

Enhancements in SureSmile® March 2023 Release

User Enhancements in SureSmile® March Release

Important Note: After every SureSmile® software update, we recommend clearing your browser cache to remove any remnants of the old version to optimize software performance. The steps to follow depend on the browser you are using, and are linked here for your convenience:

🔗 [Steps for Google Chrome](#)

🔗 [Steps for Mozilla Firefox](#)

🔗 [Steps for Apple Safari](#)



User Enhancements in SureSmile® March Release

- ⊕ **Preferences:** Order Retainers task added to Task Owner preferences (all platforms)
- ⊕ **Passive Aligners:** Deselected by default in Select and DIY cases (all platforms)
- ⊕ **Cancellations:** “Accidental” reason added to cancellation reasons (all platforms)
- ⊕ **Trimline:** Insert straight trimline segment to bridge gaps (all platforms)
- ⊕ **General Updates:** About Page & Privacy Policy (all platforms)
- ⊕ **New Language:** Polish (all platforms)
- ⊕ **New T&Cs:** Thailand (all platforms)

Preferences: Order Retainers task added to Task Owner preferences

Task Owner

Products:

Initial/Refinement Model	<input type="text" value="Both"/>	
Setup		<input type="text" value="Both"/>

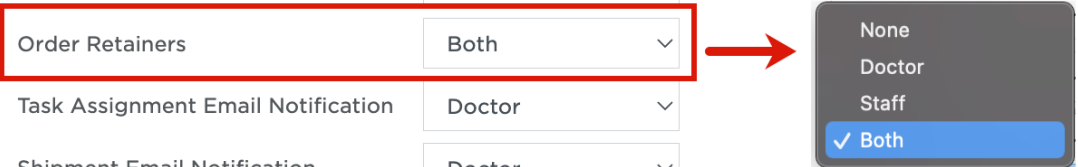
Tasks:

Resolve Hold	<input type="text" value="Both"/>	
Upload Scan Data	<input type="text" value="Both"/>	
Cancel Case	<input type="text" value="Doctor"/>	
Order Retainers	<input type="text" value="Both"/>	
Task Assignment Email Notification	<input type="text" value="Doctor"/>	
Shipment Email Notification	<input type="text" value="Doctor"/>	

Task Reminder Period

Settings below are applicable for digital products for Full-service Aligner cases: Initial/Refinement Model, Setup, Staging

Cancel Case	<input checked="" type="checkbox"/> 30 days before automatic cancelling
	<input checked="" type="checkbox"/> 1 week before automatic cancelling
	<input checked="" type="checkbox"/> 1 day before automatic cancelling



Order Retainers task added to the Task Owner preferences.
This task is enabled by default but can be switched off by selecting 'None'.

Passive Aligners: Deselected by default in Select and DIY cases

Choose your pricing option ✕

Complete Option
\$ per patient, unlimited refinements for 3 years following first order
Full service aligner: \$
Refinements: free for 3 years
SureSmile™ Whitening Kit included; ships approximately 6 weeks prior to end of treatment.
SureSmile® VPro™ vibration device included

Select Option
\$ per aligner
Full service aligner: \$
Refinements: \$ plus \$ per aligner
SureSmile™ Whitening Kit included; ships approximately 6 weeks prior to end of treatment.
 Include **SureSmile® VPro™** vibration device with Aligners:

Upper

T1	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
17	18	19	20	21												

Lower

T1	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
17	18	19	20	21												

Legend

SureSmile® Retainers can be ordered any time after placing your initial aligner order. A reminder to "Order Retainers" will appear in your task list 6 weeks prior to end of treatment if retainers have not previously been ordered.


Trim Type & Height Close Next

When choosing aligners to order for Select cases, DIY cases, ordering 3D prints, or exporting STL files, the passive aligners will now be deselected by default. Active stages are still selected and are marked in dark blue. Passive stages are light blue. To order passive stages, click on the stage to select it as part of the order.

Cancellations: “Accidental” reason added to cancellation reasons

Cancellation Reason ×

Choose one cancellation reason:

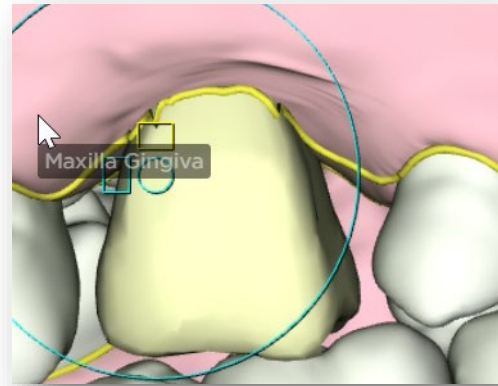
- Patient did not accept treatment due to cost
- Patient did not accept treatment due to length of treatment
- Patient requires a new treatment plan
- Incorrect patient data submitted
- Decided to use a different aligner company due to cost
- Decided to use a different aligner company due to treatment plan
- Referred to specialist
- Started new case package / refinement by accident 
- Other (please specify):

WARNING: Once the Full Service Aligner case is cancelled it will no longer be available. This action cannot be undone.

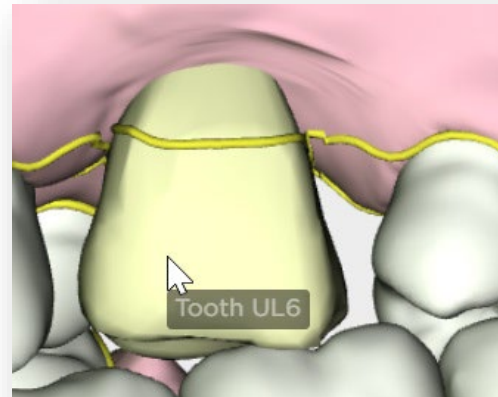
When a case is manually cancelled, you see a list of cancellation reasons. A new cancellation reason has been added to the cancellation reason options:
“Started new case package / refinement by accident”

Trimline: Insert straight trimline to bridge gaps

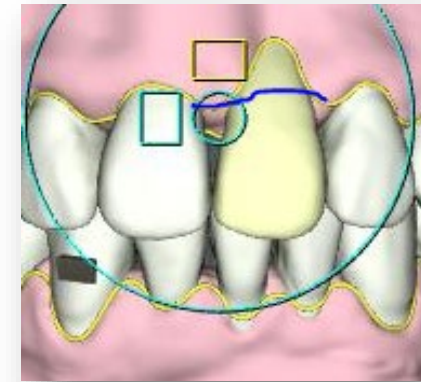
When there is a missing tooth the trimline would follow the gingival zenith of the pontic.



Before



Now



Before



Now

The trimline will now follow a straight trimline for an improved appearance.

General Updates: About Page & Privacy Policy

Privacy Policy: updates were made on the use of cookies in SureSmile

About page: updates were made on patents, versions and revision numbers, trademark and copyright language

SureSmile® Privacy Policy



SureSmile, as the owner of the SureSmile product ordering system (the "Product Ordering System"), recognizes the importance of protecting your privacy and our privacy policy is designed to assist you in understanding how your personal information is collected, stored, used, protected and safeguarded by SureSmile.

The order for SureSmile products (the "Products") is fully completed online by using the Product Ordering System.

In the event of any conflict between the English and other language versions of this Privacy Policy, the English version shall prevail.

[1 SCOPE OF THE POLICY AND WHO IS THE DATA CONTROLLER](#)

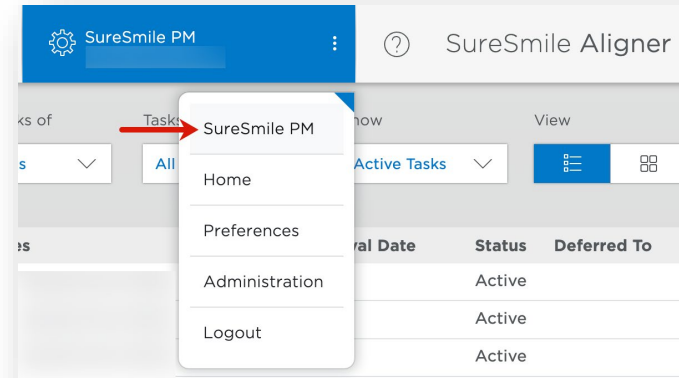
The screenshot shows the 'About' page of the SureSmile software. At the top, there is a navigation bar with 'Patient Database Tasks' and a search field for 'Patient ID'. Below the navigation bar, the page title is 'About version information and copyright notice'. The main content area includes the following information:

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- UDI (01) 00856379007085 (8012) 7.6.19

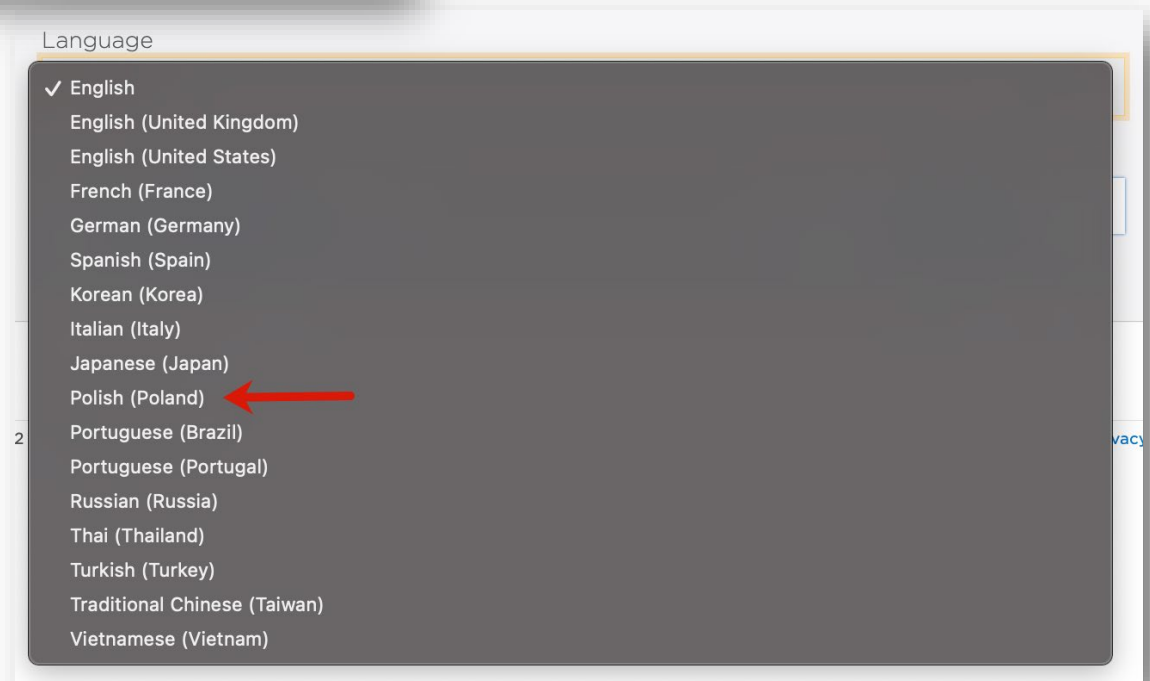
Below the main content, there are three sections with version information:

- SureSmile Web**: Version: 7.6.31900.1342
- Bracket Library**: Version: SW_update_196
- Geometry Engine**: Version: 7.6.31900.952

New Language: Polish



Polish is now an available language in SureSmile. To change your language settings, click on the settings drop-down at the top right of the screen then click your username.



New T&Cs: Thailand

Terms and conditions have been added for Thailand.



SureSmile[®]



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