



AGFA
RADIOLOGY
SOLUTIONS

MyAgfa:

Your portal to a world of service,
from Agfa Radiology Solutions

Fast. Accurate. Insightful.

Discover MyAgfa: your web gateway to better visibility and management of your Agfa Radiology Solutions assets!

Giving you the information you need at a glance of the dashboard, the self-service MyAgfa portal empowers you to enhance process efficiency, streamline operations, prepare for upcoming maintenance and audits, and increase the satisfaction of everyone using your Agfa solutions!

- Report product issues quickly, easily and securely.
- Submit other requests and questions at any time.
- Keep an eye on the status of your tickets.
- View your installed base of Agfa solutions and your upcoming activities.
- Access valuable insights into your system usage, dose and more, with MUSICA® Analytics.
- Generate savings by reducing preparation time for audits.
- Get a comprehensive overview of possible product upgrades.

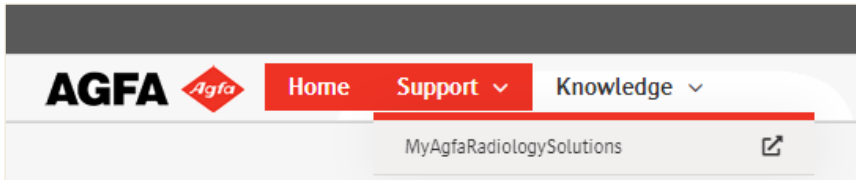


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Designed to be both easy-to-use and informative

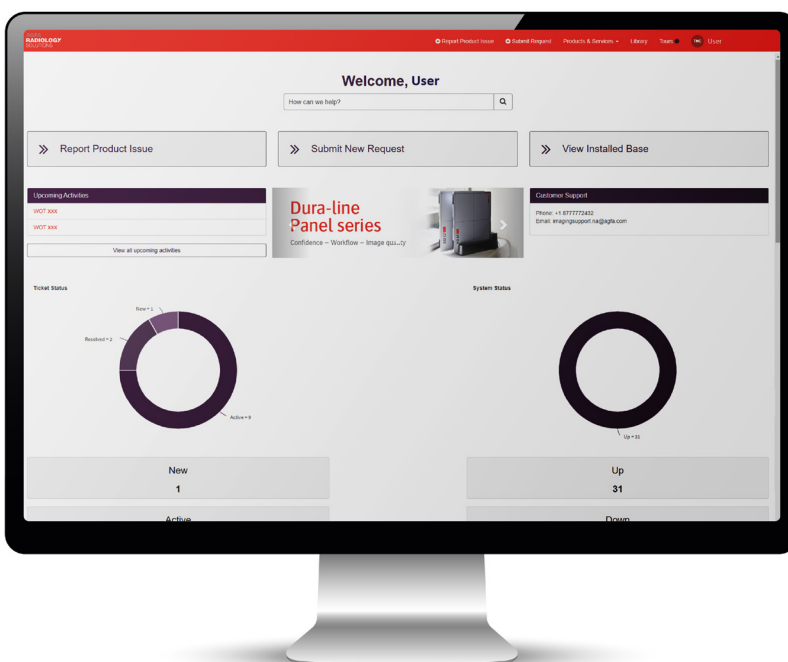
The portal has been carefully designed to deliver the most information, while maximizing user-friendliness.

To access the portal, go to my.agfa.net. Once you've signed in with your user credentials, you'll discover the MyAgfa application by clicking the dropdown menu next to "Support" in the navigation bar. When you select "MyAgfa," the homepage will open.



On the portal's homepage, you choose what service you need to help you manage your Agfa X-ray solutions. You can:

- Report a product issue directly to our Customer Care Center.
- Submit a new request or question unrelated to a product issue.
- View your entire installed base, with a detailed list of your Agfa systems and their history since installation.



You will also see:

- A search bar to help you find exactly what you need.
- A summary of upcoming activities such as scheduled preventive maintenance, interventions and trainings.
- A graphical overview of your service tickets and system up/down status.
- Customer support contact information.
- Up-to-date information on Agfa launches, promotions and news.

