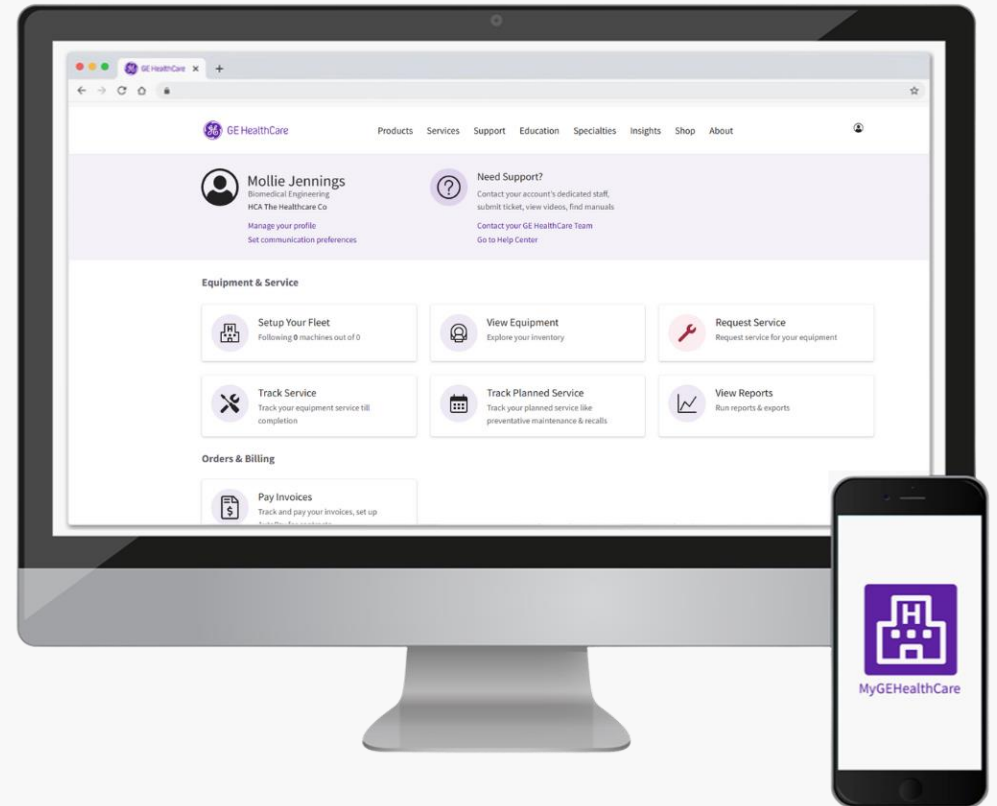


MyGEHealthCare Quick User Guide



GE HealthCare

MyGEHealthCare User Guide

Table of contents

About	4 The Desktop Experience
	5 The Mobile Experience
Registration	6 Registration
Account Home	9 Account Home
	10 Account Settings
	13 Setup your Fleet
	16 View Equipment
	20 Request Service
	21 Request Service by using Self-Service Portal without account
	23 Track Service
Equipment & Service	25 Track Planned Service
	27 Analytics and insights
View Manuals	36 View Manuals
	38 Access Manuals
Product Security	40 MyGEHealthCare Security
Support	42 MyGEHealthCare Support

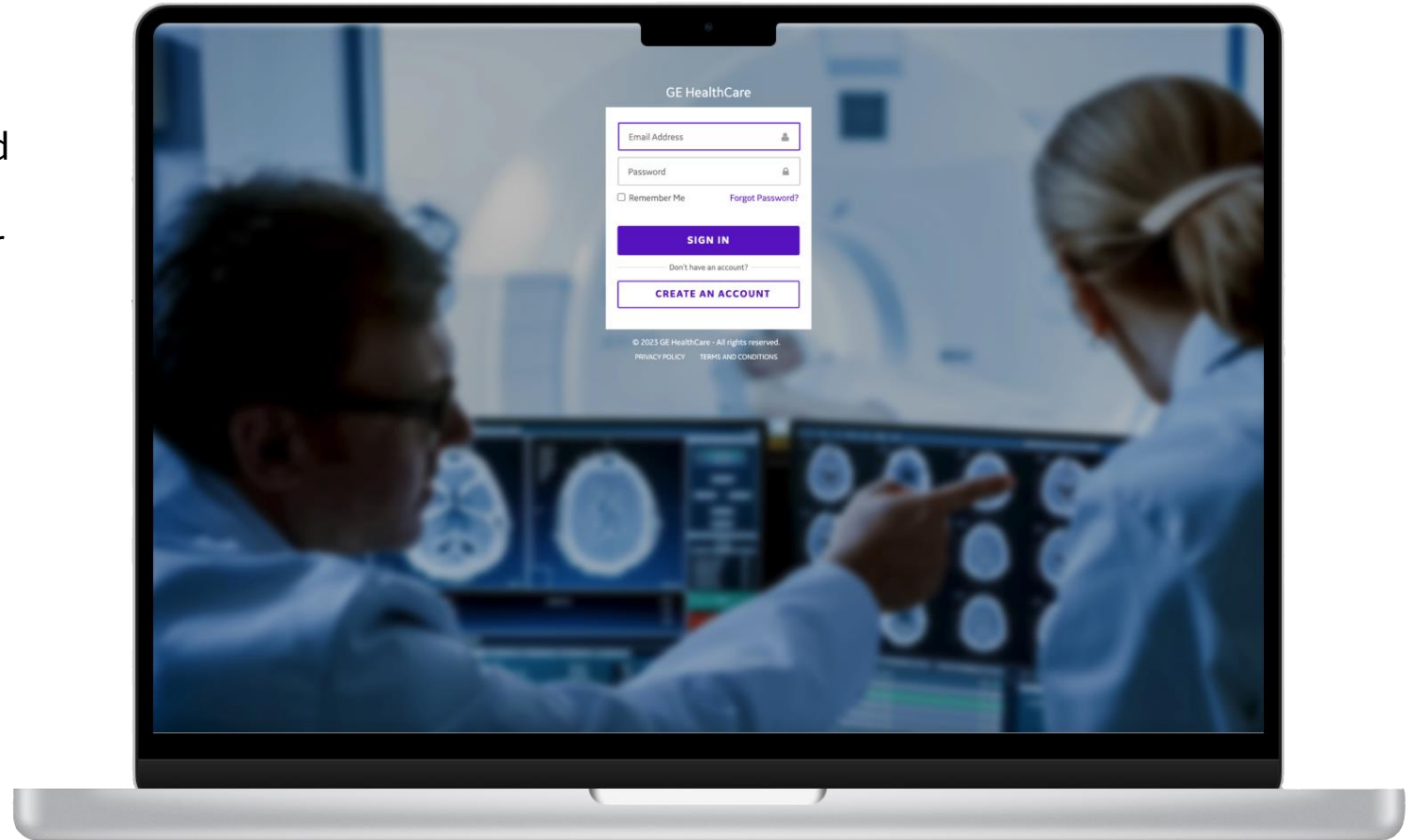
About

MyGEHealthCare | The desktop experience

The desktop experience of **MyGEHealthCare** brings you comprehensive view of your devices.

- Access equipment utilisation and performance analytics to guide workflow and equipment purchase decisions.
- Explore if you can exam more patients, faster with analytics tools.
- Create and track service requests.
- Download service documentation.
- View your organisation's equipment and parts orders.

