








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 "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
digitalpm@hiossen.com

Getting Started

[Account creation and login]



Hiossen Digital Center

Dear Valued Customer,

Welcome to the Hiossen Digital Center!

To get started, please fill out the form below.

We'll use this information to verify your identity and create your account.

[Note]

Shipping address: It can be modified at any time after your account is created.

Customer Code: This is an 8-digit number that matches the code registered in the Hiossen system.

If you're unsure of your Customer Code, please contact your sales representative.

Once we receive your information, we'll review it and set up your account within 48 hours.

Sincerely,

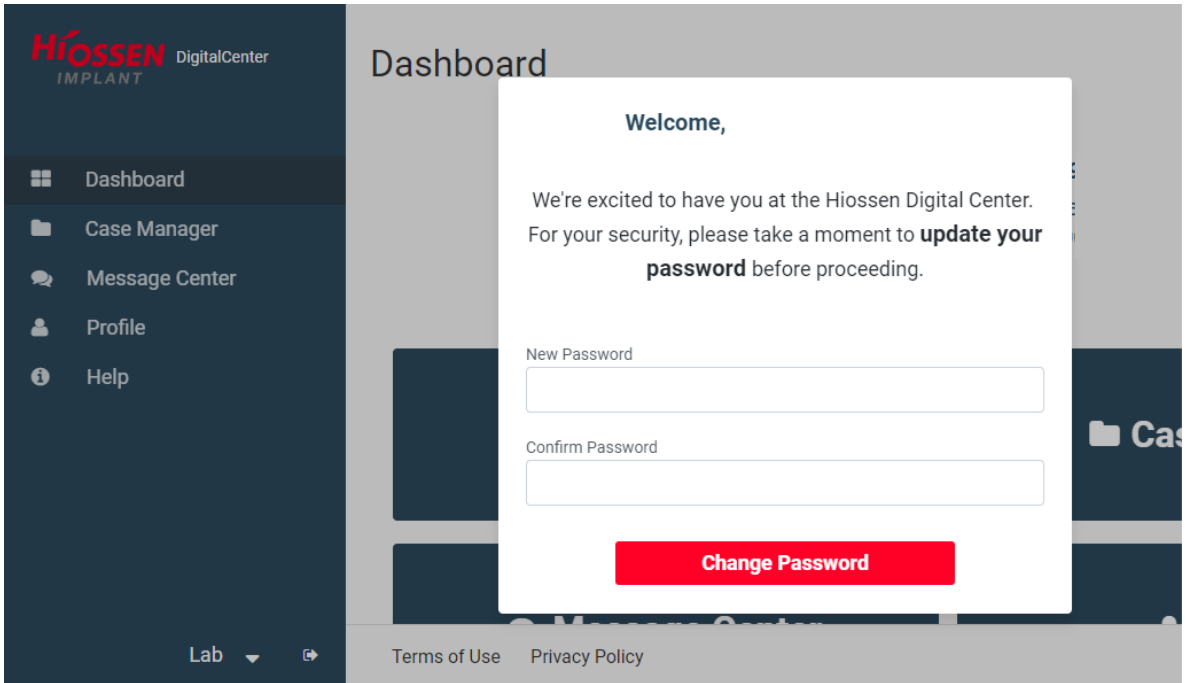
Hiossen Digital Center

[Note]

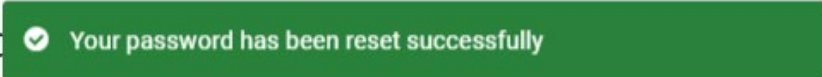
Please reach out to PM team (pm@hiossen.com) for help with account activation or resetting password

Getting Started

[Account creation and login]



① For security reasons please change your password.

