

Da Vinci Customer Portal

User Sign Up Instructions

Overview

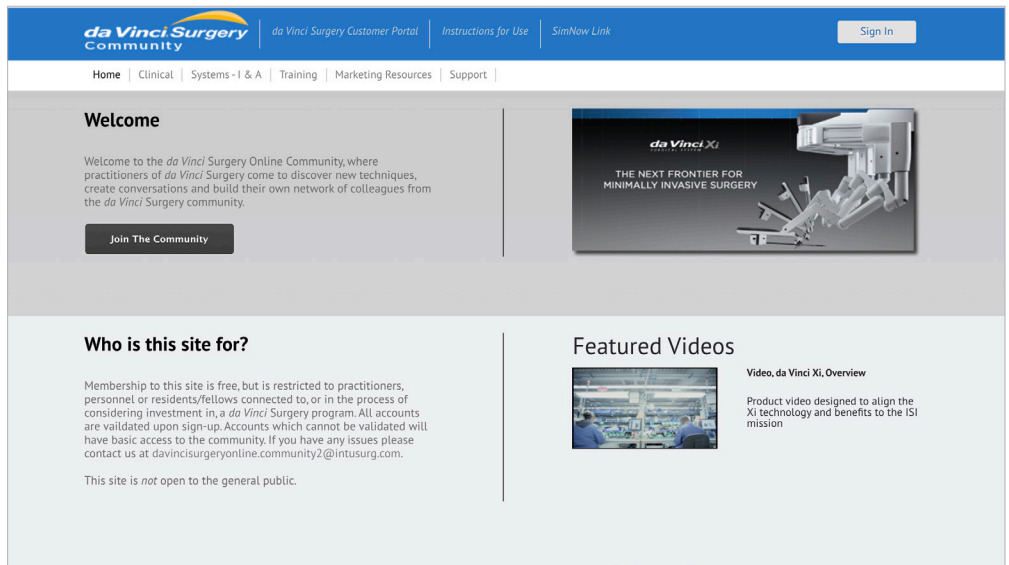
Follow these steps to access the da Vinci Customer Portal.

If you are already a member of the da Vinci Surgery Community, sign in and skip to Step 5.

Step 1

Go to www.davincisurgerycommunity.com to access the da Vinci Surgery Community.

Select **Join the Community**.



Step 2

Complete the form, then select the **Next** button.

Note: Please enter a hospital domain email address as these credentials will also be used to access the da Vinci Customer Portal.

Step 3

Complete your hospital information and upload a profile photo if desired.

Select **Join**.

The screenshot shows the 'Join' form in the da Vinci Surgery Community portal. The form includes the following elements:

- Hospital - Please select your primary hospital:** A dropdown menu with the option "-- See Hospitals below --".
- Specialties my hospital focuses on:** A list of specialties with checkboxes: Cardiac, General Surgery, Gynecology, Head and Neck, Thoracic, and Urology. All checkboxes are checked.
- Photo:** A text input field with a "Browse..." button.
- Captcha Validation Code:** A text input field containing the code "6024".
- Terms and Conditions:** A checkbox labeled "Yes, I have read and agree to the Terms and Conditions" which is checked.
- Buttons:** "Previous", "Join" (highlighted with a blue box), and "Cancel".

Step 4

Select **Sign In**.

Enter the *Email Address* and *Password* provided in Step 2.

Select the **Submit** button.

The screenshot shows the 'Sign In' form in the da Vinci Surgery Community portal. The form includes the following elements:

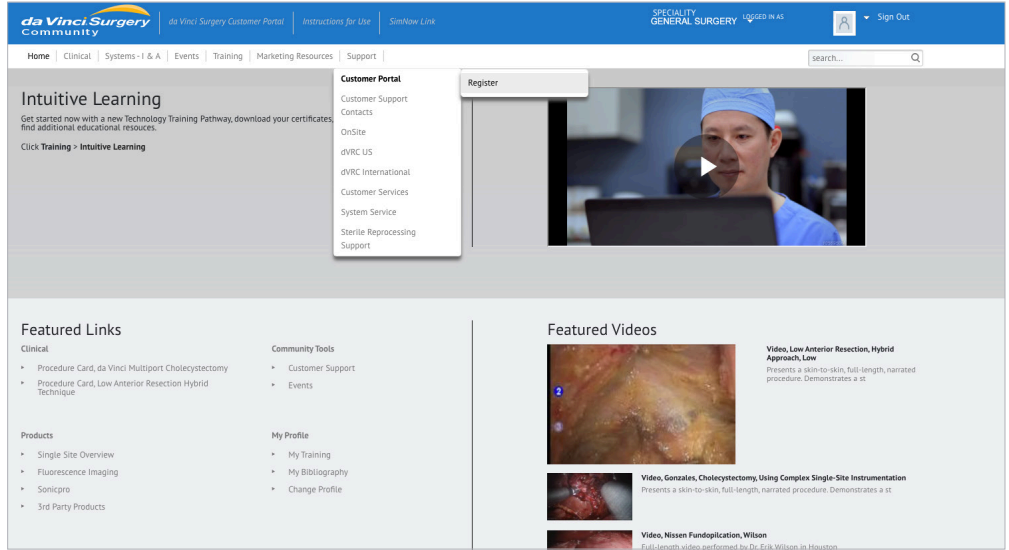
- Welcome Message:** "Thank you for joining the da Vinci Surgery Online Community. Please [Sign In](#) to access the full library of da Vinci Surgery training and support materials, and to watch full length da Vinci Surgery procedures. If you have any issues please contact the da Vinci Surgery Online Community support team at community@intusurg.com"
- Buttons:** "Sign In" (highlighted with a blue box) and "Forgot Password".

