

# OneGuide Online Order


## Step 1

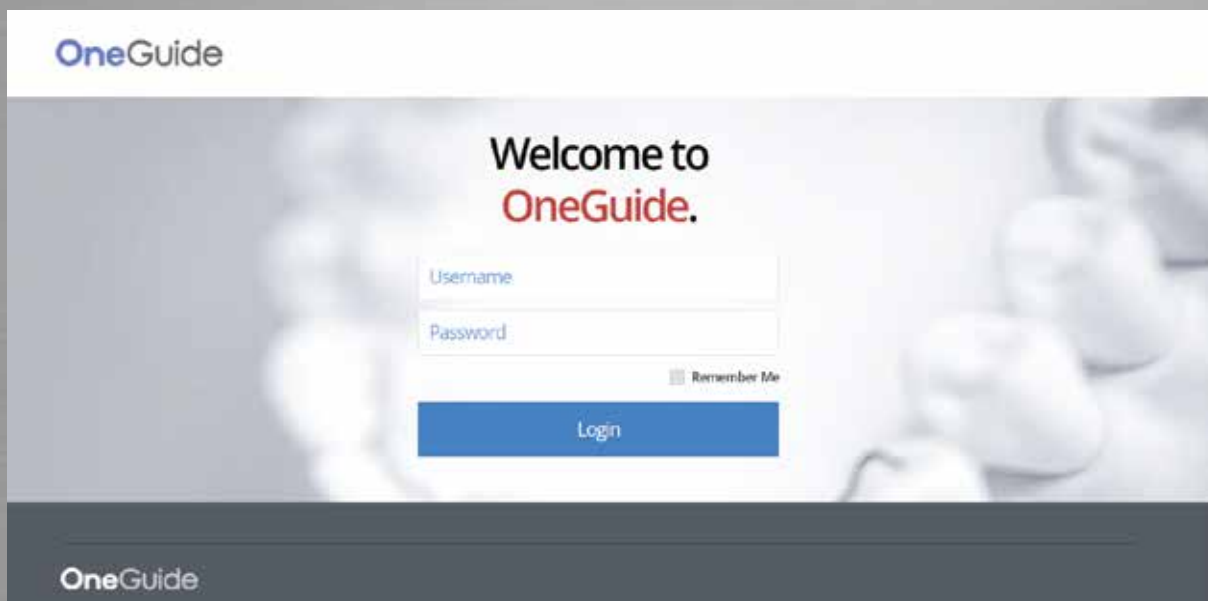
- Go to Osstem Official Website - [www.osstem.com.hk](http://www.osstem.com.hk)
- Click "OneGuide Online Order" at the top menu  
- <http://hk-digital.denall.com/idp/login>



## Step 2

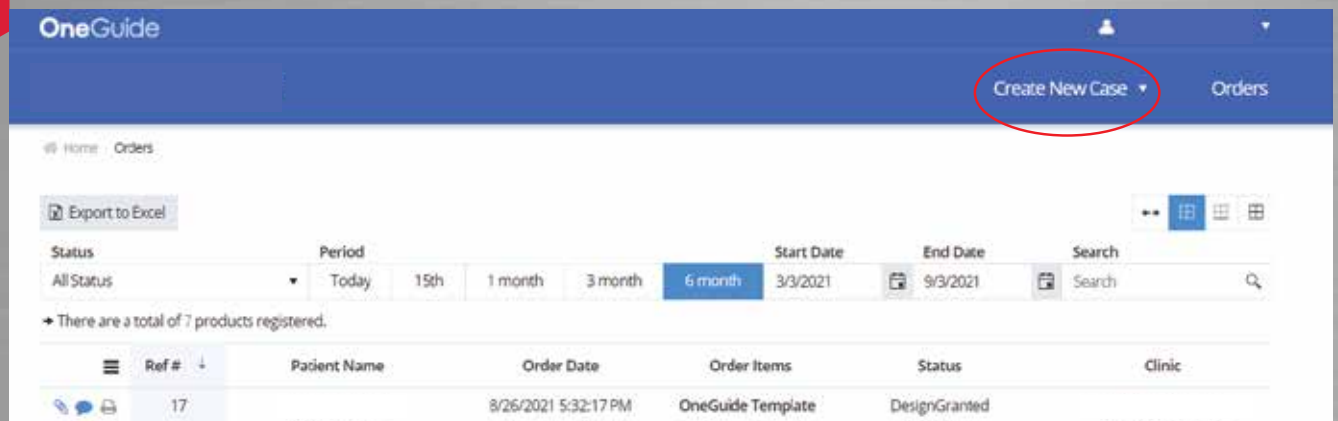
- Login your own account

(Please  WhatsApp Osstem Digital Centre - 6236 0790 to receive your own account)



