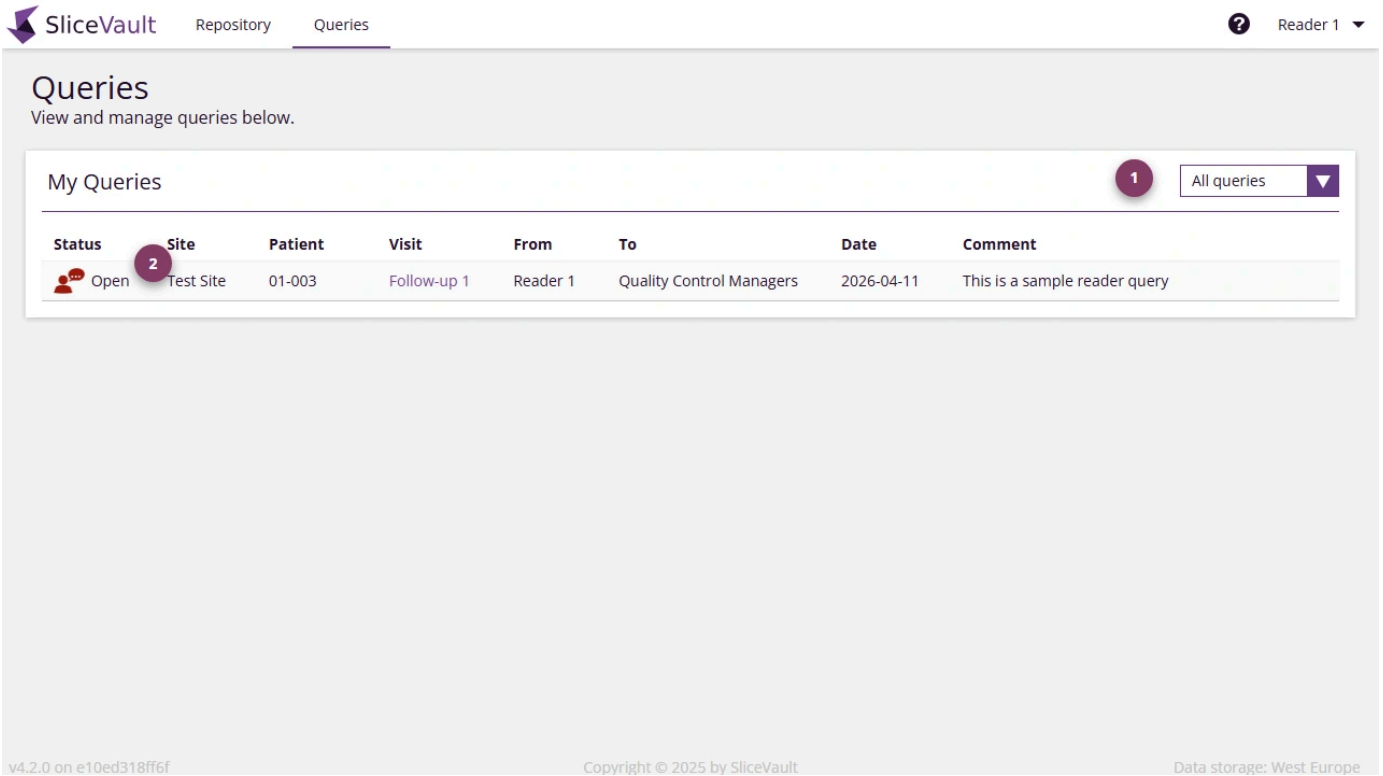
For the shared query mechanics in SliceVault, see [Queries in SliceVault](#).

Where You Normally See Queries

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

The screenshot shows the SliceVault interface with the 'Image Repository' tab selected. A red circle with the number '2' is placed over the 'Queries' tab in the top navigation bar. Below the navigation bar, the 'Image Repository' section is titled 'Support Trial' and contains a table of patient visits. The table has columns for 'Site', 'Patient', 'Baseline', 'Follow-up 1', 'Follow-up 2', and 'End of Trial'. The 'Follow-up 1' column for patient 01-001 has a red circle with the number '1' over it, indicating an open query. The 'Follow-up 1' column for patient 01-002 has a yellow warning triangle icon. The 'Follow-up 1' column for patient 01-003 has a yellow icon with a speech bubble and a list icon. The 'Follow-up 1' column for patient 01-004 is empty. At the bottom of the table, there is a 'Visits per page' dropdown set to '10' and a pagination control showing '< 1 >'. The footer of the page includes 'v4.2.0 on e10ed318ff6f', 'Copyright © 2025 by SliceVault', and 'Data storage: West Europe'.

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.

