NDX Customer Portal Quick Reference Guide

This quick reference guide provides an overview of key features and the basic steps to help you quickly and efficiently navigate and use the Customer Portal.

ACCESS THE NDX PORTAL

To access the NDX Customer Portal, go to **https://ndx.easyrxortho.com/** and enter your email and password.

EXISTING USERS: Enter your email and password.

NEW USERS: To activate your account, enter your account email address and the password provided in the invitation email from NDX.

If you have not received an invitation email, please contact us at ndxcustomerportal@nationaldentex.com or call (833) 299-0696 for assistance.

VIEW CASES

Upon logging in, the **Dashboard** will display a list of cases "Checked In" by an NDX Lab within the past 90 days (excluding cases marked as "Delivered").*

- Use the **Left Navigation Panel** to access different views such as Saved or Favorite Cases, Status, Submission Type, Priority/Deadlines or Notification Type.
- Filter, search and sort column information such as Case Date Range, Patient Name, Status Code and Date Needed using the top two rows of your selected view.
- Click **View** on the right side of the corresponding case to review the full details of a case prescription including patient information, the dental chart, shipping information and more.

*__Note:__ Only cases sent to the lab after you activate your new portal will appear in the new NDX Customer Portal. Cases received by the lab prior to that time can still be viewed in your previous portal at https://nationaldentex.com/?portal-login. After you activate your portal, you will see new cases in your new portal.

VIEW & RESPOND TO CLINICAL NOTIFICATIONS

Communicate at the case level in the **Prescription View** to ensure your cases are fabricated to your satisfaction.

- To read new or pending clinical notifications (indicated by a red asterisk), click **Notifications** in the left panel.
- To respond, check the **Doctor Name** box, enter your name, type your response and approve or deny the notification, if required.

UPLOADING FILES TO CASES

View and upload all file types to cases for lab review (excluding CT Scans).*

- In the **Prescription** view, navigate to the **Model Source** section below the dental chart and click **Upload a Digital Scan.**
- Select the files you want to upload.
- Uploaded files will appear in the **Files Attached to Case** section of the case view.

*Upload up to 250mb.

ENABLE DAILY DIGEST EMAILS

Sign up for daily digest emails and other notifications that show order updates or changes.

- Click on your account profile and select **Account Settings**.
- Select **Alert Notifications**.
- On the Alert Notifications page, add **Notifications** using the drop-down options.
- Once the **Notification Method** is selected, a text box will appear to enter the recipient's email address.

*Note: If the same recipient email address is entered for multiple digest email alerts, then one single digest email will be sent that includes all the requested updates. Digest emails are automatically generated and sent to the recipient's email address at approximately 3:00 AM/ET.

ADD USER ACCOUNTS

Create and manage an unlimited number of user accounts for your staff.

- Under your Account Profile, click **Account Settings.**
- Select User **Accounts.**
- Click the **Create New Clinician Account.**
- Create logins for staff members and assign appropriate permissions
- Review benefits (accountability, internal messaging via Message Center, enhanced security)
- **Click Save** after creating each clinician.