

3SHAPE TRIOS® TO CARES®

HOW TO INSTALL AND USE NEW CONNECTION



HOW TO CREATE 3SHAPE COMMUNICATE ACCOUNT

PRACTICE & LABORATORY

- Go to <https://portal.3shapecommunicate.com/>
- Sign up in 3Shape Communicate
- or create your 3Shape Account

1 <https://portal.3shapecommunicate.com/login>

3shape communicate

Sign in with 3Shape Account
Share scans, designs and case information. Manage your profile and connections between practices and labs.

Don't have a 3Shape Account?
You need to create a 3Shape Account to access 3Shape systems such as Communicate.

Sign in **Create 3Shape Account** 2

[Reset password or activate account](#)

Create your 3Shape Account

 3

First name*

This field is required

Last name*

Email*

Password*

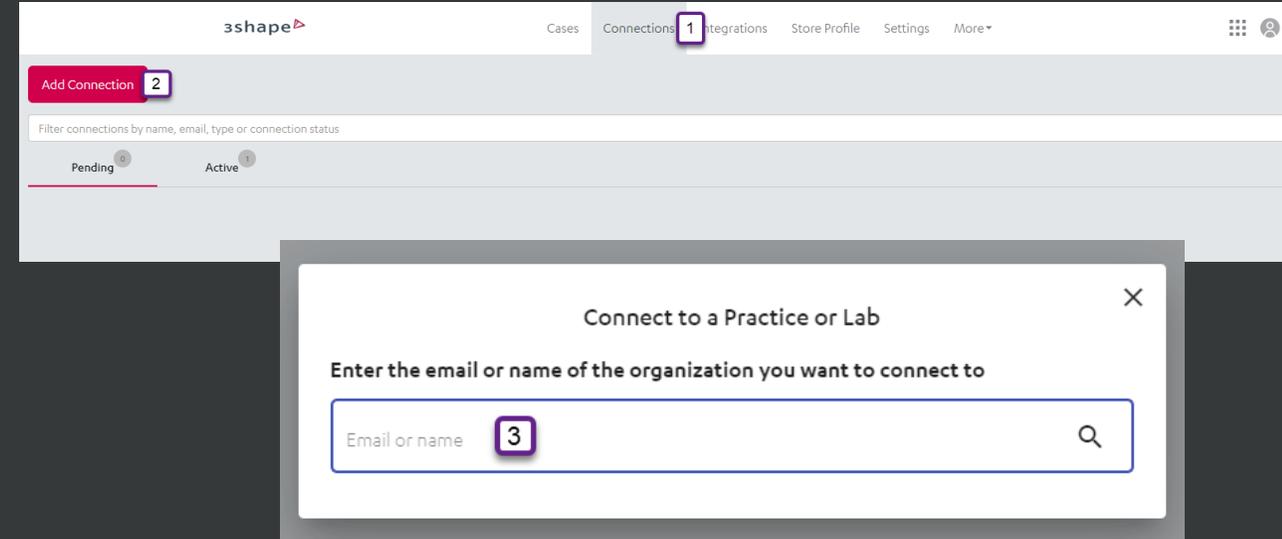
Password must be at least 8 characters with the mix of letters, numbers & symbols.