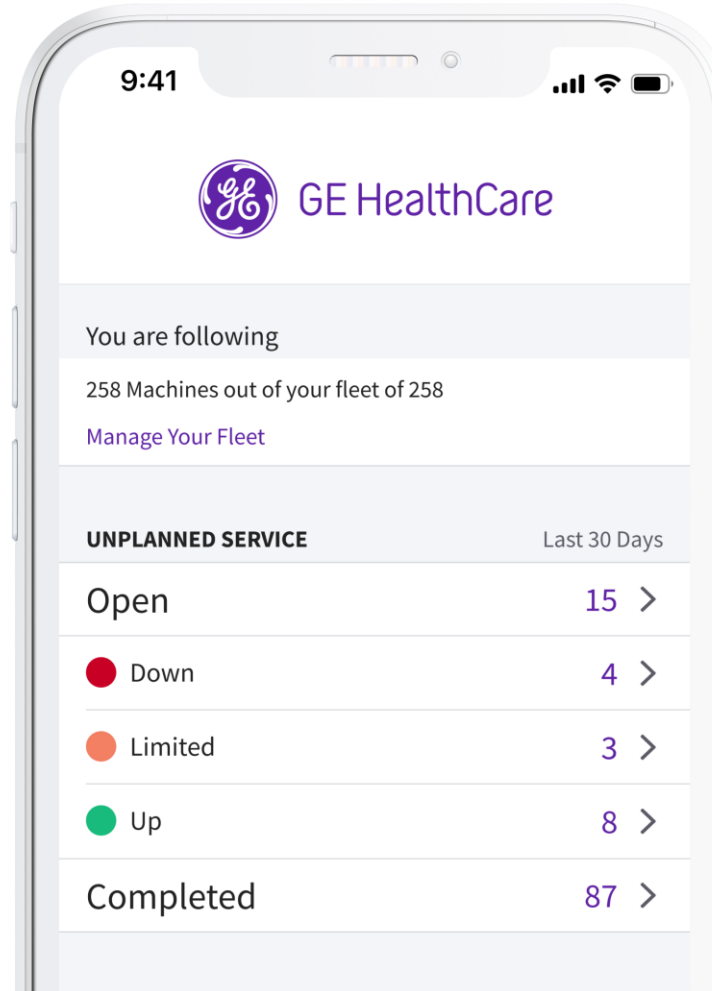
Get started and [sign up](#) now or [Sign in](#) by [clicking on avatar icon](#) at gehealthcare.com.au



MyGEHealthCare | The mobile experience

Stay up to date wherever you are. Real-time bi-directional synchronisation connects the desktop and mobile platforms for a cohesive experience.

Download the mobile app from the Apple® or Google Play® stores by searching for MyGEHealthCare.

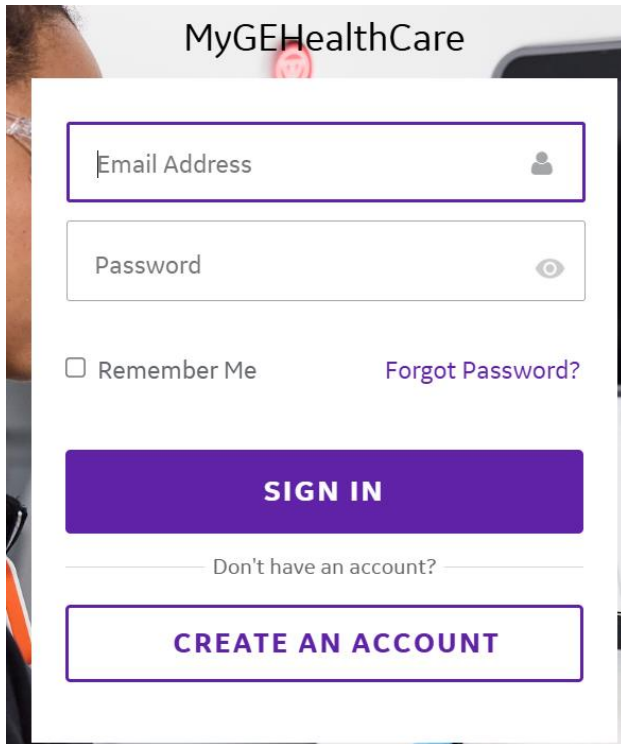


MyGEHealthCare app
Hassle-free way to manage your GE HealthCare service and support in one place—anytime, anywhere.

Registration

Registration

1. Go to the gehealthcare.com.au
2. clicking on avatar icon Click **CREATE AN ACCOUNT**
3. Complete the form and Click Register
4. You will receive an email with your account.



Create Account

Let's get started

Get easy access to training and education, your equipment information, and much more!

Contact information

Work email address*

Please enter an email address

CONTINUE

Contact information

Work email address*

First name*

Last name*

Job role*

Department*

Phone number *

Account setup

Default features vary by country but can include access to manuals, cybersecurity info, training and more.

Want to add more to your account?*

Equipment inventory, analytics & service tracking

Equipment ID from your inventory * [?](#)

Just for account setup (can add more later)

! An Equipment ID is required.

Account Home

MyGEHealthCare Account Home

Your direct connection for equipment, service, invoices, analytics and insights.

The screenshot shows the MyGEHealthCare Account Home dashboard. At the top, there is a navigation bar with the GE HealthCare logo, menu items (Products, Services, Support, Specialties, Insights, Shop, About Us), and icons for search, user profile, and shopping cart. Below the navigation bar is a user profile section for 'Test Christophe', a Biomedical Engineering professional at the Department of Health_Victoria. This section includes a 'Need Support?' link and options to manage the profile and communication preferences. The main content area is divided into three sections: 'Equipment & Service', 'Analytics & Insights', and 'Other things you can do here'. Each section contains several interactive cards with icons and brief descriptions of the services or data available.

GE HealthCare Products Services Support Specialties Insights Shop About Us

Test Christophe
Biomedical Engineering
Department of Health_Victoria (Ultimate Parent Account)
[Manage your profile](#)
[Set communication preferences](#)

Need Support?
Contact your account's dedicated staff, submit ticket, view videos, find manuals
[Go to Support Home](#)

Equipment & Service

- Request Service**
Request service for your equipment
- Track Unplanned Service**
Track your corrective repairs till completion
- Track Planned Service**
Track your planned service like preventive maintenance & recalls
- View Equipment**
Explore your inventory
- GE HealthCare Shop**
24/7 online resource for equipment parts, clinical accessories and more.

Analytics & Insights

- Track Fleet Metrics**
Realtime dashboard of your fleet
- Analyze Service Performance**
Review service requests by modality and asset, analyze time to closure.
- Optimize Imaging Workflow**
Analyze equipment exams, trends, benchmarking and idle time.
- Export Raw Data**
Export your equipment, service and contract data

