SureSmile® | Dentsply Sirona

February Software Release New User Enhancements

- The February Release includes the following enhancements added since the previous January Release.

- **Important Note:** After every SureSmile Advanced, Ortho, and Aligner 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 Mozilla Firefox](#)

- [Steps for Apple Safari](#)

- [Steps for Google Chrome](#)

February Software Release New User Enhancements

Interface Improvements

Case Cancellations

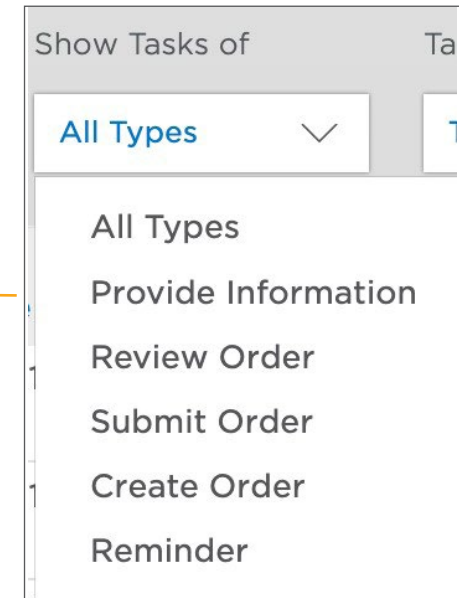**Open cases prior to October 1, 2020 with the following criteria will be cancelled:**
- Full-service Aligner Case, either initial order or refinement (includes both Complete & Select cases)
- Setup & Staging with a To Review / Not Ordered status
- Plans with a Needs information status
- Therapeutic Models with a status of:
  - On Hold
  - Not Ordered
  - Rejected

Open cases prior to October 1, 2020 with the following criteria will NOT be cancelled:
- Cases with Premium models
- Integration cases (CEREC)
- Demo cases

Please note there is currently no way for the user to cancel these cases on their own.

See cases with different statuses using this filter on the Tasks page

Show Tasks of — Ta

All Types ⌄

All Types

Provide Information

Review Order

Submit Order

Create Order

Reminder

Once a case is cancelled, the patient can still be found but the treatment plan is no longer visible.
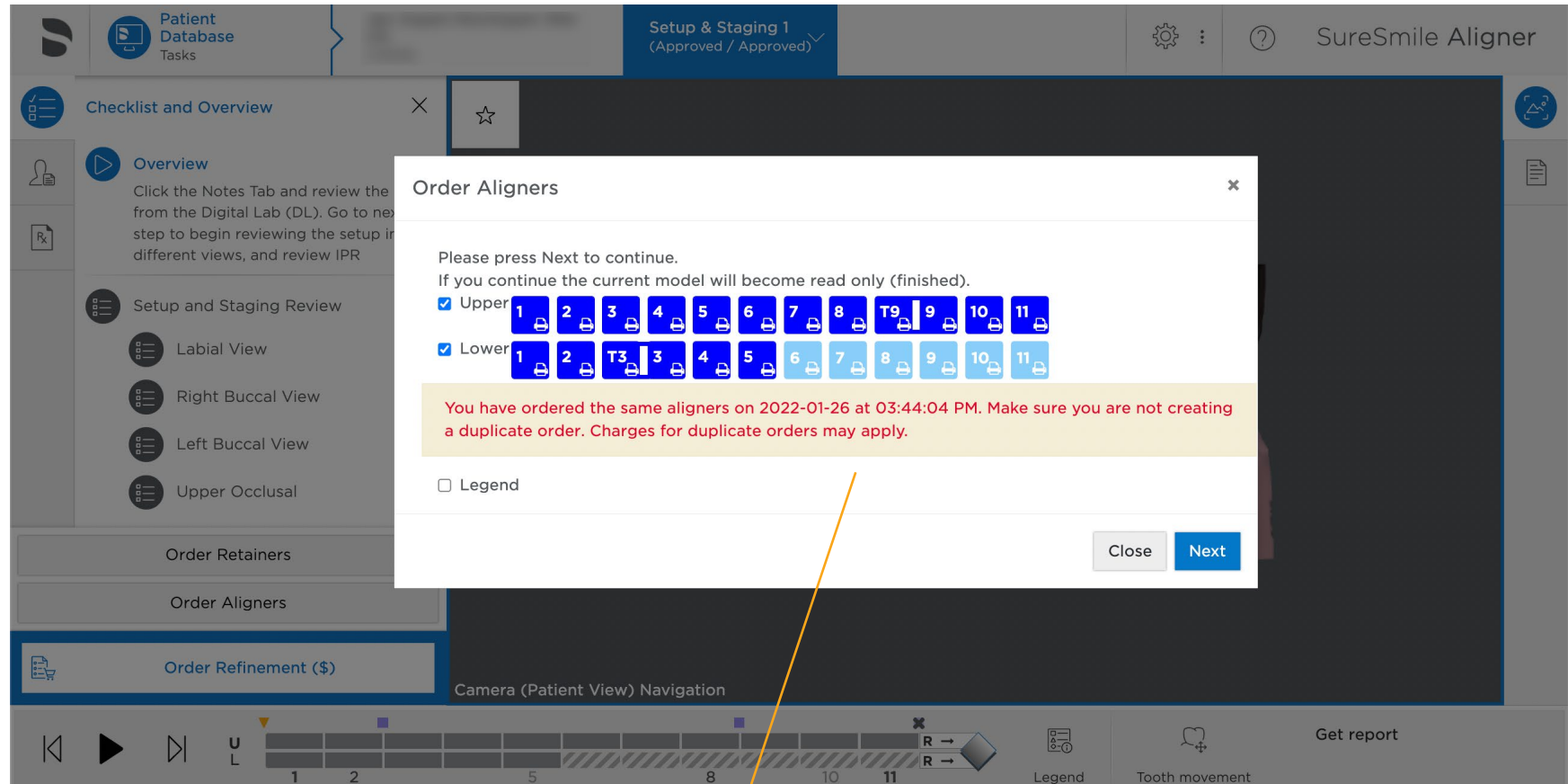
Duplicate Order Alerts

