

Schell Dental Web Portal Guide

Log In

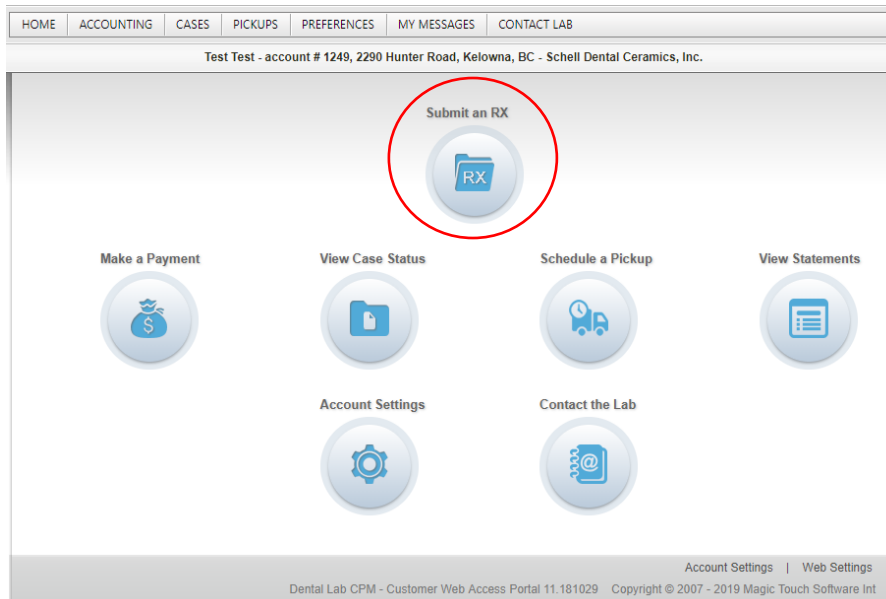
<https://schelldental.ca>

1. Username and Password to be provided by Schell Dental admin to Customer
 - a. Username = Customer ID (ie. Smith - 1343)
 - b. Password = temp0rary

****Once Customer has logged in for the first time, they can change their password**

The screenshot shows the login page for Schell Dental Ceramics, Inc. At the top, there are navigation tabs for LOGIN, REGISTER, and FORGOT PASSWORD. Below these is the heading "LOGIN TO YOUR ACCOUNT - Schell Dental Ceramics, Inc.". The main content area features a "LOGIN" box with the instruction: "Access Your Account Using Your Username/Password And Gain Access To All Of Your Case And Payment Information." The "Username:" field contains the text "test" and the "Password:" field contains a series of dots. There is a checked checkbox for "Remember Me On This Computer" and a "Login" button below it. Below the login box is a "CONNECTING TO YOUR ACCOUNT" section with two options: "1. I don't have an account" with a "Register" button, and "2. I forgot my password" with a "Forgot password" button.

Submitting an Rx



Case Information | Product Instructions | File Upload | Review & Submit

GENERAL CASE INFORMATION

Case Type New Case Remake Case Adjust Case

Doctor's Name: Test Test

Patient First Name: [Text Field]

Patient Last Name: [Text Field]

Sex: Select

Submission Date: 02/21/2019

Scanner: Select

General Comments: [Text Area]

Shade: [Text Field]

Coupon: [Text Field]

RX Number: [Text Field]

Age: [Text Field]

