



Freeland SYSTEMS

GENERAL FAQ'S

Welcome to the FAQ guide for Freeland Systems. Use Ctrl + F (Windows) or Command + F (Mac) to quickly search for specific topics or keywords throughout this document.

General Troubleshooting FAQ's

Q: I am having login issues. What should I do?

A: Reset your login credentials, confirm you are using the correct address, (<https://apc.freelandsystems.net>), or contact Freeland Support at 1-888-615-1888 (option 2). If you are on an Apple product and you cannot access APC, please reach out to your IT.

Q: A study is missing from my Patient List or the Patient List is blank. What should I do?

A: Press the Clear button and hit Search to clear all fields. Use either a partial patient name or the patient ID—do not enter both.

Q: How do I open a study?

A: Right-click the patient and select Open Study.

Q: How do I create a report?

A: Open the study → select Report → Create → complete required fields → use Review and Finalize.

Q: Why can't I edit a report?

A: Reports cannot be edited once they are finalized, if they are being edited by another user, or restricted by user permissions. The only exception is the Reading Physician who signed the report; they may unlock and amend their own report before re-finalizing it.

Q: How do I open a report locked in edit?

A: Reports cannot be edited while another user has them open; that user must either select Open Report → Review and Finalize to save changes or Cancel Change → Cancel Report Changes to exit without saving.

Our most asked question. ^

Q: My report will not finalize. Why?

A: Check for incomplete fields, missing measurements, or permission restrictions. Reports cannot be finalized if required data is missing. **Save does not finalize a report.** Use Review and Finalize.

Q: How come my studies are not sending from the ultrasound machine?

A: Check the hard-wired ethernet connection, check the machine's DICOM spooler for errors, and verify facility internet connectivity.

Search and Worklist FAQ's

Q: How do I search for a patient or study?

A: Use the Search tab and enter any of the following: patient name, patient ID, accession number, modality, location, technologist, study description, referring or reading physician, report type, report status, read status, stat status, date range, or last number of days.

Q: Should I use Date Range or Last Number of Days for searching?

A: Use Date Range when you know specific dates, please make sure you enter in a start date AND an end date. Use Last Number of Days for faster recent searches. For best performance, limit the date range to about 5–7 days.

Status Column FAQ's

Q: What do the colors in the status column mean?

A: Green indicates the study is ready. Yellow indicates the study is still loading or transferring. Red indicates the study is not yet ready.

Q: A study is stuck in yellow or red. What should I do?

A: Use Re-send to re-upload the study from the ultrasound machine, or Retrieve to reprocess images already sent. The system will determine the correct option.

Q: Why do studies get stuck?

A: Common causes include interrupted uploads, partial DICOM transfers, or slow network connections.

Download from APC FAQs

Q: What is the difference between ISO with Viewer and ZIP File Only?

A: ISO with Viewer includes images and a built-in viewer for CDs/DVDs. ZIP File Only provides images and reports in a compressed folder.

Q: How do I burn a study to disc?

A: Click the Download button in APC, the files, open the download link in the email, select all using Ctrl + A, select Share → Burn to disc, and follow system prompts.

Q: The study will not download from an email link. What should I do?

A: Right-click the Download button, choose Copy hyperlink, paste it into a new browser tab, and press Enter.

Q: I cannot find my downloaded study. Where is it?

A: Check the browser download bar, the Downloads folder, or re-open the email and click Download again.

StudyShare (Secure Email) FAQs

Q: How do I share a study via StudyShare?

A: Enter the recipient's email and click StudyShare. A green confirmation bar will appear when successful.

Q: What do first-time recipients need to do?

A: Recipients can register as a new user or log in using a Microsoft or Google account.

Q: What can study recipients view?

A: Once logged in, recipients can view the full report, all images, and download files.