

SureSmile[®] Software June 2023 Release

SureSmile[®] Aligners

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SureSmile® Software Release Instructions

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](#)



June 2023 SureSmile® Software Enhancements

- ⊕ **Improve Voucher Experience** (all platforms)
- ⊕ **Change Treatment Completion Date Display** (all platforms)
- ⊕ **Refinement IPR History Communication** (all platforms)
- ⊕ **Replace “DS CEREC” with “DS Digital Impressions”** (all platforms)
- ⊕ **Replace “Jobs” with “Downloads”** (all platforms)
- ⊕ **Replace “Select” with “Choose”** (Aligner & Ortho)
- ⊕ **Update IDB Sign-Up Email** (Ortho)
- ⊕ **Improve Visibility Of Notes For The Digital Lab** (all platforms)
- ⊕ **Automated Don’t Allow Attachments Prescription** (all platforms)
- ⊕ **New Don’t Allow Attachment Prescription Option** (Ortho)
- ⊕ **T&Cs: Poland, Netherlands** (all platforms)
- ⊕ **New Languages: Netherlands** (all platforms)

Improve Voucher Experience

Impacted: SureSmile® Aligner, Ortho & Advanced

The screenshot displays the SureSmile software interface. At the top, there is a navigation bar with 'Aligner Design Review 7.6' and a search field for 'Patient ID'. Below this is a breadcrumb trail: 'Home / Practice Settings / Vouchers'. A table lists various vouchers with columns for Name, Number, Voucher Agreement Code, Voucher Agreement Description, For Case, Product, or Fee Type, Start Date, End Date, Created, Used, Patient ID, and For. The table includes entries like 'Aligner C 20%', 'NC Com 100%', 'NC Aligner 100%', 'Select 100%', 'Select 75%', and 'Select 50%'. A dialog box titled 'Choose your pricing option' is open, showing two options: 'Complete Option' and 'Select Option'. The 'Complete Option' is selected and includes details like '0.00 per patient, unlimited refinements for 3 years following first order'. Below the dialog, there is an 'Apply Voucher' button and a dropdown menu showing a list of vouchers, including '75% off a Complete Fee, Exp: 31 Oct 2023' and 'do not apply voucher'. A blue arrow points from the 'Apply Voucher' button to the dropdown menu.

Name	Number	Voucher Agreement Code	Voucher Agreement Description	For Case, Product, or Fee Type	Start Date	End Date	Created	Used	Patient ID	For
Aligner C 20%	1	AlignerC 20%	20% off an aligner case	Aligner	2022-10-04	2023-10-31	2022-10-04			
NC Com 100%	1									
NC Aligner 100%	1									
Select 100%	1									
Select 75%	1									
Select 50%	1									

- The term “End Date” on the voucher list is being changed to “Expiration Date” to more clearly identify when vouchers are expiring and can no longer be used.
- The oldest available voucher will now automatically populate in the apply voucher drop down. This will make it easier to prioritize use of vouchers based on their expiration dates.
- The full voucher description and expiration date will now be available in the drop down so that you can be confident in choosing the one you want.
- You will be able to change the automatically applied voucher to a different one if you would like to utilize a different discount level, even if it is not the oldest.

Change Treatment Completion Date Display

Impacted: SureSmile® Aligner, Ortho & Advanced

- The estimated treatment completion date is being changed to directly correlate to two weeks per stage per the approved treatment plan, rather than a general estimate of 5 months. This change is intended to more accurately provide information per patient when they should expect to be done with treatment if they comply with the treatment plan and your wear instructions.
- The ability to change the estimated treatment date per patient functionality is not changing.
- The ability to change the general estimation in account preferences has been removed as it is no longer needed.
- The estimated date will update once the setup and staging treatment plan is approved.
- If a refinement is needed the estimated date will update when a new setup and staging refinement plan is approved.
- The Complete Case Expiration date is not being affected.
- Only new cases or cases that experience a refinement starting June 24th 2023 will reflect the new estimated treatment completion date. Active or completed treatments will reflect the 5 month default or what the doctor has previously modified.