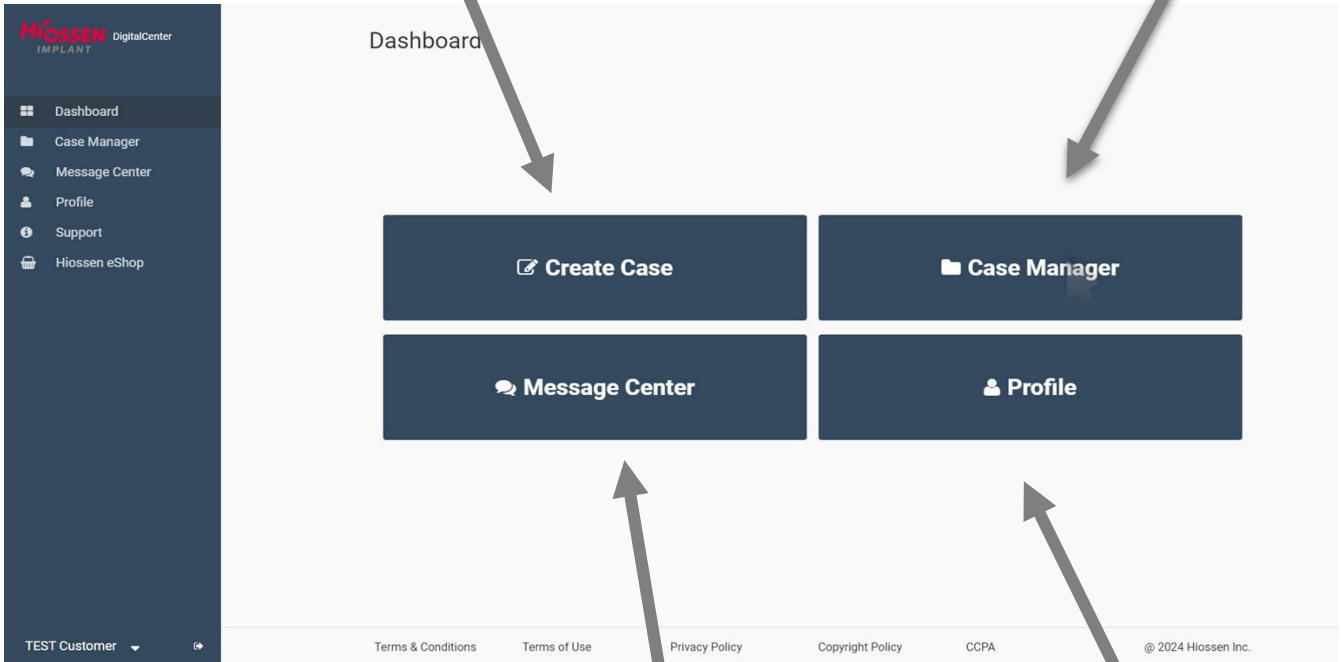
Dashboard  Your password has been reset successfully

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

Website Navigation

[Create New cases]
You can create a new case.

[Case Manager]
You can find all the cases you created. You can also add or revise attachments



[Logout]
Please click the icon to logout.

[Message Center]
Chat is available for each case. You can communicate with a lab technician.

[Profile]
You can reset the password or add an email address to receive notices.

How to Create a Case

Create Case

Cancel

Patient Name:

Fabiana

Di Biase

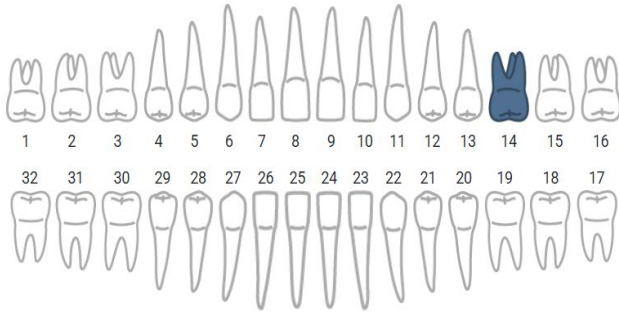
Teeth Selection

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

Teeth Image

Tooth # ⇅

OneGuide Template ⇅

Abutment ⇅

Crown ⇅



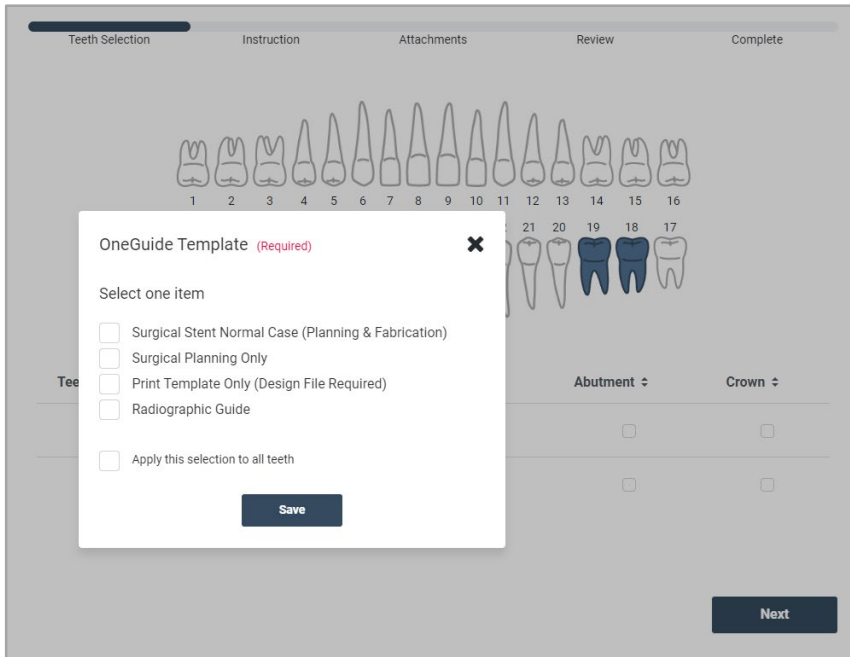
14

Next

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

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

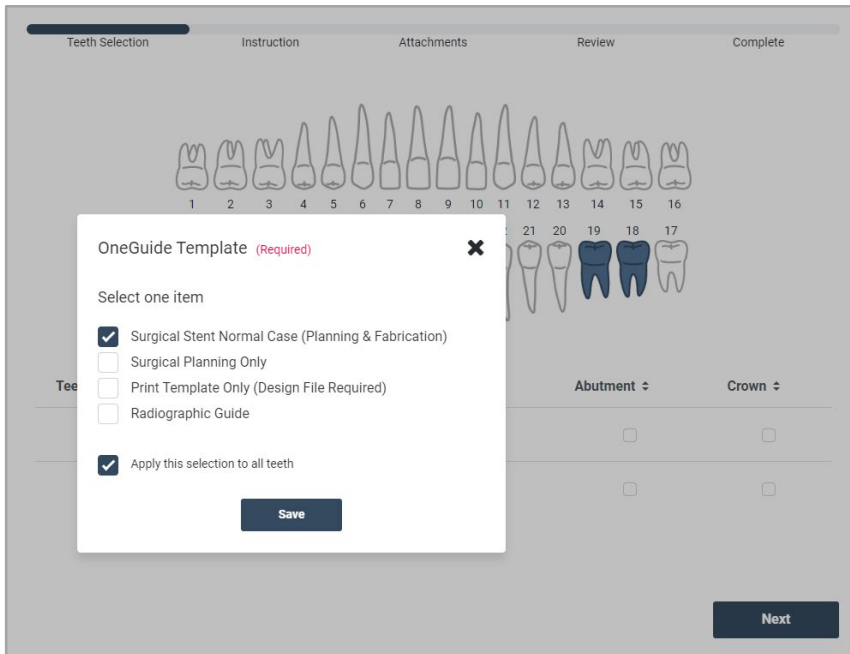
How to Create a Case



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]

