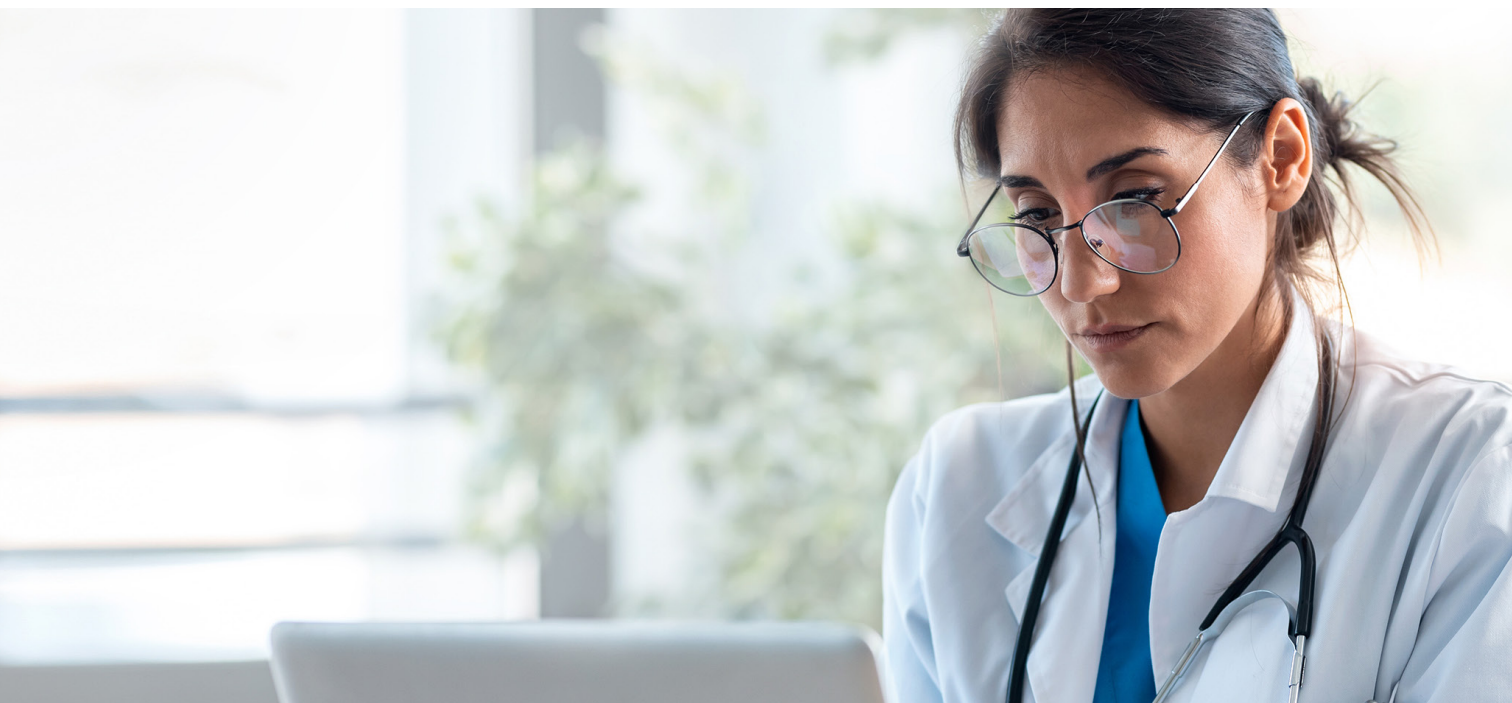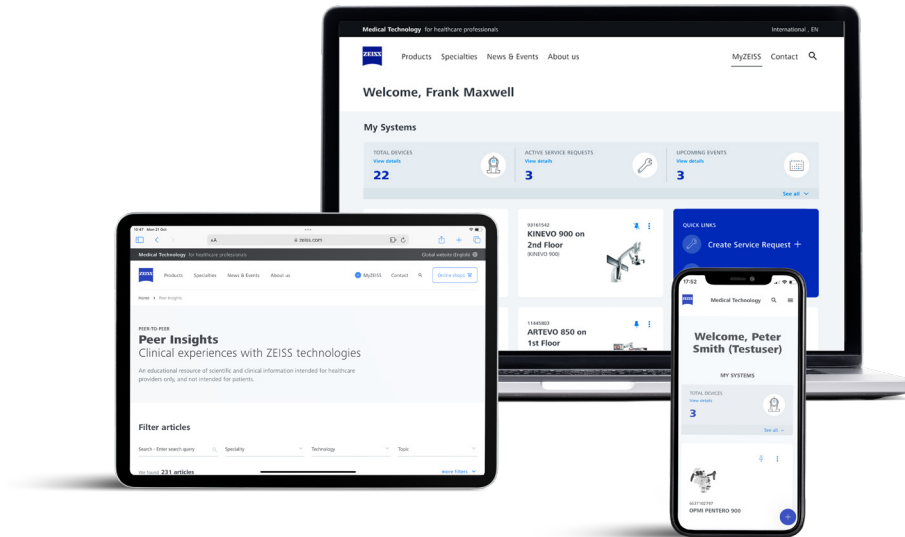# MyZEISS