The screenshot shows a patient database entry for 'Test TCD (T476)' with a 'Full-service Aligner Staging (Complete Option) (Exp May 22, 2026)' plan. The task list includes:

Task	Status	Date
Initial Model	Approved	2022-05-09
Setup & Staging 1	Approved / Approved	2023-05-22
Treatment Start	Completed	2022-05-09
Treatment Completion	Estimated	2023-10-01

Below the table, a list of aligners is shown:

- U Aligners for [Setup & Staging 1]: 1, 2, 3, 4
- L Aligners for [Setup & Staging 1]: 1, 2, 3, 4

The screenshot shows the 'Ortho Design Review' interface for 'Patient ID'. The 'Treatment' section is active, displaying the following settings:

- Reminder expiration time: 10 Weeks
- Aligner Case: estimated scan to setup time: 3 Weeks
- First Attachment Stage: 0
- First IPR Stage: 1



The 'Aligner case: estimated treatment time' field, which previously showed '5 Months', is crossed out with a red 'X'. A green arrow points to the 'No changes' message.

Refinement IPR History Communication

Impacted: SureSmile® Aligner, Ortho & Advanced

- An additional question has been added to your refinement prescription to help our Digital Lab understand what IPR has previously been performed.
- A prompt to include IPR custom notes will be visible, as a reminder to provide any information that the Digital Lab will need to prepare the treatment plan per your instructions.
- If you have utilized the IPR tracking tab in setup and staging to document IPR completion, the digital lab will be able to view this information.

Prescription

 Arches to Treat	 Teeth to Treat
<input type="text" value="Both"/>	<input type="text" value="Full Arch"/>

Attachments

Don't allow Allow

IPR

Don't allow Allow

Have you performed IPR for this patient already?

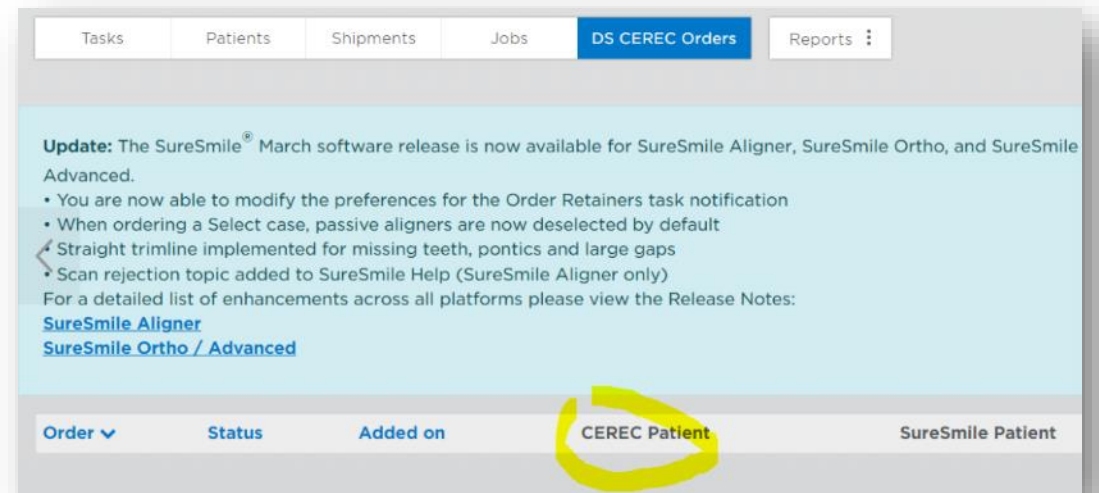
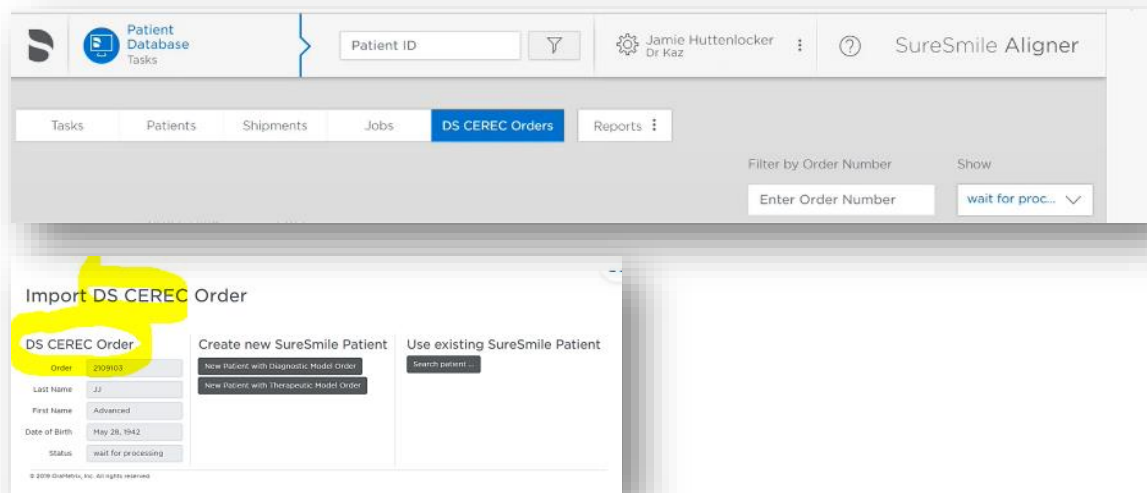
No Yes *