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

Abutment ▾	Crown ▾
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

[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

Abutment ▾	Crown ▾
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

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

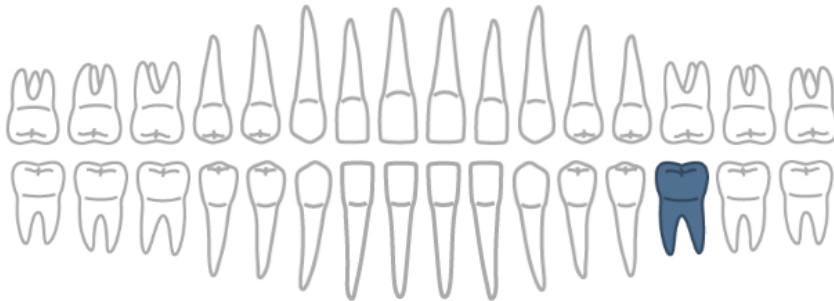
Teeth Selection

Instruction

Information

Review

Complete



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

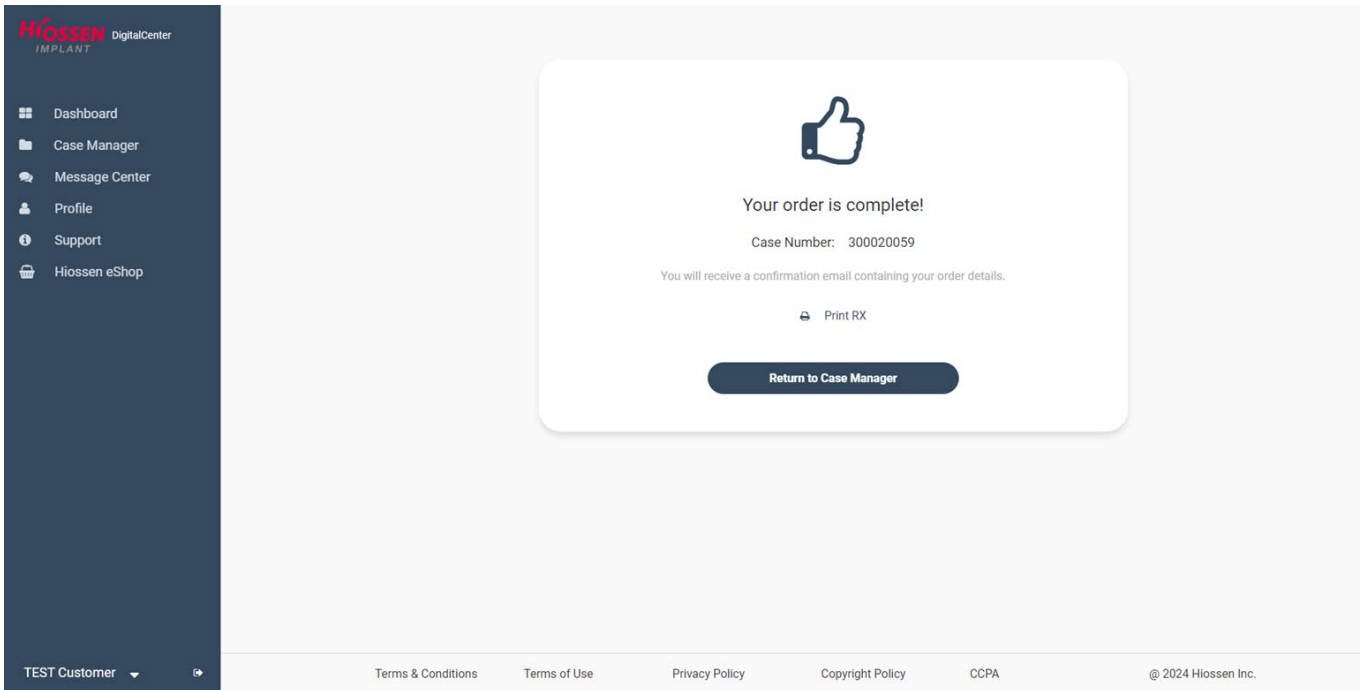
① Please review the final order page and submit the case

