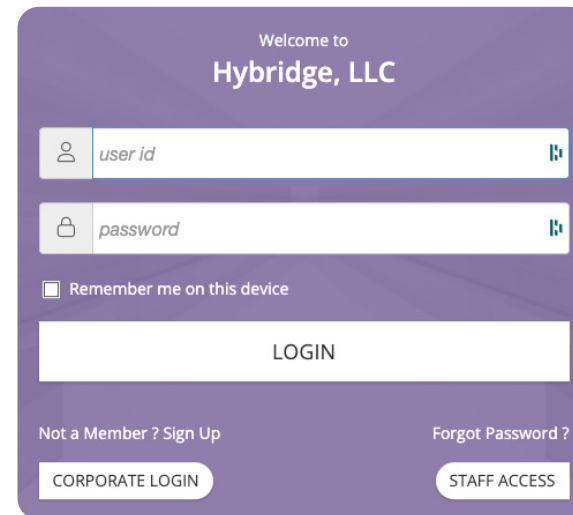


Log-in Screen

1. Login to **HybridgeRx.com**
2. Enter your user id – an email (same as current portal)
3. Enter a one-time password HybridgeLab (case sensitive)
4. Click “LOGIN”
5. You will automatically be directed to change your password



Welcome to
Hybridge, LLC

☐ Remember me on this device

LOGIN

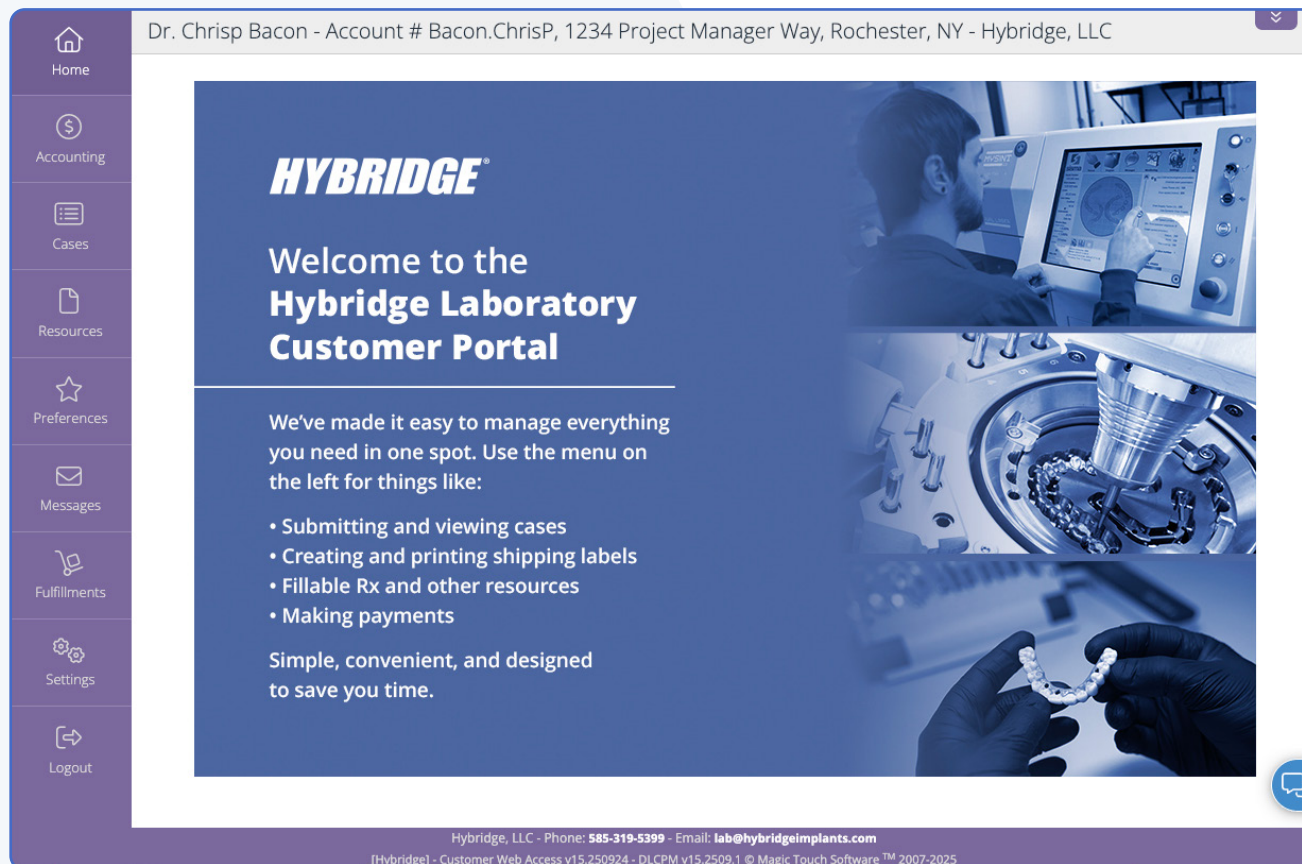
Not a Member ? Sign Up Forgot Password ?