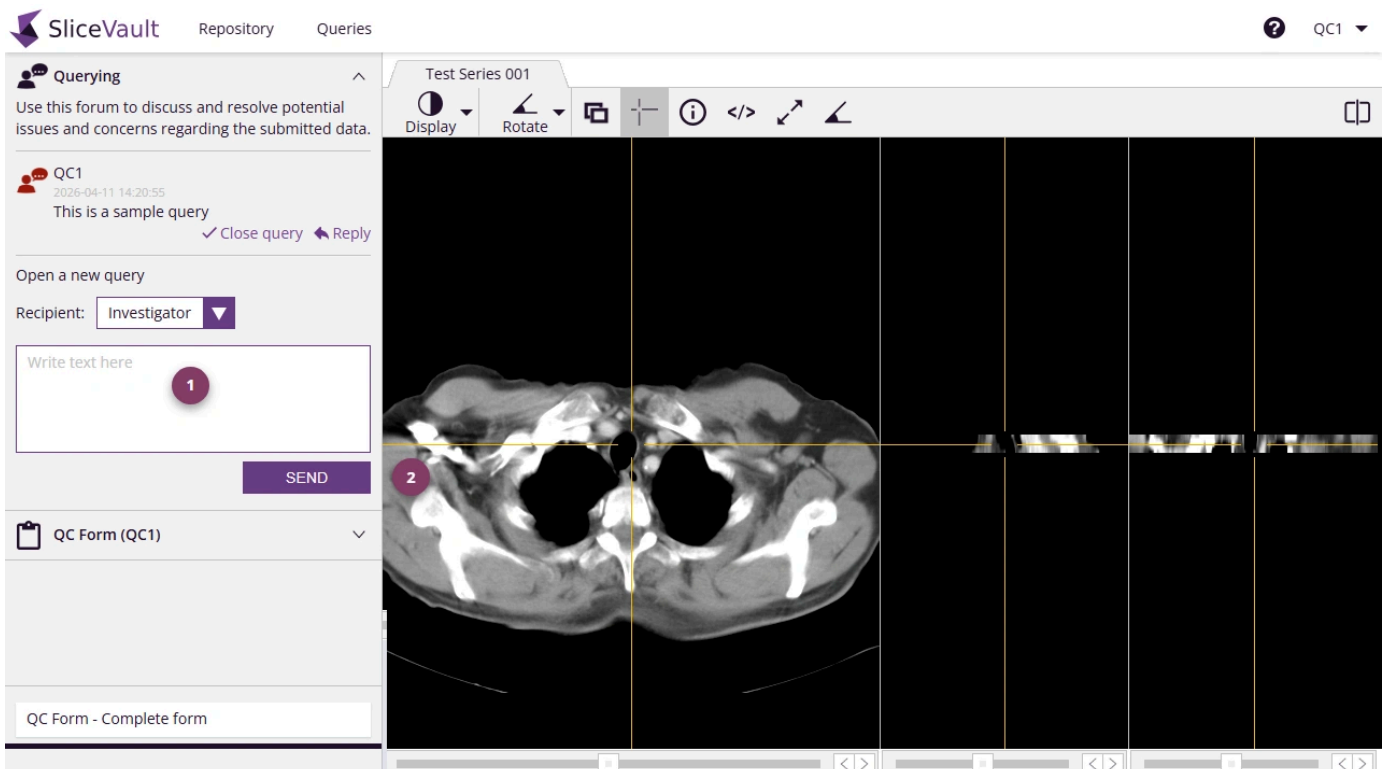


1. Use **1** to filter query status.
2. Use **2** to review the available queries.

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

The screenshot shows the SliceVault interface. On the left, the 'Querying' panel is active. It contains a message from 'QC1' dated '2026-04-11 14:20:55' with the text 'This is a sample query'. Below the message is a 'Close query' button with a red circle '1' next to it. Underneath is a text input field with the placeholder 'Write text here' and a red circle '2' next to it. At the bottom of the panel is a 'SEND' button with a red circle '3' next to it. The main area of the interface shows a medical image viewer for 'Test Series 001' displaying a CT scan of a neck cross-section. The viewer has a toolbar with 'Display' and 'Rotate' buttons and a red circle '3' next to the 'Display' button. The image is displayed in a grid format with a yellow crosshair.

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.

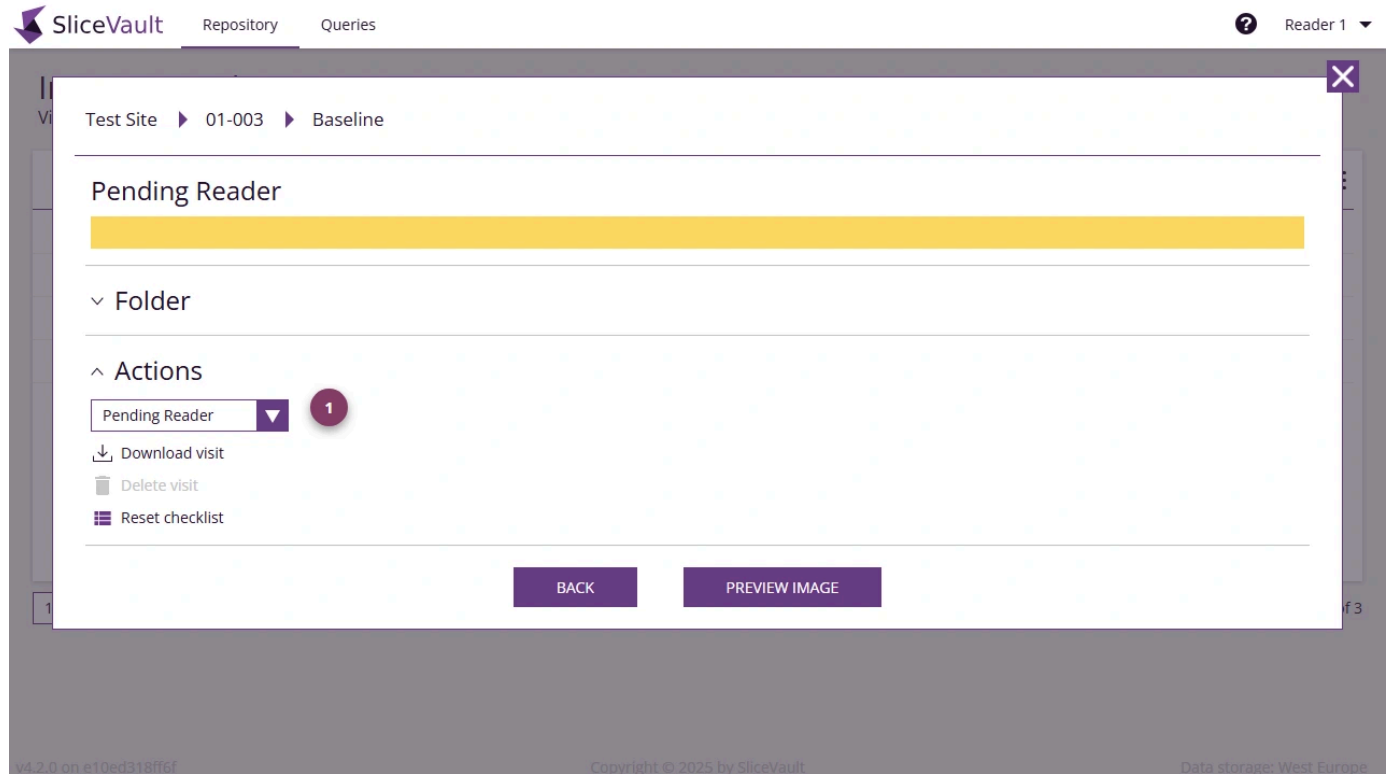
If a query is resolved but the visit still cannot be finalized, see [Why can't I complete the assessment?](#)

CORE GUIDE

www.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?](#)



CORE GUIDE

www.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.

The screenshot shows the SliceVault interface for a visit. The breadcrumb navigation is "Test Site > 01-003 > Follow-up 1". The status is "Pending Reader". Below this is a "Folder" section containing a table with the following data:

ID	Type	Modality	Study Date	Series Time	Acquisition Time	Series Description	Matrix	Action
25888	CT	CT	1983-01-21	12:14:55.000	12:17:08.000	Test Series 001	512x512x3	2  

Below the table is an "Actions" section with a dropdown menu set to "Pending Reader". The actions are "Download visit" (marked with a red circle 1) and "Delete visit". An "IMPORTANT NOTICE" states: "To continue, please ensure all required forms are submitted. Click on the preview image to complete the form". At the bottom of the dashboard are "BACK" and "PREVIEW IMAGE" buttons.

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](#).

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.