* Please specify IPR History details in the notes

Replace “DS CEREC” with “DS Digital Impressions”

Impacted: SureSmile® Aligner, Ortho & Advanced

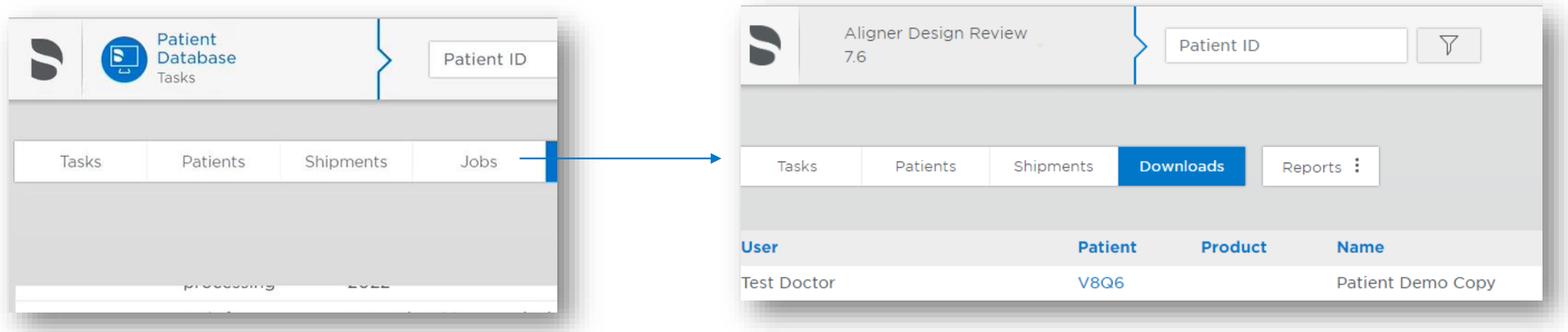
- In several parts of the software the brand CEREC or DS CEREC is used to indicate this is the location for digital impressions that have been sent from Dentsply Sirona equipment like the CEREC Primescan or Primescan Connect scanner. Using only the brand CEREC is no longer relevant for our broader portfolio of products.
- We have replaced CEREC with “DS Digital Impressions” as that is more descriptive of what is included in this section of the software.
- All functionality is staying the same, only the terminology is changing.