CORPORATE LOGIN STAFF ACCESS



Use this QR code to access a video walkthrough of the portal

Home Screen



Case Entry



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Logout

Submit RX

View Design Approval

View Cases

Submit Rx

- Enter Patient information along with Tooth Shade, Tissue Shade and Mold
- Enter your requested Due Date
- Click on **“Products”**

Submit RX

✓ Welcome to the Hybridge Lab Portal

Saved Template Cases
You have 3 saved template(s). Click to view

Doctor Information
Doctor Name:
Dr. Chris Bacon + New Doctor

Shipping Address
Dr. Chris Bacon
1234 Project Manager Way, Rochester, NY, 14609, US
CHANGE

Patient Details
First Name: Last Name: Tissue Shade:

Case Details
Shade: Mold: Scanner:
Submission Date: 10/28/2025 Requested Return Date: 11/11/2025

PRODUCTS + ATTACHMENTS +

☐ THIS CASE IS AUTHORIZED AND SIGNED BY:
Dr. Chris Bacon

Case Entry



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Select Rx

- Select your Rx type and product, then follow the prompts for your next appropriate action.

Rx Type: Product:

Select Arch(es) and Anticipated Final

- After making these selections, the next piece of information we need will pop up

Rx Type: Product:

1. Upper, Lower, Both (Required) * Is this case an upper arch, lower arch or both?

☐ Upper+ Lower ☒ Upper ☐ Lower

1. Maxilla (Required) * Is the maxilla Dentate or Edentulous

☒ Dentate Maxilla ☐ Edentulous Maxilla

1. Maxillary Anticipated Final (Required)

☐ Gen 5 ☐ Gen 4 ☐ Prime Z ☐ MZ

☐ Denture

Case Entry



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Add Attachments

- Drag and Drop CBCT, STL, JPEG's and PDF files here or click to browse
- If using a paper Rx, attach here
- Add attachment notes, as needed

CBCT and STL files must be zipped!

Submit RX

Welcome to the Hybrid Lab Portal

Saved Template Cases
You have 3 saved template(s). Click to view

Doctor Information
Doctor Name: Dr. Chrisp Bacon [+ New Doctor](#)

Shipping Address
Dr. Chrisp Bacon
1234 Project Manager Way, Rochester, NY, 14609, US [CHANGE](#)

Patient Details
First Name: Last Name: Tissue Shade:

Case Details
Shade: Mold: Scanner:
Submission Date: 10/28/2025 Requested Return Date: 11/11/2025

PRODUCTS ATTACHMENTS

☐ THIS CASE IS AUTHORIZED AND SIGNED BY:
Dr. Chrisp Bacon

Digital Files (Maximum accepted file size: 2048 MB)

DRAG & DROP FILES HERE or CLICK TO BROWSE...

Attachment Notes:
Add Notes here

Case Entry



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View Cases

Submit Case

- Add additional notes
- Check the authorization box
- Click on Submit Case

The screenshot shows the 'Submit Case' form with several annotations:

- Check this box indicating you approve before clicking Submit case below**: Points to the 'THIS CASE IS AUTHORIZED AND SIGNED BY: Dr. Chris Bacon' checkbox.
- Save as a template for common workflows**: Points to the 'SAVE TEMPLATE' checkbox.
- Additional notes can be added here**: Points to the 'Comments & Patient Clinical Details' text area.
- SUBMIT CASE**: The submit button at the bottom right is circled.

