



PACS Frequently Asked Questions

- **What is my user name?**
Your user name is seven characters – the first five characters of your last name and the first two of your first name. If your last name is shorter than five characters additional letters from your first name will be added to reach a total of seven characters.
- **I forgot my username and/or password.**
Contact PACS support at PACSupport@alexandriaradiology.com or 703-824-3201.
- **When I change my password are there any requirements for the characters it must include?**
No, there are no special requirements but keep in mind that because you are accessing patient information your password should be difficult to guess, kept secure and not shared with anyone.
- **I'm a physician practice nurse or staff member, not a physician. Why are there no reports listed when I log on?**
Patient reports are associated with the physician who ordered the exam. If you are a staff member, not a physician, you need to click on the Group option at the top of the page to view reports ordered by the physicians in your practice.
- **Will past reports be available through PACS?**
Reports prepared prior to the date AAR registered you on PACS are not available through the system
- **When I print a report, the right margin is cut off or missing.**
Internet Explorer 7 (IE 7) is required in order to use the "Print Report" function. The use of previous versions of Explorer, or other browsers (such as Mozilla or Safari) may result in an incomplete printed report. Specifically, you may find that content in the report body is cut-off or missing down the right side of the report. Upgrading your system to IE 7 will eliminate this issue.

A free upgrade to IE 7 is available for download from the Microsoft website at: <http://www.microsoft.com/windows/downloads/ie/getitnow.mspx>. As with any software installation, you may wish to consult your network administrator.
- **My bookmark and/or desktop shortcut to the AAR "For Physicians" webpage no longer works.**
AAR recently launched a new version of our website and the address for that page has been changed. The new address is www.alexandriaradiology.com/physician-resources.