



PACS Frequently Asked Questions

Q: How do I get access to the Tower's PACS system if I am not currently enrolled?

A: Contact your Marketing Representative to sign up for PACS access.

Q: What if I don't know who my Marketing Representative is?

A: Please contact the Marketing Dept at 813-253-2721 X1120. Your representative will be contacted to reach out to you.

Q: How do I launch Tower's PACS system?

A: In order to access our PACS system, you must first launch Internet Explorer, then go to towerpacs.com and click on the "Tower iConnect Access" link. You can either save it to your favorites or create a shortcut.

Q: What if I have problems logging into the PACS System?

A: Please call Tower's IT support line at 813-387-1333 option 2 or the Marketing Department at 813-253-2721 X 1120 and your representative will be notified.

Q: What information will I see in Tower's PACS?

A: You will see reports and images.

Q: What if I search the PACS system and I do not see my patient or patient historical studies?

A: Please be sure to check your search parameters. You might try searching using only the patient's date of birth. Another tip: Always check the study performed drop down selection to make sure the date range reflects the time frame when your patient's exam was completed. If you still have trouble finding your patient, please contact your Marketing Representative.

Q: What if I am having trouble with navigating the features offered in the PACS system?

A: Please contact your Marketing Representative or Tower's IT dept. for Assistance.

Q: How do I reset my password?

A: Please contact your Marketing Representative.