Siemens Healthineers Digital Marketplace

Quick Guide
Valid from October 2023

SIEMENS
Healthineers

1 Welcome to the Digital Marketplace

The Siemens Healthineers Digital Marketplace supports professional health-care providers in selecting, testing, requesting, and managing digital offer-ings in agreement with institutional needs.[1)2)]
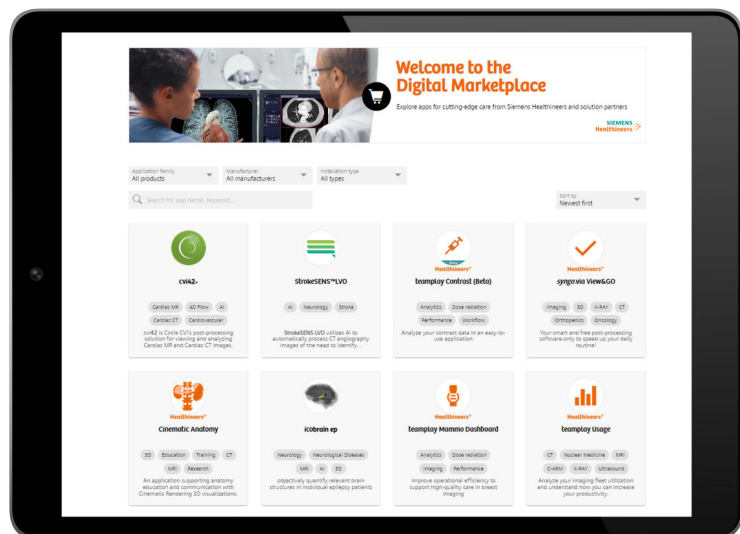
You can browse the Digital Marketplace as an unregistered, or as a registered user who is affiliated with an institution. To use teamplay digital health platform and the digital services offered there, you must be affiliated with an institution. As an OpenApps user, you can browse the Digital Marketplace directly from your OpenApps workstation.

1) Please note that Siemens Healthineers is neither the provider nor reseller nor legal manufacturer of many of the digital offerings. Any claims made for a digital offering are under the sole responsibility of the digital offering's legal manufacturer.

2) A digital offering may not be commercially available in all countries. Please contact the digital offering's legal manufacturer for more information.

- For unregistered users, the Digital Marketplace provides the following options:

  (→ Page 5 *Accessing the Digital Marketplace in your web browser*)

  (→ Page 8 *Navigating the Digital Marketplace*)

  (→ Page 10 *Discovering digital offerings*)

  (→ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

- For registered users that are affiliated with their institution, the Digital Marketplace additionally provides the following options:

  (→ Page 28 *Your teamplay ID*)

  (→ Page 7 *Opening the Digital Marketplace from the App Launcher Menu of the teamplay digital health platform*)

  (→ Page 13 *Requesting a demo for a digital offering*)

  (→ Page 14 *Requesting a session for a digital offering*)

  (→ Page 14 *Requesting a trial license for a digital offering*)

  (→ Page 15 *Requesting a quotation for a digital offering*)

  (→ Page 16 *Starting a trial for a digital offering as an IT Administrator*)

  (→ Page 18 *Activating a new digital offering*)

- For OpenApps users, the Digital Marketplace provides the same options as for unregistered and registered users. Only the following options are adapted to the OpenApps needs:

  (→ Page 20 *Accessing the Digital Marketplace from your OpenApps workstation*)

  (→ Page 21 *Interactions with digital offerings for OpenApps users*)

  (→ Page 21 *Starting a trial for OpenApps*)

1.1   Accessing the Digital Marketplace

You can access the Digital Marketplace in various ways depending on your current setup and requirements.

- If you are interested in digital offerings, see (→ Page 5 *Accessing the Digital Marketplace in your web browser*)

- If you want to access digital offerings directly in the Mobile App Store, like Google Play Store or Apple App Store, see (→ Page 6 *Accessing the Digital Marketplace in Mobile App Store*)

- If you are already working in the teamplay digital health platform, see (→ Page 7 *Opening the Digital Marketplace from the App Launcher Menu of the teamplay digital health platform*)

- If you are working with OpenApps, see (→ Page 20 *Accessing the Digital Marketplace from your OpenApps workstation*)

Accessing the Digital Marketplace in your web browser

You can access the Digital Marketplace directly in the web browser.

- ✓ Your device has Internet access.

- ✓ The most recent version of Chrome, Firefox, Safari, or Microsoft Edge is running on your device.

- ◆ Enter the following URL in the web browser:

   https://marketplace.teamplay.siemens-healthineers.com

   For China only: https://marketplace.teamplay.siemens-healthineers.cn

   The Digital Marketplace opens in the web browser window.

   (→ Page 8 *Navigating the Digital Marketplace*)

ℹ️ You can search and filter for digital offerings without any further logon or registration from a desktop PC, a tablet, or a mobile device.

If you want to request a trial version or a quotation for a digital offering, use a desktop PC or a tablet. You need to register and affiliate your account with an existing institution or create a new institution. (→ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

> **i** Trials or updates for on-premise digital offerings can only be started from an OpenApps workstation; no additional teamplay institution is needed.

Accessing the Digital Marketplace in Mobile App Store

You can access digital offerings from the Digital Marketplace directly in the Mobile App Store like Google Play Store or Apple App Store.

✓ Your device has Internet access.

✓ The most recent version of Chrome, Firefox, Safari, or Microsoft Edge is running on your device.

1 Enter the following URL in the web browser:

https://marketplace.teamplay.siemens-healthineers.com

For China only: https://marketplace.teamplay.siemens-healthineers.cn

The Digital Marketplace opens in the web browser window.

(→ Page 8 *Navigating the Digital Marketplace*)

> **i** You can search and filter for digital offerings without any further logon or registration from a desktop PC, a tablet, or a mobile device.

2 On the **Catalog** page of the Digital Marketplace, you can select **Mobile** in the **Installation Type** category. Only digital offerings that match your selected filter criteria are displayed.
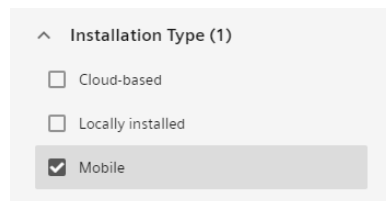
3 Select the digital offering that meets your needs. Next to the name of the digital offering, you can see whether a mobile version is available **Mobile version available** . Examine the content of that digital offering until you reach the link for the respective Mobile App Store or the QR Code. Click the link to visit that Mobile App Store or scan the QR Code to be brought directly to your selected digital offering.

Opening the Digital Marketplace from the App Launcher Menu of the teamplay digital health platform

If you are already logged on to the teamplay digital health platform, you can access the Digital Marketplace from the upper right-corner of the **App Launcher Menu** or from the tile on the dashboard.

✓ You are logged on.

1 Open the **App Launcher Menu** in the header.

– or –

Scroll down to the Siemens Healthineers Digital Marketplace tile on the dashboard.

Digital Marketplace
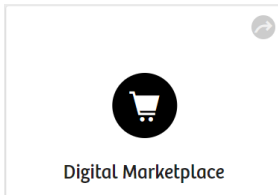
2 Click the Digital Marketplace icon.

The Digital Marketplace opens in the same web browser window.

i To switch back to your last used teamplay application, click the **Switch to teamplay** button.

1.2   Navigating the Digital Marketplace

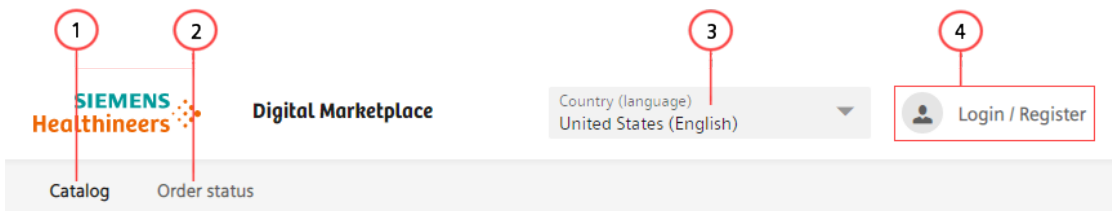You can navigate the Digital Marketplace with options that are provided in the Digital Marketplace header. The provided options differ before and after you have logged on to the teamplay digital health platform.

The Digital Marketplace header before logging on

Before you have logged on, the header displays the following options:

(1)   The **Catalog** gives you an overview of digital offerings available in your country.

To get more information on a digital offering, click the digital offering's tile. (➜ Page 9 *The digital offering tile*)

(2)   To see the **Order status**, you have to log on.

(3)   The Digital Marketplace only displays digital offerings that are available in your selected country. Select your country and your language from the list.

(4)   Logon (➜ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

The Digital Marketplace header after logging on

(1)   The **Catalog** gives you an overview of digital offerings available in your country.

To get more information on a digital offering, click the digital offering's tile. (→ Page 9 *The digital offering tile*)

(2)   The **Order status** shows you which digital offerings you and other members of your institution have requested or installed. (→ Page 18 *The Order status page*)

(3)   Use the **Switch to teamplay** button to switch back to your last used teamplay digital offering.

(4)   Name of the institution your account is affiliated with, personal settings (→ Page 45 *Modifying your user profile settings*), and logoff. (→ Page 10 *Logging off from the Digital Marketplace*)

The Digital Marketplace only displays digital offerings that are available in the selected country. Visible digital offerings for the selected country might not be available in another country.

After you have chosen your country during registration, you see digital offerings for that country. After you have affiliated your account with your institution, you will see digital offerings available in your institution's country.

The digital offering tile
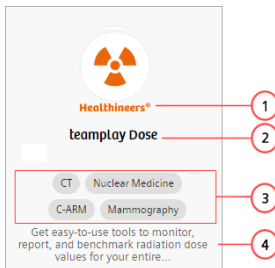
(1)   Digital offerings provided by Siemens Healthineers are marked.
(2)   The product name of the digital offering.
(3)   Tags or keywords for a digital offering. The tags include the digital offering's specialization, for example, Brain, Neuro, or Pulmo.
(4)   Short description of the digital offering.

To get more information on a digital offering, click the digital offering's tile.

The information on the digital offering tile is searchable.

(→ Page 11 *Searching for digital offerings in the Catalog*)

The digital offering page   After clicking a digital offering tile, the page of the digital offering opens. This page gives you detailed information on your selected digital offering.

The following information is available on the digital offering page:

- A description of the digital offering

- Regulatory information

- Details of the legal manufacturer

- Links to download documentation

- Prerequisites for running the digital offering, for example, supported systems

On top of the page, next to the digital offering's name, you can click the **Share** button. An email opens with the name and URL of the digital offering that you are viewing.

Logging off from the Digital Marketplace

When you log off, every open cloud-based digital offering including the Digital Marketplace closes.

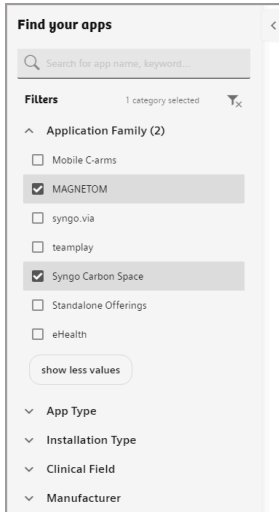## 1.3   Discovering digital offerings

On the **Catalog** page of the Digital Marketplace, you can filter and search for digital offerings that meet your needs.

- You can filter the listed entries according to several criteria like **Application Family**, **App Type**, **Installation Type**, **Clinical Field**, or **Manufacturer**.

  (→ Page 10 *Filtering digital offerings in the Catalog*)

- You can search for the name of a digital offering and for keywords.

  (→ Page 11 *Searching for digital offerings in the Catalog*)

Depending on the country you are located, the version of the digital offering may vary.

Filtering digital offerings in the Catalog

You can filter digital offerings according to their **Application Family**, **App Type**, **Installation Type**, **Clinical Field**, and **Manufacturer**. By selecting various filters within one category or across multiple categories, you can customize the **Catalog** page of the Digital Marketplace.

Find your apps

Filters   1 category selected

∧ Application Family (2)

☐ Mobile C-arms
☑ MAGNETOM
☐ syngo.via
☐ teamplay
☑ Syngo Carbon Space
☐ Standalone Offerings
☐ eHealth

show less values

∨ App Type
∨ Installation Type
∨ Clinical Field
∨ Manufacturer

For example, you can select **MAGNETOM** and **Syngo Carbon Space** in the **Application Family** category.

- The number displayed next to the **Application Family** indicates how many filter values you have selected.

- The number next to the headline **Filters** indicates how many filter categories you have selected.

- On the **Catalog** page, only digital offerings that match your selected filter criteria are displayed.

- Search results are displayed according to their relevance.