Requested Return Date: 02/27/2019

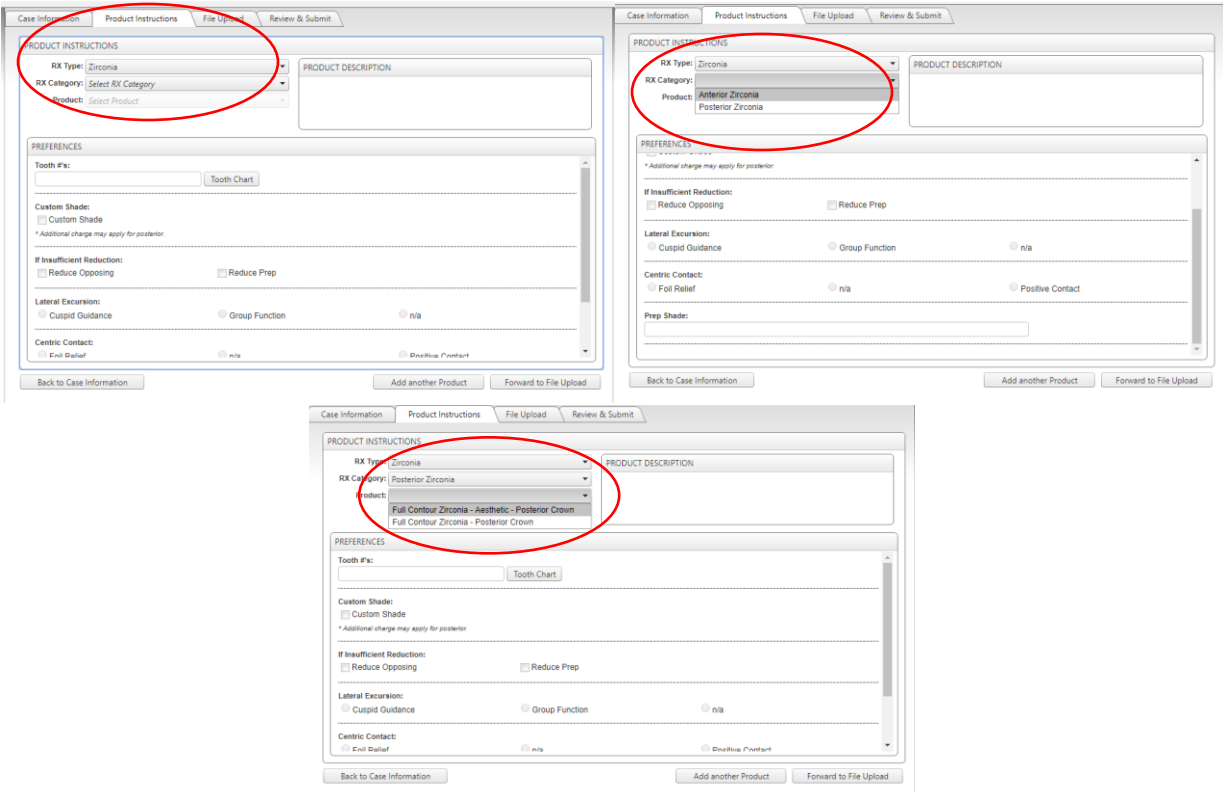
Return Time: 1:40 PM

Shipping Address Full Name: Test Test
Address: 2290 Hunter Road,
City: Kelowna - State: BC - Zip Code: V1X 7H5 - Country: CA

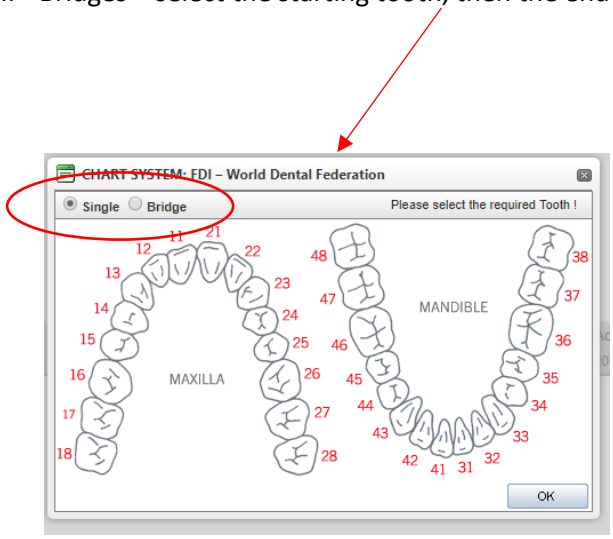
Cases Submitted after 11:00 AM will be processed on the following business day.

Forward to Product Instructions

1. Fill in the noted fields, all others are not required. Select "Forward to Product Instructions"
 - a. If there are any special comments, they must be typed on this screen.
 - b. Default return dates are pre-set, if there is a special request for an earlier return date (that has been pre-arranged with the lab), it should be noted in the Comments section



2. Rx Type, Rx Category and Product all have drop downs and each one must be selected.
3. Tooth Number can be filled in manually or by selecting the Tooth Chart
 - a. Manual enter - Individual crowns are separated by a comma, bridges by a dash (ie. 36,35 crowns; 34-37 bridge)
 - b. On the tooth chart there are two radio buttons, one for single crowns and the other for bridge
 - i. Single crowns – select the tooth/teeth
 - ii. Bridges – select the starting tooth, then the end tooth



4. Continue to fill in the preferences that apply to this specific case.

- a. IF the case is Emax the Prep Shade is required

Case Information | Product Instructions | File Upload | Review & Submit

PRODUCT INSTRUCTIONS

RX Type: Zirconia
RX Category: Select RX Category
Product: Select Product

PRODUCT DESCRIPTION

PREFERENCES

* Additional charge may apply for posterior.

If Insufficient Reduction:
 Reduce Opposing Reduce Prep

Lateral Excursion:
 Cuspid Guidance Group Function n/a

Centric Contact:
 Foil Relief n/a Positive Contact

Prep Shade:

Back to Case Information | Add another Product | Forward to File Upload

5. Select Forward to File Upload to attach any case files (STL files, Photos or attachments)
- Choose the appropriate File Type
 - Select "Browse Files" (this will open the file browser on your local computer)
 - Locate Files and Select "Open"

Case Information | Product Instructions | File Upload | Review & Submit

FILE UPLOAD

Model Scan Digital Impression Design Photos & Attachments

Notes:

Browse Files

Back to Product Instructions | Forward to Review & Submit

6. Select Forward to Review & Submit
- Review Rx notes, ensuring noted comments, return date and product
 - Select "This case is submitted and signed by Doctor XXX"
 - Select Submit Case

