



SunClear
A L I G N E R

Case Submission
and
Approval Guide

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CREATING AN ACCOUNT

- > Using a Google Chrome browser go to sundentalabs.com/sunclearsignup
- > Enter your email address
- > Your email address will be your user login and the address that case notifications will be sent to. You will be able to change this later if you change your mind.
- > Enter your contact information
- > Click **SUBMIT**
- > Within one business day you will receive an email confirmation and can begin submitting cases. The email confirmation will contain a link to the SunClear platform and a temporary password.

SunCeram

Dental Partial

Crowns & Bridges

Dentures

Frameworks

Dental Retainer

Ortho

Sun

DENTAL LABS

(866) 561-9777

Resources

MySun Account

For Dentists

For Labs

About Us

Support

Create A Shipping Label

Schedule A Pick-Up

Q

SunClear Account Sign Up

Please enter your information below and we will contact you within 1 business day.

First Name *

Last Name *

Email (Used For Login) *

Phone Number *

Practice Name (If Different)

Alternate Contact / Assistant

Address *

City *

State *

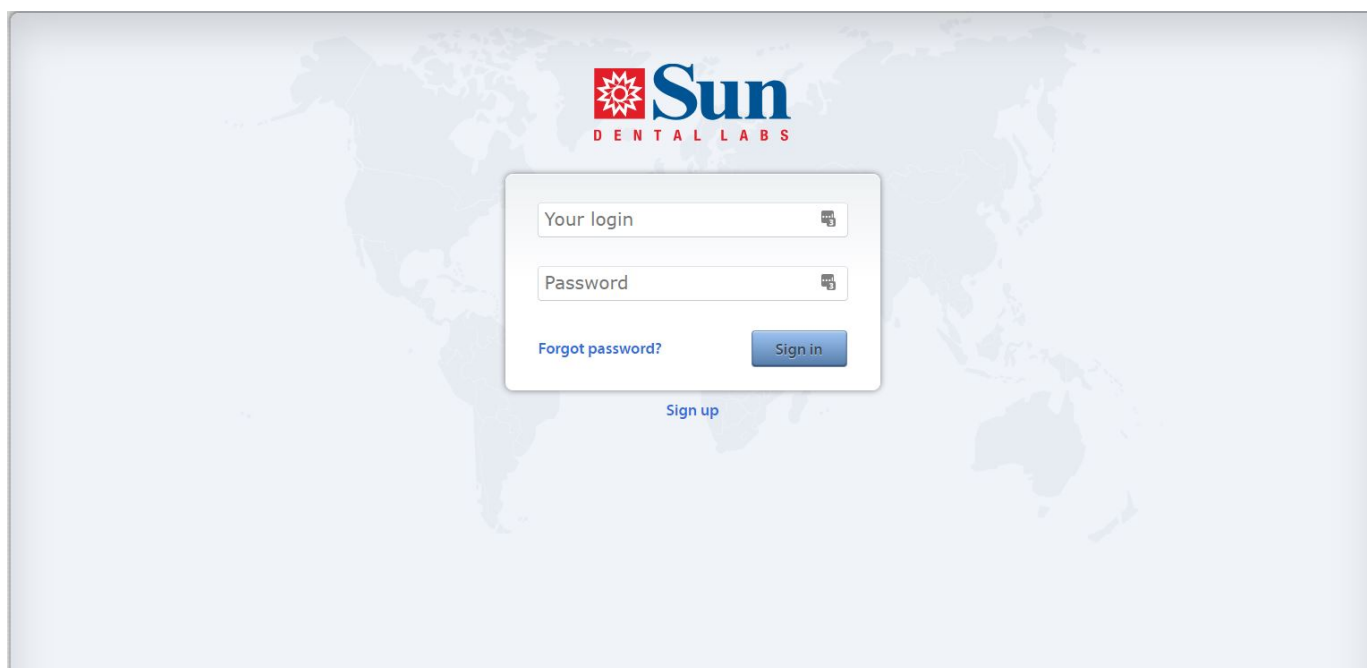
AL

Zip Code *

Send Email

NAVIGATING YOUR SUN CLEAR ACCOUNT

- > **Logging in:**
- > Go to: <https://sunclear.sundentalabs.com>
- > Enter the email address you used to sign up for an account
- > Enter the temporary password you were provided in your sign-up email. You will have the opportunity to change your password when you log in.
- > Click **Sign in**



Sun
DENTAL LABS

Your login

Password

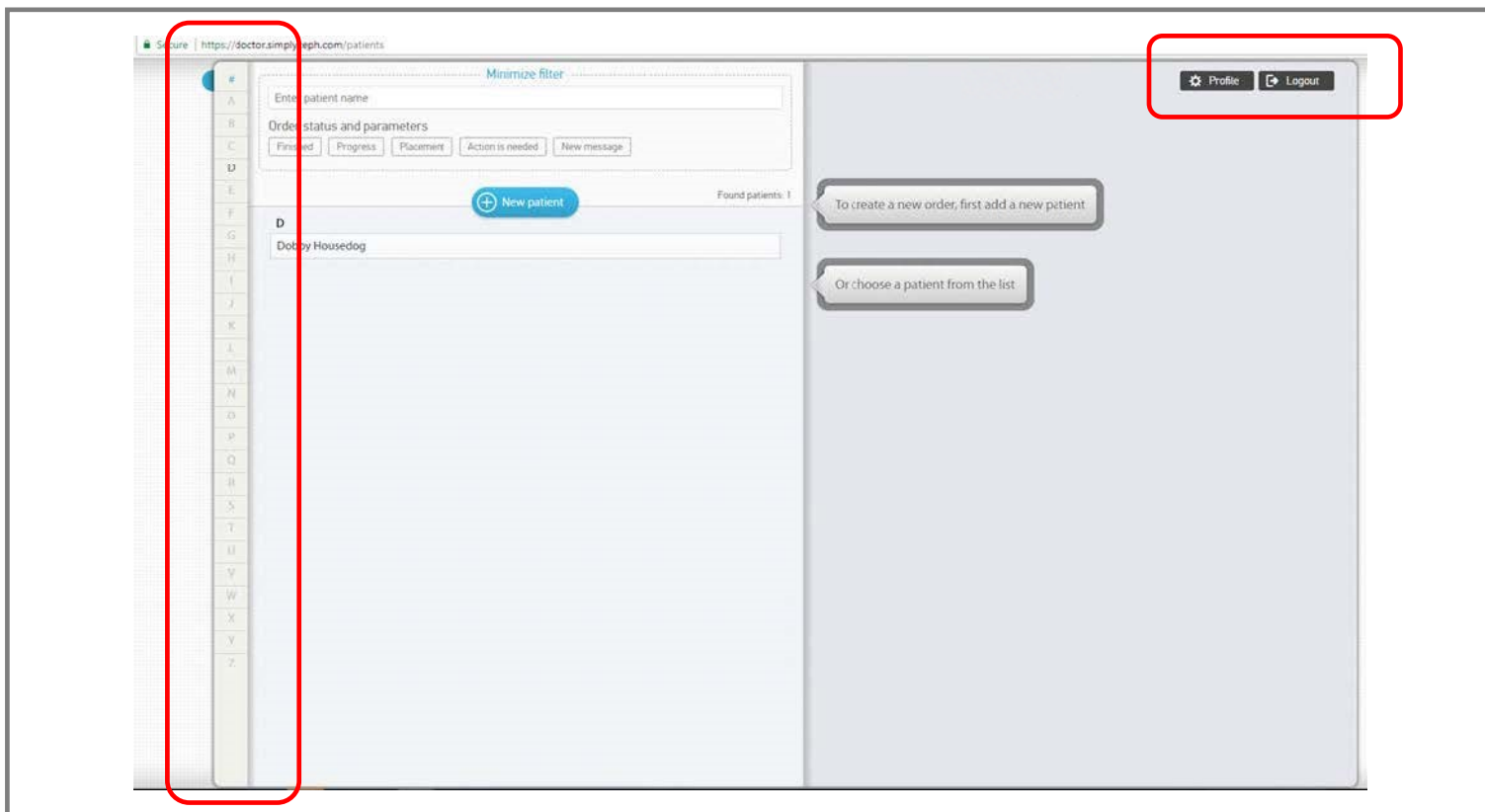
Forgot password?