CREATE MY ACCOUNT

HOW TO CREATE 3SHAPE COMMUNICATE ACCOUNT

PRACTICE & LABORATORY

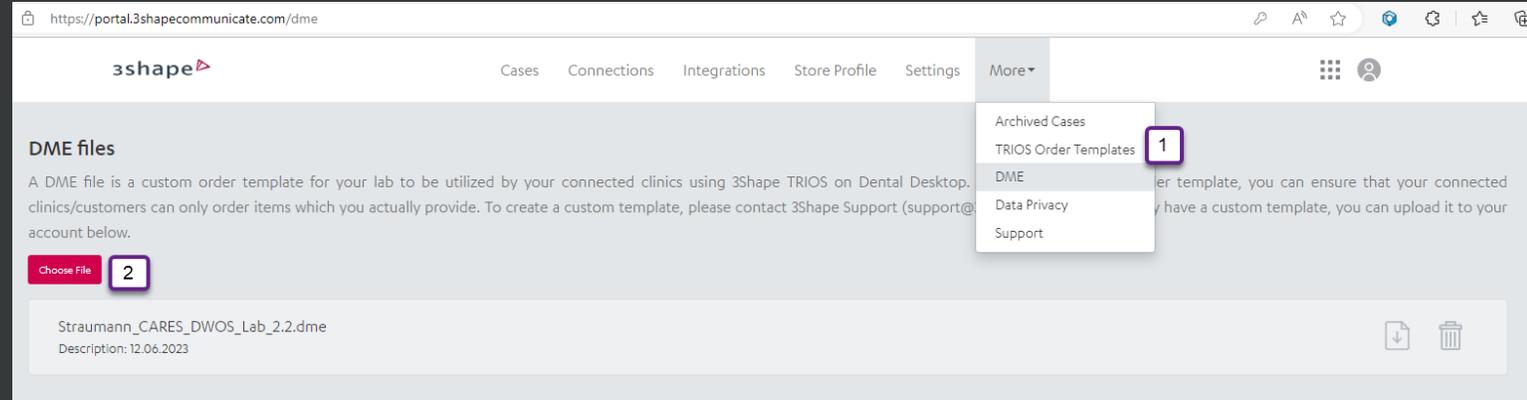
- Go to «Connections» to add new Connection with Practice or Lab
- Click «Add Connection»
- Search for Practice or Lab and confirm connection with «Connect»



HOW TO ADD A .DME FILE TO SEND IT TO YOUR DENTIST

LABORATORY (OPTIONAL)

- Go to «More» and select «DME»
- Add a new .dme file via «Choose File»

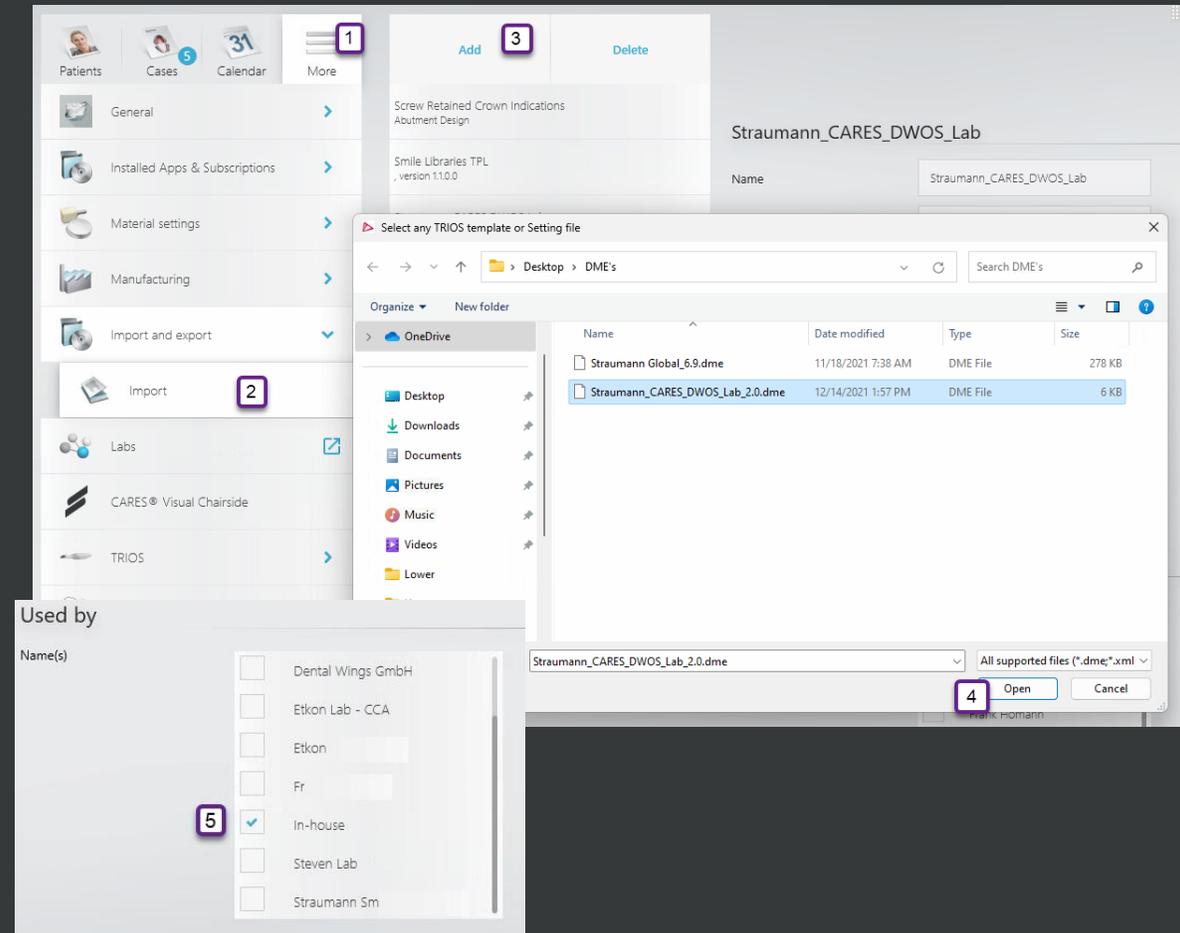


Note: It is not mandatory to use a specific dme-file in order to use connectivity to CARES visual nor Nova

HOW TO ADD MANUALLY A NEW .DME FILE

PRACTICE (OPTIONAL)

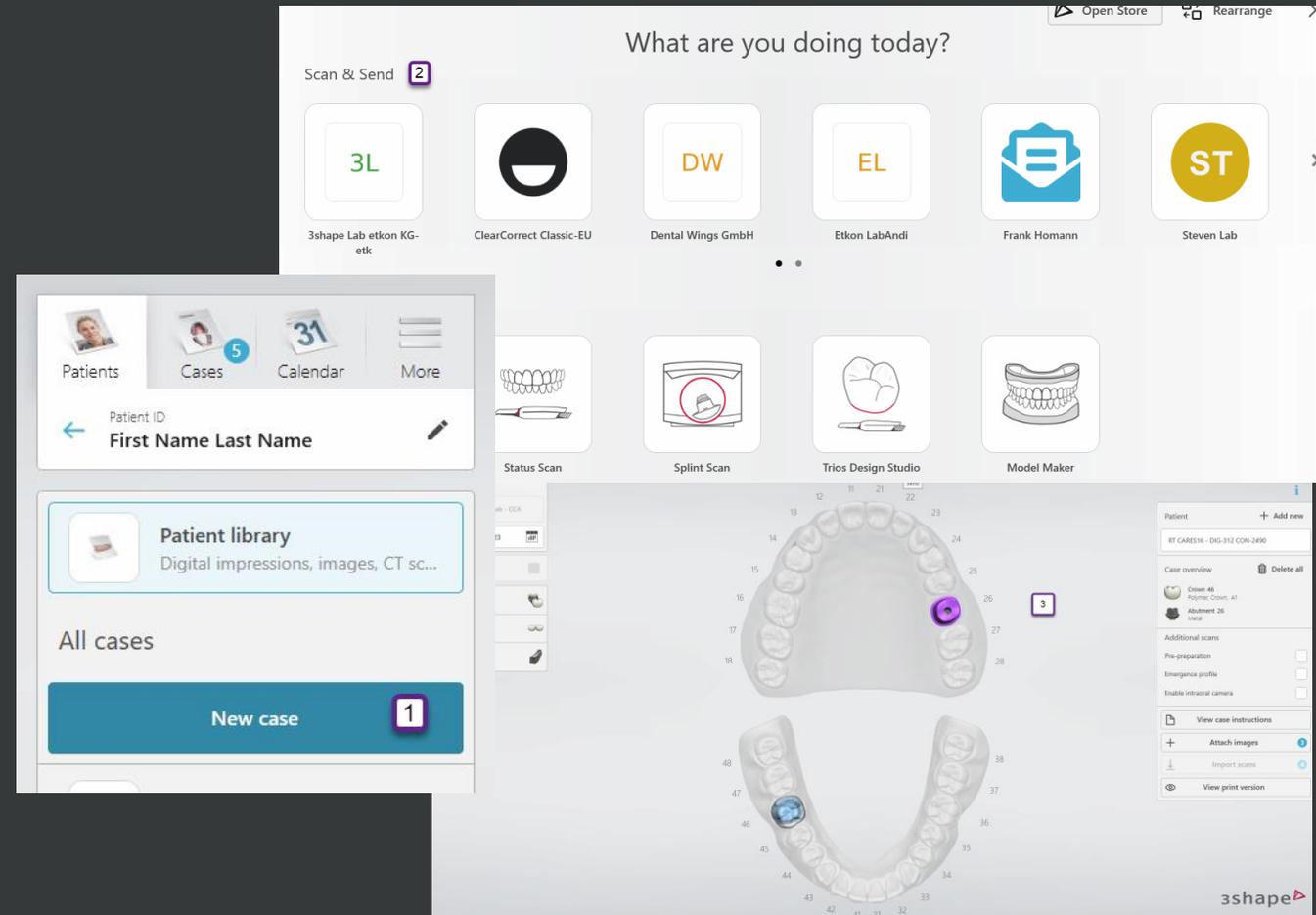
- Go to «More» and open «Settings»
- Go to «Import and export» and select «Import
- Add a new .dme file via «Add»
- Select «Straumann_CARES_DWOS_Lab_x.x.dme»
- Unselect «In-house» and select previously added Lab / Practice from page 3 and confirm changes with «Yes».



