



# NIH Clinical Center Imaging Access & Sharing *via* Nuance PowerShare

The National Institutes of Health (NIH) Clinical Center provides patients with secure, electronic access to medical images *through Nuance PowerShare*. This allows you to view, download, and share radiology images (such as CT, MRI, and X-ray studies) without waiting for a CD.

This guide will walk you through how to create an account, access your images, and securely share them with your healthcare providers.

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## START HERE (OVERVIEW & REQUIREMENTS)

To support different levels of assistance, this guide is designed for both self-service users and patients who may receive help from the Health Information Management Division (HIMD) team during setup. If you are completing your PowerShare setup independently, follow the steps in sequence. If you are working with HIMD, staff can guide you through each step of the process.

Account creation can be completed independently by the patient or with assistance from the HIMD, depending on preference or support needs.

### What You Need Before You Begin (Access Requirements)

To use Nuance PowerShare at the NIH Clinical Center, you must first complete the required authorization process:

- Complete the **Authorization for Electronic Image Access** form: <https://www.cc.nih.gov/dcri/medical-record-request>.
- Authorization is valid for **1 year** from the date of signature.
- Authorization must be **renewed annually** to maintain access.

### Quick Overview: What You Can Do in PowerShare

With your NIH Clinical Center PowerShare account, you can:

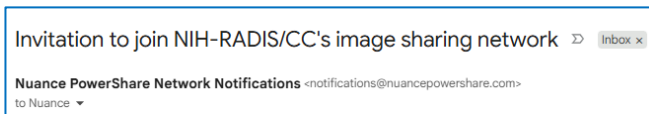
- View medical imaging studies in your online PowerShare account (CT, MRI, X-ray, etc.)
- Request imaging from NIH Clinical Center
- Receive secure notifications when images are available
- Save images to your personal account
- Share images with outside healthcare providers

## GETTING ACCESS

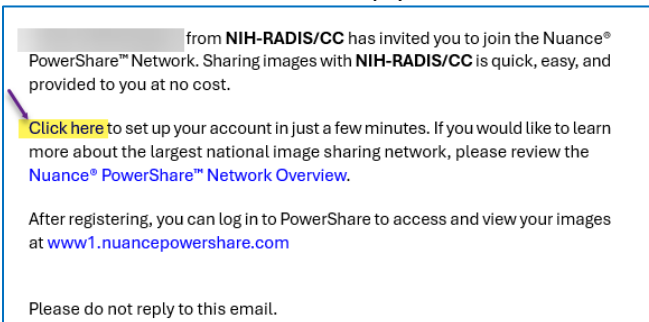
### Create Your Account

#### 1. Check your email

- a. After your consent is received, HIMD will send you an email invitation from Nuance PowerShare Network Notifications to **join the “NIH-RADIS/CC” image sharing network.**

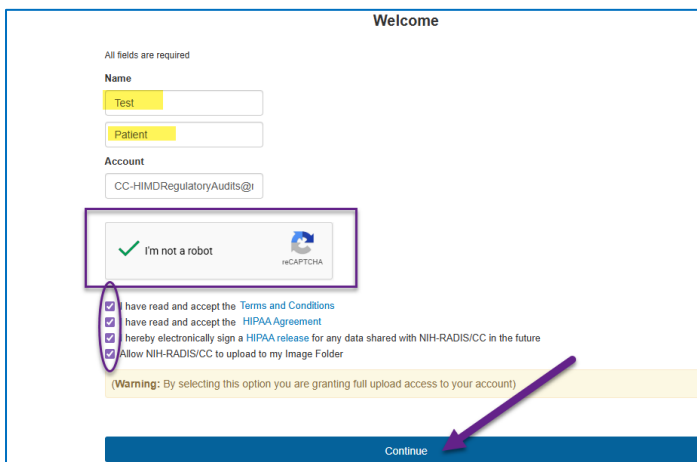


- b. Click on **“Click Here”** to set up your account to take you to the Nuance Account set up page

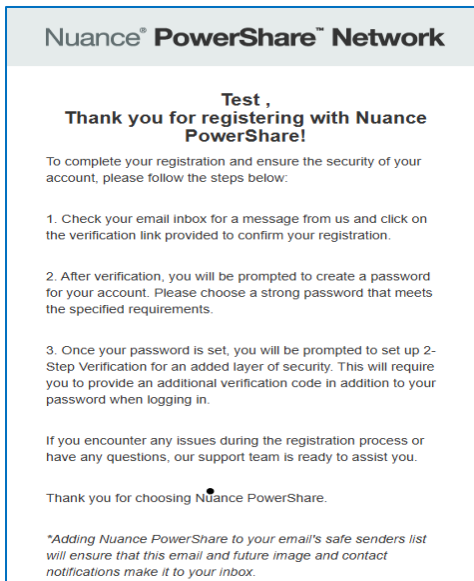


#### 2. Enter basic information

- a. On the account setup page, your email address will already appear as your username. **Enter your first and last name**
- b. Check the box that says **“I’m not a robot”**
- c. Select all required boxes
- d. Click **Continue**

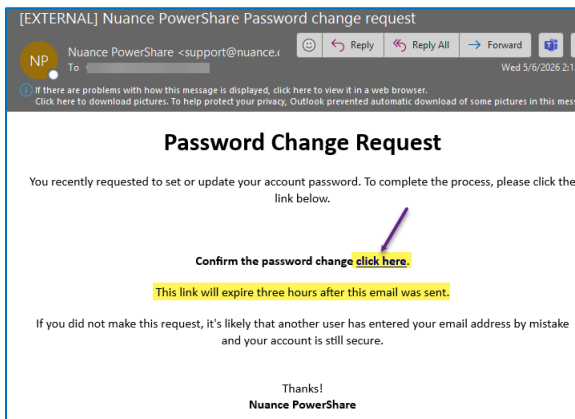
A screenshot of the Nuance PowerShare account setup page titled "Welcome". It says "All fields are required". There are input fields for "Name" (containing "Test"), "Patient" (containing "Patient"), and "Account" (containing "CC-HIMDRRegulatoryAudits@r"). Below these is a purple-bordered box containing a green checkmark and the text "I'm not a robot" next to a CAPTCHA icon. Underneath are four checked checkboxes: "I have read and accept the Terms and Conditions", "I have read and accept the HIPAA Agreement", "I hereby electronically sign a HIPAA release for any data shared with NIH-RADIS/CC in the future", and "Allow NIH-RADIS/CC to upload to my Image Folder". A yellow warning box says "(Warning: By selecting this option you are granting full upload access to your account)". At the bottom is a blue "Continue" button with a purple arrow pointing to it.

