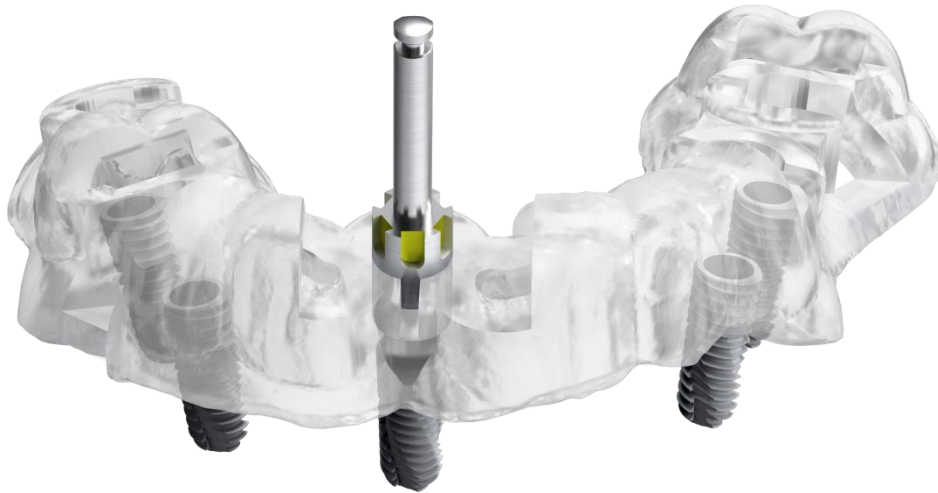# Digital Center Basic Order Manual

- Ordering OneGuide Templates, Smartfit Abutments, and Temporary PMMA Crowns
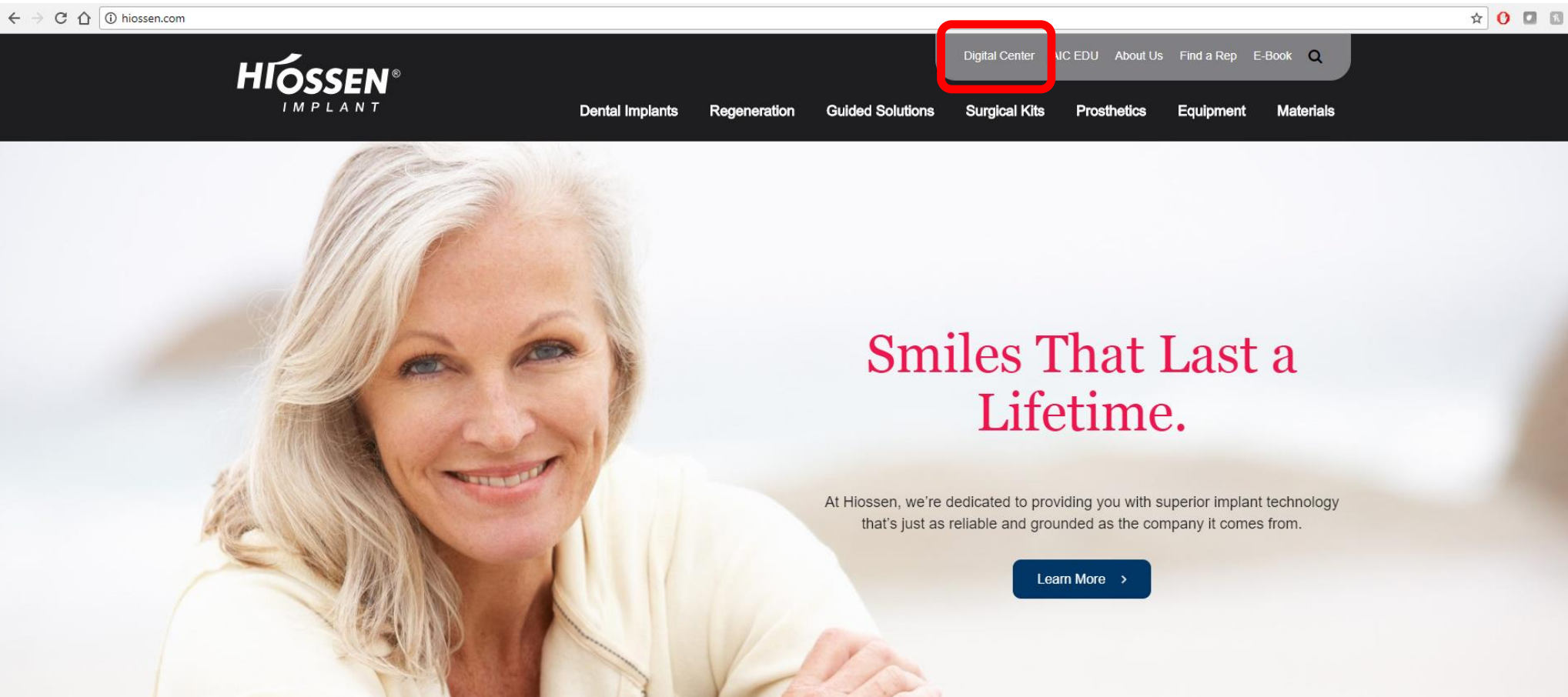
Contents

