# User Manual - Relu® Automate 2.31, rev 1

**AI-powered automation for dental CAD workflows**

## 1 Introduction

**Relu Automate** is the platform under which Relu markets its broader, non-medical software product for dental laboratories and clinics. It provides the surrounding tooling for digital dental workflows — account and organization management, ordering and file handling, integrations and automation — together with a collection of non-medical dental-laboratory **services** that generate digital designs and manufacturing aids from scan data.

Relu Automate also hosts **Relu® Cloud**, Relu's regulated medical device. The medical device functions (segmentation & alignment, implant planning, mouthguards/night guards, custom trays, bite plate base, and direct-printed retainers) are documented separately in the **Relu Cloud Instructions for Use (IFU)**. This manual covers only the **non-medical** platform and services.

> **Note**
>
> The services described in this manual are non-medical dental-laboratory tools. They support the design and manufacture of lab aids and appliances; they do not perform diagnosis, treatment planning, or clinical decision-making.

## 2 Relu Account

### 2.1 Creating an Account / Sign up

This is where your journey with Relu begins. To use any of our AI-powered design services, you need to create an account:

- Visit automate.relu.ai
- Click **Sign up**

> **Note**
>
> The sign-up and login pages look nearly identical. Always double-check the button labels before proceeding.

Each user must register using their **personal email address** and verify their account upon sign-up. **Shared or team logins are not permitted**, as they violate cybersecurity standards and compromise traceability within the platform. A Team can use the Organizations functionality to collaborate.

We strongly recommend using:

- A **strong, unique password**
- A secure password manager to safely store and manage your login credentials.

### 2.2 Log In

After registering:

- Enter your **email** and **password** to log in
- If your browser or password manager suggests autofilling credentials, ensure that the correct personal account is selected

> **Note**
>
> Do not use shared credentials. Every user should log in with their individual account to ensure secure and traceable access.

Upon first login, you will be prompted to accept the End-User License Agreement (EULA) and privacy policy, with links to each of them. Additionally, you are required to specify your **country**.

### 2.3 EULA Consent

Before accessing the Relu platform, all users are required to review and accept the **End-User License Agreement (EULA)**. This ensures clarity around usage rights, data handling, and responsibilities.

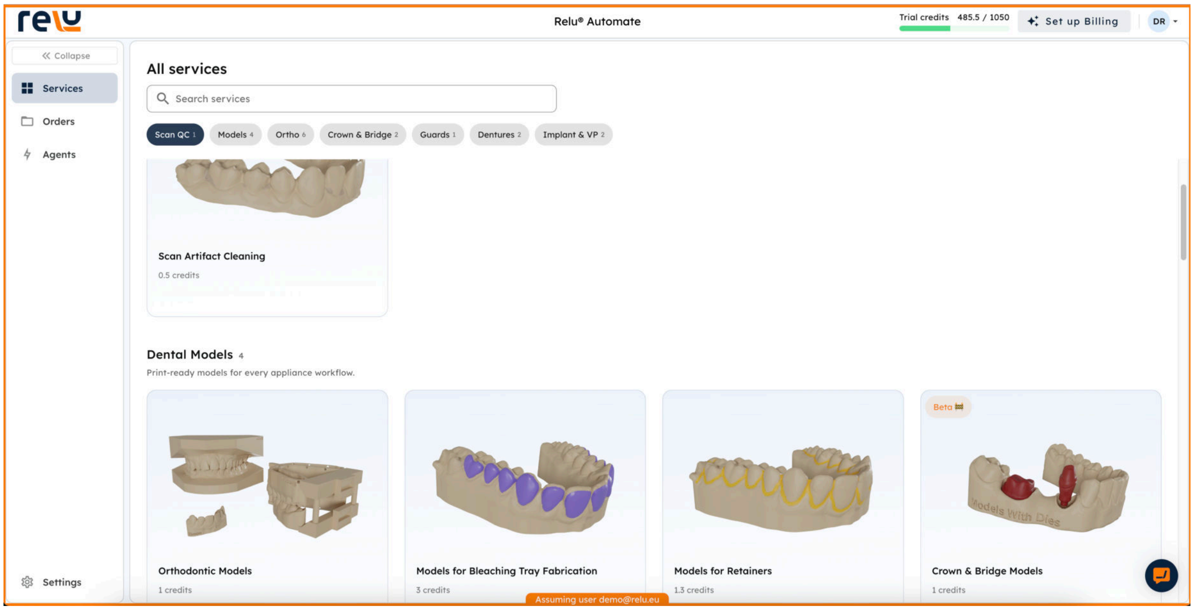
- The EULA prompt appears immediately after your first login
- You must **accept** the terms to proceed and use the platform
- The acceptance is logged and linked to your personal account