Through the portal's top menu, you can access:

- Your installed base, tickets, activities and MUSICA® Analytics
- The Agfa Library
- The Product Catalog
- Guided tours of the portal's features and functions

“My Installed Base” page view:

Report Product Issue

Submit Request

Products & Services

Library

Tours

TMC

User

Home

System Status Hierarchy

Switch to full list view

Hospital Filter

None

System Status

Keyword Search

Q

Name	Nickname	Serial number	Status	Number of Tickets	Number of Open Tickets	Number of planned interventions	Contract info
DR 600 Lower Ceiling		123456789	Up	69	2	0	123456789
DX-D 100 MOBILE WIRELESS ...		123456789	Up	96	0	0	123456789
DX-D 100 MOBILE WIRELESS ...		123456789	Up	72	0	0	123456789
HE DX-D 100+ DR14 - 40K...		123456789	Up	50	0	0	123456789

“Tickets” page view:

Report Product Issue

Submit Request

Products & Services

Library

Tours

TMC

User

Home

Tickets

Filters

All Product Issues

Product Issues requiring action

My Product Issues

My Requests

Tickets

Keyword Search

Q

Number	Subject	Caller	State	Configuration Item	Serial number	Nickname	Impact (customer)	Created	Updated	Customer ticket number
COM 123456	DXD40 ***** Calibration expiration error XMESS107	User	Closed	Agfa HE DX-D 40C DETECTOR SET	123456789		3 - Low	2023-03-08 23:02:58	2023-06-03 12:18:27	
COM 123456	DXD40 ***** Calibration expiration error XMESS107	User	Closed	Agfa HE DR 14x C DETECTOR	123456789		3 - Low	2023-03-08 23:02:15	2023-06-03 12:32:58	
COM 123456	Hardware upgrade	User	Closed	Agfa HE DR 600	123456789		3 - Low	2023-03-08 22:48:05	2023-06-03 12:14:06	
COM 123456	Meter Guide Loose	User	Closed	Agfa HE DX-D 40C DETECTOR SET	123456789		3 - Low	2023-02-21 19:48:51	2023-06-03 12:14:08	
COM 123456	14s Calibration needed	User	Closed	Agfa HE DR 14x C DETECTOR	123456789		3 - Low	2023-10-27 01:19:45	2023-06-03 12:14:23	
COM 123456	calibration has expired	User	Closed	Agfa HE DR 600	123456789		3 - Low	2023-06-22 18:50:33	2023-06-22 20:09:59	
COM 123456	DR600 - cable drapes needs adjusting, interfere's with tube	User	Closed	Agfa HE DR 600	123456789		3 - Low	2021-09-29 22:55:22	2023-06-03 12:14:43	

“Activities” page view:

Report Product Issue

Submit Request

Products & Services

Library

Tours

TMC

User

Home

Activities

Hospital Filter

None

Previous

Today

Next

Sep 2023

Year

Month

Week

Day

Service Status Indicators

Service Status Indicators

Sunday	27	Monday	28	Tuesday	29	Wednesday	30	Thursday	31	Friday	1	Saturday	2
	3		4		5		6		7		8		9

Activities

Keyword Search

Q

Number	Parent	Subject	State(state)	Description	Scheduled start	Estimated end	Related record	Location
WOT 123456	WO 123456	Subject 1	Closed Complete	Description 1	09/04/2018 10:00:00 PM	09/04/2018 11:00:00 PM		Location 1
WOT 123456	WO 123456	Subject 2	Closed Complete	Description 2	27/08/2019 07:56:00 PM	27/08/2019 08:56:00 PM	RITM 123456	Location 2
WOT 123456	WO 123456	Subject 3	Closed Complete	Description 3	15/12/2017 06:00:00 PM	15/12/2017 07:00:00 PM	COM 123456	Location 3