- e. After clicking Continue, a confirmation message will appear. Return to your email inbox to complete your account registration.

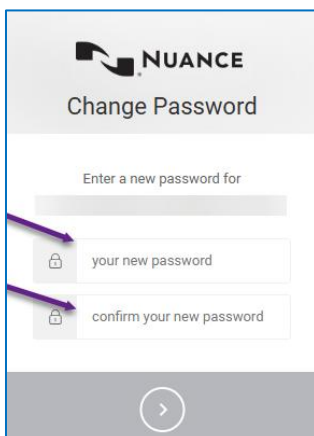


### 3. Create your password

- a. Return to your email inbox and look for a new email titled **“Nuance PowerShare Password Change Request.”**
- b. Click the **“Click Here”** in that email

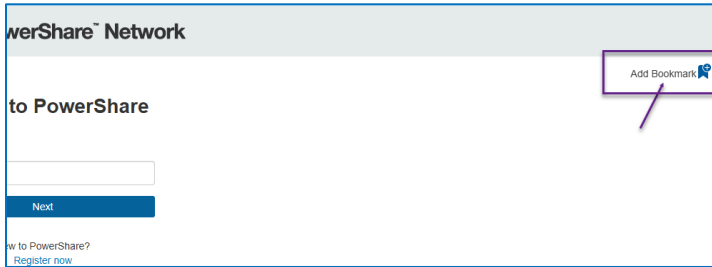


- c. Enter a new password
- d. Enter the same password again to confirm
- e. Click the **arrow (or submit button)**



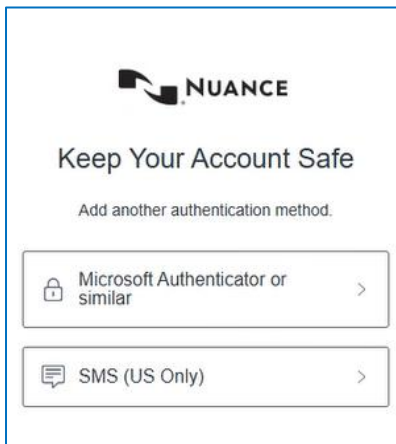
#### 4. Finish setup

- a. You will see a message that your password has been set
  - b. You will be automatically taken to the PowerShare Login page, [www1.nuancepowershare.com](http://www1.nuancepowershare.com)
- [OPTIONAL] Save the Log in page: to make it easier to return later, add the log in page to your bookmarks or favorites:*

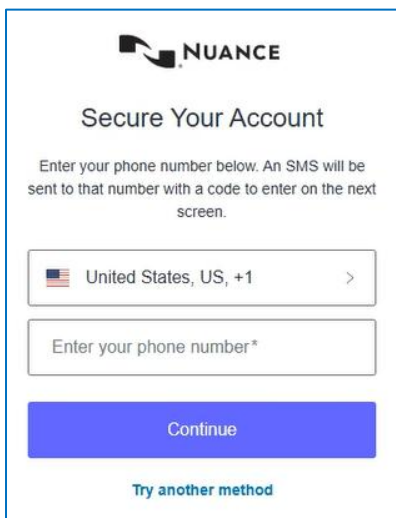


#### 5. Complete two-factor authentication

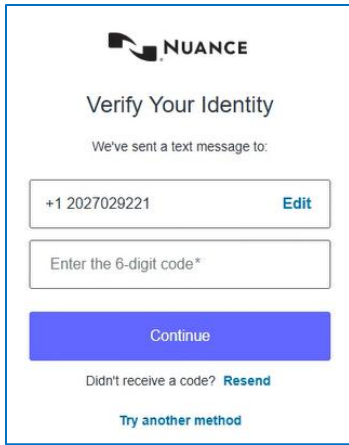
For added security, PowerShare uses two-factor authentication to verify your identity the first time you log in:



- a. Select **SMS (U.S. phone numbers only)** as your authentication method.
- b. Enter your mobile phone number and click **Continue**.



- c. Enter the 6-digit verification code sent to your phone, then click **Continue**.



**NUANCE**

Verify Your Identity

We've sent a text message to:

+1 2027029221 [Edit](#)

Enter the 6-digit code\*

[Continue](#)

Didn't receive a code? [Resend](#)

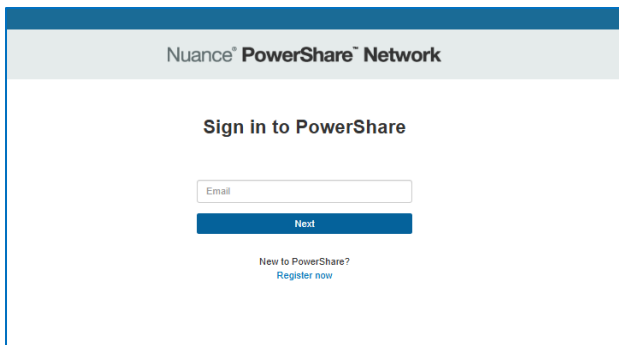
[Try another method](#)

✔ You're All Set

*Your account is now ready to use. You can log in anytime to view or request your images.*