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Basic Information

This software platform is optimized for Google Chrome and Mozilla Firefox. Please use one of these browsers! (Internet Explorer not recommended)

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Basic Information

You can access our Digital Center for ordering by going to our homepage at www.hiossen.com, and clicking on the "Digital Center" link!

Basic Information

- **The "Digital Center" link will bring you here. Bookmark this page so you have easy access!**

- **If you don't have an account, click the "Register Here" link.**

- **You must have a Hiossen Account Number to register for this site.**

Account Registration

Hiossen Digital Center Registration Form

For Hiossen account holders. Please allow up to 1-2 Business Days for your account to be created.

* Required

Hiossen 8-Digit Account Number *

Your answer

Clinic Name *

Your answer

Doctor's First and Last Name *

Your answer

Billing Address *

Your answer

Billing City *

Your answer

Billing State *

Your answer

- After clicking on the "Register Here" link, you will be taken to a Google Form. Please complete ALL fields accurately.

- Please allow for 1-2 business days for your account to be processed. You should receive an e-mail confirmation once your account is created.

- Your default login credentials are as follows:
  Username: 8 digit Hiossen Acct#
  Password: dental123

  Please contact your rep if you do not know your account number.

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Account Management

- **Once logged in you will see your dashboard. You can scroll over your name on the top right of the screen for the dropdown menu, and select profile to change your password.**

- **If you need to change or update any information not displayed (eg. shipping or billing address), please contact your rep.**

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Account Management

SEN LANT   Home   🔍 Search for Cases   Customer Test ⌄   Help

Dr. Hiossen Test 0

Create New Cases >	Case Entry	1
Case Manager	3	Digital Transfer	2
Statements	4
Message Center	5

No cases arriving March 29

March 2018   6

SUN	MON	TUE	WED	THU	FRI	SAT
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21

Helpful Links   7

| Downloads | Smartfit Order Form | OneGuide Order Form |

1. **Case Entry – Click to order OneGuide Templates, Smartfit Abutments, and Temporary Crowns**
2. **Attach digital files to cases (file name: clinic/dr name_patient name)**
3. **Overview of cases**
4. **View Order Summaries**
5. **Messages for Case Confirmation**
6. **Calendar that shows expected delivery (excluding treatment plan confirmation time)**
7. **Helpful links – Downloads, Order Forms, List Prices etc.**

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Case Entry – OneGuide Templates

1. Enter Patient's First and Last name to begin. (this software platform is HIPAA compliant)
2. Select appropriate Case Icon – OneGuide Template
3. Select relevant arch and teeth
4. Select appropriate Item
5. Additional Features – Select Open Sleeve types for any site.
6. Indicate what items are enclosed with the case (upload or ship)
7. Specify any Special Instructions here (eg. Shipping Address if different from default, special design instructions)
8. Upload digital files (DICOM, STL)
9. Case Options
   a) New Item – add abutment(s) or crown(s) to this case
   b) Create – order transfer
   c) Cancel – cancel case (start over)

