



Internal, Partners, Distributors

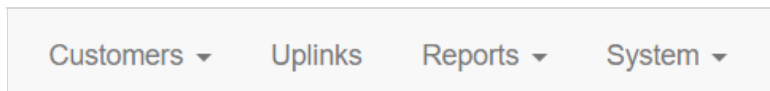
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This page is intended for Tricefy employees, partners and distributors.

Partner Portal

Trice Imaging has provided you with an application for signing up, tracking and managing customers (this application is known as "Manage" and the "Partner Portal").

The menu bar at the top of the page provides navigation to the following features:



Customers:

- View your customers and create new customers
 - Create/modify customer contracts
- View customer accounts and add new accounts
 - Invite new users to the account (and from there, they can invite new members using the Tricefy interface)

 [Learn more about managing your customers](#)

 [Learn more about managing accounts](#)

Uplinks:

- View all active and inactive [Uplinks](#) and their respective [IP address and port numbers](#)
 - The Uplink IP and Port numbers must be entered into the customer's imaging system

 [Learn more about Uplink configuration](#)

 [Learn more about setting up an imaging system](#)

Reports:

- View and/or export a business report (showing the number of customers, traffic and other business-related statistics)
- View and/or export a study report (showing the number and sizes of the studies sent by customers)

System:

- View the Trice Log of time-stamped activity, such as when your customers logged into Tricefy, sent or exported studies
 - This information is helpful for troubleshooting Level 1 technical support issues

 Learn more troubleshooting steps at www.tricefy.help/help/support

- View your staff and enable two-factor authentication

 [Download Two-Factor Authentication Instructions](#)

Regulatory Compliance



Tricefy is a US Class 1 medical device and certified to ISO 13485:2003 (upgrading to 2016). This certification guarantees product conformity to our customers. Per ISO 13485:2016 Section 4.1.5, *"When the organization chooses to outsource any process that affects product conformity to requirements, it shall monitor and ensure control over such processes."*

Marketing Materials

Please use approved marketing materials. If translation is required, use an ISO-certified translator or complete the translation verification form:

 [Download the Translation Verification Form](#)

Return completed forms to your sales representative.

Refer to the Trice Brand book when making any modifications to materials. Refer to your contract for additional information regarding modification of documentation.

 [Download the Trice Brand Book / Style Guide](#)

Installation

Customers should use the Getting Started screen for setting up their systems:

 [Getting Started screen instructions](#)

Support, Complaints, and Feedback

Level One support is provided by the Distributor. Any complaints regarding Tricefy, including bugs, must be reported within **48 hours** to support@triceimaging.com. Include the customer, their operating system, a summary of their experience, any troubleshooting steps attempted to correct the issue and any applicable screenshots or error messages.

Feedback, such as feature requests or enhancement suggestions, should be submitted in the **Have Feedback** field below. Your sales manager may contact you regarding feedback to receive more information. Your feedback will be used for product improvement.

Training

Trice imaging provides our partners with routine training, including additional training upon the release of new features.

All training is documented in accordance with ISO 13485:2016(E) Section 6.2(e). Your trainer will request that you complete a training form to confirm you received adequate and sufficient training.

 [Download the Distributor Training Form](#)

Completed training forms can be submitted directly to your trainer or returned to your sales representative.

Communication

Stay up-to-date on all bug fixes, backend improvements, product enhancements and new functionality by subscribing to our Status Page:

<https://trice.statuscast.com/#/>

Select the **Subscribe to Trice** button at the top of the screen to receive notifications of our weekly releases to your email or phone. This will also notify of you of any service outage or problems with the system.

If there are changes on your side that affect your sales, support, or installation processes, communicate these changes to your Sales Manager. Likewise, any changes to our processes will be communicated to you and additional training will be provided, as appropriate.