MUSICA® Analytics: insight to streamline your processes

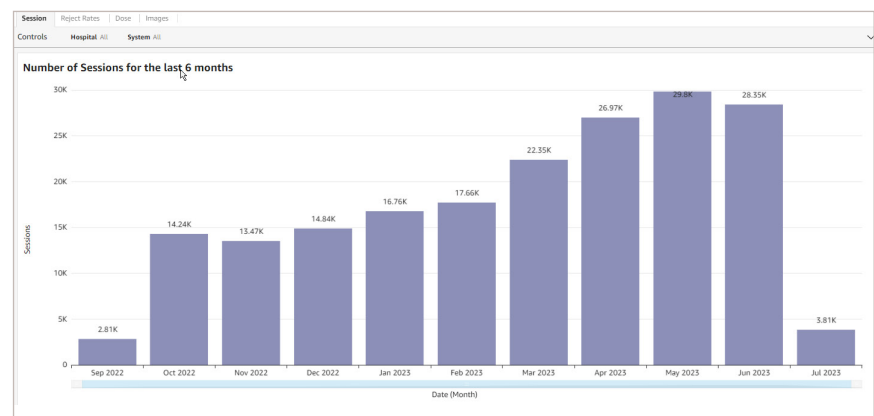
The portal is also your access point to MUSICA® Analytics, which delivers key insights into your workstation workflows. With MUSICA® Analytics, Agfa's long history and expertise help overcome operational challenges, while increasing image quality and workflow.

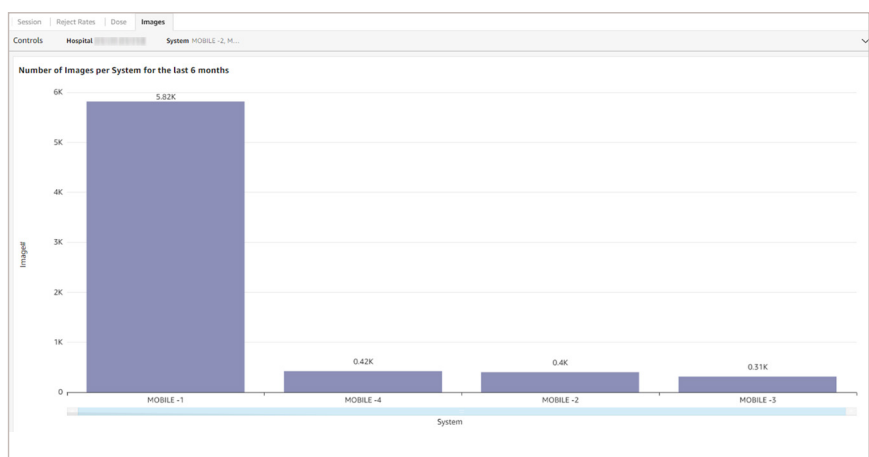
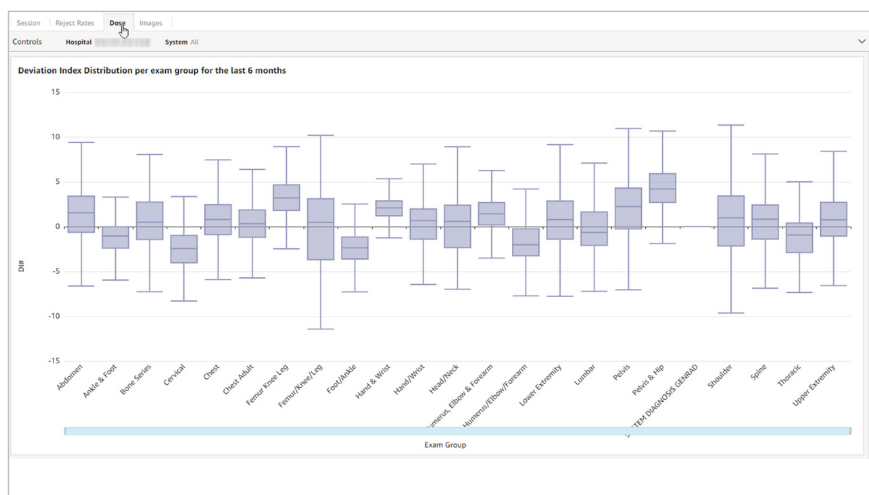
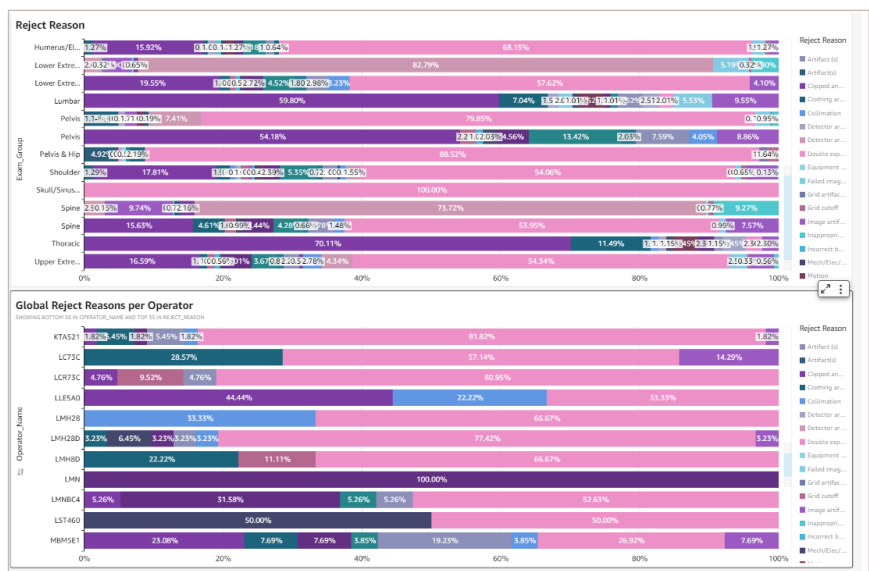
MUSICA® Analytics comes in two dashboard configurations.