Case Information | Product Instructions | File Upload | Review & Submit

CASE INFORMATION REVIEW

Case Type: New Case
Doctor's Name: Test Test
Patient Name:
Shade:
Coupon:
RX Number:
Submission Date: 02/21/2019
Request Return Date: 02/27/2019 01:40 PM

General Comments:

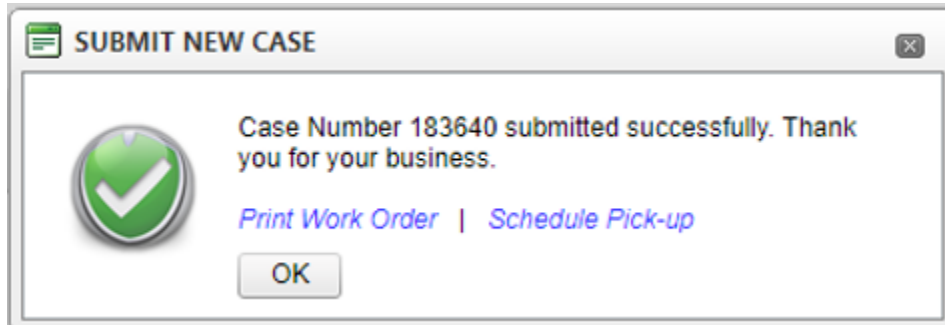
PRODUCT REVIEW

There's no Product added to this case yet...

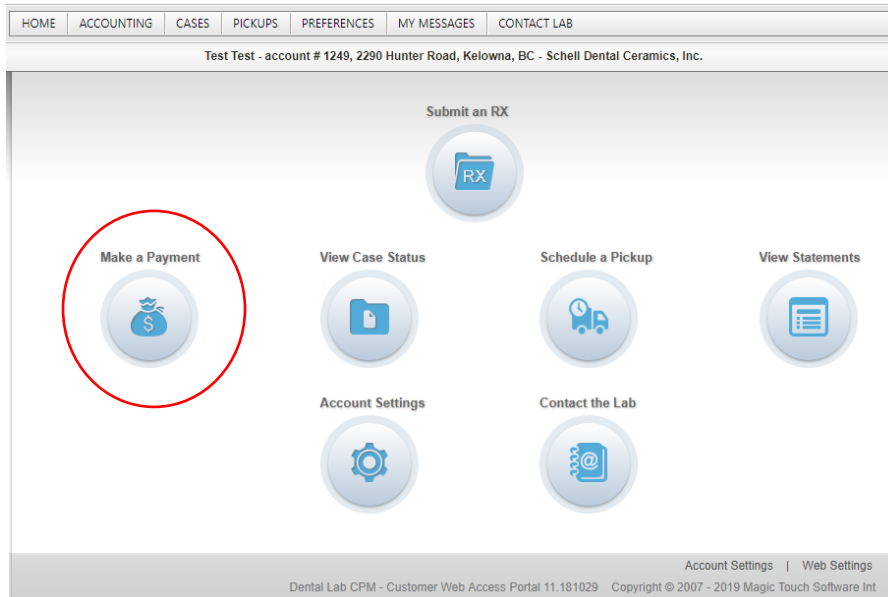
This case is authorized and signed by Doctor: Test Test

Back to File Upload | Submit Case

7. A Pop-up window will open
 - a. Select Print Work Order to print an Rx copy to be included with the impression
 - b. Select Schedule Pick Up to dispatch Schell Local Driver **(this is not used for Out of Town Customers)**



Making a Payment on Account



1. On the Home Screen Select Make a Payment
 - a. Follow the on screen instructions, choose the appropriate invoices you wish to pay or select Pay Balance Due Now and enter credit card information
 - b. Select Process Payment

Payment Type: Credit Card Payment

CARD INFORMATION

Use Credit Card on File Credit Card Type: - Enter Card Number -

Save Card on File Card Number:

Expiration Date: 02 / 2019

Verification Code: [?]

BILLING NAME AND ADDRESS

Name:

Address 1:

Address 2:

City:

State:

Zip Code:

Country:

Pay selected Invoices Pay balance due now Pay other amount

\$0.00

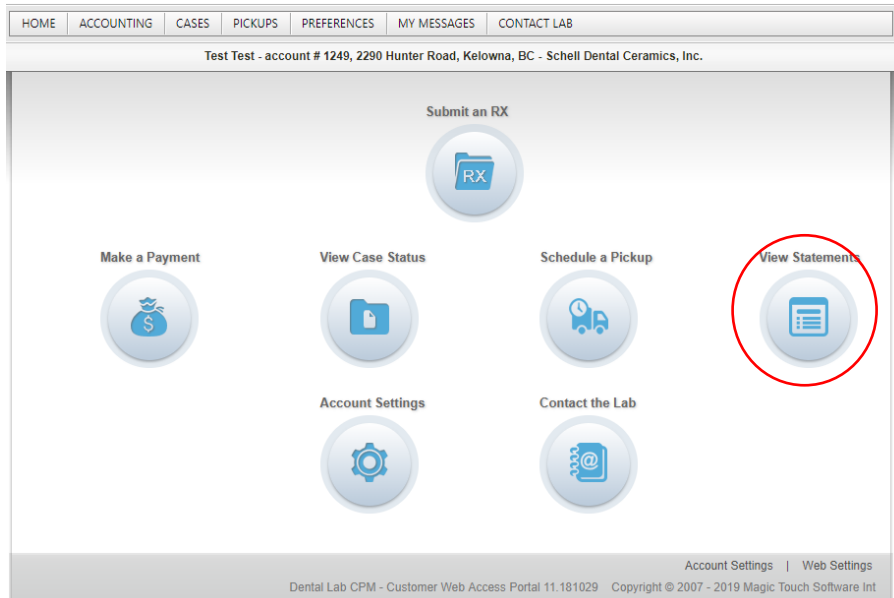
Check the box next to each Invoice that you wish to pay.

APPLY PAYMENT TO INVOICES

Invoice	Patient	Invoice Date	Invoice Total	Payment & Credit	Balance	Pay Now
No Invoices available for display...						

[Security ON](#)

View Account Statements



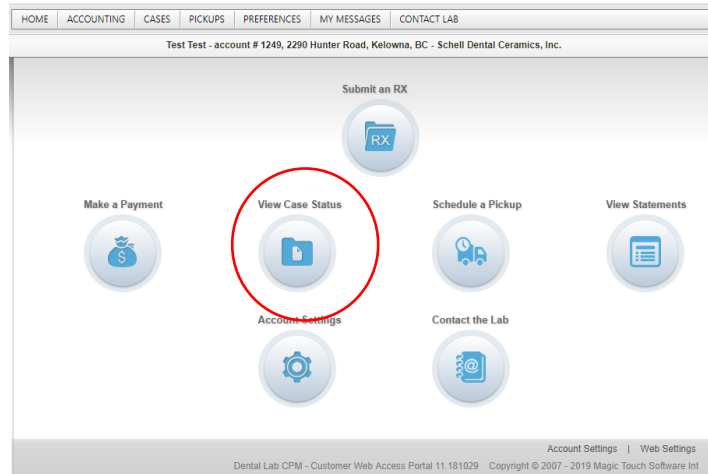
1. On the Home Screen Select View Statements
 - a. Select the 'letter' icon, this will open up a PDF of the statement

The screenshot shows the "ACCOUNTING - VIEW STATEMENTS" page. At the top, there is a navigation bar with links: HOME, ACCOUNTING, CASES, PICKUPS, PREFERENCES, MY MESSAGES, and CONTACT LAB. Below this, the page title "ACCOUNTING - VIEW STATEMENTS" is displayed. On the right side, there is a "Reset Filter" button. The main content is a table with the following columns: "Period From", "Period To", "Current Balance", "Past Due 30", "Past Due 60", "Past Due 90", and "Past Due Over 90". A red arrow points to the "Period From" dropdown menu, which is currently set to "08/01/2016". The table contains one row of data with the following values: "08/01/2016", "08/31/2016", "\$0.00", "\$0.00", "\$0.00", "\$0.00", and "\$0.00".

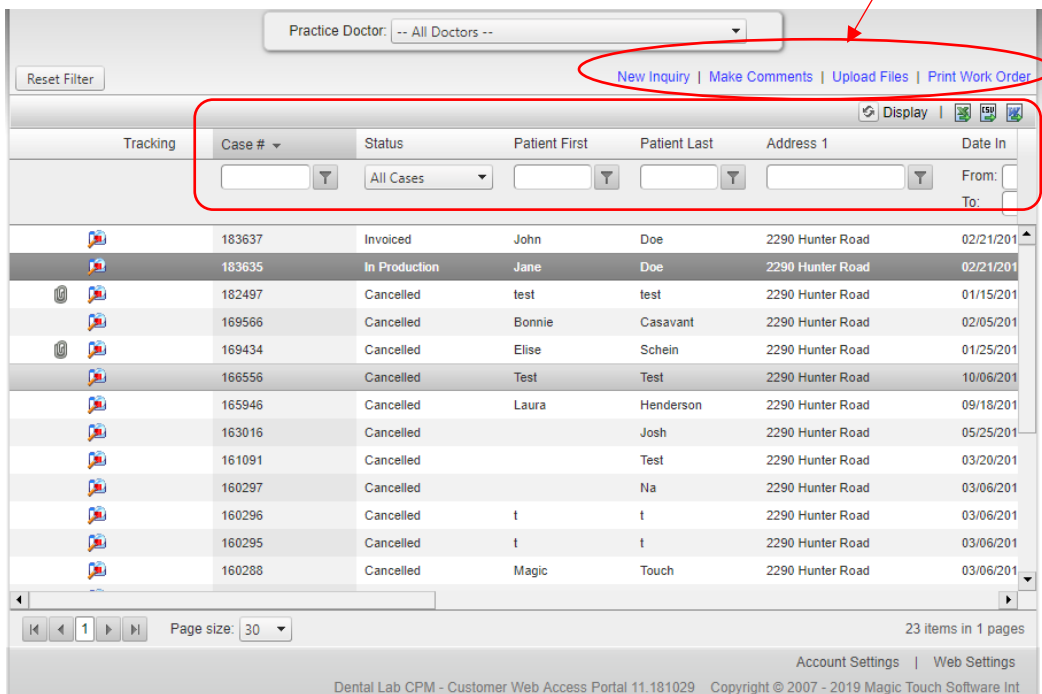
Period From	Period To	Current Balance	Past Due 30	Past Due 60	Past Due 90	Past Due Over 90
08/01/2016	08/31/2016	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Adding Comments or Uploading Files to Cases

