

Client Portal Walkthrough

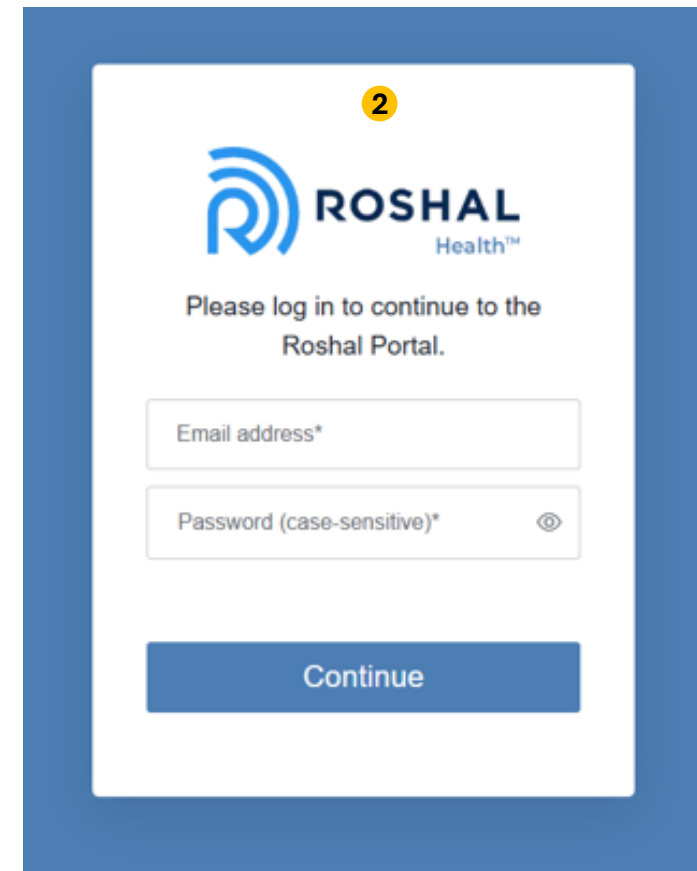
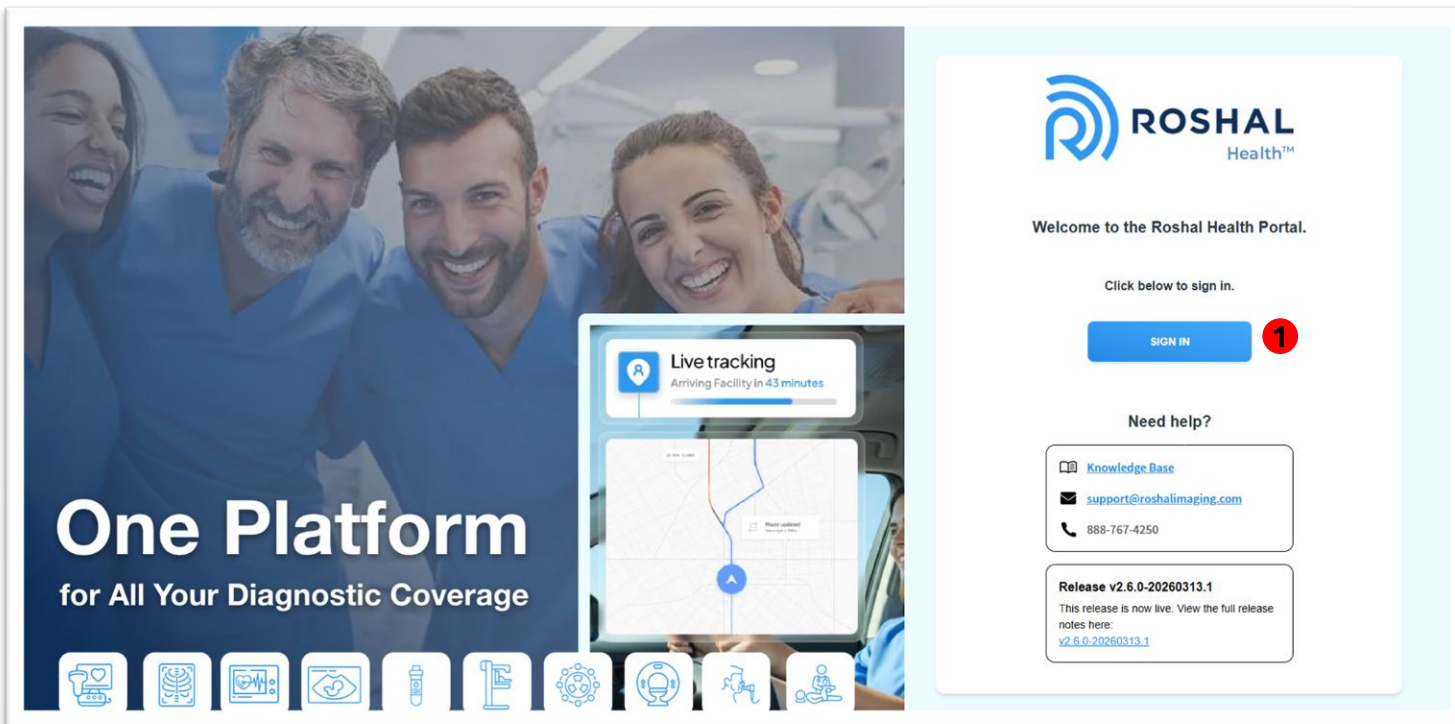
3/13/2026

