








# **User Guide**

# **Hiossen Digital Center**

# **Ordering Website**

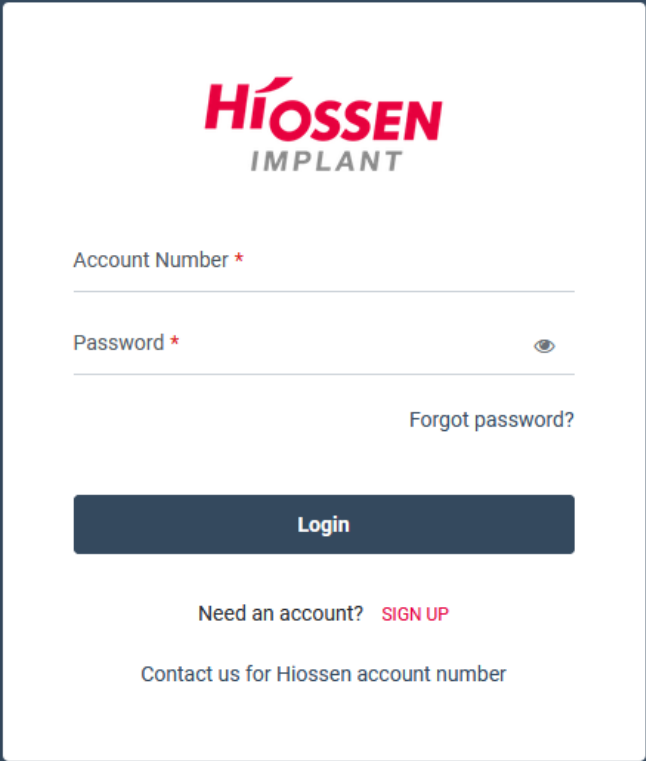
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# Getting Started

[Account creation and login]



The image shows a login and sign-up form for Hiossen IMPLANT. The form is centered on a dark blue background. At the top is the Hiossen IMPLANT logo, with 'Hiossen' in red and 'IMPLANT' in grey. Below the logo are two input fields: 'Account Number \*' and 'Password \*'. The password field has a small eye icon to its right. Below the password field is a link that says 'Forgot password?'. Underneath these is a dark blue button with the word 'Login' in white. Below the button is the text 'Need an account? SIGN UP', where 'SIGN UP' is in red. At the bottom of the form is the text '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 "SIGN UP" and fill in the google form

