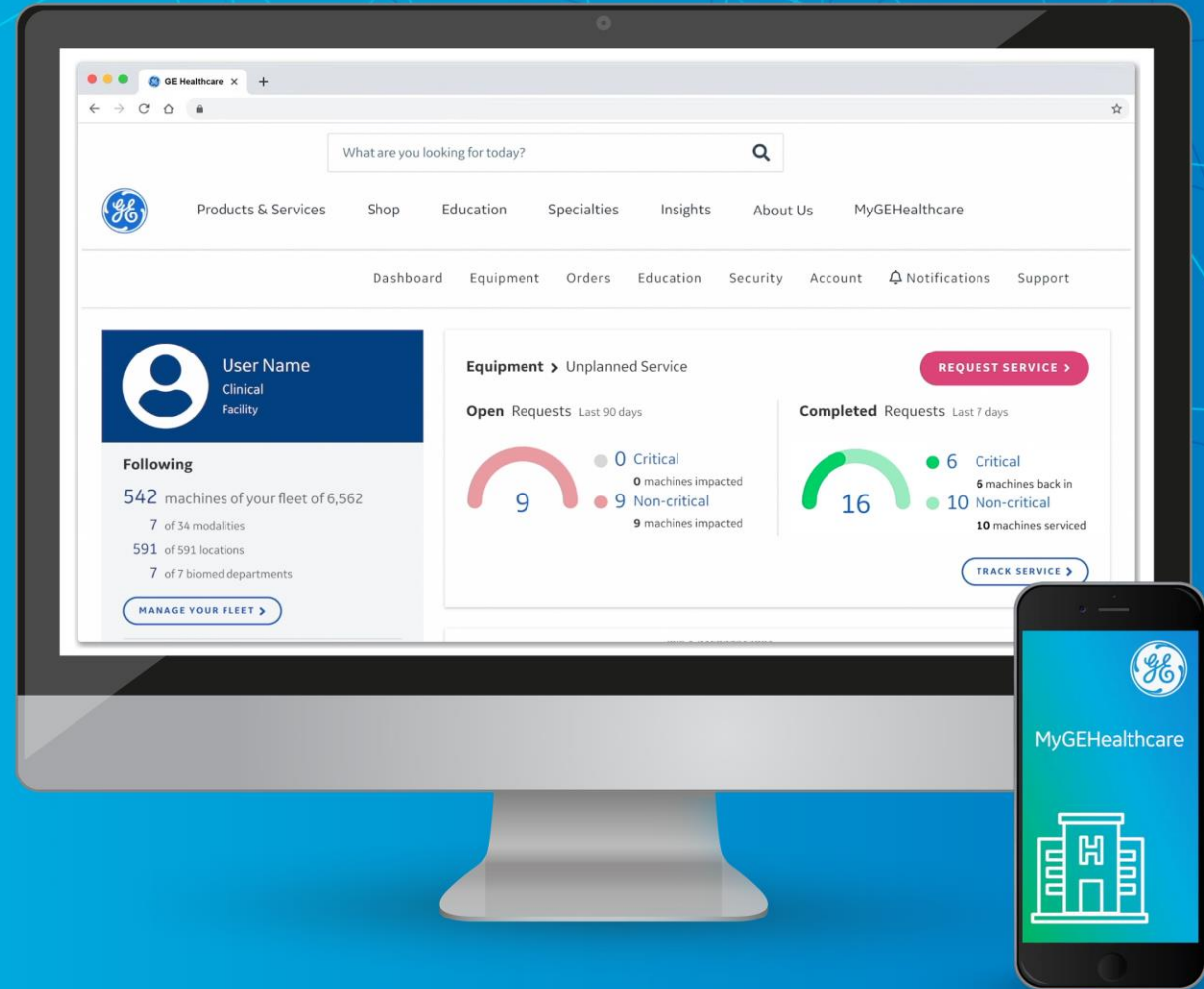




5/19/2022

# MyGEHealthcare Experience





## The new, hassle-free way to manage your service and support from GE Healthcare in one place—anytime, anywhere.

Now you can get the answers you need, all in one place, with **MyGEHealthcare**. Whether you're at your desk or on the go, MyGEHealthcare brings you comprehensive support and total equipment fleet visibility.

It's all available with a single login and one seamless experience, allowing you to:

- Access equipment utilization and performance analytics to guide workflow and equipment purchase decisions
- Create and track service requests via real-time push notifications for every step in the service process for your entire fleet
- View your organization's equipment and parts orders.
- Connect with training resources
- Safeguard your fleet with the latest cybersecurity updates
- Connect with your GE team through one central point of contact



## Desktop experience

The desktop experience, **MyGEHealthcare Equipment**, brings you comprehensive, full life-cycle support of any device in a unified support experience now delivered through personalized dashboards and reports.