Sign In



1. Sign In

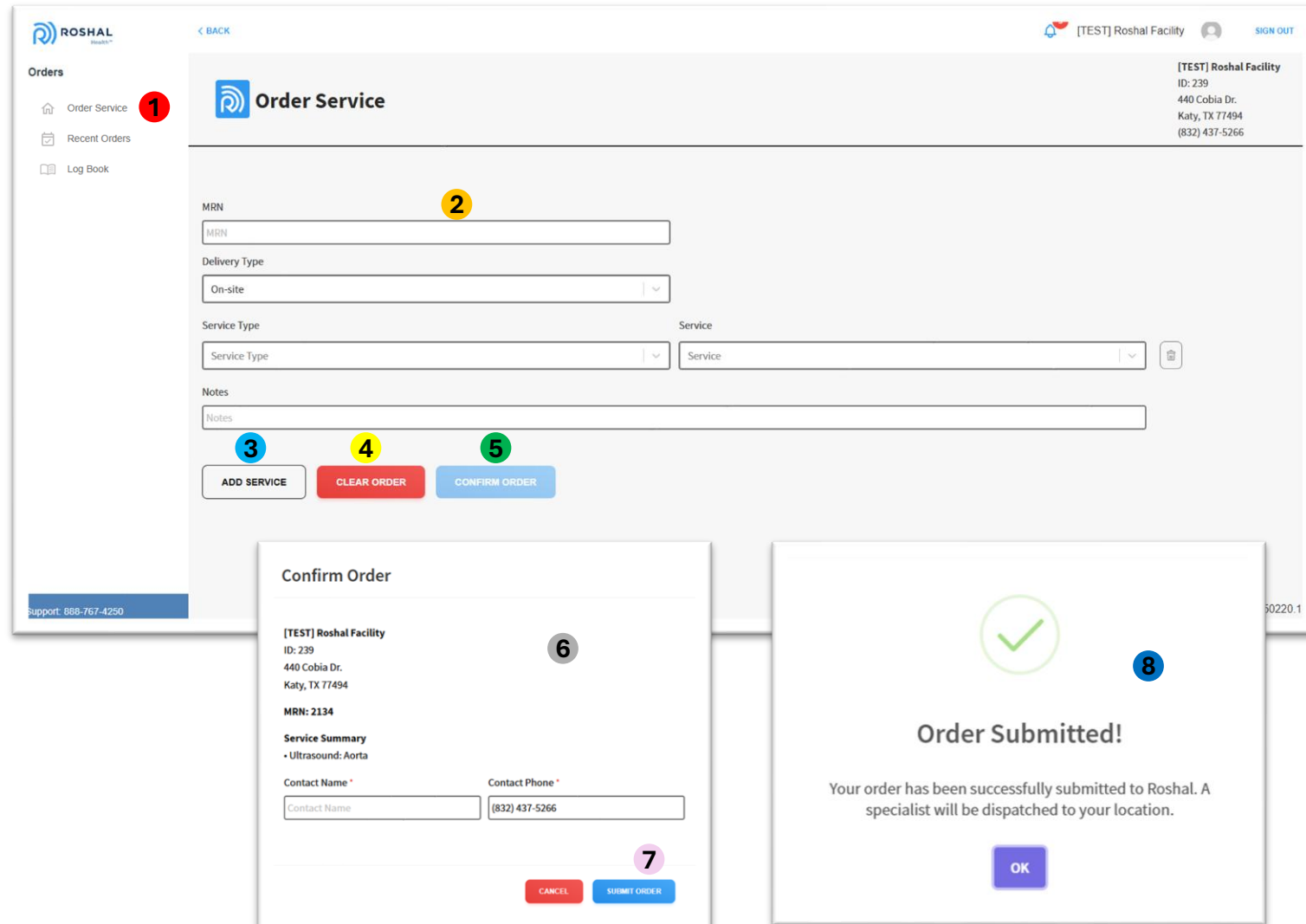
- 1 • Visit the Client Portal website and click **Sign In**
 - <https://portal.roshalimaging.com>
- 2 • Enter your email address and password (provided by Roshal)



