

# WELCOME TO TDS HEALTH

## Customer Onboarding Guide



### EASY ACCESS

We provide easy access to our platforms and products and work with you to determine the best methods for your users.



### USER TRAINING

After your subscription starts, we want to help ensure that it is being used to its fullest potential. We're able to host webinars and provide tutorial videos and guides.



### MARKETING SUPPORT

This guide provides an overview of tools available for marketing a subscription to your users. With resources such as videos, emails, handouts, logos and other graphics, we are able to provide what you need to promote your subscription.

## CUSTOMER TESTIMONIAL

*"One of my favorite things about working with the TDS Health team is the exceptional level of customer service. I've been a TDS Health customer for approximately 4 years, and everyone I've worked with has been extremely responsive, reliable, and kind."*

**MOLLY ANTOINE, MLIS**

Library Supervisor, Baptist Health Sciences University

# OUR COMMITMENT TO YOU

## Customer Onboarding Guide

Welcome to TDS Health and thank you for your partnership! You have purchased our products for a reason and our team is here to understand exactly that. Your onboarding experience will be customized to your business needs as we work with you to realize objectives and craft strategies for success. We look forward to making access easy for you and your users with seamless account set-up and quick implementation and use of our products. TDS Health strives to know your internal initiatives, put actionable items in place to drive the desired behavior of your users and measure the success derived from these activities.

The elements of a successful partnership with TDS Health:

- You will be provided a dedicated Customer Engagement Manager who will serve as your point of contact during your first 30 days
- Your team will receive assistance in customizing their experience with account set-up based on a variety of access options and your unique needs
- You will receive a minimum of one customized training session focused on quick adoption, realizing value and getting you and your users set up for success
- You will have access to ongoing training throughout your time as a TDS Health customer, as additional training sessions can be scheduled during the life of your subscription
- You and your users will have access to a variety of user videos, recorded training sessions, training handouts, quick guides and more
- Our TDS Health Marketing Team can provide custom marketing materials to promote your subscription to users
- Throughout your subscription, you will receive personalized customer support by your Account Manager through phone, text, email or video conferencing

Once we finalize our partnership, our team gets to work. Onboarding is the most effective when we work together. While we take most of the burden off of your hands, customers that dedicate themselves to this process see great value and avoid challenges such as lack of adoption.

Understanding what you consider success is critical to designing the action plan we will both follow in the next 30 days and beyond. Agreeing on desired goals and the required resources is important to maximizing the value from your investment with TDS Health. We look forward to a strong adoption of our products and we are here to support you!



## CUSTOMER TESTIMONIAL

*"Our experience with TDS Health has been a very positive one in every way. Their customer service has always been very responsive to our requests. Accessing the content has been seamless, intuitive and easy."*

**MICHAEL GRAHAM**

Medical Librarian and CME  
Coordinator, PeaceHealth



# PRIMAL PICTURES ACCESS METHODS

## Step #1: Choose Your Access Method

You can access Primal Pictures products just as you would STAT!Ref titles on the TDS Health platform. If that is the case, let your Customer Engagement Manager know. Or, if desired, you can also access the Anatomy.tv platform directly and the following pertains to that direct set-up.

### IPV4 AUTHENTICATION

- Gather all institutional IPs and ranges.
- IP addresses will be in this format: xxx.xxx.xxx.xxx
- We ask for ranges in this format: xxx.xxx.xxx.xxx - xxx.xxx.xxx.xxx
- Send IPs and ranges to your Primal Account Manager or to [clientservices@primalpictures.com](mailto:clientservices@primalpictures.com), clearly stating your institution's name and Primal Pictures username (if you have one).
- Once added to our admin system we will be in touch to test access.

### VIRTUAL PRIVATE NETWORK (VPN)

- Please provide the outgoing IP range for your VPN in this format: xxx.xxx.xxx.xxx - xxx.xxx.xxx.xxx
- Send IP range to your Primal Account Manager or to [clientservices@primalpictures.com](mailto:clientservices@primalpictures.com), clearly stating your institution's name and Primal Pictures username (if you have one).
- Once added to our admin system we will be in touch to test access.

### DOMAIN AUTHENTICATION

- Please send the following to your Primal Account Manager or to [clientservices@primalpictures.com](mailto:clientservices@primalpictures.com), clearly stating your institution's name and Primal Pictures username (if you have one):
- Domain URL (e.g, primalpictures.com) for the learning management platform and/or
- Domain URL for the access portal
- Once added to our admin system we will be in touch to test access.

### USERNAME AND PASSWORD

Commonly used for single users or adoption purchases, we do not usually support this option for site-wide institutional subscriptions.



### CUSTOMER TESTIMONIAL

*"The 3D Real-time viewer I was pleased to use is AMAZING!! It's so easy to use and so beautiful. My colleagues were completely surprised by the astonishing quality and simplicity in which it is to use. As a radiologist we use images all day, every day. Your images are THE images to use in presentations or just for anatomic correlation during evaluation of scans."*

**S.C VAN BOKHOVEN, MD**

Musculoskeletal Radiologist



# PRIMAL PICTURES ACCESS METHODS

## Step #1: Choose Your Access Method (*continued*)

### PROXY NETWORK

- Please provide the outgoing IP range for your proxy network in this format:
- xxx.xxx.xxx.xxx - xxx.xxx.xxx.xxx
- Send IP range to your Primal Account Manager or to [clientservices@primalpictures.com](mailto:clientservices@primalpictures.com), clearly stating your institution's name and Primal Pictures username (if you have one). Please also send the URL you see when you attempt to visit Anatomy.tv from within the proxy.
- We also require you to add our stanza to your proxy settings (this is commonly performed by an IT department – contact [clientservices@primalpictures.com](mailto:clientservices@primalpictures.com) for help):

ProxyStanza for EZProxy with Cookie passthrough	URL <a href="https://anatomy.tv">https://anatomy.tv</a>	Domain .anatomy.tv
Option CookiePassThrough	HJ <a href="https://anatomy.tv">https://anatomy.tv</a>	NeverProxy *.cloudfront.net
AnonymousURL +*.json	HJ anatomy.tv	NeverProxy cdn.anatomy.tv
AnonymousURL +*.png	HJ <a href="http://www.anatomy.tv">www.anatomy.tv</a>	NeverProxy *.prod.anatomy.tv
AnonymousURL +*.jpg	HJ <a href="https://www.anatomy.tv">https://www.anatomy.tv</a>	NeverProxy Anatomysearch.anatomy.tv
AnonymousURL +*.html	DJ <a href="http://www.anatomy.tv">www.anatomy.tv</a>	AnonymousURL -*
AnonymousURL +*.unityweb	DJ anatomy.tv	Option Cookie
Title Anatomy TV	Domain <a href="http://www.anatomy.tv">www.anatomy.tv</a>	

### SINGLE SIGN-ON (SAML) FOR OPENATHENS AND SHIBBOLETH

- Please send the following to your Primal Account Manager or to [clientservices@primalpictures.com](mailto:clientservices@primalpictures.com), clearly stating your institution's name and Primal Pictures username (if you have one): Organization ID or Your Scope.
- For OpenAthens, we support WAYFless URLs, which can be created by you, or contact [clientservices@primalpictures.com](mailto:clientservices@primalpictures.com) for help. It's also possible to set up an OpenAthens redirector.
- For Shibboleth: Entity ID. We also support Person Entitlement ID – please include those details for implementation.
- Once added to our admin system we will be in touch to test access.

### PERSONAL PROFILE

To create a Personal Profile you must first log in to your institutional account. Access varies per institution, but is generally managed either by IP or single sign-on (Athens or Shibboleth). If you are accessing off-site, you may need to first log in to your institutional environment/learning management system/library portal. Once in Anatomy.tv you will be prompted to create a profile. Just follow the two-step process and verify your email first. After verifying you can proceed.