Case Entry – Smartfit Abutments

1. Enter Patient's First and Last name to begin. (this software platform is HIPAA compliant)
2. Select appropriate Case Icon – Smartfit Abutment
3. Select sites
4. Select appropriate Item
5. Additional Features – Abutment Design options
6. Indicate what items are enclosed with the case (upload or ship)
7. Specify any Special Instructions here (eg. Shipping Address if different from default, special design instructions not listed)
8. Upload digital files (DICOM, STL)
9. Case Options
   a) New Item – add crown(s) or additional ABTs to this case
   b) Create – create case
   c) Cancel – cancel case creation

Case Entry – Temporary PMMA Crowns

1. **Enter Patient's First and Last name to begin. (this software platform is HIPAA compliant)**
2. **Select appropriate Case Icon – Temporary Crown (PMMA)**
3. **Select sites (On: Pontic, Off: Crown)**
4. **Select appropriate Item**
5. **Additional Features – only option is "For Transfer Abutment"**
6. **Indicate what items are enclosed with the case (upload or ship)**
7. **Specify any Special Instructions here (eg. Shipping Address if different from default, special design instructions not listed)**
8. **Upload digital files (DICOM, STL)**
9. **Case Options**
   a) **New Item – add another entry to the case**
   b) **Create – create case**
   c) **Cancel – cancel case creation**

Case Entry – "New Item"

Case Entry – "New Item"

When you see all items you need listed above, click "Create" to transfer order.

Case Entry – Work Tickets

‖‖‖‖‖‖‖‖‖ 18000016

Patient
Smith, John
Doctor
Buschemi, Steve
Office
12345678 - Dr. Steve Buschemi

Pan #

Units: 5
Client Due Date

5

Apr 2018 (Thu)

#	Type	Item	Shade	Design
30, 31	Smartfit	Customize Myself (*Order Form or Specify Options*)	No Shade	

Additional Features: Hold Case for Approval, Regular, Hex, ABT Taper Angle - 4°, Margin Level - Equal, Margin Type - Moderate Chamfer (0.3/0.4/0.5), Emergence Profile - Follow Soft Tissue (no change), Gingival Contact Area - Concave, Final Crown - PFM

| 30, 31 | Temporar | Splinted | No Shade | |
| Lower | OneGuide | Surgical Stent Normal Case | No Shade | Selected Teeth: 30, 31 |

Additional Features: #31 - Open Sleeve (Lingual)

Doctor's Signature: _____
License #: _____

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Page 1 of 1

Once case entry is complete and the case is created, a pop-up window should appear with the Work Ticket. (disable pop-up blockers if necessary – "Always allow...")

Pop-ups blocked
The following pop-ups were blocked on this page:
https://digitalcenter.labstar.com/pages/...p?bPrint=1&case_id=17&dtb=&bWorkTicket=0
● Always allow pop-ups from https://digitalcenter.labstar.com
○ Continue blocking pop-ups
Manage   Done

IF

1. **If all necessary files have been uploaded, wait for confirmation. You do not need to print the work ticket**

2. **If you need to ship *any* items for the case (impression, CDs, etc), please print the work ticket and include with your shipment.**

Relevant Case Details will be included in the ticket.

Signatures are not necessary here.

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Non-Digital Ordering – Order Form

Download, Complete Order Form, and Scan into computer.

Non-Digital Ordering - Order Form

1. Enter Patient's First and Last name to begin. (this software platform is HIPAA compliant)

2. Select appropriate Case Icon based on Order Form

3. Select sites for reference

4. Select appropriate Item

5. Additional Features are unnecessary, but can be input for good measure

6. Indicate what items are enclosed with the case, including Order Form

7. Specify any Special Instructions here (eg. Shipping Address if different from default, special design instructions not listed)

8. Upload Order Form and other files

9. Case Options
   a) New Item – add another entry to the case
   b) Create – create case
   c) Cancel – cancel case creation

Digital Transfer

Clicking Digital Transfers on your dashboard will bring you here.

You can click "Upload", or drag and drop files into the grey box.