Form fields include: Shade, Mold, Scanner, Submission Date (10/28/2025), and Requested Return Date (11/11/2025). There is also a 'Digital Files' section with a 'DRAG & DROP FILES HERE or CLICK TO BROWSE...' area.

Workflow Templates



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New Feature:

You can now save common workflows as a template!

Saving a Template

- Go to Cases
- Click on "Submit Rx"
- Enter Patient information, Shade, Mold, Tissue Shade
- Select the product
 - Choose the appropriate options in the popup boxes
 - Hit "Save"
- Before clicking on Submit Case
 - **Check the "Save Template" Box** (bottom left corner)
 - Assign a template name (ie: Pre-Surgical Dentate Start - Upper)



SAVE TEMPLATE

Save this design as a template for future submissions

Workflow Templates



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Submit RX

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View Cases

Finding a Saved Template

- Go to Cases
- Click on "Submit Rx"
- Select "Saved Template Cases"
(Top right corner above Doctor Information)

Saved Template Cases
You have 3 saved template(s). Click to view

	Template Name ▲	Create Date
	Blondie Gen 4	10/15/2025
	Dentate Upper Exact - Gen 4	10/27/2025

Edit the Product Information

- Enter Patient information
- In Products, click on the **"edit icon"** to make any necessary changes

Products:

+ ADD PRODUCT

	Rx type	Rx Category	Teeth	Units	Description	Notes
		1. Pre-Surgical / Case Start - Create Setups	Pre-Surgical	0.00	Pre-Surgical/Case Start	

View Cases



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View Cases

Doctor Name:

-- All Doctors --

EXPORT

Case #	Status	Patient Name	Address	Date In	Invoice Date	Req. Return Date	Est. Ship Date	Delivery Status	Doctor Name
7181	Submitted	Kym Testing	1234 Project Manager Way	10/27/2025 06:18 PM		11/10/2025		NA	Dr. Chris Bacon
7189	Submitted	Kym Testing	1234 Project Manager Way	10/23/2025 03:15 PM		11/06/2025		NA	Dr. Chris Bacon

Click on 3 lines for additional options

- **Open cases will see:** View Details, Cancel Case, Upload Files, Make Comments, Print Workorder, Case Related Chat
- **Completed cases will see:** View Details, Track Case, Make comments, **Print Invoice**, Case Related Chat

***Print Workorder** – print the details of the submitted case.

View Design Approval



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View Design Approval

View Cases

When you select “Exocad Review” during Case Submission, you will receive an email notification with a link that takes you to your design in the Portal.

View Design Approval No. 75377

LAB NOTES

Hello Dr,
16#39sve been working on a case for your patient Designer.
Overjet 4mm
Overbite 2mm
Moved midline 2mm to patient's right
Corrected cant referencing patient's left side
Please let us know if there is anything we can improve. If you approve the design, we can move the case into production. We will place the case ON HOLD until we hear from you.
(Request includes the following document(s))

**Click on the file to view the design.
Select Accept or Reject.**

10/27/2025 03:12 PM

Test Case 75377 3a92

☐ ACCEPT ☐ REJECT

APPROVE / REJECT NOTES

notes

SAVE RETURN

Track Your Cases



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View Cases

Track shipped cases

- Click on **Cases > View Cases**
- When the Delivery Status is “On its way”, click on the 3 bars
- Select “Track Case” to see the tracking number and Route Location information show below

The screenshot displays the 'Track Case' interface for Case # 75082. At the top, a table lists case details including Case #, Invoiced status, notes, Test, Address, and various timestamps. Below this, a dropdown menu is open, showing options like 'View Details', 'View Attachments', 'Track Case' (highlighted), 'Make Comments', 'Print Invoice', and 'Case Related Chat'. The 'Track Case' section shows shipping information: 'SHIPPING ADDRESS' (1234 Project Manager Way, Rochester, NY 14609), 'SHIPPING INFO' (ON ITS WAY), and 'Carrier: UPS Tracking #: 1Z9186EA0397942958'. To the right, a 'Route Location' section shows a timeline of events: 'Arrived at Facility Buffalo, NY' (10/02/2025 01:24 AM), 'Departed from Facility Rochester, NY' (10/01/2025 11:58 PM), and 'Arrived at Facility Rochester, NY' (10/01/2025 08:06 PM).

Case #	Invoiced	notes	Test	Address	09/22/2025 02:55 PM	10/21/2025 09:41 AM	10/24/2025 04:00 PM	10/23/2025 04:00 PM	On its way	Dr. Chris Bacon
Case # 75082										

View Details
View Attachments
Track Case
Make Comments
Print Invoice
Case Related Chat

Track Case

SHIPPING ADDRESS
Address: 1234 Project Manager Way City: Rochester, State: NY, Zip Code: 14609, Country: US

SHIPPING INFO **ON ITS WAY**
Carrier: UPS Tracking #: 1Z9186EA0397942958 Est. Arrival Date: 10/24/2025 11:00 PM

Route Location

10/02/2025 01:24 AM Arrived at Facility Buffalo, NY
10/01/2025 11:58 PM Departed from Facility Rochester, NY
10/01/2025 08:06 PM Arrived at Facility Rochester, NY

Print Shipping Labels



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Print return shipping labels in the portal.

Return Labels

Service Center:

Hybridge, LLC

Customer ID:

Bacon - 1058

Customer Phone:

800-867-5309

Doctor Name:

Dr. Chriss Bacon

Carrier:

FedEx

Service Type:

FEDEX 2 DAY

Package Type:

ENVELOPE

Number Of Labels:

1

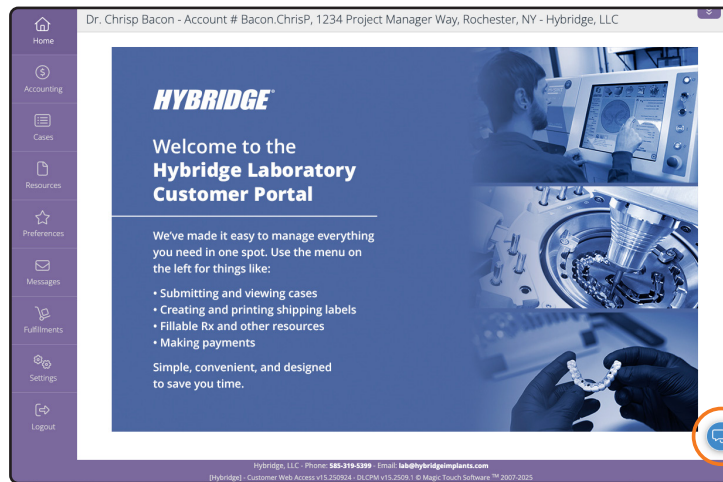
☐ CUSTOMER IS PAYING FOR THIS SHIPMENT

CREATE LABELS

Return Labels

New Feature

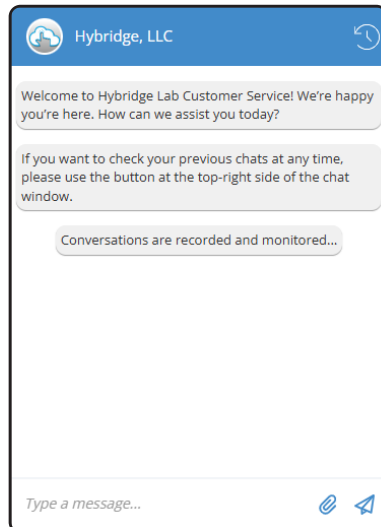
New Chat Feature



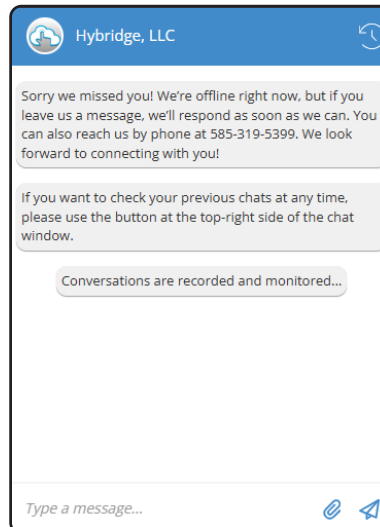
The Hybridge Customer Service team will monitor the chat: Monday – Friday between 8am and 5pm Eastern.

Attachments and Files can be sent through chat!

