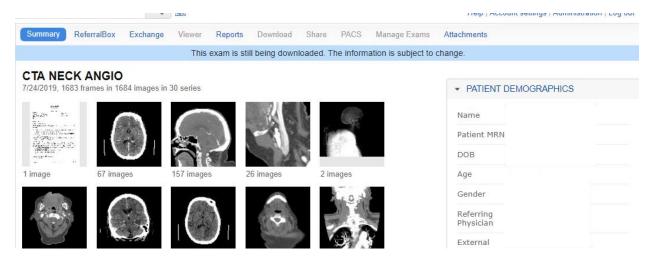# LifeImage: Images not fully downloading in LILA

Issue: Images will not fully download from lifeImage cloud to LILA (LifeImage Local Application)

Users will see the images in LILA but are unable to nominate or send the images to PACS.
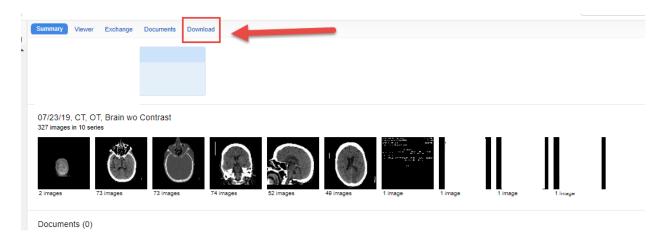
Users will see the following:

Resolution:

1) Login to lifeimage cloud using the uwradit@uw.edu. Password is in Splash ID
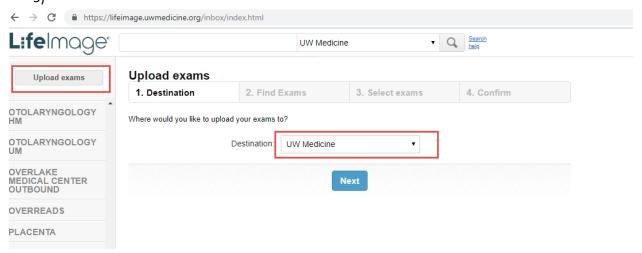   https://cloud.lifeimage.com/universal-inbox/login

   Use the UW Medicine account

2) Find the exam that did not download and manually download them to your PC.

07/23/19, CT, OT, Brain wo Contrast
327 images in 10 series

Documents (0)

3) Log into LifeImage LILA with your AMC credentials.
https://lifeimage.uwmedicine.org/inbox/index.html

4) Upload your images to the UW Medicine inbox.
5)

***- Still having issues contact LifeImage support at 1-877-959-5615.