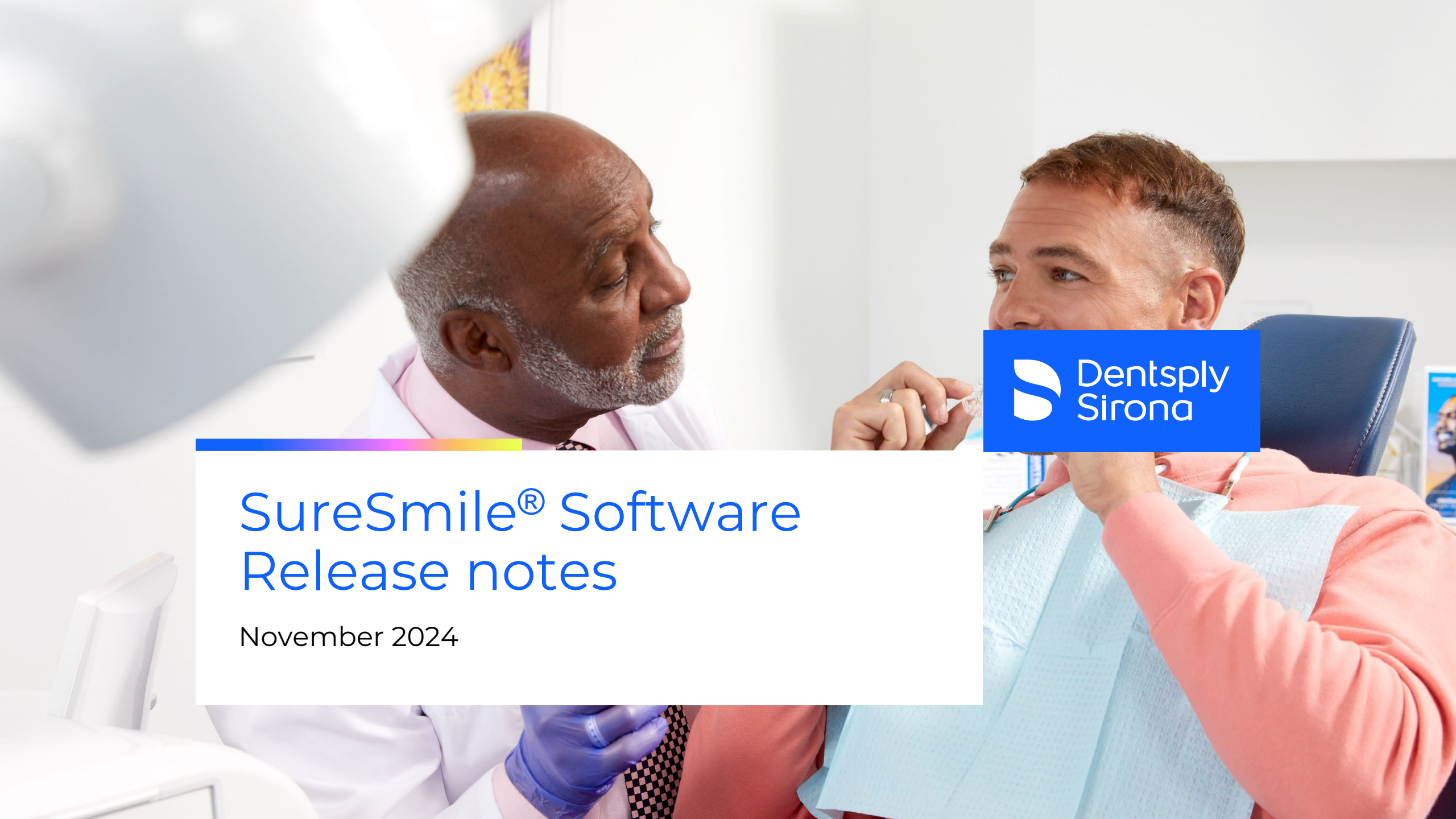


SureSmile® Software Release notes

November 2024

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

November 2024 SureSmile Software enhancements

- **Single Sign-On to SureSmileU** (All platforms)
- **Access Your DS Core Intraoral Scans for SureSmile** (All platforms)
- **Complete prescribing doctor information** (All platforms)
- **C-Chain & Power C-Chain** (All platforms)
- **User experience enhancements** (All platforms)
- General maintenance, bug fixes & Cybersecurity updates (All platforms)

