

# Intermountain Visage Radiology Viewer Client Installer & First Use Guide – Mac OS

Note: Viewing radiology images within the Visage Radiology Client requires specific access to be present on your Intermountain account. If you had previous access with the IMPAX/ResMD clients, your account has been provisioned for Visage. If you cannot login, please initiate a support ticket using the Affiliated Support Email [hco@intermountain.co.ihc.com](mailto:hco@intermountain.co.ihc.com) Accessing images via the Visage Client requires a Secure Connection e.g. Hardware, Firewall or Software VPN (SecureAccess).

1a. In addition to a secure connection, 2-Factor Authentication is also required for Visage Viewer login. If you don't have it on your account, go to the [Affiliated Support Services](#) site -> 2-Factor Auth / Portal / Email Resources and follow the Ping ID 2-Factor Auth Setup Guide.

1b. The Visage Client must be launched by opening the URL (below) in a web browser for 2-Factor Authentication. The Desktop Shortcut in step 2b can only open the default system browser to that URL, typically Safari. Visage can launch from Safari, but Chrome has proven to be more consistent. If you have issues with Visage launching in Safari and prefer to have it launch in Chrome, here are your options:

- Once installed ([Chrome download link](#)), you can set Chrome as the default system browser (as shown [here](#)) and the desktop shortcut will launch Visage in Chrome.
- If you prefer to not change the default browser to Chrome, you will have to add Visage as a Bookmark in Chrome using this URL:

<https://fssocaregiver.intermountain.net/idp/startSSO.ping?PartnerSpId=https%3A%2F%2Fih.cloud.visageimaging.com%2Fvslogin%2Fsaml>


NOTE: To launch Visage using this option, open/go to Chrome and select the Visage bookmark (because there is no desktop shortcut).

2a. At the [Affiliated Support Services](#) site under **Mac OS / iOS User Resources** go to **Option 5: Visage Radiology Viewer** then download and open the *Visage Client Installer* (link shown circled on the right). To install the client, you must drag **Visage 7** to the **Applications** folder, as illustrated below. If upgrading from the previous Visage version, select *Replace* in the dialog that follows:



## Option 5

### Visage Radiology Viewer Stand-alone client

Visage Client Installer 

Add a Visage Radiology Viewer Desktop Shortcut 

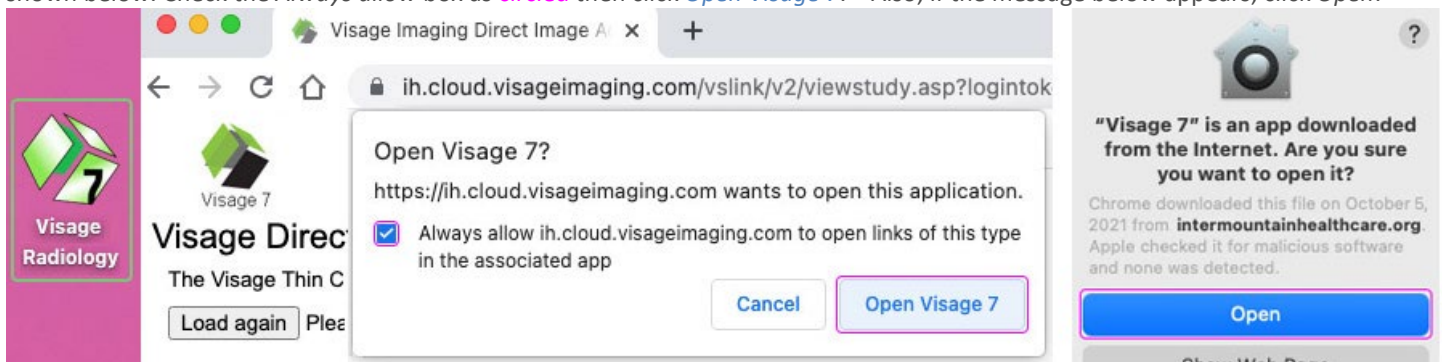
Visage Installation and First-Use Configuration Guide 

Visage Saving Patient Lists Guide 

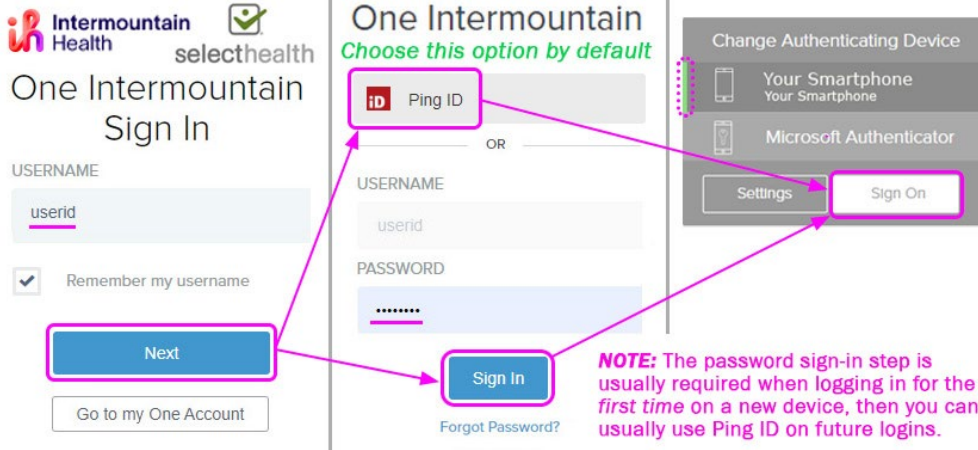
Visage Imaging YouTube Training Channel 

2b. For the desktop shortcut, click the download link (shown circled above) and open the .zip archive then drag it to the desktop. **IMPORTANT:** As covered in 1b, you must either use the desktop shortcut or the URL as a browser bookmark to successfully launch Visage.

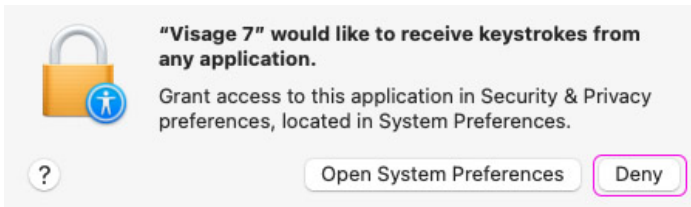
3. Assuring that your Secure Connection (Hardware/Firewall/SecureAccess) is in place/connected, double-click the *Visage Radiology* desktop shortcut OR open Chrome and use the Bookmark option covered in Step 1b. On first launch, you should see the message as shown below. Check the *Always allow* box as circled then click *Open Visage 7*. Also, if the message below appears, click *Open*.



4. Enter your Intermountain userid (username) and, *if this is your personal device*, check the *Remember my username* box then click *Next*. If this is your first time logging in on the device, enter your password then click *Sign In*. The *Ping ID* authentication window will appear where you will click *Sign On* again. Once you authenticate on your smartphone, it will log into Visage.



5. Once you successfully log into Visage 7, you may see the dialog below, related to features not required for View-Only. Click *Deny*.



6. When you see this screen, you have successfully launched the Visage Viewer:

