

## How to Search for Your Cases in our Unknowns

If you sent a study over and you don't see it registered under your online account, please look in the Unknowns.

If you send a study that wasn't acquired at your hospital, or is from a loaner, or new machine, the information on those images may not match what we have on file for you. If the system can't match the tags on the images to an existing account, they will be registered to our unknown cases.

You can now search these cases based on Patient name, Patient ID.

**Search Unknown Cases**

You will see this button on the Case review page and in the WebPR page.

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### Case Review

On this screen you can see a list of the cases you have sent to DVMinsight. Please remember that a case will only show here once the conversion and registration process on our server is complete.

**Filter Dates**  
 Start Date:  End Date:  [Filter Dates](#)

We keep images in the system that we couldn't match to a hospital. By clicking the button you can search through unknown cases by Patient Name or Patient ID. The list will also show you all cases that match your current IP address.

[Search Unknown Cases](#)

Your Cases [NEW! Cases Shared with You](#)

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[Search Unknown Cases](#)

**Cases Needing User Attention:**

The grids below will show you which cases you have sent that need your attention, which cases have reports pending, and finally the last few cases that were marked for storage.

[Are you seeing Multiple Cases for the same patient? Are they on different days but you need them all as one? Click here to learn how to link cases together.](#)

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Command	ID	Received	Exam Date	Patient ID	Patient Name	Owner Name	Modes	No Images

Enter your patient ID or Patient Name exactly as it is in your system (capital letters and punctuation included) then click Locate Patient. Once you do that, you'll be able to see a list of cases that match the provided information. Check the box to select the patient and click the box that says "Move Cases to Selected User" (your account).

### Unknown Case Search

The list below shows all unknown cases currently on the system. You can use this grid to move a case from the UNKNOWN list to your hospital. You can search by either the Patient ID, Patient Name, or both.

Patient ID:  Patient Name:  [Locate Patient](#)

[Move Cases to Selected User](#)

Select	Exam ID	Recv Date	Patient ID	Patient Name	Port	Institution Name	IP Address
<input type="checkbox"/>	0000000	20140710	1234	TEST	49108	EXAMPLE	