## [Note]

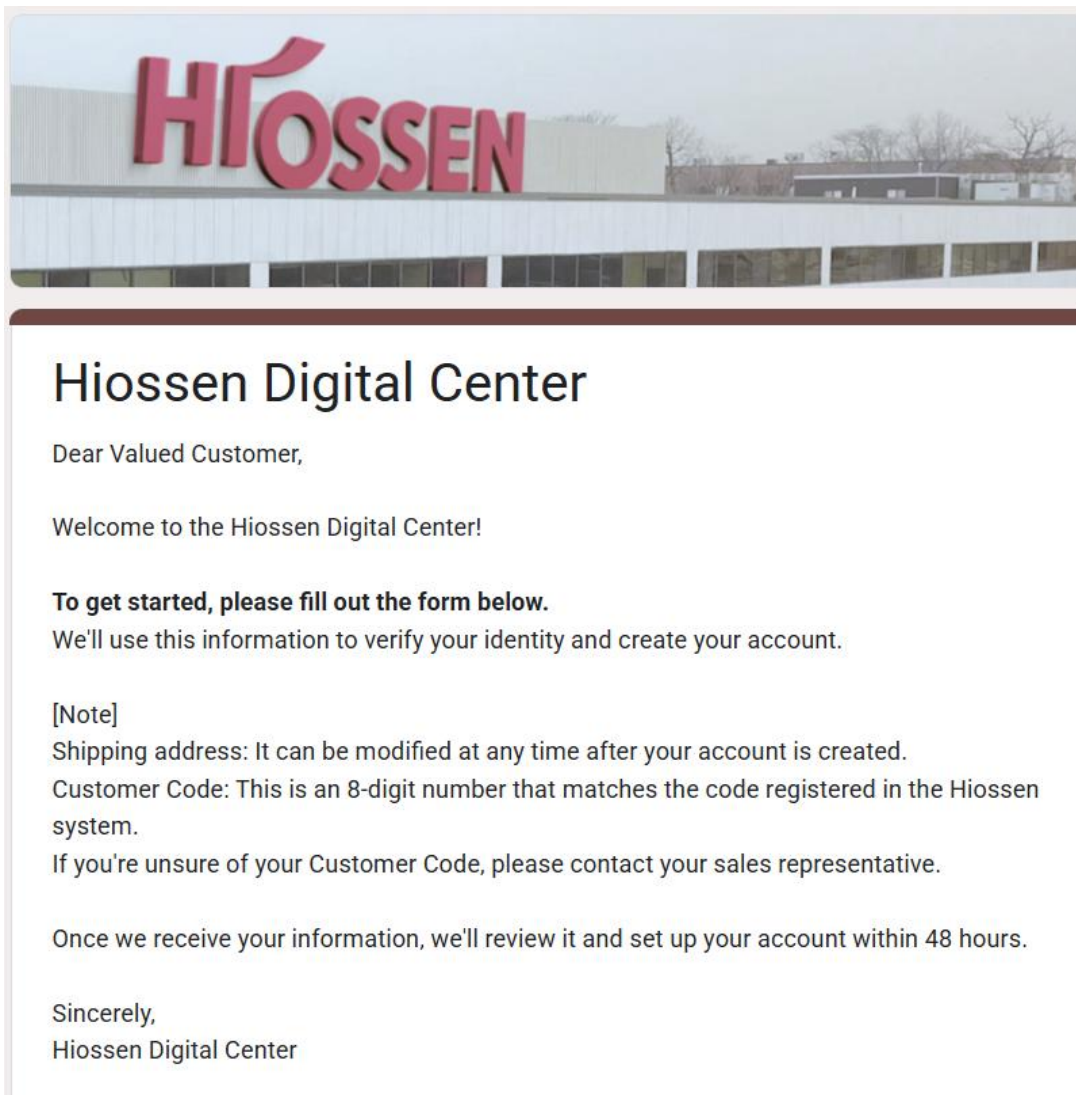
The initial password was sent to your registered email  
If you don't know the password, please contact us.

[smartfit@hiossen.com](mailto:smartfit@hiossen.com)  
[digitalpm@hiossen.com](mailto:digitalpm@hiossen.com)

# Getting Started

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[Account creation and login]



[Note]

Please reach out to Fabiana ([fabiana.dibiase@Hiossen.com](mailto:fabiana.dibiase@Hiossen.com)) for help with account activation or resetting password

# Getting Started

[Account creation and login]