A screenshot of the MyGEHealthcare login page. The page has a light gray background. At the top center, the text "Log On" is displayed. Below this, there is a white rectangular form. Inside the form, there are two input fields: the first contains the email address "craig.white@ge.com" and has a user icon to its right; the second contains a masked password "\*\*\*\*\*" and has a lock icon to its right. Below the password field, there is a checkbox labeled "Remember Me" and a link labeled "Forgot Password?". At the bottom of the form is a large blue button with the text "SIGN IN" in white. Below the form, there is a copyright notice "© 2021 GE - All rights reserved." and two links: "PRIVACY POLICY" and "TERMS AND CONDITIONS".

### Sign up now

Visit our site to get started:  
[www.gehealthcare.com/](http://www.gehealthcare.com/)

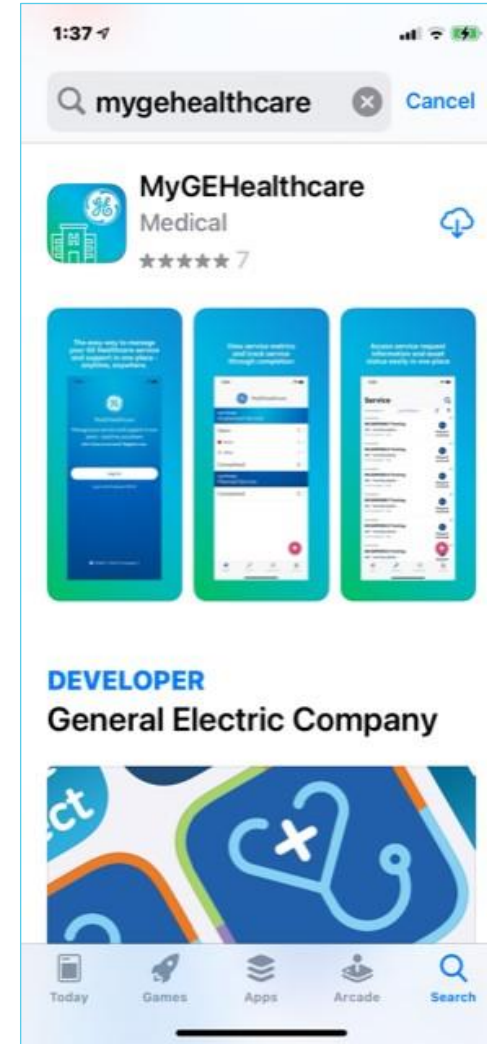
# MyGEHealthcare



## Mobile app

Stay up to date wherever you are. Hourly bi-directional synchronization connects the desktop and mobile platforms for a cohesive experience.

Download the mobile app from the Apple or Android Stores by searching for **MyGEHealthcare**.





# — Equipment

# MyGEHealthcare Dashboard



## Dashboard

See an overview of your Equipment service and performance, as well as connect with your GE Healthcare team.

Users with access to Equipment module have the ability to customize Dashboard views.

The screenshot displays the MyGEHealthcare Dashboard interface. At the top, there is a search bar with the placeholder text "What are you looking for today?". Below the search bar is a navigation menu with the following items: Products & Services, Shop, Education, Specialties, Insights, About Us, and MyGEHealthcare. A secondary navigation bar includes: Dashboard (highlighted with a blue box), Equipment, Orders, Education, Security, Account, Notifications, and Support. The main content area is divided into several sections:

- User Profile:** A dark blue header with a user icon, "User Name", "Clinical Facility", and a "MANAGE YOUR FLEET >" button.
- Following:** A light blue section showing "542 machines of your fleet of 6,562", "7 of 34 modalities", and "591 of 591 locations".
- Equipment > Unplanned Service:** A white section with a "REQUEST SERVICE >" button. It features two gauge charts:
  - Open Requests (Last 90 days):** A red gauge showing 9 total requests, with 0 Critical (0 machines impacted) and 9 Non-critical (9 machines impacted).
  - Completed Requests (Last 7 days):** A green gauge showing 16 total requests, with 6 Critical (6 machines back in) and 10 Non-critical (10 machines serviced).A "TRACK SERVICE >" button is located at the bottom right of this section.
- Equipment > Performance:** A white section showing "Average exams/day Last 90 days" and "Average exam duration Last 90 days".

Desktop view shown above

# MyGEHealthcare Dashboard



## Dashboard setup

Upon **login**, MyGEHealthcare will lead the user through the application's Dashboard setup.

Once complete, the setup will only require updating as you add or remove equipment to your fleet.