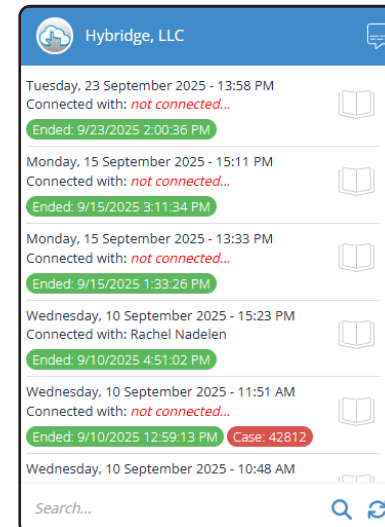
Lab Online Message



Lab Offline Message



Message History



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View and Send Messages to the Lab

View Messages

The screenshot shows the 'View Messages' interface. On the left is a sidebar with navigation icons. The main area has a 'Messages' header with a search bar and tabs for 'EMAILS' (24) and 'INQUIRIES' (2). Below the tabs is a list of messages from 'lab@hybridgeimplants.com' with subject lines like 'Design Approval Request'. Each message entry includes a timestamp and a truncated preview of the message content.

Send Messages

The screenshot shows the 'Send Message' interface. On the left is a sidebar with navigation icons. The main area has a 'Send Message' header. Below the header is a form to send a message to 'Hybridge, LLC'. The form includes fields for 'Subject' and 'Message', and a 'SEND MESSAGE' button. To the left of the form is a section for contact information, including 'ADDRESS' and 'CONTACTS'.

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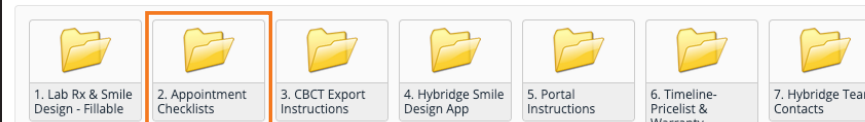
Public Files

Find Hybridge resources here!

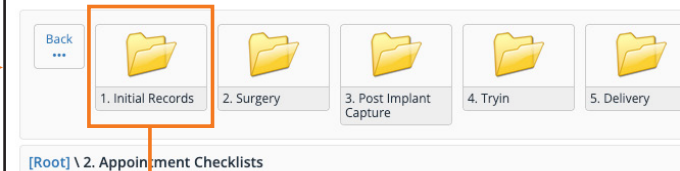
Checklists, CBCT & STL export instructions and more!

- Click on Resources
- Then "Public Files"

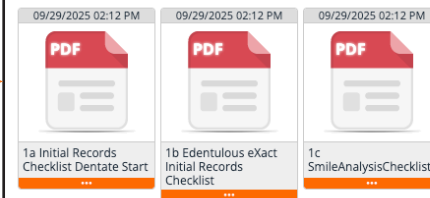
Public Files



Public Files



[Root] \ 2. Appointment Checklists \ 1. Initial Records



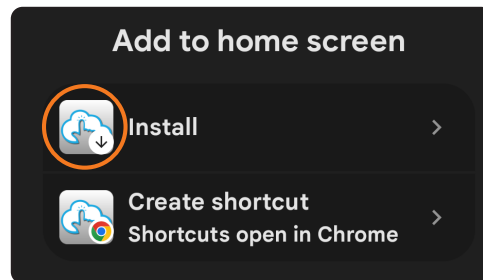
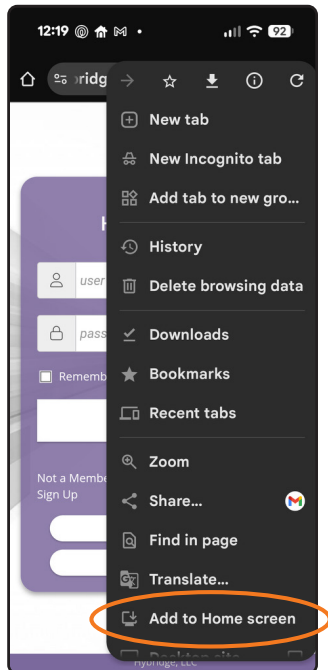
Add Link to Homepage

Add the Portal to your Device Homepage!

By adding the web link to the home screen, you no longer need to open the browser, just click and you are in!