Sign in

Sign up

YOUR ACCOUNT - HOME SCREEN

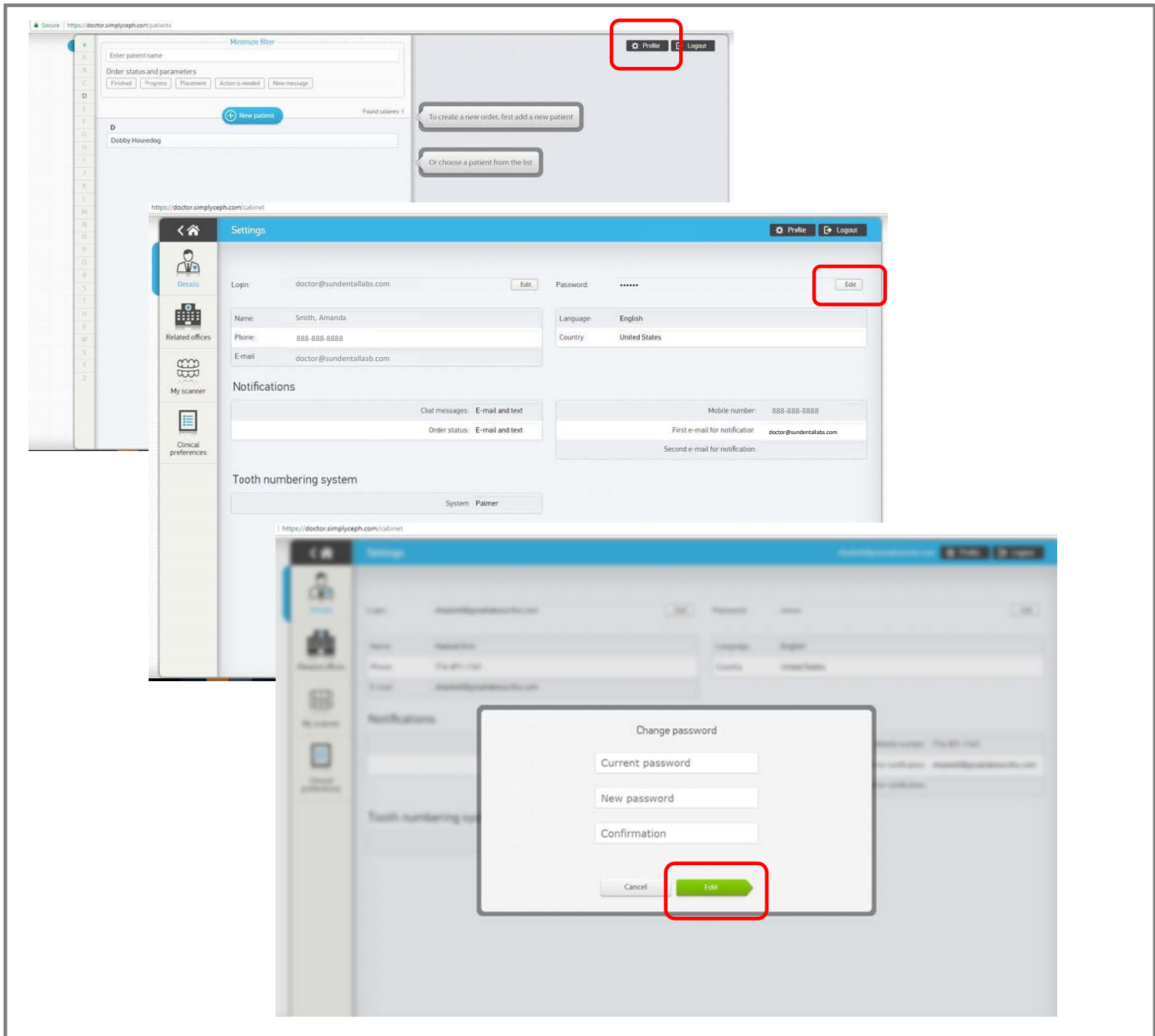
- > The image below shows the home screen of your Sun Clear account
- > The home screen is laid out like an address book, with alphabetical tabs that you can use to easily navigate between patient cases.
- > The top right side of the screen shows your user login name and profile settings
- > When you click the **Profile** button you can update your login email, password, name, phone number and notification settings.



CHANGING YOUR PASSWORD

>> We recommend you change your password when you log in for the first time.

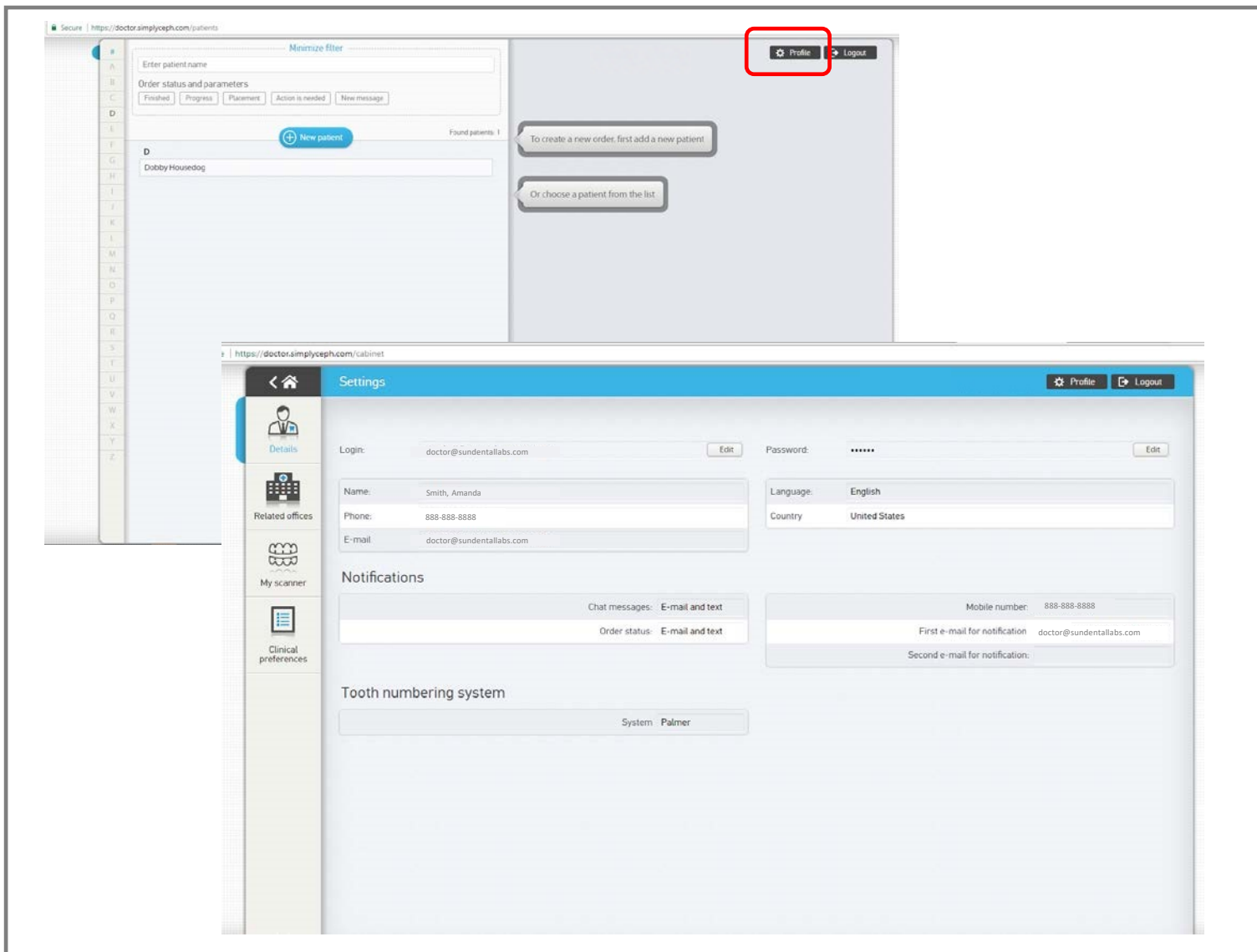
- > Click on the **Profile** button in the top right corner
- > Click on the **Edit** button
- > You will be asked to enter your current password (the temporary one you were provided when your account was created) and to create a new password.
- > When complete, click the green **Edit** button



CHANGING YOUR PROFILE SETTINGS

>> To change your profile settings, click on the Profile button in the top right corner of your screen.

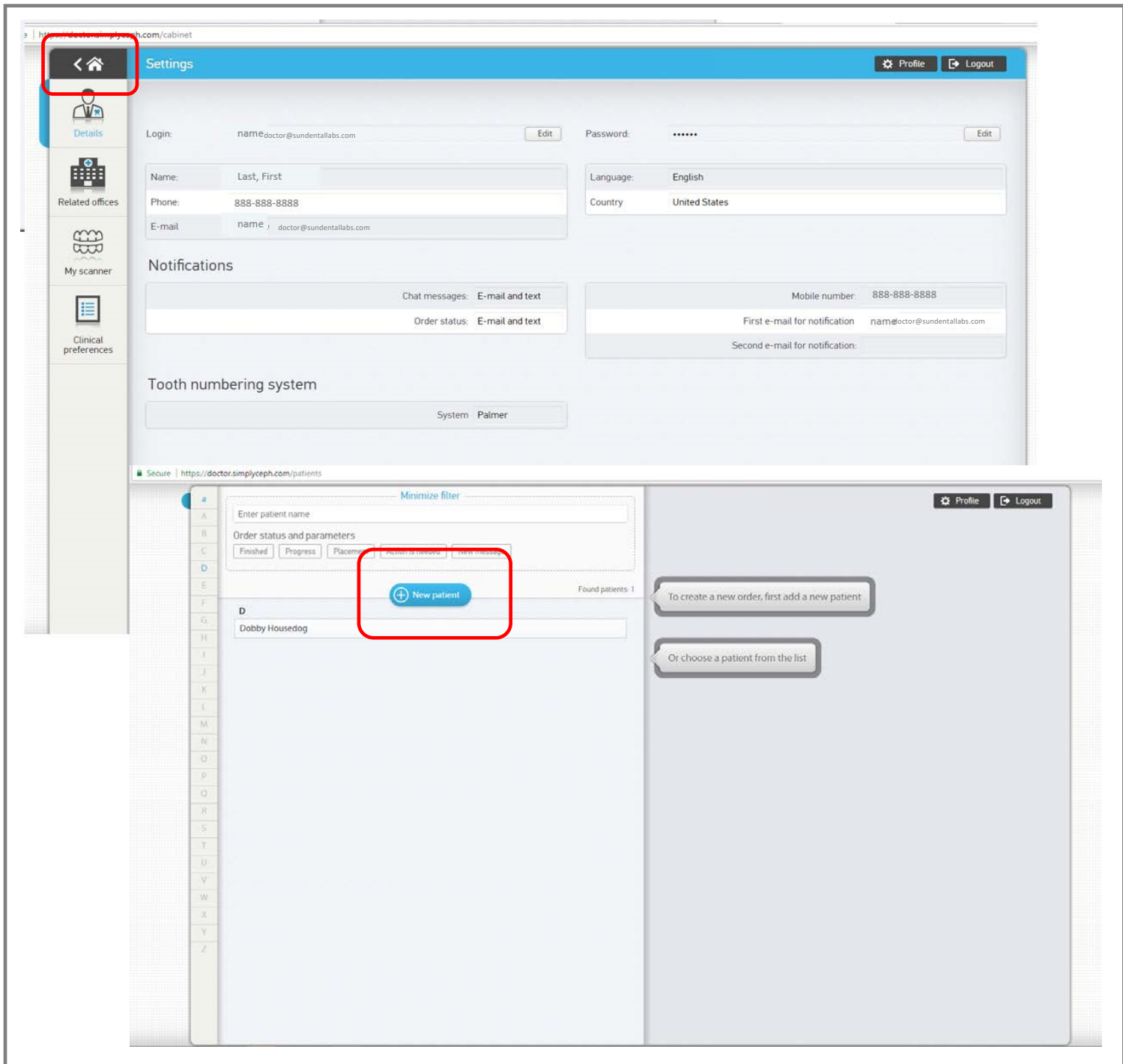
- > Within the settings screen you can click in any of the boxes to edit your preferences for:
 - > Login
 - > Name
 - > Phone
 - > Email
 - > Notification preferences
 - > Tooth numbering system
 - > Language
 - > Country