HOW TO USE NEW CONNECTION

PRACTICE

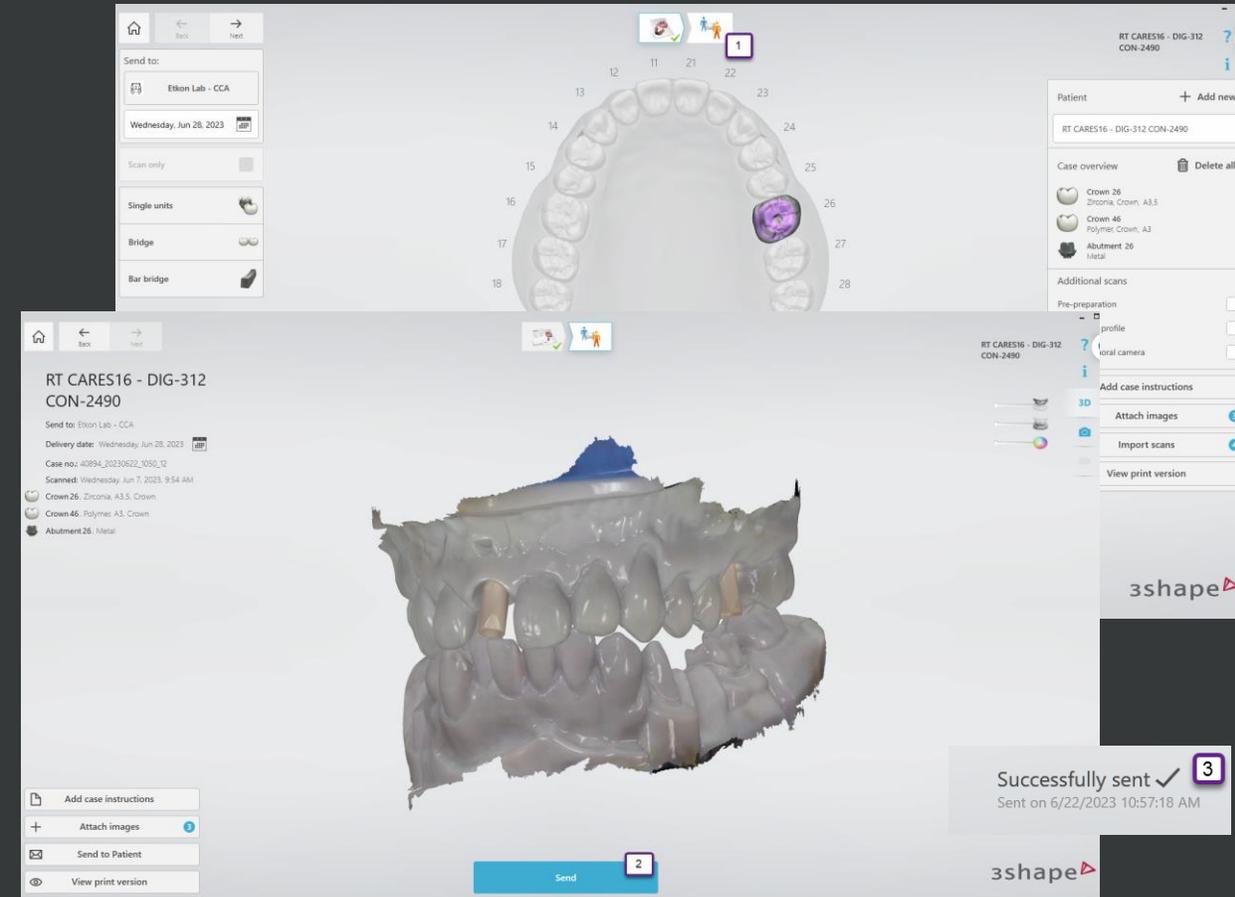
- Go to «Patients» and create «New case»
- Select your connected Lab on «Scan & Send» page
- Fill out the prescription and «Save»



