

# How to Contact Mimic Customer Service (patient)

1 Navigate to <https://www.onmimic.com> and log in

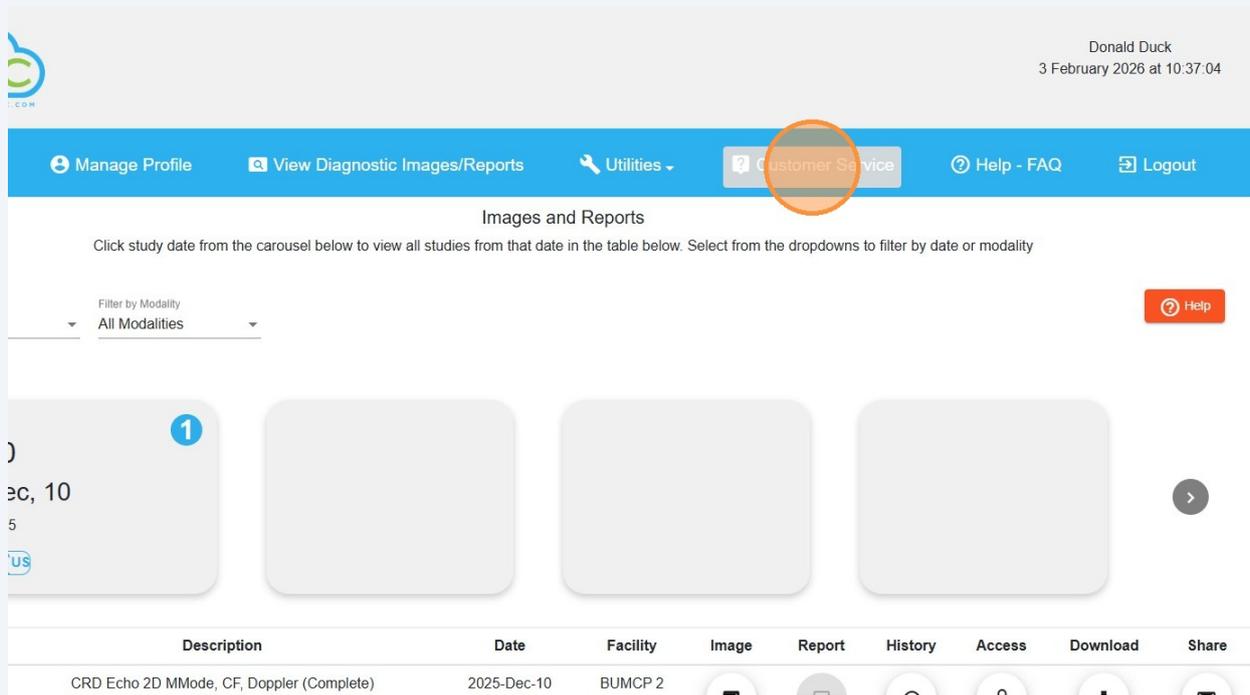
The screenshot displays the Mimic web application interface. At the top, there is a navigation bar with the following items: Home, Manage Profile, View Diagnostic Images/Reports, Utilities, Customer Service, Help - FAQ, and Logout. Below the navigation bar, the main content area is titled "Images and Reports" and includes a sub-instruction: "Click study date from the carousel below to view all studies from that date in the table below. Select from the dropdowns to filter by date or modality".

Below the instruction, there are two dropdown menus: "Studies with scans: Most Recent" and "Filter by Modality: All Modalities". To the right of these dropdowns is a red question mark icon. Below the dropdowns is a carousel of date cards. The first card is highlighted with a blue circle containing the number "1" and displays "10 Dec, 10 2025" along with a blue "US" icon. The other three cards in the carousel are empty.

Below the carousel is a table with the following columns: Type, Description, Date, Facility, Image, Report, History, Access, and Download. The table contains one row of data:

Type	Description	Date	Facility	Image	Report	History	Access	Download
ound	CRD Echo 2D MMode, CF, Doppler (Complete)	2025-Dec-10	BUMCP 2					

## 2 Click "Customer Service"



## 3 To get help from our Customer Service, feel free to contact us through our live chat, email, or through the phone. For the live chat, simply click the "Chat Icon" and a popup will occur opening a chat with one of our agents.