ADDING A NEW PATIENT

>> Navigate to the home screen by clicking on the house icon in the top left corner of your screen.

> Click the **New Patient** button located on the left side of your screen



ADDING A NEW PATIENT

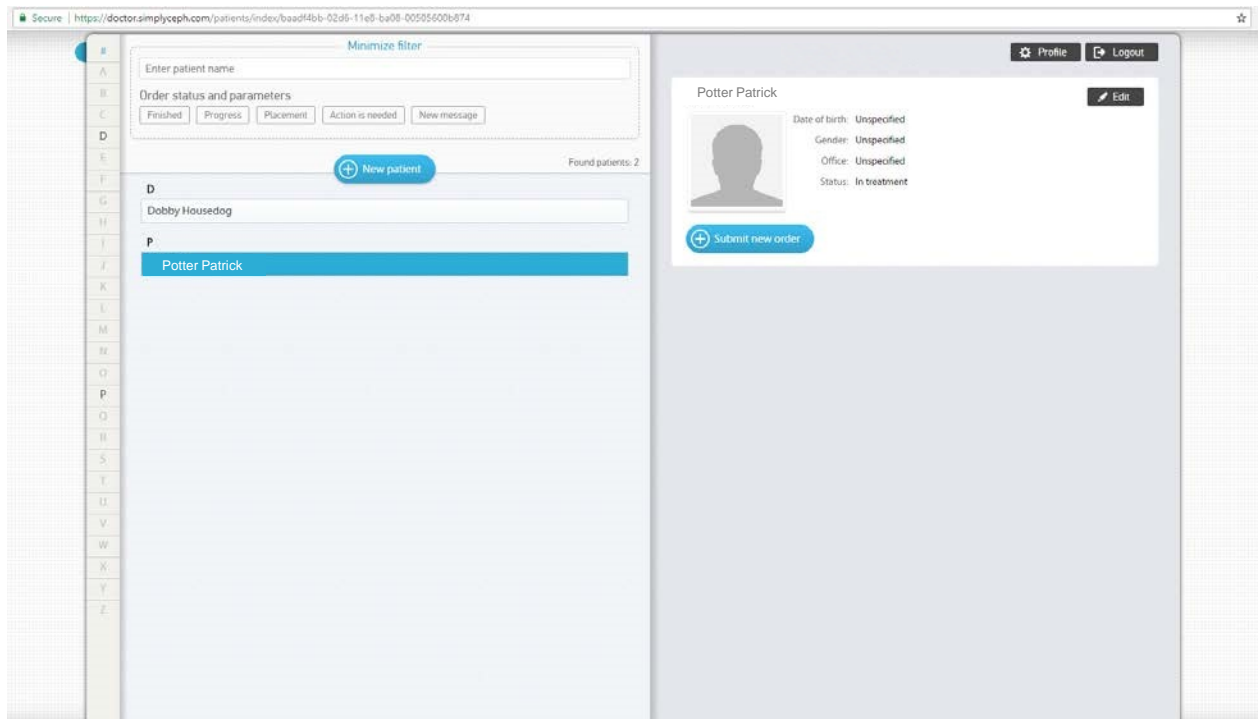
>> Enter patient information

- > Enter either the patient name or a patient ID number in the pop up box
- > Note: No additional information is required at this time. You can always go back and edit patient information later.
- > Once you have entered a first and last name, or an ID number, click **Create** to save the information.
- > Click **Save and close**

The image displays two screenshots of a web application interface for adding a new patient. The top screenshot shows the 'New patient' modal form, which is highlighted with a red rectangle. The form includes fields for 'Last name', 'First name', 'Middle name', and 'Office ID', with an 'OR' indicator between the name fields and the Office ID field. Below these fields are 'Date of birth' (with a 'Choose date' button and a calendar icon) and 'Gender' (with 'Male' and 'Female' radio buttons). The 'Office' section shows 'Not defined' and 'Amanda Smith' with a 'More' button. At the bottom right, the 'Create' button is highlighted with a red rectangle. The bottom screenshot shows the 'Patient data' modal form, which is also highlighted with a red rectangle. This form includes fields for 'E-mail', 'Phone', and 'Address', and a 'Treatment status' section with 'In treatment' and 'Treatment completed' radio buttons. A 'Save and make a new order' button is located at the bottom. The 'Save and close' button is highlighted with a red rectangle.

ADDING ADDITIONAL NEW PATIENTS

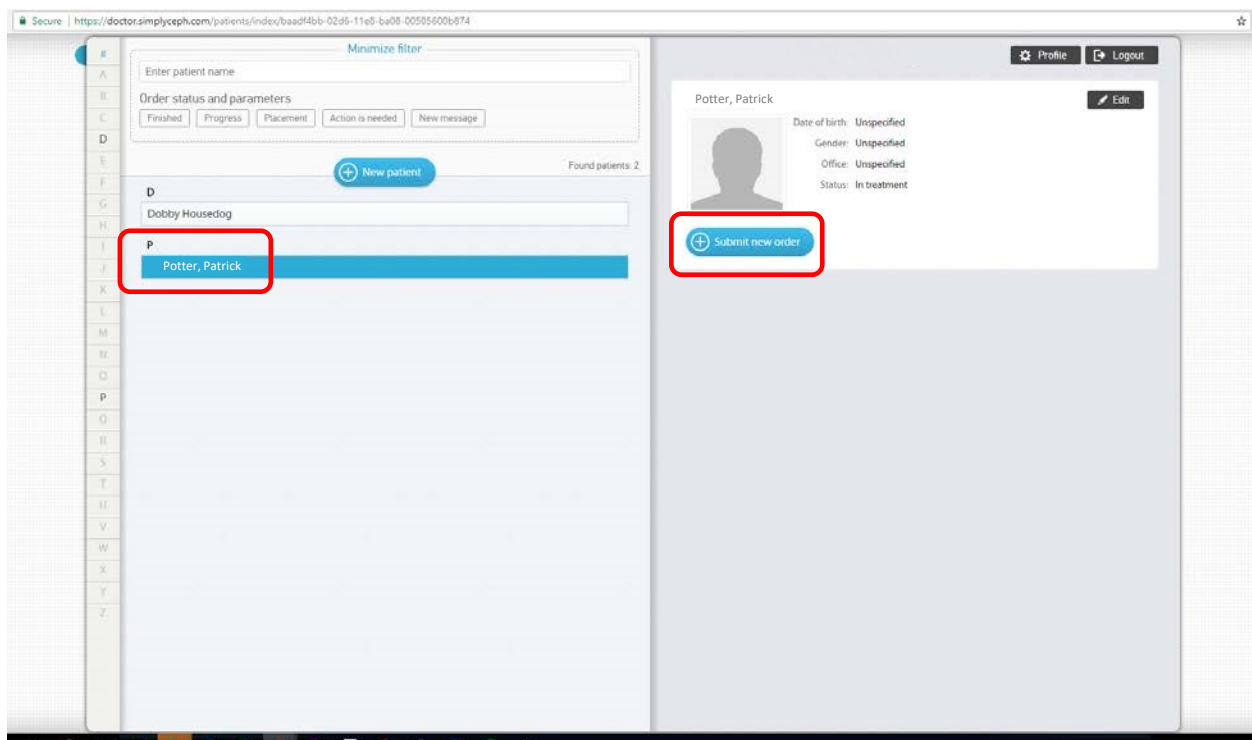
- > You have now entered your first patient into the Sun Clear system. As you add additional patients their names will appear alphabetically by last name on the screen.
- > Navigate between patients by using the tabbed letters on the left side of the screen
- > Or search for a patient by entering an existing patient name in the field that says **Enter patient name**



