

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!

RX WIZARD

FREE Prescription Management

RX Wizard is a custom prescription management system created by NEOLab, which allows you to digitally submit, track, and manage your laboratory cases. The digital prescription includes patient and appointment details, along with the appliance design and any special instructions. RX Wizard is a direct connection to the lab, and one of the easiest methods of communication from our desks to yours!

Batch

Group your returning cases together to seriously save on shipping! Simply check the calendar to see when cases are leaving, and add to the batch.

Submit

Keep all your favorite designs at the ready with our template manager. Pick the appliance you need and simply add your patient's name and return date - click, click, done!

Track

Transparency in and out of the lab! Know when your case has moved into production, and keep an eye on deliveries with integrated UPS tracking, right from your dashboard.

Learn

On-demand tutorials give help on your schedule, and our staff is always available for questions. Learn more at www.rxwizard.com!

Communicate

With built-in notifications and automatic emails, communication with the lab is easier than ever. You'll be notified of any issues quickly, making sure that questions don't turn into delays!

Ship

Shipping labels ready on demand 24/7! Quickly generate labels whenever you need them, no calls to the lab required.

WIZARD

Getting Started

Once we've received the information to set up your account, we will email you your RX Wizard username with a link to set up your password. **Please be sure to use your provided username** rather than your email address to login.

Log In

✓

USERNAME

LOG IN

[Forgot password?](#)

Log In

✗

EMAIL ADDRESS

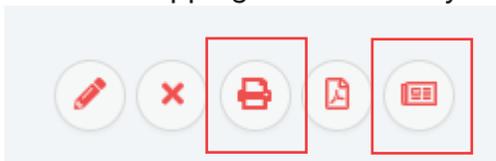
LOG IN

[Forgot password?](#)

Submit a Physical Case

All impressions and models mailed in must be accompanied by the printed copy of your digital prescription.

1. Click on "New Case".
2. Enter your patient name and insert date.
3. Choose "Physical Impression".
4. Choose the type of appliance you need.
5. For an upper appliance, select the upper tab. For a lower appliance, select the lower tab.
6. Enter your appliance details, options, and add any special instructions.
7. Select your due date, batching with other cases whenever possible to save on shipping.
8. Click "Continue", and review your case.
9. Click "Submit to Lab" to submit your case.
10. Print the prescription and include with your models / impressions.
11. Click on the "Print Shipping Label" button to generate a shipping label to send your case.



Submit a Digital Case

All scans sent from an intraoral scanner must be accompanied by a digital prescription.

1. Click on "New Case".
2. Enter your patient name and insert date.
3. Choose "Digital Impression".
4. Choose the type of appliance you need.
5. Select the scanner where we can find the scans.
6. For an upper appliance, select the upper tab. For a lower appliance, select the lower tab.
7. Enter your appliance details, options, and add any special instructions.
8. Select your due date, batching with other cases whenever possible to save on shipping.
9. Click "Continue", and review your case.
10. Click "Submit to Lab" to submit your case.