## Log In to PowerShare

1. Enter your email address
2. Click "Next"



Nuance® PowerShare™ Network

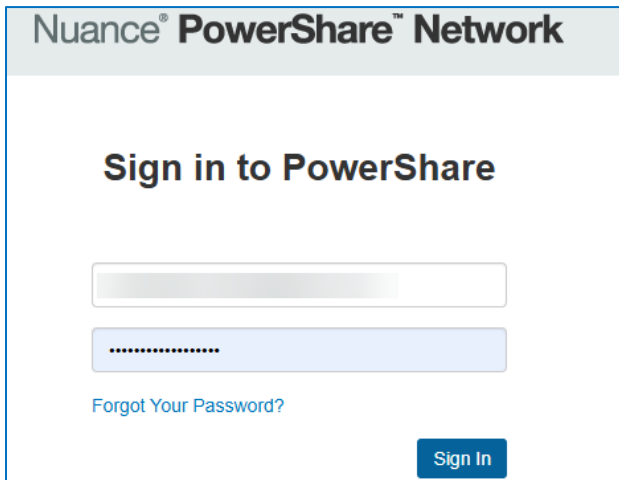
Sign in to PowerShare

Email

[Next](#)

New to PowerShare?  
[Register now](#)

3. Enter the password created and click "Sign In"



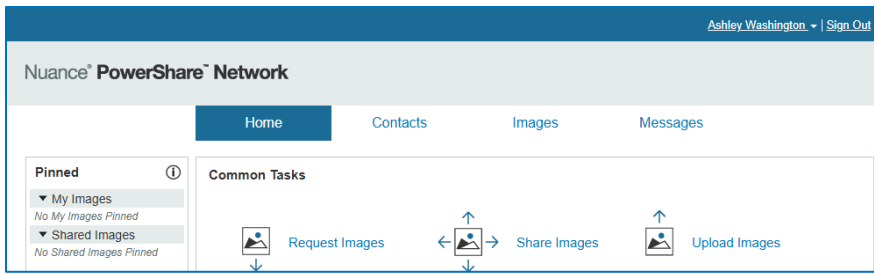
Nuance® PowerShare™ Network

Sign in to PowerShare

[Forgot Your Password?](#)

[Sign In](#)

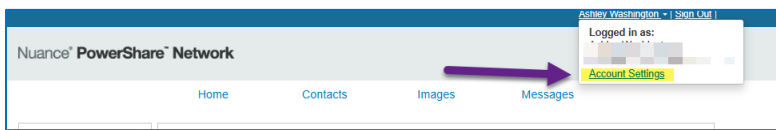
4. Once logged in, you will be on the **Nuance PowerShare Home Page**



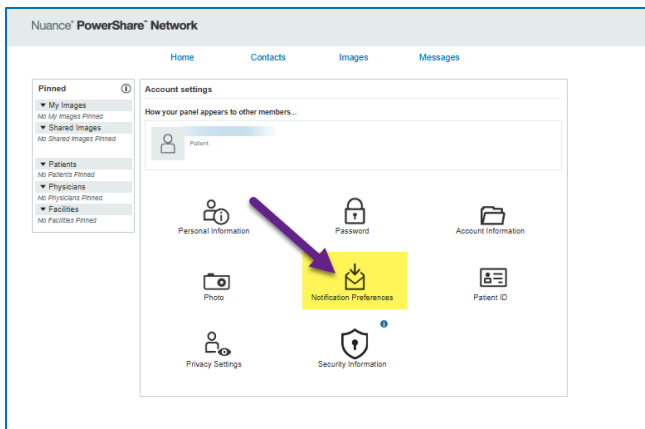
## Set up Email Notifications

To ensure you receive notifications when images are sent to your account, it is important to first set up email notifications.

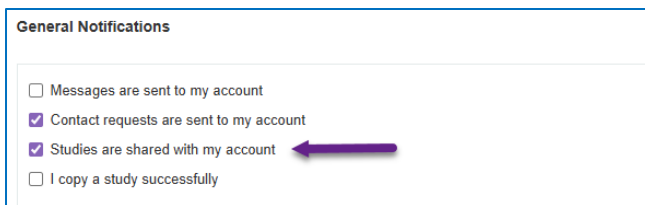
1. In the upper right-hand corner, hover your mouse over your name
2. Click on **“Account Settings”**



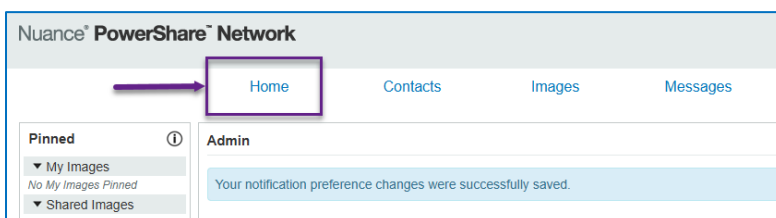
3. Click on **“Notification Preferences”**



4. Check the box next to **“Studies are shared with my account”**



5. Click **“Save”** button and click on **“Home”** tab to return to Homepage (*Tip! Be sure to check your spam/junk folder and add Nuance to safe senders list within your email client*)



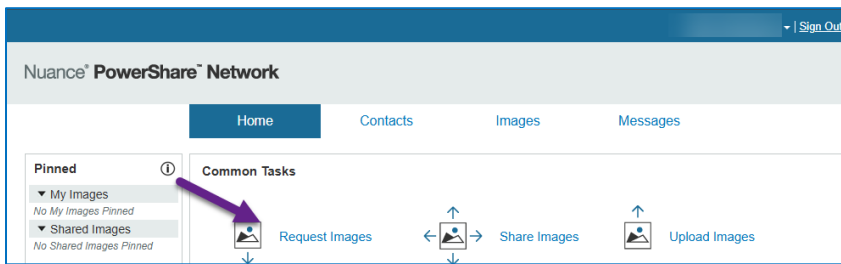
Questions or assistance with Nuance PowerShare or NIH-RADIS/CC image requests?