You can review the full EULA at any time here: https://relu.ai/end-user-terms-and-conditions

# 3 Working with services

## 3.1 Services dashboard

Once logged in, you'll land on the **Services dashboard**. Here, you'll find an overview of all the automation services available on the Relu platform. Each service is a tool that performs a specific dental design task automatically, like generating models or removing brackets.




- You can scroll through the list or use the **search bar** to find what you need.
- Each service card shows a preview image, name, credit cost, and availability:
  - **Select**: Double clicking the service card also opens up the recipe
  - **Beta Test**: Available only to certain selected users for testing
  - **Coming Soon**: Not yet active but listed for awareness

The credit cost is shown at the bottom of each card, helping you manage your usage according to your available credits.

## 3.2 Understanding services

- Services are individual automation modules
- Each card represents a recipe.
- You can **search**, **filter**, and **favorite** recipes for easier access.
- You can favorite a service by clicking the star icon in the upper right corner of the recipe card. Favorited services will appear first in your recipe overview for quicker access.

### 3.3 Opening a service

- Click **Select** or double-click a service card to open it.
- The service interface will load, allowing you to proceed with case setup.

### 3.4 Presets

Each service includes:

- A **preset summary** that displays default values tailored to the selected workflow
- A full list of **adjustable parameters** that can be edited to match your specific needs

You can:

- Modify parameter values directly within the interface
- Save your configuration as a **custom preset** for future use
- Easily switch between saved presets when placing new orders

Custom presets are stored at the user or organization level, depending on your permissions.

## 4 Available services

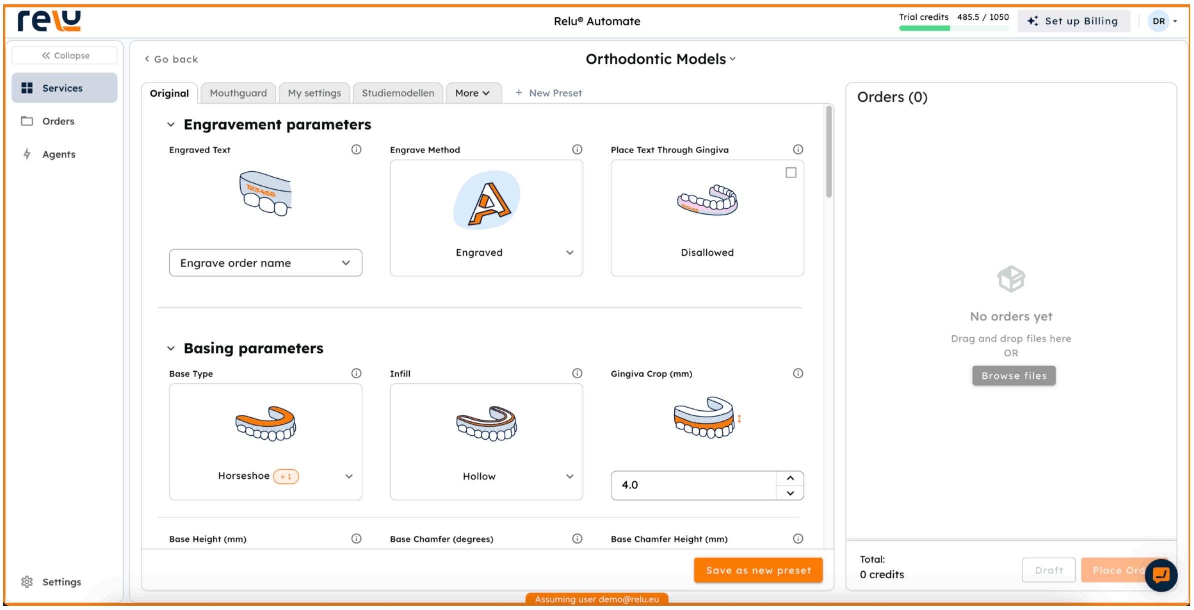
The following non-medical services are available on the Relu Automate platform. Each generates a digital design or manufacturing aid from uploaded scan data. Parameters and outputs vary per service and are shown in the service interface; this manual gives a short overview of each.