### Step 3

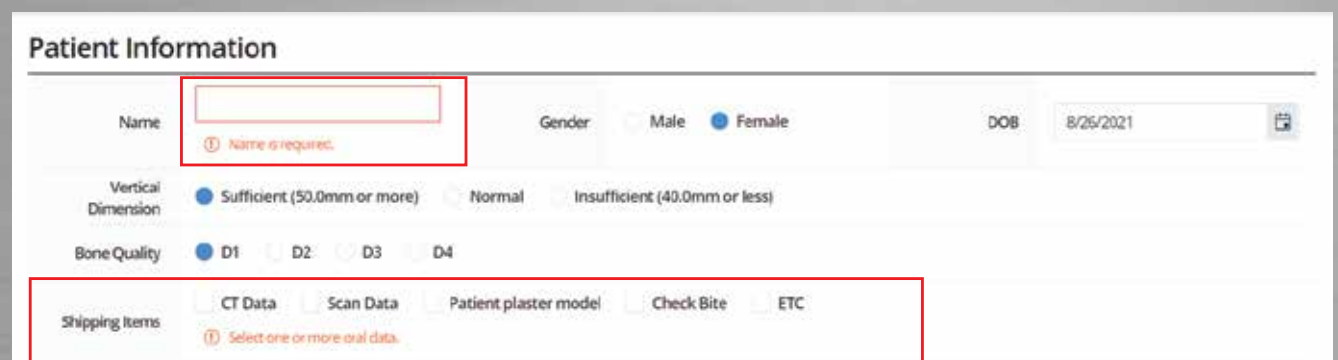
- Click "New OneGuide Case"



The screenshot shows the OneGuide dashboard. At the top right, the "Create New Case" button is circled in red. Below the header, there's a navigation bar with "Home" and "Orders". A filter section includes "Export to Excel", "Status" (All Status), "Period" (Today, 15th, 1 month, 3 month, 6 month), "Start Date" (3/3/2021), "End Date" (9/3/2021), and a "Search" field. A message states "There are a total of 7 products registered." Below this is a table with columns: Ref #, Patient Name, Order Date, Order Items, Status, and Clinic. The first row shows Ref # 17, Patient Name, Order Date 8/26/2021 5:32:17 PM, Order Items OneGuide Template, Status DesignGranted, and Clinic.

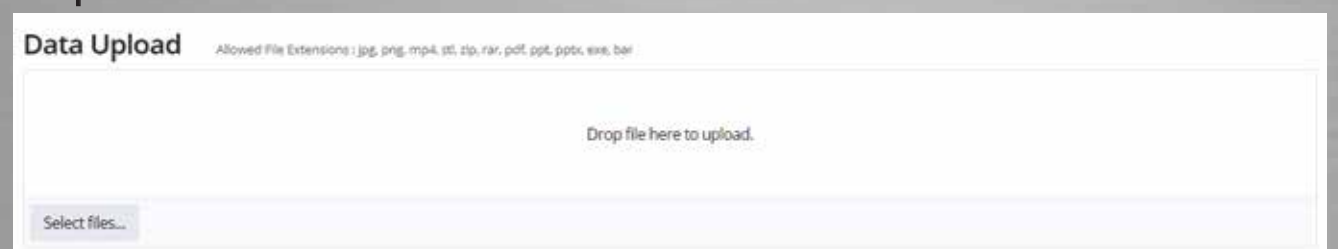
### Step 4

- Please fill the patient information correctly
- Please Select Shipping items' columns (Please upload CT file mandatory) (In case of Stone Model, please choose "Patient Plaster Model")