An alert will appear whenever the user attempts to place a duplicate order that the system is processing. The following screenshot provides an example of the message.
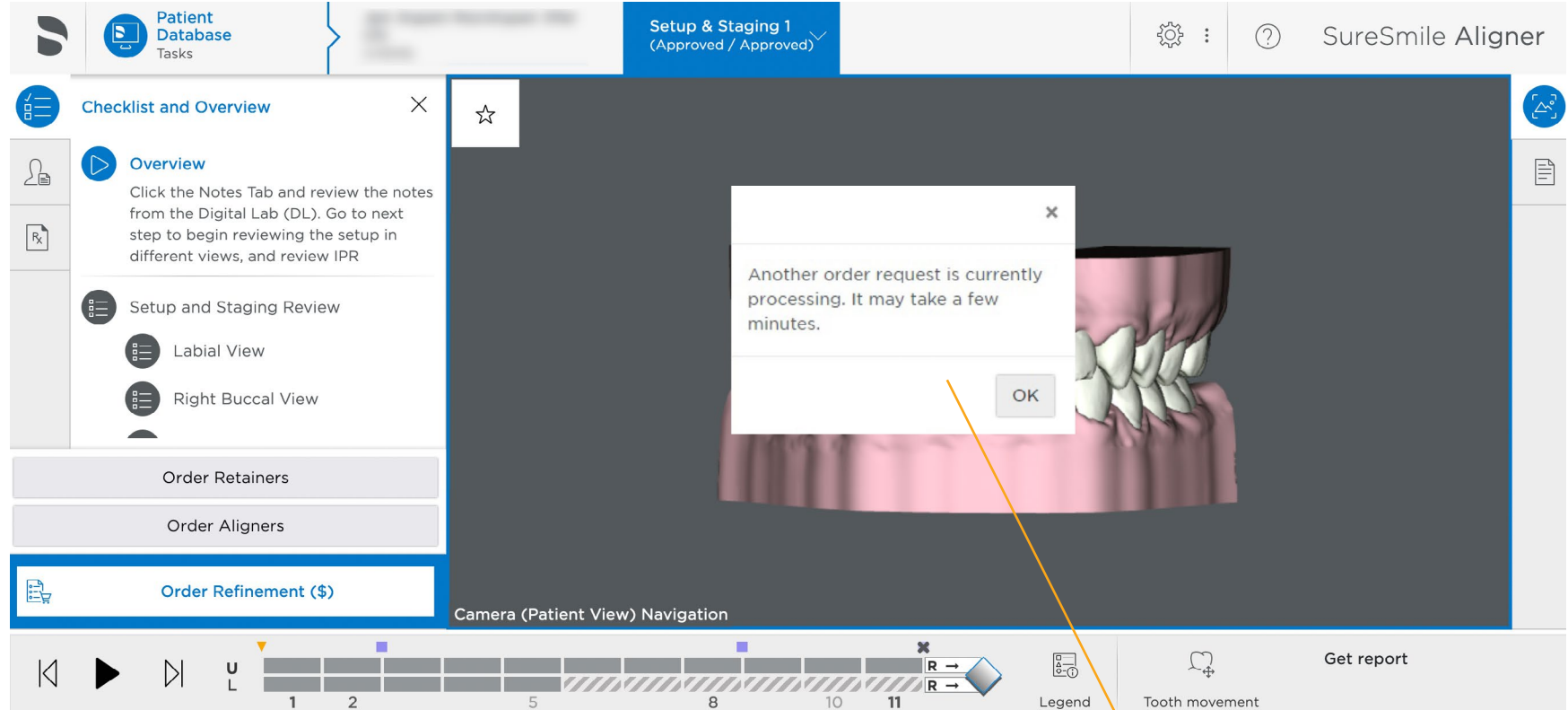
New message alerts user when a duplicate order has been placed and is still in process.