1. In the left-hand panel, the customer will be prompted to click **MANAGE YOUR FLEET**

The screenshot displays the MyGEHealthcare dashboard interface. At the top, there is a search bar with the placeholder text "What are you looking for today?". Below the search bar is a navigation menu with links for "Products & Services", "Shop", "Education", "Specialties", "Insights", "About Us", and "MyGEHealthcare". A secondary navigation bar includes "Dashboard", "Equipment", "Orders", "Education", "Security", "Account", "Notifications", and "Support".

The main content area is divided into several sections:

- User Profile:** A dark blue header shows a user icon, "User Name", "Clinical Facility", and a "MANAGE YOUR FLEET" button. A blue circle with the number "1" is overlaid on this button.
- Following:** A section showing fleet statistics: "542 machines of your fleet of 6,562", "7 of 34 modalities", "591 of 591 locations", and "7 of 7 biomed departments".
- Equipment - Unplanned Service:** A section with a "REQUEST SERVICE" button. It displays "Open Requests Last 90 days" with a gauge showing 9 total requests (0 Critical, 9 Non-critical) and "Completed Requests Last 7 days" with a gauge showing 16 total requests (6 Critical, 10 Non-critical). A "TRACK SERVICE" button is also present.
- Equipment - Performance:** A section showing "Average exams/day Last 90 days" and "Average exam duration Last 90 days".

Desktop view shown above

# MyGEHealthcare Dashboard



## Describe your fleet

2. Choose if your fleet is large or small
3. Let our prompts help you get started

The screenshot shows the 'Customize Your Account' screen. At the top, there is a GE Healthcare logo and an 'Exit' button. The main heading is 'Customize Your Account' with a sub-heading: 'Since you have existing customizations, select how would you like to make your customizations'. A large blue circle with the number '2' is on the left. There are two options presented side-by-side, separated by 'or'. The first option is 'Walk me through it', featuring a folder icon and a button labeled 'WALK ME THROUGH IT'. The second option is 'Take me to MyAccount', featuring a document icon and a button labeled 'GO TO ACCOUNT'.



The screenshot shows the 'What volume of equipment do you manage?' screen. At the top, there is a GE Healthcare logo and an 'Exit' button. The main heading is 'What volume of equipment do you manage?' with a sub-heading: 'We'll help you identify the equipment you really want to monitor and access.' A large blue circle with the number '3' is on the left. There are two options presented side-by-side, separated by 'or'. The first option is 'A lot of equipment', featuring a cluster of icons and a button labeled 'SELECT'. The second option is 'A small set of equipment', featuring a single icon and a button labeled 'SELECT'.



# MyGEHealthcare Dashboard



4

## Identify your equipment by modality\*

Select the modalities of equipment you want to monitor and access.

All Modalities

### Biomed Modalities

CLINICAL (CL) <input checked="" type="checkbox"/>	DI DEVICE (DID) <input checked="" type="checkbox"/>
LABORATORY (LAB) <input checked="" type="checkbox"/>	LASER (LZ) <input checked="" type="checkbox"/>
LIFE SUPPORT (LS) <input checked="" type="checkbox"/>	OTHER(Biomed) (OTH) <input checked="" type="checkbox"/>
SURGERY (SR) <input checked="" type="checkbox"/>	

### Common Imaging Modalities

### Other Imaging Modalities

\*Only applicable for Service-related features (i.e. Invoices cannot be filtered)

[← Previous](#)

5

## Identify your equipment by Location

Select the locations of the equipment you want to monitor and access.

All locations

Search locations

<input checked="" type="checkbox"/> ORGANIZATION NAME STREET ADDRESS CITY, STATE 00000	<input checked="" type="checkbox"/> ORGANIZATION NAME STREET ADDRESS CITY, STATE 00000
<input checked="" type="checkbox"/> ORGANIZATION NAME STREET ADDRESS CITY, STATE 00000	<input checked="" type="checkbox"/> ORGANIZATION NAME STREET ADDRESS CITY, STATE 00000
<input checked="" type="checkbox"/> ORGANIZATION NAME STREET ADDRESS CITY, STATE 00000	<input checked="" type="checkbox"/> ORGANIZATION NAME STREET ADDRESS CITY, STATE 00000

[← Previous](#)

[NEXT STEP >](#)

6

## Identify your **Biomed** equipment by department

You chose one or more Biomed modalities. Select the department(s) of the Biomed equipment you want to monitor and access

All Biomed Departments

Search Biomed departments

Anesthesia (4th fl) <input checked="" type="checkbox"/>	PACU (4th fl) <input checked="" type="checkbox"/>	Surgery (4th fl) <input checked="" type="checkbox"/>
Central Sterile (4th fl) <input checked="" type="checkbox"/>	Pre-Admission Testing (4th fl) <input checked="" type="checkbox"/>	
ICU (5th fl) <input checked="" type="checkbox"/>	Retro Billing Catch-up <input checked="" type="checkbox"/>	

[← Previous](#)

[FINALIZE SETUP](#)

## What equipment do you use?

4. Identify the **modalities** of the equipment you want to monitor
5. Identify the **location** of the equipment
6. Identify **Biomed equipment** by department to finalize setup

# MyGEHealthcare Dashboard



## User information

7. Click through each tab and fill in all necessary fields to provide **Account**, **Equipment**, **Security**, and **Communication** information

7

What are you looking for today?