- **Orthodontic Models** — generates printable orthodontic study/working model designs from an intraoral scan.
- **Models for Retainers** — generates models and trimlines for vacuum-forming retainers.
- **Denture Models** — generates printable denture model designs from a scan.
- **Crown & Bridge Models** — generates printable crown-and-bridge model designs, including separable dies, from a scan.
- **Models for Bleaching Tray Fabrication** — generates models with bleaching-tray reservoirs for fabricating custom bleaching trays.
- **Bite Registration Plate** — generates a bite registration plate from upper and lower jaw scans, with customizable depth, offset, and text engraving.
- **Bracket Removal** — digitally removes orthodontic brackets and attachments from a scan and reconstructs the underlying tooth surfaces.
- **Molar Ditching** — applies ditching/relief around molar margins on a model design.
- **Scan Artifact Cleaning** — cleans up intraoral-scan meshes by removing artifacts and improving scan quality.

**Note**

Service availability depends on your account, organization, and market configuration. Some services may be in beta or not enabled for your account.

# 5 File upload & case creation




**Before uploading:** Please check our Data Requirements for accepted file formats, naming conventions, and scan quality guidelines.

## 5.1 File Upload Area

- Drag and drop your scan files into the designated area or click **"Browse Files"** to upload manually.
- Supported file types and sizes depend on the selected service. Relu® can process a wide range of 3D and imaging formats, including but not limited to **.stl, .ply, .obj, .dcm (DICOM), .drc, .nii, .vti, and .nrrd**. Specific requirements may vary per service and are detailed in the corresponding workflow instructions.
- Supported input: The system auto-detects upper and lower jaws based on file naming.
- You can manually move files between the upper and lower sections if needed.

### 5.2 Preset Selector

- Use the **“Select a preset”** dropdown to apply predefined model settings.
- If no preset is selected, default settings (“Original values”) are applied.
- Click **“Save”** to store custom settings for future use.

### 5.3 Orders Panel

- Each entry represents a file you’ve uploaded for processing
- To **remove a single item**, click the **“X”** next to its name
- To **remove all items**, click **“Clear”**
- The **total price (in credits)** of your order is shown at the bottom

