







User Guide

Hiossen Digital Center Ordering Website

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Getting Started

[Account creation and login]

HIOSSSEN
IMPLANT

Account Number *

Password *

Forgot password?

Login

Need an account? [SIGN UP](#)

[Contact us for Hiossen account number](#)

① Please log in using your current ID and password

② If you are a new customer, please click "Create your account" and fill in the google form

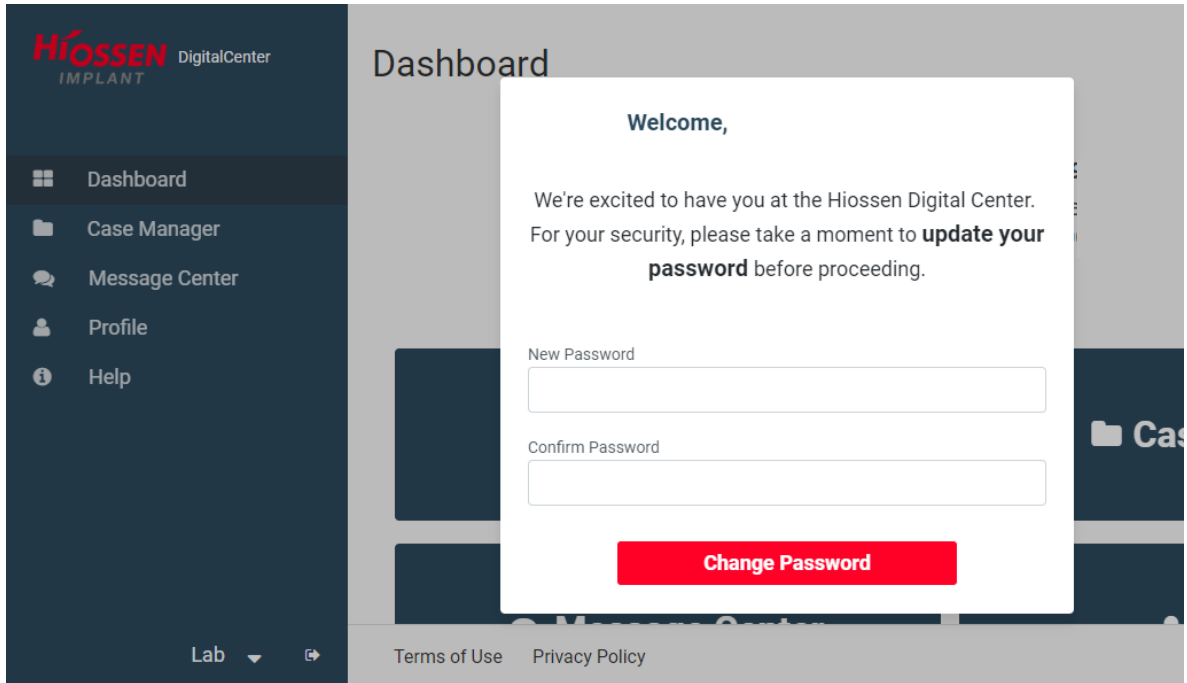
[Note]

The initial password was sent to your registered email
If you don't know the password, please contact us.

smartfit@hiossen.com
digitalpm@hiossen.com

Getting Started

[Account creation and login]