Products & Services Shop Education Specialties Insights About Us MyGEHealthcare

Dashboard Equipment Orders Education Security Account Notifications Support

### Account

ACCOUNT EQUIPMENT SECURITY COMMUNICATIONS

**Personal Information**

Name  
User Name [Edit](#)

Email  
username@email.com

Phone [Edit](#)

**Professional Information**

Organization  
Organization

### Account

ACCOUNT EQUIPMENT SECURITY COMMUNICATIONS ACCESS

**Modalities**

Your modalities  
INTRA-VASCULAR (IV), XR-RAD (DR), XR-R&F (DR) [Edit](#)

**Locations**

Your locations  
ORGANIZATION FACILITY, ORGANIZATION FACILITY, ORGANIZATION FACILITY [Edit](#)

**Biomed Departments**

You chose one or more Biomed modalities, You can now select the department[s] of the Biomed equipment you wish to track across the site.

Your Biomed Department  
Add the biomed departments you wish to track across the site. [Edit](#)

### Account

ACCOUNT EQUIPMENT SECURITY COMMUNICATIONS ACCESS

**Update Password**

If you want to change the password associated with your MyGEHealthcare account, you may do so below

[Change Password](#)

### Account

ACCOUNT EQUIPMENT SECURITY COMMUNICATIONS ACCESS

**Website Notifications on GEHealthcare.com**

Your website preferences  
Request Received, Engineer Assigned, Service In Progress [Edit](#)

**Email Preferences**

Your email preferences  
Add the types of emails you wish to receive [Edit](#)

# MyGEHealthcare Dashboard



## Request service

1. From the Dashboard, click the **REQUEST SERVICE** button
2. Select the equipment by ID, name, or location
3. Describe the problem & submit

What are you looking for today?

Products & Services Shop Education Specialties Insights About Us MyGEHealthcare

Dashboard Equipment Orders Education Security Account Notifications Support

User Name  
Clinical Facility

Equipment > Unplanned Service

Open Requests Last 90 days

Completed Requests Last 7 days

0 Critical  
0 machines impacted

6 Critical  
6 machines back in

Following  
542 machines of your fleet of 6,562

### Request Service

Easy 2-step process to request GE Healthcare's world-class service. Select the equipment in need of service, then submit the problem you're having.

1 Select

2 Report

2 Select Equipment

Enter equipment ID, name or location

Recently Serviced Equipment

		Last service requested on	Last reported problem	
IV	PH ALLURA XPER FD20/20 MSMVALLURA HOUSTON METHODIST SUGAR LAND HOSPITAL, SUGAR LAND TX	Today	Direct connect - Customer states that one of the monitors got an intermittent connection issue.	SELECT
XR	MOBILE OPTIMAX240 2D 281274OPT1 HOUSTON METHODIST SUGAR LAND HOSPITAL, SUGAR LAND TX	Today	Customer states that the unit is not holding charge at all and its totally	SELECT

### Request Service

Easy 2-step process to request GE Healthcare's world-class service. Select the equipment in need of service, then submit the problem you're having.

3 Report the Problem

Select the severity of your service need.

Selected Equipment

US LOGIQ E10 DEMO  
LE10R500058US7  
ORGANIZATION, FACILITY

CHANGE EQUIPMENT

Not the correct address?

Required

- Critical. Equipment is down.
- Moderate. Equipment has limited function.
- Low. Equipment functions.