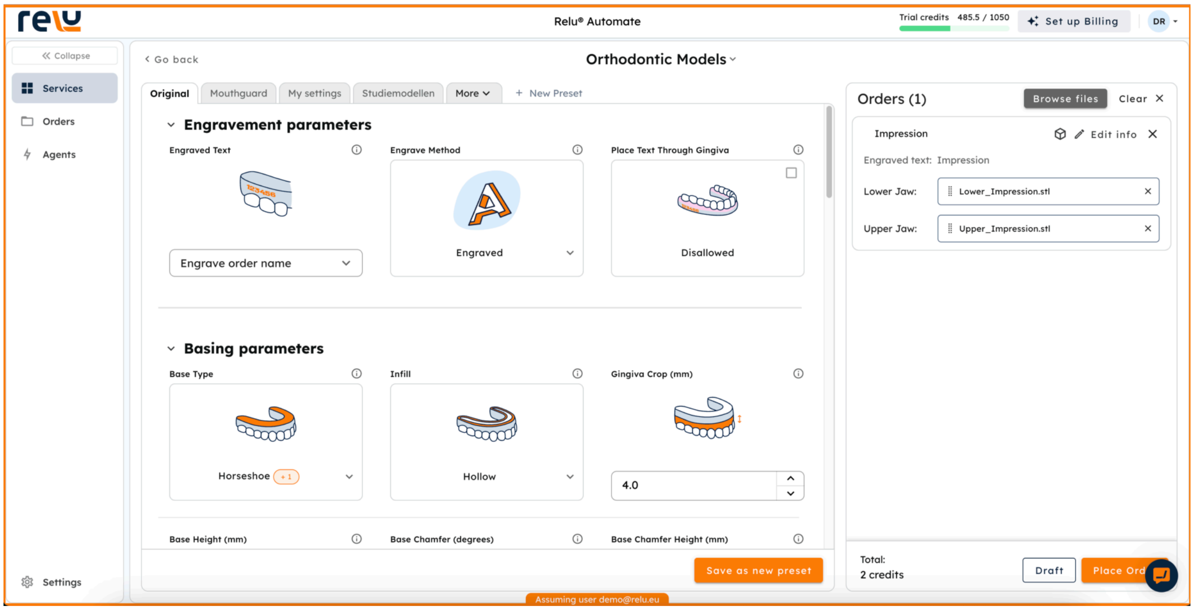
> **i** Jaw Selection
>
> Relu automatically detects whether a file belongs to the **upper** or **lower jaw** by scanning for keywords such as `"upper"`, `"lower"`, `"maxillary"`, or `"mandibular"` in the filename. Make sure your files are named clearly to avoid misclassification. You can manually correct the jaw selection if needed by dragging the file to the correct box.

Once everything is correctly assigned and reviewed, click **“Place Order”** to confirm.

## 6 Setting the parameters for services

Each service comes with its own set of adjustable parameters, tailored to the specific task. Open a service and review the **preset summary** and the full list of adjustable parameters in the service interface. You can modify any value directly, and save your configuration as a custom preset for reuse (see Section 3.4).

# 7 Confirming the order




After you click **Place Order**, your files are submitted to the system. Within a few seconds, you'll be automatically returned to the Service **Overview** screen.

At this point:

1. A green banner will appear in the bottom-right corner of your screen saying: **"Order submitted successfully"**
2. Your case will be automatically added to the **Orders** section (accessible from the left-hand navigation bar).

    - You can monitor its progress from there.
    - Cases are listed with timestamps and service names, so you can easily track your work.

> **ℹ Note**
>
> Tip: If you don't see the confirmation message or your case in the Orders tab, refresh the page or double-check your internet connection.