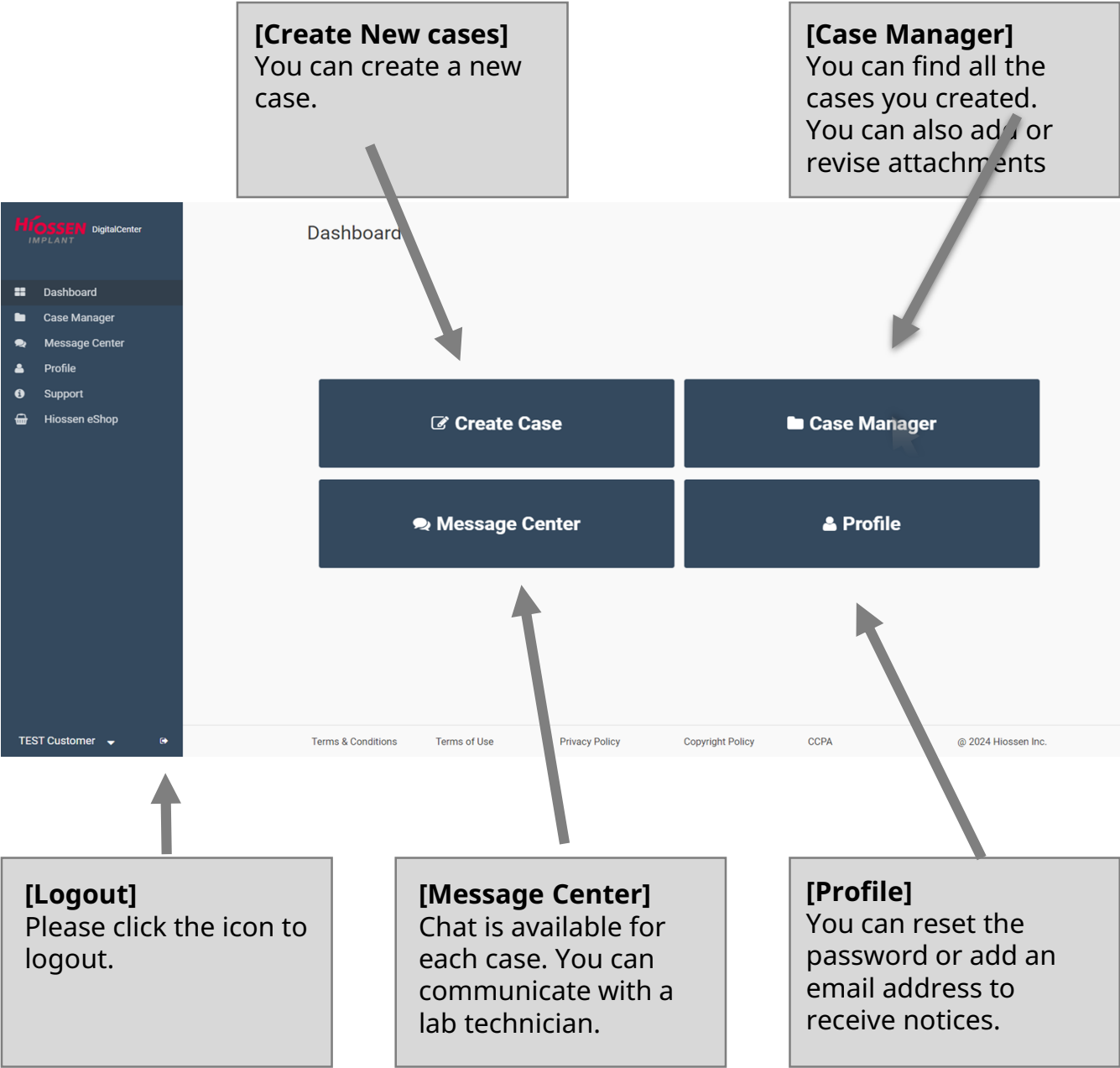
The screenshot shows the HiOSSEN DigitalCenter IMPLANT dashboard. On the left is a dark blue sidebar with navigation links: Dashboard, Case Manager, Message Center, Profile, and Help. The main content area is titled 'Dashboard' and features a white modal window. The modal contains a welcome message, a security notice about updating the password, and two input fields for 'New Password' and 'Confirm Password'. A red 'Change Password' button is at the bottom of the modal. The footer includes a 'Lab' dropdown, 'Terms of Use', and 'Privacy Policy' links.

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



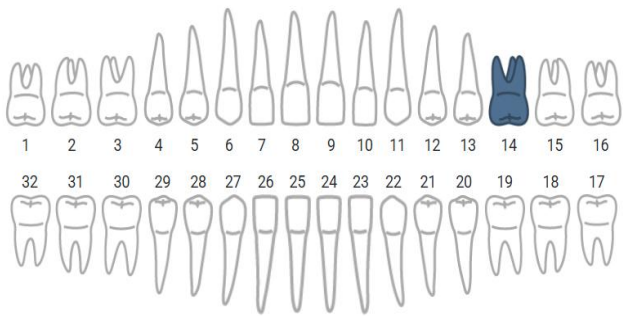
# How to Create a Case

## Create Case

Cancel


Patient Name: Fabiana Di Biase


Teeth Selection Instruction Information Review Complete



① Please add the patient's name

② Please select the tooth numbers

Teeth Image	Tooth # ▾	OneGuide Template ▾	Abutment ▾	Crown ▾
	14	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Teeth Image	Tooth # ▾	OneGuide Template ▾	Abutment ▾	Crown ▾
	14	<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

Teeth Selection Instruction Attachments Review Complete

OneGuide Template (Required)

Select one item

- ☐ Surgical Stent Normal Case (Planning & Fabrication)
- ☐ Surgical Planning Only
- ☐ Print Template Only (Design File Required)
- ☐ Radiographic Guide