HOW TO USE NEW CONNECTION

PRACTICE

- Scan Patient
- After post process and reviewing in «Analyze page», press «Send»
- Order is sent to Lab and Lab also gets notification mail from 3Shape Communicate about receiving a case



HOW TO CREATE CONNECTION TO 3SHAPE COMMUNICATE

LABORATORY USING NOVA

- Open «Nova Inbox» and go to «Connections»
- Add Connection by clicking on the «+ Add» and choose «3Shape Communicate»
- You will be redirected to 3Shape login. Sign in your 3Shape Communicate → Authentication must succeed
- Connection to «3Shape Communicate» will be displayed

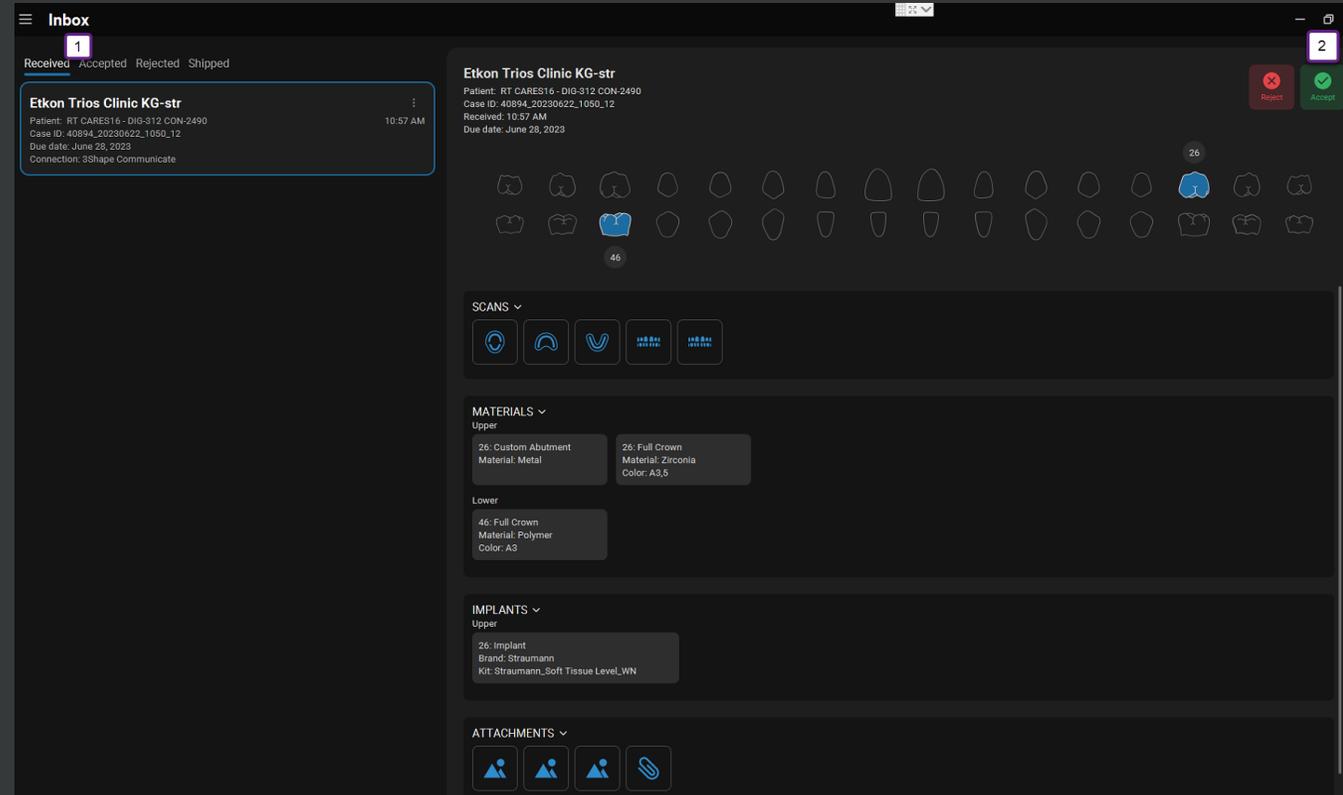
The image shows a sequence of four screenshots illustrating the steps to create a connection to 3Shape Communicate in the Nova Inbox interface:

- Step 1:** The user opens the main menu and selects "Connections".
- Step 2:** The user clicks the "+ Add" button, and a list of connection options is shown, with "3Shape Communicate" selected.
- Step 3:** An "Authentication Success" message is displayed, stating: "Your Inbox is now connected to 3Shape Communicate. Close the browser window and return to the Inbox to receive new cases."
- Step 4:** The "Connections" screen is updated to show the newly added "3Shape Communicate" connection alongside "CARES Connect" and "Local folder".

HOW TO RECEIVE FILES FROM 3SHAPE COMMUNICATE

LABORATORY USING NOVA

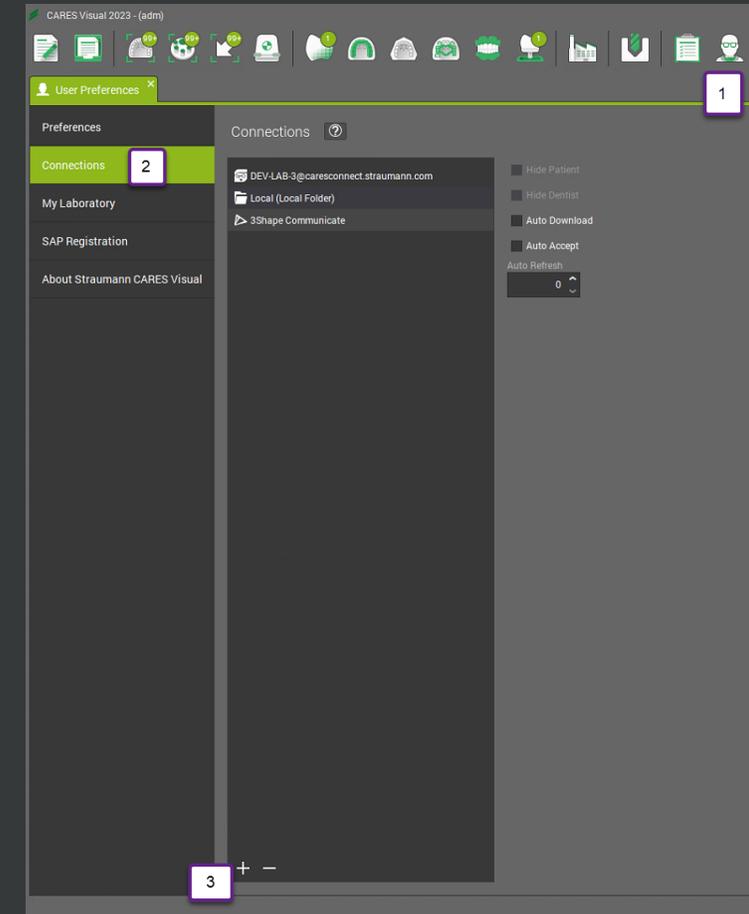
- Go to Nova «Inbox»
- Open tap «Received»
- Cases will be available in the list and can be accepted to work with



