

QUICK START

Hello, and welcome!

We're happy you're here, and are looking forward to getting to know you and your practice.

This Quick Start Guide contains all the basic information about the lab and our workflow, as well as outlining the information we'll need to get you started. Simply click the "Set Up Account" button below to get going with NEOLab!

OFFICE INFORMATION

In order to set up your account, we'll need:

- Your practice name
- Your practice address
- Your practice phone number
- Doctor's name
- Best email for technical questions regarding patients
- Digital scanner information, if relevant

Once we receive this information, we can set up your account in RX Wizard, and will email you your new login credentials. You can begin submitting cases right away!

BILLING INFORMATION

Both our invoices and statements are delivered electronically, and your invoices are available at any time for review through Bill & Pay. We require a billing email to best communicate this information to your office.

Bill & Pay access allows for the addition of up to 3 emails to receive billing information, and enables online payments through Visa, Mastercard, American Express, and ACH. If you would like to set up your Bill & Pay connection, please email billing@neolab.com to request an invitation, or complete the linked setup form below and check the Bill & Pay invitation request box.

SET UP ACCOUNT



hello@neolab.com
(800) 922-6365
www.neolab.com
[@neortholab](https://twitter.com/neortholab)

CONNECTING YOUR SCANNER

Connecting your scanner to NEOLab means you can effortlessly submit digital files to accompany your prescription. Please note that a digital prescription is still required, even when the scan is sent directly from your machine; without a prescription, we will not be notified that you have submitted a scan.

ITERO

NEOLab Code: 12426

Please contact Itero Support directly to connect your scanner using the code above. Support is also able to set NEOLab to the default lab on your machine.

TRIOS

From within your Trios Account Manager, please select the option to "Send Email to Lab". This will send a request for us to accept, completing the connection.

MEDIT

Please request a connection to NEOLab directly from your online Medit account. We will accept the request and complete the connection.

3M / MIDMARK

Please request a connection to NEOLab directly from your online 3M / Midmark account. We will accept the request and complete the connection.

CARESTREAM CS CONNECT

Please request a connection to NEOLab directly from your online Carestream / CS Connect account. We will accept the request and complete the connection.

CONNECTING WITH US

You can find us in the office Monday - Friday, 8am to 5pm EST.

BILLING

For any billing or payment questions, please email billing@neolab.com or call (800) 922 -6365

TECHNICAL

For any technical questions or appliance design help, please email erin@neolab.com

GENERAL

For questions on scheduling, RX Wizard, or other general help, please email hello@neolab.com or call (800) 922-6365

WELCOME TO NEOLAB!