Other things you can do here

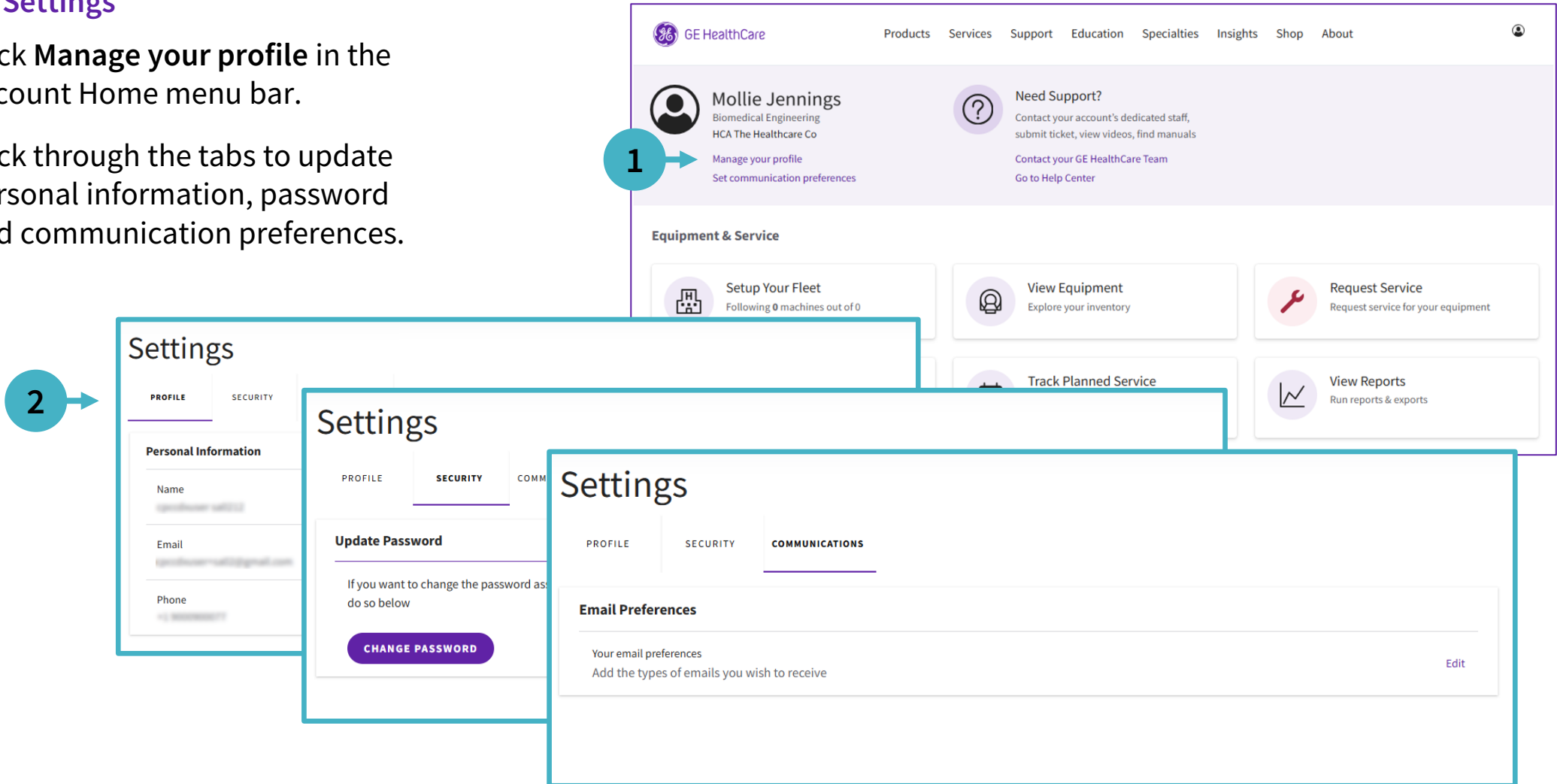
- View Manuals**
Access manuals and documents for GE HealthCare products.
- Check Cyber Updates**
Protect your equipment from cyber vulnerabilities

Desktop view shown above.

Account Settings

Account Settings

1. Click **Manage your profile** in the Account Home menu bar.
2. Click through the tabs to update personal information, password and communication preferences.



Equipment & Service

Equipment & Service

Setup Your Fleet

Setup Your Fleet

Fleet setup

1. Click View Equipment
2. **Select Setup Your fleet**
3. Choose if your fleet is large or small

1

GE HealthCare

Products Services Support Specialties Insights Shop

Test Christophe
Biomedical Engineering
Department of Health_Victoria (Ultimate Parent Account)
[Manage your profile](#)
[Set communication preferences](#)

Need Support?
Contact your account's dedicated staff, submit ticket, view videos, find manuals
[Go to Support Home](#)

Equipment & Service

- Request Service**
Request service for your equipment
- Track Unplanned Service**
Track your corrective repairs till completion
- View Equipment**
Explore your inventory
- GE HealthCare Shop**
24/7 online resource for equipment parts, clinical accessories and more.

Equipment

2

Enter equipment ID, name or location

Filters

Total Equipment | 111

Fleet Settings 6 Modalities, 180 Locations

Export

3

GE HealthCare

What volume of equipment do you manage?
We'll help you identify the equipment you really want to monitor and access.

A lot of equipment
Select this option if you follow equipment across **multiple modalities or locations**

A small set of equipment
Select this option if you follow small number of **individual equipment**

Select

Select

Setup Your Fleet

4

Select modality

Select the modalities of equipment you want to monitor and access.

All Modalities (3)

Common Imaging Modalities

CA - OEC C-ARMS <input type="checkbox"/>	CT - COMPUTED TOMOGRAPHY <input checked="" type="checkbox"/>
IV - INTERVENTIONAL-VASCULAR <input type="checkbox"/>	MR - MAGNETIC RESONANCE <input checked="" type="checkbox"/>
NU - NUCLEAR <input checked="" type="checkbox"/>	PET - PET <input type="checkbox"/>
US - ULTRASOUND <input type="checkbox"/>	XR - XR-MAMMO <input type="checkbox"/>

Other Imaging Modalities

Biomed Modalities

**Only applicable for Service-related features (i.e. Invoices cannot be filtered by modality)*

[← Previous](#)

[NEXT STEP](#)

What equipment do you manage?

4. Select the **modalities or location** of the equipment you want to monitor and create your personalise fleet
5. Select the **location** of the equipment and finalise setup
6. Click on **Yes, I want to personalise** to select specific equipment

5

Select Locations

Select the locations of the equipment you want to monitor and access.

All locations (48)

Search locations

67-GE Healthcare Technology <input checked="" type="checkbox"/>	97-GE Healthcare Technology <input type="checkbox"/>
63-GE Healthcare Technology <input type="checkbox"/>	28-GE Healthcare Technology <input checked="" type="checkbox"/>
92-GE Healthcare Technology <input type="checkbox"/>	67-GE Healthcare Technology <input checked="" type="checkbox"/>

[← Previous](#)

[FINALIZE SETUP](#)

6

You've been set up with
all your equipment.

14,120 equipment

Would you like to personalize your Fleet and
stay notified on important events ?

You can select the locations, departments, and/or specific equipment important to you.

20 locations 54 departments

[Yes, I want to personalize](#)

[Skip for now](#)

Equipment & Service

View Equipment

View Equipment

From the main menu, select **View Equipment** to view your fleet's data. Use filters to focus on specific equipment.

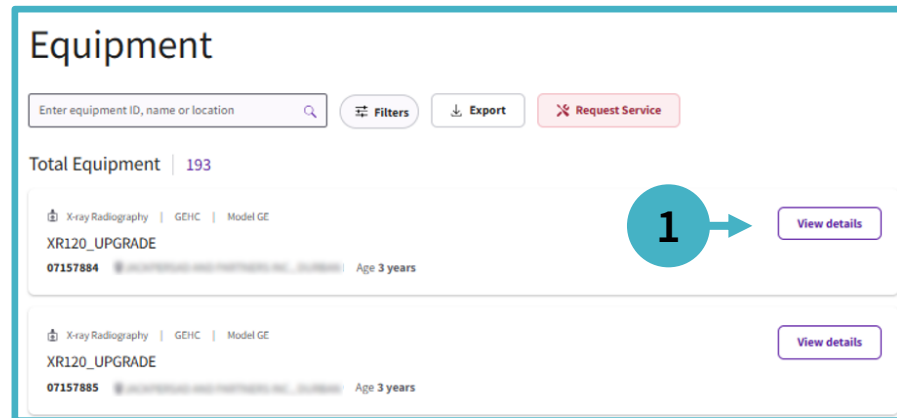
The screenshot displays the GE HealthCare user interface. At the top, the navigation bar includes the GE HealthCare logo and links for Products, Services, Support, Education, Specialties, Insights, Shop, and About. Below this, the user profile for Mollie Jennings (Biomedical Engineering, HCA The Healthcare Co) is shown, along with a 'Need Support?' section. The 'Equipment & Service' section contains three main cards: 'Setup Your Fleet' (with a blue exclamation mark and arrow), 'View Equipment' (highlighted), and 'Request Service'. A blue-bordered inset titled 'Equipment' provides a detailed view of the equipment list. It features a search bar, 'Filters', 'Export', and 'Request Service' buttons. The list shows 'Total Equipment | 193' and three items:

Equipment ID	Category	Model	Age	Action
XR120_UPGRADE 07157884	X-ray Radiography	GEHC Model GE	Age 3 years	View details
XR120_UPGRADE 07157885	X-ray Radiography	GEHC Model GE	Age 3 years	View details
DEFINIUM6000III 2D S ZA2101RX01	X-ray Radiography	GEHC Model GE	Age 9 years	View details

View Equipment

View and download services reports for one equipment

1. Select your equipment and click **View Details**.
2. The **Overview** tab will show you recent service, utilisation, coverage and up time.