Cases in Production



1. From the Home Screen Select View Case Status, this will open ALL cases for the selected account either In Production, On Hold, Invoiced or Cancelled. This can be sorted using the Status column drop down
 - a. Search for the patient by First or Last name or Case Number if you have it
 - b. Once you have found the case, click on it once to highlight it
 - c. From here you can Select "New Inquiry", "Make Comments", "Upload Files" or "Print Workorder" noted in Blue font



Cases not in Production

Comments or files can be added to a Case after it has been invoiced and delivered to provide feedback to the lab.

Follow the same procedure as above.

Practice Doctor: -- All Doctors --

Reset Filter [New Inquiry](#) | [Make Comments](#) | [Upload Files](#) | [Print Invoice](#)

Display |

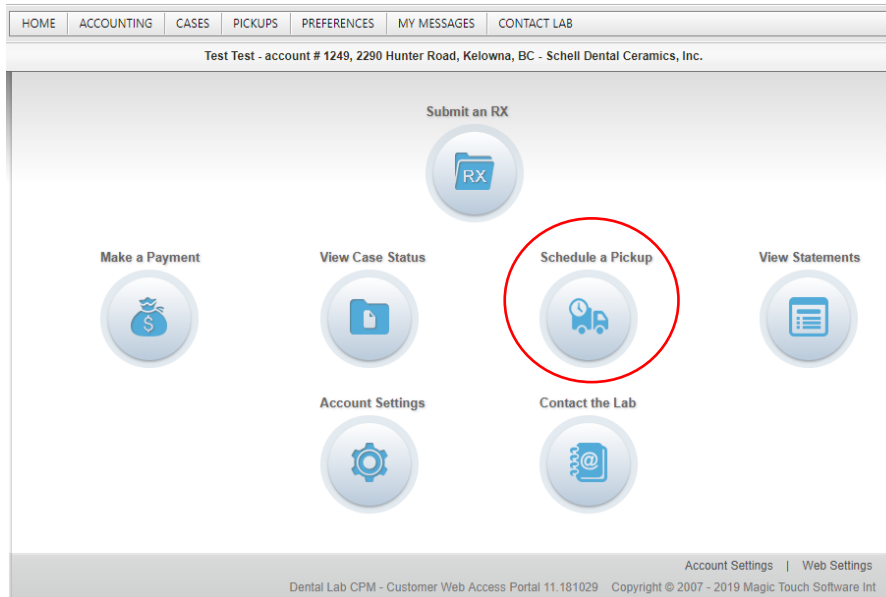
Tracking	Case #	Status	Patient First	Patient Last	Address 1	Date In
	183637	Invoiced	John	Doe	2290 Hunter Road	02/21/201
	183635	In Production	Jane	Doe	2290 Hunter Road	02/21/201
	182497	Cancelled	test	test	2290 Hunter Road	01/15/201
	169566	Cancelled	Bonnie	Casavant	2290 Hunter Road	02/05/201
	169434	Cancelled	Elise	Schein	2290 Hunter Road	01/25/201
	166556	Cancelled	Test	Test	2290 Hunter Road	10/06/201
	165946	Cancelled	Laura	Henderson	2290 Hunter Road	09/18/201
	163016	Cancelled		Josh	2290 Hunter Road	05/25/201
	161091	Cancelled		Test	2290 Hunter Road	03/20/201
	160297	Cancelled		Na	2290 Hunter Road	03/06/201
	160296	Cancelled	t	t	2290 Hunter Road	03/06/201
	160295	Cancelled	t	t	2290 Hunter Road	03/06/201
	160288	Cancelled	Magic	Touch	2290 Hunter Road	03/06/201

Page size: 30 23 items in 1 pages


[Account Settings](#) | [Web Settings](#)