Impacted:
SureSmile Aligner,
Ortho & Advanced

New message alerts user when a
duplicate order has been placed
within the last 30 days.

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SureSmile Aligner, Ortho & Advanced

- Previously the first 4 letters of the patient's first name was laser printed onto the aligners. This is now being replaced with the 4-digit patient ID.

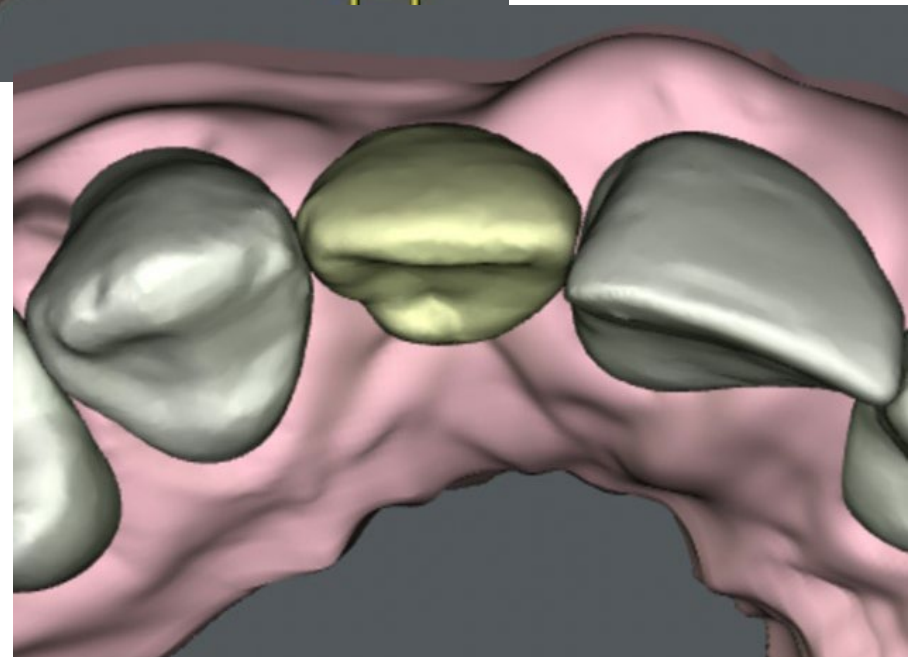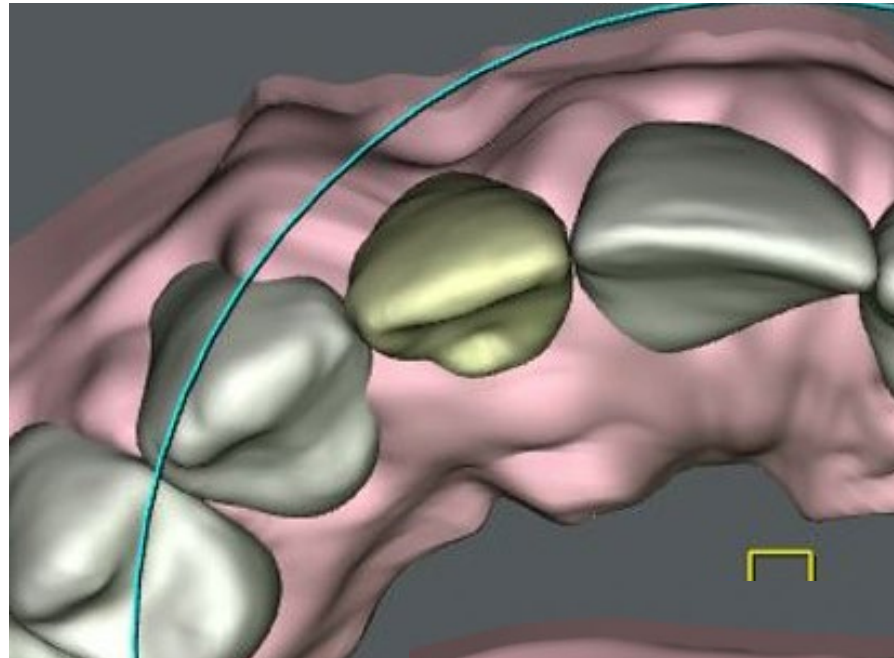- This change will impact aligners manufactured beginning February 25.