  You can sort the digital offerings by the newest or oldest release date and alphabetically from A-Z or Z-A.

- To deselect the filters, you can deselect each filter manually in the filter bar, or deselect all categories at once using the filter icon .

If you choose to look for digital offerings outside the filter bar, you can click the arrow right next to **Find your apps**. The filter bar is condensed. To restore the filter bar, click the arrow next to the search-filter icon.

In the filter category **Application Family**, you can choose which platform your digital offering should run on. Some application families like *syngo*.via, Magnetom, Carbon Space, and Mobile C-Arms require a server-based system. Other application families such as Standalone, teamplay, and ehealth run on a browser mode. (➔ Page 19 *Digital Marketplace functions for OpenApps users*)

Searching for digital offerings in the Catalog

You can use the search functionality to find digital offerings that fit your specialization, for example, Brain, Neuro, or Pulmo.

All search results are sorted according to relevance.

> **i** The search functionality shows you exact matches and words that fit the string that you searched for. To limit the results to exact words, place the words in quotation marks.
>
> • If you search for `"teamplay Dose"`, you are shown the digital offering teamplay Dose.
>
> • If you search for `teamplay "Dose"`, you are shown the digital offering teamplay Dose and all digital offerings that contain the string `teamplay` or the word `Dose` in their name, tags, or description. The blank works as an OR operator.

While you type your text into the search bar, the autocomplete functionality provides you with the names and tags of digital offerings that fit the string that you have already typed.

1.4   Interacting with digital offerings

At the top of each digital offering page, you find the following buttons:

• **Request demo** (only for dedicated digital offerings)

(→ Page 13 *Requesting a demo for a digital offering*)

• **Request session** (only for dedicated cloud-based digital offerings)

(→ Page 14 *Requesting a session for a digital offering*)

• **Request Premium trial**

(→ Page 14 *Requesting a trial license for a digital offering*)

• **Start Premium trial**

(→ Page 16 *Starting a trial for a digital offering as an IT Administrator*)

• **No trial available** (if this button is displayed, you can select **Request quotation**)

• **Request quotation**

(→ Page 15 *Requesting a quotation for a digital offering*)

- **Activate** (only for Beta applications)

  (➔ Page 17 *Activating a Beta application as an IT Administrator*)

After clicking one of the buttons, your institution's IT Administrator and the regional sales contact of the digital offering's legal manufacturer will be informed.

- **Install** (for on-premise digital offerings)

  (➔ Page 21 *Starting a trial for OpenApps*)

- **Update** (for on-premise digital offerings)

  (➔ Page 21 *Interactions with digital offerings for OpenApps users*)

- **Remove** (for on-premise digital offerings)

  Removes an already installed digital offering from an OpenApps workstation.

Grayed out buttons are not available for the selected digital offering or have already been requested.

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i To interact with digital offerings, you need to register and affiliate your account with your institution. A digital offering may require the agreement to a legal document. Your institution's IT Administrator has to sign the requested legal documents before you can use the digital offering.

(➔ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

Requesting a demo for a digital offering

✓ You are registered and have logged on. (➔ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

✓ You are affiliated to your institution. (➔ Page 30 *Affiliating with your institution as an individual user*)

1   Select a digital offering that meets your needs.

2   Click **Request demo**.

Depending on the digital offering, you are either sent a presentation or a webcast or are contacted for a live demonstration.

Requesting a session for a digital offering

✓ You are registered and have logged on. (➔ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

✓ You are affiliated to your institution. (➔ Page 30 *Affiliating with your institution as an individual user*)

1 Select a digital offering that meets your needs.

2 Click **Request session**.

You will be contacted to schedule a consulting session for that digital offering.

Requesting a trial license for a digital offering

Requesting a Premium trial license lets you test a digital offering for a certain period. The trial will be rolled out institution-wide for every user of your institution at the same time.

✓ You are registered as a user. (➔ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

✓ You are affiliated to your institution. (➔ Page 30 *Affiliating with your institution as an individual user*)

1 Select a digital offering that meets your needs.

2 Click **Request Premium trial**.

The IT Administrator of your institution gets notified in the **Notification Center** and receives an email with your request. The IT Administrator can start the trial by clicking **Start Premium trial**.

The requested digital offering appears in your **App Launcher Menu** after the following:

- The trial version of the digital offering has been enabled for your institution.

- Your institution's IT Administrator has fulfilled all necessary pre-requisites. (➔ Page 16 *Starting a trial for a digital offering as an IT Administrator*)

- Your institution's IT Administrator has activated the available digital offering for you.

You can then find the requested digital offering with granted access under **My Apps**. If you need access to further digital offerings, you can use the filter bar of the **Catalog** page of the Digital Marketplace. Additionally, you can search for digital offerings in the category **Institution Apps** of the **App Launcher Menu**.

i	Cloud-based Premium trial versions disappear from the **App Launcher Menu** when the trial period is over.

Requesting a quotation for a digital offering

If you request a quotation for a digital offering, your institution will be contacted. The institution will receive an individual offer by email or phone from the sales representative of the legal manufacturer of the digital offering.

✓ You are registered as a user. (→ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

✓ You are affiliated to your institution. (→ Page 30 *Affiliating with your institution as an individual user*)

1 Select a digital offering that meets your needs.

2 Click **Contact us**. A dialog box is displayed in which you can select **Request quotation**, **Request license prolongation**, or **other question(s)**. Select **Request quotation** and enter your cell phone number. Additionally, you can leave a comment in the comment field provided.

Depending on the digital offering and the number of requests, preparation of the offer may take several days.

If you purchase a digital offering by accepting the offer, you enter into a contract directly with Siemens Healthineers or with our partner, depending on the offering.

Once your institution's IT-Administrator has purchased the digital offering and activated access for you, the requested digital offering will appear in your **App Launcher Menu**.

i	When your license is about to expire, you can click **Contact us**. Select **Request license prolongation** to extend your license. If you need further support, select **other question(s)**.

Starting a trial for a digital offering as an IT Administrator

As an IT Administrator, you can start a Premium trial once if you have fulfilled all necessary pre-requisites.

✓ You are registered as a user. (→ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

✓ You are affiliated to your institution. (→ Page 30 *Affiliating with your institution as an individual user*)

✓ You have opted-in for the teamplay basic performance management applications and have signed the Master Service Agreement.

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i The teamplay Master Service Agreement governs the contractual relationship between your institution and Siemens Healthineers with respect to teamplay and the teamplay Receiver.

◆ Click **Start Premium trial** to start a Premium trial for a cloud-based digital offering.