HOW TO CREATE CONNECTION TO 3SHAPE COMMUNICATE

LABORATORY USING CARES VISUAL

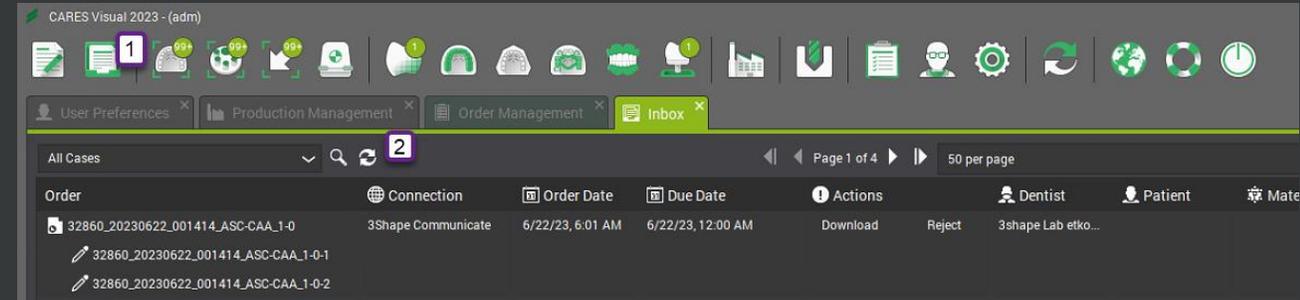
- Open «CARES Inbox» and go to «Connections»
- Add Connection by clicking on the «+» and choose «3Shape Communicate»
- You will be redirected to 3Shape login. Sign in your 3Shape Communicate → Authentication must succeed
- Connection to «3Shape Communicate» will be displayed



HOW TO RECEIVE FILES FROM 3SHAPE COMMUNICATE

LABORATORY USING CARES VISUAL

- Go to CARES® «Inbox»
- Refresh the inbox by using the refresh button, or switch with the Dropdown menu to 3Shape
- Cases will be available in the Order list



FAQ



1. What is the required software version?

- 3Shape Trios® Version 22.1.8 / Product Configuration 3.25.1.0 and higher
- CARES® 2023 / 16.0.1 and higher
- dme: find always the latest «Straumann_CARES_DWOS_Lab» .dme file on the Straumann Connectivity homepage. Use the filter «3Shape – Dental Desktop» to find it easily. [CARES Connectivity - Download Center](#)

2. How can I transfer the data from 3Shape Trios® Dental Desktop to CARES®?

- The 3Shape Trios® System (Pod, Move, Move+ or Cart) and the PC with CARES® need to be connected with 3Shape Communicate. Practice and Lab needs a separate Communicate Account and a connection to each other.

3. Do I need to contact the support team for software updates?

- No. When software is released, users can directly update the software.

4. Is a software license of 3Shape Trios® required for the integrated workflow?

- No special license required. Trios® connection is available for 3Shape Trios® 3 Basic, Trios® 3, Trios® 4 and Trios® 5

5. What kind of data are transferred from 3Shape Trios® besides the scan data and which are not?

- Meta data such as patient information, dentist information, material,, indication and attachments are transferrable
- Margin line and insertion axis is not transferred from Trios®
- Tooth color measurements, material color and comments will be transferred as pdf file, find it as attachment

Note: Please check first in CARES® which indications, materials, implants, Ti-Bases etc. are available before sending cases from Trios®

THANK YOU