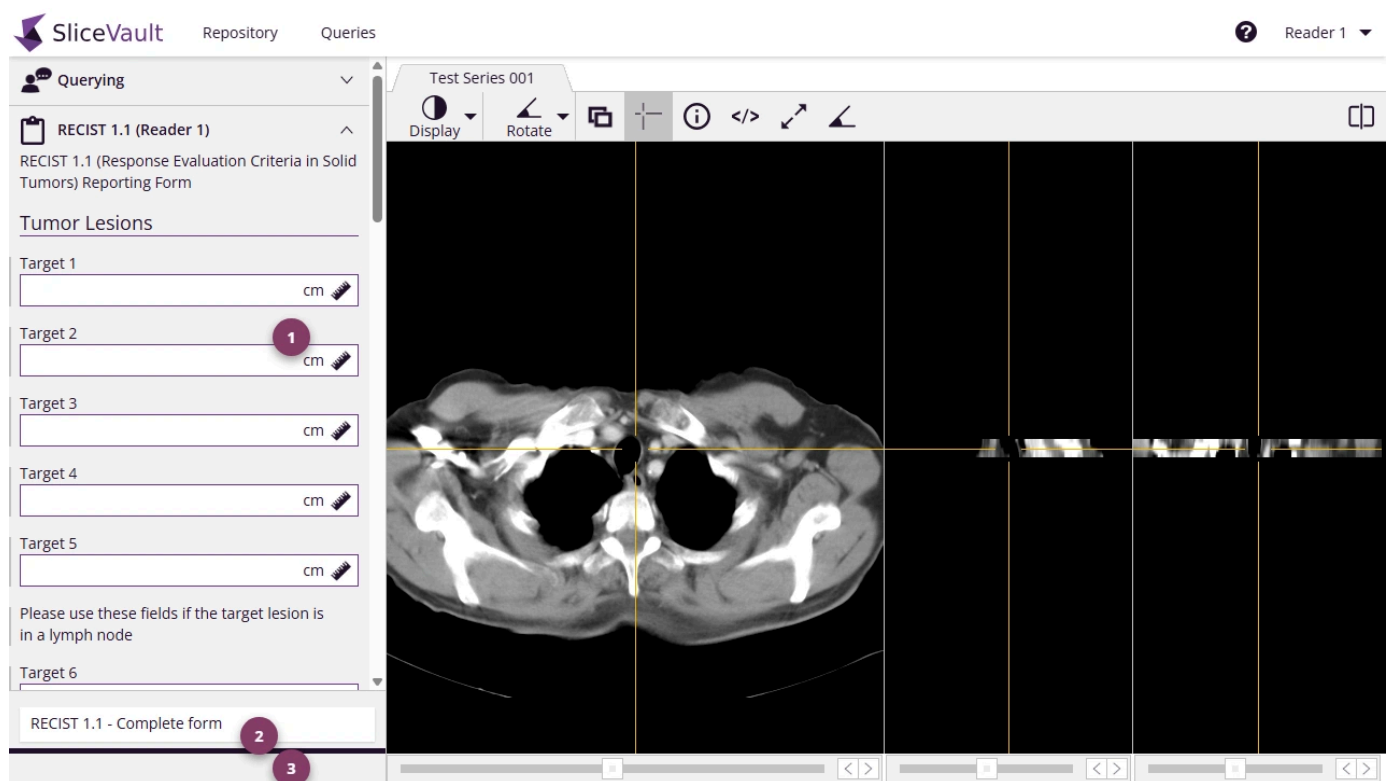
Use this page when you need the shared form behavior in SliceVault, regardless of role.

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

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

SHARED WORKFLOWS

www.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

The screenshot shows the 'Image Repository' page in SliceVault. The page title is 'Image Repository' with the subtitle 'View and manage your images below.' The main content is a table for 'Support Trial' with columns: Site, Patient, and visit stages (Baseline, Follow-up 1, Follow-up 2, End of Trial). A search bar and 'ADD PATIENT' button are at the top right. A navigation bar at the top shows 'Repository' and 'Queries' (with a red circle containing the number 2). A red circle containing the number 1 is placed over the 'Baseline' column for patient 01-001. The table has 4 rows of patient data. At the bottom, there is a pagination control showing '10' visits per page and '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	End of Trial
Test Site	01-001	Add more images	1		
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 spot visits with an open query.
2. Use **2** to open the query list directly from the repository.

Queries
View and manage queries below.

My Queries 1 All queries ▾

Status	Site	Patient	Visit	From	To	Date	Comment
Open	Test Site	01-001	Follow-up 1	QC1	Investigator	2026-04-11	This is a sample query

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

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.

Querying
Use this forum to discuss and resolve potential issues and concerns regarding the submitted data.

QC1
2026-04-11 14:20:55
This is a sample query
✓ Close query ↩ Reply

Open a new query
Recipient: Investigator ▾

Write text here 1

SEND

QC Form (QC1) ▾

QC Form - Complete form

Test Series 001
Display Rotate [Icons]

2

QC1 ▾

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.