You can attach files to a case you already created, or create a new case from here.

Digital Transfer

Once uploaded, you can check off any files you want to include in a case to the right of the uploaded file, and click:

1. **"Attach to Case" (attach to an existing case)**
2. **"Create Case" (create a new case)**

Using Case Entry is recommended when creating a case. You can upload the file during Case Entry.

Digital Transfer

After clicking "Attach to Case", you will see this window appear.

1. **Search for the case using a Case Ref# or Patient Name.**
2. **Hit the Select circle to the left of the case.**
3. **Click "Done"**

Transfer any other digital files, or wait for the case confirmation message!

Case Confirmation

A day or two after your Case Entry, you should see a new message in the message center.

Click to review the message.

Whenever possible, the Digital Center will send the message to the e-mail on file as well as the message center.

Case Confirmation

You will see the message. Click on the blue link (Subject Line) to review the message.
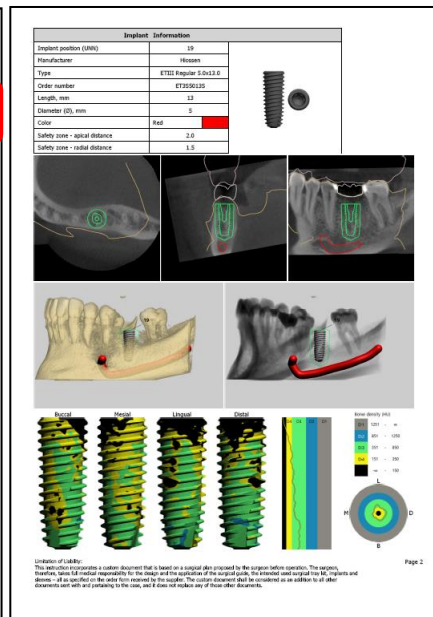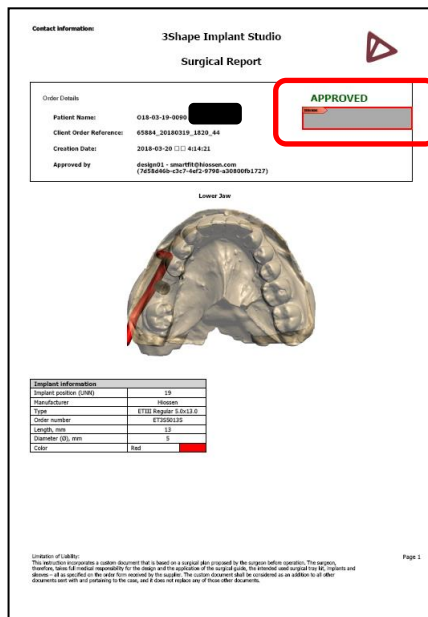

The message will contain an attached PDF. The customer MUST sign this document and return it in order for the template to be fabricated.

Click on it to review and print or download.

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Case Confirmation
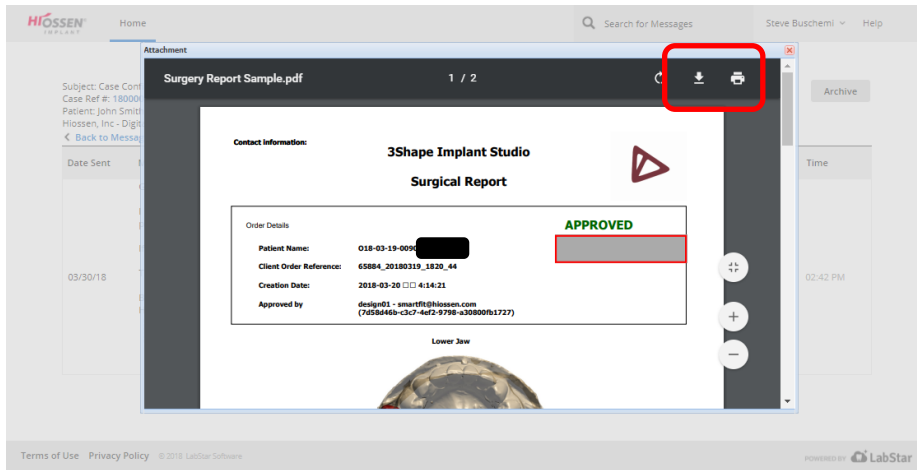
You will see a pop up window. You can download or print the report.