Contact the HIMD Team: 📞 1-888-790-2133, 🕒 Monday through Friday, 7:00 AM-5:00 PM

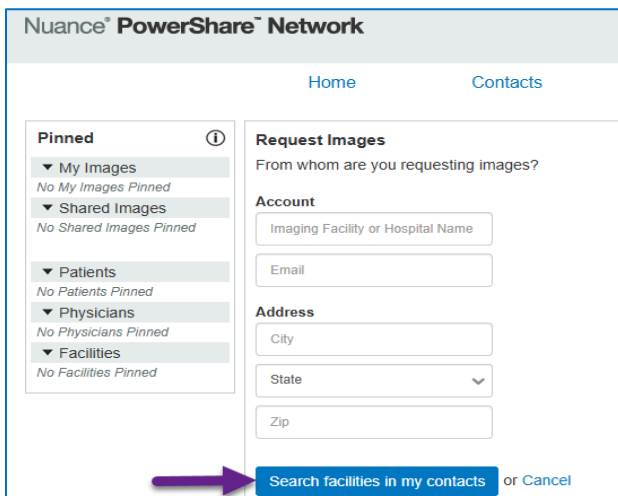
## WORKING WITH IMAGES

### Request Images from NIH Clinical Center (NIH-RADIS/CC)

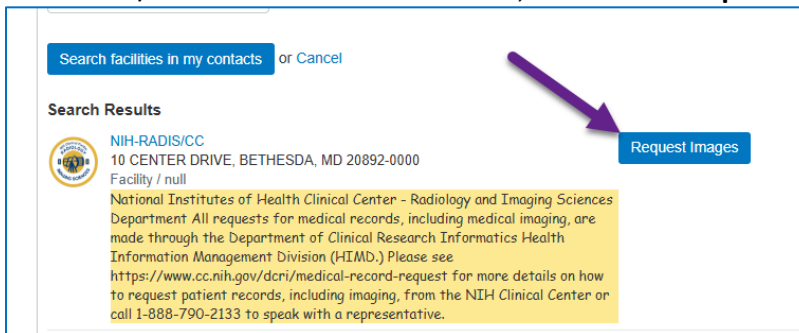
1. On the Home tab, click **“Request Images”**



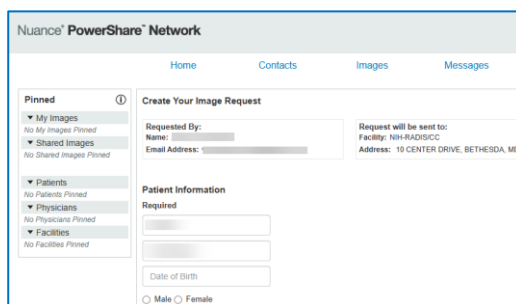
2. Click on **“Search facilities in my contacts”**



- a. NIH-RADIS/CC should show as a contact, then click **“Request Images”**



3. A **“Create your Image Request”** form will appear



4. Enter your **date of birth and gender** in the required fields, then click **“Next”**

**Patient Information**  
Required

[Redacted]

[Redacted]

Date of Birth

Male  Female

**Address Information**  
Optional

Phone

Address1

Address2

City

State

Zip

**Next** or **Cancel**

5. Describe the images you are requesting:

a. Select a priority level:

- Routine (standard processing)
- Urgent (time-sensitive requests)
- STAT (critical needs required expedited handling)

(Note: Most image requests are completed within approximately 1-2 business days. If your request is urgent or time-sensitive, please contact HIMD for assistance.)

b. In the description box, briefly explain what images you are requesting (Example: CT scan from March 2025)

6. Click “Send Request”

**Create Your Image Request**

To help identify your images, please fill out the additional information.

Requested By: [Redacted]      Request will be sent to  
 Name: [Redacted]      Facility: NIH-RADIS/CC  
 Email Address: [Redacted]      Address: 10 CENTER DRIVE, BETHESDA, MD

**Patient Information**

Sex: F  
 Address1:  
 Address2:  
 City:  
 State:  
 Zip:  
 Phone:

**Change Patient Info**

**Image Information**

ROUTINE

**Optional**

Image Date

Physician

Modality

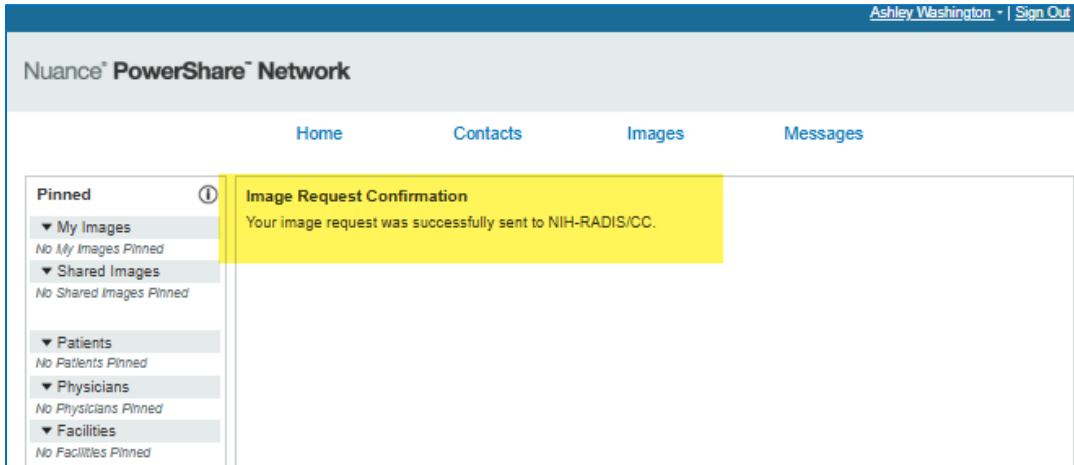
Body Part

All Images from 2024-2025

\* Special characters less than ("<") and greater than (">") will be removed from the description automatically.

**Send Request** or **Cancel**

7. You will see a confirmation message that your request was sent



## What Happens Next?

Most requests are completed within 1-2 business days. You will receive an email when your images are ready (remember to turn on notifications - see page 6).