SUBMITTING A CASE

>> To submit a case, navigate to the patient section

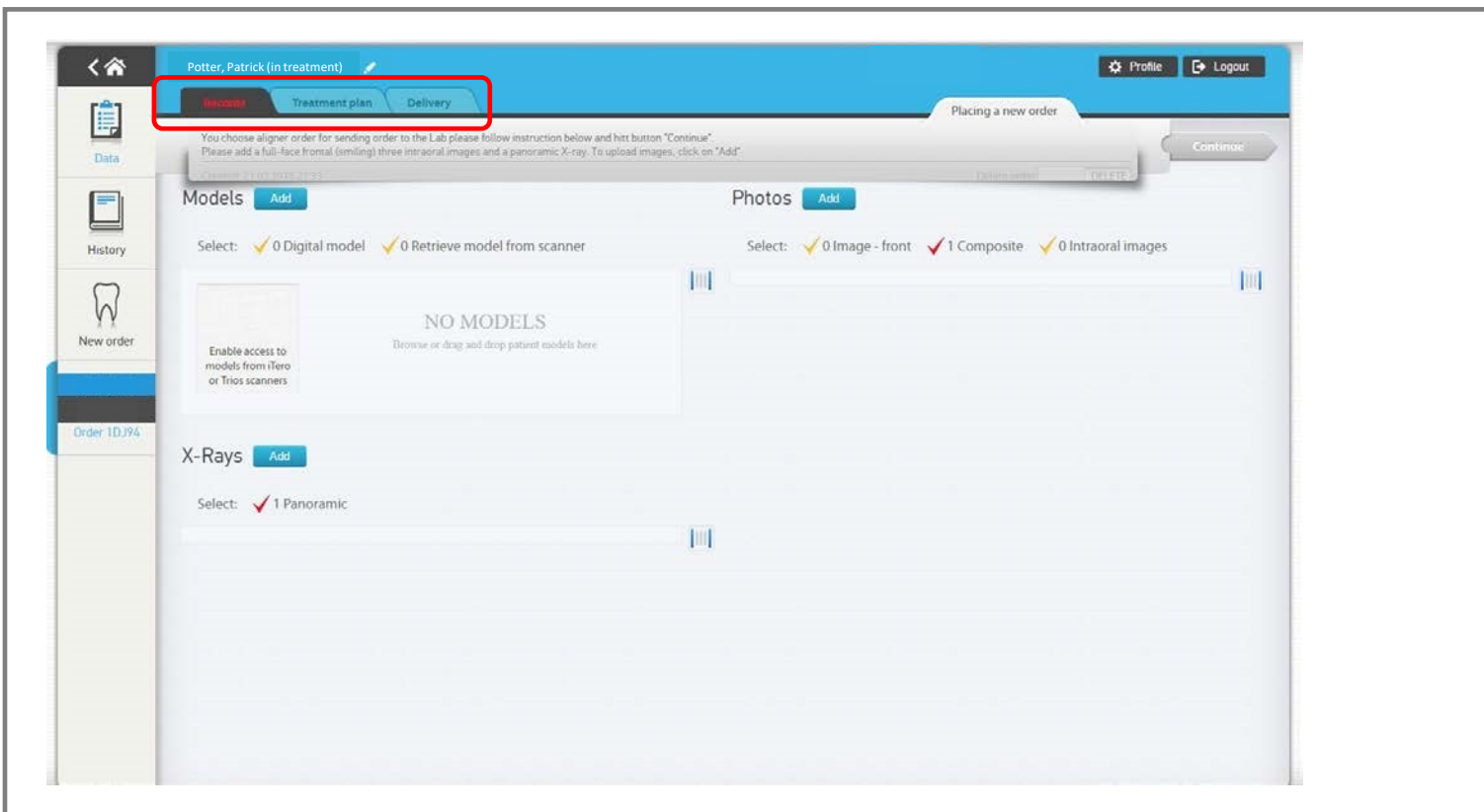
- > Click on the name of the patient you would like to submit a case for
- > The selected patient's name will be highlighted in blue, and the right portion of the screen will display that patient's information.
- > Click on **Submit new order**



SUBMITTING A CASE

> After clicking Submit new order, a screen appears that will take you through the three main steps involved in submitting a SunClear case.

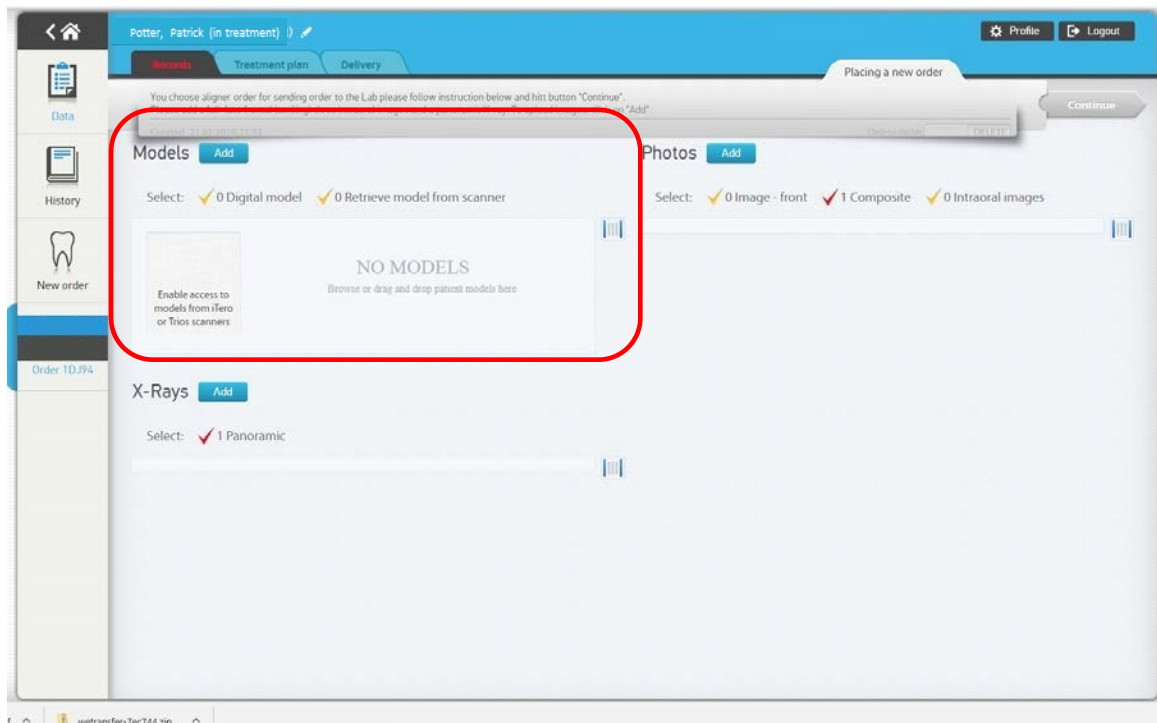
- > The three steps are shown as tabs across the top of the screen
 - > Records
 - > Treatment Plan
 - > Delivery



SUBMITTING A CASE

> RECORDS > Models > X-Rays > Photos

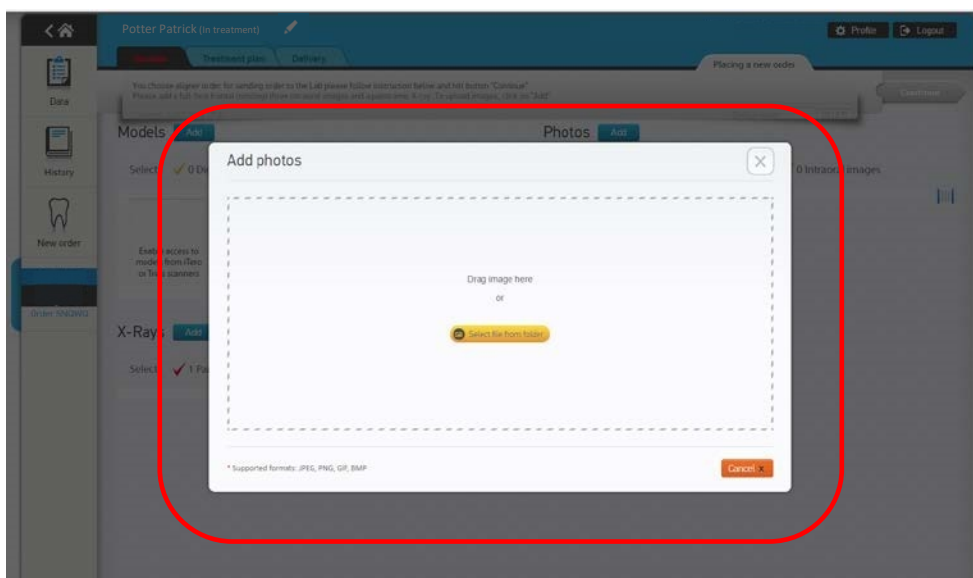
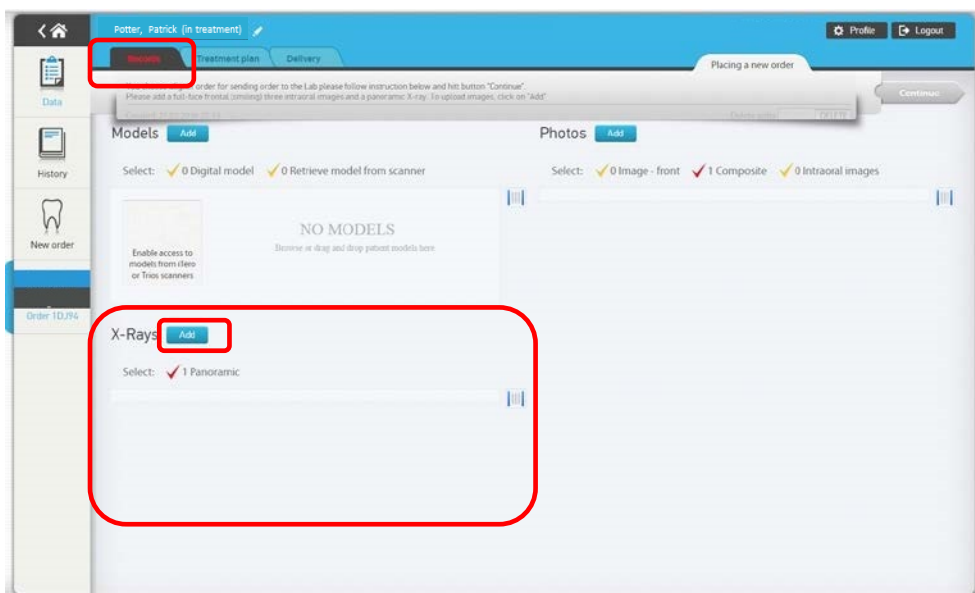
- > Click on the **Records** tab
- > SunClear requires an occluded orthodontic model which can be submitted one of three ways:
 - > Shipping upper and lower PVS impressions and bite registration
 - > If you plan to ship an impression to Sun Dental you will skip the step that says **Add** in the models section and move directly to adding photos.
 - > Uploading a digital .STL model
 - > Sending a scan to Sun Dental through your scanner



