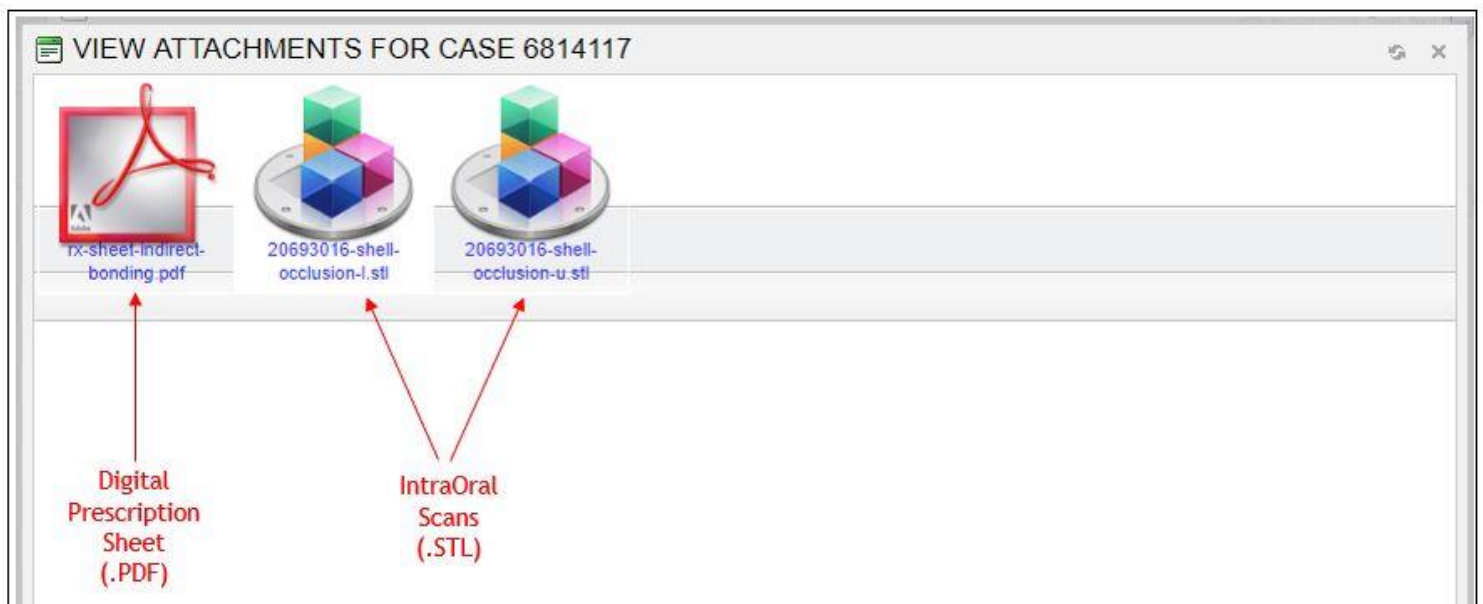


Viewing Case Files

To review the files that have been submitted for a given patient, please follow the instructions below:

- (1) Access the "View Case Status" option from portal's home page.
- (2) Locate the specific case that you'd like to review submitted files for and click on the "View Case Details" icon.
- (3) When the Case Details window opens, click on the "View (# of files) Attached Files" option on the right-hand side of this window.
- (4) A window called "View Attachments for Case_____" will open over the Case Details window. Here you will see all files that have been uploaded for that specific case.



NOTE: The "View My Files" option on the portal's home page is not the option to select when attempting to view files uploaded for a specific patient's case. Rather, the files that you will see in the "View My Files" section are files related to appliance designs. In the event that a unique design is desired for a frequently requested appliance, any drawings/diagrams that we may receive from your office will be saved in this location.