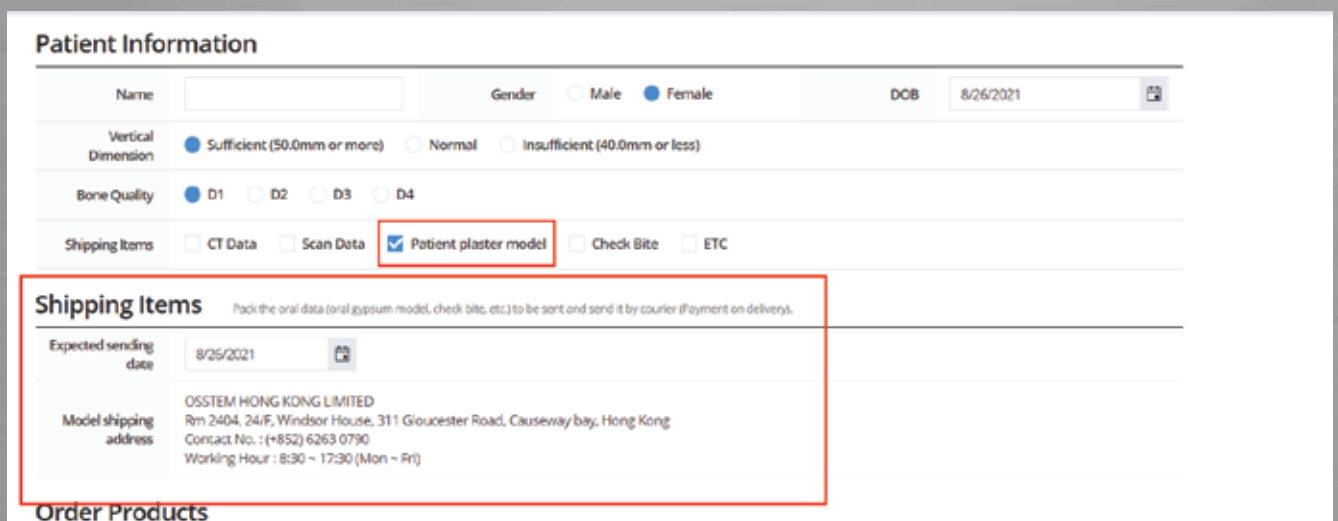
The screenshot shows the "Patient Information" form. The "Name" field is empty and has a red border with a red error message "Name is required." below it. The "Gender" section has "Male" and "Female" radio buttons, with "Female" selected. The "DOB" field is filled with "8/26/2021". The "Vertical Dimension" section has three radio buttons: "Sufficient (50.0mm or more)" (selected), "Normal", and "Insufficient (40.0mm or less)". The "Bone Quality" section has four radio buttons: "D1" (selected), "D2", "D3", and "D4". The "Shipping Items" section has five radio buttons: "CT Data", "Scan Data", "Patient plaster model", "Check Bite", and "ETC". The "Patient plaster model" radio button is selected and has a red border. A red error message "Select one or more oral data." is shown below the "Shipping Items" section.

- Upload scan file



The screenshot shows the "Data Upload" form. It has a header "Data Upload" and a sub-header "Allowed File Extensions : jpg, png, mp4, stl, zip, rar, pdf, ppt, pptx, exe, bat". Below this is a large text area with the instruction "Drop file here to upload." and a "Select files..." button.

- If choose "Patient Plaster Model", please send to below address



The screenshot shows the "Patient Information" form and the "Shipping Items" section. The "Patient Information" form is the same as in the previous screenshot. The "Shipping Items" section is highlighted with a red border. It contains a table with the following information:

Shipping Items	
Expected sending date	8/25/2021
Model shipping address	OSSTEM HONG KONG LIMITED Rm 2404, 24/F, Windsor House, 311 Gloucester Road, Causeway bay, Hong Kong Contact No. : (+852) 6263 0790 Working Hour : 8:30 ~ 17:30 (Mon ~ Fri)

## Step 5


- Please select the order products (Temporary Crown is optional)
- Please select tooth No.


### Order Products


☒ OneGuide Template

☒ Temporary Crown

☐ Customized Abutment








launching soon

### Tooth Selection



## Step 6

- Please select Fixture Type, Diameter, Length and Hole Type
- Please select Temporary Crown' Details  
(If you choose Temporary Crown in Order Product)

### Fixture Details

Please describe your preferred fixture specification by location. (The final specification is determined after planning.)

Tooth #	Fixture	G/H	Diameter (Ø)	Length (mm)	Hole Type ⓘ
#26	TS_III ▾	- ▾	4.5 ▾	10.0 ▾	Close ▾
#31	TS_III ▾	+ ▾	3.5 ▾	10.0 ▾	Close ▾

### Temporary Crown Details

Please write about Abutment's preferred specification for each treatment location. (The final specification is decided after planning.)  
If you use "Transfer Abutment", you must prepare in advance with the specifications (code) confirmed in the surgical report, or if you do not have the product, you must order it separately through a salesperson.