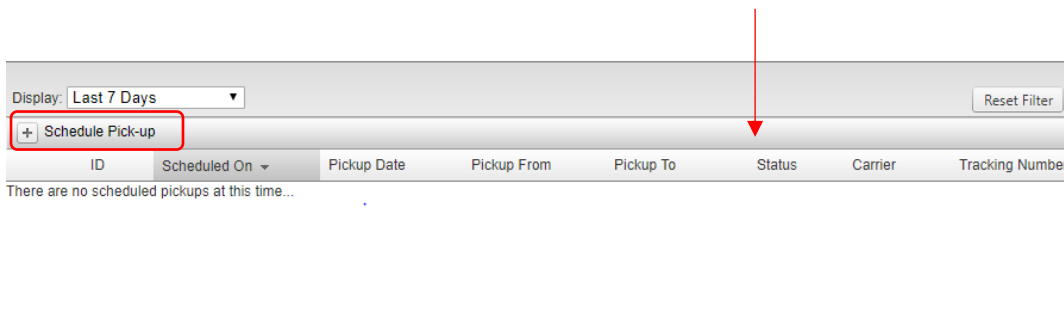
Dental Lab CPM - Customer Web Access Portal 11.181029 Copyright © 2007 - 2019 Magic Touch Software Int

Scheduling a Pick Up (Local offices only)



1. Select Schedule a Pick up

- a. Here you will see all previous pick ups scheduled by looking at the status column you will see if it has been completed
- b. If no pick up is currently scheduled, Select the  Schedule a Pick up
- c. Insert any comments for our driver ie: Wet Pick up, or office is closing at 1pm

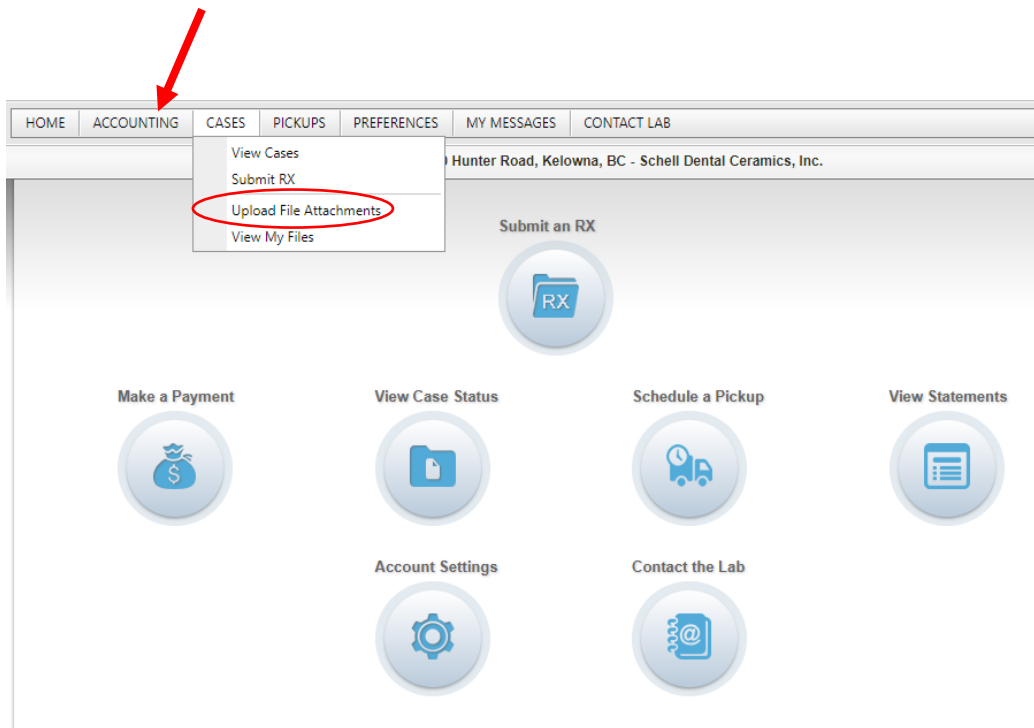


The "SCHEDULE PICKUP" form contains the following fields:

- Service Center: Schell Dental Ceramics, Inc.
- Customer ID: test-1249
- Customer Phone: 250-861-3333
- Carrier: Our Driver
- Pickup Date: 2/21/2019
- Pickup From: 8:00 AM
- Pickup To: 5:00 PM
- Doctor Name: Test Test
- Schedule Date: 02/21/2019
- # of Packages: 1
- Total Weight (LBS): 1.00
- Rush:
- Comments: (text area)

At the bottom, there is a red text note: "For additional shipping methods, please contact Customer Service". Below this note are two buttons: "Request Pickup" (circled in red) and "Cancel".

Uploading File Attachments for a Case not yet in Production



1. Select Cases from the Tabs, then “Upload File Attachments”
2. Fill in the Patient Name Fields, Attachment Description, and notes about the upcoming case.