SUBMITTING A CASE

>> RECORDS > Models > X-Rays > Photos

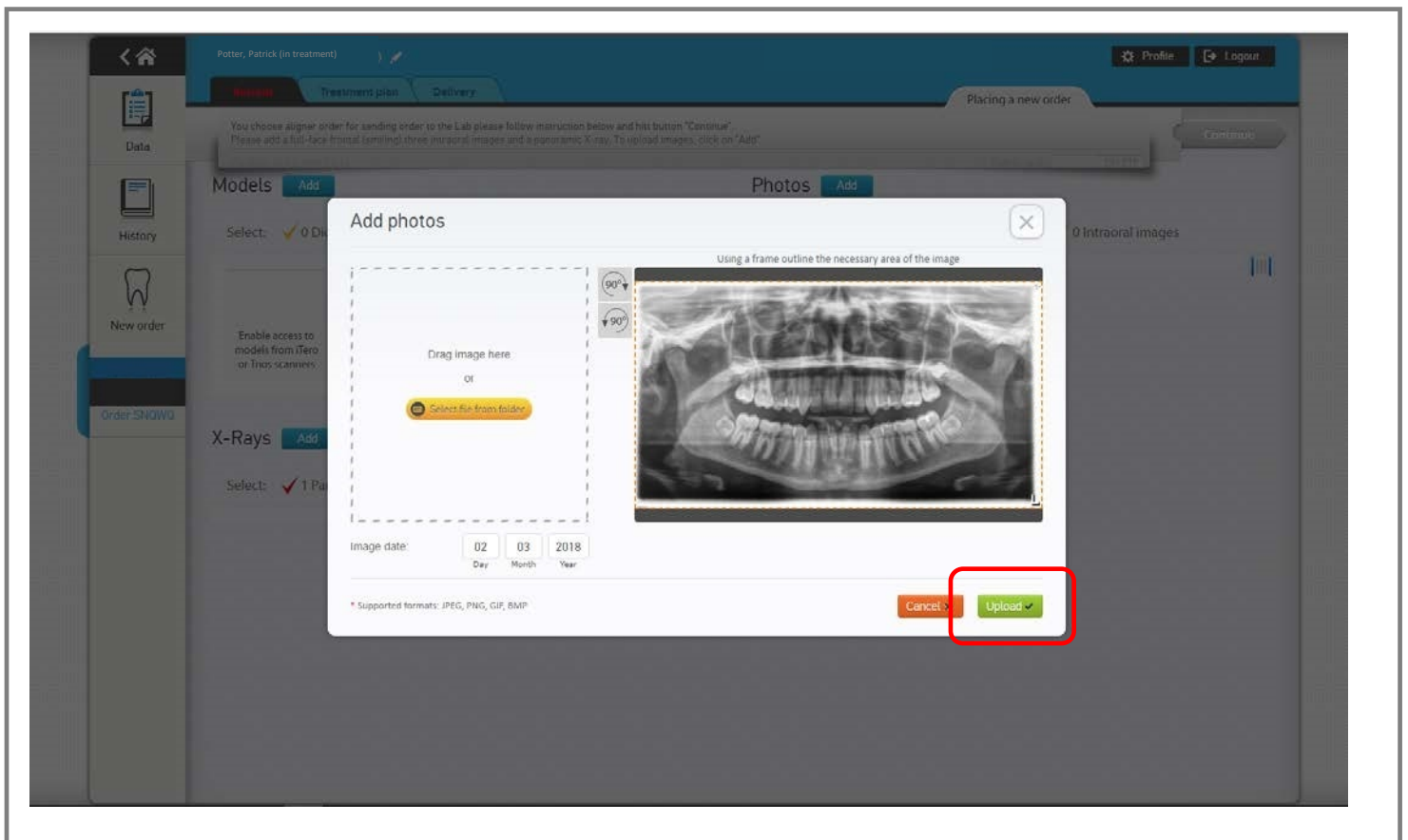
- > A panoramic x-ray is required to submit a case
- > To upload a panoramic x-ray click the blue **Add** button in the x-rays section of the records page
- > A box will pop up where you can drag and drop an image or you can click the button to **Select file from folder**
- > You may upload a JPEG, PNG, GIF, or BMP file. No other file types are accepted.



SUBMITTING A CASE

>> RECORDS > Models > X-Rays > Photos

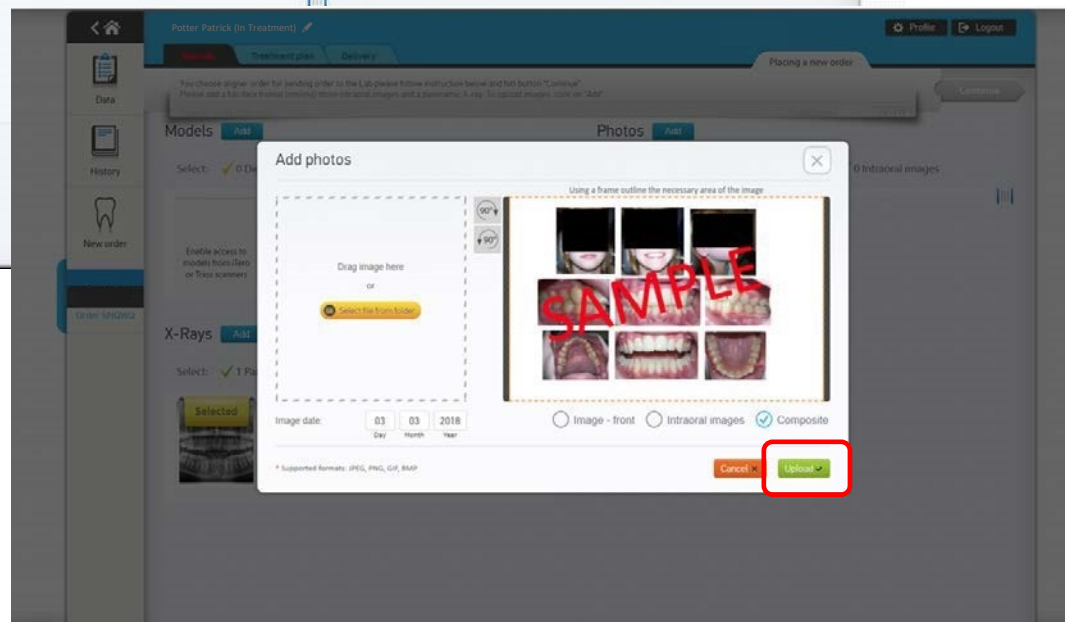
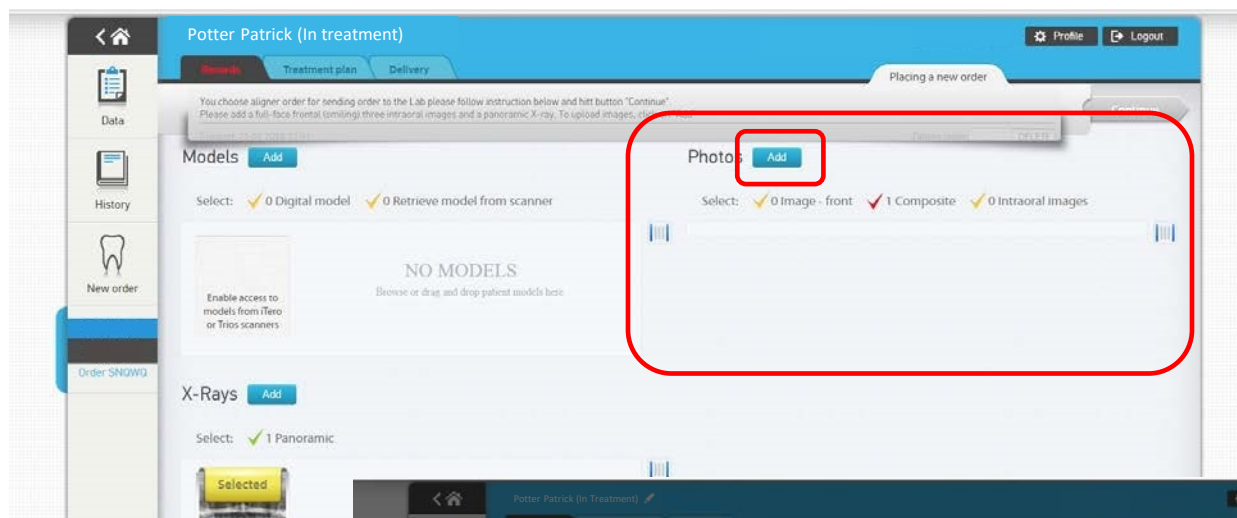
- > When an image has been selected, it will appear in the pop up window.
- > Once you have uploaded the image you can make edits to:
 - > Rotate the image clockwise or counterclockwise
 - > Edit the image date
 - > Crop the image frame if necessary using the orange dotted box on the right side of the screen outlining the image
- > Once you have uploaded your image and made adjustments to the settings, you can click the green **Upload** button



