



Frequently Asked Questions

1. *When I log in, I get the error message: **Your login attempt was not successful.** Please try again.*
 - Be sure you typed in your complete email address (case sensitive)
 - For first time log ins, obtain the generic password from your sales rep, then follow the instructions to reset the password
 - If you have recently reset your password, be sure to use the new case sensitive password
 - Ask your sales rep to ensure if your current email address is in Bracco's customer database
2. *I forgot my password.*
 - In the blue login box, click on: **Forgot Password?**
 - Follow the instructions to reset your password
3. *I logged in successfully, but I get an error message when I click on any of the tabs.*
 - Scroll to the bottom of the page, check the acknowledgment box, and click **Continue**
4. *I logged in successfully, but I don't see any scanners in the drop down box.*
 - Select your favorite scanners to view the protocols: Click the **Accounts Management** tab and select your favorite scanners. Return to the **Protocols** tab, and select a scanner in the drop down box. Select the **Scanner, Body Region** and **Protocol**, and click **Get Protocol**
5. *I want to change/add/delete my favorite scanners.*
 - Go to the **Accounts Management** tab and use the arrows to select/de-select
6. *I selected the **Scanner, Body Region, and Protocol**, but I still don't see the protocol.*
 - Click **Get Protocol** to bring the protocol up (depending on your zoom setting, it may be necessary to scroll down to see the button)
7. *I selected the **Scanner, Body Region, and Protocol**, but only see the top of the protocol.*
 - Scroll down the page to view the entire protocol
8. *I selected the **Scanner, Body Region, and Protocol**, but I don't see the protocol I want.*
 - Although there are over 500 protocols available on the website, not every protocol is present. If you would like to see a protocol added on the next protocol update, please let your sales rep know
9. *I would like to download/print the protocol.*
 - a. Click on the **Download/Print** button under the **Get Protocol** button, then save or print