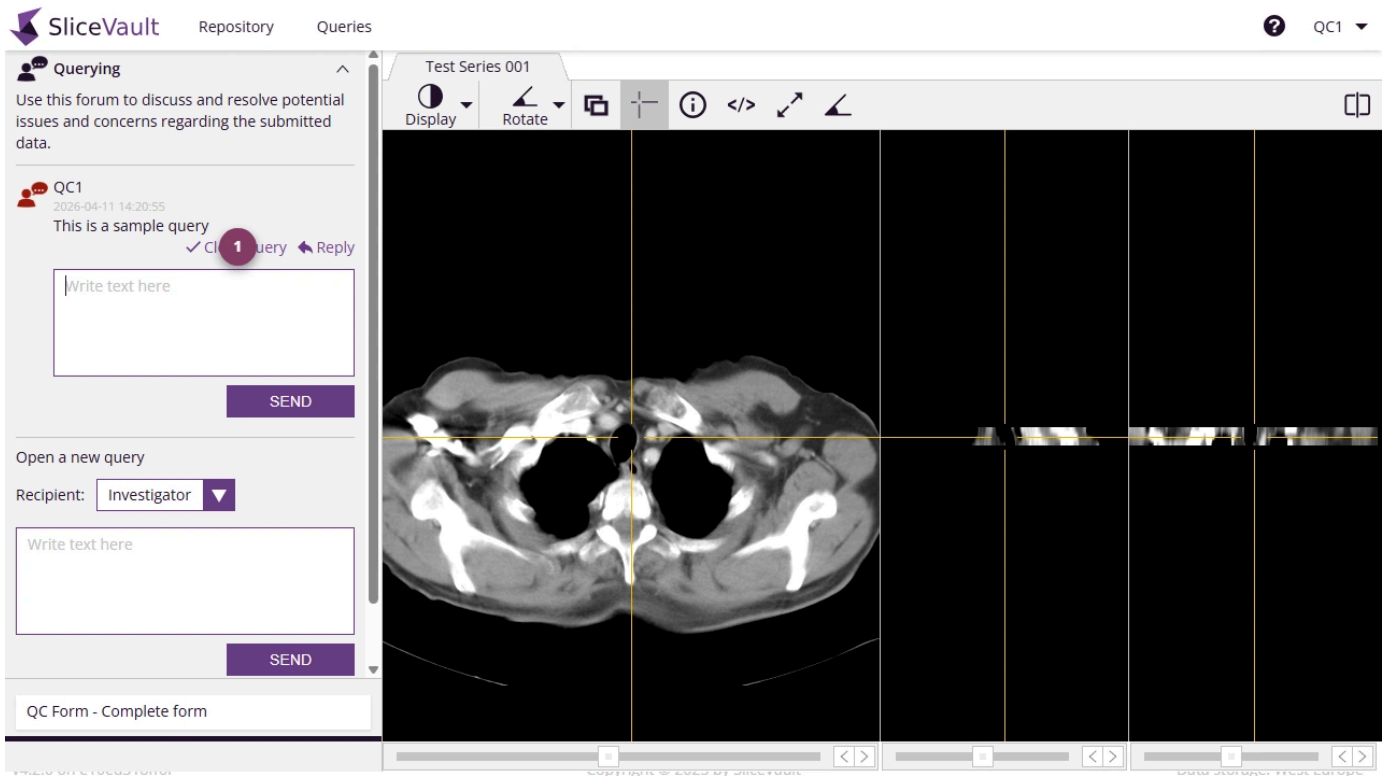
Reply to a Query

The screenshot displays the SliceVault interface. On the left, the 'Querying' sidebar is open, showing a message from 'QC1' dated 2026-04-11 14:20:55 with the text 'This is a sample query'. A 'Close query' button with a red circle containing the number '1' is next to the message. Below the message is a text input field with the placeholder 'Write text here' and a red circle containing the number '2'. A 'SEND' button with a red circle containing the number '3' is positioned below the input field. The main area shows a CT scan of a neck cross-section with a yellow crosshair. The top navigation bar includes 'SliceVault', 'Repository', 'Queries', and a dropdown menu for 'QC1'. The top toolbar includes 'Display', 'Rotate', and other icons.

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

Role-Specific Guidance

- [Investigator: Respond to Queries](#) (online)
- [QC: Manage Queries](#) (online)
- [Reader: Manage Queries](#)

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

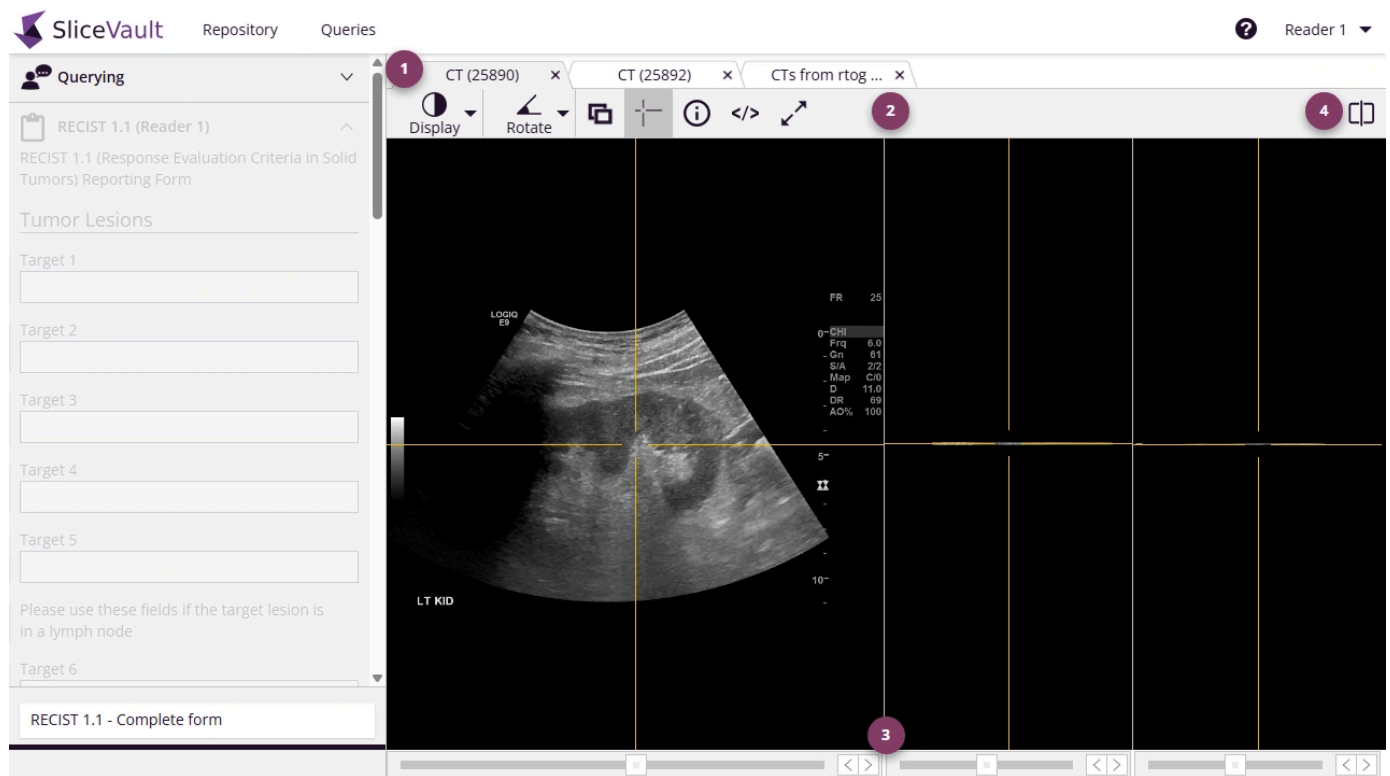
SHARED WORKFLOWS

www.support.slicevault.com/general/viewer

DICOM Viewer


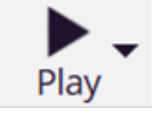






SliceVault includes a built-in DICOM viewer that allows users to review medical images directly in the browser without requiring external software. The viewer provides essential tools to support quality control and central reading activities, while ensuring images remain securely stored in SliceVault.

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.



