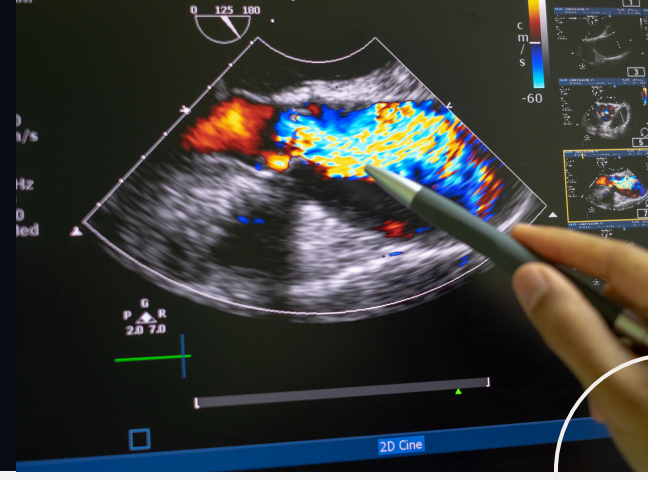


Freeland SYSTEMS

Technologist Job Aid: Daily Workflow Reference



How to Access the System

- Open Google Chrome (recommended browser).
- Click on the address bar.
- Type: <https://apc.freelandsystems.net>
- Press Enter.

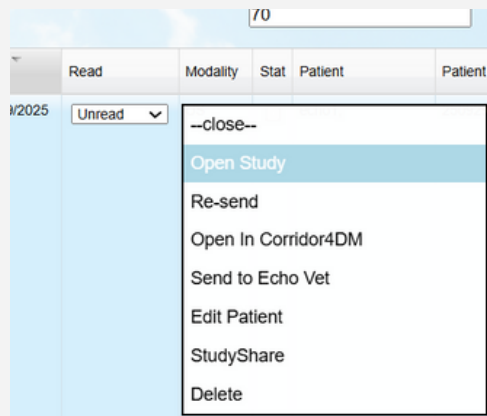
Login to Your Account

- Enter your AccessPoint Cloud username and password.
- Click Login.
- If you have trouble signing in:
- Select Forgot Password or Forgot Username.

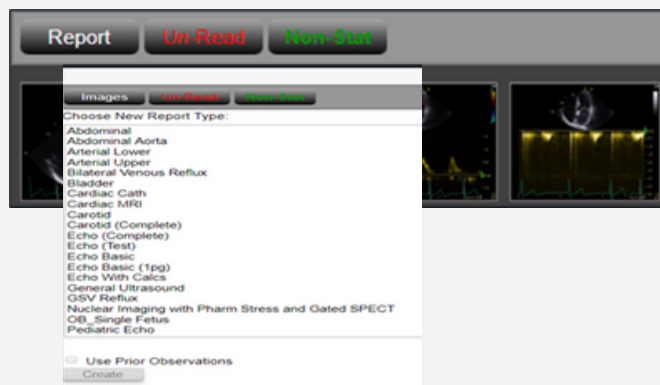


Quick Start for AccessPoint Cloud

1. Click on the patient - Right click to Open Study.



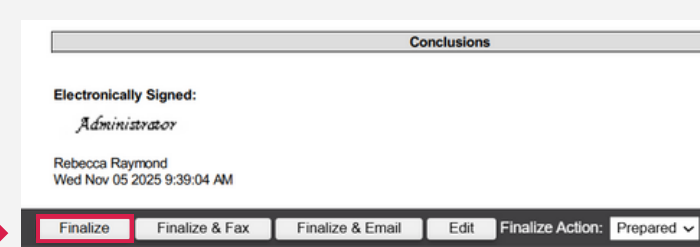
2. The viewer will open - Select Report and click Create.



3. In the Report - Edit and move through the Demographics, Measurements, Observations, and then click Review.



4. Complete the Report - To complete the report, click Finalize.



⚠ Important: Only the Review and Finalize option will sign and complete the report. Selecting Save will not prepare or finalize it.



Resources for AccessPoint Cloud

[APC Login](#)

[Training Video](#)

[APC User Guide](#)

[Technical Support](#)

Click the links above to utilize our resources.



Tips & Best Practices

- Use **Google Chrome** for best performance.
- Always confirm that the correct patient name and patient ID are displayed.
- Regularly clear browser cache if images or reports load slowly.
- Be sure your ethernet cord is functioning properly.



Troubleshooting Common Issues

- **1. Viewer won't open** – Use Chrome, allow pop-ups, clear cache, log out/in.
- **2. Study missing** – Refresh worklist, check network, clear cache, confirm routing with IT
- **3. Report won't finalize** – Click Review & Finalize (not Save), fill all fields, restart browser.
- **4. Login issues** – Reset password/username, verify site (<https://apc.freelandsystems.net>), call Freeland Support 1-888-615-1888 opt 2.
- **5. Blank Patient List** – 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.
- **6. Tools not working** – Reopen study, clear cache, restart Chrome.
- **7. Can't edit report** – If finalized or locked, contact us (see user guide for more information).
- **8. System slow** – Close extra tabs, clear cache, restart computer.
- **9. Studies not sending** - Check ethernet connection, check the spooler on the machine for error messages/codes, make sure the facility internet is working.



Contact Us for Support

Technical Support support is available via telephone and e-mail. Please call us at (888) 615-1888 ext. 2 or send an email to support@freelandsystems.com.

Technical Support Hours: Monday through Friday 8:00 AM to 8:00 PM ET
Weekend and Holidays, Emergency On-Call 10:00 AM to 5:00 PM ET