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

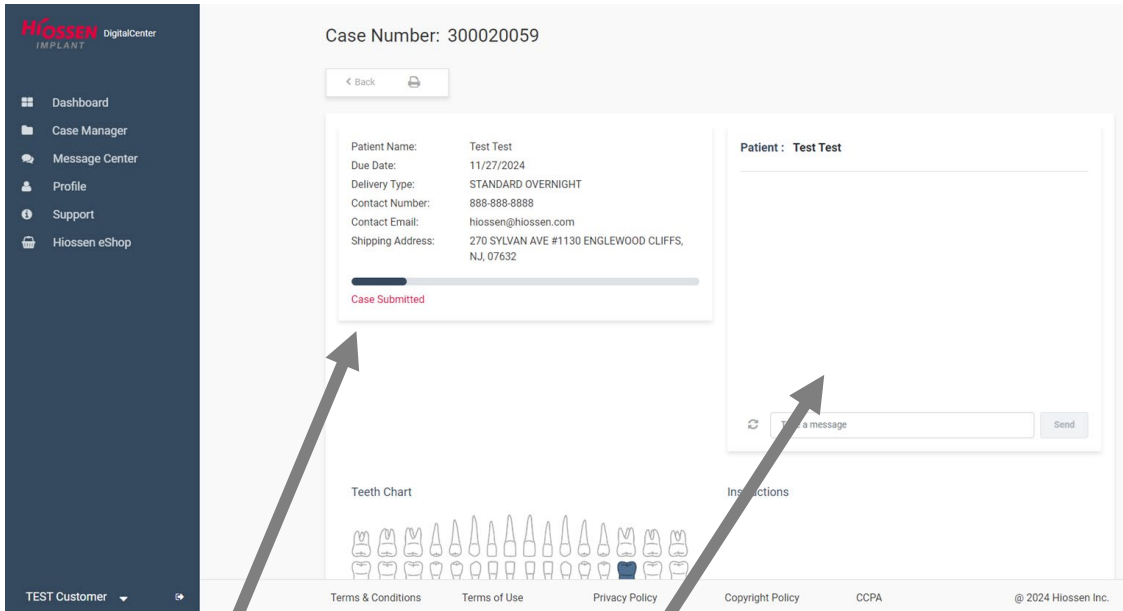
	Created Date	Case Number	Patient	Case Type	Due Date	Status	Tracking Number
1	10/28/2024	300020059	Test Test	Abutment	November 27 2024	Case Submitted	

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 ALL -on-X

Create Case

Cancel

Patient Name:

Fabiana

Di Biase

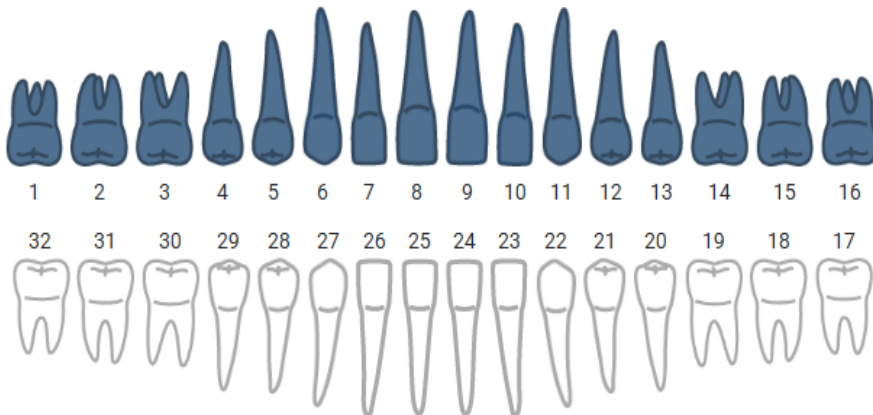
Teeth Selection

Instruction

Information

Review

Complete



Upper Arch

Lower Arch

① Select UPPER or LOWER arch.

How to Create a Case for OneArch (All-On-X)

- Edentulous Surgical Stent Only
- Edentulous Surgical Stent and Provisional
- Full Arch Implant Prosthesis

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



Edentulous Surgical Stent

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

Edentulous Surgical Stent

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

Edentulous Surgical Stent

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

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

Edentulous Surgical Stent

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

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.

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.

Full Arch Implant Prosthesis (fixed) only

OneArch (All-On-X) (Required) ✕

Select one item

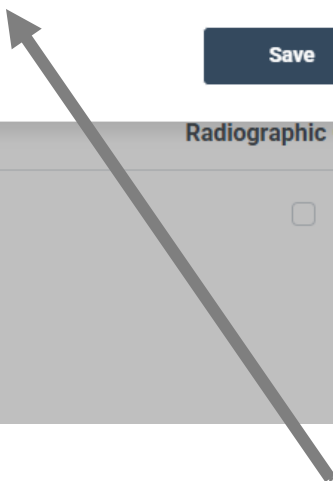
- Edentulous Surgical Stent Only
- Edentulous Surgical Stent and Provisional (For immediate loading case)
- Full Arch Implant Prosthesis (Fixed) only

Save

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

Upper

Next



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

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.

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 an 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.