SUBMITTING A CASE

>> RECORDS > Models > X-Rays > Photos

- > To upload a photo, click the blue **Add** button in the photos section of the records page
- > A box will pop up where you can drag and drop an image or you can click the yellow button to **Select file from folder**.
- > You may upload a JPEG, PNG, GIF, or BMP file. No other file types are accepted.
- > When an image has been selected it will appear in the pop up window
- > There are two options for uploading photos
 - > Option one: You may supply a composite image that has intraoral and facial photos
 - > If you are uploading a composite image you will only need to upload the composite before moving on to the next step.
 - > Option two: You can supply separate images. If you are supplying separate images you need to supply:
 - > 2 facial photos
 - > 3 intraoral photos
 - > If you are uploading separate images you will need to repeat this process until all photos are uploaded.
- > Once you have selected your image, click the green **Upload** button



SUBMITTING A CASE

>> RECORDS > Models > X-Rays > Photos > **Complete**

- > Once you have uploaded the required x-rays and photos, the **Continue** button on the top right side of your screen will turn green, allowing you to continue
- > Click **Continue** to proceed to the treatment plan tab

Potter Patrick (In treatment)

Records Treatment plan Delivery

Placing a new order

You choose aligner order for sending order to the Lab please follow instruction below and hit button "Continue". Please add a full-face frontal (smiling) three intraoral images and a panoramic X-ray. To upload images, click on "Add"

Continue

Models Add

Select: ✓ 0 Digital model ✓ 0 Retrieve model from scanner

NO MODELS

Enable access to models from iTero or Trios scanners

Photos Add

Select: ✓ 0 Image - front ✓ 1 Composite ✓ 0 Intraoral images

X-Rays Add

Select: ✓ 1 Panoramic

SUBMITTING A CASE

>> Treatment plan > Treatment Objectives

- > The only required step on the treatment plan tab is entering treatment objectives into the Treatment Plan 1 text box. *Tip: Most doctors use this box to describe aesthetic patient concerns, i.e. "my front teeth are separated", etc.*
- > Once you have entered treatment plan text click **Continue**

Potter Patrick (In treatment)

Records Treatment plan Delivery

Placing a new order

In this place you must write treatment plan.
Describe the patient's plan of treatment in as much detail as possible using simple sentences in the text field. State the desired occlusion class. Also, if necessary, state the information about planned teeth extractions and prosthesis. If necessary, you can fill out two different treatment plans for one patient, in this case you will get two virtual setups in accordance with the plans of treatment.

Continue

Treatment plan 1 text

Please close spaces in the upper anterior. Reduce crowding in the lower. IPR acceptable in the lower arch.

Final class desired

Molar relationship R I II III L I II III

Cuspid relationship R I II III L I II III

Extraction

8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8

8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8

Tooth eruption, bridge or implant
Indicate width of implant/prosthesis space in mm

8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8

0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

SUBMITTING A CASE

>> Treatment plan > Treatment Objectives > Optional

- > Optional, but not required, you may use the click-able diagram to indicate:
 - > Final class desired
 - > Extractions
 - > Tooth eruption, bridge, or implant
 - > Passive/active aligners

Potter Patrick (In treatment)

Records Treatment plan Delivery

Placing a new order

In this place you must write treatment plan.
Describe the patient's plan of treatment in as much detail as possible using simple sentences in the text field. State the desired occlusion class. Also, if necessary, state the information about planned teeth extractions and prosthesis. If necessary, you can fill out two different treatment plans for one patient, in this case you will get two virtual setups in accordance with the plans of treatment.

Continue

Treatment plan 1 text

Type text not less than 10 letters

Final class desired

Molar relationship R I II III L I II III

Cuspid relationship R I II III L I II III

Extraction

8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8

8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8

Tooth eruption, bridge or implant

Indicate width of implant/prosthesis space in mm

8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8

0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8

Passive/Active Aligners

☐ Passive - number of upper and lower aligners always the same

☒ Active - number of upper and lower aligners may be different

SUBMITTING A CASE

> Delivery > Send to Sun Dental

- > The final step in case submission is confirming that the shipping address is correct.
- > Once you have reviewed these details and confirm their accuracy click the green **Send to Sun Dental** button
- > After clicking **Send to Sun Dental**, you will see a confirmation box pop up. Click **Ok**

Potter Patrick (In treatment) Profile Logout

Records Treatment plan **Delivery** Placing a new order

Please input info regarding impression delivery to the Lab and product delivery to doctor's office
State how the impressions will be delivered in the field "Delivery of impressions in the laboratory".
State the delivery address for order delivery in the field "Shipping". It is recommended to state the name of delivery and the contact person with the above address.

Impressions delivery:

Location: US, (Smart Moves)

Method: Shipped by the office

Comments: Example: contact person

Shipping:

Method: Defined by Lab

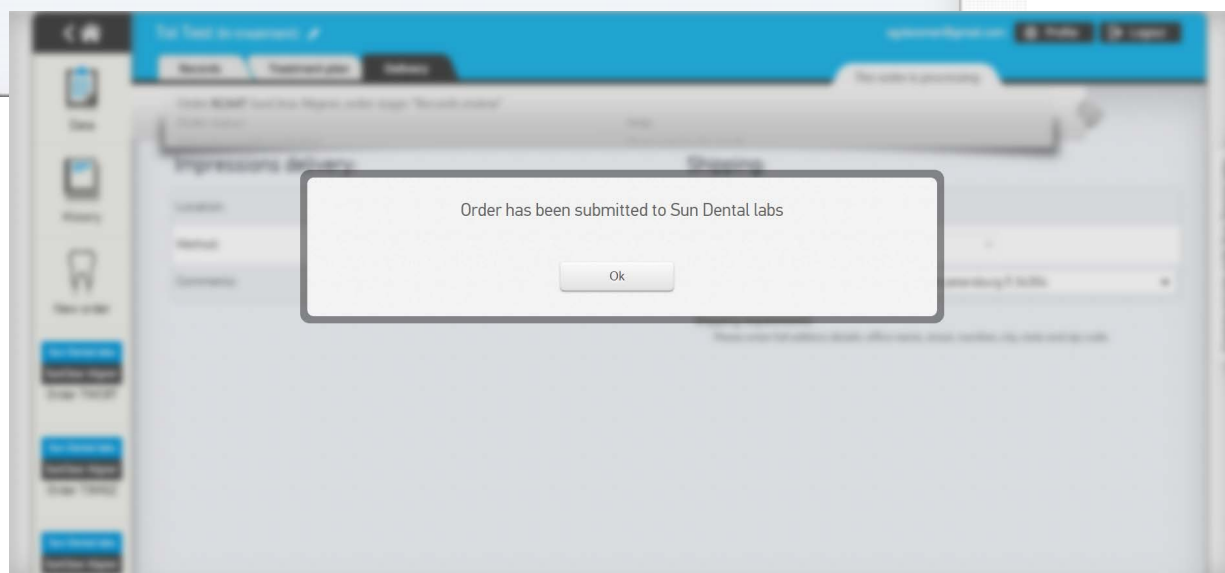
Bonding date: Day Month

Where to deliver: 200, Cooper Avenue, Tonawanda, NY, United States

Shipping requirements:
Please enter full address details: office name, street, number, city, state and zip code.

Delivery type description:
Please send dental impressions and bite registration to Smart Moves, Ltd. 200 Cooper Avenue, P.O. Box 3111, Tonawanda, New York 14151-5111, Tel: 800.828.7626 (U.S.) Kindly ensure impressions are properly identified to enable timely processing.

Send to Sun Dental



CHECK CASE STATUS

- > To check on the status of a case
- > Go to: <https://sunclear.sundentallabs.com>
- > Enter the email address you used to sign up for an account
- > Enter your password
- > Click **Sign in**

The image shows two overlapping screenshots of the Sun Dental Labs website. The top screenshot is the login page, featuring the Sun Dental Labs logo (a red sun icon and the text 'Sun DENTAL LABS') centered at the top. Below the logo is a white login box with two input fields: 'Your login' and 'Password'. To the left of the 'Password' field is a link that says 'Forgot password?'. To the right of the 'Password' field is a blue 'Sign in' button. Below the login box is a blue 'Sign up' link. The background of the login page is a light blue world map. The bottom screenshot is the patient management interface. It has a sidebar on the left with a vertical list of letters from A to Z. The main area has a search bar labeled 'Enter patient name' and a 'Minimize filter' button. Below the search bar are tabs for 'Order status and parameters', 'Finished', 'Progress', 'Placement', 'Action is needed', and 'New message'. There is a blue '+ New patient' button and a 'Found patients: 2' indicator. Two patient entries are listed: 'Housedog Dobby' and 'Potter Harry'. On the right side of the interface, there are two callout boxes: 'To create a new order, first add a new patient' and 'Or choose a patient from the list'. At the top right of the interface are links for 'Profile' and 'Logout'.