Order Service

2. Order Service

- 1 • To place an order for a specific service, navigate to the **Order Service** tab on your left side menu
- 2 • Enter in the necessary information
 - **MRN**
 - **Delivery Type** (on site or remote)
 - **Service Type** (Ultrasound, ECHO, etc)
 - **Service** (Service related to service type)
 - Any additional **Notes**
- 3 • Click **Add Service** to add additional services to your order
- 4 • Click **Clear Order** to erase the information you entered
- 5 • Click **Confirm Order** to place it
- 6 • **Confirm** order details and add in a **Contact Name**
- 7 • Click **Submit Order**
- 8 • Once the order is **successfully** placed a popup will confirm this



The screenshot displays the Roshal Order Service interface. On the left, a navigation menu shows 'Order Service' (1), 'Recent Orders', and 'Log Book'. The main form contains fields for MRN (2), Delivery Type (set to 'On-site'), Service Type, and Service. Below these are 'ADD SERVICE' (3), 'CLEAR ORDER' (4), and 'CONFIRM ORDER' (5) buttons. A 'Notes' field is also present. At the bottom left, a support number '888-767-4250' is visible. A 'Confirm Order' popup (6) shows facility details, MRN: 2134, and service summary (Ultrasound: Aorta). It includes 'Contact Name' and 'Contact Phone' fields, with 'Contact Phone' pre-filled with '(832) 437-5266'. 'CANCEL' and 'SUBMIT ORDER' (7) buttons are at the bottom. A final 'Order Submitted!' popup (8) features a green checkmark, the text 'Your order has been successfully submitted to Roshal. A specialist will be dispatched to your location.', and an 'OK' button.

Recent Orders

3. Recent Orders

- 1 • To view all your recently placed orders and their pertaining information, navigate to the **Recent Orders** tab on your left side menu
- 2 • View the **Order Date, MRN, Assigned To, etc**
- 3 • **Status** shows you if the provider is:
 - Assigned the order
 - Enroute to the facility
 - Arrived
 - Started the service
 - Completed the service
 - Canceled
- 4 • Click **New Order** to place a new order through the **Order Service** view
- 5 • Click **Refresh** to update the information of a current order (status)
- 6 • **Filter Search** to find specific orders
- 7 • Click inside of the **Order** to view more details
- 8 • **Cancel** the order here if needed
- 9 • Provide a **Reason**