Frequently Asked Questions

Seeing beyond

Frequently Asked Questions

What is MyZEISS?

MyZEISS customer platform is your go-to destination for everything ZEISS offers – from managing your systems to digital services and learning.

- My Learning: Watch comprehensive product tutorials and take online certification courses from ZEISS Academy. Discover clinical cases from your peers through Peer Insights.
- My Tools: Exclusive patient material for ophthalmic customers to support the growth of your business. CONVIVO Image Library is offered exclusively to ZEISS CONVIVO customers.
- My Systems: Administer your devices, create and track your service requests, and review your contracts – online.

How can I register with MyZEISS?

MyZEISS is optimised for each user. We recommend using your professional email address to register yourself in three simple steps at: www.zeiss.com/meditec/myzeiss

- Step 1: Enter your professional email
- Step 2: Fill out the form
- Step 3: Activate your account by clicking on the link in the verification email.

Who can register for MyZEISS?

Healthcare professionals working in hospital or clinical practice can register for MyZEISS. Using their own email addresses, your staff members can register and will see a tailor-made MyZEISS home, depending on their role and clinical specialty.

Do I need a ZEISS device to register for MyZEISS?

No, you do not need a ZEISS device to register. If you are verified as a ZEISS customer after registration, MyZEISS will automatically activate additional services to help you manage your devices, raise service request or review service events.

How can I reset my password?

If you have forgotten your password, just click on the "Forgot my Password" option on the login page. After you enter your email address, we will send you instructions on how to update your password.
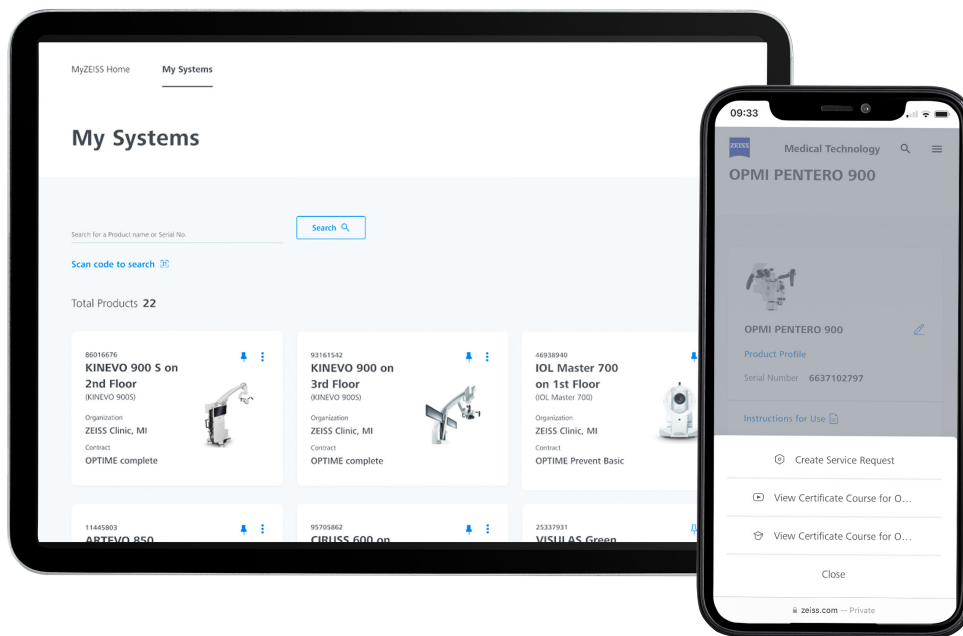
How easy is it to manage systems with MyZEISS?