CHECK CASE STATUS

>> To check on the status of a case

- > Click on the name of the patient whose case you would like to view. The selected patient name will be highlighted in blue.
- > The envelope icon indicates that the case has an update to view
- > The right side of the screen will show you the open order for the patient and includes a progress bar so you can quickly check the status of the case.
- > Click **View**

The screenshot displays a patient management interface. On the left, a vertical list of patients is shown, with 'Potter Patrick' highlighted in blue and marked with an envelope icon. The main panel on the right shows the details for 'Potter Patrick', including a 3D model of a dental arch, patient information (Date of birth: Unspecified, Gender: Unspecified, Office: Unspecified, Status: In treatment), and a progress bar for the case '8QTZ9'. The progress bar indicates the current step is 'Approve or revise Virtual setup'.

Minimize filter

Enter patient name

Order status and parameters

Finished Progress Placement Action is needed New message

+ New patient

Found patients: 2

Housedog Dobby

P Potter Patrick

Potter Patrick

Date of birth: Unspecified

Gender: Unspecified

Office: Unspecified

Status: In treatment

Edit

+ Submit new order

View 8QTZ9 Aligners

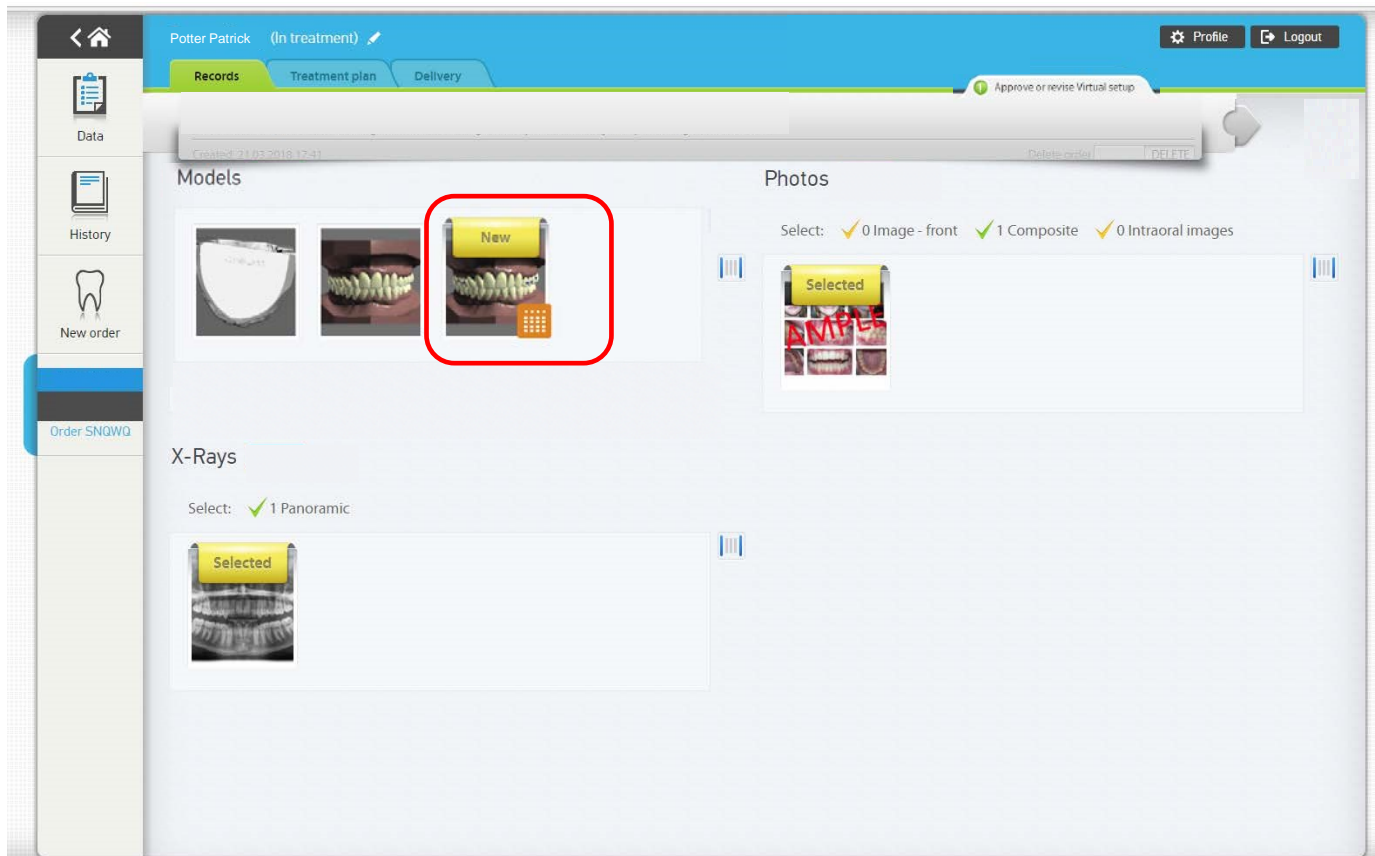
Approve or revise Virtual setup

Sent 20.03.2018 18:01

CHECK CASE STATUS

>> Under the records tab look at the Models section

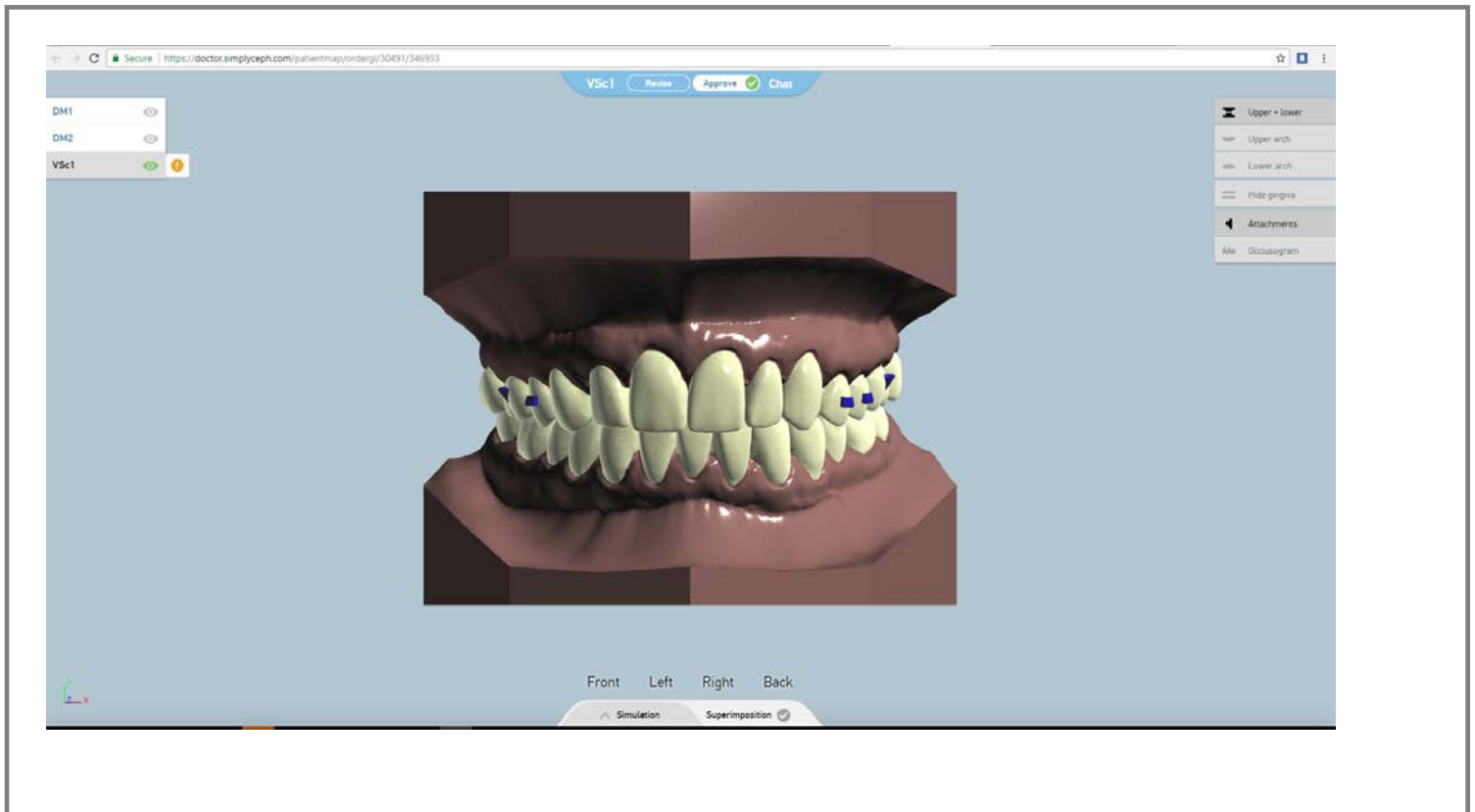
- > The most recent treatment projection of your case will have a yellow overlay button that says **New**.
- > Click on the model itself to open the model viewer, an interactive treatment projection tool.
- > The model viewer will open in a new tab