# MyGEHealthcare Equipment



## Equipment functions

In the upper menu bar, click **Equipment** to access more useful tools:

- Equipment status
- Run reports on schedule, performance, and activity
- Track service requests and scheduled maintenance
- Request service

The screenshot shows the MyGEHealthcare Equipment dashboard. At the top, there is a search bar and a navigation menu with options: Products & Services, Shop, Education, Specialties, Insights, About Us, MyGEHealthcare, Dashboard, **Equipment**, Orders, Education, Security, Account, Notifications, and Support. The main content area features a user profile (User Name, Clinical, Facility), a 'Following' status for 542 machines, and two charts: 'Open Requests Last 90 days' (9 total, 0 Critical, 9 Non-critical) and 'Completed Requests Last 7 days' (16 total, 6 Critical, 10 Non-critical). Four callout boxes are overlaid on the dashboard:

- Request Service:** A 2-step process to request GE Healthcare service. Step 1: Select Equipment. It includes a search for equipment ID, name, or location and a 'Recently Serviced Equipment' table with columns for Organization/Facility and Equipment ID.
- Service Tracker:** A tool to track unplanned service requests from the last 90 days. It includes a search for equipment ID, name, or location, a 'Modality' dropdown, and an 'Open Requests' count of 5.
- Reports & Exports:** A section for getting operational insights into service history. It includes tabs for Maintenance Reports, Utilization Report, and Export Reports, and a 'Planned Maintenance Schedule' section.
- Equipment:** A list of equipment with a search bar and a 'FILTER' dropdown. It shows a total of 6005 pieces of equipment and lists items like 'ADVANTX LC + 773792REP' and 'CRS PC PLUS WORKSTATION' with 'VIEW EQUIPMENT' buttons.

# MyGEHealthcare Equipment



## Biomed

Service customers registered for MyGEHealthcare Equipment that have **Biomed inventory loaded within Nuvolo**, can now proactively manage their entire biomedical fleet as well as diagnostic imaging.

Easily customize which modalities and departments you want to view, via the Manage Your Fleet button.

The screenshot displays the MyGEHealthcare Equipment dashboard. At the top, there is a search bar with the text "What are you looking for today?". Below the search bar is a navigation menu with links for Products & Services, Shop, Education, Specialties, Insights, About Us, and MyGEHealthcare. A secondary navigation bar includes Dashboard, Equipment, Orders, Education, Security, Account, Notifications, and Support.

The main content area is divided into several sections:

- User Profile:** A dark blue header shows a user icon, "User Name", "Clinical Facility", and a "MANAGE YOUR FLEET >" button. Below this, the "Following" section shows "542 machines of your fleet of 6,562", "7 of 34 modalities", "591 of 591 locations", and "7 of 7 biomed departments" (highlighted with a blue box and an arrow). A "MANAGE YOUR FLEET >" button is also present.
- Equipment > Unplanned Service:** A section with a pink "REQUEST SERVICE >" button. It features two gauges: "Open Requests Last 90 days" (9 total, 0 Critical, 9 Non-critical) and "Completed Requests Last 7 days" (16 total, 6 Critical, 10 Non-critical). A "TRACK SERVICE >" button is at the bottom.
- Equipment > Performance:** A section showing "Average exams/day Last 90 days" and "Average exam duration Last 90 days".

# MyGEHealthcare Notifications



## Parts Notification

Customers can now see a timestamp of when the order was placed and receive a notification when the part shipped.

1. Click on the **Equipment** tab in the main menu bar
2. Click on **Service Requests**

*Available for DI only*

The screenshot shows a notification timeline for a service request. It starts with a wrench icon indicating 'Service In Progress' on Friday, February 25th. The timeline includes three entries: a remote response from Engineer Francis Darroca at 8:53 pm EST, an on-site response from Engineer Brian O'Connor at 9:34 pm EST, and two shipping notifications on Monday, February 28th at 6:29 pm EST and 6:38 pm EST. The timeline ends with a thumbs-up icon indicating 'Service Complete' on Wednesday, March 2nd at 11:02 am EST.

**Friday, February 25th**  
Service In Progress

- Friday, February 25th - 8:53 pm EST  
Engineer **Francis Darroca** has responded remotely  
*1.5T 70cm SIGNA™ Artist XT DV29.1\_R02\_2131.a MR Tech did not approve of their table. Techs have to use the red handle e-release at the dock each time*
- Friday, February 25th - 9:34 pm EST  
Engineer **Brian O'Connor** has responded on site  
*Replaced undock block and verified operation.*
- Monday, February 28th - 6:29 pm EST  
**Parts** have shipped.  
LINK CONNECTOR UNDOCK, Part #5176314, Qty 1
- Monday, February 28th - 6:38 pm EST  
**Parts** have shipped.  
BLOCK HOOK UNDOCK, Part #5165231, Qty 2

**Wednesday, March 2nd**  
Service Complete

- Wednesday, March 2nd - 11:02 am EST

# MyGEHealthcare Equipment



## Utilization Comparison

Customers can now see a comparison of the equipment usage within a modality over a specified period. There are two view options available:

- **Report view:** full view of all assets
- **Comparison view:** compare like assets within an account

How to view the Utilization Reports:

1. Click on the **Equipment** tab in the main menu bar
2. Click **Reports**
3. Select the **Utilization Report** tab

*Available for Diagnostic Imaging Equipment & Desktop Only*

Equipment Name	Total Exams	Total Patients	Avg Exam Duration
INNOVA IGS 530 OMEGA 817255IGS530 MEDICAL CITY NORTH HILLS, NORTH RIC...	149	91	72.1 min
INNOVA IGS 620 OMEGA 804289EP2 HENRICO DOCTORS HOSPITAL, RICHMOND ...	135	82	73.4 min
INNOVA IGS 630 OMEGA	143	82	63.9 min



# — Orders



# MyGEHealthcare Orders



## Orders

Click **Orders** to view all orders logged on the account, separated by status:

- All
- Open
- Closed
- Cancelled

The screenshot shows the MyGEHealthcare interface. At the top, there is a search bar with the text "What are you looking for today?". Below it, a navigation menu includes "Products & Services", "Shop", "Education", "Specialties", "Insights", "About Us", and "MyGEHealthcare". A secondary navigation bar contains "Dashboard", "Equipment", "Orders" (highlighted with a red box), "Education", "Security", "Account", "Notifications", and "Support".

The main content area features a user profile card on the left with a blue background, displaying "User Name", "Clinical", and "Facility". To the right, there are sections for "Equipment > Unplanned Service" with a "REQUEST SERVICE >" button, and "Open Requests Last 90 days" and "Completed Requests Last 7 days".

An "Orders" modal window is overlaid on the page. It has a search bar with the placeholder "Enter PO Number, Order Number or Product Description" and a "FILTER" dropdown. Below the search bar, there are tabs for "All", "Open", "Closed", and "Cancelled". The modal displays a table header with columns: "Order Number & Status", "Payment Method", "Order", "Ordered By", "Shipping Address", "Order Date", and "Total Order Value, USD". The table content is empty, showing the message "No records found for the selected data range" and a link for "ACCESS CONTROLS >".



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# Education

# MyGEHealthcare Education



## Education

Click **Education** to access more useful tools.

- Healthcare Learning System
- Clinical Education
- Technical Training
- Digital Expert
- Manuals
- Cleaning Information

What are you looking for today?

Products & Services Shop Education Specialties Insights About Us MyGEHealthcare

Dashboard Equipment Orders **Education** Security Account Notifications Support

User Name  
Clinical Facility

Equipment > Unplanned Service **REQUEST SERVICE >**

Open Requests Last 90 days Completed Requests Last 7 days

### Education

- Healthcare Learning System**  
Help with Continuing Education (CE) courses and product training
- Clinical Education**  
Using your equipment: CAS Support, TIP, PTD, GE Cares, & Ultrasound Clubs
- Technical Training**  
Maintaining your equipment: Biomed, Clinical Engineering, & HTM
- Digital Expert**  
Assistance with scheduled or on-demand remote applications training
- Manuals**  
Find product documentation for your equipment
- Cleaning info**  
Use compatible cleaners and disinfectants for your equipment



# — Security

# MyGEHealthcare Security



## Security

Click **Security** to access more useful tools.

The image shows a screenshot of the MyGEHealthcare website. At the top, there is a search bar with the text "What are you looking for today?". Below the search bar is a navigation menu with the following items: Products & Services, Shop, Education, Specialties, Insights, About Us, and MyGEHealthcare. A second navigation bar below that contains: Dashboard, Equipment, Orders, Education, Security (highlighted with a blue box), Account, Notifications, and Support. A blue arrow points from the "Security" menu item to a smaller inset screenshot of the "Product Security Portal".

The "Product Security Portal" inset shows a dark blue header with the GE logo and the text "Product Security Portal". Below the header, it says "Get product updates. See which vulnerabilities may impact your products." and includes a "Subscribe Now" button. At the bottom of the inset, there is a navigation menu with: HOME, SECURITY UPDATES, PRODUCTS, RESOURCES, SUPPORT, and COMMERCIAL. A search bar is also present with the text "Search Vulnerability, Product, Patch...". Below the navigation menu, there is a link to "Learn More" regarding the GE Healthcare Coordinated Vulnerability Disclosure Statement.

# MyGEHealthcare Security



## Cybersecurity

You can now directly access GE Healthcare's **Product Security Portal**.

How to view the Utilization Reports:

1. Click on the **Security** tab in the main menu bar
2. Select **Security Update**

What are you looking for today?

GE Products & Services Shop Education Specialties Insights About Us MyGEHealthcare

## Product Security Portal

Get product updates.  
See which vulnerabilities may impact your products.

[Subscribe Now](#)

HOME **SECURITY UPDATES** PRODUCTS RESOURCES SUPPORT COMMERCIAL

Search Vulnerability, Product, Patch...