### CUSTOMER TESTIMONIAL

*"We are constantly looking for additional information which would help our students. Not everybody learns the same way, so there would be additional ancillary help outside the classroom the student could access himself or herself that would be sort of a programmed learning experience for them."*

#### EILEEN CHUSID, PHD

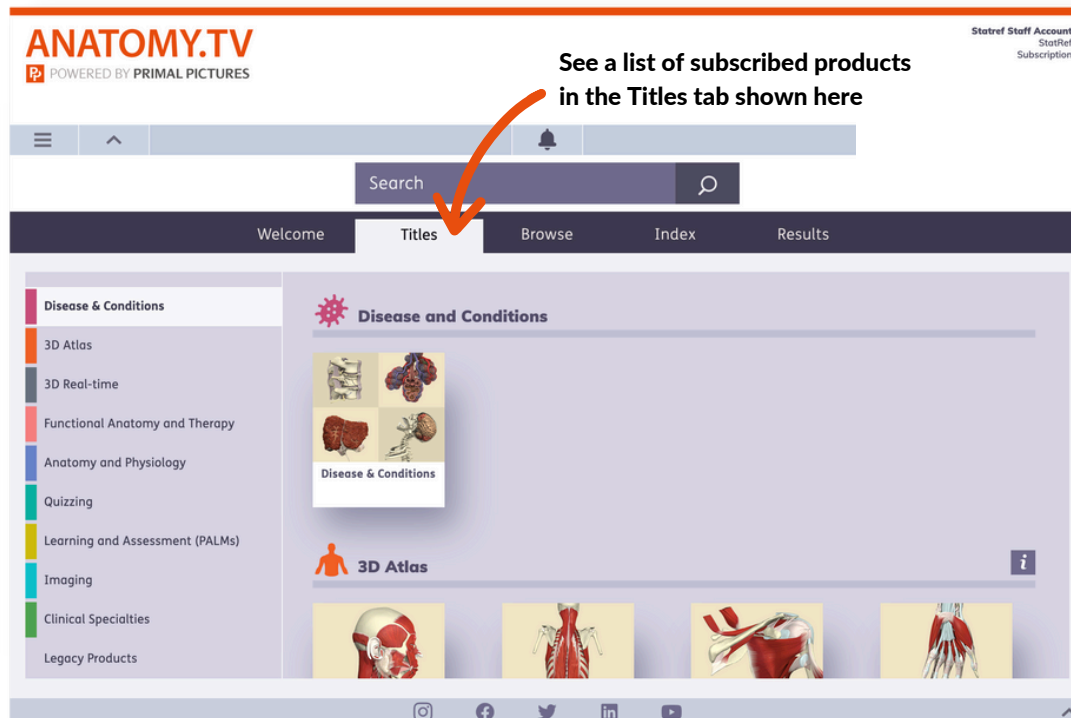
Director of Histology & Cell  
Biology, New York College of  
Podiatric Medicine



# PRIMAL PICTURES OVERVIEW

## Step #2: Learn How to Use the Platform

Available titles are listed in the Titles tab and are visible on the left-hand panel. Click into each to navigate the products or use the search bar to search all of your available content. Create a Personal Profile for enhanced, custom functionality. Use the drop-down on the upper left to be taken to online help guides, training videos, FAQs and other resources. For direct access to the Primal Pictures Help Center, click [here](#).



Email your Account Manager or [clientservices@primalpictures.com](mailto:clientservices@primalpictures.com) for support inquiries.

**ANATOMY.TV**  
POWERED BY PRIMAL PICTURES

## CUSTOMER TESTIMONIAL

*"Anatomy.tv offers a wide array of anatomical images, a growing library of pathological anatomical images, and excellent videos on many topic areas. I utilize Anatomy.tv regularly for our continuing education courses on PhysicalTherapy.com. I work with our presenters and other colleagues at continued.com identifying the appropriate images for their presentations which in turn assists our learners to understand and apply the content taught by our expert presenters in their respective fields."*