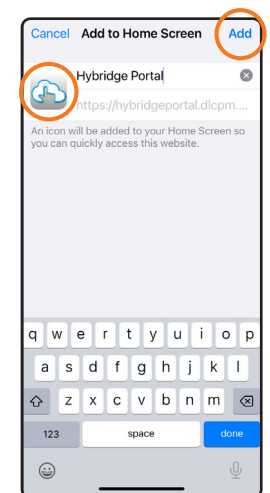
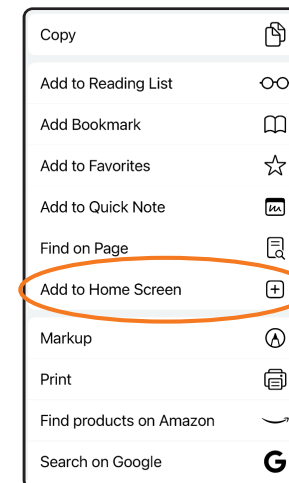
Android instructions:

1. Open a chrome browser
2. Search HybridgeRx.com
3. Click on 3 dots in top right corner
4. Select "Add to Home Screen"
5. Install or create a shortcut
6. Look for this icon on your device



iOS instructions:

1. Open Safari (only)
2. Go to HybridgeRx.com
3. Click on 
4. Select "Add to Home Screen"
5. Type a label and click "add"
6. Look for this icon on your device



Alerts & Notifications

Alerts as They Occur During the Day

Account Preferences Setup

- Case Hold alerts are sent via text if your carrier and number are provided. Currently AT&T/Cricket are not supporting this.
- If no text information is provided, you will receive an email notification.
- At the end of the day, you will receive an email with your Case Activity that day which includes; Cases Received, Cases Sent and Cases on Hold. An additional email will be sent with the invoice for the Cases sent.

The screenshot shows the 'Alerts & Notifications' setup page. On the left sidebar, the 'Preferences' menu item is highlighted with an orange box, and an arrow points to the 'Alerts & Notifications' sub-item. The main content area has several sections:

- Alert Me Of Changes As They Occur During The Day:** This section contains four toggle switches. The 'CASE PLACED ON HOLD' switch is checked and highlighted with an orange box.
- Alert Me Once At The End Of The Day:** This section contains two toggle switches. The 'CASES RECEIVED AND SHIPPED' switch is checked.
- Notification Methods:** This section contains two main options: 'EMAIL' and 'TEXT MESSAGE'. The 'TEXT MESSAGE' option is checked and highlighted with an orange box. Below it, the 'SMS Mobile Phone Number' field is highlighted with an orange box and contains the text 'One number can receive the text alert'. The 'Service Provider' dropdown menu is also visible.
- SAVE CHANGES** button: Located at the bottom right of the form.

An orange text box with an arrow pointing to the 'TEXT MESSAGE' section contains the following text:

Text notification if "Text message" box is checked - with Phone # and Carrier provided

Alerts & Notifications



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Alerts at the End of the Day

Account Preferences Setup

- Case Hold alerts are sent via text if your carrier and number are provided. Currently AT&T/Cricket are not supporting this.
- If no text information is provided, you will receive an email notification.
- At the end of the day, you will receive an email with your Case Activity that day which includes; Cases Received, Cases Sent and Cases on Hold. An additional email will be sent with the invoice for the Cases sent.

The screenshot shows the 'Alerts & Notifications' settings page. On the left sidebar, the 'Preferences' menu item is highlighted with an orange box, and an arrow points to the 'Alerts & Notifications' sub-item, which is also circled in orange. The main content area has several sections: 'Alert Me Of Changes As They Occur During The Day:' with checkboxes for 'NEW CASE IS ENTERED', 'CASE PLACED ON HOLD', 'CASE IS INVOICED', and 'CUSTOMER PLACED ON COD'; 'Alert Me Once At The End Of The Day:' with checkboxes for 'CASES RECEIVED AND SHIPPED' and 'ALL INVOICES FOR THE DAY IN ONE PDF FILE'; 'Notification Methods:' with a checked 'EMAIL' option and a text input field for the email address; and a 'TEXT MESSAGE' section with a checked option and input fields for 'SMS Mobile Phone Number' and 'Service Provider'. A 'SAVE CHANGES' button is at the bottom right. An orange box with the text 'Multiple emails can be added, separated by a comma' has an arrow pointing to the email input field.