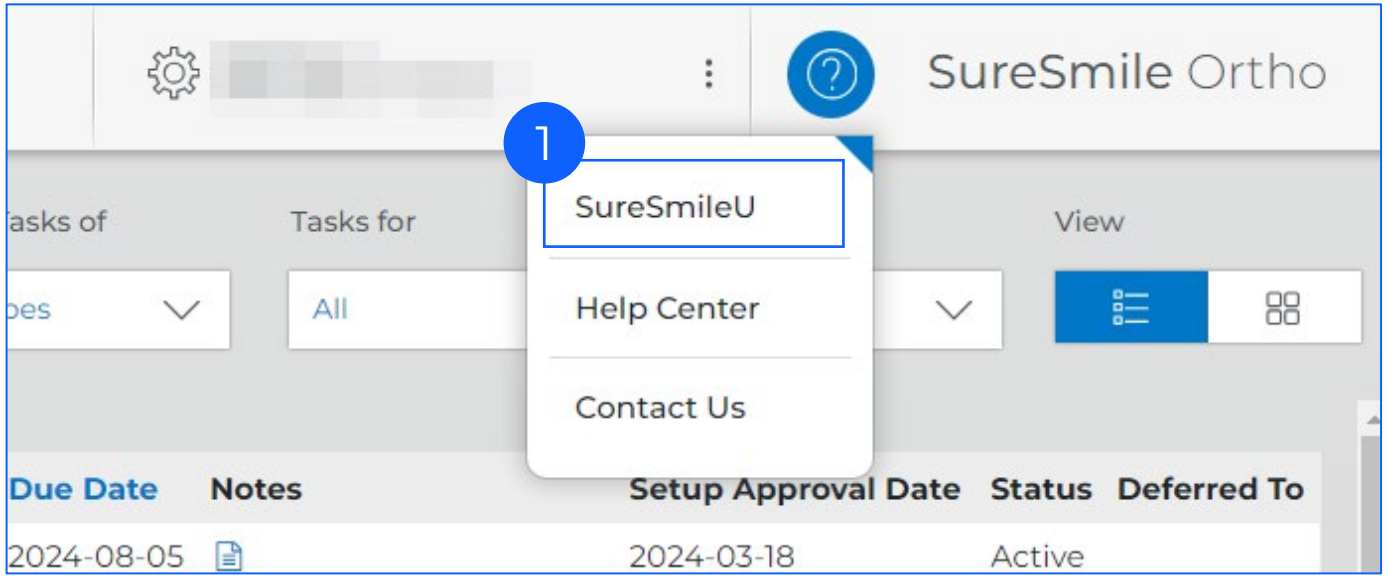
SureSmileU now available to all through single sign-on

Exciting Update for All SureSmile Users!

With this latest release, you now have seamless access to SureSmileU directly from the SureSmile Software.

On top of that, SureSmileU is now available to all users of the SureSmile software, not just the account owners.

1. Go to Help
2. Select “SureSmileU”



Access interactive content to support case submission, as well as videos, and educational resources, giving you the knowledge to provide an excellent treatment experience.

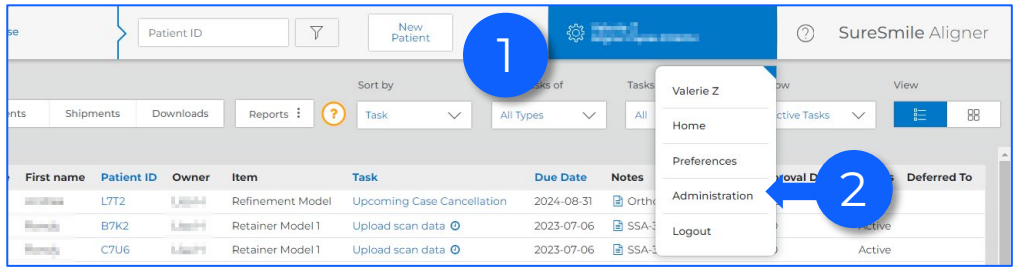
NEW: Access Your DS Core Intraoral Scans for SureSmile*

Your Intraoral scans stored on DS Core are now accessible directly from your SureSmile platform, making it easier to place initial orders, refinements or resolve rejections.