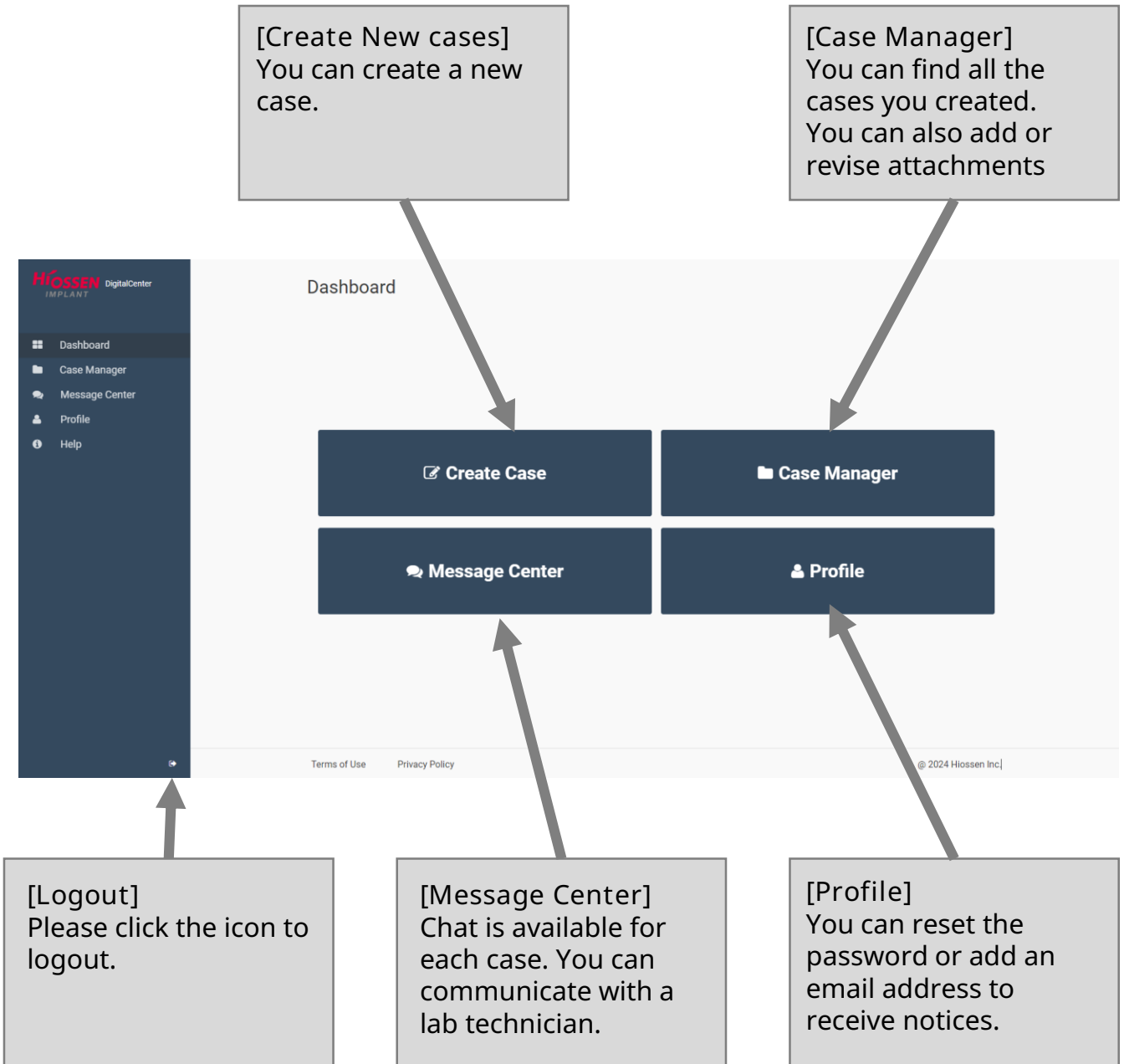


① For security reasons please change your password.

Dashboard  Your password has been reset successfully

② A notification will appear once the password has been successfully changed.

Website Navigation

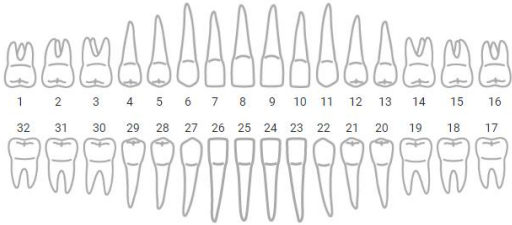


How to Create a Case

Create Case Cancel

Patient Name:

Teeth Selection | Instruction | Attachments | Review | Complete



Upper Arch Lower Arch

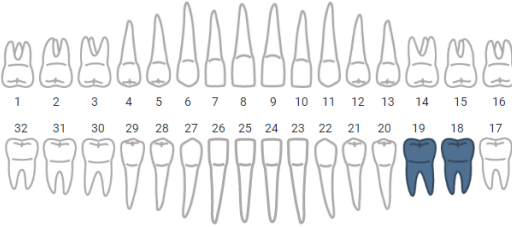
Next



① Please add the patient's name

② Please select the tooth numbers

Patient Name:

Teeth Selection | Instruction | Attachments | Review | Complete



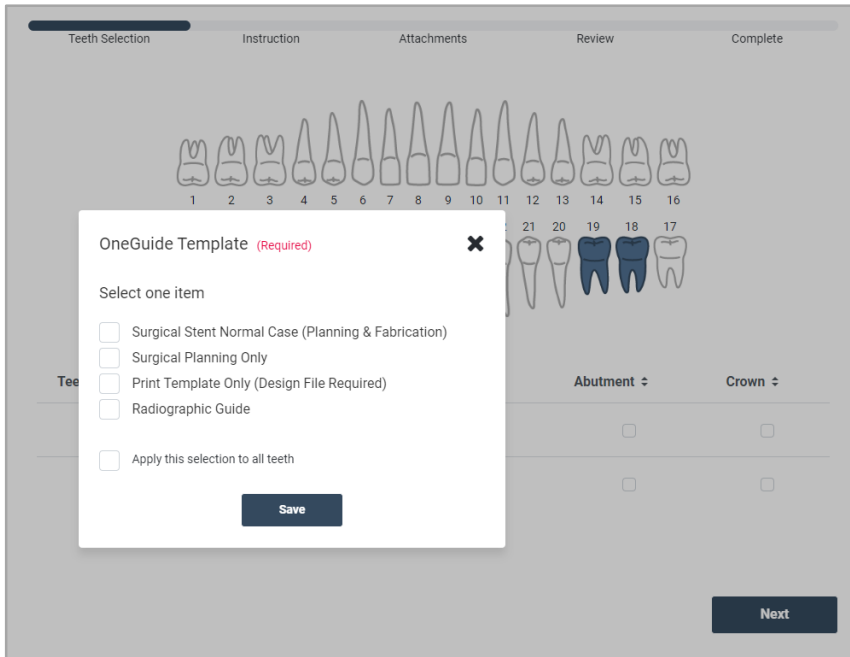
Teeth Image	Tooth # ↕	OneGuide Template ↕	Abutment ↕	Crown ↕
	19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

③ Please check the empty square boxes to choose the desired items

[Note]
You can cancel it by clicking the selected tooth.

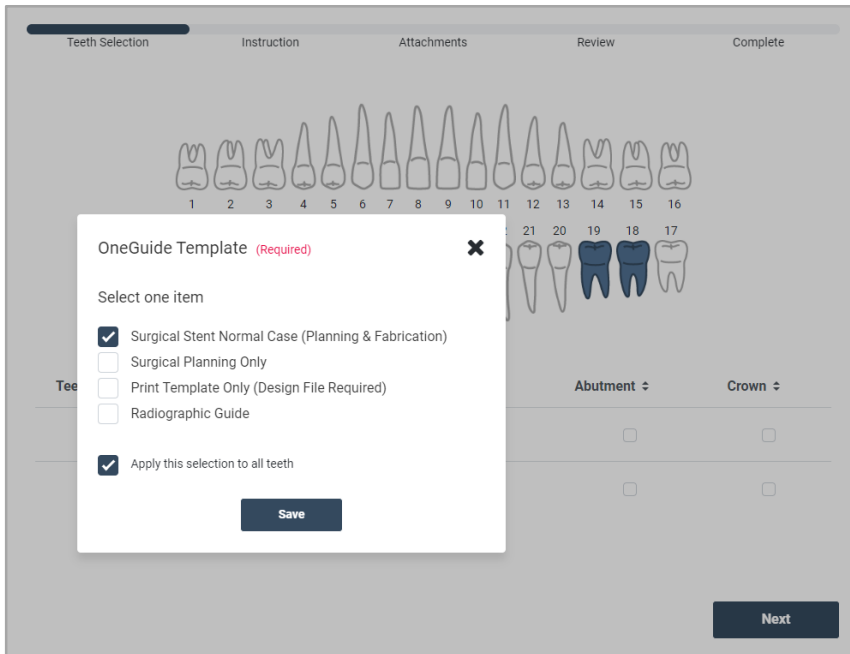
How to Create a Case



① If you click on one of the empty boxes, a pop up will appear to choose specific options.