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SureSmile Aligner, Ortho & Advanced

- Pontics are now scaled and tapered gingivally to avoid gingiva morphing.

- The gingiva around the pontics now maintains its original shape.

Shipment Email Notifications Default Changed

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SureSmile Aligner & Ortho

- Shipment Email Notification preference default was changed to 'Doctor' for all SureSmile Aligner and SureSmile Ortho practices

- If you prefer not to receive these email notifications, you can change this setting in Preferences > Task Owner

Shipment Email Notification Example

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SureSmile Aligner, Ortho & Advanced

Add sureweb@suresmile.com to your address book to prevent emails from going to junk or spam

From: <sureweb@suresmile.com>
Date: Fri, Aug 20, 2021 at 2:40 PM
Subject: ALERT: SureSmile shipment -- Aligners for [Staged Models 1] 1 for H9D6
To:

New shipment

You have a new shipment from SureSmile. Navigate to it by clicking the following links.

Shipper tracking:

Shipments tracking: Aligners for [Staged Models 1] 1 for H9D6

Sincerely,
SureSmile Customer Care

Example of the Shipment Email Notification that will be sent.

Terms & Conditions Updates

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SureSmile Aligner & Ortho

- Terms & Conditions were added for Australia and New Zealand

- EU countries share the same Terms & Conditions and were previously only displayed in English. They are now also available in Spanish, Italian, French and German. The language for the Terms & Conditions is based on the language selected by the user during the registration process.

- Only applies to new registrations.

Registration by Invitation Process Improved

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SureSmile Aligner & Ortho

- User is now notified when an expired invitation link is used

- If a user who already has an account attempts to create a new account, they will be directed back to the login page with a notice that the invitation has been verified

- When a user accepts an invitation, the user's email address is now populated automatically to avoid using another email address not associated with the invitation

Aligner Plan Approval Streamlined

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& Advanced

Click the Staged Models link in the checklist to go to the Staged Models after Plan review.

The Approve button has been removed from the Plan in Full-service Aligner cases. Modifications can still be performed and requested for the Plan but approving the Staged Models will now be the only way to approve the Plan.

Sequential Distalization Updates

- Sequential Distalization is a method to move posterior teeth one tooth at a time in a controlled manner without loss of anchorage. The benefit of this is you are able to create space for front teeth movement without causing flaring to achieve a more aesthetic smile and functional bite.

- A few changes were made to the interface for the Sequential Distalization options. See the next two pages for a description of each section.

Sequential Distalization Updates

Overlapping teeth: how many teeth may distalize at the same tim

- No overlap: one tooth distalizes at a time

- Multi teeth: teeth may distalize according to the overlap mode even if more than two teeth are being distalized

▼ ☑ Sequential Distalization

| Overlapping teeth | ◯ No overlap ◉ Multi tooth movement | Maximal anchorage | ◉ None ◯ 8 ◯ 7 ◯ 6 |

| Overlap mode | ◉ [50] ▲▼ Percent ◯ [4] ▲▼ Stages | Tooth range: | ◉ 8 .. 4 ◯ 8 .. 3 |

☑ Esthetic option: Anterior movement from beginning

Overlap mode: Defines the start of distalization of the next mesial tooth. It can be defined as percentage of distalization movement or in number of stages. How many teeth move in the selected overlap mode depends on the max anchorage selection. If none is selected, then all teeth of the selected tooth range move according to the overlap mode.

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Maximal Anchorage: Allows for None, 8, 7 and 6. 6 means that the first molar and all distal teeth would move one at a time until final distal position is achieved. The overlap mode consequently only affects the bicuspids and the canine, depending on the tooth range selection.

Tooth Range: Defines the group of teeth which will be affected by sequential distalization.

▼☑ Sequential Distalization

Overlapping teeth	○ No overlap	Maximal anchorage	● None
	● Multi tooth movement		○ 8
			○ 7
			○ 6
Overlap mode	● [50] ▲▼ Percent	Tooth range:	● 8 .. 4
	○ [4] ▲▼ Stages		○ 8 .. 3

☑ Esthetic option: Anterior movement from beginning

Esthetic option: Anterior movement from beginning:The range of teeth is defined by the tooth range of distalization and can be 2-2 or 3-3. When checked, the anterior teeth start beginning with stage 1 with opening movements and all movements which do not have a lingual or distal effect, such as buccal, rotation, mesial, labial torque, intrusion or extrusion. All other movements (distal, distal angulation, lingual, lingual torque) wait until the distalization group has achieved its final distal position.
If the esthetic option is not selected, the anterior group will not move until the distalization group has achieved its final distal position.

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