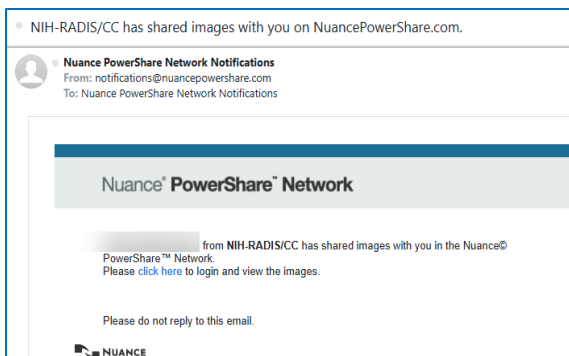
**Note:** A new imaging request must be submitted for each individual imaging study performed at the NIH Clinical Center. Imaging is not automatically shared after each visit or appointment. If you would like access to images from additional visits or future studies, you will need to submit a separate request each time.

If you are unsure whether a request has already been submitted, please contact the Health Information Management Division (HIMD) for assistance.

## View Shared Images

### 1. Watch for an email notification

- a. You will receive an email notification when your images are ready with a link to access them
- b. Log in to PowerShare ([www1.nuancepowershare.com](http://www1.nuancepowershare.com)) using your email and password

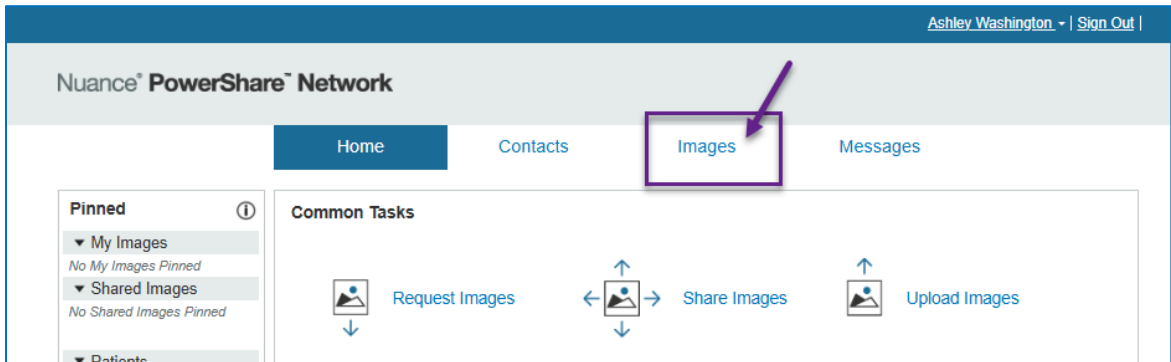


Questions or assistance with Nuance PowerShare or NIH-RADIS/CC image requests?

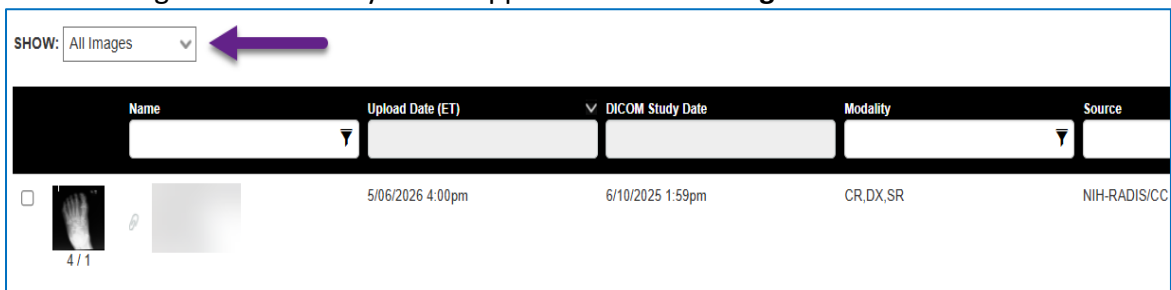
Contact the HIMD Team: ☎ 1-888-790-2133, 🕒 Monday through Friday, 7:00 AM-5:00 PM

## 2. Open your images

- a. Once logged in, click on the “Images” Tab

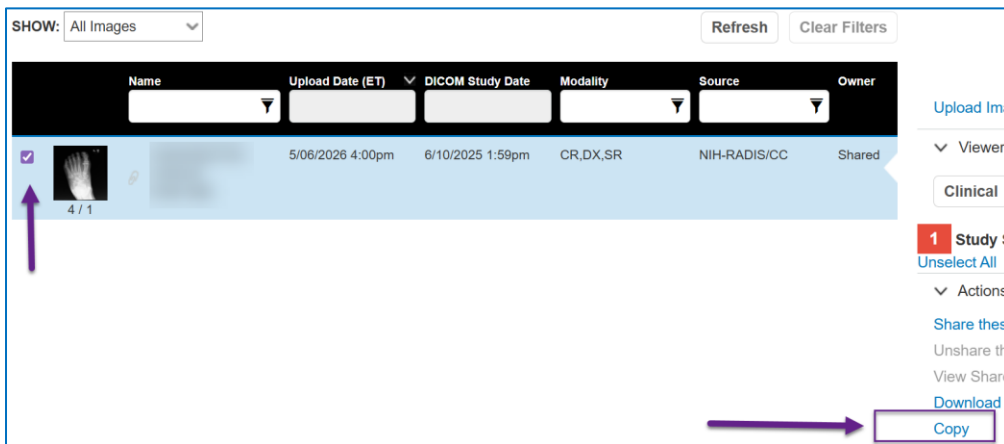


- b. A list of images shared with you will appear under “All images”



## 3. Save Your Images

- a. To retain permanent access to your images, **select the image(s)**, then click “Copy”

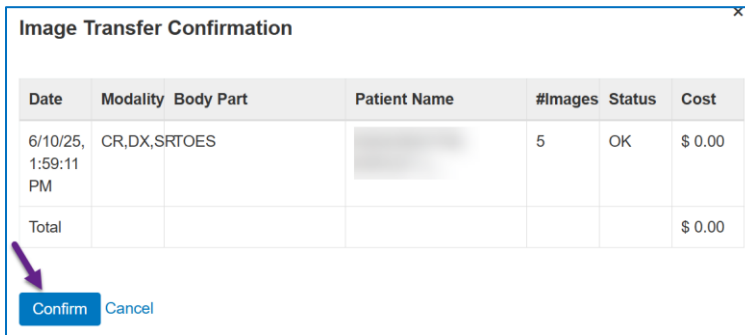


### ⚠ Important: Required to Retain Your Images

Images are only temporarily available for 45 days when shared. You must copy them into your account to retain permanent access for future use, including viewing, sharing with providers, or keeping personal records.