REVIEW TREATMENT PROJECTION

>> Model Viewer > Basic Navigation

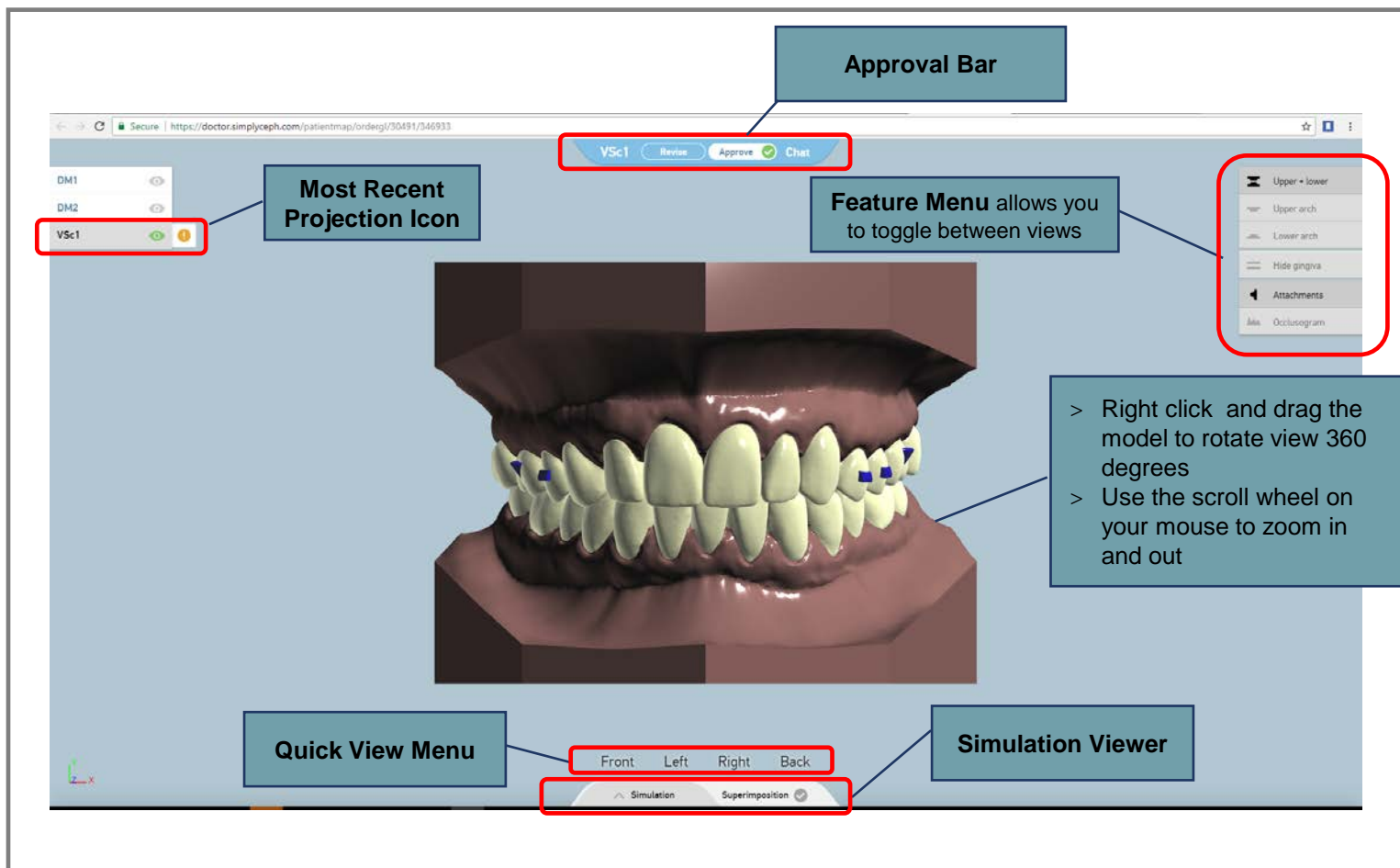
- > **Right click** on the model to rotate or spin the model
- > **Roll** the mouse wheel to zoom in and out of the model
- > **Click and hold** the mouse wheel tool to move the model



REVIEW TREATMENT PROJECTION

>> There are five main navigational buttons on the treatment projection page

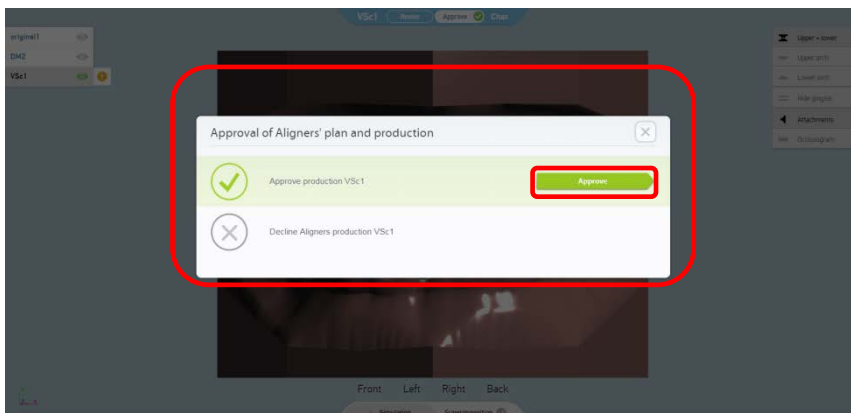
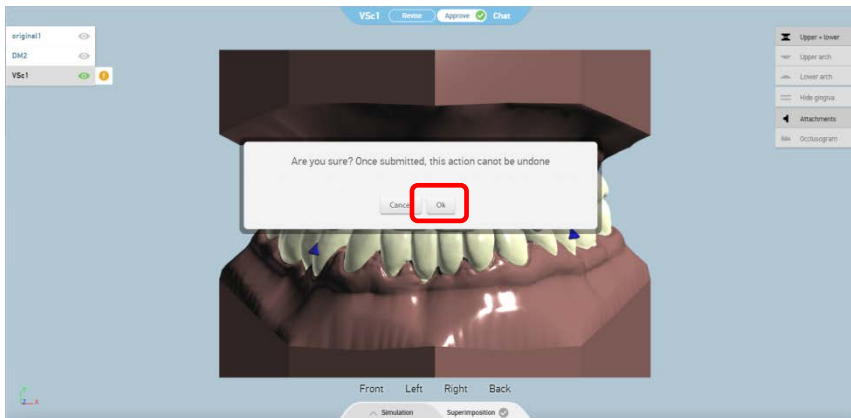
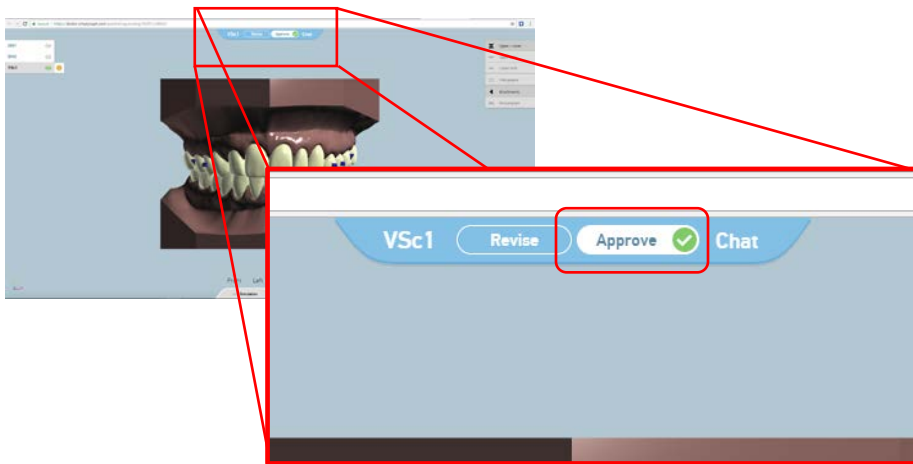
- > **Most Recent Projection Icon**
 - > What you select from this is what shows on the page
 - > The yellow (!) icon indicates the most recent treatment projection
 - > Revision history is shown in this area as revisions occur
- > **Feature Menu**
 - > Allows you to select between viewing upper and lower arch together or viewing arches independently.
 - > You can also toggle attachments and view occlusogram. To view occlusogram, select either upper or lower arch.
- > **Quick View Menu**
 - > Allows you to quickly re-orient the model
- > **Simulation Viewer**
 - > Provides an animated simulation of tooth movement
 - > This can be viewed in any orientation desired, just toggle between desired orientations using the Feature Menu and the Quick View Menu.
 - > Simulation viewer displays the total number of projected upper and lower aligners.
- > **Approval Bar**
 - > The Approval bar is where you can either approve the case as it is presented, or you can click the **Revise** button to make revisions.



APPROVE TREATMENT PROJECTION

>> Approving a case

- > The **Approval bar** is where you can either approve the case as it is presented, or you can click the **Revise** button to make revisions.
- > If you are satisfied with the treatment projection, you may approve the case for aligner production.
- > Clicking approve will trigger a formal notification to prevent accidental approval.
- > You may click **Ok** to move to the approval screen
- > To finalize the approval click the green **Approve** button
- > Your case will now display a status of Accepted



REVISE TREATMENT PROJECTION

- > To make a revision click “Revise” on the approval bar
- > A pop up box will appear where you can enter revision comments
- > Click the **Envelope** icon in the text box to submit your comment
- > A SunClear technician will post an updated treatment projection within the next business day.