MUSICA® Analytics Standard Dashboard:

for customers with a Bronze, Silver, Gold or non-full Platinum SMA

The MUSICA® Analytics Standard Dashboard provides analytics such as the number of images or exams done, reject rates, reasons for rejection and dose statistics for all your connected MUSICA® workstations, for the last six months.





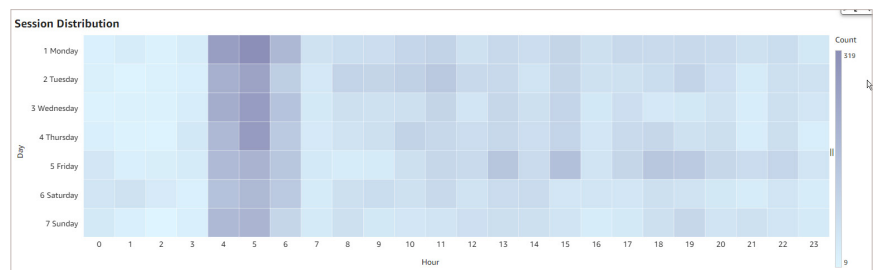
MUSICA® Analytics Premium Dashboard:

for customers with a Platinum Full SMA,
equipment under warranty or extended warranty

MUSICA® Analytics Premium Dashboard delivers you all the graphs provided by the MUSICA® Analytics Standard Dashboard for the last three years, plus more detailed insight on:

- system usage (sessions and images)
- reject rates and reject reasons
- dose statistics