☐ Apply this selection to all teeth

Save

Abutment Crown

Next

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]

Teeth Selection Instruction Attachments Review Complete

OneGuide Template (Required)

Select one item

- ☒ Surgical Stent Normal Case (Planning & Fabrication)
- ☐ Surgical Planning Only
- ☐ Print Template Only (Design File Required)
- ☐ Radiographic Guide

☒ Apply this selection to all teeth

Save

Abutment Crown

Next

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]

Teeth Selection    Instruction    Attachments    Review    Complete

**Abutment Selection (Required)** ✕

Select one item

☒ Titanium Abutment  
☐ Hybrid Abutment  
☐ Gold Shade Abutment

Implant System (Required)

☒ ET system    ☐ EK system

Additional Feature

Connection: Please Select One.

☐ Apply this selection to all teeth

Save

Next

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

## [Crown]

Teeth Selection    Instruction    Attachments    Review    Complete

**Crown Selection (Required)** ✕

Select one item

☒ Screw Cement Retained Crown (Bonding X)  
\* Screw access hole (O)

☐ Screw Cement Retained Crown (Bonding O)  
\* Extra fee \$30, No bonding for Bridge & Splinted case

☐ Cement Retained Crown  
\* Screw access hole (X)

☐ Screw Cement Retained Temporary Crown  
\* Screw access hole (O), Bonding (X)

☐ Cemented Temporary Crown  
\* Screw access hole (X)

Shade (Required)

Please Select One.

☐ Apply this selection to all teeth

Save

Next

# How to Create a Case

---

## OneBox Service

*If you are not interested in the 'OneBox' service, please uncheck the box and continue.*

☐

### OneBox Service

By checking this box, I agree that the implant will be ordered alongside the surgical stent. The final size will be determined during the surgical planning stage. The implants will be ordered using your selected implant package.

Save & Continue

**⑤ If you would like the implant to be ordered with the surgical stent check the OneBox Service – If not click “SAVE & CONTINUE” to move on**

# How to Create a Case

## Instructions

## Enclosed

- ☐ I'd like to upload the CBCT DICOM data (ZIP file)
- ☐ I'd like to upload the Intraoral Scan data
- ☐ I'd like to send the intraoral scan data via other scanner software

## Additional

- ☐ Sending Stone Model
- ☐ Sending Impressions

Back

Next

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

Confirm your shipping address \*

Name	Phone # ▾	Email ▾	Shipping Address ▾	Send to	Delete
aa	aa	aa	aa	<input checked="" type="checkbox"/>	

Add New Address

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.

Please Select One.

First Overnight (Next-Day 8:00AM to 9:30AM)

Priority Overnight (Next-Day 10:00AM to 12:00PM)

Standard Overnight (Next-Day 3:00PM to End of Business Day)

Second Day (Second Day by the End of Business Day)

Express Saver (3-7 Business Day)

Please Select One. ▾

[Rates](#)

1. Express Saver is equivalent to UPS Ground, with delivery times ranging from 2-7 business days

- ① Please check if the information for shipping is correct.
- ② Please choose the delivery type and preferred date.
- ③ If you click Rates, you can find the table below.

Rates

RATES			
TERM	LBS		
	~1	~2	2~
EXPRESS SAVER	\$ -	\$ -	\$ -
SECOND DAY	\$ 6.00	\$ 8.00	\$ 8.00
STANDARD OVERNIGHT	\$ 18.50	\$ 19.50	\$ 21.50
PRIORITY OVERNIGHT	\$ 19.50	\$ 21.50	\$ 22.50
FIRST OVERNIGHT	\$ 40.00	\$ 41.00	\$ 43.00

# How to Create a Case

Enclosed

Your shipping address \*

**Contact Name:** aa



Contact Number : aa

Email : aa

Shipping Address : aa

Back

Submit Case

① Submit your case

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

# How to Create a Case

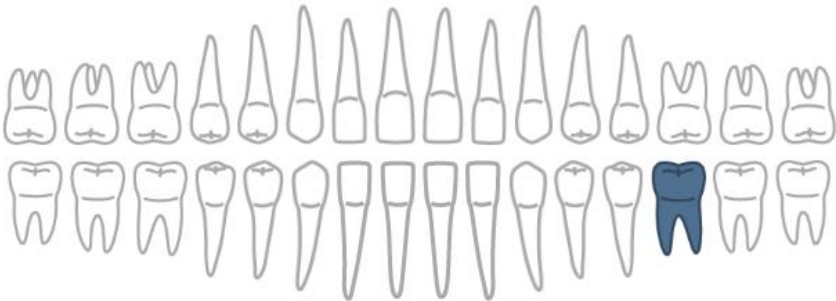
## Create Case

Cancel

Patient Name: Test Test

Due Date: 11/27/2024

Delivery Type: STANDARD  
OVERNIGHT



Tooth #	OneGuide Template ⇅	Abutment ⇅	Implant System	Connection ⇅	Crown ⇅	Shade ⇅
19		Titanium Abutment	ET system			

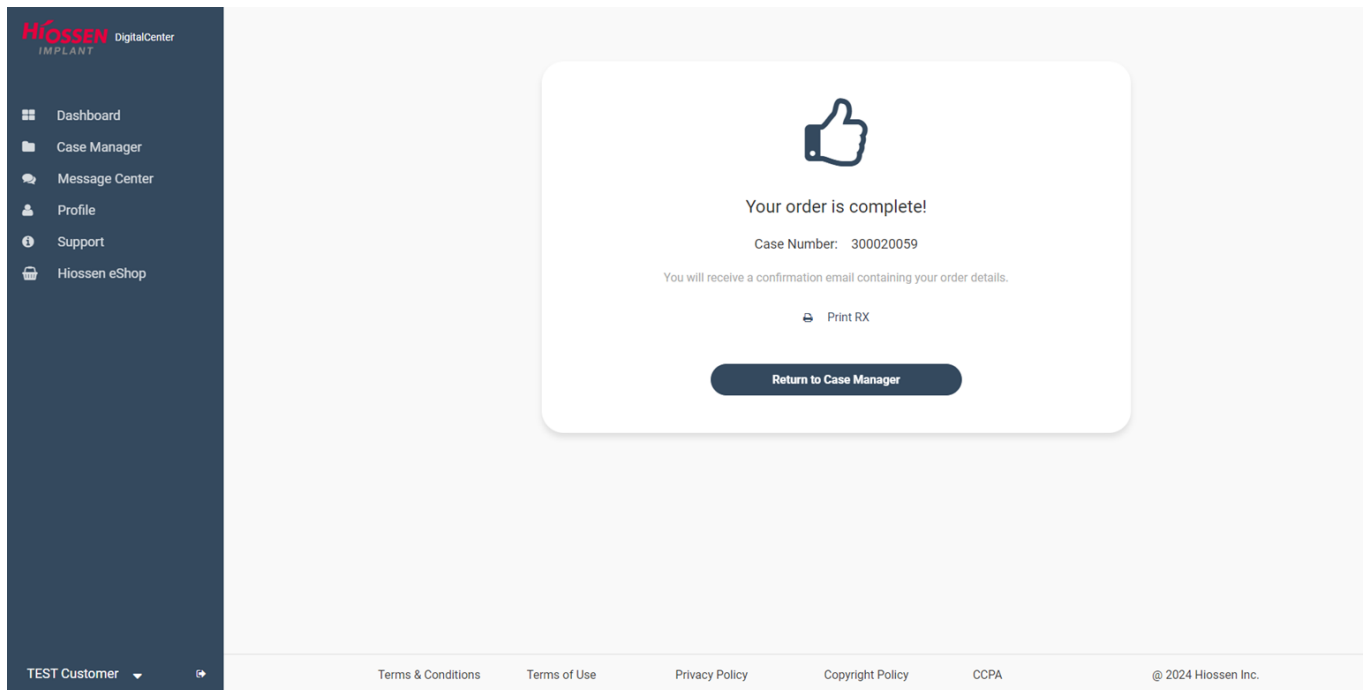
① Please review the final order page and submit the case

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

[Note]  
It will take a 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

HiOSSEN DigitalCenter  
IMPLANT

Dashboard

Case Manager

Message Center

Profile

Support

Hiossen eShop

TEST Customer

Case Manager

Create Case

300020059

	Created Date	Case Number	Patient	Case Type	Due Date	Status	Tracking Number
1	10/28/2024	300020059	Test Test	Abutment	November 27 2024	Case Submitted	

Terms & Conditions

Terms of Use

Privacy Policy

Copyright Policy

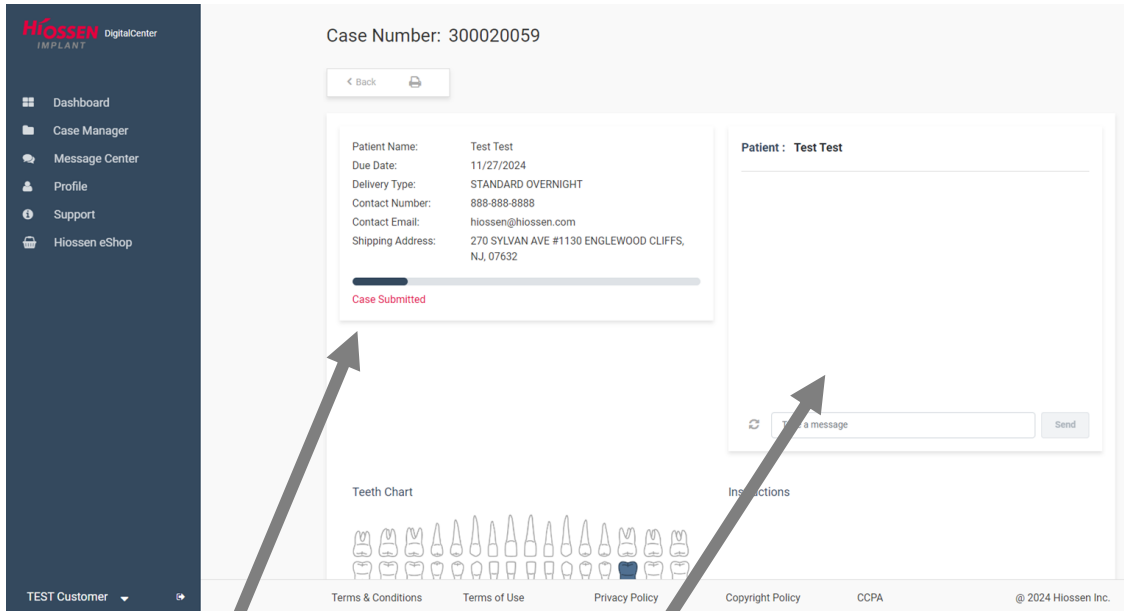
CCPA

@ 2024 Hiossen Inc.

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



① You can check current order status

② You can communicate with a lab technician via Chat.

# How to Use Case Manager

Tooth Number	One Guide Template ⌵	Abutment ⌵	Implant System	Connection ⌵	Crown ⌵	Shade ⌵
19		Titanium Abutment	ET system			

Splinted  
N/A

Enclosed  
Medit

Attachments  
[Click to Upload File](#)

① You can check the order details.

② You can add files.

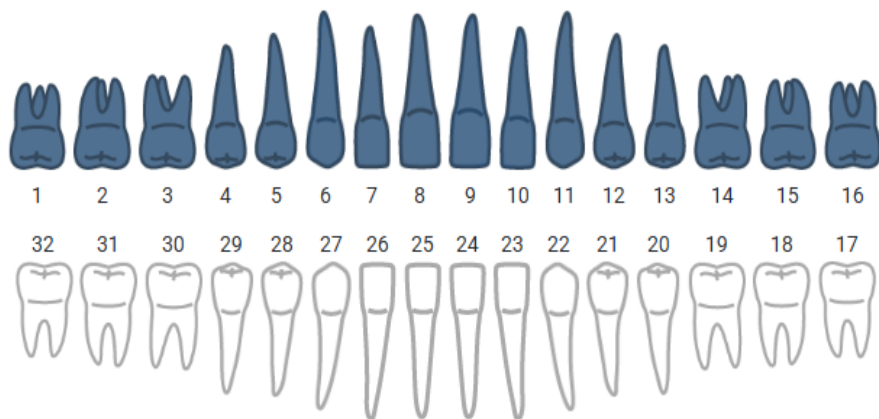
# How to Create a Case for OneArch(Full Arch)

## Create Case

Cancel

Patient Name: Fabiana Di Biase

Teeth Selection Instruction Information Review Complete



Upper Arch Lower Arch

① Select UPPER or LOWER arch.

# How to Create a Case for OneArch(Full Arch)

OneArch (All-On-X) (Required) ✕




Select one item

☐ Edentulous Surgical Stent Only

☐ Edentulous Surgical Stent and Provisional  
(For immediate loading case)

☐ Full Arch Implant Prosthesis (Fixed) only

**Save**

Arch Radiographic Guide  Night Guard  All-On-X 

Upper ☐ ☐ ☒

① We have three options available. Please choose the option you would like to proceed.

# How to Create a Case for OneArch(Full Arch)

## [Edentulous Surgical Stent Only]

OneArch (All-On-X) (Required) ✕

Select one item

- ☒ Edentulous Surgical Stent Only
- ☐ Edentulous Surgical Stent and Provisional (For immediate loading case)
- ☐ Full Arch Implant Prosthesis (Fixed) only

Save

Arch Radiographic Guide ⇅ Night Guard ⇅ All-On-X ⇅

Upper ☐ ☐ ☒

Next

① Select Edentulous Surgical Stent Only and click "SAVE" then NEXT

# **How to Create a Case for OneArch(Full Arch)**

## **[Edentulous Surgical Stent Only]**

### **OneBox Service**

*If you are not interested in the 'OneBox' service, please uncheck the box and continue.*

☐

#### **OneBox Service**

By checking this box, I agree that the implant will be ordered alongside the surgical stent. The final size will be determined during the surgical planning stage. The implants will be ordered using your selected implant package.

**Save & Continue**

**If you would like the Implants, Multi-abutments and Temporary cylinders to be ordered with the surgical stent check the OneBox Service – If not click “SAVE & CONTINUE” to move on**

# How to Create a Case for OneArch(Full Arch)

## [Edentulous Surgical Stent Only]

Enclosed

- ☐ I'd like to upload the CBCT DICOM data (ZIP file)
- ☒ I'd like to upload the scan data (Arch for the restoration)

Click to Upload File

- ☐ I'd like to upload the scan data (Opposing Arch)
- ☐ Please upload the scan data (Bite registration)

Additional

- ☐ Sending Stone Model
- ☐ Sending Impressions

① Upload your scan data and click next.

After receiving the radiographic guide and Taking CBCT, please upload the CBCT DICOM data (zip file) so that we can plan the surgery and design the surgical stent.

Back

Next

# How to Create a Case for OneArch(Full Arch)

## [Edentulous Surgical Stent and Provisional]

OneArch (All-On-X) (Required) ✕

Select one item

- ☐ Edentulous Surgical Stent Only
- ☒ Edentulous Surgical Stent and Provisional (For immediate loading case)
- ☐ Full Arch Implant Prosthesis (Fixed) only

Save

Arch Radiographic Guide ⇅ Night Guard ⇅ All-On-X ⇅

Lower ☐ ☐ ☒

Next

① Select Edentulous Surgical Stent and Provisional and click "SAVE" then NEXT

# **How to Create a Case for OneArch(Full Arch)**

## **[Edentulous Surgical Stent and Provisional]**

### **OneBox Service**

*If you are not interested in the 'OneBox' service, please uncheck the box and continue.*

☐

**OneBox Service**

By checking this box, I agree that the implant will be ordered alongside the surgical stent. The final size will be determined during the surgical planning stage. The implants will be ordered using your selected implant package.

**Save & Continue**

**If you would like the Implants, Multi-abutments and Temporary cylinders to be ordered with the surgical stent check the OneBox Service – If not click “SAVE & CONTINUE” to move on**

# **How to Create a Case for OneArch(Full Arch)**

## **[Edentulous Surgical Stent and Provisional]**

Please choose the option you would like to process.\*

- ☐ I'd like to send the **analog impression** only. Patient doesn't have the denture, and I understand that I will receive the radiographic guide and the wax rim to check the midline and vertical dimension.
- ☐ I'd like to send the **scan data**. Patient doesn't have the denture, and I understand that I will receive the radiographic guide and the wax rim to check the midline and vertical dimension.
- ☐ I'd like to send the **scan data** and the patient has a denture. I can scan and send the patient's denture. I understand I will receive the radiographic guide only and you don't have to check the midline and vertical dimension)  
I understand that the denture should be thoroughly scanned both fitting surface and polished surface.
- ☐ I'd like to send the **scan data only** and the patient has remaining teeth which will be extracted. I understand I don't need the radiographic guide and wax rim but the digital center might recommend them.

Instructions

Enclosed

- ☐ I'd like to upload the CBCT DICOM data (ZIP file)
- ☐ I'd like to upload the scan data (Arch for the restoration)
- ☐ I'd like to upload the scan data (Opposing Arch)
- ☐ Please upload the scan data (Bite registration)

**\*\* Remember for certain conditions the wax rim is needed.**

**① Choose the process that best pertains to your situation.**

# How to Create a Case for OneArch(Full Arch)

## [Edentulous Surgical Stent and Provisional]

Please choose the option you would like to process.\*



I'd like to send the **analog impression** only. Patient doesn't have the denture, and I understand that I will receive the radiographic guide and the wax rim to check the midline and vertical dimension.

Instructions

Additional



Sending Stone Model



Sending Impressions

After receiving the radiographic guide, we strongly recommend to adjust the wax rim to have optimal vertical dimension, to mark the mid-line.

Please proceed with the bite registration before taking the CBCT.

Please upload the CBCT DICOM data (ZIP file) and please send back the radiographic/wax rim/bite registration so that we can plan the surgery and design the surgical stent and the provisional.

Back

Next

② After selecting an option, a description will be provided explaining your choice.

# How to Create a Case for OneArch(Full Arch)

## [Full Arch Implant Prosthesis (fixed) only]

OneArch (All-On-X) (Required) ✕

Select one item

☐ Edentulous Surgical Stent Only

☐ Edentulous Surgical Stent and Provisional  
(For immediate loading case)

☒ Full Arch Implant Prosthesis (Fixed) only

**Save**

Arch

Radiographic Guide ⇅

Night Guard ⇅

All-On-X ⇅

Upper



**Next**

① Select Full Arch  
Implant Prosthesis  
and click "SAVE" then  
NEXT

# **How to Create a Case for OneArch(Full Arch)**

## **[Full Arch Implant Prosthesis (fixed) only]**

Please choose the impression method you would like to provide us for Try-in and Final Implant prosthesis.\*

- ☐ Analog impression (You will receive the verification Jig)
- ☐ Hiossen Multi Scan Body (You will receive the verification Jig)
- ☐ iCAM Photogrammetry

If possible, please specify the range of Full Arch prosthesis in the instructions. (e.g. 3-14, 2-15, 19-30, 18-31)

e.g. 3-14, 2-15, 19-30, 18-31

If necessary, please exchange the multi abutment to the correct size, before taking analog impression or scan data.

Instructions

**① Choose your impression method and specify the range of the full arch prosthesis in the instructions.**

# **How to Create a Case for OneArch(Full Arch)**

## **[Full Arch Implant Prosthesis (fixed) only]**

(If needed) If you want to modify the midline, occlusal plane, or bite on the current temporary denture, please mark the changes or provide a photo from the eyes to the chin.

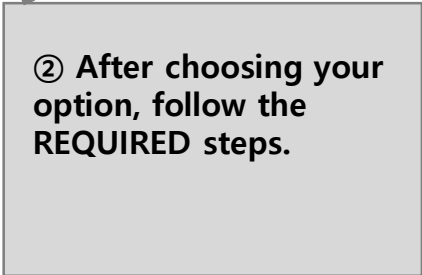
1. (Required) Take a impression (scan or physical) while wearing the temporary denture. (Ensure the gingival area is fully captured, as it will be used for software matching.)
2. (Required) Please take a bite registration (physical) with the current temporary denture.
3. (Required) Take an impression (scan or physical) of the opposing arch. (Previously used scans are acceptable.)
4. (Required) Take an impression of the transfer coping without the temporary denture or perform a scan with a scan body.

Once we receive all four steps, we will send a second temporary denture with a cap inserted inside.

If it fits well, we will proceed with the final zirconia material. If adjustments are needed again, we will repeat this process.

**Back**

**Next**



**② After choosing your option, follow the REQUIRED steps.**