For information on reporting discovered vulnerabilities in GE Healthcare products, view the GE Healthcare [Coordinated Vulnerability Disclosure Statement](#).  
GE Healthcare Vulnerability Management Approach [Learn More](#)

### Latest Security Updates

**PwnKit - Critical Polkit Vulnerability in Linux Distributions (CVE-2021-4034)**  
Feb 04, 2022 GE Healthcare is aware of a vulnerability named "PwnKit" impacting multiple Linux distributions that was disclosed by Qualys on January 25, 2022. [see more >](#)

**Log4Shell - Critical Apache Log4j Vulnerability (CVE-2021-44228)**  
Dec 16, 2021 GE Healthcare is aware of a vulnerability named "Log4Shell" that was disclosed by the Apache

### Latest Patches

[Add products to favorite list to see latest](#)



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# Account

# MyGEHealthcare Account



## Account

Click **Account** to access more useful tools:

- Account details
- Equipment
- Security
- Communications
- Access

The screenshot shows the MyGEHealthcare Account dashboard. At the top, there is a search bar with the text "What are you looking for today?". Below the search bar is a navigation menu with links for Products & Services, Shop, Education, Specialties, Insights, About Us, and MyGEHealthcare. A secondary navigation menu includes Dashboard, Equipment, Orders, Education, Security, Account (highlighted with a blue box), Notifications, and Support. The main content area features a user profile card for "User Name Clinical Facility" with a "Following" section showing "542 machines of your fleet of 6,562" and "7 of 34 modalities". To the right, there are two request summary cards: "Equipment > Unplanned Service" with "Open Requests Last 90 days" (9 total, 0 Critical, 9 Non-critical) and "Completed Requests Last 7 days" (16 total, 6 Critical, 10 Non-critical). Buttons for "REQUEST SERVICE" and "TRACK SERVICE" are visible.

This screenshot shows the "Access" sub-page of the MyGEHealthcare Account. It features a navigation menu with "ACCOUNT", "EQUIPMENT", "SECURITY", "COMMUNICATIONS", and "ACCESS" (highlighted). The main content area is titled "Access controls to your facility data" and includes a "REQUEST ACCESS" button. Below this, there is a section for "Orders, Contracts and Invoices" with a brief description and a "REQUEST ACCESS" button.

This screenshot shows the "Communications" sub-page of the MyGEHealthcare Account. The navigation menu highlights "COMMUNICATIONS". The main content area is titled "Website Notifications on GEHealthcare.com" and includes a "Request Received, Engineer Assigned, Service In Progress" notification. Below this, there is a section for "Email Preferences" with a form to "Add the types of emails you wish to receive".

This screenshot shows the "Security" sub-page of the MyGEHealthcare Account. The navigation menu highlights "SECURITY". The main content area is titled "Update Password" and includes a "Change Password" button. Below this, there is a section for "Modalities" with a list of "Your modalities" (INTRA-VASCULAR (IV), XR-RAD (XR), XR-R&F (XR)) and a "Change Password" button.

This screenshot shows the "Equipment" sub-page of the MyGEHealthcare Account. The navigation menu highlights "EQUIPMENT". The main content area is titled "Equipment" and includes a section for "Your modalities" (INTRA-VASCULAR (IV), XR-RAD (XR), XR-R&F (XR)) and a "Change Password" button. Below this, there is a section for "Locations" with a list of "Your locations" (ORGANIZATION FACILITY, ORGANIZATION FACILITY, ORG) and a "Change Password" button.

This screenshot shows the "Personal Information" sub-page of the MyGEHealthcare Account. The navigation menu highlights "ACCOUNT". The main content area is titled "Personal Information" and includes a form with fields for "Name", "User Name", "Email", and "Phone". Each field has an "Edit" button next to it.





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# Notifications

# MyGEHealthcare Notifications



## Notifications

Click **Notifications** beside the bell icon to view detailed information on all recent alerts in a scrollable list.

The screenshot shows the MyGEHealthcare dashboard. At the top, there is a search bar with the text "What are you looking for today?". Below the search bar is a navigation menu with items: Products & Services, Shop, Education, Specialties, Insights, About Us, and MyGEHealthcare. A secondary navigation bar contains: Dashboard, Equipment, Orders, Education, Security, Account, Notifications (highlighted with a red box and a red arrow pointing to the Notifications panel), and Support. The main content area includes a user profile card for "User Name" (Clinical Facility), a "Following" section with statistics (542 machines, 7 modalities, 591 locations, 7 departments), and a "My Team" section. A "Notifications" panel is overlaid on the dashboard, showing a list of alerts under the heading "Last 24 Hours". The alerts are: "Service In Progress" (an hour ago) with a wrench icon, "Engineer Assigned" (2 hours ago) with a person icon, "Request Received" (2 hours ago) with a phone icon, and "Service On Hold" (10 hours ago) with a clock icon. A "REQUEST SERVICE" button is visible in the background.