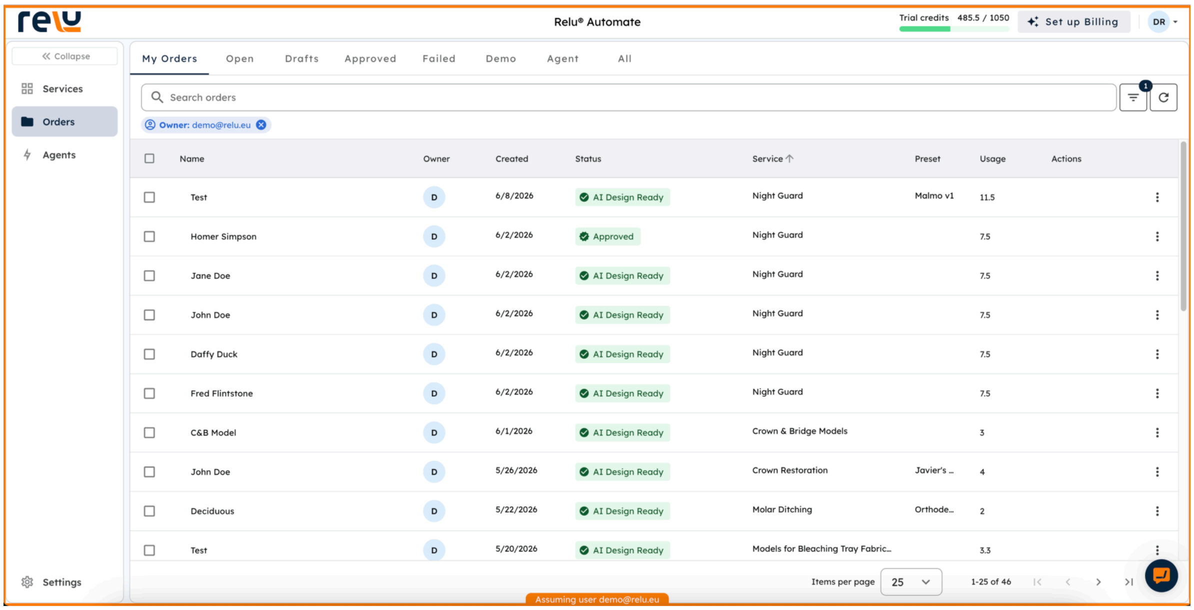
> **ℹ Note**
>
> Before placing your order, you can view the total price (in credits) at the bottom right of the screen, just below the Place Order button.

# 8 Managing orders

This section explains how to track, inspect, download, share, and manage orders created within the Relu platform.

## 8.1 Order overview

The **Order Overview** section provides a comprehensive list of all processing and completed orders made within the platform. It allows users to track their submissions, view order details, and monitor credit usage.




### Search & Filter

- Search orders by name
- Filter by owner email

### Custom Columns

- Click **"COLUMNS"** to choose which fields (e.g., Name, Status, Recipe, Usage) appear in the table.

### Table Details

Each row includes:

- **Name**: Filename or scan name
- **Owner**: User email

- **Created**: Submission date
- **Status**: Processing state (check = completed)
- **Service**: Automation module used
- **Preset**: Settings applied during submission
- **Usage**: Credits consumed

**Pagination**

- Use the **Items per page** dropdown and navigation arrows to manage result display.

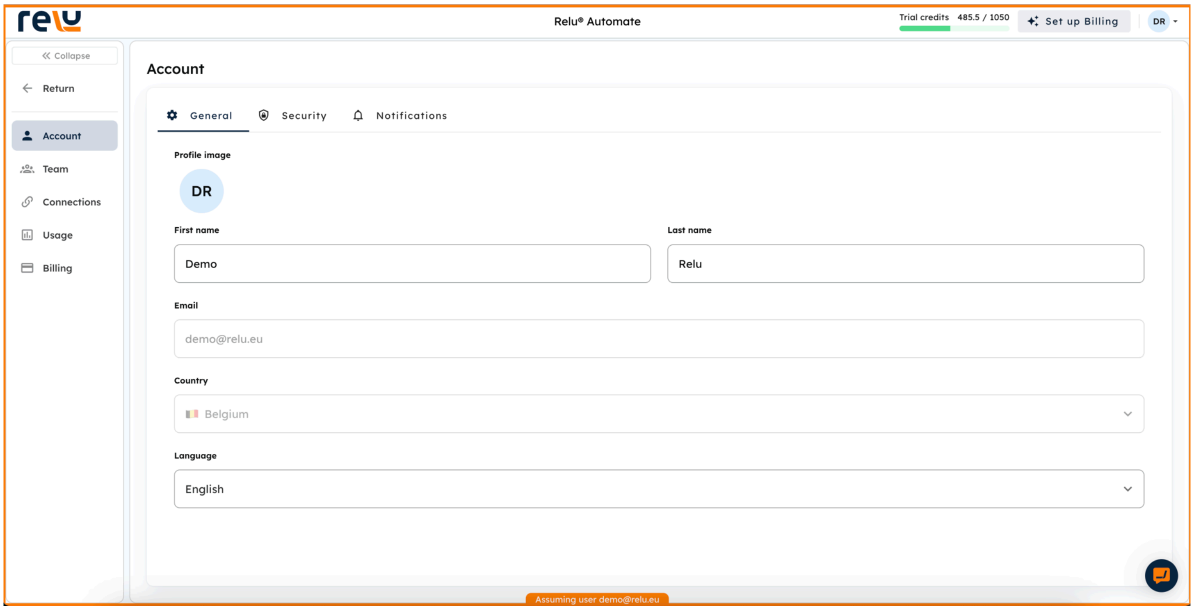
### 8.2 Available Actions ( menu)