Equipment

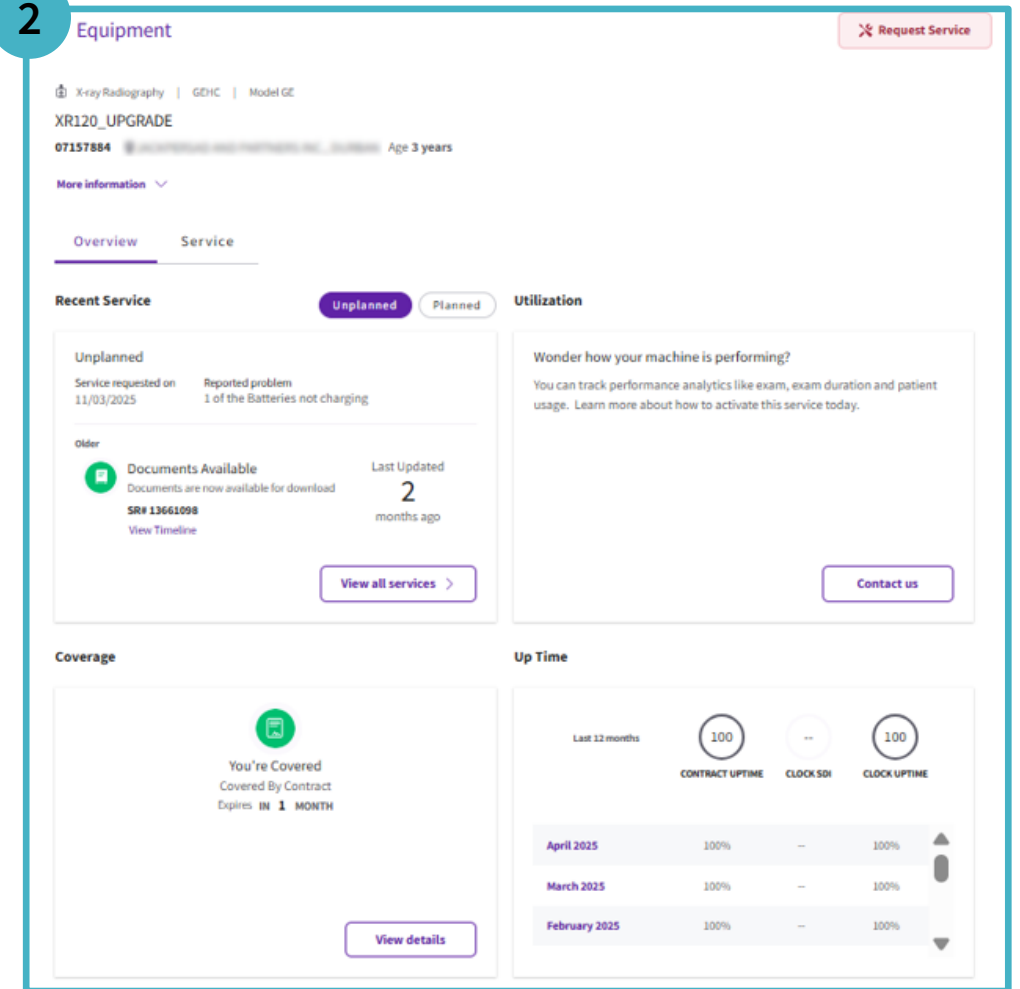
Enter equipment ID, name or location [Filters](#) [Export](#) [Request Service](#)

Total Equipment | 193

X-ray Radiography | GEHC | Model GE
XR120_UPGRADE
07157884 | Age 3 years [View details](#)

X-ray Radiography | GEHC | Model GE
XR120_UPGRADE
07157885 | Age 3 years [View details](#)

2



Equipment [Request Service](#)

X-ray Radiography | GEHC | Model GE
XR120_UPGRADE
07157884 | Age 3 years

[More information](#)

[Overview](#) [Service](#)

Recent Service [Unplanned](#) [Planned](#) **Utilization**

Unplanned
Service requested on 11/03/2025 | Reported problem: 1 of the Batteries not charging

Older
[Documents Available](#) | Documents are now available for download | Last Updated 2 months ago
SR# 13661098 | [View Timeline](#) | [View all services](#)

Utilization
Wonder how your machine is performing?
You can track performance analytics like exam, exam duration and patient usage. [Learn more about how to activate this service today.](#) | [Contact us](#)

Coverage **Up Time**

You're Covered
Covered By Contract
Expires IN 1 MONTH | [View details](#)