Tooth #	Production of Temporary Crown	Temporary Crown Screw Hole
#26	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
#31	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N

## Step 7

- Please fill surgery date and exact delivery address at Special Instruction columns

**Special Instructions** Please enter if there are any special requests or special requests regarding the condition of the implant site.

**Surgery Date: 10 Sep 2021**  
**Delivery Address: Rm. 2404, 24/F, Windsor House , Causeway Bay**

**Customer Info**

Name	Tel
Director	Mobile
Shipping Address	

## Step 8 (if order Surgical Stent only)

- Please Click "Order" Box and "OK" button for Order Confirmation

**Essential checklist**

- If you cancel the order after completing the guide design, you will be charged for the guide design fee.
- Once your order has been confirmed and entered into production, you cannot cancel your order.
- The planning confirmation must be done in the production of a template to be able to produce it.
- Production period is 3-4 days after final approval of the surgical report.
- Additional charges may be incurred if you request a reorder due to an error in making an impression, filling out an order, or simply changing your mind.
- Planning cannot be performed due to scattering of CT images or ROV restrictions, so please check when uploading.
- Please check the order form (including uploaded files) once again.
- The Company shall not be liable for any damages arising from or unable to provide the service due to reasons attributable to it.

☒ I agree. (If you do not agree, you cannot order.) ←

## Step 9 (If order Surgical Stent & Temporary Crown)

- Please Click "Order" Box and "OK" button for Order Confirmation

**Essential checklist**

- If you cancel the order after completing the guide design, you will be charged for the guide design fee.
- Once your order has been confirmed and entered into production, you cannot cancel your order.
- The planning confirmation must be done in the production of a template to be able to produce it.
- Production period is 3-4 days after final approval of the surgical report.
- Additional charges may be incurred if you request a reorder due to an error in making an impression, filling out an order, or simply changing your mind.
- Planning cannot be performed due to scattering of CT images or ROV restrictions, so please check when uploading.
- Please check the order form (including uploaded files) once again.
- The Company shall not be liable for any damages arising from or unable to provide the service due to reasons attributable to it.

☒ I agree. (If you do not agree, you cannot order.) ←


☒ Confirmation and signature of request for construction for temporary crown production ←

## Step 9 (If order Surgical Stent & Temporary Crown)

- Please check all the information, then click “order” to confirm the order

### Temporary Crown Oder Form

Production request Dental laboratory	Laboratory name	OSSTEM HONG KONG LIMITED		
	Address	Rm 2404, 24/F, Windsor House, 311 Gloucester Road, Causeway bay, Hong Kong		
Patient	Name	Osstem Dental Clinic	Gender	Male
	DOB	1970-01-01	Delivery request date	



Production of Temporary Crowns

8/26/2021

Customer Name: WAN MING YEUNG

[Order](#)

\* Please click the button to sign.

Two copies are made, and one copy is kept by the client and the producer.

**OSSTEM**  
IMPLANT

- You could check back your order

**OneGuide**Create New CaseOrders

Home · Orders

[Export to Excel](#)