The Surgery Report will show the treatment plan. There is a section the *Doctor* must sign under "APPROVED" in green.

The file can be:

1. Printed, signed, scanned, and attached in the message center.
2. Signed digitally via Adobe Acrobat and attached in the message center.

Once the Hiossen Digital Center receives the confirmation, the case will proceed to fabrication.
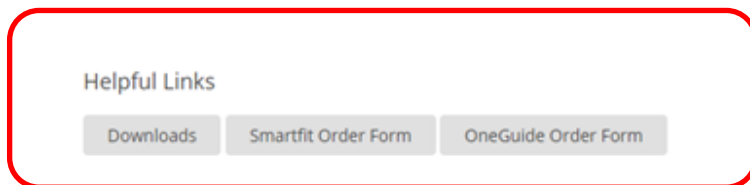
Case Consultation & Changes
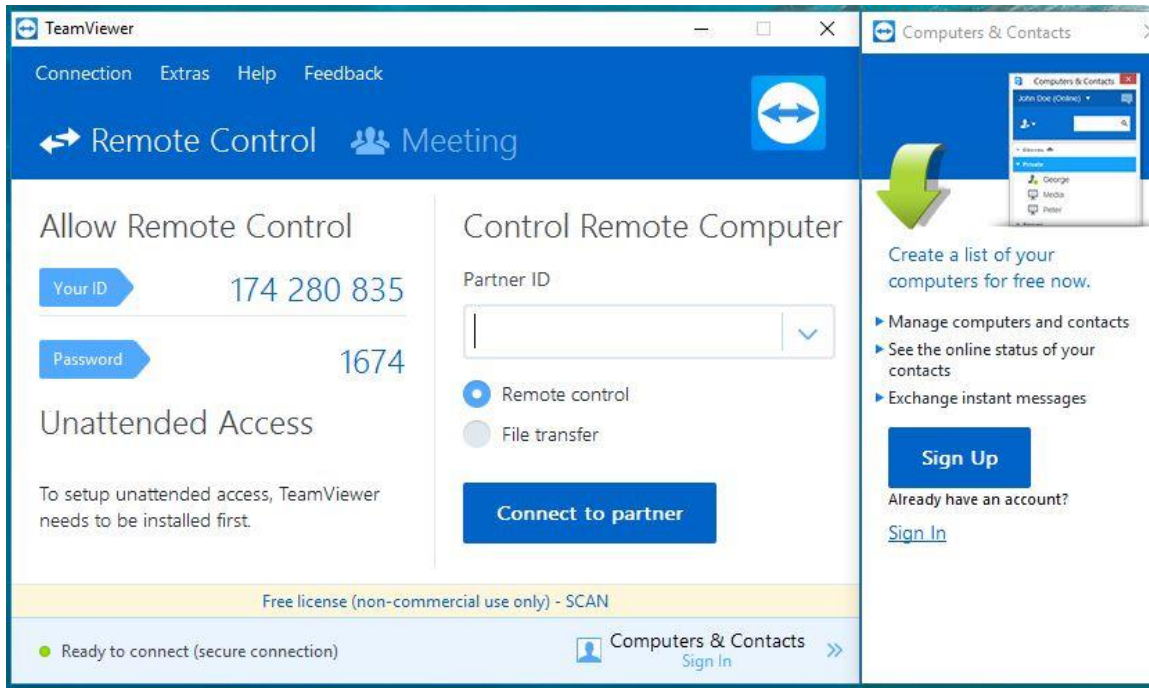
If you would like to request changes or a consultation, you can schedule a time with the Digital Center via e-mail or Message Center.

The meeting ID and password (if any) will be provided.

Consultations may incur charges if you exceed the complimentary period of 30 minutes.

The Teamviewer download link can be found under "Downloads" in the helpful links area. Look for "TEAMVIEW SUPPORT"

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Thank you!

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