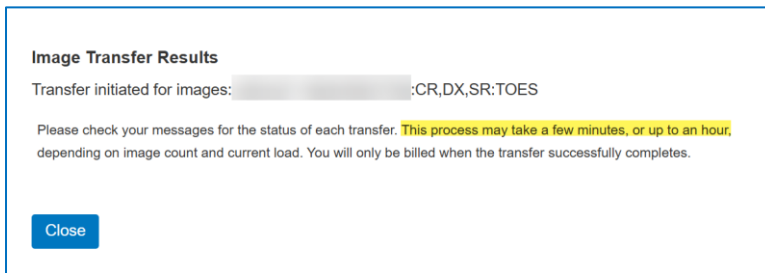
#### 4. Confirm the copy

- a. An “Image Transfer Confirmation” box will appear
- b. Review the selected images and click “Confirm”



#### 5. Finish

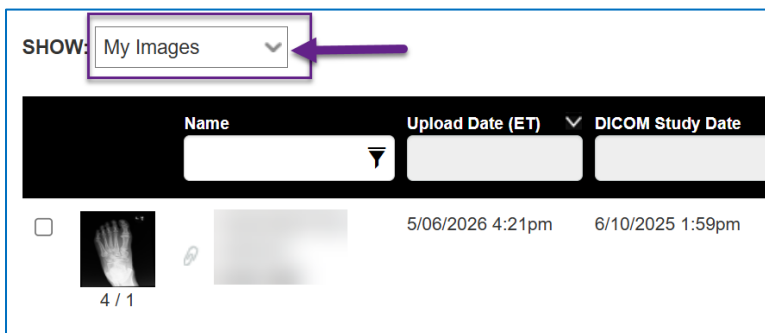
- a. An “Image Transfer Result” box will appear when the copy is complete
- b. Click “Close”



## A Note About Billing

You may see a message about billing during this process. You will not be charged. Your account is free through NIH Clinical Center.

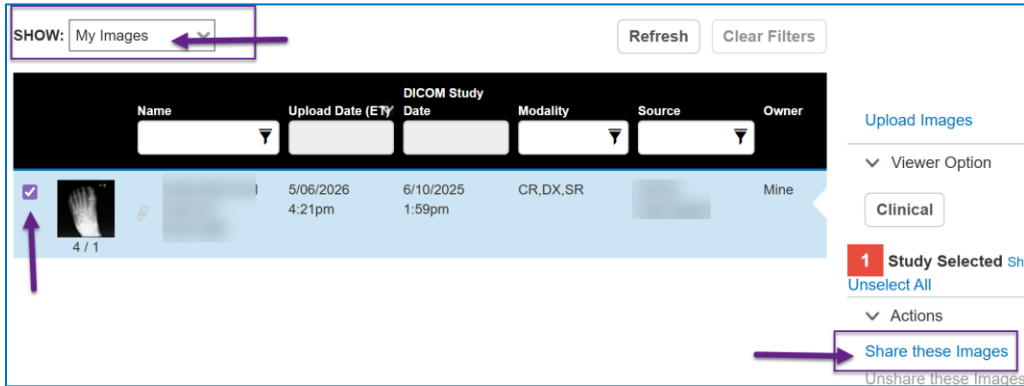
#### 6. Images that you have “Copied” are saved to your account and will appear under “My Images”



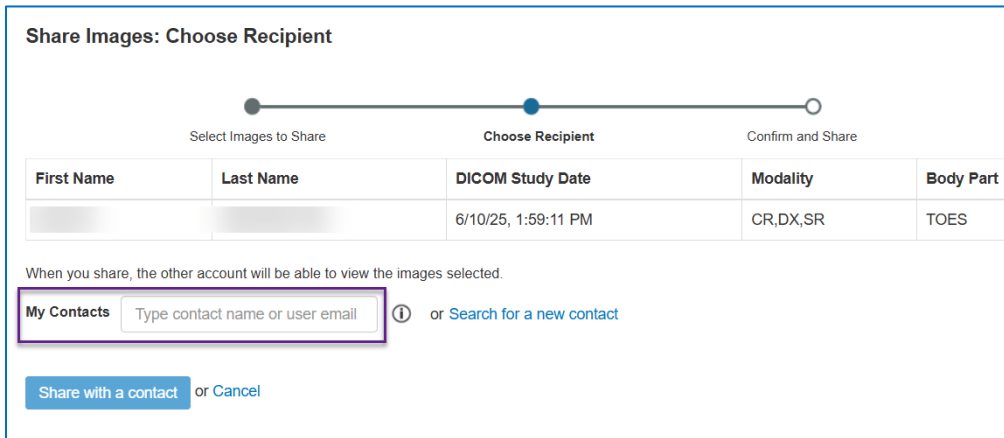
## SHARING IMAGES

### Share Images with a Doctor or Outside Facility

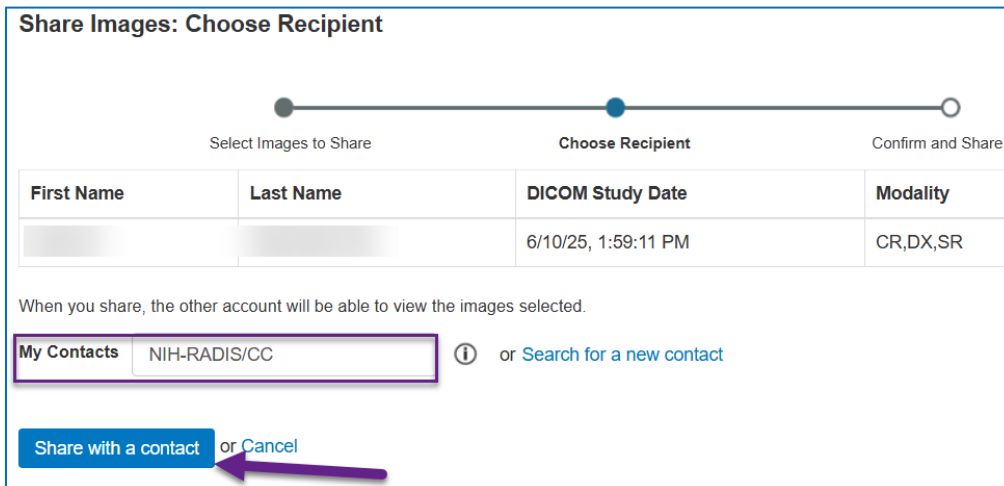
1. Go to your saved images and click **“My Images”**
2. Select the images you want to share by checking the boxes next to them
3. Click **“Share These Images”**