Replace “Jobs” with “Downloads”

Impacted: SureSmile® Aligner, Ortho & Advanced

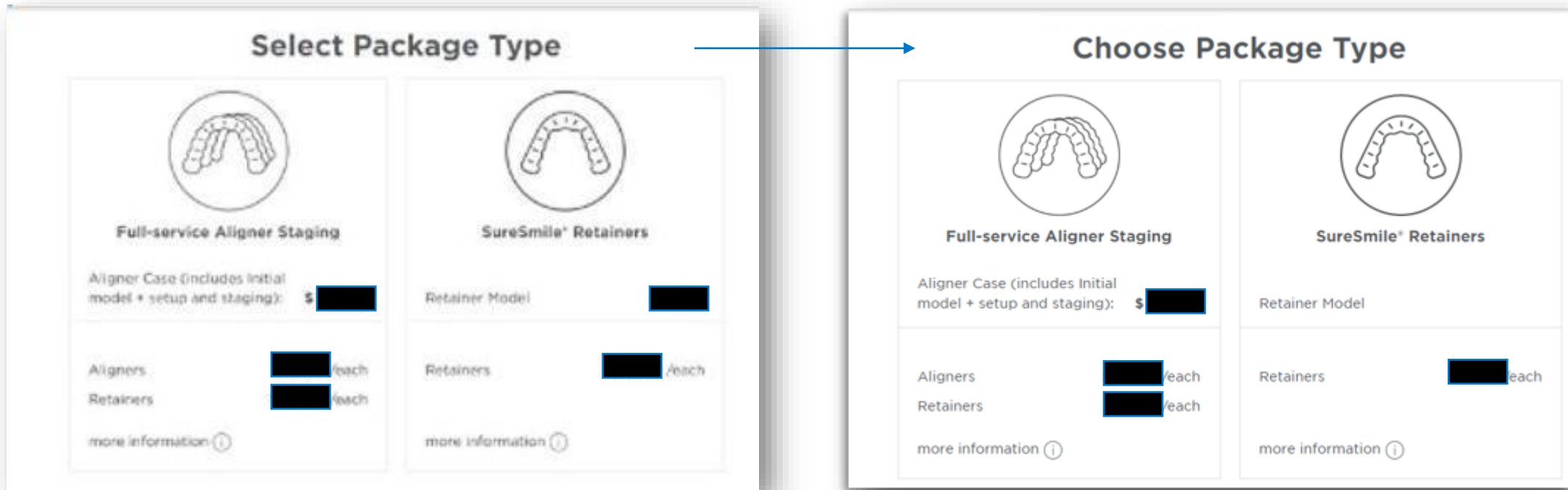
- The term “Jobs” was used to indicate this is the location for finding STLs that have been prepared for download. We have replaced “Jobs” with “Downloads” as that is more descriptive of what is included in this section of the software.
- All functionality is staying the same, only the terminology is changing.



Replace “Select” with “Choose”

Impacted: SureSmile® Aligner & Ortho

- The term "Select" in the title of the package selection screen might be confused with our Select or Complete bundles, to reduce any concern the word is being changed to "Choose".
- All functionality is staying the same, only the terminology is changing.



Update IDB Sign-Up Email

Impacted: SureSmile® Ortho

- The automated email that is sent to SureSmile Ortho customers when you sign up for indirect bonding functionality has been updated to include relevant information, and removal of a broken link to an outdated IDB approved bracket library.

Dear Doctor,

Welcome to SureSmile Ortho in-direct bonding. The IDB functionality is now active. Please contact your SureSmile account representative to coordinate implementation activity. Training resources can be accessed 24/7 on [SureSmileU](#)

Thank you for purchasing IDB and please contact SureSmile Customer Care with any questions.

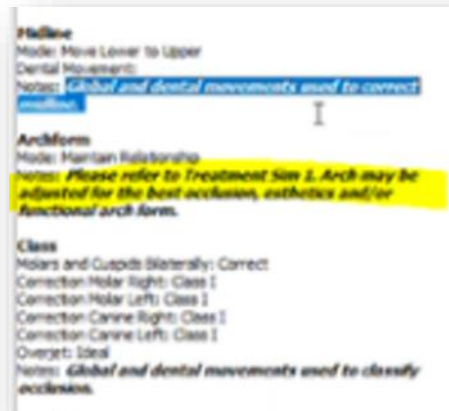
Thank you

SureSmile Customer Care

Improve Visibility Of Notes For The Digital Lab

Impacted: SureSmile® Aligner, Ortho & Advanced

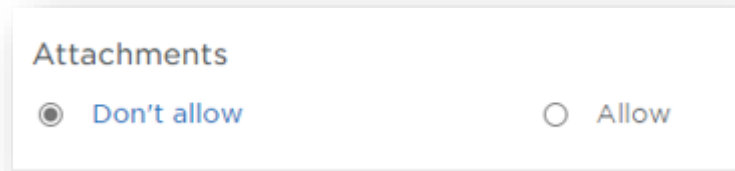
- There is no visible change to you, but when you take the time to write notes to the Digital Lab they have now been made more visible on the lab interface. Your notes will now be bold and italicized. This more eye-catching presentation to the Digital Lab will ensure your requests are utilized.