The screenshot shows the 'UPLOAD FILE ATTACHMENTS' form. The form has a title bar with the same navigation tabs as the previous screenshot. Below the title bar, there is a section titled 'UPLOAD FILES' containing the following fields:

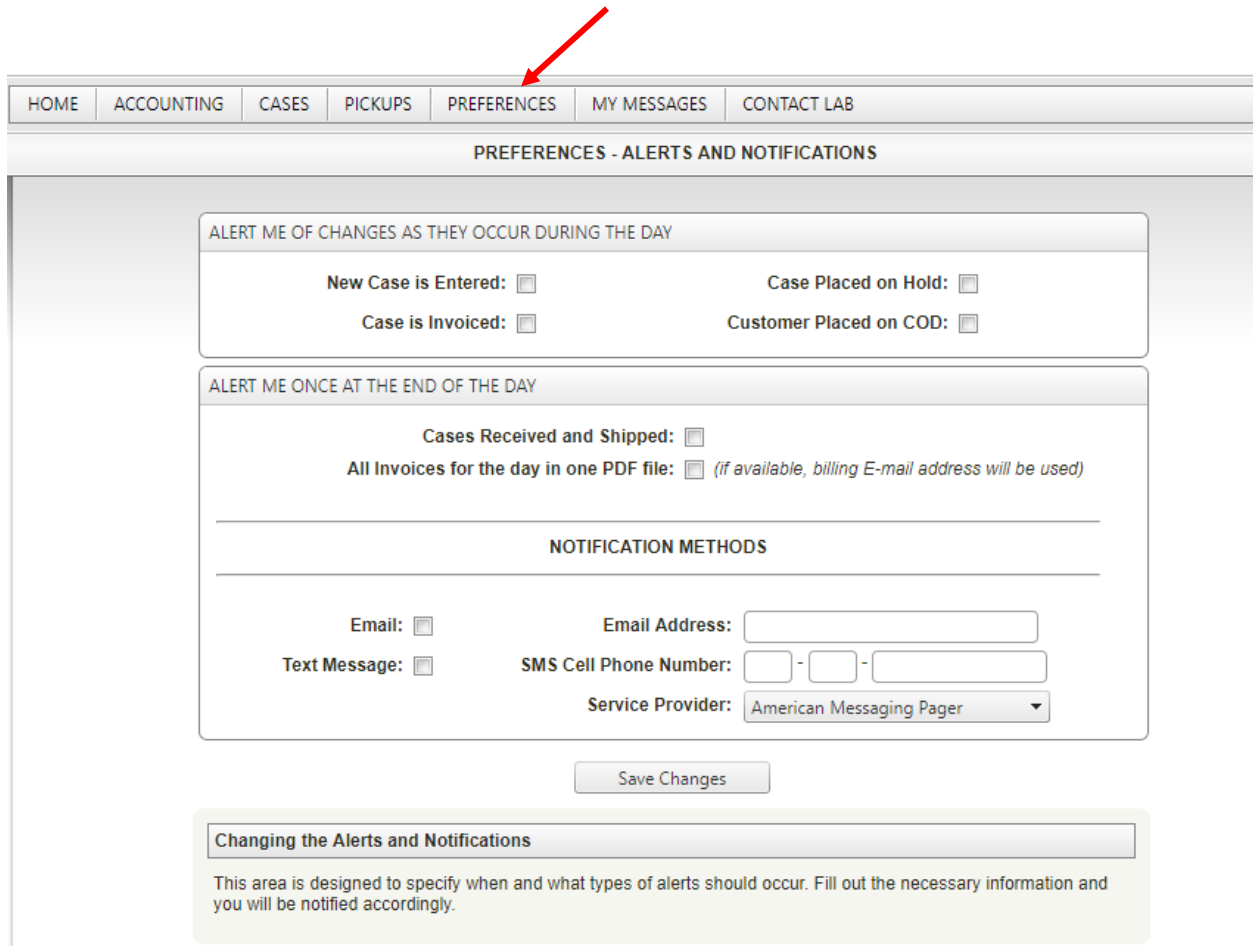
- Patient First Name: *
- Patient Last Name: *
- Document Date:
- Attachments Description: *
- Notes:

Red arrows point to each of these fields. Below the form, there is a text box with the following text: "This option is designed to upload images and attachments for cases that are not yet sent to the lab or if the case number is not known. For cases that have already been sent to the lab, please click View Cases and find the appropriate case to upload attachments." Below this text box, there are three buttons: 'Browse Files' (circled in red), 'Upload Files', and 'Cancel'. A red arrow points to the 'Upload Files' button.

3. Select Upload Files
 - a. Select “Browse Files” (this will open the file browser on your local computer)
 - b. Locate Files and Select “Open”
 - c. Select Upload Files

Updating/Changing Alerts and Notifications

1. Select Preferences from the Tabs and select "Alerts and Notifications"
2. Update your preferences as preferred and select Save Changes



HOME ACCOUNTING CASES PICKUPS **PREFERENCES** MY MESSAGES CONTACT LAB

PREFERENCE - ALERTS AND NOTIFICATIONS

ALERT ME OF CHANGES AS THEY OCCUR DURING THE DAY

New Case is Entered: Case Placed on Hold:
Case is Invoiced: Customer Placed on COD:

ALERT ME ONCE AT THE END OF THE DAY

Cases Received and Shipped:
All Invoices for the day in one PDF file: (if available, billing E-mail address will be used)

NOTIFICATION METHODS

Email: Email Address:
Text Message: SMS Cell Phone Number: - -
Service Provider: American Messaging Pager

