A Step-by-Step Patient Guide to Upload Medical Images to the Cleveland Clinic Neurological Institute
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If you have questions or need assistance during this process, please email Imageuploadhelp@ccf.org.
Get Started

Step 1: Locate the website
Please click on this link or copy and paste into your browser window to begin the image upload process.

- http://isend.ccf.org/NI/

Browser options: Please use Internet Explorer® 8.0 or later, Mozilla Firefox® 5 or later, Google Chrome™ 14 browser or later, or Safari® 5.0 or later (page 6 of this manual).

Java: Please be sure that you’ve installed the latest version of Java™ (page 7 of this manual).

MacBook users: You can upload your images using a MacBook. Before you do so, please review the setup instructions (page 8 of this manual). We do not support uploading from iPad® or iPhone® at this time.

Step 2: Review terms and conditions
- Select the Center that your appointment is in from the drop-down list.
- Review and check the Acceptance of Terms.
- Select Next.

Step 3: Complete all patient information
- Scroll down the screen and complete the Patient Information section.
- Please include the name of the Cleveland Clinic Physician that you are working within the text box at the bottom of the screen.
Upload Your Images

Step 4: How to upload images

You may select the letter of your CD drive or the browsing directory to locate the files.

• Select the files you would like to upload.
• Browse to the folder that contains your images and select open.

Note: If you have multiple studies to upload during your session, please only upload 8 studies or less at a time.

• Select upload. (MacBook users, see page 9 of this manual for download instructions.)

Note: If you need assistance, please select the (?) mark icon (next to the area you need help) on the image upload screen.
If you require further assistance or have questions, please email Imageuploadhelp@ccf.org.

Note: If you need to leave this session or if your upload fails, please check your email for a temporary upload link you can use to continue your image upload.

Step 5: Image uploading time

After selecting image upload service, a security screen may display.

• Click Yes, to begin the upload.
• The upload time will display.

Note: Upload time depends on the connection speed of your service provider and file size of the selected images.
Step 6: Image upload complete

- After the upload is complete, the following window will display.
- If your image upload is complete, select Exit.
- If you would like to upload additional images, please select New Upload.

Step 7: Exit session

- Once you select Exit, the following window will display.
- Select OK to quit the session.

Step 8: Confirmation email

- Once you exit the imaging upload session, Cleveland Clinic’s Neurological Institute website will display.

- A second email will be sent confirming the image upload process has been successfully completed.
Get Help

Windows Internet Explorer®
- Open Internet Explorer browser.
- On the Menu Bar, select Help.
- Select About Internet Explorer.
- The version number is located on the splash screen that appears.

Mozilla Firefox®
- Open Mozilla Firefox browser.
- On the Menu Bar, select Help.
- Select About Mozilla Firefox.
- The version number is located on the splash screen that appears.

Google Chrome™ browser
- Open Google Chrome browser.
- In the right corner, click on the “three bars” icon.
- Select About Chrome.
- A new tab will open showing the version number.

Safari®
- Open Safari browser.
- In the left corner, click on Safari.
- Select About Safari.
- A new window will open showing the version number.

If you require further assistance or have questions, please email Imageuploadhelp@ccf.org.
Please be sure that you've installed the latest version of Java. It will be needed during the image upload process.

- Visit www.java.com to download and click Free Java Download.

The site will verify if you have the most recent version, or recommend that you download an update.

- Click Download Java Now.

- Click Run.

- Click Install.

A congratulations screen will come up when Java has been successfully installed.
MacBook User Setup Instructions

• From the Safari drop-down menu, select Preferences.

• Click the Security button and then select Manage Website Settings.

• Select Java from the left-hand side.

**Note:** If you have not downloaded the latest version of Java™, please do so now (page 9 of this manual).

The upload1.smn.etiam-corp.com selection should appear if the upload had been attempted before.

• Use the drop-down to select Run in Unsafe Mode.

• Select Trust to allow the applet to run in unsafe mode.
MacBook Image Upload Instructions

• Click Select on the image upload screen.

Note: If you have multiple studies to upload during your session, please only upload 8 studies or less at a time.

• On your hard drive, click Users and then select Choose.

Note: If you’re trying to locate a CD/DVD that has images, select Volumes at this point. Locate either the “external” drive or CD icon. Once you select it, you need to navigate to the proper folder.

• Select the user where the images can be located and click Choose.

Select the specific folder where the images can be located. If you did not create a custom named folder, the “Pictures” folder is commonly used as default for saved images.

Choose the image(s) you would like to upload. Although it appears that you have chosen one image, all of the images within the folder will be uploaded.

Note: Please continue to Step 5 (page 4 of this manual).