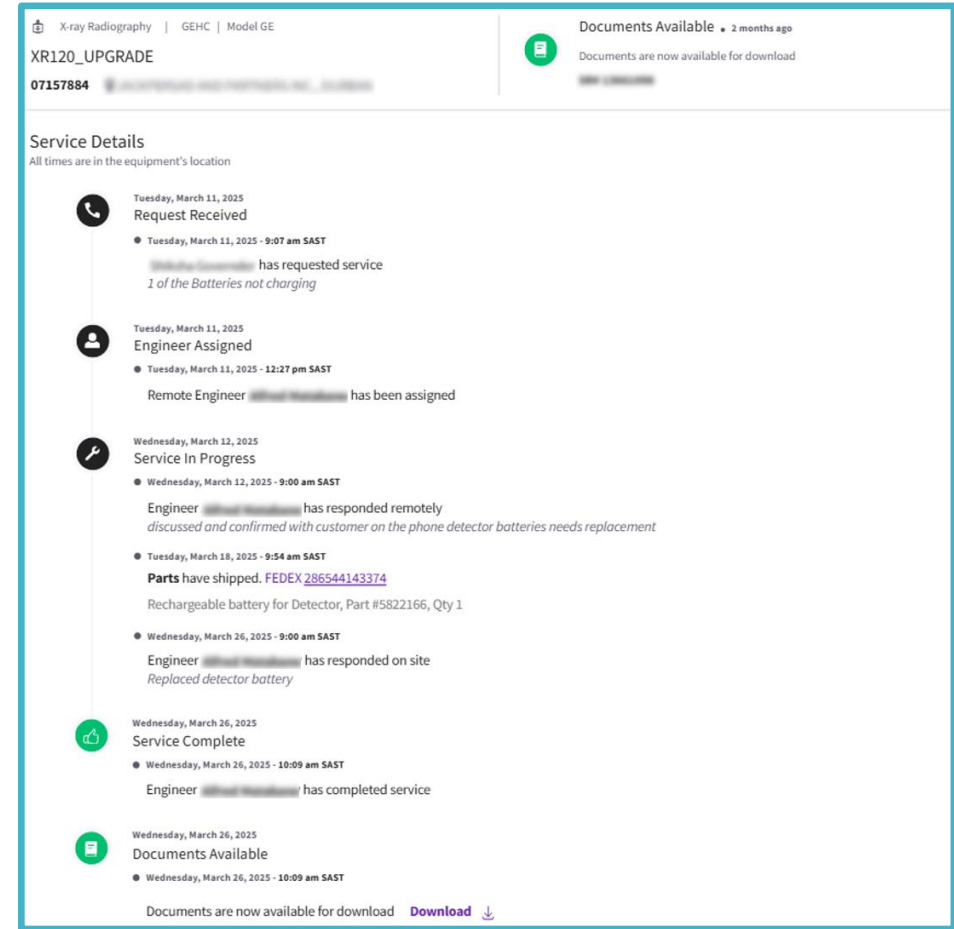
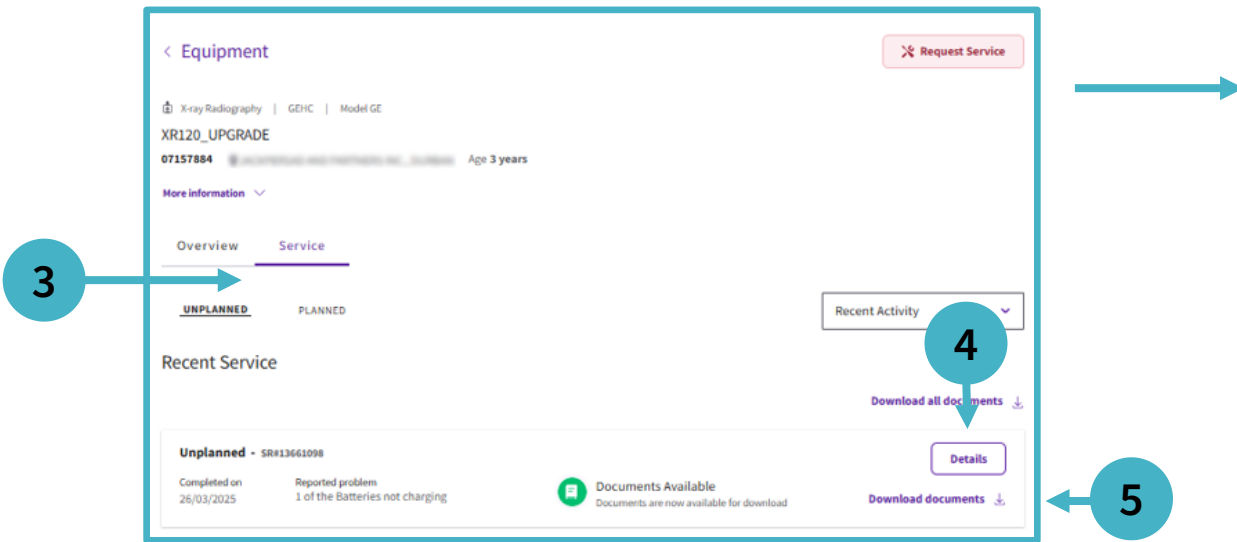
Last 12 months

	CONTRACT UPTIME	CLOCK SDI	CLOCK UPTIME
April 2025	100%	--	100%
March 2025	100%	--	100%
February 2025	100%	--	100%

View Equipment

View and download services reports for one equipment

3. Click on **Service** tab and select Unplanned or Planned to download all corrective or preventive maintenance reports.
4. Click **Details** to view the history of requests.
5. Click **Download all documents**.



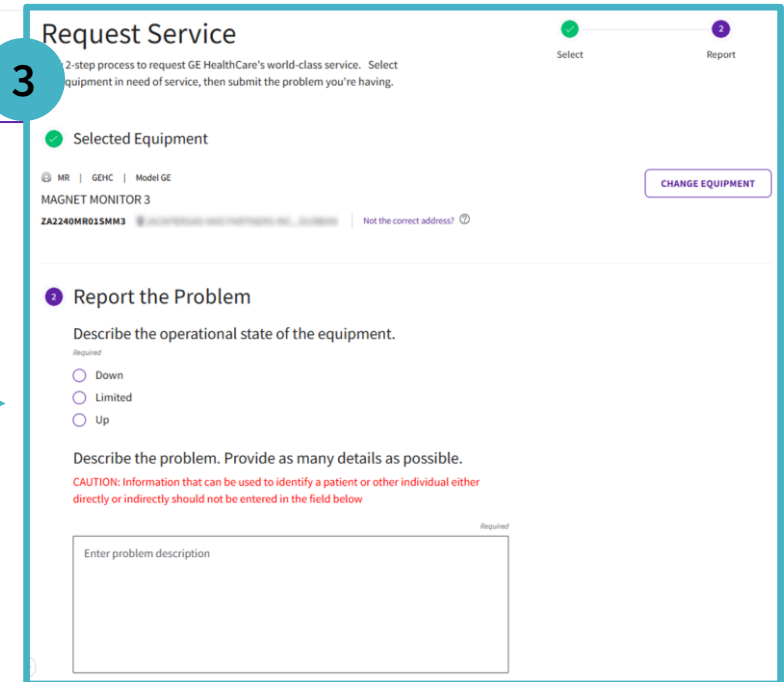
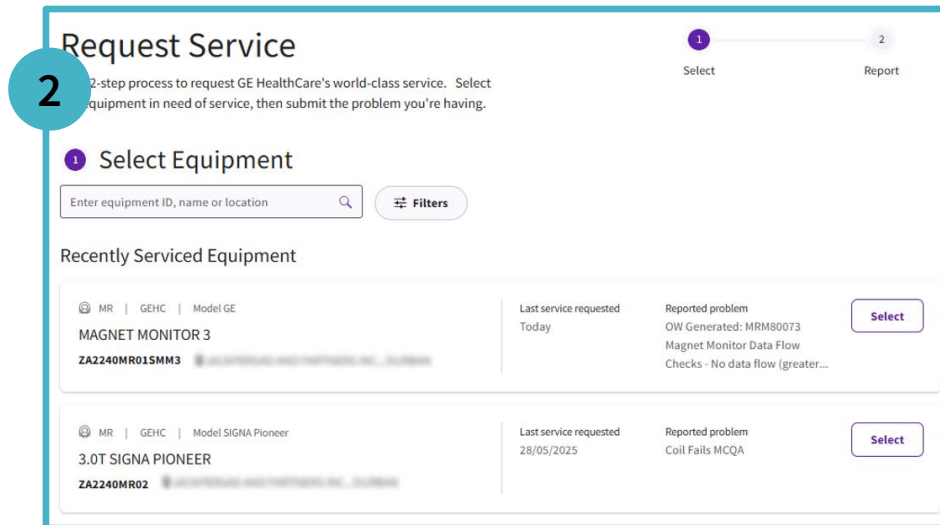
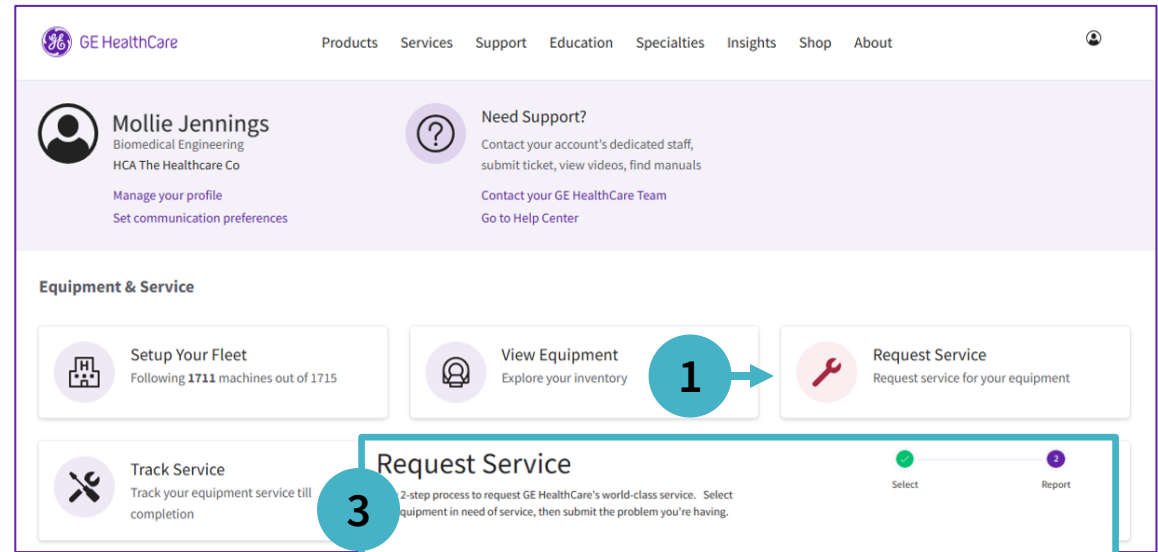
Equipment & Service

Request Service

Request Service

Request Service

1. From Account Home, click the **Request Service** button.
2. Select the equipment by ID, name or location.
3. Describe the problem and submit.
4. You will immediately see the incident number created with all details about the request.