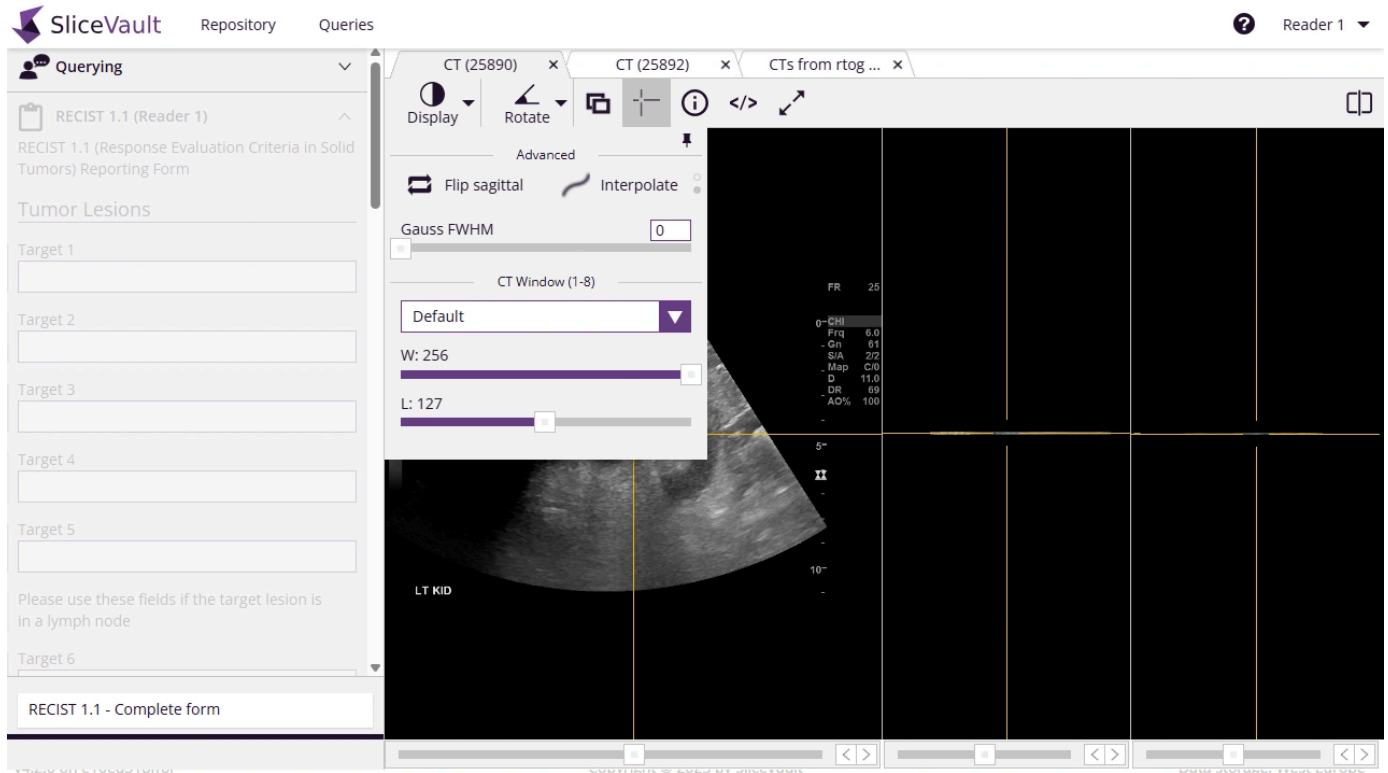
- 1. Change Image** – View all images uploaded for the visit, switch between tabs, and close image tabs as needed.
- 2. Display Controls** – Use the display control bar to adjust visualization settings. See *Viewer Controls* below for details.
- 3. Change Slice** – Navigate through image slices using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

Viewer Controls

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

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'.

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. At the top, there's a navigation bar with 'SliceVault', 'Repository', and 'Queries'. On the right, there's a user profile for 'Investigator' with a 'Support Trial' label. The main content area shows a breadcrumb trail: 'Test Site > 01-001 > Baseline'. Below this, a yellow bar indicates 'Submission pending'. There are three sections: 'Folder', 'Documents', and 'Actions'. The 'Documents' section contains a table with one row:

ID	Title	User	Created	Status	Action
229b52e4	Data Transfer Form	Investigator	2026-04-11 14:14:07 CEST	Complete	1

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. The footer contains version information, copyright, and data storage location.

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? \(online\)](#)
- [Reader: Download Data](#), 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 \(online\)](#)
- [QC: Download Data \(online\)](#)
- [Reader: Download Data](#)

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

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

SHARED WORKFLOWS

www.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).

The screenshot shows the SliceVault web interface with an 'Electronic Signature Required' dialog box. The dialog contains the following information:

Event	Change visit status to: Submitted
Site	Test Site
Patient	01-001
Visit	Visit 1

Full name	Investigator
Username	support@SliceVault.com
User ID	34725
Timestamp	2026-04-11 12:27:46 UTC
Envelope ID	76557592533802763581

Signing reason I confirm the change in visit status to: Submitted

User authentication

SIGN

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.

TROUBLESHOOTING

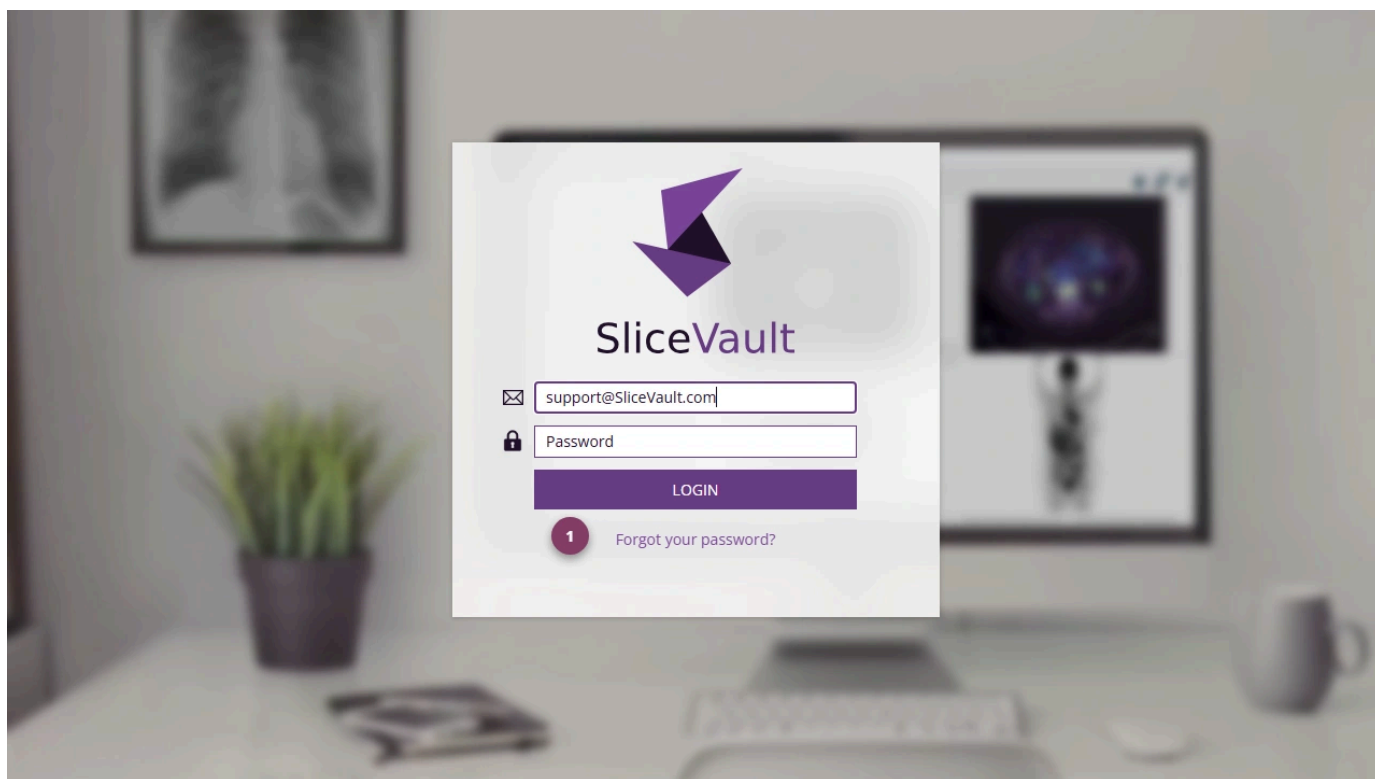
www.support.slicevault.com/troubleshooting/i-cant-log-in