# MyGEHealthcare Notifications



## How to change Notifications settings:

1. Select **Change Preferences** beside the gear icon

What are you looking for today?

Products & Services Shop Education Specialties Insights About Us MyGEHealthcare

Dashboard Equipment Orders Education Security Account Notifications Support

## Notifications

**1** [Change Preferences](#)

Last 24 Hours

- Service In Progress** • an hour ago  
**MSMVALLURA** IV • PH ALLURA XPER FD20/20  
Samuel Wald has responded
- Engineer Assigned** • 2 hours ago  
**MSMVALLURA** IV • PH ALLURA XPER FD20/20  
Ingénieur à distance Samuel Wald has been assigned
- Request Received** • 2 hours ago  
**MSMVALLURA** IV • PH ALLURA XPER FD20/20  
has requested service
- Service On Hold** • 10 hours ago  
**281274OPT1** XR • MOBILE OPTIMAX240 2D  
Service requested for your equipment is On Hold until 07/09/2021 12:00:00

# MyGEHealthcare Notifications



## How to change Notifications settings:

Selecting Change Preferences takes you to the **Communications** tab under Account information

2. Use the **Edit** buttons at the right to change your notification settings

The screenshot displays the MyGEHealthcare website interface. At the top, there is a search bar with the placeholder text "What are you looking for today?". Below the search bar is a navigation menu with the following items: Products & Services, Shop, Education, Specialties, Insights, About Us, and MyGEHealthcare. A secondary navigation bar includes Dashboard, Equipment, Orders, Education, Security, Account, Notifications (with a bell icon), and Support. The main content area is titled "Account" and features a horizontal tabbed interface with the following tabs: ACCOUNT, EQUIPMENT, SECURITY, **COMMUNICATIONS** (highlighted), and ACCESS. Under the "COMMUNICATIONS" tab, there are two sections: "Website Notifications on GEHealthcare.com" and "Email Preferences". The "Website Notifications" section shows "Your website preferences" and a list of notification types: "Request Received, Engineer Assigned, Service In Progress" with a blue badge containing "+17". An "Edit" button is located to the right of this section, and a blue circle with the number "2" is placed above it. The "Email Preferences" section shows "Your email preferences" and the text "Add the types of emails you wish to receive". An "Edit" button is also located to the right of this section. A blue double-headed arrow connects the two "Edit" buttons, indicating the relationship between the two notification settings.



# — Support

# MyGEHealthcare Support



## Support

Click **Support** to access more useful tools:

- Orders & Billing
- Education
- Equipment & Service
- Account Access
- General help quick-ask

What are you looking for today?

Products & Services Shop Education Specialties Insights About Us MyGEHealthcare

Dashboard Equipment Orders Education Security Account Notifications **Support**

User Name  
Clinical Facility

Equipment > Unplanned Service **REQUEST SERVICE >**

Open Requests Last 90 days Completed Requests Last 7 days

**Customer Support**  
We're here to support you in the moments that matter **VIEW DIGITAL SUPPORT TICKETS**

Orders & Billing Education Equipment & Service Account Access General Help

# MyGEHealthcare Customer Support



## Customer Support

The image shows a two-step navigation process on the MyGEHealthcare website. The first screenshot shows the main 'Customer Support' page with a navigation menu at the top containing 'Products & Services', 'Shop', 'Education', 'Specialties', 'Insights', 'About Us', and 'MyGEHealthcare'. Below this, a secondary menu includes 'Dashboard', 'Equipment', 'Education', 'Security', 'Account', 'Notifications', and 'Support'. The 'Support' link is highlighted with a blue box. The main content area features six service tiles: 'Orders & Billing', 'Education', 'Equipment & Service', 'Website & Account Access', and 'General Help'. The 'Equipment & Service' tile is highlighted with a blue rounded rectangle, and a blue arrow points from it to the second screenshot. The second screenshot shows the 'Equipment & Service' sub-page. Its navigation menu includes 'Dashboard', 'Equipment', 'Education', 'Security', 'Account', 'Notifications', and 'Support'. The main content area features five service tiles: 'Request service' (Submit a service request), 'Manuals' (Find manuals in our document portal), 'Training' (Request help for equipment training), 'Cleaning Info' (View guidance on cleaning your equipment), and 'MyGEHealthcare Equipment Help' (Send us a message).



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# MyGEHealthcare Experience





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