

# Setting Up EScan

Last Modified on 05/22/2019 4:33 pm PDT

## Summary

This document shows you how to set up MyoVision's EScan capabilities to send exams via email.

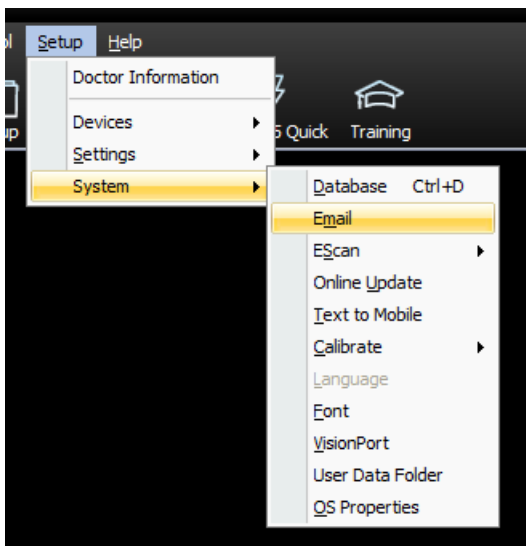
## Before you Begin

1. Make sure you have the latest version of the MyoVision software and that it is registered.
  - **IMPORTANT:** Feature Pack A or later is required for EScan to function
  - [How Do I Check My Software Version and Feature Pack?](#)
  - [How Do I Enter my Software Registration Key?](#)
2. Check that Doctor Information is correct by going to **Setup > Doctor Information**. Part of the default email template uses this information.

## How to set up EScan

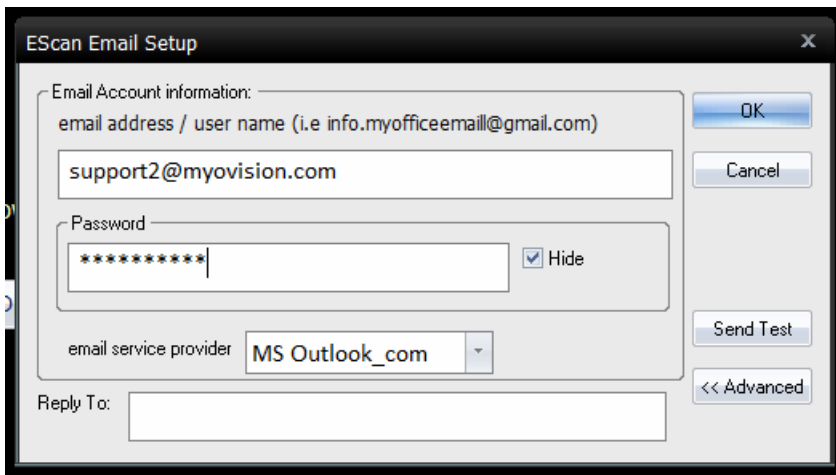
### 1. Open EScan's Email Settings

- Go to Setup > System > Email



### 2. Enter Email Information

- Enter your email address and password for that email. Choose the email service provider for that email address.
  - **Note:** The password must match what is used to log into the email account unless using an App Password.
  - If there is no matching Email Service Provider in the drop-down menu then contact MyoVision Technical Support for assistance 1-800-696-6961 opt 2 (International 206-448-3464 opt 2)
- **Do not** fill out "Reply To:" with the same email entered above. The email address used is the default to reply to.
- **Do not** use a Gmail account for "Reply To" email - this is a known incompatibility with Gmail's security requirements.

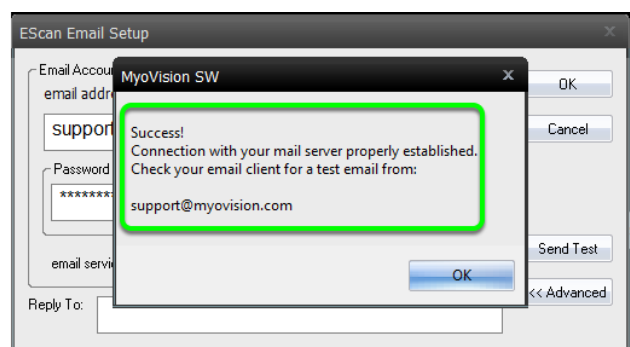
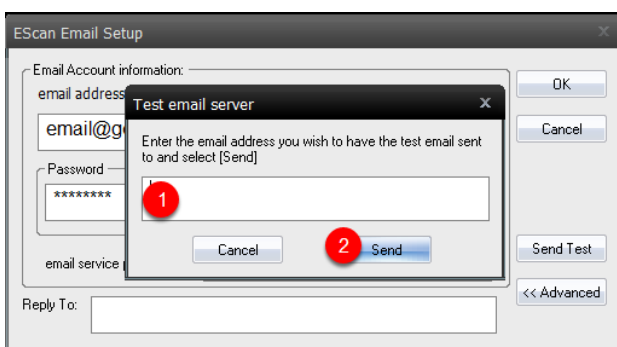


### 3. Change Settings in the Email Account

- Only certain email service providers require additional setup, click on the email service provider below to find instructions otherwise skip this step.
  - [Gmail](#)
  - [Yahoo mail](#)
  - [Yahoo for Business](#)
  - [Rogers](#)
  - [Outlook Exchange](#)
    - **IMPORTANT:** This is different than a plain outlook account. This option is for emails that use outlook to view and respond to emails but the email service provider is not outlook
  - Office 365 (Support article is currently being written, please call technical support if you need Office 365 setup at 1-800-969-6961 opt 2.)
  - Hotmail
    - **NOTE:** If choosing Hotmail as the "email service provider" causes an "Unsuccessful" message in Step 4, try selecting "MS\_Outlook" instead

### 4. Send a Test Email

- Click "Send Test" and enter any email address that you have access to
- After pressing send it will show if the test succeeded
- If the email was unsuccessful, check to make sure that your password and email service provider is correct. If they are then contact MyoVision Technical Support for assistance



### 5. Begin using EScan

- To send an exam via email, follow the support article [here](#)

Note: If you need help at any point, please reach out to our technical support team at 1-800-969-6961, option 2. (International: 206-448-3464) Office hours are 8:00am - 4:00pm M-F, PST.

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