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

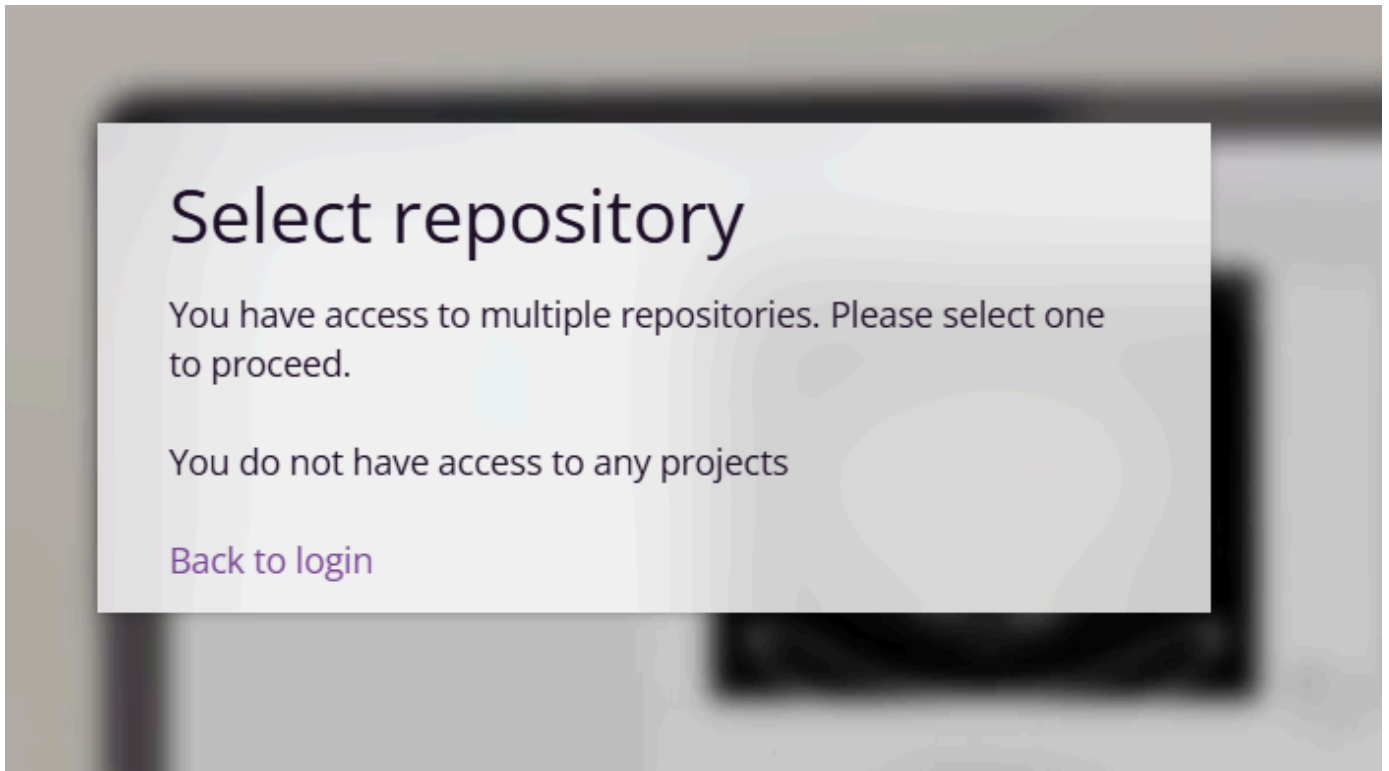
- [Log In and Open Your Repository](#)
- [Why didn't the password reset email arrive?](#)
- [Why can't I see the right repository after logging in?](#)

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 sections:

- Site Access:**
 - Site Access
 - Adjudicator
 - Image Annotation
 - Image Quantification
 - Image Masking
 - DICOM Tag Editor
 - Share with Reader
 - DICOM push
 - Manage Study Reporting
 - Reporting Environment
 - Eligibility Confirmation
 - KPI Dashboard
 - Data Download Disable
 - Reports Download Disabled
- 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' is placed over the 'Send password reset email to the user' option. At the bottom of the modal is an 'UPDATE' button. The background shows a list of users with columns for 'Email' and 'Last login'.

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/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](#).

TROUBLESHOOTING

www.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.

TROUBLESHOOTING

www.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 \(online\)](#)
- [Quality Control Manager: Study Repository \(online\)](#)
- [Reader: Study Repository](#)
- [Why isn't the visit ready for reading?](#)

TROUBLESHOOTING

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

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

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? \(online\)](#)
- [Reports and Exports](#)
- [Why is my form, document, or download missing? \(online\)](#)

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/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](#) (online).

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?](#)

APPENDIX: ADD-ON FEATURES

www.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](#) (online).

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?](#)

APPENDIX: ADD-ON FEATURES

www.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](#) (online).