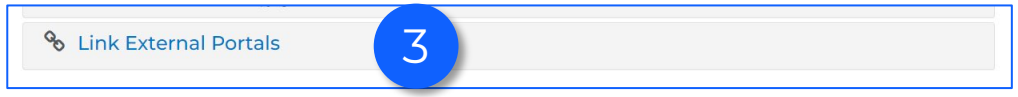
Learn more on: Connect Case Center vs. DS Core

STEP 1: Connect DS Core to SureSmile

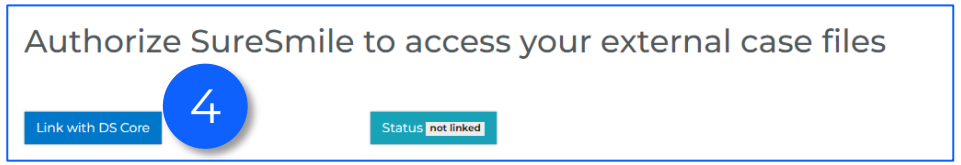
1. As Practice Administrator, go to “Settings”
2. Select “Administration”



3. Scroll down and select “Link External Portals”

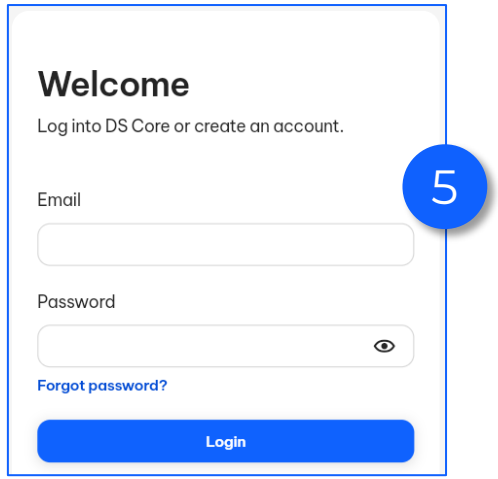


4. Press “ Link with DS Core”



5. Enter your DS Core credentials and press “Login”

All users of your SureSmile practice are now connected to DS Core and have access to all patient scans from the connected DS Core practice



Continue with step 2

** Availability may vary by country and region*

Access Your DS Core Intraoral Scans for SureSmile

STEP 2 for Aligner & Ortho platform :
Upload scans to SureSmile

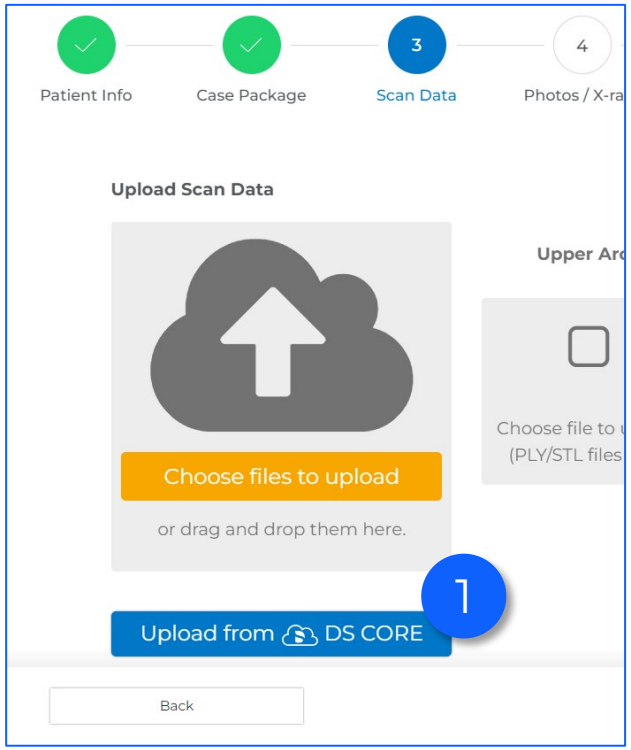
1. On the scan data step, select ‘Upload from DS Core’