All users of the institution get notified of the Premium trial in the **Notification Center** and via email.

» It is possible that you have opted-in for the teamplay basic performance management applications without having signed the necessary Master Service Agreement. It is also possible that you have missed to re-sign major document updates of the Master Service Agreement.

You will not be able to access the digital offering in either case.

◆ If you click on **Start Premium trial**, a dialog box **Associated Legal Documents Acceptance Pending** is displayed. Click on the **Go to the Document Acceptance page**. Read and accept the Master Service Agreement. Your requested Premium trial will automatically be started once the documents have been accepted.

After having started a Premium trial, you have to assign access permissions. For that, switch to teamplay. Then go to the **Users/Roles/Groups** section and assign the appropriate user roles to the users of your institution. (→ Page 18 *Activating a new digital offering*)

i When you start a trial, a sales representative of the digital offering's legal manufacturer is notified. The sales representative sends you a quotation for this digital offering. (➔ Page 15 *Requesting a quotation for a digital offering*)

i Cloud-based Premium trial versions disappear from the **App Launcher Menu** when the trial period is over. You will get notified via email that your Premium trial license has expired.

Activating a Beta application as an IT Administrator

As an IT Administrator, you can activate a Beta application in the Digital Marketplace if you have fulfilled all necessary pre-requisites. You will be notified if an affiliated user requests an activation of the Beta application.

✔ You are registered as a user. (➔ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

✔ You are affiliated to your institution. (➔ Page 30 *Affiliating with your institution as an individual user*)

✔ You are logged on as IT Administrator.

✔ You have opted-in for the teamplay basic performance management applications and have signed the Master Service Agreement.

i The teamplay Master Service Agreement governs the contractual relationship between your institution and Siemens Healthineers with respect to teamplay and the teamplay Receiver.

◆ Click **Activate** to activate a Beta application.

You have activated the Beta application with all features for an unlimited time for all users of your institution. You receive a notification and all users of your institution will receive an email notification.

>> It is possible that you have opted-in for the teamplay basic performance management applications without having signed the necessary Master Service Agreement. It is also possible that you have missed to re-sign major document updates of the Master Service Agreement.

You will not be able to activate the Beta application in either case.

◆ If you click on **Start Premium trial**, a dialog box **Associated Legal Documents Acceptance Pending** is displayed. Click on the **Go to the Document Acceptance page**. Read and accept the Master Service Agreement. Your requested Beta application will automatically be activated once the documents have been accepted.

After having activated a Beta application, you have to assign access permissions. For that, switch to teamplay. Then go to the **Users/Roles/Groups** section and assign the appropriate user roles to the users of your institution. (→ Page 18 *Activating a new digital offering*)

ℹ When you activate a Beta application, a regional sales contact will be informed.

As a Beta application is still under development, you are invited to share your feedback with the teamplay product management.

ℹ A Beta application can be withdrawn from the Digital Marketplace or can be replaced by a commercial offering at any time.

The Order status page

The **Order status** page provides a holistic overview on requested and running trials for teamplay cloud digital offerings.

For teamplay performance apps, you can check by whom the trial was requested and started, the remaining days, and the expiration date.

Activating a new digital offering

You as an IT administrator get a notification from the system as soon as a new digital offering is licensed to your institution.

ℹ You have to give the members of your institution the appropriate rights, so that they can use the new digital offering.

Perform the following steps to give the members the appropriate rights:

1   Open the **App Launcher Menu**. In the category **My Admin Apps**, click **Users/Roles/Groups**.

2   Create a new user role and give the user role the relevant permissions to use the new digital offering. (→ Page 34 *Creating user roles for your institution*)

3   Assign the roles to the users who need the new digital offering. (→ Page 38 *Assigning user roles to user accounts*)

Each user to whom the user role was assigned gets a notification as soon as they log on with their user account.

Additionally, the icon of the new digital offering appears in the **App Launcher Menu** for each user.

Digital offerings can be deactivated through a support ticket at your Customer Care Center. Also, the IT Administrator can revoke the user's permission to use a digital offering.

The **Setup Assistant** tool of the Siemens Healthineers teamplay digital health platform supports you as an IT Administrator in smoothly setting up your digital offerings and enabling users for these digital offerings.

In the **App Launcher Menu**, click the **Setup Assistant** icon to open the tool.

1.5   Digital Marketplace functions for OpenApps users

The Digital Marketplace is available for users of OpenApps systems including *syngo*.via (Only available as of *syngo*.via VB30A or higher), syngo Carbon Space, Mobile C-Arms, and MAGNETOM.

If you want to use the Digital Marketplace from your OpenApps workstation, you are offered a few different options:

- As an OpenApps user, you can access the Digital Marketplace directly from your OpenApps workstation in addition to a browser.

  (→ Page 20 *Accessing the Digital Marketplace from your OpenApps workstation*)

- OpenApps users can download, install, and update a digital offering from the Digital Marketplace directly from the OpenApps workstation.

  (→ Page 21 *Starting a trial for OpenApps*)

ℹ️ After the installation, you can uninstall the digital offering by clicking **Remove**.

After the 90-day trial period, the status of the digital offering changes to **Trial Expired**. After another 90 days, it disappears from your OpenApps system.

OpenApps are either 3rd party applications or Siemens Healthineers applications available on the Digital Marketplace that run on OpenApps systems.

Downloading of *syngo*.via Frontier research applications is restricted to users that have an installed *syngo*.via Frontier license on their *syngo*.via system.

With this license, *syngo*.via Frontier research applications can be used with full functionality. Trials are not available.

For the other functions, there are some differences when you open the Digital Marketplace from your OpenApps workstation compared to when you open the Digital Marketplace from the teamplay digital health platform or your web browser. Some functions are not supported for the OpenApps workstation, for example, the Help center or personal settings.

ℹ️ To get back to the overview page of the Digital Marketplace as an OpenApps user, click **Catalog** in the upper left corner of the Digital Marketplace.

Accessing the Digital Marketplace from your OpenApps workstation

You can access the Digital Marketplace directly from your OpenApps workstation.

✓ Your workplace has Internet access.

✓   You are logged on to your OpenApps workstation.

✓   You are registered at the teamplay digital health platform. The Digital Marketplace registration is a functionality of the teamplay digital health platform. (→ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

◆   On the access bar of your OpenApps system, click the shopping basket icon.

The Digital Marketplace opens in your OpenApps workstation.

Digital offerings that are available for OpenApps are listed.

Interactions with digital offerings for OpenApps users

As an OpenApps user, you have the following options within the teamplay digital health platform:

•   You can start a trial. (→ Page 21 *Starting a trial for OpenApps*)

•   You can perform an update.

•   You can remove digital offerings.

•   You can share and download a research application with selected institutions of your research network only.

You can see the installation status of OpenApps digital offerings in two places:

•   The digital offering's tile is marked with a check mark.

•   The button **Install** on the digital offering page becomes a **Remove** button.

Starting a trial for OpenApps

As an OpenApps user, you can start the download of a trial.

✓   You are logged on to your OpenApps workstation.

✓   You are registered at the teamplay digital health platform.

1   Open the Digital Marketplace in your OpenApps workstation and select your digital offering.

The **Install** button is enabled only if your OpenApps machine meets the prerequisites for installing the digital offering.

» It is possible that you see a disabled **Request installation** or **Request update** button instead of the **Install**, **Update** or **Remove** button.

That means, your OpenApps clinical administrator has restricted you from downloading and installing digital offerings.

◆ Contact your OpenApps clinical administrator.

2   Click **Install** to initiate the download of the digital offering.

Accept the current Terms and Conditions if necessary.

i The Terms and Conditions have to be newly accepted whenever you start an update for the digital offering.

i The time required for downloading a digital offering varies depending on the size of the digital offering file and the bandwidth of your internet connection.

After the download, the digital offering appears at the following places:

• In the OpenApps **Patient Browser** for OpenApps users at your institution

• In the OpenApps Quick Start area next to the integrated Digital Marketplace icon

You do not need to activate the digital offering for single users.

i With sample data during the trial phase, several users can work with the digital offering at the same time. With own-created data, only one user can work with the digital offering.

i When you install a trial, a sales representative of the digital offering's legal manufacturer is notified. The sales representative will send you a quotation for this digital offering. (→ Page 15 *Requesting a quotation for a digital offering*)

Application sharing for research

Some research applications are only accessible for a dedicated community. If your institution is part of this community, the research application is listed for you in the Catalog of the Digital Marketplace. (→ Page 10 *Discovering digital offerings*)

You can download, install, and update this specific digital offering from the Digital Marketplace, similarly to all other OpenApps. (→ Page 19 *Digital Marketplace functions for OpenApps users*) If you wish to avail this functionality, please contact the Siemens Healthineers support team for more information.

1.6   Firewall Configuration

The Firewall Configuration is applicable only when the Digital Marketplace is accessed in OpenApps embedded mode. Configure the following connectivity settings on your firewall.

The TCP port 443 for HTTPS and port 80 for certificate authorities have to be open to the Internet. (Outgoing only). Although the data is transmitted using HTTPS and port 443, activities like accessing Certificate Revocation Lists or Certificate Authorities can use port 80.

- The URLs listed in the table have to be added to the allow list. The list is based on the wildcard characters given in the table below and not based on the full URL, because the exact URL used may change.

  Many URLs are needed to establish trust relationships with certificates. This includes Certificate Authority (CA), Certificate Revocation List (CRL), and Certificate Policy.

URL pattern	Purpose
*.teamplay.siemens-healthineers.com (HTTPS)	Web client page
*.teamplay.siemens-healthineers.cn (HTTPS)[3]	
*.teamplay.siemens.com (HTTPS)	
*.teamplay-cn.siemens.com (HTTPS) [a]	
shs.login.siemens-healthineers.com	Web client page
www.healthcare.siemens.com	Web client page

3) For China only

URL pattern	Purpose
www.siemens-healthineers.com www.siemens-healthineers.cn [a]	Web client page
my.siemens-healthineers.com my.siemens-healthineers.cn [a]	Web client page
*.blob.core.windows.net (HTTPS) *.blob.core.chinacloudapi.cn (HTTPS)[a]	PDF document (MSA) hosting, Images, Videos
*.applicationinsights.azure.com (HTTPS) *.applicationinsights.microsoft.com (HTTPS) *.applicationinsights.azure.cn[a] *.services.visualstudio.com (HTTPS)	Azure Application Insights telemetry data
www.microsoft.com (HTTP)	CA and Certificate Policy: Application Insights, Microsoft Azure BLOB and Service Bus
ch.siemens.com (HTTP)	CRL: all siemens.com certificates
crl.quovadisglobal.com (HTTP)	CRL: siemens.com Internet Certificates
mscrl.microsoft.com (HTTP)	CRL: Application Insights, Microsoft Azure BLOB and Service Bus
crl.microsoft.com (HTTP)	CRL: Application Insights, Microsoft Azure BLOB and Service Bus
www.siemens.com (HTTP)	Certificate Policy: siemens.com Internet Certificates
ah.siemens.com (HTTP)	CA: all siemens.com certificates

> **i** Use the following IP ranges documentation for obtaining IP addresses used by the Microsoft Azure data center:
>
> https://www.microsoft.com/en-us/download/details.aspx?id=56519
>
> China: http://www.microsoft.com/en-us/download/details.aspx?id=57062

1.7   Providing feedback to the Digital Marketplace

You as a user have valuable feedback for the Digital Marketplace development team. The embedded feedback feature gives you the occasion to rate your satisfaction with the Digital Marketplace and suggest improvements.

✔ You are registered as a user and have logged on. (→ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

✔ You are affiliated to your institution. (→ Page 30 *Affiliating with your institution as an individual user*)

Give us feedback

1 Click the **Give us feedback** button in the bottom right corner of the **Catalog** or digital offering page.

The **Digital Marketplace feedback** form is displayed.

2 Fill in the form. Some fields are mandatory.

3 Click **Send**.

Your feedback is provided to the development team.

If you need any help or support, please go to the **Help Center**.
(→ Page 26 *Help Center*)

2 Help Center

The Help Center bundles up all relevant information to support you whenever you experience difficulties with the teamplay digital health platform.

Click the question mark icon in the upper right corner of your browser window:

You can find information in various formats according to your needs. The content is adapted to the licenses of your institution:

- **What's new in teamplay?**

  This section gives an overview on new-released features.

- **Tutorials & Online Courses**

  This section provides links to video tutorials and online courses, for example from PEPconnect.

  The Siemens Healthineers e-Learning platform PEPconnect provides educational content and real-time performance support for digital offerings: https://pep.siemens-info.com/explore/

- **Quick Guides**

  This section provides all teamplay Quick Guides as PDF.

- **Frequently Asked Questions (FAQ)**

  This section provides answers to routine questions. You can search for keywords or filter categories.

- **User Forum**

  You will be directed to the teamplay user forum. Here, you can exchange knowledge, post questions, or discuss with your peers. You need to register yourself.

- **Contact us**

  If you need further support, you can contact our support team directly by clicking **Contact us** in the support section. You will be directed to a contact form in order to send an email to teamplay support.

- **Data Privacy and Security Whitepaper**

  This section provides the teamplay Data Privacy and Security Whitepaper.

- **About**

  This section provides legal documents including the privacy notice, open-source licensing, corporate information, cookie notice, and terms of use.

  For China only, this section also provides the ICP (Internet Content Provider) number, the domain name registration number, and the medical web certification.

3 Your teamplay ID

Before you can access teamplay, you must create your teamplay ID. Your teamplay ID provides secured access to the teamplay digital health platform. On the teamplay digital health platform, you can use related digital offerings and the full functionalities of the Digital Marketplace.

As a **user**, you must perform the following steps:

- Register yourself as an individual user (➔ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

- Affiliate your individual user account with your institution (➔ Page 30 *Affiliating with your institution as an individual user*)

- Use multi-factor authentication, if necessary (➔ Page 43 *Logging on using multi-factor authentication*)

- Modify your user profile, if necessary (➔ Page 45 *Modifying your user profile settings*)

As an **IT Administrator** of your institution, you must perform the following steps:

- Register yourself as an individual user (➔ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

- Register your institution (➔ Page 32 *Registering your institution as an IT Administrator*)

- Create user roles and assign these roles within your institution (➔ Page 34 *Creating user roles for your institution*) (➔ Page 38 *Assigning user roles to user accounts*)

- Manage the user accounts for your institution (➔ Page 37 *Managing user accounts of your institution*)

- Invite new users, if required (➔ Page 40 *Inviting users to the teamplay digital health platform*)

- Enable multi-factor authentication, if required (➔ Page 42 *Enabling multi-factor authentication*)

3.1   Registering yourself as an individual user from the Digital Marketplace

To request a digital offering in the Digital Marketplace, you must register yourself as a user at the teamplay digital health platform.

✓   Your workplace has Internet access.

✓   The most recent versions of Chrome, Firefox, Safari, or Microsoft Edge are running on your device.

1   Enter the following URL in your Internet browser:

https://marketplace.teamplay.siemens-healthineers.com

ℹ   For China only, please use https://marketplace.teamplay.siemens-healthineers.cn

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2   In the Digital Marketplace, click the **Login / Register** icon in the header and select **Register**.

3   In the registration dialog box, enter the required data and click **Register**.

You will receive a confirmation email.

4   Use the link in the confirmation email to return to the **Login** page.

5   Log on with your new teamplay ID.

The teamplay digital health platform opens and the Welcome Assistant helps you get started.

As an **IT Administrator** of your institution, continue and register your institution. (➔ Page 32 *Registering your institution as an IT Administrator*)

As a teamplay **user**, continue and affiliate your teamplay ID with your institution. (➔ Page 30 *Affiliating with your institution as an individual user*)

3.2   Affiliating with your institution as an individual user

You have to affiliate your individual account with your already registered institution to use the full functionality of the teamplay digital health platform.

i As an OpenApps user, you can directly work with on-premise digital offerings without affiliating to an institution, but you have to be registered to teamplay. (➔ Page 19 *Digital Marketplace functions for OpenApps users*)

- If only one registered institution exists and if you are the user who registered this institution or accepted the institution invite, then your account is automatically affiliated with this institution with the **Admin** user role. In this case, you can skip this step.

- If you are an additional user for an institution, you have to affiliate your account with this institution. The Welcome Assistant helps you to search and select your institution after your first logon.

- If several registered institutions exist, you can affiliate with several institutions and choose the one needed for your current session.

If you closed the Welcome Assistant without an affiliation, or if you want to affiliate with another institution, perform the following steps:

✓   You are logged on.

1   If you are in the Digital Marketplace, first click the **Switch to teamplay** button to enter the teamplay digital health platform.

2   Then, in the upper right corner of your browser window, click **No Institution** or the institution's name.

3   Click **Affiliate with institution**.

The **User Profile Settings** page opens.

4   In the **User Profile Settings** page, click **Institutions**.

5   To affiliate with an institution, click **Affiliate with institution**.

6   Search for an institution and select it from the list.

---

i   If you do not find your institution in the list, ask your institution's IT Administrator to register your institution.

(→ Page 32 *Registering your institution as an IT Administrator*)

---

7   Enter your job title and a comment for the institution's IT Administrator, informing them why you need to access the institution.

8   Click **Affiliate now** to submit your request.

Your institution's IT Administrator has to accept your affiliation request. As soon as your request has been confirmed, you are informed through email and affiliated with your institution.

You can now open the **App Launcher Menu** and start the applications that are available for your institution. The available applications may differ depending on your user access rights.

---

i   If you are affiliated to several institutions, you have to choose the one you want to join for your current session.

- If you are in the Digital Marketplace, first click the **Switch to teamplay** button to enter the teamplay digital health platform. Then, in the upper right corner of your browser window, click the institution name and select the required institution from the list.

---

i   Your selected affiliation is saved for the next time you log on to the teamplay digital health platform.

---

i   You can withdraw an institution affiliation if necessary.

- Open the **User Profile Settings**, select **Institutions**, and click **Withdraw**.

(→ Page 45 *Modifying your user profile settings*)

Please note that you are not able to withdraw an affiliation if you are the only IT Administrator of this institution.

3.3   Registering your institution as an IT Administrator

As the IT Administrator of your institution, you need to register it before the institution's users can start working in the teamplay digital health platform in full scope.

If you cooperate with several institutions, you can register more than one institution.

The **Welcome Assistant** helps you to register your institution after your first logon.

✓ You are registered as IT Administrator. (→ Page 29 *Registering yourself as an individual user from the Digital Marketplace*)

✓ You are logged on as IT Administrator.

1 If you are in the Digital Marketplace, first click the **Switch to teamplay** button to enter the teamplay digital health platform.

2   In the **Welcome Assistant**, click **Connect to institution**. In the section **Register new institution**, click **Register now**.

– or –

In the upper right corner of your browser window, click **No Institution** in case you closed the **Welcome Assistant** without registering your institution.

Click **Register your Institution**.

– or –

In the upper right corner of your browser window, click the current institution's name if you want to register another institution.

Click **Register your Institution**.

The **Institution Registration Assistant** opens.