In the **Order Overview**, each row representing a submitted case includes a **menu** on the far right. Clicking this opens a contextual menu with several useful actions for managing your order:

- **Order Info**: View detailed metadata about the order, including creation time, selected service, preset used, credit consumption, and file history.
- **View in 3D**: Opens the selected case in the **Order Viewer**, a 3D inspection environment where you can rotate, zoom, sculpt, or inspect your model. Ideal for reviewing accuracy before download or printing.
- **Download Inputs**: Allows you to download the **original files** (e.g. intraoral scans, DICOM, PLY) that were uploaded for this order. Useful for backup or further offline processing.
- **Download Outputs** *(grayed out if not ready)*: Once processing is complete, this button lets you download the **AI-generated output files** such as STL models. *If greyed out, the output is still being generated.*
- **Delete**: Permanently removes the order from your dashboard. *This action cannot be undone.*
- **Share Order**: Generates a secure sharing link so you can collaborate with colleagues or external partners. Recipients may need a Relu account to access shared orders.

## 9 Organization, team & billing management

The **Team** settings page allows the team owner to manage company details and team access. The **Billing** page allows the team owner to manage the billing information. This section is especially useful for labs or clinics working collaboratively under one account.




## 9.1 Team overview

- **Team Name**: View or edit the team/company name using the pencil icon.
- **Members**: View all current users. Click **+ ADD MEMBER** to invite new team members by email. Members can submit cases, view shared orders, and collaborate in real-time.

> **Note**
>
> The Team Owner is responsible for payment of all usage generated by members within the team.

## 9.2 Billing overview

- **Subscription details**: Shows if a subscription is active or not, with some information
- **Payment information**: Show the current payment method, and allows to change it
- **Billing information**: Complete your company details for invoicing:
  - Company name
  - Tax/VAT number
  - Address (street, postal code, city, region, country)

  *Note: Required for legal and tax compliance.*

- **Billing Contacts**: Optional: add dedicated billing personnel for payment communications.

## 9.3 Organization owner access

The organization owner has full control and can:

- View all team orders
- Manage user roles and permissions
- Enable/disable billing options

## 9.4 Access mechanisms

Relu offers multiple ways to access and interact with its platform, depending on your workflow and technical setup.

### 9.4.1 Web Application (Standard access – recommended for most users)

The majority of users interact with Relu via the secure, browser-based web app at automate.relu.ai

- No installation required
- Access full design workflows, case management, and 3D viewer
- Compatible with modern desktop browsers

### 9.4.2 API Access (Advanced – For system integrations)

API access is available for advanced users and teams who wish to integrate Relu's automation modules into their own digital workflows or local applications. This enables seamless automation of tasks such as file submission, result retrieval, and credit tracking directly within proprietary systems.

> **Note**
>
> API access and local application integrations must first be enabled by Relu. Please contact the Relu sales or support team to request activation and discuss integration options.

Full setup instructions and the technical API reference are available in our developer documentation at docs.relu.ai.

# 10 Payments & billing

Relu operates on a transparent **pay-per-use credit system**, with all billing handled securely via **Paddle**.