② Please select the items you want.

[Surgical Stent]

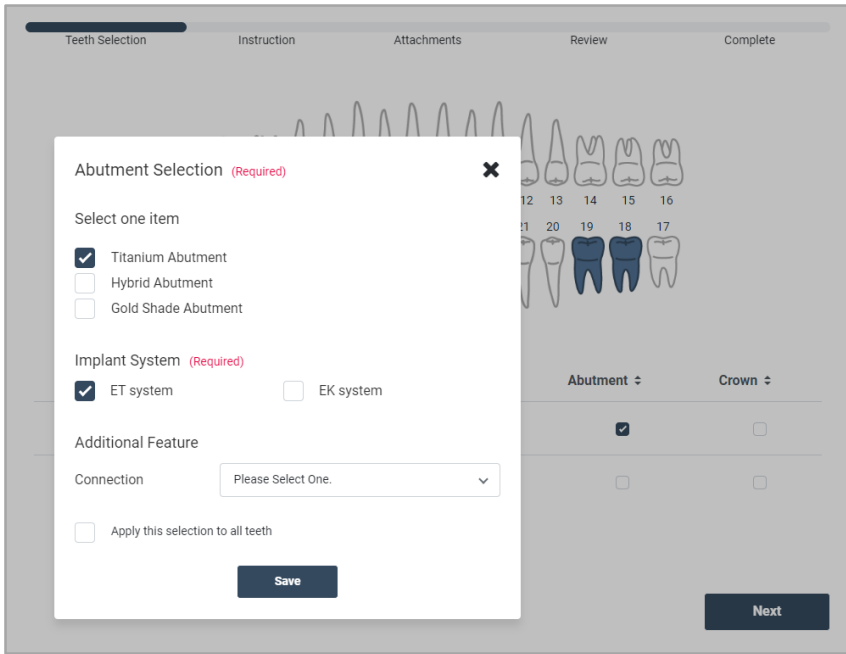


③ If you want to apply this selection to all selected teeth, please check "Apply this selection to all teeth" box.

④ Please click "Save"

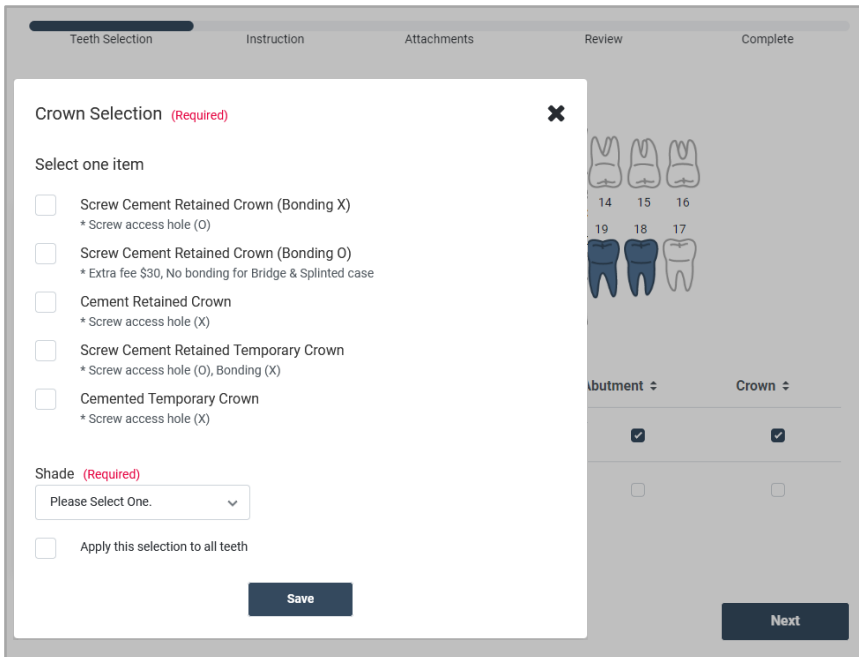
How to Create a Case

[Custom Abutment]