4. A **“Share Images: Choose Recipient”** box will open



5. Type the name of your doctor, hospital, or clinic, or enter their email address, then click **“Share with a contact”**



Questions or assistance with Nuance PowerShare or NIH-RADIS/CC image requests?

Contact the HIMD Team: ☎ 1-888-790-2133, 🕒 Monday through Friday, 7:00 AM-5:00 PM

6. Review and send the request:
  - a. Review your selection on the **“Sharing Images”** window
  - b. Check the HIPAA Release acknowledgement box
  - c. Click **“Share”**

**Sharing Images**

Review the details below, select the appropriate check boxes and click the Share button to share your images.

The following image(s) are being shared with **Ashley Washington**

First Name	Last Name	DICOM Study Date	Modality	Body Part
[Redacted]	[Redacted]	6/10/25, 1:59:11 PM	CR,DX,SR	TOES

By checking this box, I hereby electronically sign the online [HIPAA Release](#) for the data being shared in this transaction.

Allow contact to make a copy of images shared with them

or

7. A message will appear showing the status of your shared images

**Sharing Images**

Status	First Name	Last Name	DICOM Study Date	Mod	Body Part
Images successfully shared.	[Redacted]	[Redacted]	6/10/25, 1:59:11 PM	CR,DX,SR	TOES

**✔ What Happens Next?**

*The person or facility you selected will receive access to your images. You may want to contact them to confirm they received everything*

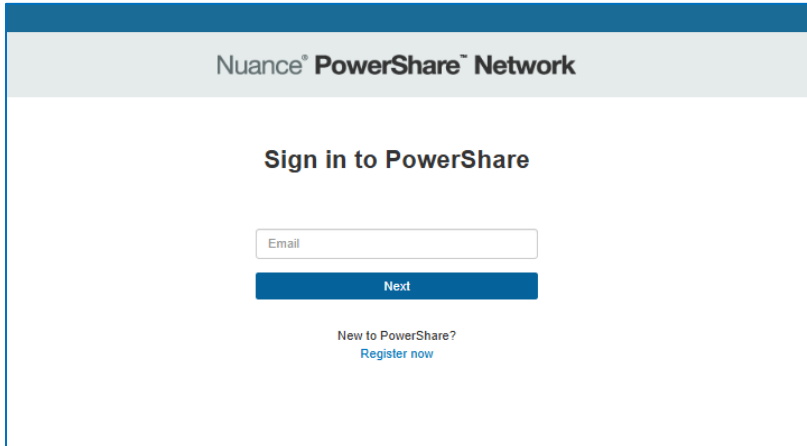
**Tips for Successful Sharing**

- If you are not sure what information to enter, contact your doctor’s office first to ask:
  - Which email or facility name to use
  - Whether they accept images through PowerShare

### Reset Your Password

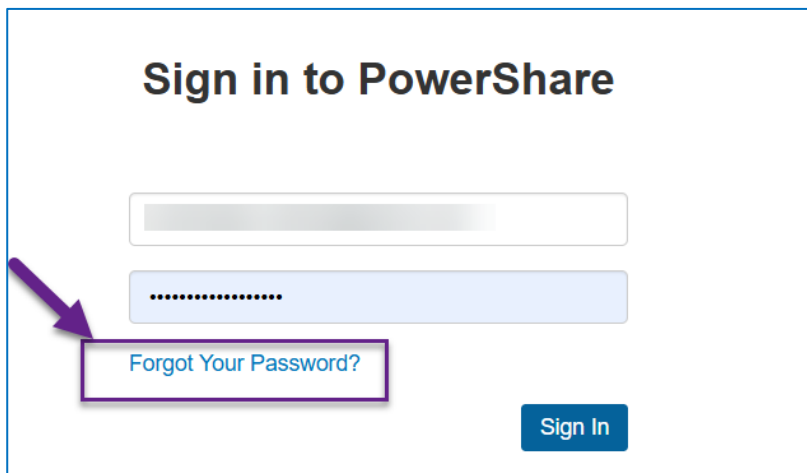
If you forgot your password, follow the steps below to reset it:

1. Enter your email on the login screen and click **“Next”**



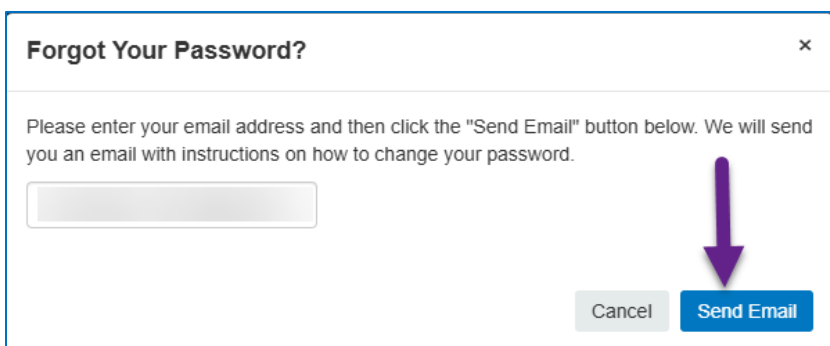
The screenshot shows the Nuance PowerShare Network login page. At the top, it says "Nuance PowerShare Network". Below that, the heading is "Sign in to PowerShare". There is an input field labeled "Email" and a blue button labeled "Next". At the bottom, there is a link that says "New to PowerShare? Register now".