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

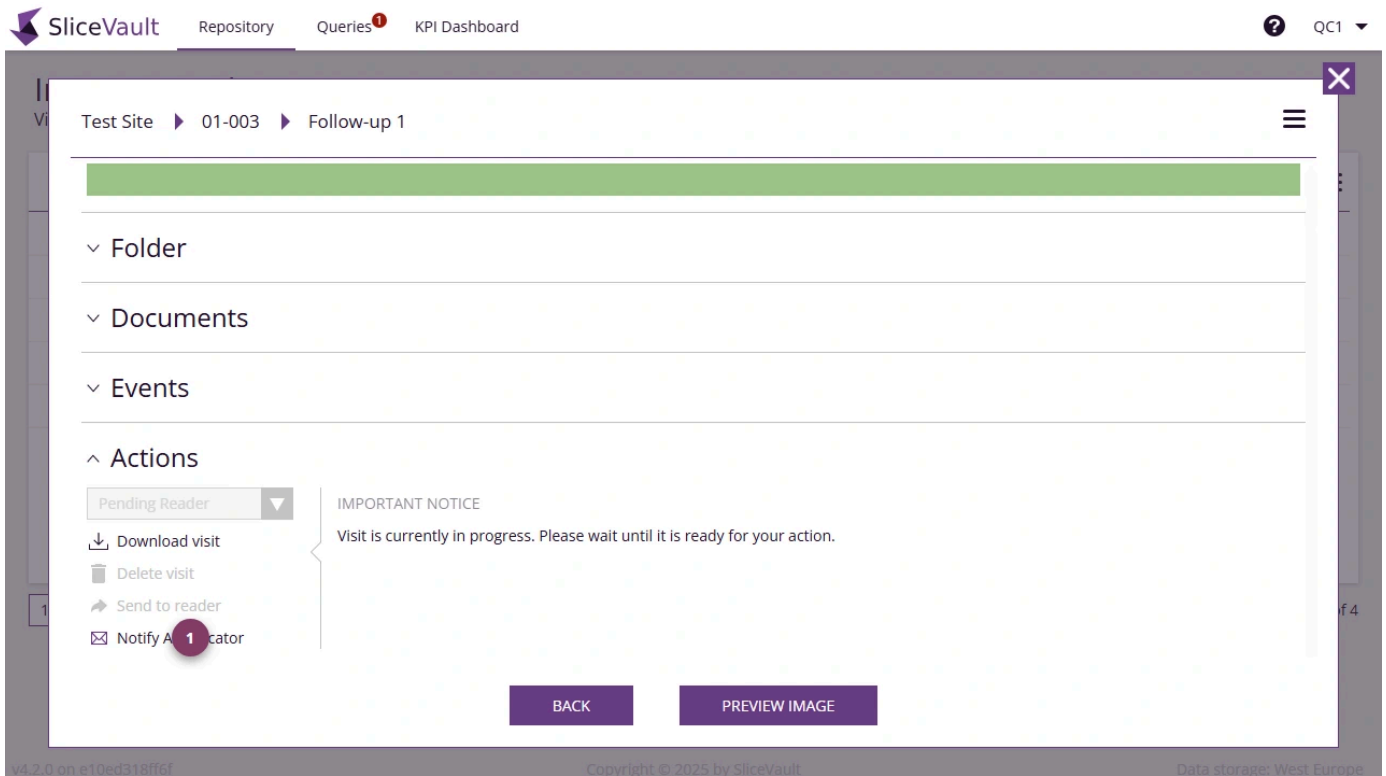
What Problem It Solves

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? \(online\)](#)

APPENDIX: ADD-ON FEATURES

www.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](#) (online).

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.

Test Site > 01-001 > Baseline

Approved by QC 1

Folder

Documents

Events

Actions

Approved by QC 1

Download visit

Push visit to DICOM server

Delete visit

IMPORTANT NOTICE

To continue, please ensure all required forms are submitted. Click on the preview image to complete the form

BACK PREVIEW IMAGE

v4.2.0 on e10ed318f6f Copyright © 2025 by SliceVault Data storage: West Europe

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.

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

APPENDIX: VIEWER TROUBLESHOOTING

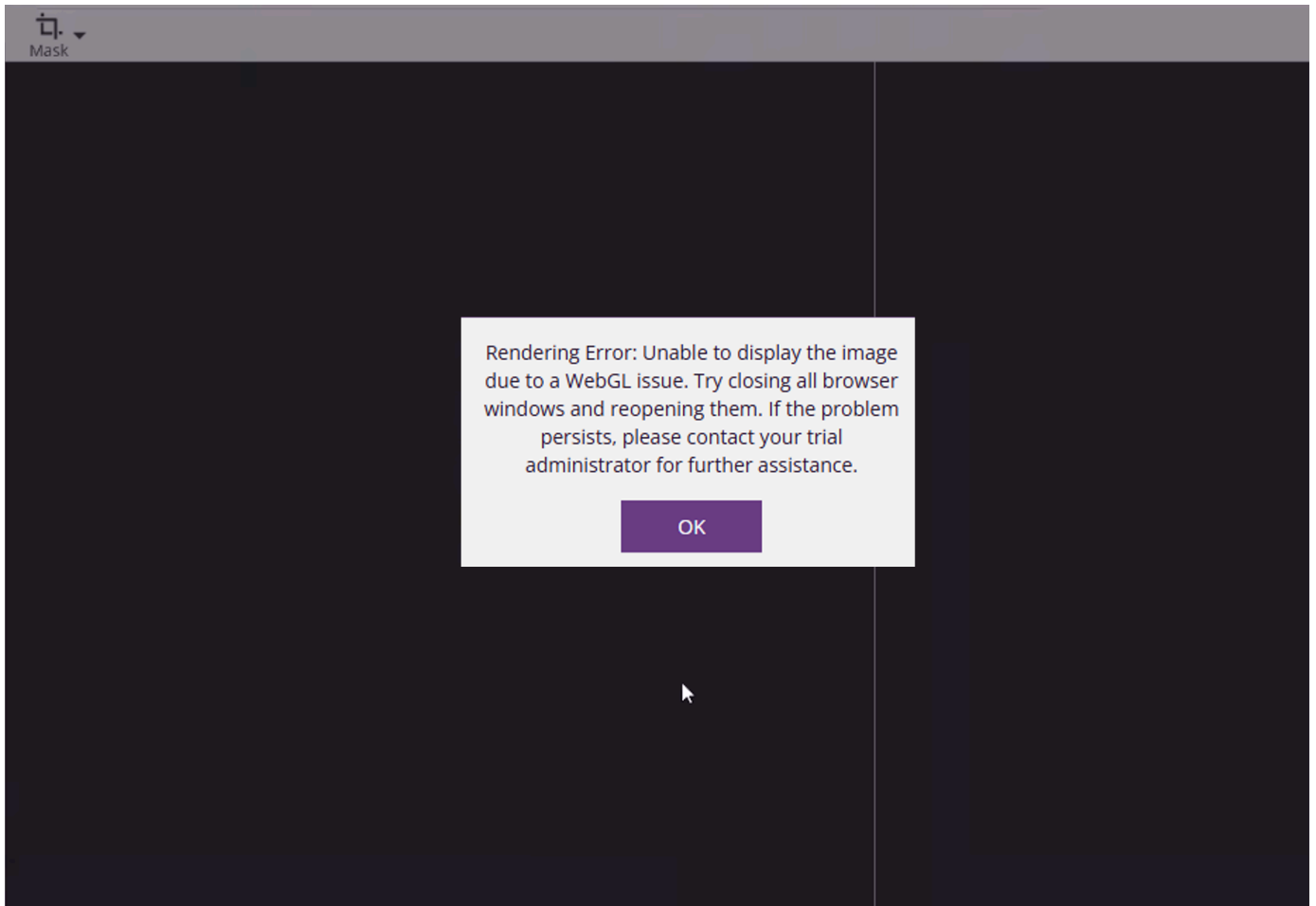
www.support.slicevault.com/general/webgl-rendering-error

