

HOW TO UPLOAD NEW CLINICAL CASES TO THE *RealAligner* PLATFORM

WEB PORTAL

- Step 1.** Go to www.realaligner.com and enter the area for **Professionals**.
- Step 2.** Then click on the **Portal** button.
- Step 3.** This button will take you to the **login** screen. Enter the **email address** and **password** used by the user to register.



Login

Enter your details to access your personal space

E-mail
ml.ortiz@ziacom.es

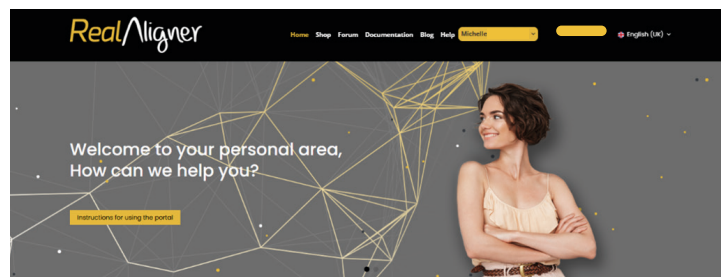
Password

Login

[Reset Password](#)

[Not registered?](#)

- Step 4.** Go to the **client area** where you will find the different options offered by the platform.
- Step 5.** Go to the **New clinical case** section.



Clinical Cases

My cases

IMPORTANT: To ensure correct diagnosis and planning for your cases, please complete all fields for which information is available. Attach patient images and X-rays whenever possible. For diagnostic purposes, it is essential that you attach STL files of both arches: maxilla and mandible.

Select the product you wish to report an incident on.

RealAligner Basic

Coming soon

RealAligner Pro

- Step 6.** Fill in all the enabled fields; those marked with an asterisk are mandatory. It is very important to add the gender and date of birth as these provide clinical information that is important and relevant for planning.

- A very simple form has been created to fill in. In the **notes** section, the user can specify more specific issues in each of the sections considered to be relevant.

USER DATA (Data collected from your cases, not modifiable).

Customer name* Multiple Location Data

Dental practice* ml.ortiz@ziacom.es

Email*

Telephone*

CLINICAL CASE INFORMATION

Patient data

Clinical history Date of birth Sex

Gender information

Full name*

Medical registration number*

Email*

Telephone*

CLINICAL CASE DATA

Treatment* Initial treatment Refinement Retainer

Accuse* Superior Inferior Both

Right upper jaw (not moving or absent)

Right lower jaw (not moving or absent)

Left upper jaw (not moving or absent)

Left lower jaw (not moving or absent)

Notes

Do you want to use the case in planning? Do you want to use the case in planning if necessary? Do you want to use the case in planning if necessary?

Yes No

Notes

Create spaces

Yes No

Notes

Management of the case

- There are modules at the end of the form to **upload files** in image, X-ray and STL format; these will be sent to *RealAligner* with all the other information.

ATTACHMENTS


Bucket delivery.
☐ Yes ☐ No

STL files.
 No se ha seleccionado ningún archivo
Send us any documents or images that you think are relevant to provide.


Intraoral photographs
 No se ha seleccionado ningún archivo
Send us any documents or images that you think are relevant to provide.


Extraoral photographs.
 No se ha seleccionado ningún archivo

Step 7. Sending the case. To send the case correctly, click on the Send option. Once sent, the system will inform us that the case has been uploaded correctly and will inform us of the clinical case number recorded on the platform. The user will also receive an email with the same information.



Thank you!

 Your case has been successfully submitted.

 **Your clinical case number is #197,915.**

We have sent an email to your email with the case data.

You can also review case statuses and contact us through the case messaging system.

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- The user will also receive an email with the same information.

Your Help Desk Ticket

Orthodontic clinical cases (#197916) *RealAligner*

RealAligner

Hello Michelle _____

We have successfully received your clinical case with reference 197916 we are in the process of reviewing that all the information you send us is correct.

We'll let you know as soon as our orthodontist team begins the planning phase.

If you have any questions or queries, you can contact us via email
info@realaligner.com

Thank you for trusting us,
 the RealAligner team.

Congratulations on your new case!
 We will be in touch. **Thank you!**

Welcome to *The revolution of Smiles!*

www.realaligner.com

