

# .decimal Direct User Guide

**Disclaimer:** This guide only encompasses the use of the .decimal Direct website. For guidance with other .decimal software please look to the “Help” tab in the Direct website or our [help site](#)

## Overview

decimal Direct is a web-based interface used to facilitate ordering and tracking of patient specific devices from .decimal, LLC.



Fig. 1: The .decimal Direct Landing Page

As such, the decimal Direct interface is designed with the customer in mind and provides:

- The ability to view the real time status of ordered parts as they go through the manufacturing process.
- A direct link to the shipping vendor tracking system allowing the user to track the shipment or parts.
- The ability to download order summary reports for ordered parts.
- Options for managing email order and shipment confirmations.
- An internet-based method of ordering standard shape medical devices for manufacturing by .decimal, LLC.

## Video Guides

The following guide videos are provided for a quick look at some basic decimal Direct features:

1. [decimal Direct Quick Look](#)
2. [.decimal Training Portal Videos](#)

## Step-By-Step Tutorials

The following links each provide detailed instructions for a specific decimal Direct feature:

1. [Logging in to .decimal Direct](#)
2. [Checking Order Status / Tracking an Order](#)
3. [Ordering a Standard Electron Cutout](#)
4. [Product Shipping Estimate Calculator](#)
5. [Setting User Preferences](#)

## Site / User Management

The following links each provide detailed instructions for using the decimal Direct Site Management features:

1. [Site Management](#)

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## How do I access decimal Direct?

If you are a returning user and cannot remember your username or password, we recommend first trying to request your username and/or reset your password:

- Open the [direct.dotdecimal.com](http://direct.dotdecimal.com) website.
- Click the Login button.
- To request your username, click the “Forgot username?” link on this page.
  - A new page will load asking you to enter your email address, do this and click next.
  - An email with your username will sent to the provided email address if that address is associated with a valid .decimal user account.
- To reset your password, enter the email address associated with your account on the initial login screen and click Next.
  - Once the new authentication screen appears, click the “Forget or reset password?” link and follow the instructions to update your password.

If you do not receive the username or password reset email or you are a first time user, and have not

been assigned a user name and password please contact .decimal's Customer Support staff at 1-800-255-1613 for further assistance.

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## Ordering Patient Specific Devices

The process for placing an order with a patient's custom files is through the p.d software. On rare occasions, it may be necessary to load .dec files that were created by the p.d software based on a patient's files. This is usually done by .decimal personnel.

If it becomes necessary to upload a patient's .dec files to complete an order, full instructions for uploading the patient's files and placing the order can be found [here](#), along with a list of possible error codes.

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## Technical Info

### Direct Version History

- [decimal Direct Release Notes](#)

### Supported Devices & Browsers

The following devices are compatible for using .decimal Direct:

1. Windows Computers (recommended)
2. Apple Computers
3. Apple iPad
4. Apple iPhone\*
5. Android Phone\*

*\*Some functionality may be limited on these devices. Using the device in landscape mode will provide the best user experience.*

The following web browsers are **supported and recommended** for using .decimal Direct:

1. Google Chrome
2. Mozilla Firefox
3. Microsoft Edge
4. Apple Safari

The following web browsers are not supported due to missing features and security issues:

1. Internet Explorer (any version)

## Required Browser Settings:

1. Javascript must be enabled.

## Troubleshooting

Common issues that users may encounter and ways to resolve the issue.

### Ordering Issues

Ordering Issues	
Unable to Upload a File	<p>If you are having trouble uploading a file to the Direct Holding Queue please step through the following troubleshooting steps:</p> <ol style="list-style-type: none"><li>1. Check your browser settings to make sure javascript is enabled.</li><li>2. Try changing the browser you're using (e.g.: use Microsoft Edge instead of Chrome). If after trying the above troubleshooting steps you are unable to resolve your issue, please contact .decimal Customer Support at customersupport@dotdecimal.com or 1-800-255-1613.</li></ol>

### Site Management Issues

Site Management Issues	
Users not receiving account invitation email	IT security protocols may include filters that block invitation emails. Please ensure the domain dotdecimal.com is added as an allowed sender to bypass your spam/inbox filtering rules.

## Terms and Conditions

- [decimal Direct Terms and Conditions](#)

## Processing Agreement

- [decimal Direct Processing Agreement](#)

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