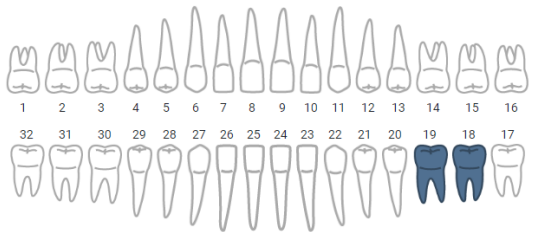
[Note]
Please select the desired abutment and implant system(ET/EK).



[Crown]



How to Create a Case

Teeth Selection Instruction Attachments Review Complete



Teeth Image	Tooth # ↕	OneGuide Template ↕	Abutment ↕	Crown ↕
	19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	18	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

⑤ When all items are selected, please click next.

How to Create a Case

Create Case

Cancel

Patient Name:

Teeth Selection Instruction Information Review Complete

Instructions

Enclosed

CBCT Upload

- DICOM CBCT
- Radiographic CBCT
- Denture CBCT
- Other

Please enter information

IOS Upload (When sending IOS data directly via any scanner software, please specify the scanner model.)

- 3Shape
- Medit
- iTero
- Sirona (CEREC)
- Other

Additional

- Sending Stone Model
- Sending Impressions

① You can add notes in the instructions text box.

② When sending IOS data directly via any scanner software, please specify the scanner model.

③ You can choose additional options.

How to Create a Case

Enclosed

CBCT Upload

- DICOM CBCT
- Radiographic CBCT
- Denture CBCT
- Other

Please enter information

IOS Upload (When sending IOS data directly via any scanner software, please specify the scanner model.)

- 3Shape
- Medit
- iTero
- Sirona (CEREC)
- Other

Additional

- Sending Stone Model
- Sending Impressions

Attachments (Max 1GB files only)*

Data Sample.zip

Click to Upload File

Data Sample.zip

success

④ You can upload files.

⑤ Check if the file was uploaded successfully

⑥ Please click "Next"

[Note]
If you are not ready, you can also upload the file later.

How to Create a Case

Create Case

Cancel

Patient Name: Hiossen Digital Center

Teeth Selection Instruction Attachments Review Complete

Confirm your shipping address *

Contact Name:

Contact Number: 6
Shipping Address: 2

Cancel

Contact Name:

Hiossen

Best Contact Number:

000 000 0000

Shipping Address:

270 Sylvan Ave #1130, Englewood Cliffs, NJ 07632

① Please check if the information for shipping is correct.

② If the address is not correct, you can edit it.

When you change the info and click "Save", then the background color will be changed

③ If you want to cancel it, please click "Cancel".

How to Create a Case

Select Digital Center *

HQ (East): 60 East Bridge Street Suite 2, Morrisville, PA, 19067, USA
Select HQ if:
Surgical Guide cases: Customer code begins with a number from 0 to 7.
Crown & Abutment cases: All customer codes apply.

LA (West): 6940 Beach Blvd. Suite D-401, Buena Park, CA, 90621
Select LA if:
Surgical Guide case: Customer code begins with a number from 8 - 9.

Confirm Schedule

Rush Design
Additional fee: \$20 per implant or crown

Case Delivery Type *

Please Select One. [Rates](#)

- Express Saver is equivalent to UPS Ground, with delivery times ranging from 3-7 business days.
- UPS Ground service is not available for Hawaii and Alaska
- Some delivery types may not be available at certain locations.

Select Due Date *

DUE DATE

10/04/2024

Back

Next

① You can also choose to ship to the digital center.

② Please choose the delivery type and preferred date.

③ If you click Rates, you can find the table below.

[Note] Onefit(Smartfit) and Crown are only available at HQ.