**CALISTA KELLY, PT, DPT,  
ACEEAA, CERT. MDT**

Senior Managing Editor,  
PhysicalTherapy.com



# PRIMAL PICTURES TRAINING & TOOLS

## Step #3: Access Training Materials

### TRAINING VIDEOS

- [Primal Pictures 3D Anatomy Quiz App](#)
- [Primal Pictures 3D Anatomy Quiz Q&A](#)
- [Primal Pictures 3D Atlas of Human Anatomy Quick Start Guide](#)
- [Primal Pictures 3D Human Anatomy and Physiology Quick Start Guide](#)
- [Primal Pictures 3D Human Anatomy and Physiology in Spanish Quick Start Guide](#)
- [Primal Pictures 3D Human Functional Anatomy Quick Start Guide](#)
- [Primal Pictures 3D Real-time Quick Start Guide](#)
- [Primal Pictures Anatomy Learning Outcomes for Medicine Quick Start Guide](#)
- [Primal Pictures Anatomy PALMs Training](#)
- [Primal Pictures Disease and Conditions Quick Start Guide](#)
- [Primal Pictures Embeddable Viewer](#)
- [Primal Pictures Personal Profiles Quick Start Video](#)
- [Primal Pictures Quick Start Training](#)
- [Primal Pictures Quizzing Quick Start Guide](#)
- [Primal Pictures Real-time Functional Anatomy Quick Start Video](#)
- [Primal Pictures Real-time Embryology Quick Start Video](#)
- [Primal Pictures Training: Four Core Products](#)

### USER GUIDES, HANDOUTS AND MORE

- [Primal Pictures 3D Anatomy and Physiology User Guide](#)
- [Primal Pictures 3D Anatomy Quiz App Access Guide](#)
- [Primal Pictures 3D Atlas of Human Anatomy User Guide](#)
- [Primal Pictures 3D Real-time Augmented Reality User Guide](#)
- [Primal Pictures 3D Real-time User Guide](#)
- [Primal Pictures 3D Real-time Android App Access Guide](#)
- [Primal Pictures 3D Real-time iPad App Access Guide](#)
- [Primal Pictures Disease and Conditions User Guide](#)
- [Primal Pictures Embeddable Viewer FAQs](#)
- [Primal Pictures Personal Profiles](#)
- [Primal Pictures Virtual Reality Installation and Authentication Guide](#)
- [Primal Pictures Virtual Reality Instructions for Downloading](#)



### CUSTOMER TESTIMONIAL

*"Why I like Primal is because of the accuracy of the structures. Then, you can integrate it into your LMS by using the different embedding features. We wanted a software where students don't have to look at another book or anything for accuracy sake. So, we went for Primal."*

**SRINIVAS NAGARAJ  
BHARADWAJ, PHD**

Associate Professor, Morsani  
College of Medicine, University  
of South Florida



# PRIMAL PICTURES CUSTOM MARKETING SUPPORT

## Step #4: Request Custom Marketing Materials

### YOU HAVE IT HANDOUT

We can create a "You Have It" handout for you to forward to students, faculty or others in your contact database to promote an existing subscription and encourage access.

### YOU HAVE IT EMAIL

We can create a "You Have It" email, for you to forward to students, faculty or others in your contact database to promote an existing subscription and encourage access.

### WEB GRAPHICS

Let us know if we can create custom web graphics to use on your website, social media profiles, blog, LMS and more.

### CUSTOM VIDEOS

If there is a need for custom video creation, let us know and we can work to create something that suits your specific needs.

### OTHER RESOURCES

See the general Primal Pictures subscriber resources [here](#). Included are graphics, brochures, handouts, posters and other printable items.



### CUSTOMER TESTIMONIAL

*"The ability to import images, the ability to have some true human dissection, the radiological images, and the ability to look at things from multiple perspectives have been really important for our program. Overall, Primal has certainly met my expectations and goals in teaching."*

**KATHY PAPPAS, PT, DPT**

Associate Professor of Human Anatomy, Springfield College





# THANK YOU FOR PARTNERING WITH US

Customer Onboarding Guide



## CONTACT US

### PHONE

1-800-901-5494

### EMAIL

[support@tetondata.com](mailto:support@tetondata.com)

### ADDRESS

PO Box 4798  
235 East Broadway Ave  
Jackson, WY 83001

### SOCIAL



## CUSTOMER TESTIMONIAL

*"TDS Health is very quick to respond to requests for help, whether for quotes, statistics, or help with access issues. Requests have been addressed - and issues usually resolved - the same day."*

**JAN DANIEL**

Technical Services Librarian, Greenville Technical College