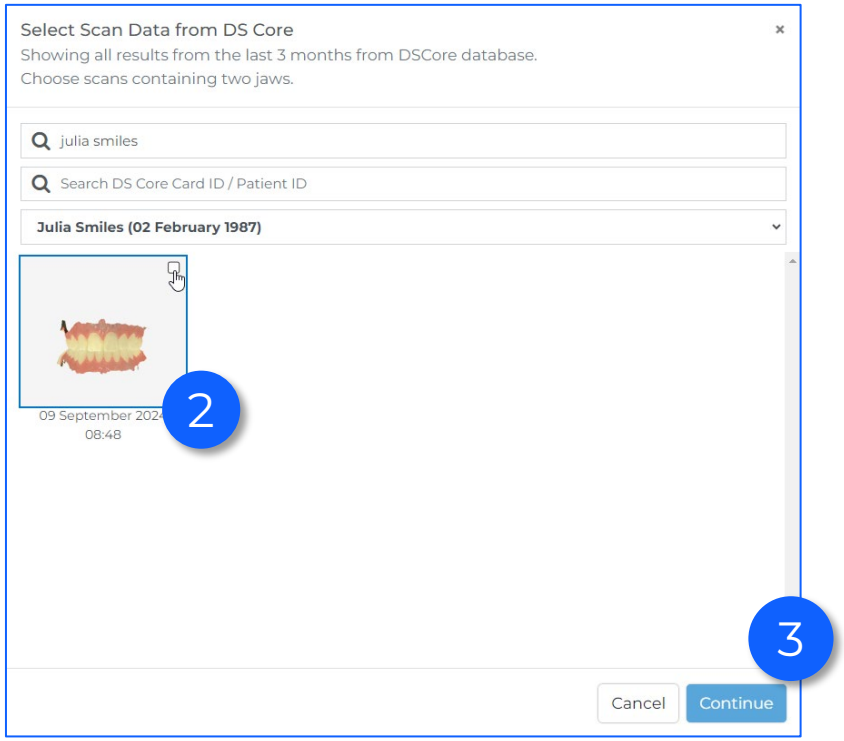
The software will automatically search for the patient’s name on DS Core and will filter out the appropriate patient and its media

2. Select your scans.
   - *Select one file for scans from Dentsply Sirona or 3Shape scanners*
   - *Select one upper & one lower scan for 3rd party scanners*

3. Press “Continue”

Your scans will now be added to your ‘Scan Data’ tab





Access Your DS Core Intraoral Scans for SureSmile

STEP 2 for Advanced platform :
Upload scans to SureSmile

1. At the Upload Scan Data, select 'Ply/STL'

2. Select ‘Upload from DS Core’

3. Click 'Choose file’ for upper jaw.

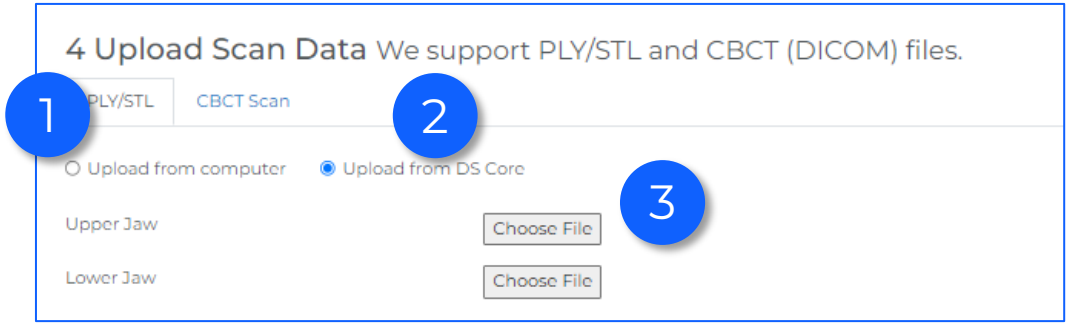
The software will automatically search for the patient’s name on DS Core and will filter out the appropriate patient and its media

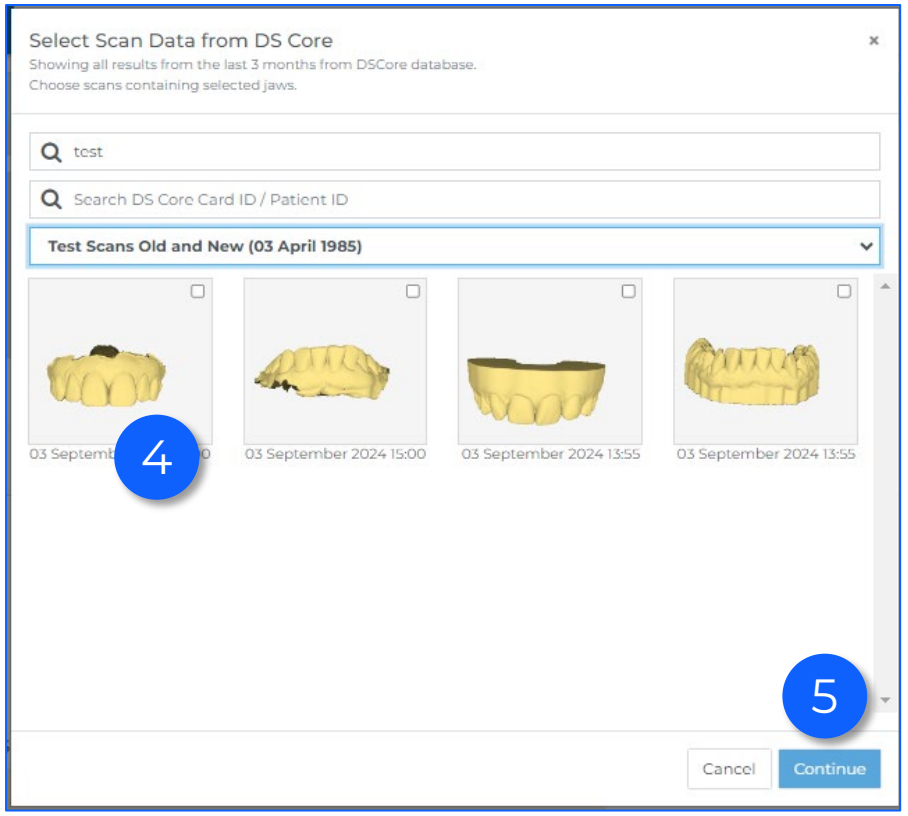
4. Select scan file for one jaw:

- *Select one file for scans from Dentsply Sirona scanners or 3shape*
- *Select one upper jaw scan only for 3rd party scanners*

5. Press “Continue” . Your scan will now be added to your order.

6. Repeat 1-5 for lower jaw



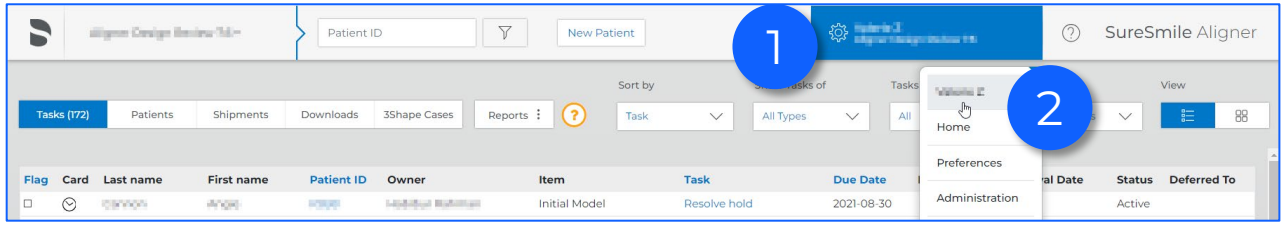


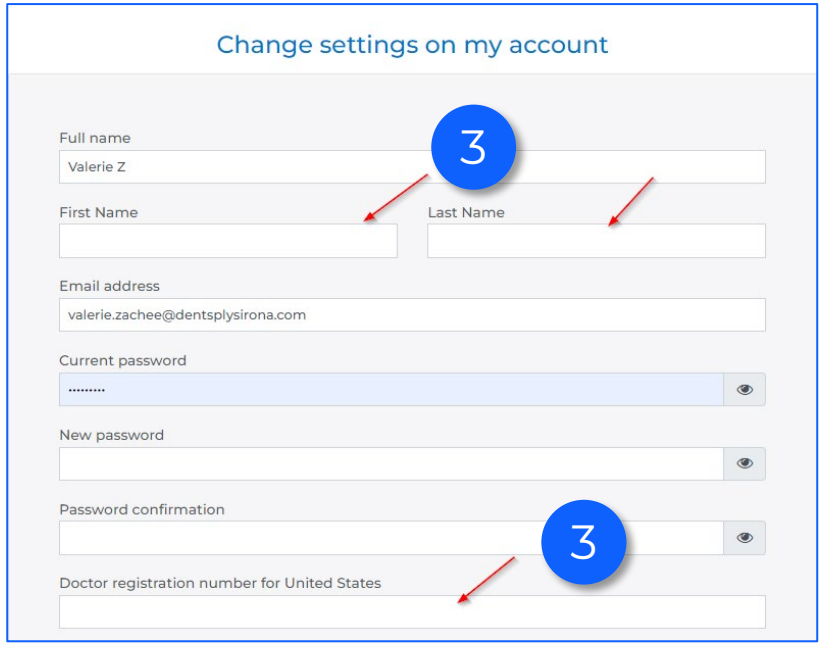
Important Update: Add prescribing doctor information