The screenshot displays the ROSHAL Health interface. The top navigation bar includes the ROSHAL logo, a 'BACK' button, and user information for '[TEST] Roshal Facility' with a 'SIGN OUT' link. The main content area is titled 'Recent Orders' and features a left sidebar with 'Order Service', 'Recent Orders', and 'Log Book' tabs. The 'Recent Orders' tab is active, showing a table with 2 records. The table columns are: ORDER ID, ORDERED AT, DELIVERY, MRN, STATUS, ASSIGNED TO, ASSIGNEE PHONE, ORDERED BY, and ORDERER PHONE. The first record (ord_166188) is 'Service Complete' and assigned to Justin Rudolph. The second record (ord_166187) is 'Canceled'. Below the table are navigation controls and a 'Page 1 of 1' indicator. At the bottom of the 'Recent Orders' section are 'NEW ORDER' and 'REFRESH' buttons. The 'Service Order' detail view is shown below, with a 'Cancel Order' modal dialog overlaid. The modal asks 'Are you sure you want to cancel order ord.166190?' and provides a dropdown menu for 'Please select a reason for cancellation:'. The modal includes 'BACK' and 'CANCEL ORDER' buttons. The 'Service Order' form includes fields for ID, MRN, State, Dispatchable, Service Type, Service, Notes, Contact Name, and Contact Phone.

ORDER ID	ORDERED AT	DELIVERY	MRN	STATUS	ASSIGNED TO	ASSIGNEE PHONE	ORDERED BY	ORDERER PHONE
ord_166188	2025-02-28 09:50	On-site	1002	Service Complete	Justin Rudolph	(727) 272-8433	test	(832) 437-5266
ord_166187	2025-02-28 09:44	On-site	1234	Canceled			test	(832) 437-5266

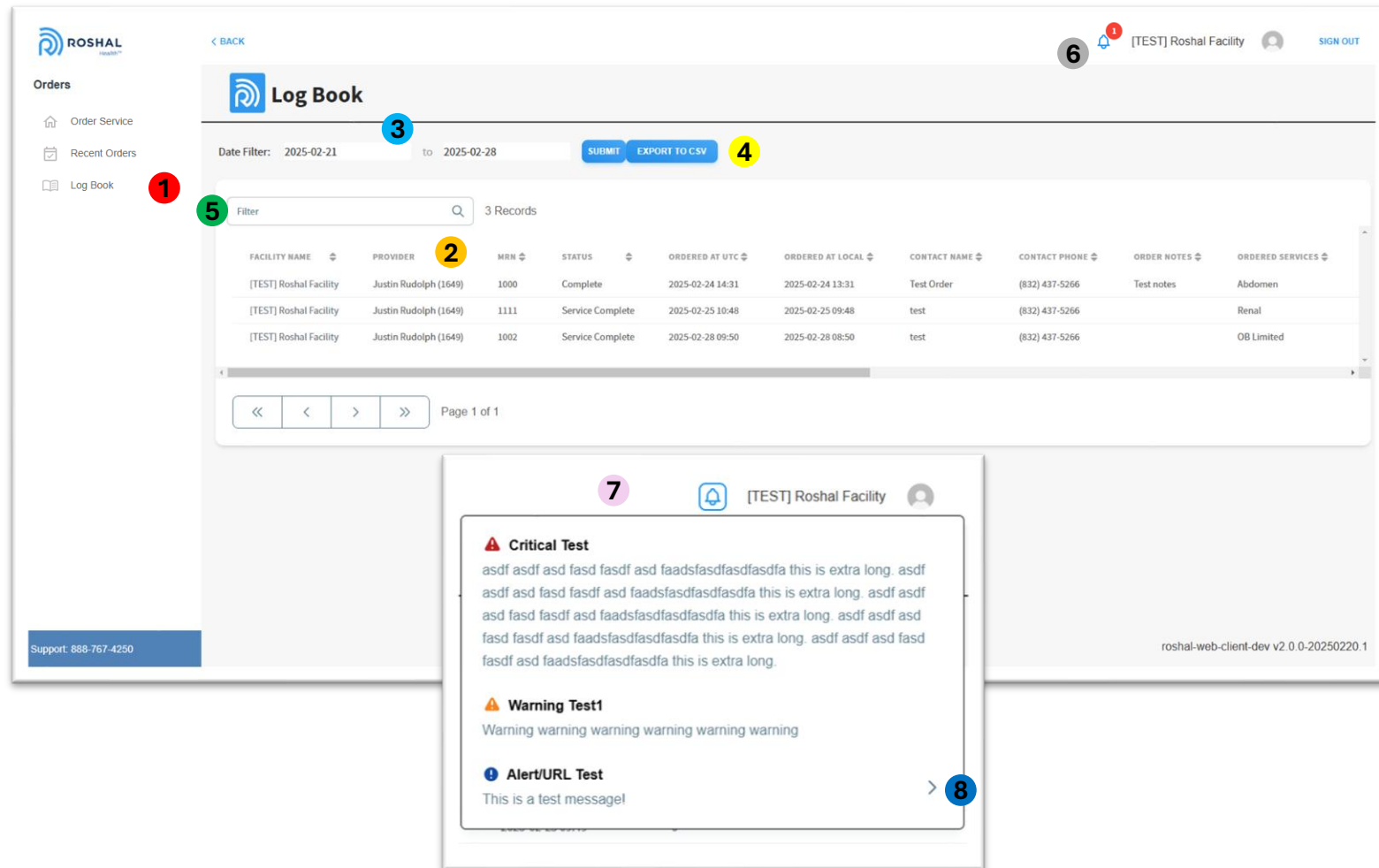
Log Book

4. Log Book

- 1 • To view all your past placed orders and their pertaining information, navigate to the **Log Book**, tab on your left side menu
- 2 • View order information - **Provider, MRN, Order Date**, etc
- 3 • Select the **Date Filter** to view past orders in a certain date range, then click **submit**
- 4 • **Export** your past orders to a **CSV File**
- 5 • **Filter Search** to find specific orders

5. Notifications

- 6 • To view **system notifications** and alerts click on the **bell icon** in the top right corner
- 7 • From here you can view your **system notifications**
 - **Critical Alerts**
 - **Warnings**
 - **Informational**
- 8 • If a notification has an **arrow** on the right, it can be clicked on and will navigate you to the **URL** attached