Request Service by using Self-Service Portal without account

1



Welcome to the GE HealthCare Self-Service Portal

The unique point of access to manage your service



Let's troubleshoot.

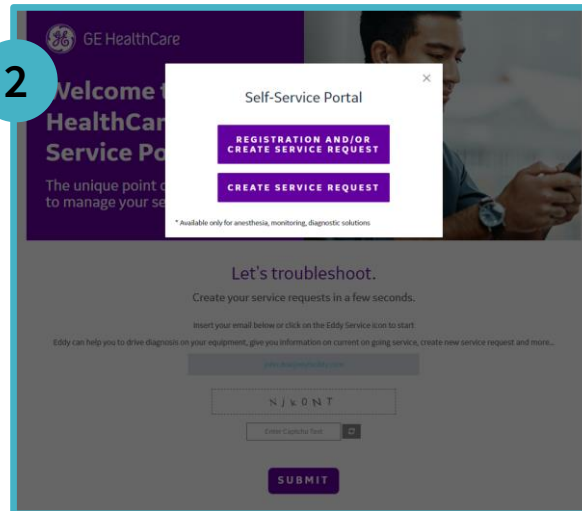
Create your service requests in a few seconds.

Please enter your email address

N T k 2 O D

Enter Captcha Text

2



3

The screenshot shows the registration form with the following fields and options:

- Name: John Doe
- Language: English (U.K.)
- Email: john.doe@myfacility.com
- Phone: 4885500648
- GE HealthCare Contact Name: (empty)
- Up: (dropdown menu)
- Checkbox: I agree that I'm the person in charge of handling this technical request and that I will include the technical person contact details of my hospital or clinic, in case I'm not.
- Checkbox: By checking this box, I agree to GE HealthCare's Terms & Conditions.
- Text: You have a right to withdraw your consent at any time, by clicking here. We may still continue to send you service-related and other non-promotional communications. For more information relating to our privacy practices, we invite you to review our Privacy Policy.
- Button: > SUBMIT REQUEST

How to request a service without account:

1. Go to the **GE HealthCare Self-Service Portal** at <https://gehealthcare.com/help>. Enter your email and click Submit.
2. Click **Create Service Request**.
3. Complete the form and click Submit Request.
4. You will see the incident number created, which you can use for further communication.

Equipment & Service

Track Service

Track Service | Corrective Maintenance

1. Go to **Track Unplanned Service**.
2. Monitor your corrective service requests with our comprehensive Service Tracker.
3. Click **Download Documents** for reports.

The screenshot shows the GE HealthCare user interface. At the top, the GE HealthCare logo and navigation menu (Products, Services, Support, Education, Specialties, Insights, Shop, About) are visible. Below the navigation is a user profile for Mollie Jennings, Biomedical Engineering at HCA The Healthcare Co, with options to manage profile and communication preferences. A 'Need Support?' section offers links to contact staff, the GE HealthCare team, or the help center.

The main content area is titled 'Equipment & Service' and contains four cards: 'Setup Your Fleet' (1711 machines), 'View' (partially visible), 'Track Service' (highlighted with a blue circle and arrow labeled '1'), and 'Track' (partially visible). The 'Track Service' card is the focus of the first step.

The 'Track Service' card opens a 'Service Tracker' modal window. This window has a search bar for equipment ID, name, location, or SR #, and buttons for 'Filters', 'Last 90 Days', 'Export', and 'Request Service'. It displays summary statistics: 5 Open Requests and 77 Completed Requests. The 'Open Requests' section shows 1 Request Received, 2 Engineer Assigned, and 2 Service In Progress. The 'Completed Requests' section shows 27 Service Complete and 50 Documents Available.

The 'Recent Activity' section for 'Today, June 6th' shows two events: 'Engineer Assigned - 38 mins ago' for XRG46 2 DETECTORS BJ (ZAI374RX04) and 'Documents Available - 2 hours ago' for DEF TEMPO 2D UHL (07893364). The 'Documents Available' event includes a 'Download' button, which is highlighted with a blue circle and arrow labeled '3'.

A second blue circle and arrow labeled '2' points to the 'Service Tracker' modal window itself, indicating the second step of the process.

Equipment & Service

Track Planned Service

Track Planned Service | Preventive Maintenance

1. Go to **Track Planned Service**.
2. Monitor your preventive service requests with our comprehensive Service Tracker.
3. Click **Download Documents** for reports.

The screenshot displays the GE HealthCare user interface. At the top, the navigation bar includes 'Products', 'Services', 'Support', 'Education', 'Specialties', 'Insights', 'Shop', and 'About'. The user profile for Mollie Jennings (Biomedical Engineering, HCA The Healthcare Co) is shown, along with a 'Need Support?' section. The 'Equipment & Service' section contains several tiles: 'Setup Your Fleet', 'View Equipment Inventory', 'Request Service', 'Track Planned Service', and 'View Reports'. A blue callout '1' points to the 'Track Planned Service' tile. A red callout '2' points to the 'Planned Service Tracker' section, which includes a search bar, filters, and a table of service requests. A red callout '3' points to the 'Download' button in the table.

Planned Service Tracker

Track your unplanned service requests from creation to completion over the last 90 days. For older service visit [Equipment](#)

Enter equipment ID, name, location or SR #

All Due/Overdue

Total | 15

Scheduled Jun 03	CT GEHC Model EVO REVOLUTION EVO 3.6B MID HINO ZA1017CT05	Planned Maintenance Planned Service set for 03/06/2025	<input type="button" value="Details"/>
Available May 30	X-ray Radiography GEHC Model XR646 XR646 2 DETECTORS BJ ZA1374RX03	Planned Maintenance Documents are now available for download	<input type="button" value="Details"/> <input type="button" value="Download"/>

Equipment & Service

Analytics & Insights

Analytics & Insights



Track Fleet Metrics

Realtime dashboard of your fleet



Analyze Service Performance

Review service requests by modality and asset, analyze time to closure.



Optimize Imaging Workflow

Analyze equipment exams, trends, benchmarking and idle time.



Export Raw Data

Export your equipment, service and contract data



Service Solutions

Setup a customized service contract for your equipment.

Analytics & Insights-Fleet Metrics

Equipment Status ⓘ →

Imaging

1

Down

Available **549**

Non-Imaging

11

Down

Available **3236**

Planned Maintenance ⓘ →

0

Yet to complete
this month

Overdue

Due next month

0

Completed this
month

3

0

Analytics & Insights-Fleet Metrics

Imaging Uptime ⓘ



November 2024 - October 2025

100%

Avg Contract Uptime

Above 98% **37**

95% to 98% **0**

Below 95% **0**

Time To Repair ⓘ

Aug 2025 - Oct 2025

Imaging

286 hours

Avg Time To Repair

● Within 24 hours **14**

● 24+ hours **8**

Non-Imaging

6.6 days

Avg Time To Repair

● Within 14 days **2**

● 14+ days **0**

Analytics & Insights-Fleet Metrics

Estimated Potential Downtime Reduction*



Aug 2025 - Oct 2025

0 hours

Saved

Connectivity



Equipment having connectivity information has been filtered out.