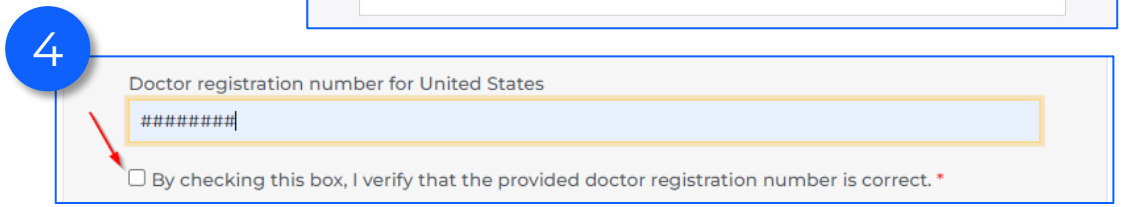
To ensure the highest standards & compliance with local regulations, we require the license information of all prescribing doctors.

As an existing customer or any user with a doctor's role, you are requested to provide your first name, last name and registration number following these steps:

1. Go to settings
2. Select your username
3. Update information
   - First name & Last name
   - License number information
4. Confirm your number: *"By checking this box, I verify that the provided doctor registration number is correct"*
5. Press "Save changes" at the bottom of the page







IMPORTANT: For Spain, following a grace period, you will no longer be able to order custom-made appliances if the assigned doctor's first name, last name, and license information are not provided.
You will receive notification of the effective date through the software.

C-Chain & Power C-Chain

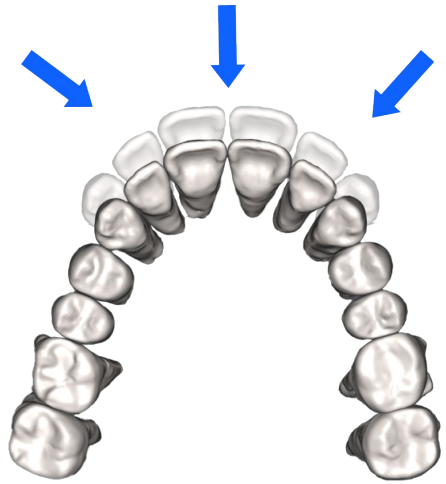
SureSmile Digital Lab can now add C-Chain and Power C-Chain movements to your treatment plan.

1. Request C-Chain or Power C-Chain in the “Special instructions" section of the prescription form
2. The SureSmile® Digital Lab will add the C-Chain stages to the end of the treatment plan
3. The staged timeline will display these stages as dark grey, called C-C (C-Chain) or P-C (Power C-chain).

C-Chain

Three additional trays are added at the end of treatment with:

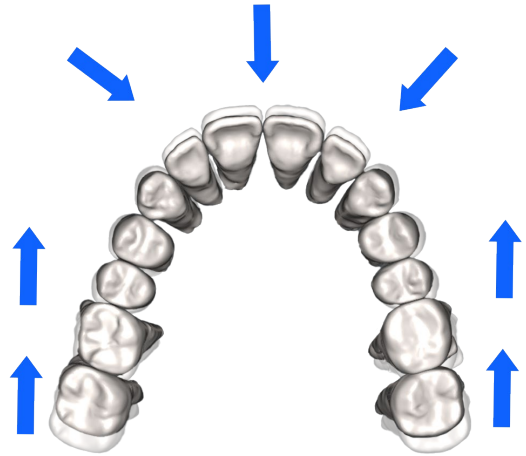
0.1 mm of lingual anterior movement per tray



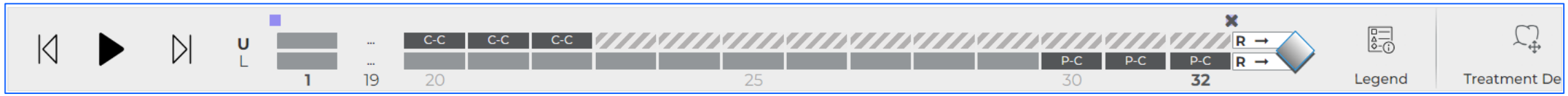
Power C-Chain

Three additional trays are added at the end of treatment with

0.1 mm of lingual anterior movement per tray
0.1 mm mesial posterior movement per tray



Staged timeline with C-Chain (C-C) and Power C-Chain (P-C)



User experience enhancements

- **Toggle Between Setup & Malocclusion:**
  - Use “T” to easily switch between setup and malocclusion views.
- **Improved Beveled Attachment Placement:**
  - Manually placed beveled attachments will now be oriented with the high edge pointing towards the occlusal, following the same orientation as the automatically placed attachments

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