3   Enter your institution details.

If your institution will use teamplay performance applications, select **Start teamplay performance apps rate plan**.

4   Click **Register**.

Your local Siemens Healthineers representative will approve your institution registration request. As soon as your institution has been accepted, you will be informed through email.

You can close the **Registration Assistant** while waiting for the registration email.

---

5   Use the link in the registration email to come back to the **Login** page and to finalize the registration process.

Your institution is approved!

6   Accept the **Terms and Conditions**.

7   If your institution will use teamplay performance applications, accept the teamplay **Master Service Agreement**.

The teamplay Master Service Agreement governs the contractual relationship between your institution and Siemens Healthineers with respect to teamplay and the teamplay Receiver.

The Setup Assistant supports you with all following tasks to set up the teamplay digital health platform.

If you want to use teamplay applications like teamplay Dose, teamplay Usage, teamplay Protocols, or teamplay Insights, you need to select the appropriate privacy level.

3.4   Creating user roles for your institution

You as the IT Administrator of your institution manage the user's access to digital offerings in the Digital Marketplace and the applications in the teamplay digital health platform. You can create user roles and assign permissions to these roles. So users are able to access only the functionality that is necessary to fulfill their job role in your institution.

There are two user roles by default:

• **Admin**

This user role owns administration permissions.

The user who registered the institution is automatically assigned with the **Admin** role.

• **User**

This user role owns some standard permissions that allow to start working with the teamplay digital health platform and the Digital Marketplace to a limited extend.

Users are automatically assigned with that user role as soon as you as the IT Administrator have activated their user accounts. (→ Page 38 *Activating users*)

User roles are always valid for the respective institution only.

A user who is affiliated to multiple institutions can have different role assignments in different institutions.

To create or edit a role, perform the following steps:

✔ You are logged on as IT Administrator.

✔ You are affiliated to the required institution. (→ Page 30 *Affiliating with your institution as an individual user*)

1 If you are in the Digital Marketplace, first click the **Switch to teamplay** button to enter the teamplay digital health platform.

2 Then, open the **App Launcher Menu**. In the category **My Admin Apps**, click **Users/Roles/Groups**.
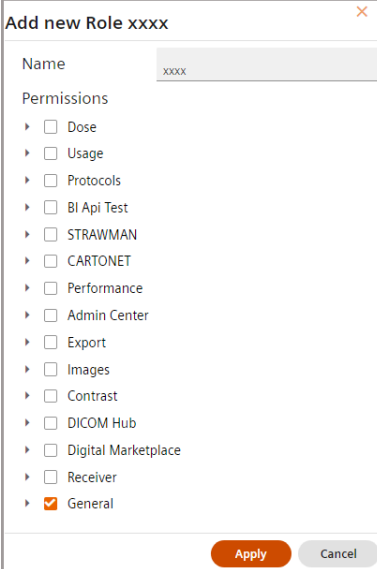
3 Click **User Roles** to open the **Role Management** page.

4 To clone or delete an existing user role, click ⋮ and select the corresponding entry.

5 To add a new user role, click **+ Add new role** and define the settings for the new role.

6 To edit an existing user role, click ✎ and change the settings for the user role.

Confirm with **Apply**.

ℹ️ Default roles like **Admin** and **User** are predefined roles by teamplay hence not editable.

Please note that teamplay may add additional permissions to these roles with release of new functionalities. If you do not wish the users to get new functionality access automatically, we recommend you to clone the role and assign the cloned role to the user.

ℹ️ Default roles are marked with a colored badge if new permissions were added to the role, for example, after the installation of a digital offering.

> **i** To assign the new or modified user role to a specific user of your institution, see (→ Page 38 *Assigning user roles to user accounts*).

Permissions such as the following are available for your institution.

The permissions assigned by default to the **Admin** role and the **User** role are marked.

Digital Marketplace specific permissions

Name	Description	Admin	User
General access to the Digital Marketplace	Enables access to the Digital Marketplace	x	x
Install Apps	Allows to install digital offerings	x	

3.5   Managing user accounts of your institution

As the IT Administrator of your institution, you manage the user accounts of users that are affiliated to your institution.

Perform the following actions to enable a user only to access the necessary functionality to fulfill the respective job role in your institution:

- Activate users whose affiliation request is pending
  (→ Page 38 *Activating users*)

- Assign user roles to the activated user (→ Page 38 *Assigning user roles to user accounts*)

- Cancel the affiliation of users that are no longer members of your institution
  (→ Page 40 *Canceling user affiliations to your institution*)

> **i** You can also invite new users with pre-assigned roles to use applications in the teamplay digital health platform.
>
> See (→ Page 40 *Inviting users to the teamplay digital health platform*)

Activating users   You must activate users that have made a request for an affiliation to your institution. After activation, users can access the applications of your institution in the teamplay digital health platform.

> **i**   The applications may differ depending on the role that is assigned to a user.
>
> (→ Page 38 *Assigning user roles to user accounts*)

To activate a user account, perform the following steps:

✓   You are logged on as an IT Administrator for the required institution.

✓   A user requested an affiliation with your institution.

1   Open the **App Launcher Menu**. In the category **My Admin Apps**, click **Users/Roles/Groups**.

2   Click **Users** to open the **User Management** page.

3   Click **Pending**.

4   To activate a user, click ▤⊕ and confirm the message.

The list entry of the activated user moves from the **Pending** page to the **Active** page.

The activated user gets an email notification about the affiliation with your institution.

> **i**   You can activate more than one user with a bulk action:
>
> •   Select the check boxes in front of the user names and click **Activate users** at the bottom of the list.

Assigning user roles to user accounts   You as the IT Administrator of your institution have to assign user roles to user accounts. So these users can only access the functionality necessary for their job role within the teamplay digital health platform.

To assign a user role to a user account, perform the following steps:

✓   You are logged on as an IT Administrator for the required institution. (→ Page 30 *Affiliating with your institution as an individual user*).

✓   The respective user is affiliated with your institution.

1 If you are in the Digital Marketplace, first click the **Switch to teamplay** button to enter the teamplay digital health platform.

2 Then, open the **App Launcher Menu**. In the category **My Admin Apps**, click **Users/Roles/Groups**.

3 Click **Users** to open the **User Management** page.

4 Click **Active**.

5 To view the permissions of a user role that is already assigned to a user, click the user role below the user name.

6 To view the permissions that are already assigned to a user, click ⋮ and select **See permissions**.

7 To assign one or more user roles to a user, click 🖊 .

8 Select the necessary roles, and click **Apply**.

- To filter for users with specific roles, select the roles from the **All Roles** list in the upper left corner of the page and click **Apply**.

- To search for users with specific keywords, enter the keywords in the search field in the upper left corner of the page and click the 🔍 icon.

You can assign a user role to more than one user with a bulk action:

- Select the check boxes in front of the user names and select **Assign Roles** from the **Select Action** list at the bottom of the page.

Canceling user affiliations to your institution

You can cancel the affiliation of a user with your institution. After canceling, the user no longer has access to the digital offerings of your institution in the teamplay digital health platform.

To cancel the affiliation of a user, perform the following steps:

✓ You are logged on as IT Administrator for the required institution.
(→ Page 30 *Affiliating with your institution as an individual user*)

1 Open the **App Launcher Menu**. In the category **My Admin Apps**, click **Users/Roles/Groups**.

2 Click **Users** to open the **User Management** page.

3 Click **Active**.

4 In the list entry of the respective user, click ⋮ and select **Cancel affiliation**.

The list entry of the respective user is deleted.

3.6 Inviting users to the teamplay digital health platform

You, as the IT Administrator of your institution, can invite new users, who have pre-assigned user roles, to use the related applications on the teamplay digital health platform for your institution.

Each invited user gets an email with a registration link. After registration, the invited user is automatically affiliated with your institution and can use digital offerings according to the assigned user role.

To invite a user, perform the following steps:

✓ You are logged on as an IT Administrator for the required institution.

1 If you are in the Digital Marketplace, first click the **Switch to teamplay** button to enter the teamplay digital health platform.

2   Then, open the **App Launcher Menu**. In the category **My Admin Apps**, click **Users/Roles/Groups**.

3   Click **Users** to open the **User Management** page.

4   Click **Invite User**.

5   In the **Add users** field, enter the email address of the user who you want to invite.

6   Select the required user role. For detailed information about user roles, see (→ Page 34 *Creating user roles for your institution*).

7   Click **Write email** to write a personal email to the invited user.

   This email informs the user that the invitation link will be sent out in an automated email from the Siemens Healthineers Support Team.

8   Select the language of the automated email from the list.

9   Select the **Enable MFA for invited users** check box if the user should be prompted with a one time password (OTP) on an authenticator app during logon as an additional security.

10 Click **Send invitation**.

   The automated email is sent to the invited users.

   The email addresses of the invited users and the assigned user role are displayed on the **Invitation** page.

Cancel an invitation of a dedicated user

1   Click **Invitation** to open the **Invitation** page.

2   In the list entry of the respective user, click **Cancel**.

3.7   Enabling multi-factor authentication

teamplay applications can be used with multi-factor authentication (MFA). You, as the IT Administrator, manage the MFA settings for the users of your institution.

To activate MFA for a user, perform the following steps:

✔   You are logged on as IT Administrator.

✔   You are affiliated to the required institution. (→ Page 30 *Affiliating with your institution as an individual user*)

1   If you are in the Digital Marketplace, first click the **Switch to teamplay** button to enter the teamplay digital health platform.

2   Then, open the **App Launcher Menu**. In the category **My Admin Apps**, click **Users/Roles/Groups**.

3   Click **Users** to open the **User Management** page.

4   To enable MFA for a single user, click ⋮ and select **Enable MFA**.

ℹ   To enable more than one user with a bulk action:

Select the check boxes in front of the user names, click **Select Action**, and select **Enable MFA**.

ℹ   To check if MFA is enabled for a user:

Click an arrow in the table header and from the **Columns** settings, select **MFA**.

Next time the user logs on to teamplay, they have to use multi-factor authentication.

**Logging on using multi-factor authentication**   If multi-factor authentication (MFA) is enabled, you need to enter a one-time password (OTP) for each logon.

ℹ   To use MFA, you need to download an authenticator app on your mobile. For example the Microsoft Authenticator app, from the Play Store or App Store .

To create an OTP for the first time, perform the following steps:

1 Download and install an authenticator app on your mobile.

2 Open the authenticator app and add a new account as a personal account.

3 Scan the QR code that is displayed on the teamplay **Multi-factor authenticator** page.
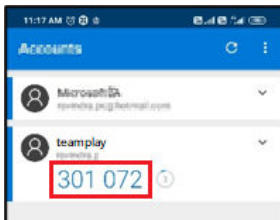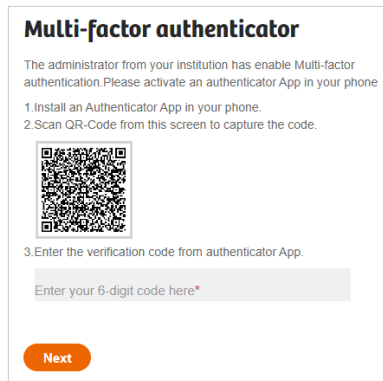
In the authenticator app, your personal account is named teamplay and the created OTP is displayed.

4 Enter this OTP in the teamplay **Multi-factor authenticator** page and click **Next**.

A recovery code is displayed.

Take note of this recovery code and keep it somewhere safe. You will need the recovery code in case you want to log on using another device.

5 Click **Next** to finalize your MFA logon.

Next time you log on to teamplay, the OTP is sent automatically to your authenticator app.

3.8   Modifying your user profile settings

In the main menu, you can modify various settings for your user profile:

- Your **Profile** data such as the following:
  - Name
  - Email account
  - Address

- Your general **Preferences** such as the following:
  - Language of the user interface
  - Date and time format

- Your **Notifications** preferences such as the following:
  - Frequency of notification
  - Type of notifications that you want to receive

- Your **Institutions** affiliation:
  - Affiliate with an institution
  - Withdraw an affiliation

- Your **Security** setting
  - Password

    We recommend changing your password at regular intervals.

To modify your user profile settings, perform the following steps:

✓ You are logged on.

1   In the upper right corner of your browser window, click your user name and click **Edit profile**.

The **User Profile Settings** page opens.

2   Click the respective subpage to modify and save your settings.

Digital Marketplace Notifications in the Notification Center

Under **Edit profile > Notifications > Digital Marketplace** you can set your preferences for Digital Marketplace notifications.

The default settings are the following:

- If a user of the institution requests to start a Premium trial, then the IT Administrator gets notified in the **Notification Center** and with an email.

- If an IT Administrator starts a Premium trial for a digital offering, then all users of that institution get notified in the **Notifications Center** and with an email.

O