

# LifedImage: Images not fully downloading in LILA

Issue: Images will not fully download from lifedImage cloud to LILA (LifedImage 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:

Summary ReferralBox Exchange Viewer Reports Download Share PACS Manage Exams Attachments

This exam is still being downloaded. The information is subject to change.

### CTA NECK ANGIO

7/24/2019, 1683 frames in 1684 images in 30 series

1 image 67 images 157 images 26 images 2 images

PATIENT DEMOGRAPHICS

Name  
Patient MRN  
DOB  
Age  
Gender  
Referring Physician  
External

Resolution:

- 1) Login to lifeimage cloud using the [uwradi@uw.edu](mailto:uwradi@uw.edu). Password is in Splash ID  
<https://cloud.lifeimage.com/universal-inbox/login>

Use the UW Medicine account

LifedImage®

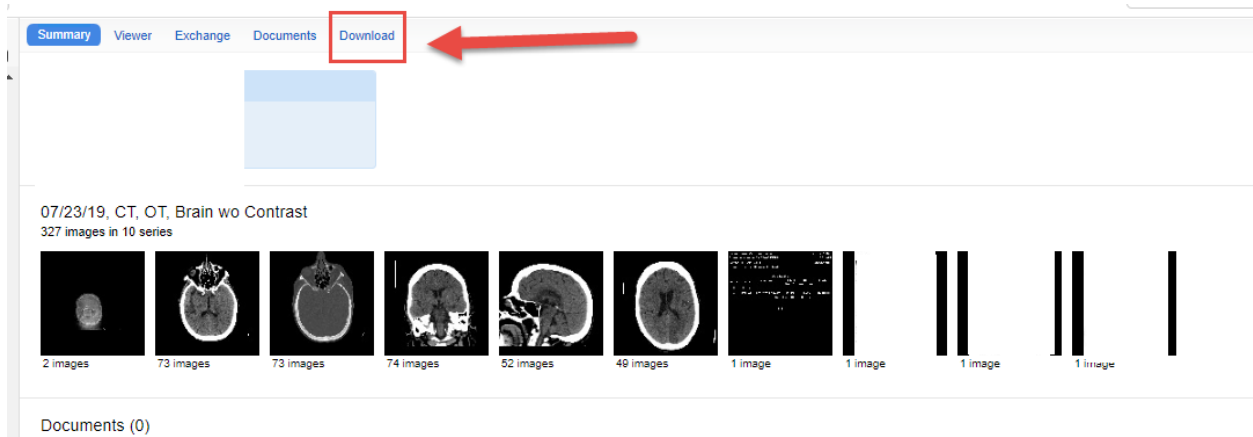
You have multiple accounts. Which service are you trying to access?

UW Medicine  
UW Medical Center

UW Medicine Imaging  
Services OutBox  
UW Medical Center

Back

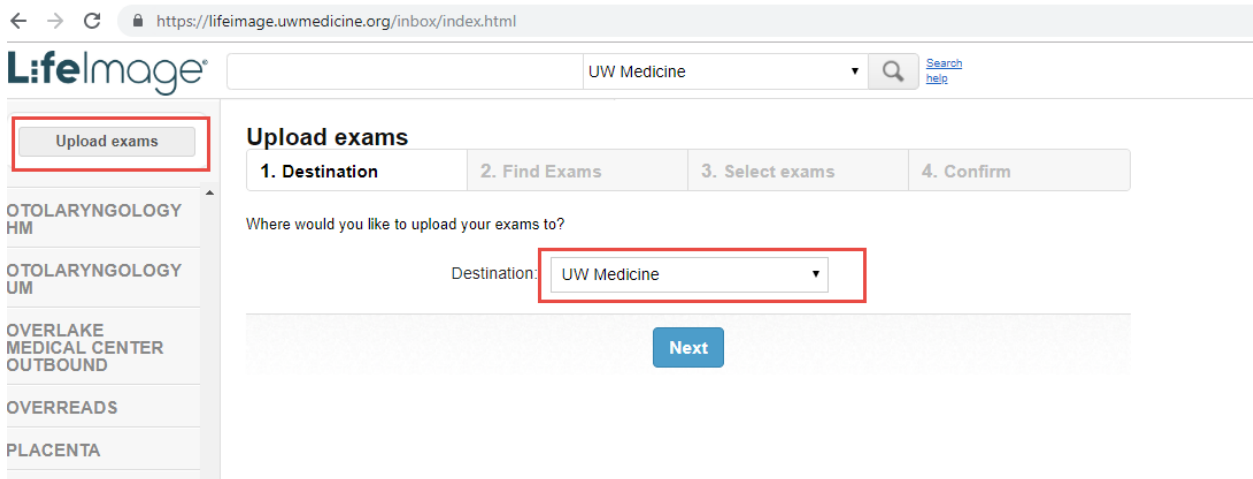
2) Find the exam that did not download and manually download them to your PC.



3) Log into LifelImage 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 LifelImage support at 1-877-959-5615.