Status

All Status

Period

Today15th1 month3 month6 month

Start Date

3/3/2021

End Date

9/3/2021

Search

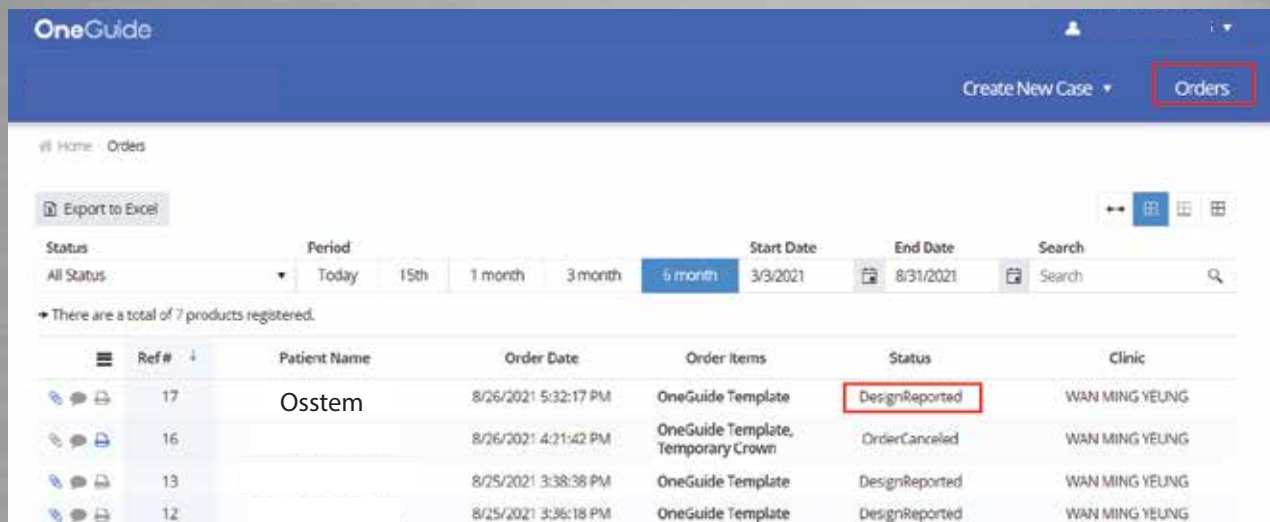
Search

→ There are a total of 7 products registered.

Ref #	Patient Name	Order Date	Order Items	Status	Clinic
17	Osstem	8/26/2021 5:32:17 PM	OneGuide Template	DesignGranted	

## Step 10

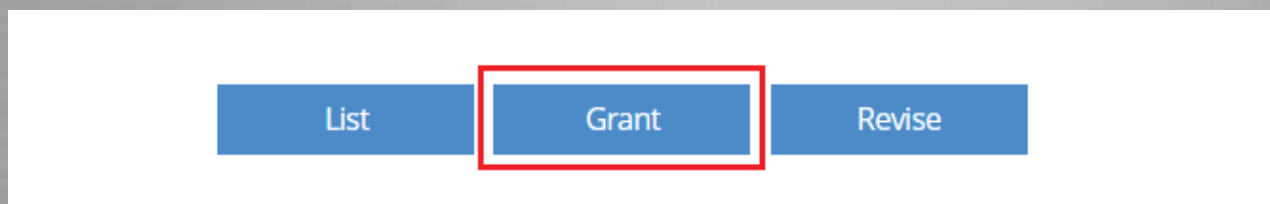
- Our Digital Team will contact you when the “Design Report” is ready, please login your account and check the details



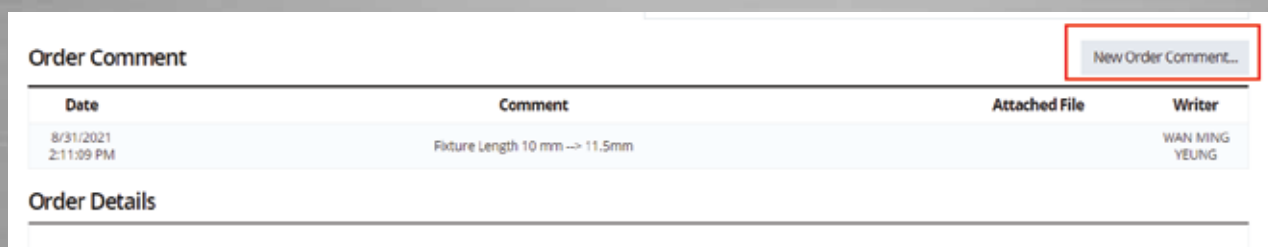
Ref #	Patient Name	Order Date	Order Items	Status	Clinic
17	Osstem	8/26/2021 5:32:17 PM	OneGuide Template	DesignReported	WAN MING YEUNG
16		8/26/2021 4:21:42 PM	OneGuide Template, Temporary Crown	OrderCanceled	WAN MING YEUNG
13		8/25/2021 3:38:38 PM	OneGuide Template	DesignReported	WAN MING YEUNG
12		8/25/2021 3:36:18 PM	OneGuide Template	DesignReported	WAN MING YEUNG

## Step 10

- Please check the Surgical Report, and approve the Design



- if Design Modifications are needed, then please write comment in Oder Comment Box and press Revise



Date	Comment	Attached File	Writer
8/31/2021 2:11:09 PM	Fixture Length 10 mm -> 11.5mm		WAN MING YEUNG

Smile That Last  
A Lifetime.