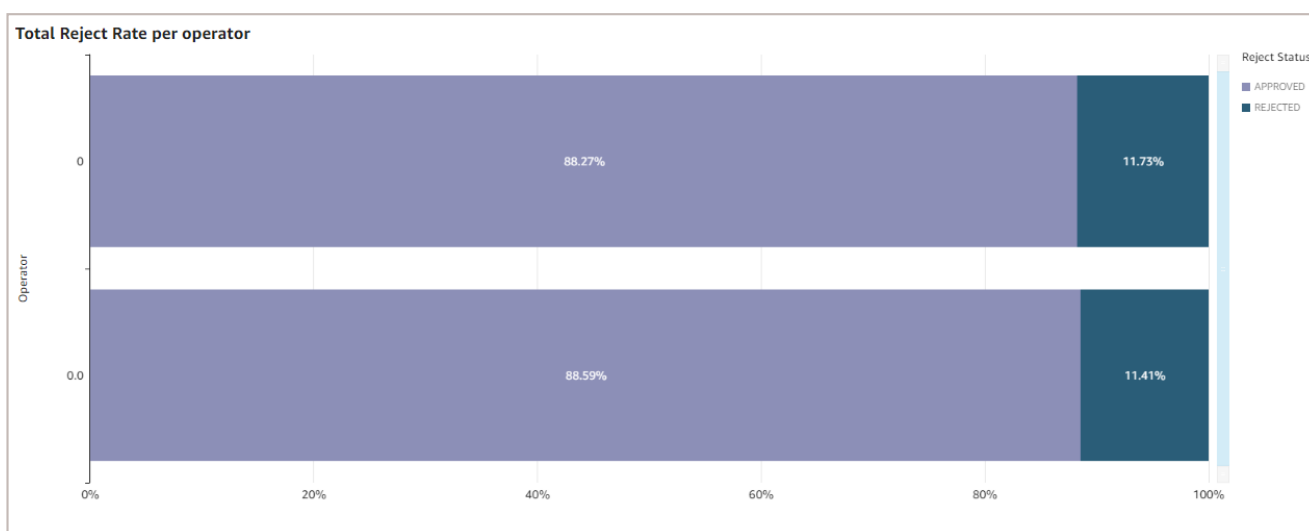
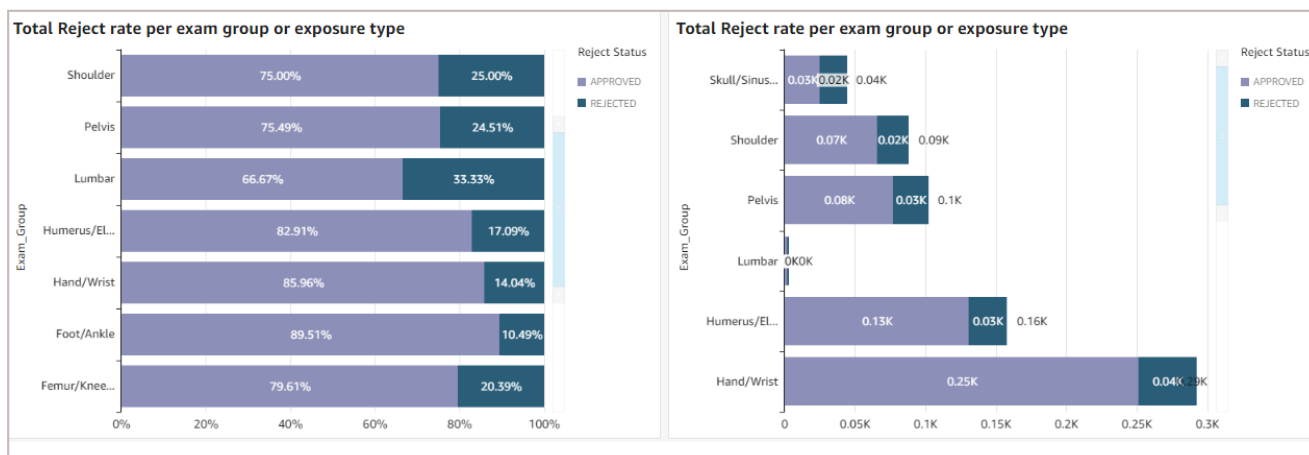
Some examples of the in-depth graphs provided by MUSICA® Analytics Premium Dashboard:



Dose Table (EI)

System	Age Group	Exam_Group	Exposure_Type	Detector type	EI@1	EI (Avg)	EI (Median)	EI (STD)	TEI (Max)	DI@Median	DI (STD)	
MOBILE-1	17+	Abdomen	<input type="checkbox"/> 2 vwd Abd La...	3543E2E	3	1,503.5	294.5	2,181.66	400	-1.33	7.14	
			<input type="checkbox"/> 2 vwd Abd ...	3543E2E	4	396.25	390.5	284.87	400	-1.05	3.66	
			<input type="checkbox"/> ABD Series ...	3543E2E	7	363.14	399	113.98	400	-0.01	1.42	
			<input type="checkbox"/> ABD Series ...	3543E2E	35	430.6	405	236.26	400	0.05	2.48	
			<input type="checkbox"/> ABD Series L...	3543E2E	4	273.5	265	65.13	400	-1.53	1.05	
			<input type="checkbox"/> AP	3543E2E	22	481.11	341	523.67	400	-0.69	3.53	
			<input type="checkbox"/> KUB AP	3543E2E	881	451.96	384	297.34	400	-0.18	2.39	
			<input type="checkbox"/> Lat Decub AP	3543E2E	1	848	848		400	3.26		
			<input type="checkbox"/> Lat Decub PA	3543E2E	2	893.5	893.5	33.23	400	1.8	2.55	
			<input type="checkbox"/> SCOUT	3543E2E	24	420.35	378.5	195.57	400	-0.24	2.02	
			<input type="checkbox"/> Shunt Series...	3543E2E	2	460.25	460.25	286.02	400	0.14	2.9	
			<input type="checkbox"/> Shunt Series...	3543E2E	1	551	551		400	3.76		
			<input type="checkbox"/> Shunt Series...	3543E2E	2	482.5	482.5	38.89	400	0.81	0.35	
			<input type="checkbox"/> Shunt Series...	3543E2E	1	3,455.5	3,455.5		400	9.36		
			<input type="checkbox"/> Cervical	<input type="checkbox"/> C-Spine AP	3543E2E	3	157.67	129	76.16	400	-4.91	2
				<input type="checkbox"/> C-Spine LAT	3543E2E	8	409.88	199.5	426.78	400	-3.07	3.96
				<input type="checkbox"/> C-Spine ...	3543E2E	7	1,603.71	1,263	883.73	400	4.91	3.09
<input type="checkbox"/> C-Spine ...				3543E2E	8	270.12	212	212.16	400	1.4	2.22	

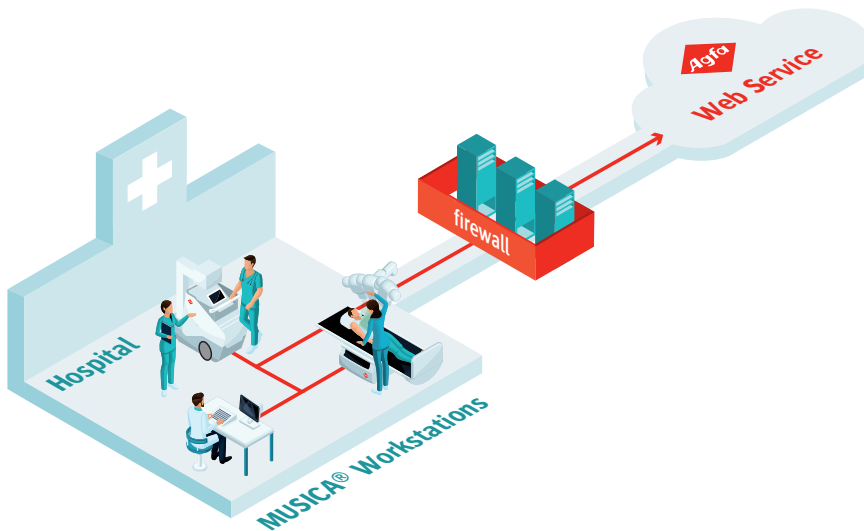




In order to have the best experience with MUSICA[®] Analytics, we advise standard configurations of each NX machine.