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

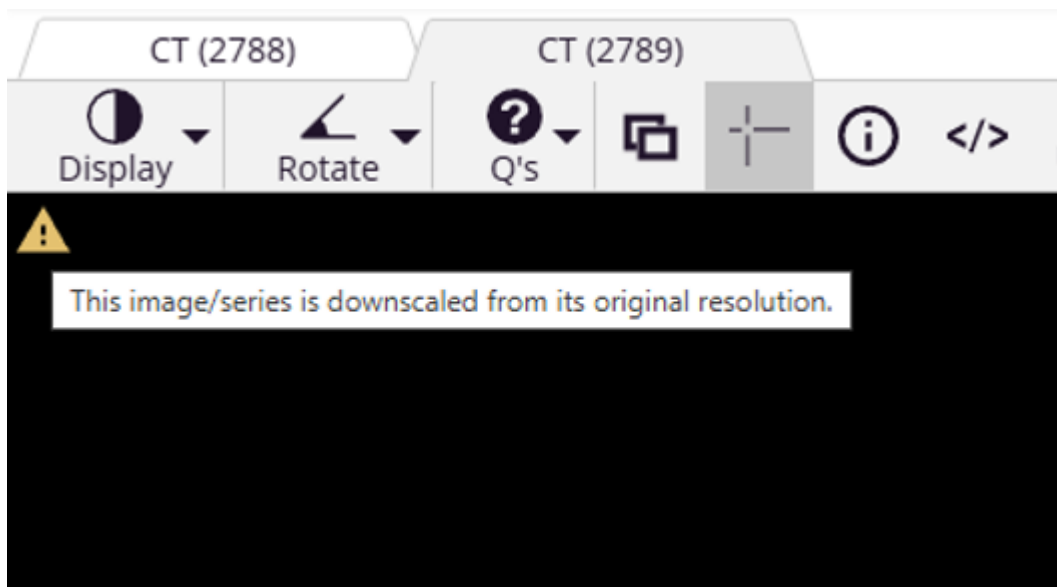
www.support.slicevault.com/general/downscaled_image

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

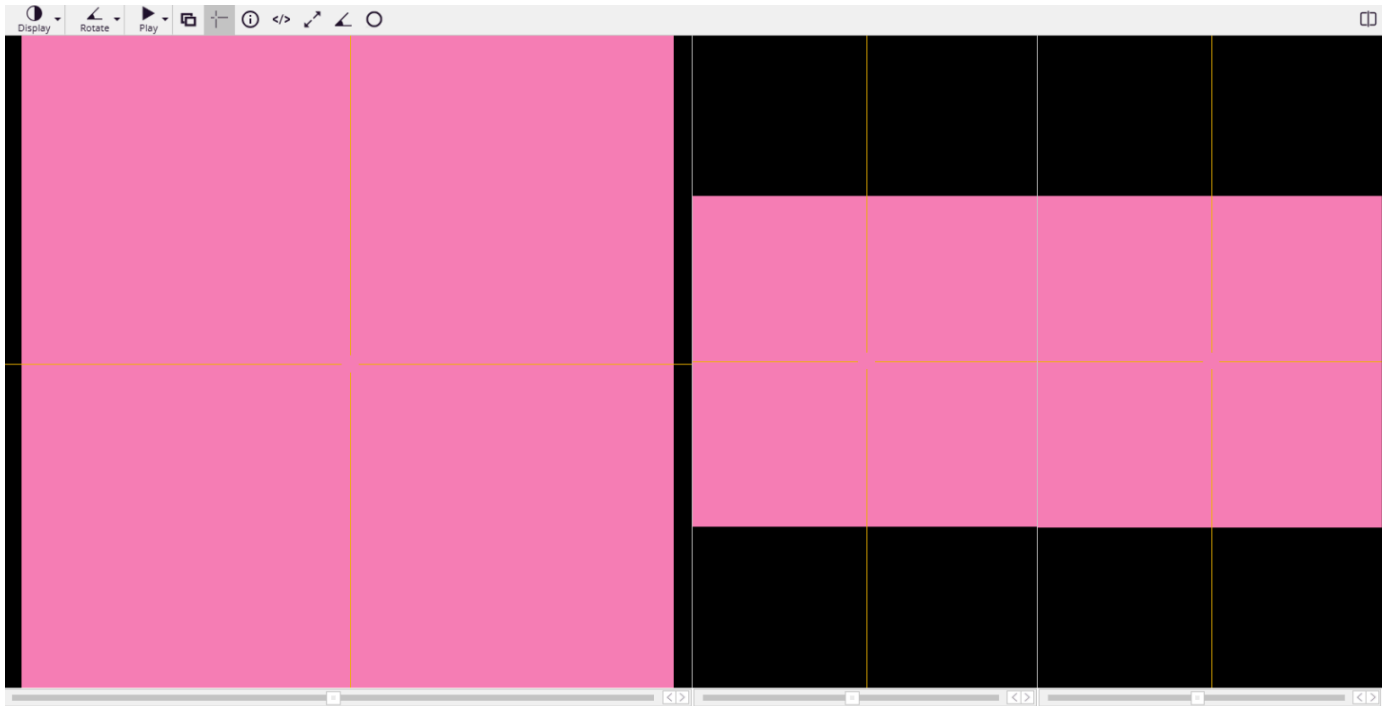
APPENDIX: VIEWER TROUBLESHOOTING

www.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 **SUV_{bw}** (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 SUV_{bw} from standard DICOM fields:

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

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.