Analytics & Insights-Analyze Service Performance

Maintenance Reports

- Planned Maintenance Schedule
- Service Activity Summary
- Services Analysis Dashboard

Reports & Exports

MAINTENANCE REPORTS | UTILIZATION REPORT | EXPORT RAW DATA

Planned Maintenance Schedule

Completed, started, and scheduled service for your equipment fleet

[RUN REPORT >](#)

Service Performance Analysis

Service requests by equipment, including time to close analysis

[RUN REPORT >](#)

Service Activity Summary

Service activity trends by month for previous twelve months

[RUN REPORT >](#)

Services Analysis Dashboard

Analysis of key GE service metrics to support periodic reviews.

[RUN REPORT >](#)

Reporting - Planned Maintenance Report

Planned Maintenance data with interactive on-screen analytics for imaging systems

Cover | PM Planning | Disclaimer

Planned Maintenance by Equipment

Due/Scheduled: 30% (18) | Started: 2% (1) | Completed: 69% (42)

Mar 25 | Apr 25 | May 25 | Jun 25

Mod	Equipment ID	Modality
A EXPL G2	MR	ULTRASOUND
NA 3D 2.0	MR	MAMMOGRAPHY
	MR	RADIOGRAPHY
MD BW	CT	
D SL TUS	MR	
B MD HRND	CT	
D SL TUS	MR	
TRECTOR	RADIOGRAPHY	
TD HRND	CT	
EO-TOMO	MAMMOGRAPHY	

Reporting - Service Performance Analysis Report

Time to Close

Number of Requests

Service Request Detail

Facility	Modality	Equipment ID	SIR ID	Availability	Days to Close	Parts	Submission Date	Completion Date	Problem
	RADIOGRAPHY	ZAJ309021	13387108	Partial	224		2024-10-01	2025-05-13	The table is getting stuck
	MR	ZAJ3179URC	13881912	Down	62		2025-03-11	2025-05-12	The gantry is not coming
	CT	ZAD24ACT722	13791809	Up	5		2025-04-04	2025-04-09	System is not activating
	CT	ZAJ319C721	13639912	Up	28	1	2025-03-08	2025-04-03	Case linked to 13422291
	CT	ZAD24ACT722	13877482	Down	9	1	2025-05-12	2025-05-21	gantry encoder problem

Reporting - Business Dashboard Report

Inventory | Reliability | Service | Activity | Glossary

Reliability

Uptime of assets under contract or warranty

Contract: [Dropdown] | Assets meeting target of 95% | Uptime distribution: 15 meeting

2025-03-01 - 2025-05-31

Reliability of all assets: 100% meets target

Average: [Dropdown] | Partial or Down: [Dropdown]

Assets by city: [Bar chart]

Assets by modality: [Bar chart]

Reporting - Service Activity Summary Report

Service Activity Summary

Corrective

Planned

Install

FM

Facility

Facility 1	32
Facility 2	27
Facility 3	25
Facility 4	26
Facility 5	28
Facility 6	29
Facility 7	21
Facility 8	18
Facility 9	15
Facility 10	14
Facility 11	16

Modality

MR	311
CT	302
ULTRASOUND	87
MAMMOGRAPHY	54

Analytics & Insights-Utilisation Reports

Utilisation Reports

View and run reports for your imaging modality inventory.

Select equipment and click **Run Analysis**.

The screenshot shows the 'Reports & Exports' section of a software interface. It features three tabs: 'MAINTENANCE REPORTS', 'UTILIZATION REPORT' (which is selected), and 'EXPORT RAW DATA'. A blue banner states: 'These reports are limited currently to your Imaging modality inventory'. Below this is the 'Imaging Equipment Utilization' section, which includes a 'RECENT ANALYSIS SELECTION' area with three cards for 'US ULTRASOUND' (with buttons for 'Optimize Schedule', 'Analyze Exams', and 'Compare Equipment') and a 'MAKE NEW ANALYSIS SELECTION' area with filters for 'Last 90 Days', 'Location', and 'Equipment'. A table titled 'Equipment with Data: 1' lists one piece of equipment: 'LOGIQ Fortis HDU Console' (ID: ZAULS21335740). The table columns are 'Equipment', 'Total Exams' (515), 'Days With Data' (50), 'Avg Exam Duration' (16.9 min), and 'Raw Data'. A 'Run Analysis' button is located to the right of the table. A red circle with an exclamation mark and a red arrow points to this button.

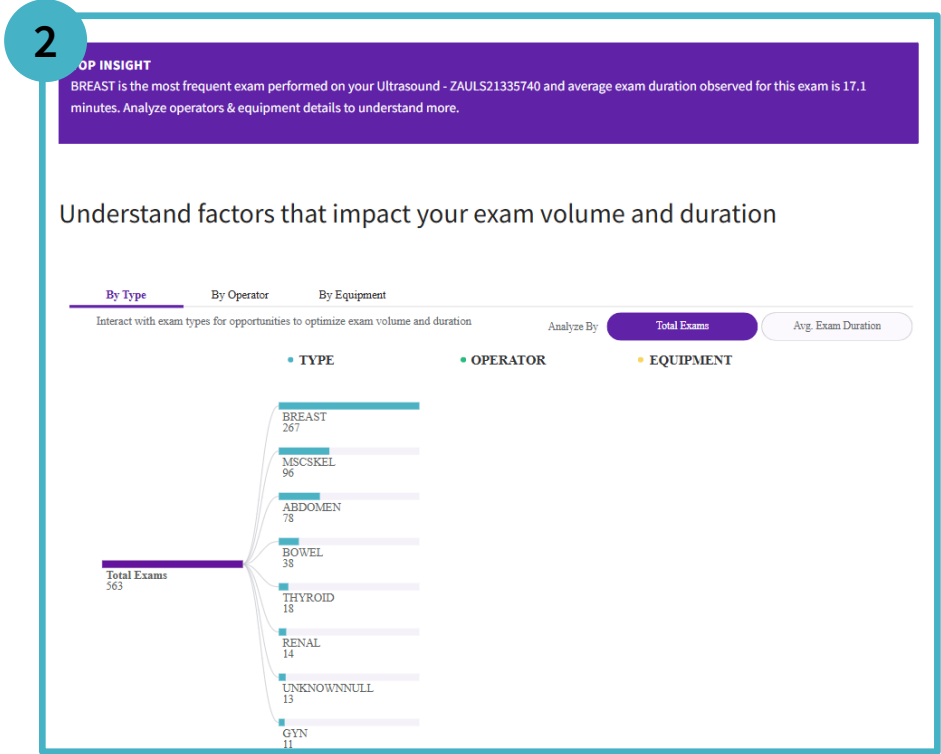
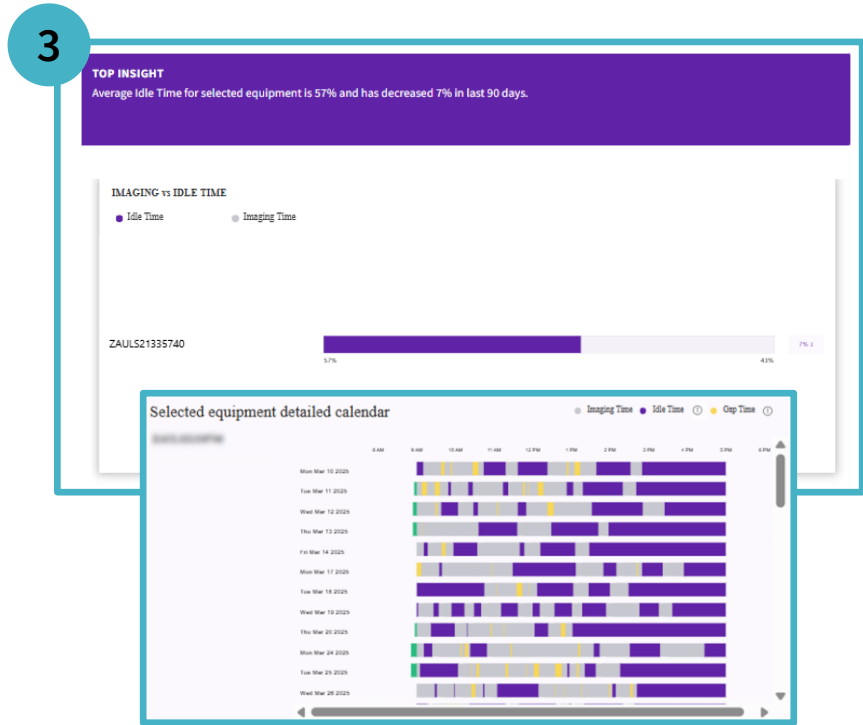
Equipment	Total Exams	Days With Data	Avg Exam Duration	Raw Data
LOGIQ Fortis HDU Console ZAULS21335740	515	50	16.9 min	Download