Automated Don't Allow Attachments Prescription

Impacted: SureSmile® Aligner, Ortho & Advanced

- There is no visible change to you, but an automated process has been created that if “Don't allow” Attachments is selected in the prescription the generated treatment plan will now by design not apply attachments, removing the possibility for our Digital Lab to overlook these directions.
- Previously it was a manual process for the Digital Lab to read the prescription and remove all attachments that were auto generated by default.
- The Digital Lab team still reviews and optimizes each plan manually before sending to the doctor, and if the movements needed to achieve the treatment goals cannot predictable be reached without attachments, the Digital Lab will still reach out for further direction. There will be no changes to current workflow for communication.



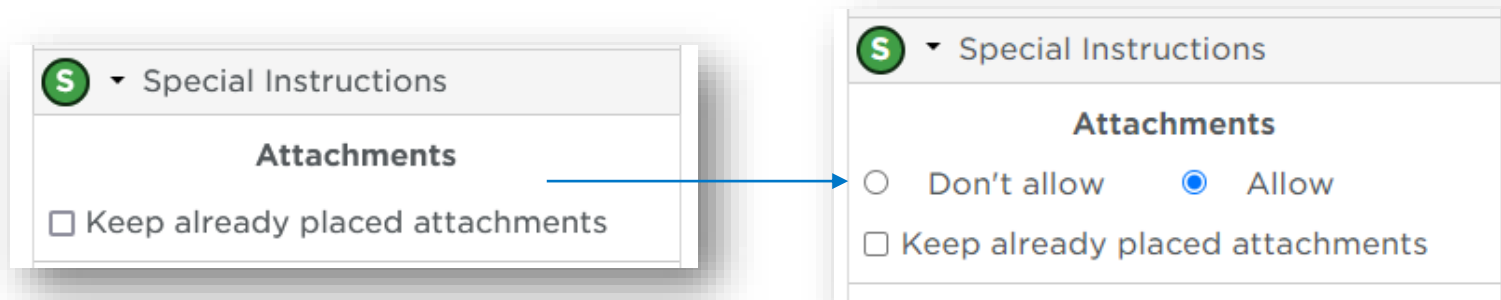
Attachments

Don't allow Allow

New Don't Allow Attachment Prescription Option

Impacted: SureSmile® Ortho

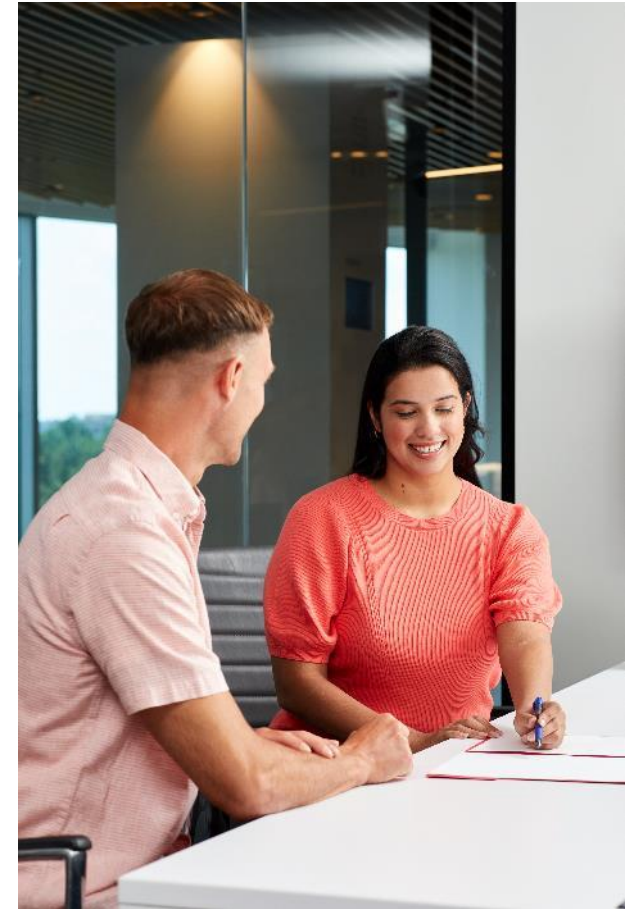
- A SureSmile Ortho customer will now be able to choose to Allow (default) or Don't allow attachments as part of the MACROS prescription.