A cyber-secured solution

Direct connection towards Agfa Web Service, no VPN

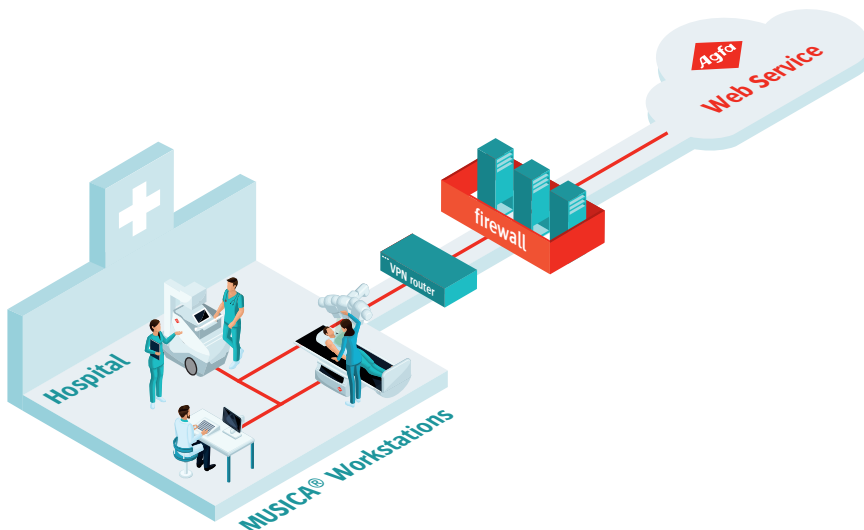


MUSICA® Analytics collects log files from each MUSICA® workstation and transfers them to a secured cloud, where the analytics calculations are performed. Strongly encrypted network communication is used, via a direct connection with the Agfa Web Service (with or without a VPN).

Agfa has taken the necessary precautions to securely handle log file collection, transfer and processing, on different levels:

- **Data security and privacy:** complying with GDPR in the EU and other regulations that are valid across the globe.
- **Data access:** registering and documenting all access to sensitive data.
- **Data collection:** retrieving periodic log files with utilization data.
- **Data transfer:** secure and protected uploading of anonymized log file data.

Direct connection towards Agfa Web Service, VPN required



Read the full white paper [here](#)

Welcome, User

How can we help?



» Report Product Issue

» Submit New Request

» View Installed Ba

Upcoming Activities

WOT xxx

WOT xxx

[View all upcoming activities](#)

Dura-line Panel series

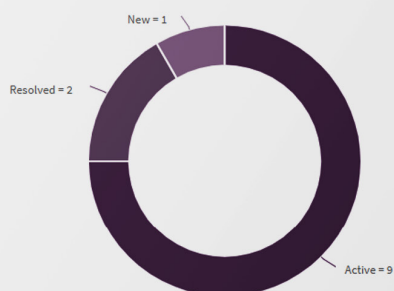
Confidence – Workflow – Image quality



Customer Support

Phone: +1 8777772432
Email: imagingssupport.na@agfa.com

Ticket Status



New

1

Active

System Status



Up

31

Down



Start using the portal!

Take the first step towards enjoying this on-line experience by clicking the url www.agfaradiologysolutions.com/musica-analytics on the Agfa RSD services website, or by contacting your Sales Representative or Agfa Customer Care Center.

You will then be invited to complete a web-based form. After you submit this form, Agfa will prepare your account. When ready, you will receive an email with the information you need to log in to the portal. Please be aware that access levels on the portal are determined by the level of Service Maintenance Agreement (SMA) in place with AGFA.

MyAgfa and MUSICA® Analytics:
digitization and connectivity
that boost your Agfa journey

AGFA RADIOLOGY SOLUTIONS

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