The screenshot shows a 'Sign In' dialog box with the following elements:

- Fields:** "Email Address" and "Password" (with a red exclamation mark icon next to it).
- Checkbox:** "Remember Me" (unchecked).
- Buttons:** "Submit" (highlighted with a blue box) and "Forgot Password".

Step 5

From the **Support** menu, select **Customer Portal** and **Register**.

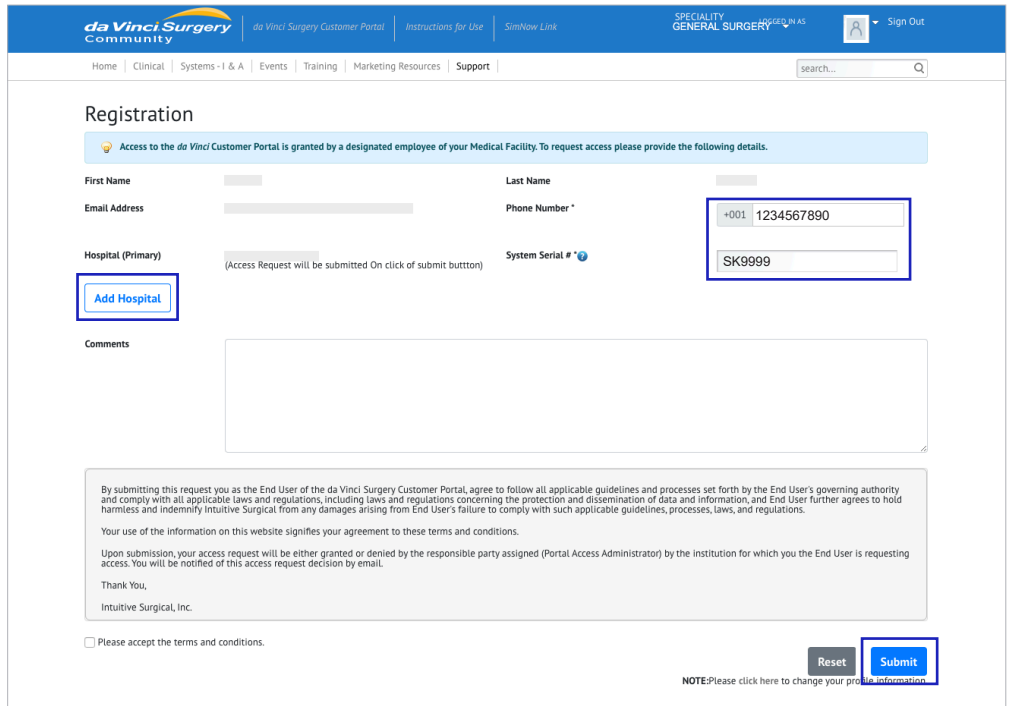


Step 6

Add your contact information. If you support multiple facilities, select **Add Hospital** to add additional information.

Select **Submit**.

A notification will be sent to your hospital's da Vinci Customer Portal Admin to approve the registration.



To further assist you in maximizing the use of the da Vinci Customer Portal, please review the following links:

[Intro to da Vinci Customer Portal](#)

[Home Tab](#)

[Systems Tab](#)

[Service History Tab](#)

[Field Actions Tab](#)

[Orders Tab](#)

[Returns Tab](#)

[Advanced Exchange](#)

For any questions, please contact us at:

[Intuitive Surgical Customer Service](#)

1-800-876-1310

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For important safety information, indications for use, risks and full cautions and warnings, please refer to the user manual(s) and www.intuitive.com.

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