Rates ✕

TERM	LBS		
	~1	~2	2~
EXPRESS SAVER	\$ -	\$ -	\$ -
SECOND DAY	\$ 8	\$ 10	\$ 10
STANDARD OVERNIGHT	\$ 12	\$ 13	\$ 15
PRIORITY OVERNIGHT	\$ 13	\$ 15	\$ 16
FIRST OVERNIGHT	\$ 30	\$ 30	\$ 30
SATURDAY DELIVERY	\$ 32	\$ 37	\$ 42

How to Create a Case

Select Digital Center *

HQ (East): 60 East Bridge Street Suite 2, Morrisville, PA, 19067, USA
Select HQ if:
Surgical Guide cases: Customer code begins with a number from 0 to 7.
Crown & Abutment cases: All customer codes apply.

LA (West): 6940 Beach Blvd. Suite D-401, Buena Park, CA, 90621
Select LA if:
Surgical Guide case: Customer code begins with a number from 8 - 9.

Confirm Schedule

Rush Design
Additional fee: \$20 per implant or crown

Case Delivery Type *

Please Select One. [Rates](#)

Please Select One.

- Express Saver (3-7 Business Day)
- First Overnight (Next-Day 8:00AM to 9:30AM)
- Priority Overnight (Next-Day 10:00AM to 12:00PM)
- Saturday Delivery
- Second Day (Second Day by the End of Business Day)
- Standard Overnight (Next-Day 3:00PM to End of Business Day)

DUE DATE

10/04/2024

Back **Next**

① Please choose the delivery type and preferred date.

[Note]
Regular case: 14
(business day)

How to Create a Case

Select Digital Center *

HQ (East): 60 East Bridge Street Suite 2, Morrisville, PA, 19067, USA
Select HQ if:
Surgical Guide cases: Customer code begins with a number from 0 to 7.
Crown & Abutment cases: All customer codes apply.

LA (West): 6940 Beach Blvd. Suite D-401, Buena Park, CA, 90621
Select LA if:
Surgical Guide case: Customer code begins with a number from 8 - 9.

Confirm Schedule

2024 September >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

Select a Date

Back Next

① select a date and click "Next".

⚠ Please carefully review the information before submitting the case!

② You will see this message appear. Please click it to remove it.

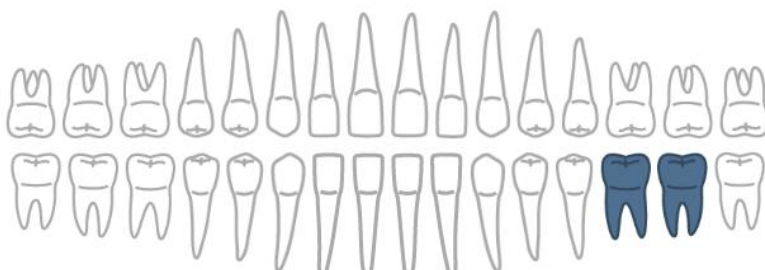
How to Create a Case

Create Case

Cancel

Patient Name: Hiossen Digital Center Due Date: 09/12/2024 Delivery Type: FIRST OVERNIGHT

Teeth Selection Instruction Attachments Review Complete



Tooth #	OneGuide Template	Abutment	Implant System	Connection	Crown	Shade
19	Surgical Stent Normal Case		system			
18	Surgical Stent Normal Case		system			