To our validated customers, My Systems offers a comprehensive overview of all your ZEISS devices and systems – so everything is easy to manage right away. You not only find data such as installation date, serial number and location but details of service contracts and service requests. You can also see and initiate software updates when they become available, ensuring your devices are always up to date.

## How do I submit a service request with MyZEISS?

Create and submit service requests from the main "Service Requests" screen or via the device overview under My Systems. Using the latter, your service request is pre-populated with initial data including department and serial number. You then select the general issue and explain the difficulty in detail. There is also the option to upload images or videos to help us understand the problem easily and solve the issue quickly. You can track the progress of your service request any time under Service request feature.

Does MyZEISS support troubleshooting?

Yes, MyZEISS contains various product training and troubleshooting videos and documentation. You troubleshoot your products with short how-to videos presented by ZEISS professionals. What is more, the peer-to-peer insights offers an extensive collection of clinical cases using ZEISS technologies that are prepared and presented by your peers.

What is included in Learning?

Learning is an important aspect of MyZEISS and is delivered in different forms for different needs and target groups. Peer I Insights help you keep abreast with the latest clinical articles, studies and cases using ZEISS technologies. Product training offers product specific videos and documents to quickly get your jobs-to-be-done accomplished and finally ZEISS academy offers certificate courses to help you get started with a new device. Courses are currently available for ophthalmology, optometry and dentistry.
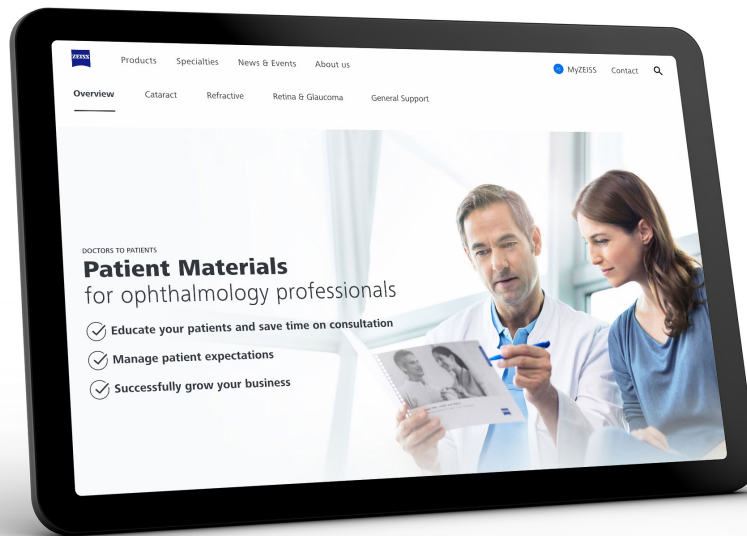
In what ways does Patient Materials help me grow my business?

An investment in ZEISS devices is an investment in your business. And, MyZEISS is there to help you get the most out of your investment. Exclusive to Ophthalmic customers, MyZEISS offers patient-friendly procedure explanations and promotional material to help boost your practice. Educational tools are available for cataract, refractive and retina & glaucoma to support you with your interactions with patients. And to increase your online presence, there are graphics and infographics to download designed specifically for social media.

Are there additional tools/services on MyZEISS that can benefit me in my work?

Depending on roles and specialty, there are additional tools available. For example, ZEISS CONVIVO Image Library, offered to our CONVIVO Customers provides selected clinical cases from your peers showing image examples acquired during procedures performed with CONVIVO® from ZEISS. As we continue to support our vast customer segments we continue to develop and deliver new functionalities and services.

In which languages is MyZEISS available?

Currently, MyZEISS is available in English, Portuguese, French, Italian, German, and Spanish.

Who do I contact if I have further questions?

You can always contact us directly using our support email address. In addition, you can reach out to your ZEISS sales representative for any additional questions you may have.

Register now

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