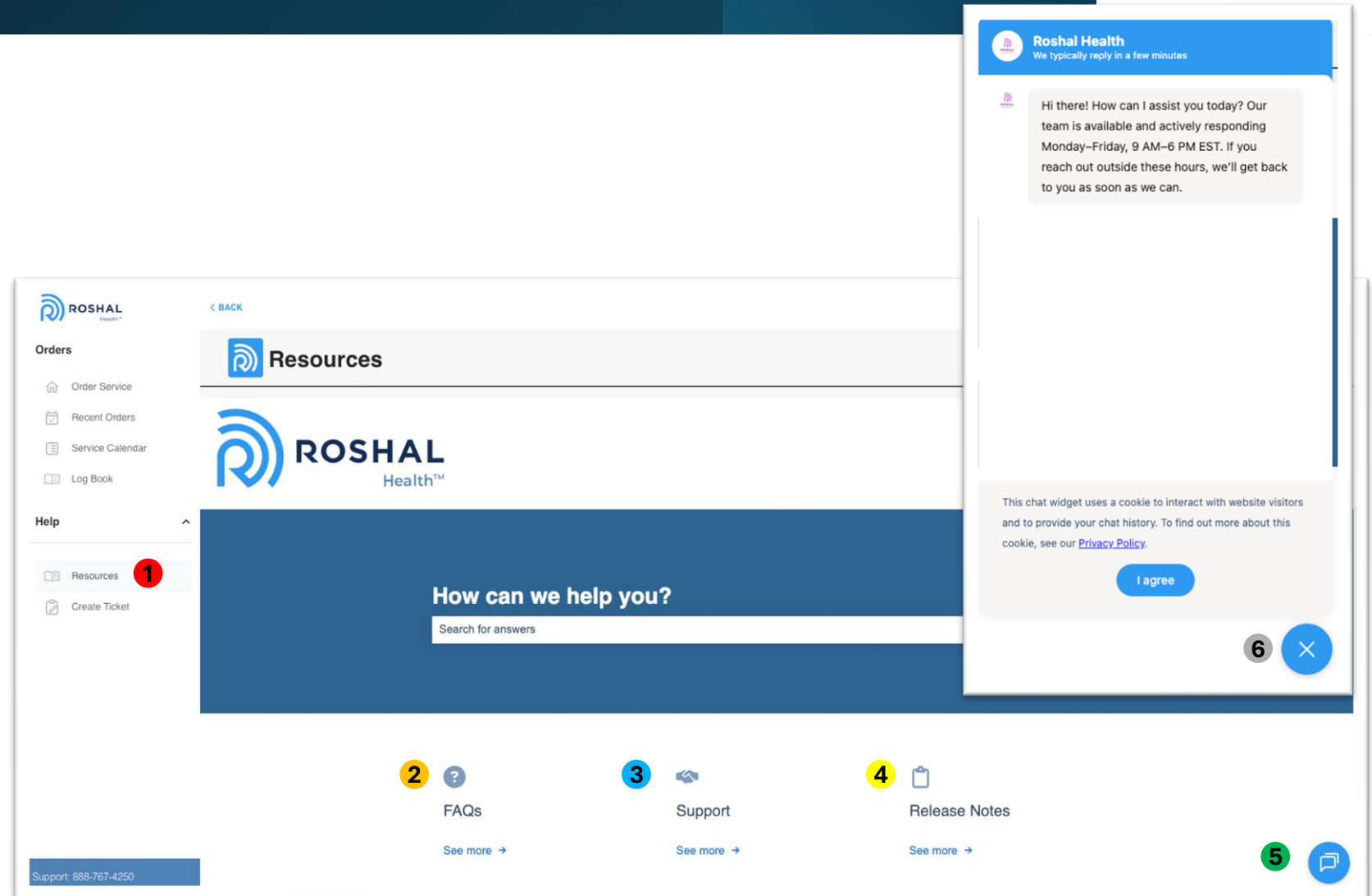
The screenshot displays the Roshal Health web application interface. On the left, a sidebar menu shows 'Orders' with sub-items 'Order Service', 'Recent Orders', and 'Log Book' (highlighted with a red circle 1). The main content area is titled 'Log Book' (highlighted with a blue circle 3) and includes a 'Date Filter' (2025-02-21 to 2025-02-28) with 'SUBMIT' and 'EXPORT TO CSV' buttons (4). A search filter (5) shows '3 Records'. A table lists three records with columns for Facility Name, Provider (Justin Rudolph), MRN, Status, and dates. A notification bell icon (6) in the top right corner is active, showing a dropdown menu (7) with three items: 'Critical Test' (with a red triangle icon), 'Warning Test1' (with a yellow triangle icon), and 'Alert/URL Test' (with a blue circle icon). The 'Alert/URL Test' item has a right-pointing arrow (8) indicating it is clickable. The bottom of the page shows 'Support: 888-767-4250' and 'roshal-web-client-dev v2.0.0-20250220.1'.

FACILITY NAME	PROVIDER	MRN	STATUS	ORDERED AT UTC	ORDERED AT LOCAL	CONTACT NAME	CONTACT PHONE	ORDER NOTES	ORDERED SERVICES
[TEST] Roshal Facility	Justin Rudolph (1649)	1000	Complete	2025-02-24 14:31	2025-02-24 13:31	Test Order	(832) 437-5266	Test notes	Abdomen
[TEST] Roshal Facility	Justin Rudolph (1649)	1111	Service Complete	2025-02-25 10:48	2025-02-25 09:48	test	(832) 437-5266		Renal
[TEST] Roshal Facility	Justin Rudolph (1649)	1002	Service Complete	2025-02-28 09:50	2025-02-28 08:50	test	(832) 437-5266		OB Limited

Resources

5. Resources

- 1 • Select the **Resources** option on the left menu
- 2 • Select **FAQ** option for frequently asked questions relating to the Client Portal utilization
- 3 • Select **Support** option to assist with troubleshooting any issues that are being experienced
- 4 • Select **Release Notes** option to review all enhancement and updates to the Client Portal
- 5 • Select the **Text bubble** located at the bottom right side of the client portal screen to **chat live** with our Support Team.
 - Hours of Live chat are Monday-Friday, 9am-6pm EST
 - Agree to the terms of the chat by selecting the “I agree” blue circle
- 6 • Select the **Blue X** to close and exit the live chat room

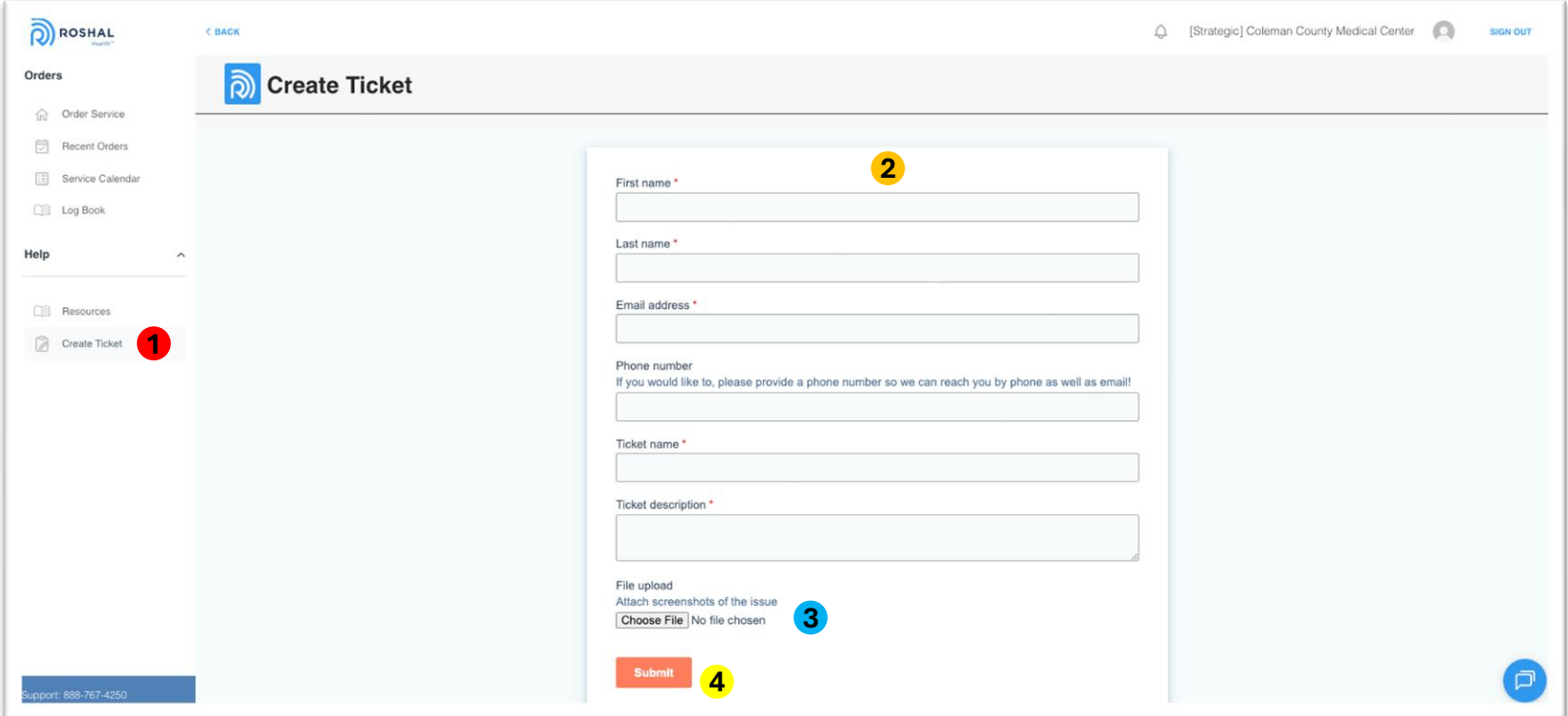


The screenshot displays the ROSHAL Health client portal interface. On the left, a navigation menu includes 'Orders' (Order Service, Recent Orders, Service Calendar, Log Book) and 'Help' (Resources, Create Ticket). The 'Resources' section is highlighted, and a red circle '1' is placed over the 'Resources' menu item. The main content area features the ROSHAL Health logo and a search bar with the text 'How can we help you?'. Below the search bar, three options are visible: 'FAQs' (with a yellow circle '2' and a question mark icon), 'Support' (with a blue circle '3' and a hand icon), and 'Release Notes' (with a yellow circle '4' and a document icon). At the bottom right, a live chat widget is shown. It has a blue header with the ROSHAL Health logo and the text 'We typically reply in a few minutes'. The chat area contains a message: 'Hi there! How can I assist you today? Our team is available and actively responding Monday-Friday, 9 AM-6 PM EST. If you reach out outside these hours, we'll get back to you as soon as we can.' Below the message is a blue 'I agree' button (with a yellow circle '5' next to it) and a blue 'X' button (with a yellow circle '6' next to it). A cookie notice is also visible: 'This chat widget uses a cookie to interact with website visitors and to provide your chat history. To find out more about this cookie, see our [Privacy Policy](#).'

Create Ticket

6. Create Ticket

- 1 • Select **Create Ticket** to open a Support Ticket with the Roshal Support Team
- 2 • Fill in First/Last Name, your email address and phone number where you may be reached.
 - Name the ticket for your reference
 - Provide a brief description of the issue/reason the ticket is being created
- 3 • **Upload** any file to provide more information relating to the ticket – Only if applicable.
- 4 • Select the **Submit** option to send your ticket to the Support team.
 - An email confirmation will be sent to the email address provided as well as updates to the ticket.



The screenshot shows the 'Create Ticket' form in the Roshal Health portal. The form is titled 'Create Ticket' and is located under the 'Orders' section. The form fields are as follows:

- 1**: 'Create Ticket' link in the left sidebar.
- 2**: 'First name *' text input field.
- 2**: 'Last name *' text input field.
- 2**: 'Email address *' text input field.
- 2**: 'Phone number' text input field with a note: 'If you would like to, please provide a phone number so we can reach you by phone as well as email'.
- 2**: 'Ticket name *' text input field.
- 2**: 'Ticket description *' text area.
- 3**: 'File upload' section with a 'Choose File' button and 'No file chosen' text.
- 4**: 'Submit' button.

The form also includes a 'Help' section with links to 'Resources' and 'Create Ticket'. The top right of the page shows the user's location as '[Strategic] Coleman County Medical Center' and a 'SIGN OUT' link. The bottom left of the page shows the support phone number: 'Support: 888-767-4250'.

Release Notes



7. Release Notes

- 1 • Select **Release Notes** option to review all enhancement and updates to the Client Portal

The screenshot displays the Roshal Health Client Portal interface. On the left, a navigation menu includes sections for 'Orders' (Order Service, Recent Orders, Service Calendar, Log Book, Schedule Shifts) and 'Help' (Resources, Create Ticket, Release Notes). The 'Release Notes' option is highlighted with a red circle containing the number '1'. The main content area has a header with the Roshal Health logo and 'Release Notes' title. Below this is a blue banner with the text 'How can we help you?' and a search bar. A breadcrumb trail shows 'Client Portal > Release Notes'. A sidebar on the right lists 'FAQs', 'Support', and 'Release Notes', with 'Release Notes' selected. The main content area displays a list of release notes for various versions of the Client Portal, including 'Roshal Health Client Portal Release - Version 2.6.0-20260309' and 'Roshal Health Client Portal Release - Version 2.3.2-20251215'. A 'See more' link is visible at the bottom of the list. The footer contains the support number '888-767-4250', the Roshal Health logo, and social media icons for Facebook, Instagram, LinkedIn, and a chat bubble.



ROSHAL

Health™