Analytics & Insights-Utilisation Reports

Utilisation Reports

Navigate through the tabs:

1. Compare Equipment
2. Analyse Exams
3. Optimise Schedule



Analytics & Insights-Export Raw data

Export Raw Data

1. Click **View Reports**.
2. Select the **Export Raw Data** tab.

You can export raw data for the following into .csv format:

- Equipment data
- Service history
- Contract entitlements

Available on desktop only

The screenshot displays the 'Reports & Exports' section of a software interface. At the top, there are three tabs: 'MAINTENANCE REPORTS', 'UTILIZATION REPORT', and 'EXPORT RAW DATA', with the latter being the active tab. Below the tabs, there are three main categories: 'Equipment', 'Service', and 'Contract'. Each category has a corresponding card with a download icon, a description, and an 'EXPORT' button. The 'Service' card also includes a 'Service Date Range' field with a date range of '08 Mar, 2025 → 06 Jun, 2025' and its own 'EXPORT' button.

Reports & Exports

MAINTENANCE REPORTS | UTILIZATION REPORT | **EXPORT RAW DATA**

Equipment

Export your equipment data

EXPORT

Service

Export equipment service history within the last three years

Service Date Range

08 Mar, 2025 → 06 Jun, 2025

EXPORT

Contract

Export all active equipment contract entitlements within the past three years

EXPORT

View Manuals

View Manuals and Documents

1. Click **View Manuals** to access manuals and documents for GE HealthCare products.
2. Using the search bar, enter product information to locate GE HealthCare manuals and documents.

The screenshot illustrates the process of viewing manuals and documents on the GE HealthCare website. It is divided into two main sections:

- Orders & Billing:** Contains a 'Pay Invoices' button and a 'View Manuals' button. A red circle with the number '1' and an arrow points to the 'View Manuals' button.
- Manuals & Documents:** Features a search bar with the placeholder text 'Enter product info'. A red circle with the number '2' and an arrow points to this search bar. Below the search bar, there are filters for 'All 14913', 'Service 4427', 'User/Operation 6895', 'Installation 2734', and 'Others 857'. Three manual entries are listed, each with a 'Download' and 'Copy Link' option:
 - LOGIQ e Basic Service Manual:** 5561650-100 | Service Manual | Rev-17 published March 31, 2025 | 51.66 MB | Ultrasound (UL) | UL LOGIQ e R8
 - LOGIQ He R1 Basic Service Manual:** 5955258-100 | Service Manual | Rev-2 published March 24, 2025 | 49.85 MB | Ultrasound (UL) | UL LOGIQ He
 - Voluson Performance 16_18 Basic Service Manual:** 5997771 | Service Manual | Rev-2 published March 23, 2025 | 68.65 MB | Ultrasound (UL) | UL VOLUSON Performance

View Manuals and Documents

Browse Documents by Modality & Product

By clicking **Browse Documents By Product** to the right of the search bar, you can narrow your search by:

1. Modality
2. Product

Once a **Modality** is selected, you can select which product(s) you need. **Apply** the change when you're done.

The image displays two screenshots of the 'Browse Documents By Product' interface. The top screenshot shows the 'Select Modality' dropdown menu with 'Ultrasound (UL)' selected, indicated by a blue circle with the number '1'. The bottom screenshot shows the 'Select Products' list with 'UL LOGIQ 3 PRO' selected, indicated by a blue circle with the number '2'. Arrows point from the 'Apply' button in the bottom screenshot to the 'Apply' button in the top screenshot.

Access Manuals

You can now **Download** or **Copy Link** to the manual(s).

The screenshot displays the GE HealthCare website's 'Manuals & Documents' section. At the top, there is a navigation bar with links for Products, Services, Support, Specialties, Insights, Shop, and About Us. Below this, the page title 'Manuals & Documents' is followed by a 'Support' icon and a 'Sign In as GE HealthCare Employee' link. A search bar labeled 'Enter product info' is present, along with a 'Browse by product' dropdown menu set to 'English'. A filter for 'UL LOGIQ 3 PRO' is active, with a 'Clear All' option. Below the filter, there are tabs for 'All', 'Service', 'User/Operation', 'Installation', and 'Others'. The 'Service' tab is selected and highlighted with a red box. A red circle with an exclamation mark points to a dropdown menu containing 'Download' and 'Copy Link' options. A red-bordered box highlights the manual title: 'GE HealthCare Common Service Information Ultrasound Systems Service Manual'.

Product Security

MyGEHealthCare Security

Security

Click **Check Cybersecurity Updates** to access patches and security resources for our products.

The screenshot displays the MyGEHealthCare Security portal. At the top, the GE HealthCare logo and navigation menu (Products, Services, Support, Education, Specialties, Insights, Shop, About) are visible. The user profile for Mollie Jennings (Biomedical Engineering, HCA The Healthcare Co) is shown, along with a 'Need Support?' section. Below this is the 'Equipment & Service' section with tiles for 'Setup Your Fleet', 'View Equipment', 'Request Service', 'Track Planned Service', and 'View Reports'. A red exclamation mark icon points to the 'Check Cybersecurity Updates' tile. A callout box provides a detailed view of the 'Product Security' section, featuring a 'Subscribe Now' button, tabs for 'Products & Patches', 'Security Notices', and 'Support', and a search bar. The product list includes 'Centricity Clinical Gateway (CCG) 20.2' with details on patch updates and a 'Recent Patch Update' badge.

Support

MyGEHealthCare Support

Access Support

1. Click **Go to Help Center**.
2. Click **Get Help**.
3. Complete the form and click **Send Message**.

The screenshot displays the MyGEHealthCare user interface. At the top, the navigation bar includes 'Products', 'Services', 'Support', 'Education', 'Specialties', 'Insights', 'Shop', and 'About'. The user profile for Mollie Jennings is visible, with a 'Go to Help Center' button highlighted by a red circle and arrow labeled '1'. Below this, the 'Equipment & Service' section contains 'View Equipment' and 'Request Service' options. A modal window titled 'Hi Mollie, how can we help?' is open, showing various support categories. A red circle and arrow labeled '2' points to the 'General Help' link at the bottom left of this modal. Another modal window titled 'General Help' is open, showing a text input field, an attachment area, and a 'Send Message' button, with a red circle and arrow labeled '3' pointing to the 'Send Message' button.



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