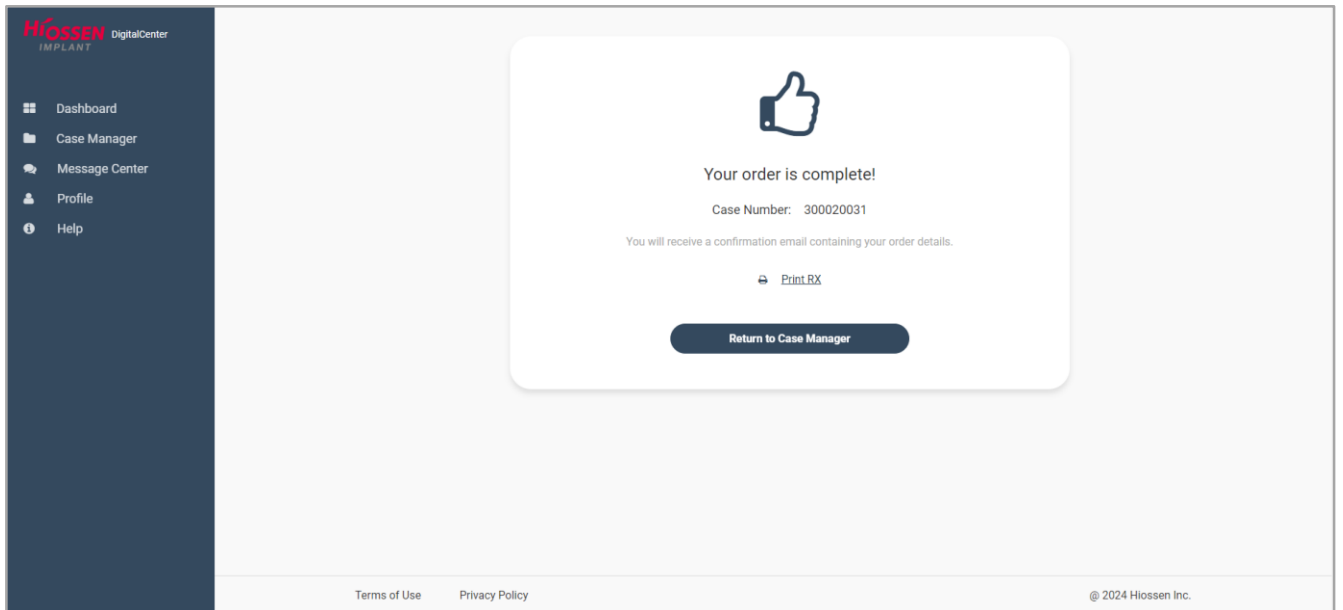
① Please review the final order page and submit the case

② You can find the cancel icon on the top right side.

[Note]
It will take few seconds to complete the new case creation.

If your case creation is successful, you can find it in the case manager.

How to Create a Case



① When a new order is successfully submitted, you can find this page.

② You can also print the RX.

How to Use Case Manager

Case Manager

Create Case

Search Case

	Created Date	Case Number	Patient	Case Type	Due Date	Status	Tracking Number
1	08/27/2024	300020031	Hiossen Digital Center	OneGuide Template	September 12 2024	Case Submitted	

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① You can find all the cases in Case Manager.

② Please click a case number to check order details.

How to Use Case Manager

Case Number: 300020031

< Back

Patient Name: Hiossen Digital Center
Due Date: 09/12/2024
Delivery Type: FIRST OVERNIGHT

Case Submitted

Patient: Hiossen Digital Center

Type a message Send

Teeth Chart

Instructions
Please check following instructions.

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① You can check current order status

② You can communicate with a lab technician via Chat.

How to Use Case Manager

The screenshot displays the Case Manager interface. At the top, there is a row of tooth icons, with two teeth highlighted in blue. Below this is a table with the following columns: Tooth Number, One Guide Template, Abutment, Implant System, Connection, Crown, and Shade. The table contains two rows of data:

Tooth Number	One Guide Template	Abutment	Implant System	Connection	Crown	Shade
19	Surgical Stent Normal Case		system			
18	Surgical Stent Normal Case		system			

Below the table, there are three sections: Splinted (N/A), Enclosed (DICOM CBCT), and Attachments. The Attachments section includes a 'Click to Upload File' button, a 'Choose File' button, and a file named 'ata Sample.zip' with a download icon.

① You can check the order details.

② You can add files.

How to Change Your Profile

Profile

Customer Code: _____

Contact Name: _____

Contact Number: _____

Shipping Address: _____

New Password:

Confirm Password:

Update

Email for notification setting

Email notifications for updates will be sent to the email address saved in your Hiossen account. If you wish to receive notifications at additional email addresses, please add it below and save.

Email address saved in your Hiossen account.

Email address:

Name	Title	Email	Active
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Add more email **Save**

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① You can reset your password.

② You can add emails to receive status change notifications.

[Note]
If you want to change registered email address, please contact your sales reps.

[Note]
If you would like to receive notifications to your email, please check "Activate"