2. Click **“Forgot Your Password”** as shown below



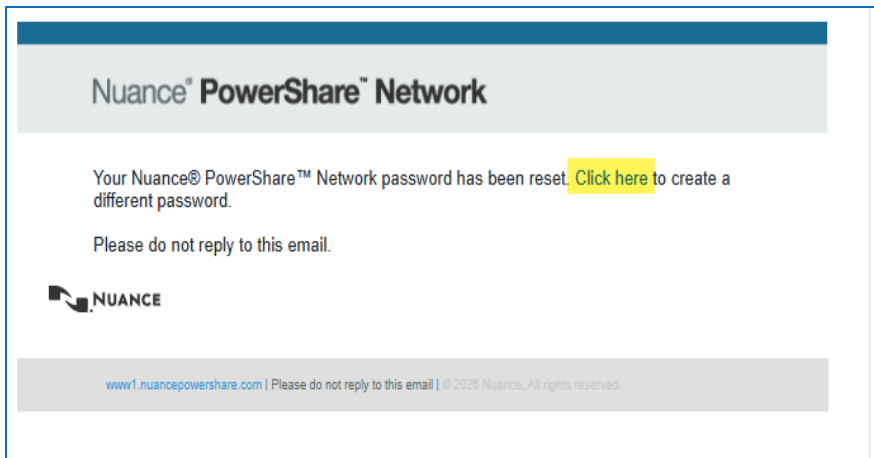
The screenshot shows the Nuance PowerShare Network login page. The heading is "Sign in to PowerShare". There are two input fields: one for "Email" and one for "Password". Below the password field, there is a link labeled "Forgot Your Password?". A purple arrow points to this link, and a purple box highlights it. There is also a blue button labeled "Sign In".

3. Click **“Send Email”**



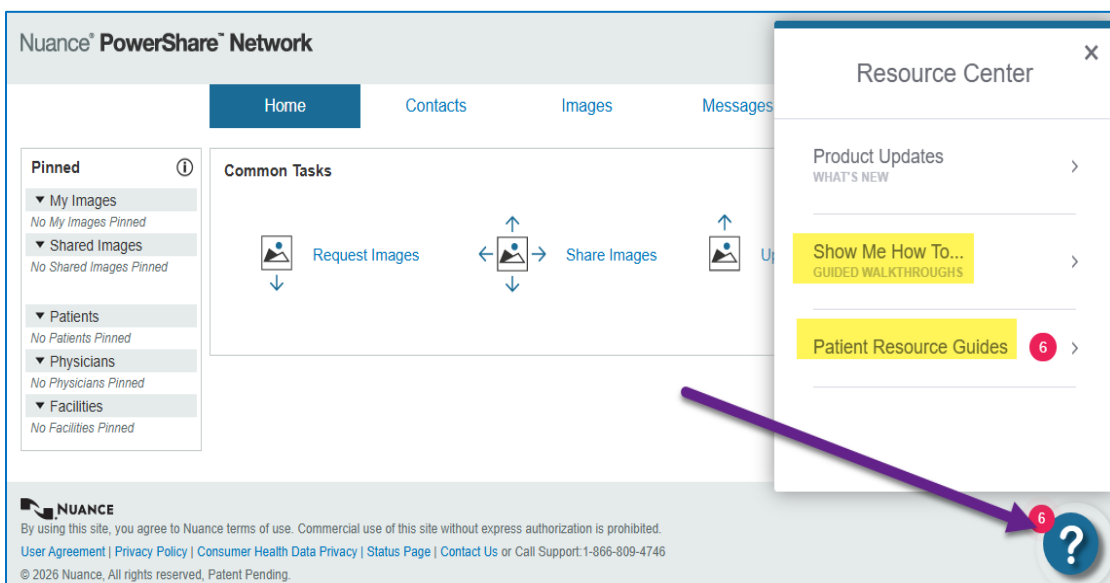
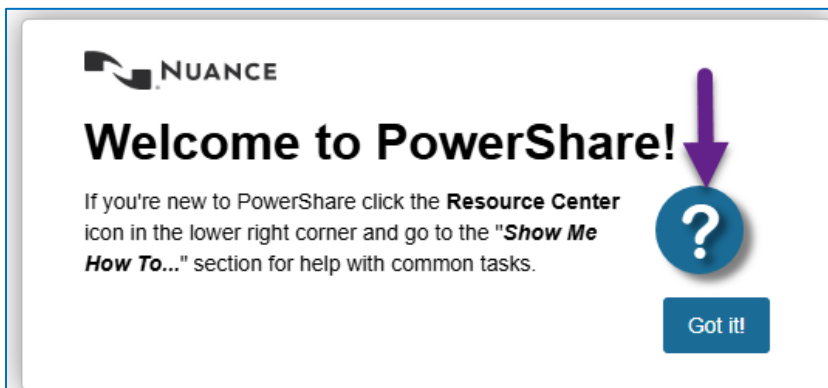
The screenshot shows a dialog box titled "Forgot Your Password?". It contains the text: "Please enter your email address and then click the 'Send Email' button below. We will send you an email with instructions on how to change your password." There is an input field for the email address. At the bottom, there are two buttons: "Cancel" and "Send Email". A purple arrow points to the "Send Email" button.

4. You will receive an email notification from Nuance PowerShare Network; click the link in the email to create a new password



## Help Desk Contact Information

There is an internal Nuance PowerShare resource guide available directly from the application home screen. You can access it at any time by selecting the **Question Mark (?) icon**, which provides on-demand help, instructions, and system guidance for common tasks and troubleshooting within the platform.



If you have questions or need assistance with submitting image requests to NIH-RADIS/CC, Please refer to the contact information in the footer at the bottom of each page of this resource for assistance.

### Questions or assistance with Nuance PowerShare or NIH-RADIS/CC image requests?

Contact the HIMD Team: 📞 1-888-790-2133, 🕒 Monday through Friday, 7:00 AM-5:00 PM