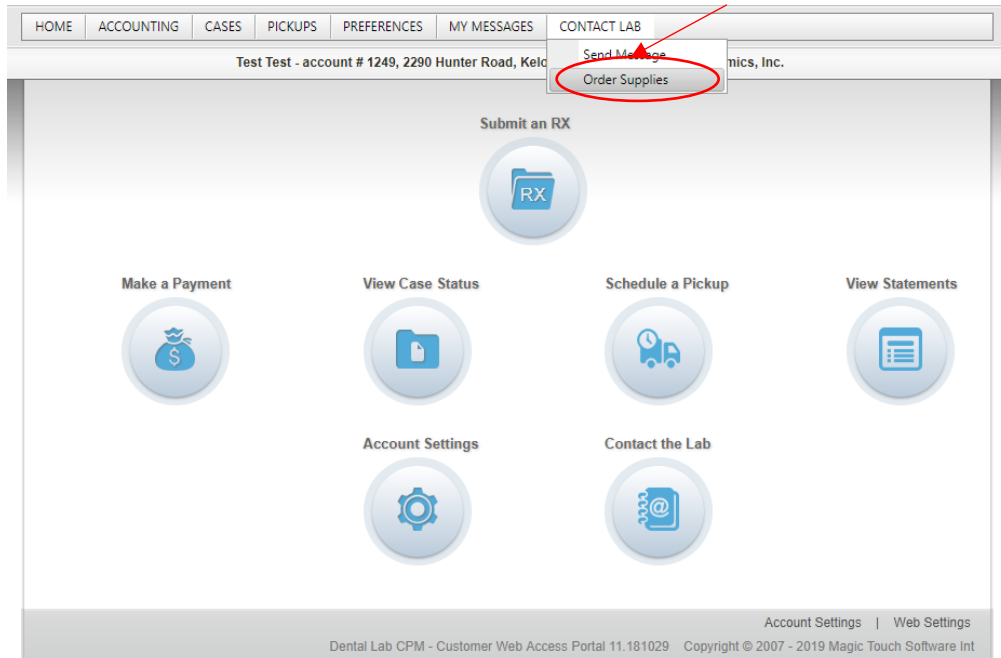
Save Changes

Changing the Alerts and Notifications

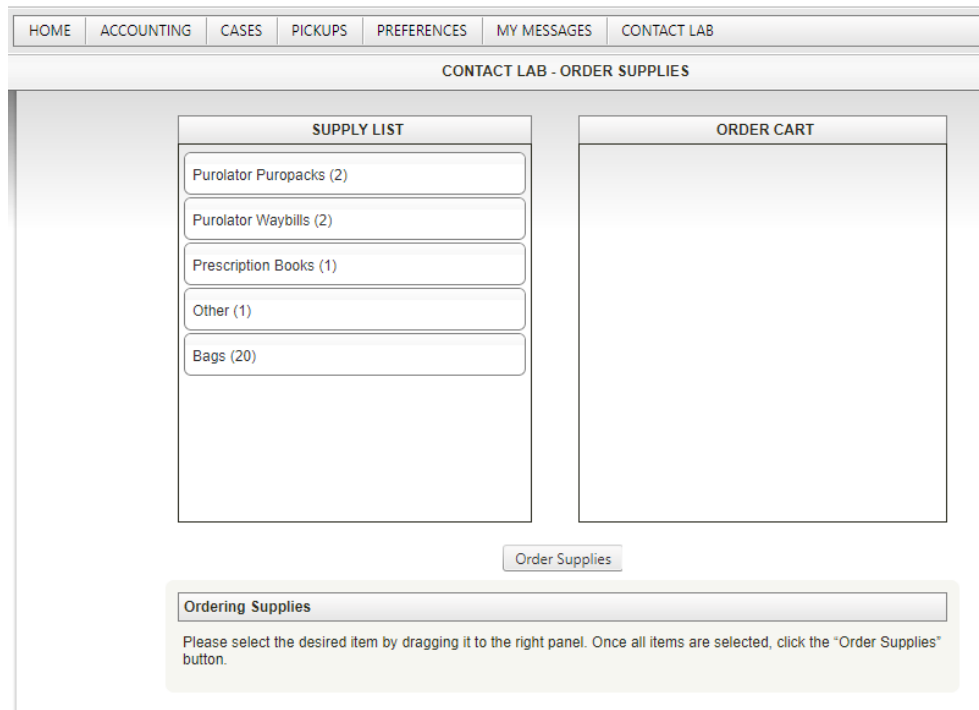
This area is designed to specify when and what types of alerts should occur. Fill out the necessary information and you will be notified accordingly.

Ordering Supplies

1. From the Tabs, select Contact Lab and then "Order Supplies"



2. Drag the desired item to the right "Order Cart" panel
3. Click the "Order Supplies" button




Accounting

HOME	ACCOUNTING	CASES	PICKUPS	PREFERENCES	MY MESSAGES	CONTACT LAB
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unt # 1249, 2290 Hunter Road, Kelowna, BC - Schell Dental Ceramics, Inc.

Submit an RX



- Make Payment
- View Balances & Payments
- View Statements
- View Purchases