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Web Settings

Staff Access

Reset Password

Staff Access

Create Additional Users

- Login to the doctor account
- Go to "Settings" > Staff Access > + New Staff
- Create new user

General Info

Name:

Position:

Office Phone:

Extension:

Mobile:

Birth Date:

Web Access

☐ ENABLED

Email:

Access Level:

Password:

Retype Password:

SAVE **CANCEL**

Basic Access allows:

- View Cases
- View Pickups
- Messages
- Web Settings
- Reset Password

Basic+ Access allows:

- all **Basic** access
- Submit Case / RX Case

Standard Access allows:

- all **Basic+** access
- View Statements
- View Cases
- Schedule Pickups
- Resources
- Preferences
- Contact Lab
- Settings



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Staff Access

User Login Options

- **Doctor access** – “Main Account Access” – login in with Doctor credentials
- **Staff access** – login using the “Staff Access” and staff credentials

Doctor Login Screen

Welcome to
Hybridge, LLC

☐ Remember me on this device

LOGIN

Not a Member ? Sign Up

CORPORATE LOGIN

Forgot Password ?

STAFF ACCESS

Staff Login Screen

Welcome to
Hybridge, LLC
STAFF ACCESS

☐ Remember me on this device

LOGIN

Not a Member ? Sign Up

CORPORATE LOGIN

MAIN ACCOUNT ACCESS

Login Requirements:

- Doctor account #
- Username
- Password

Accounting



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Logout

Make Payment

View Balances & Payments

View Statements

Make a Payment

- Click on "Accounting" then "Make Payment"
- Select amount option: "Total Balance" – "Balance Due Now" – "Past Due Balances" – "Other Amount" – "Selected Invoices"
- Enter a note if applicable

The screenshot shows the 'Make Payment' page. On the left is a sidebar with navigation icons for Home, Accounting, Cases, Resources, Preferences, Messages, Fulfillments, and Settings. The main content area is titled 'Make Payment' and includes a sub-header 'I Would Like To Pay'. Below this is a table with payment options: 'TOTAL BALANCE' (\$6,315.00), 'BALANCE DUE NOW' (\$0.00), 'PAST DUE BALANCES' (\$0.00), 'OTHER AMOUNT' (???), and 'SELECTED INVOICES' (\$0.00). Each option has a 'VIEW' button. Below the table is a 'Payment Notes' section with a text input field. The 'Card Information & Billing Information' section contains two columns. The left column has 'USE CARD ON FILE' and 'SAVE CARD ON FILE' buttons, a 'Credit Card On File' dropdown, a 'Credit Card is tokenized' message, an 'Authorized By' field, and a 'DEFAULT CC' checkbox. The right column has fields for 'Name On Card', 'Address 1', 'Address 2', 'City', 'State' (set to New York (NY)), 'Zip Code', and 'Country' (set to United States (US)). At the bottom is a 'PROCESS PAYMENT: \$0.00' button. The footer contains contact information for Hybridge, LLC.

TOTAL BALANCE		BALANCE DUE NOW		PAST DUE BALANCES		OTHER AMOUNT		SELECTED INVOICES	
\$6,315.00		\$0.00		\$0.00		???		\$0.00	

Payment Notes:

Card Information & Billing Information

USE CARD ON FILE | SAVE CARD ON FILE

Credit Card On File:

Credit Card is tokenized

Authorized By:

DEFAULT CC

Name On Card:

Address 1: | Address 2:

City: | State: New York (NY)

Zip Code: | Country: United States (US)

PROCESS PAYMENT: \$0.00

Hybridge, LLC - Phone: 585-319-5399 - Email: lab@hybridgeimplants.com

Accounting



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Make Payment

View Balances & Payments

View Statements

Create Payment Method

- Click on "SAVE CARD ON FILE"
 - Fill in Card details
 - Add the Billing Address
 - Check "DEFAULT CC" for future payments

Card Information & Billing Information

☐ USE CARD ON FILE ☒ SAVE CARD ON FILE

Card Number

Expiration Date (MM / YYYY)
 / Security Code

Authorized By:

☒ DEFAULT CC

Name On Card:

Address 1:

Address 2:

City:

State:

Zip Code:

Country: