





As a Full Service Digital Dental Laboratory, Novident Dental Lab accepts files from all scanners. Find your scanner below, and follow the instructions, in order to start sending us your cases today



- To invite a Laboratory to be a Partner, follow these steps:
- Login to DEXIS IS Connect as a Dentist.
- In the toolbar, click. 
- In the **Partners** window, click **Invite a partner**.
- In the **Email** field, enter info@novident.ca
- In the **Message** box, either leave the default text or write your own message.
- Click **Send**. The invitation message is sent to the Laboratory and a **Partner** entry is created in the list of Partners.
- When the Laboratory logs in to DEXIS IS Connect, the Partners button displays a notification as follows: 
- This means that when the Laboratory clicks the **Partners** button, an invitation is displayed that can be accepted.

SHINING 3D


Keep in mind that you must make a connection with the lab to which you want to send order. More details about how to make a connection with a lab, please refer to below article

- **Making connections with labs in Dental Cloud**
- **Making connections with labs via IntraoralScan**

You can send an order to a lab by following the steps below:

- Click on **Go to send** button to go to the send page.
- While on the send page, you will see a image of the scan shown in the center of the screen with the send settings on its left.
- Select the target lab in the drop-down list. Click + to add attachments to the order if needed.
- Click **Send** button to start exporting and sending process.
- After the send completed successfully, the order state will read "waiting to be accepted."

MEDIT Link

- Go to www.meditLink.com
- Log in with your username and password.
- Click on Partners search (mastersdental@eastlink.ca) Master Dental Lab, Henry Hintze.
- Send a request by clicking 
- Once we accept your request you will be able to “order” your case after scanning.



The Connect Case Center was introduced in 2010 and has served dentists and labs well, for transferring intraoral scans and initiate lab orders. The underlying technology is reaching its limitations for addressing evolving security and customer needs. **As a result, the Connect Case Center will be shut down and replaced with DS Core in the foreseeable future.**

As a customer and user of the Connect Case Center Inbox, we want to inform you about why and how you should switch to DS Core now. The manufacturer recommends you visit the [Transition Webpage](#) for more details or contact your dealer for assistance.

Go to <https://customer.connectcasecenter.com/> on any PC browser.

- Login with your credentials. You would have been provided these credentials during your Primescan training by your dealer CAD CAM trainer. This is the same login you use for Connect Case Center on your Primescan.
- On the left hand side of your home page, navigate to “Partners”. Select “My Favorite Contractors.”
- The page will show “My Favorite Recipients”. Scroll down to “Search for Recipients”, click on the hidden (chevron symbol) beside this.
- Select “Search Direct”. Type in the lab name, postal code, or city. **Novident Dental Lab (info@novident.ca)**
- Postal is B3L 4P1
- Select the lab you wish to add by clicking on the orange plus sign on the right hand side of the lab name and city.
- Confirm you wish to add this lab as a Favorite Recipient.
- Now the lab is added as a Favorite Recipient. The next time you login to Connect Case Center on your Primescan, the lab will be there to select to submit your case to.

3shape | TRIOS

- Useful link: [3Shape TRIOS - Making connections - YouTube](#)
- Log in to 3Shape software or link: <https://us.3shapecommunicate.com>
- Click “More” and select “Settings.”
- Then in the menu click “Connections.”
- Click on “Labs” then the “Add.”
- Search [Novident Dental Lab](#) info@novident.ca
- Click “Connect” to send a connection request.
- We will approve your request ASAP.
- Once we approved your connection request it will be added to your list of connected Labs.
- Click on “Patients” and “Save” your changes.

iTero

- Call iTero support at 1.800.577.8767
- Select option 1, then option 1.
- Request to have our lab added to scanner.
- Provide our lab name, [Novident Dental Lab](#), and the iTero customer number 874422.
- On the scanner - go to settings and select “Sync Configuration.”

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