## 10.1 Credit system overview

Credits are the unit used to trigger and export actions on the Relu platform. You are **only charged when a case is submitted** for processing. If the output is not usable, you may request a refund.

> **i** Note
>
> For full pricing details, including how many credits are required per recipe, please refer to our Pricing List https://relu.ai/pricing-list. See **Section 11.4 Feedback & Improvements** for how to request a refund for any case that lacks value.

## 10.2 Monthly billing & invoicing

There is **no need to purchase credits in advance**. Instead, Relu uses **monthly post-paid billing**:

1. Your team uses credits throughout the month.
2. At the beginning of the following month, you'll receive an invoice summarizing your usage.
3. Payments are processed securely through **Paddle**, our payment provider.

Relu supports a variety of payment methods including credit cards, bank transfer on request, or Apple Pay. Once payment is completed, Paddle will automatically send a confirmation and a downloadable invoice for your records.

> **i** Note
>
> You can track usage and credit consumption at any time by clicking your account name in the upper right corner and navigating to the **Usage** settings tab.

## 10.3 Billing setup & invoicing

To ensure accurate invoicing and streamlined payment processing, you can update your billing details and VAT number directly within the **Billing Settings** section of the platform. You also have the option to designate a specific **billing contact** to handle payment-related communications. For larger B2B accounts or organizations that require alternative payment arrangements, **invoice-based payments** can be requested by reaching out to sales.

### 10.4 Usage & invoices

To review your credit usage, navigate to the **Usage** settings page: you will find the cost incurred by each order, refunds, and credit settlements at the end of each month.

In the **Invoices** settings page, you can access a complete history of past transactions along with detailed payment summaries and downloadable invoices.

## 11 Logging out & session security

Relu uses **Auth0** to ensure secure authentication and user session management.

### 11.1 Logging Out

To log out of your account, simply click your **profile icon** in the top-right corner of the platform and select **"Log out"** from the dropdown menu. This ensures your session is securely closed, especially when using shared or public devices.

### 11.2 Session Timeout

To help protect your account, Relu sessions automatically expire after **24 hours** of inactivity. If you return to the platform after a prolonged pause, you may be prompted to log in again to continue working. For added security, especially when using shared or public devices, it is recommended to **log out manually** at the end of each session.

### 11.3 Cybersecurity Recommendations for the User

Create a strong, unique password for your account by combining letters, numbers, and special characters, and regularly update it to prevent unauthorized access. Avoid using the application over public Wi-Fi networks, as they may lack sufficient security. Remain alert to phishing attempts: never share your login credentials via email or over the phone, and ensure that you are always logging in through the official website.

# 12 Help & customer support

Need help? Relu provides multiple support channels to assist you effectively.

## 12.1 Live chat

For immediate assistance, you can use the live chat feature available within the Relu platform. Simply click the **chat icon** located in the bottom-right corner of your screen. Relu's virtual assistant will guide you through common questions or issues, and if needed, you can request to be connected to a human support agent during regular business hours.

## 12.2 Knowledge base

Browse articles, how-to guides, and troubleshooting steps at:

- help.relu.ai
- Also accessible through the platform's chat widget

## 12.3 Direct Email Support

If you are unable to resolve your issue through the chat widget or the online documentation, you can contact our support team directly via email at **support@relu.ai**. Be sure to include the email address associated with your Relu account, the case ID (if applicable), and a brief description of the problem you're experiencing.

## 12.4 Feedback & Improvements

Your feedback plays a vital role in improving the Relu platform. If an output does not meet your expectations, you can use the **"Feedback"** option directly within the 3D Viewer to flag the issue and request a refund if needed. Alternatively, you're welcome to share suggestions or ideas for improvement via the chat widget or by emailing our support team through support@relu.ai.

## 12.5 Data protection

Relu follows the GDPR and applicable data-protection guidelines. Data is encrypted both at rest and in-transit. You can find more information about our privacy & security controls in our Trust Center, and about the protection of your personal data in our Privacy Policy.