T&C Added For Poland & Netherlands

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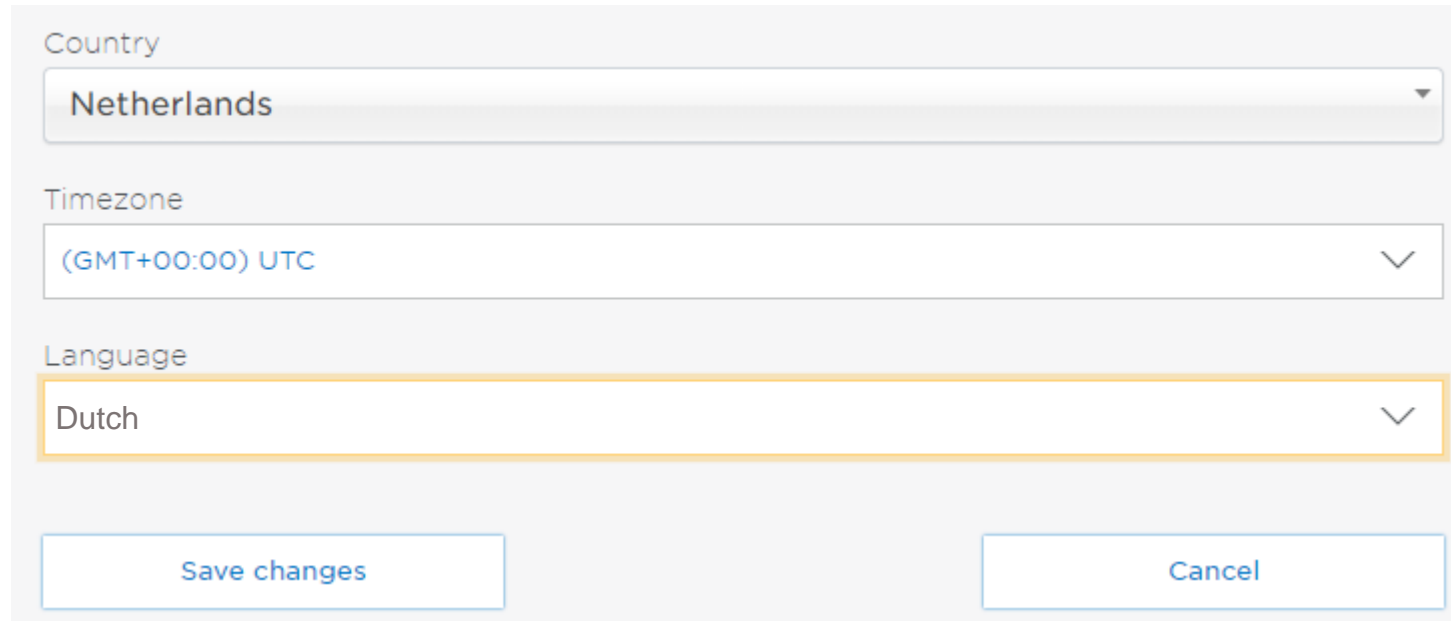
- Terms and conditions have been added for Poland & Netherlands



New Languages: Netherlands

Impacted: SureSmile® Aligner, Ortho & Advanced

- Dutch 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.



Country

Netherlands

Timezone

(GMT+00:00) UTC

Language

Dutch

Save changes

Cancel

SureSmile®



Dentsply
Sirona