

# .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.

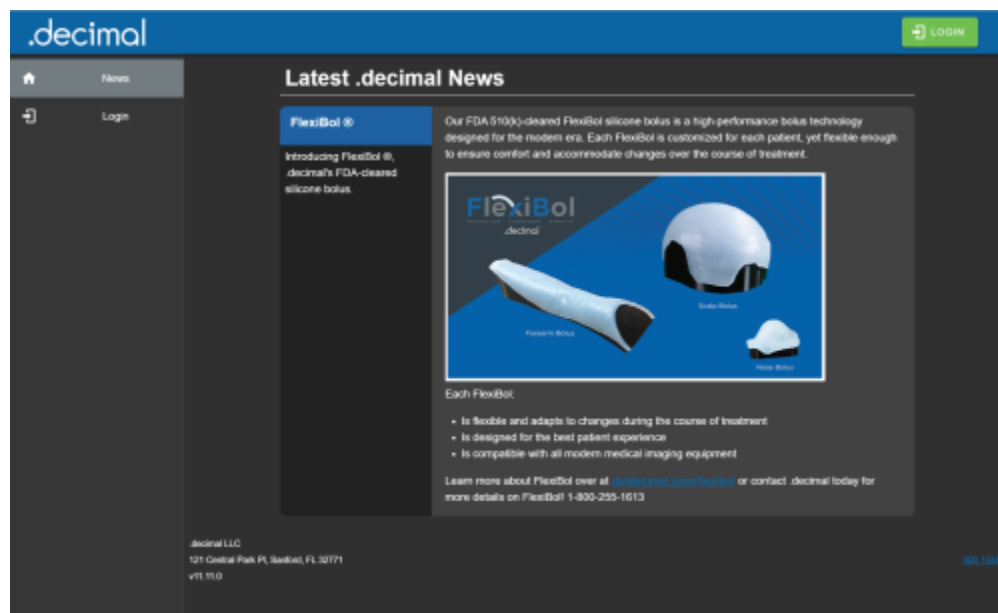


Fig. 1: The .decimal Landing Page

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

- An internet-based method of ordering patient-specific medical devices for manufacturing by .decimal, LLC.
- 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.

## 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](#)

## Direct Version History

- [decimal Direct Release Notes](#)
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## How do I access decimal Direct?

If you are a first time user, and have not been assigned a user name and password or you have forgotten your user name and password, please contact .decimal's Customer Support staff at 1-800-255-1613.

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## Ordering Patient Specific Devices

The process for sending 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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## Managing Site Preferences

If you are the Site Administrator you will see an additional tab on the side bar of Direct labeled **“Manage”**.

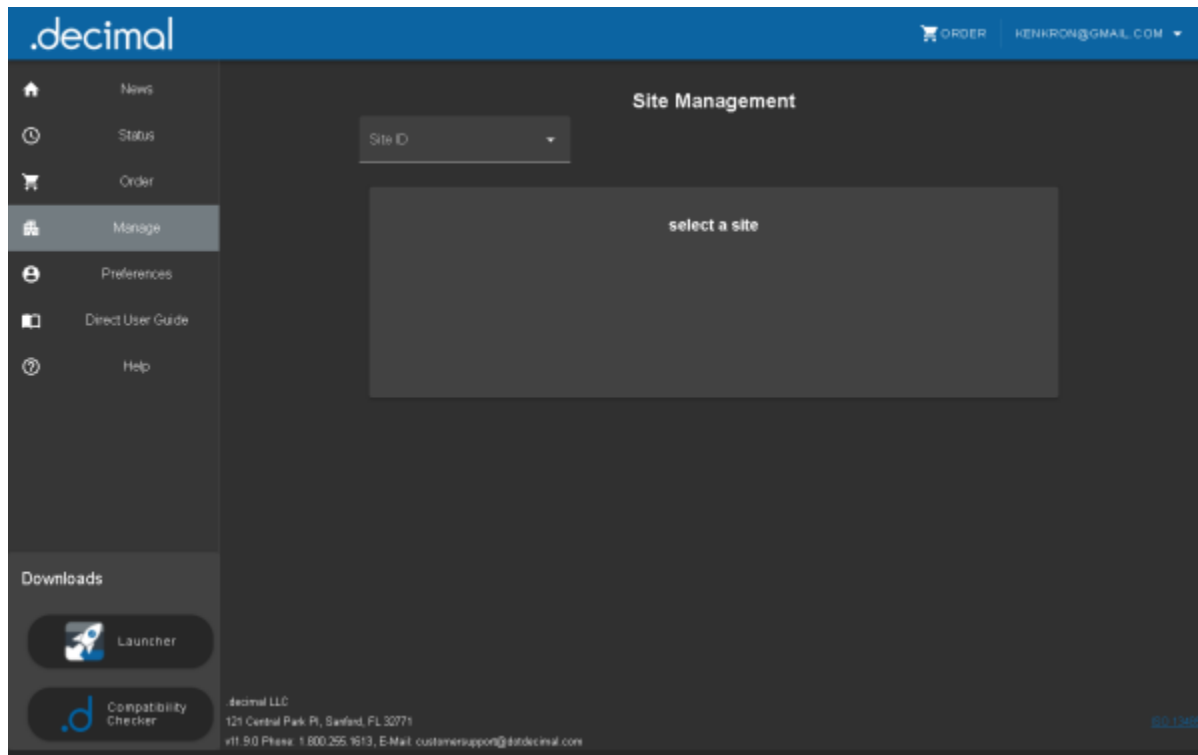
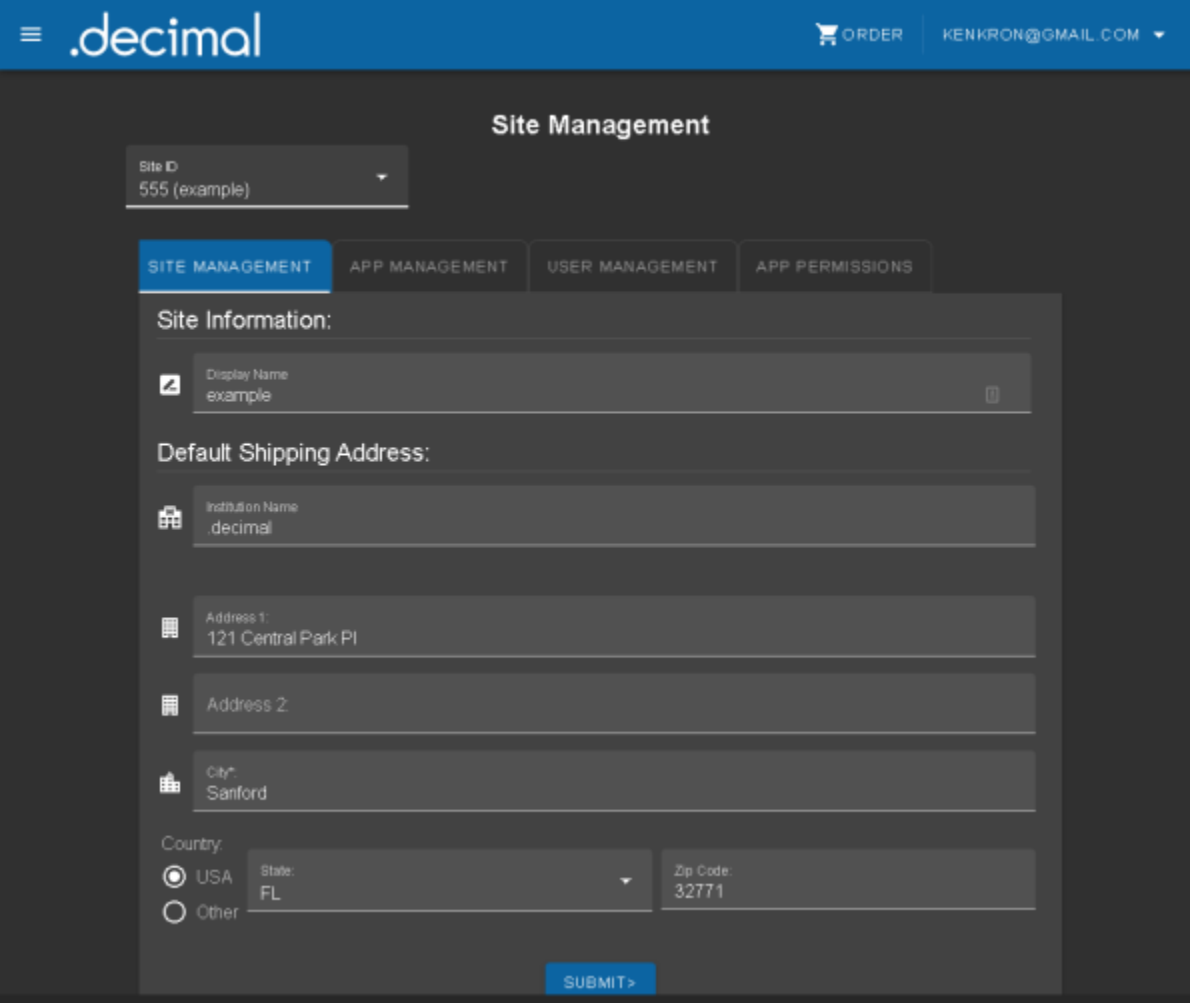


Fig. ##: Manage Tab

This page allows you a few options for managing your site that would previously require the assistance of .decimal support staff.

## Changing Site Information

Once you select your site from the dropdown, you will see a list the display name and default shipping information for your site. The display name will change how the site is shown on direct.



The screenshot shows the .decimal Site Management interface. At the top, there is a blue header with the .decimal logo, an ORDER button, and a user email KENKRON@GMAIL.COM. Below the header, the title "Site Management" is centered. A dropdown menu for "Site ID" is set to "555 (example)". There are four tabs: "SITE MANAGEMENT" (active), "APP MANAGEMENT", "USER MANAGEMENT", and "APP PERMISSIONS". The "Site Information:" section contains several input fields: "Display Name" (example), "Default Shipping Address:" with sub-fields for "Institution Name" (decimal), "Address 1" (121 Central Park Pl), "Address 2", "City" (Sanford), "Country" (USA selected), "State" (FL), and "Zip Code" (32771). A "SUBMIT >" button is at the bottom.

Fig. ##: Site Information tab

## Changing Application Versions

Once you select your site from the dropdown, you will see a list of all the applications available for that site. You will be able to see your currently selected version of each app and be able to update it using the drop down.

**NOTE:** *Updating this value makes the change for all users in your site. The next time they launch the app through the .decimal Launcher it will download the selected version for them.*

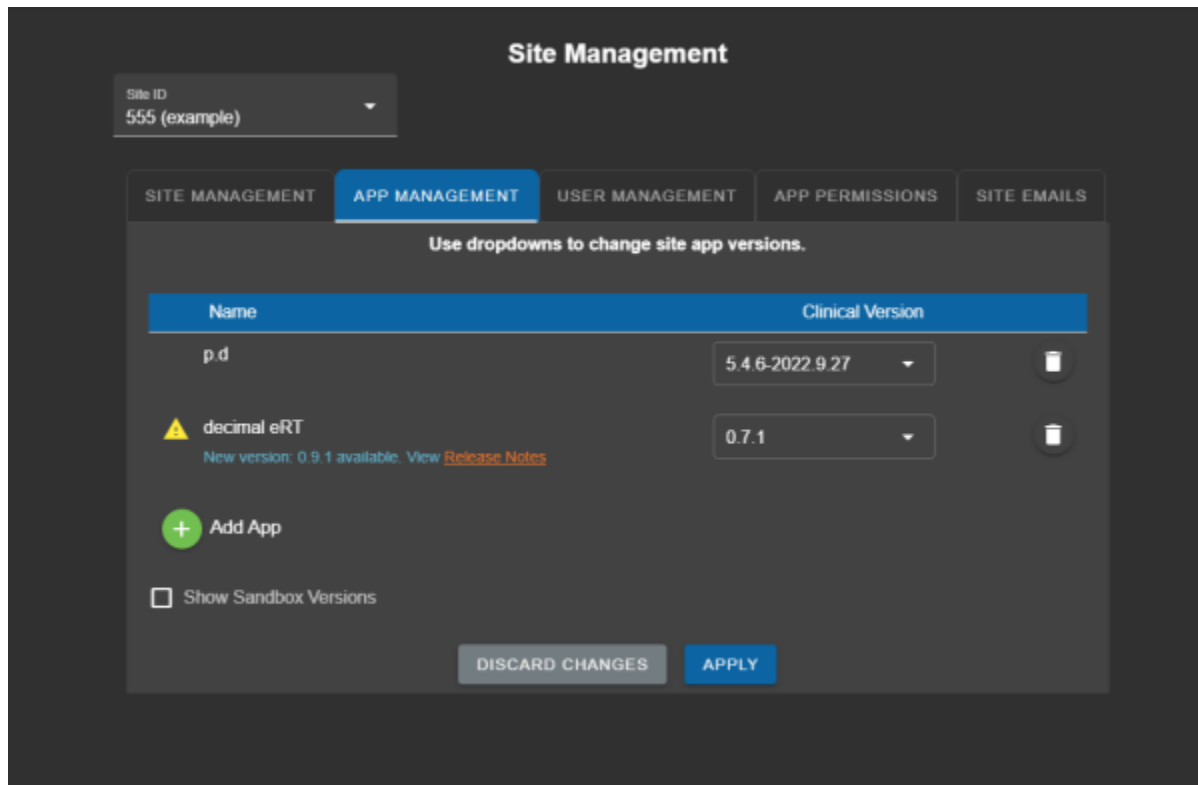


Fig. ##: Manage Apps Without Sandbox mode

If you wish to use sandbox versions for your apps, you must select the “**Show Sandbox Versions**” check box. Doing so will display a similar list of apps and versions for the sandbox environment.

NOTE: Updating this value functions the same as the clinical version, as described above.

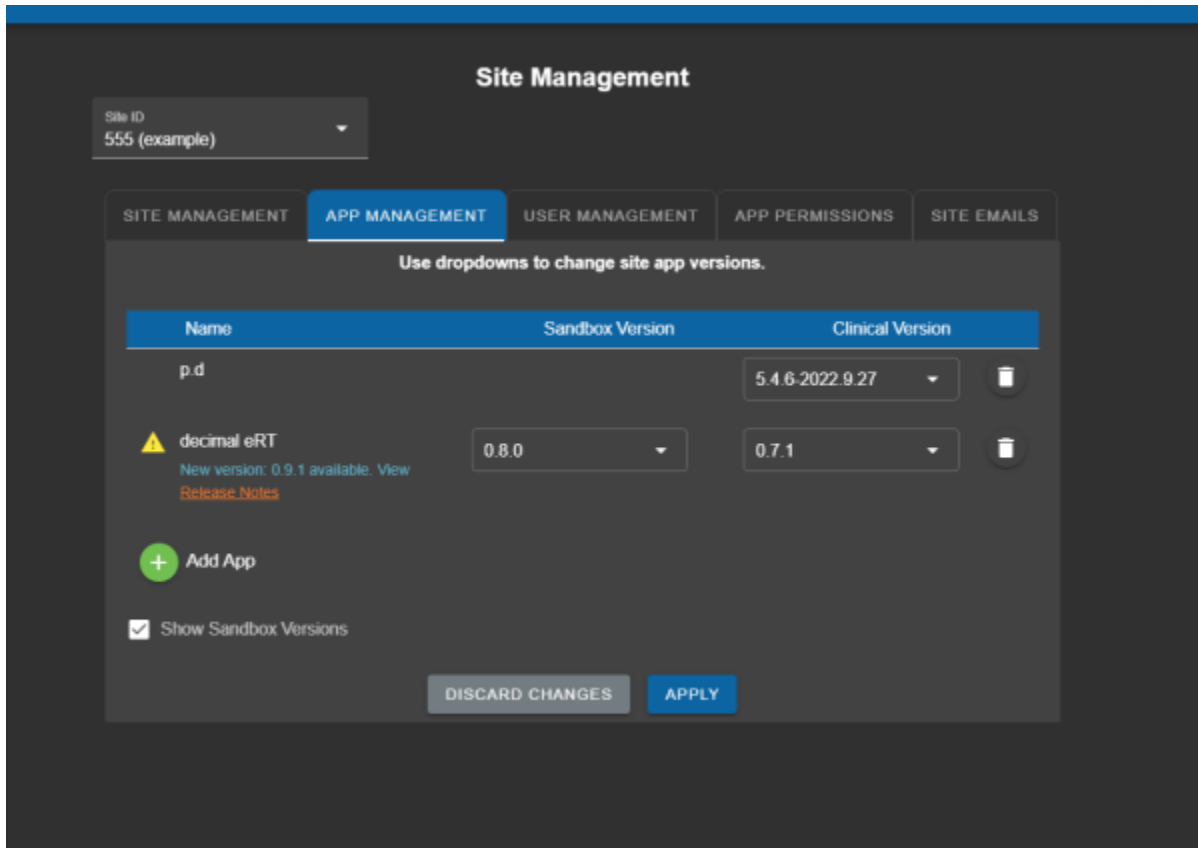


Fig. ##: Manage Apps with Sandbox mode

## Managing users on your site

If you select the “**Users**” tab on this page you will be taken to the user list for this site. The users information is displayed, along with a checkmark or x in a circle indicating whether they have multifactor authentication enabled. Here you can see, edit, add, and remove users for the selected site. If extra security is necessary, the “**Require MFA**” switch may be enabled, requiring all members of the site to log in with Multi-Factor Authentication.

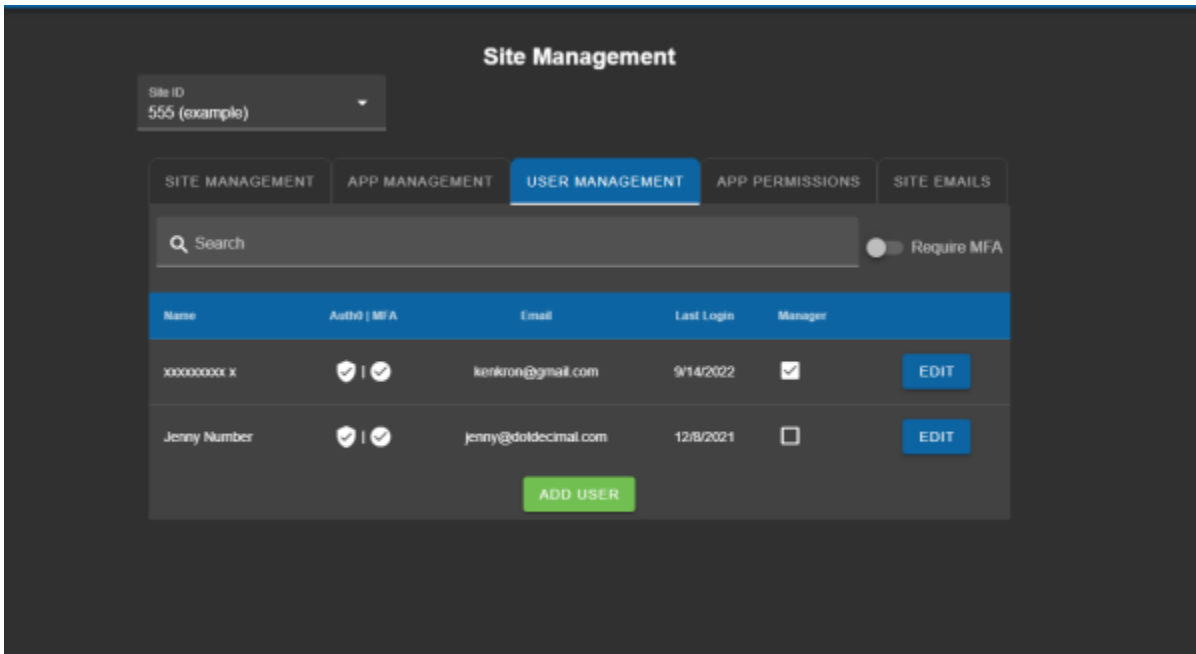


Fig. ##: Manage Users

### Inviting users to your site

In order to add a new user to your site simply hit the “**ADD USER**” button and you will be prompted to enter the email of the user you wish to add. If the user is an existing decimal User then they will simply be added to your site along with any sites they currently belong too.

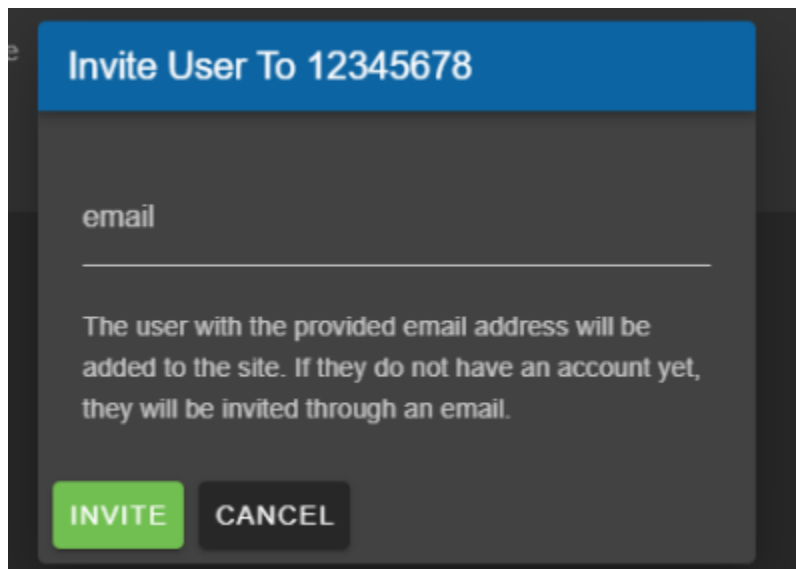


Fig. ##: User Invite

If the email that has been entered does not belong to an existing decimal user a new one will need to be created before being added to your site. Direct will prompt you to enter the following fields for the new user:

1. First Name

2. Last Name
3. Phone Number

These fields are required for all new users and you will be unable to continue adding the new user until they are filled out.

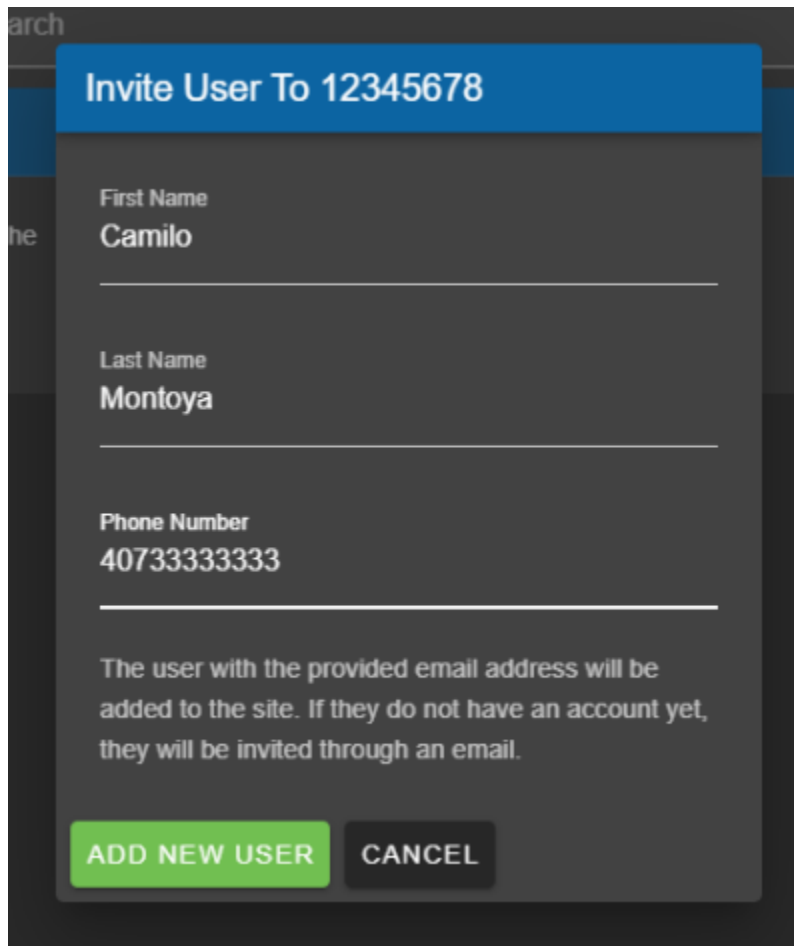


**NOTE:** *Site managers should only invite and add users to their .decimal site for employees of their treatment facility that intended to use .decimal software. This limits the number of user that potentially have access to order history data and .decimal applications that may contain patient data. Abusing the user invitation system is a violation of the .decimal Terms of Service and could result in account suspension.*

Newly invited users will be sent an invitation email. If the email needs to be resent for any reason, the invitation can be reset from the edit user dialog. If users are not receiving the email invitation:

1. Ensure the email address for the user is correct
2. Ensure the email is not being sent to the user's spam folder
3. Refer to the [Site Management Troubleshooting](#) guide for users not receiving decimal direct email invitations





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### Invite User To 12345678

First Name  
Camilo

Last Name  
Montoya

Phone Number  
4073333333

The user with the provided email address will be added to the site. If they do not have an account yet, they will be invited through an email.

ADD NEW USER CANCEL

Fig. ##: User Invite

## Editing existing users in your site

You can also use this page to manage your existing users, for example if you wish to update the user information for any of your users you can simply select the **“Edit”** option for that user. You will see the fields you are available to update for this user displayed, and when you are finished updating the user simply **“save”** your changes and you will be taken back to the manage page.

## User Permission Levels

You can also edit the permissions granted to this user from the following options:

- **Elevated:** The highest level of user permissions, generally allows for managing machines, site configurations, access to sandbox versions, plan approvals etc...
- **General:** The lowest level and most commonly used of the user permissions allows for standard usage of .decimal applications.

More app specific definitions of what these permissions mean can be found in the application's help documents:

- **p.d:** Refer to the local p.d client user guide installed with your application.

- **decimal Electron RT:** [ElectronRT user guide](#)
- **decimal Launcher:** [Launcher user guide](#)
- **decimal3D:** [decimal3D user guide](#)

**NOTE:** Users can only have one level of permission granted to them at one time.

Newly invited users will be sent an invitation email. If the email needs to be resent for any reason, the invitation can be reset from the edit user dialog.

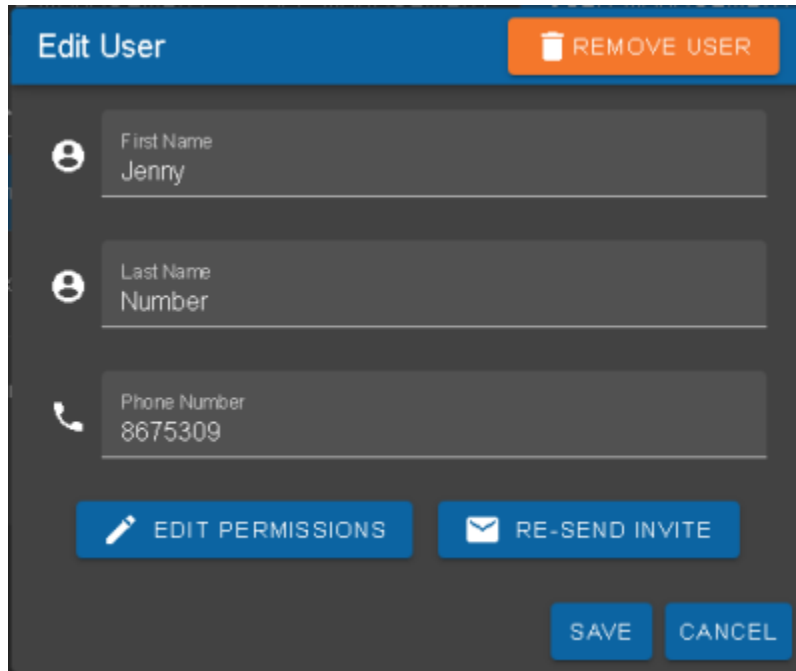


Fig. ##: Edit User

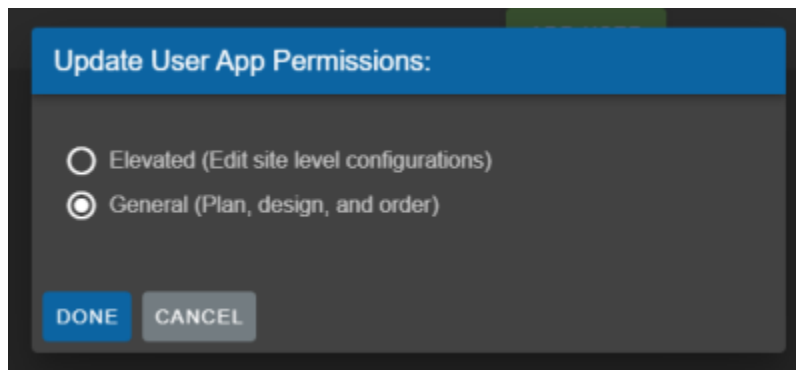


Fig. ##: User Invite

## Removing users from your site

Additionally if you no longer wish to have a particular user in this site selecting the “**Remove User**” option when editing will remove that user from the site.

**NOTE:** You are unable to remove site owners, you must demote them to a normal user first. Also this will NOT affect any of the user's other sites or remove them as a decimal user they will simply no longer be a

part of your site.

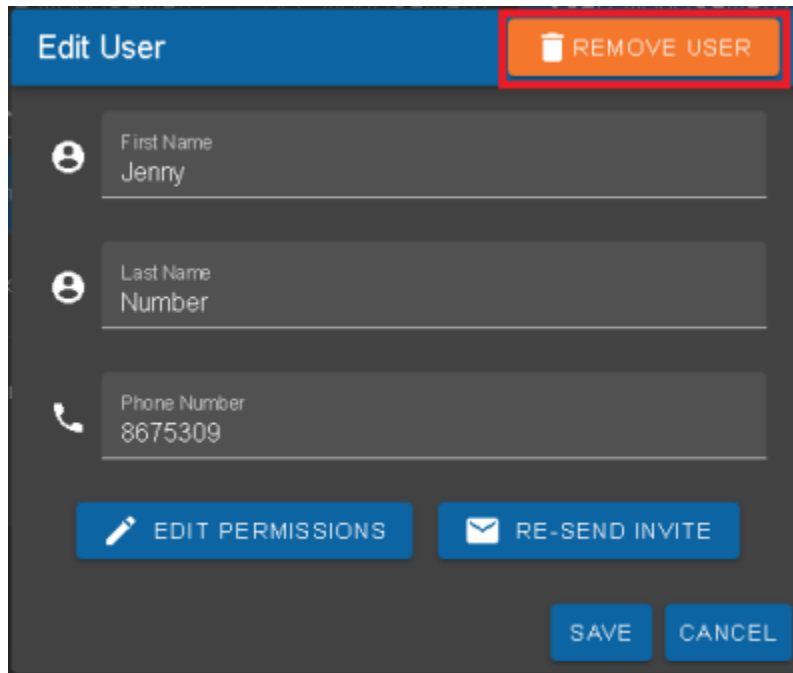


Fig. ##: User Removal

### Promoting/demoting site managers

Finally, you are also able to promote other users to be site owners and they will be granted all the same rights to manage apps, invite/edit users, and any other permission tied to site ownership. As a site owner all you have to do to promote another user is to check the “**Manager**” checkbox by that user's name.

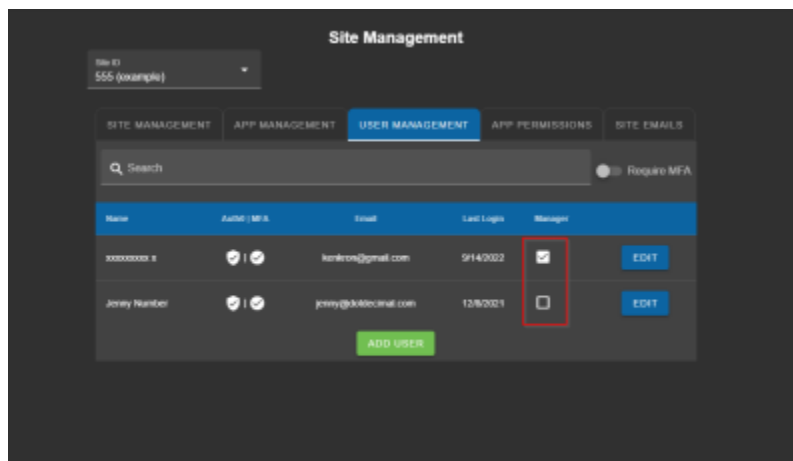


Fig. ##: User Invite

Direct will provide you with a confirmation message and once that is approved that user will be a site owner as well. If you wish to demote a site owner you just simply un-check the box and confirm the removal of this user's owner rights.

**NOTE:** You may not demote the last remaining owner this way.

## App Specific Permissions

Some .decimal applications have permissions that can be changed, either site wide for all users, or on a single user-by-user basis. These permissions can be seen in the “**App Permissions**” tab. Site wide permissions are shown at the top, and user permissions are underneath. Clicking on a user will show or hide the permissions applied to them. The checkbox to the right indicates whether a permission is enabled. Permissions noted as “\*managed by .decimal” can not be changed by users and must be changed by .decimal staff (e.g.: this is a separate purchased license).

The .decimal Applications with app specific permissions include:

- **p.d:**
  - For p.d's available application permissions please refer to the p.d user guide installed with your p.d software for your specific version of p.d. Note: the available permissions are also dependent on the application version of p.d you are using.
- **decimal eRT:**
  - eRT's application permissions can be found on the [Account Permissions user guide page](#). Note: the available permissions are also dependent on the application version of decimal eRT you are using.

An example of the application permissions are shown below (note, these permissions may differ from what you see in Direct and have available in your local version of your applications).

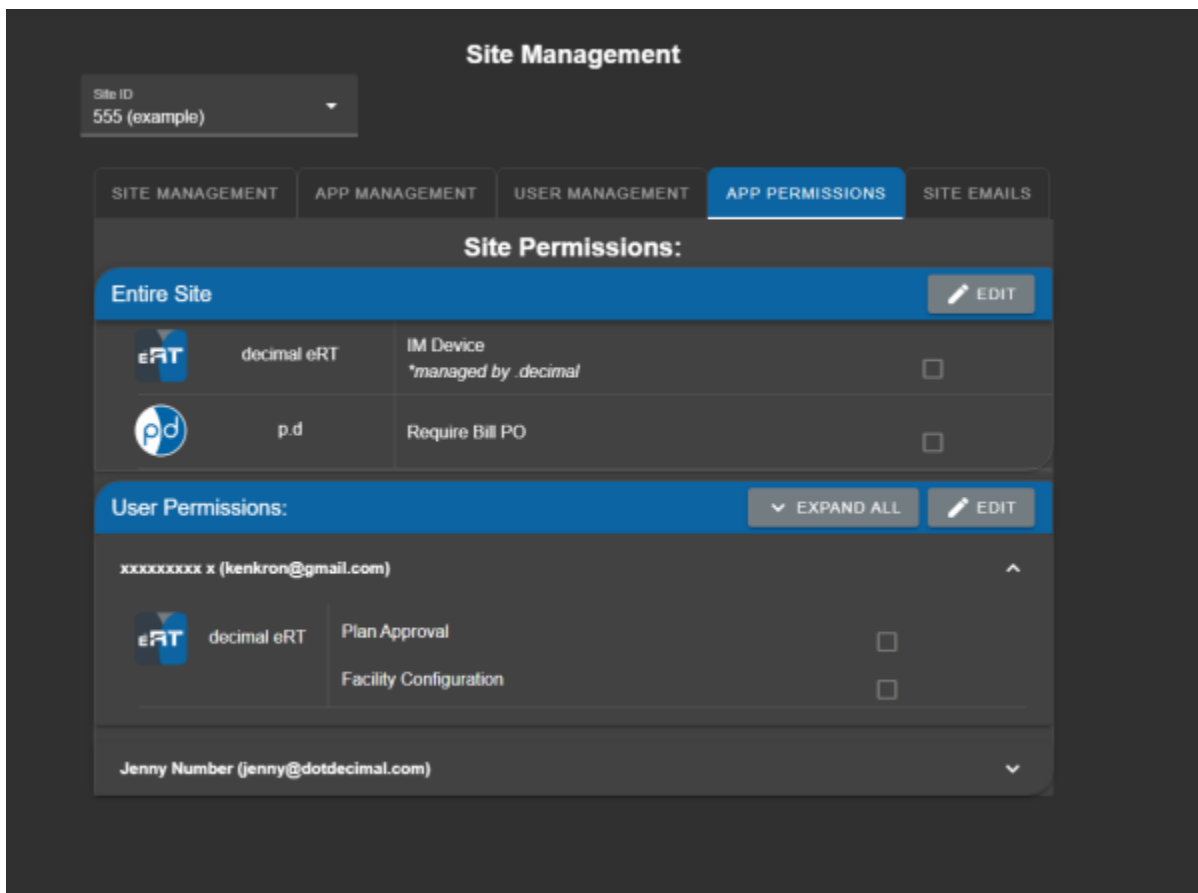


Fig. ##: App permissions

To modify the permissions, click the edit button. This will allow the permission boxes to be checked and unchecked, with the exception of permissions managed by .decimal. Remember to click **“Save”** when your changes are complete, or **“Cancel”** to discard them.

## Site Wide Email Notifications

While each individual user can manage their own email notification settings as described in the section above, as a site manager you can also control a secondary list of email addresses to receive notifications regardless of which user in your site orders a part.

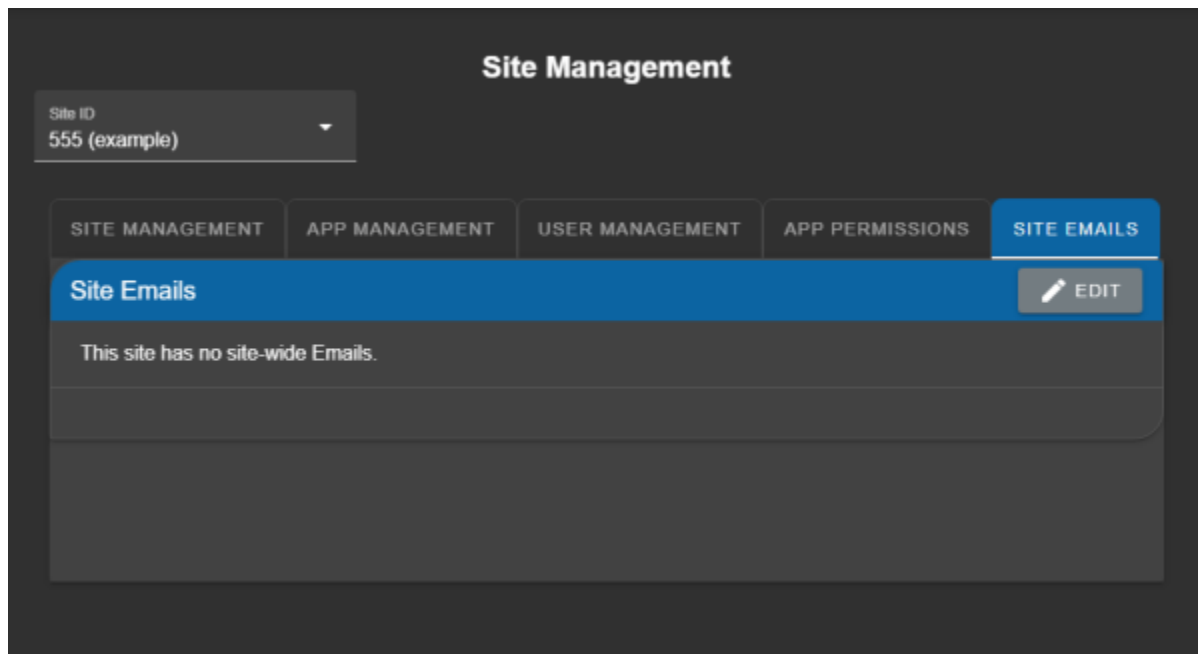


Fig. ##: Site Wide Emails

As stated a user's personal email settings still apply regardless of what is listed here when they order a part. Meaning, if the Site Emails list is empty but they choose to receive email notifications when their part ships then they will still receive their desired email.

If you wish to edit this list simply press the “Edit” button and this will open the editing interface.

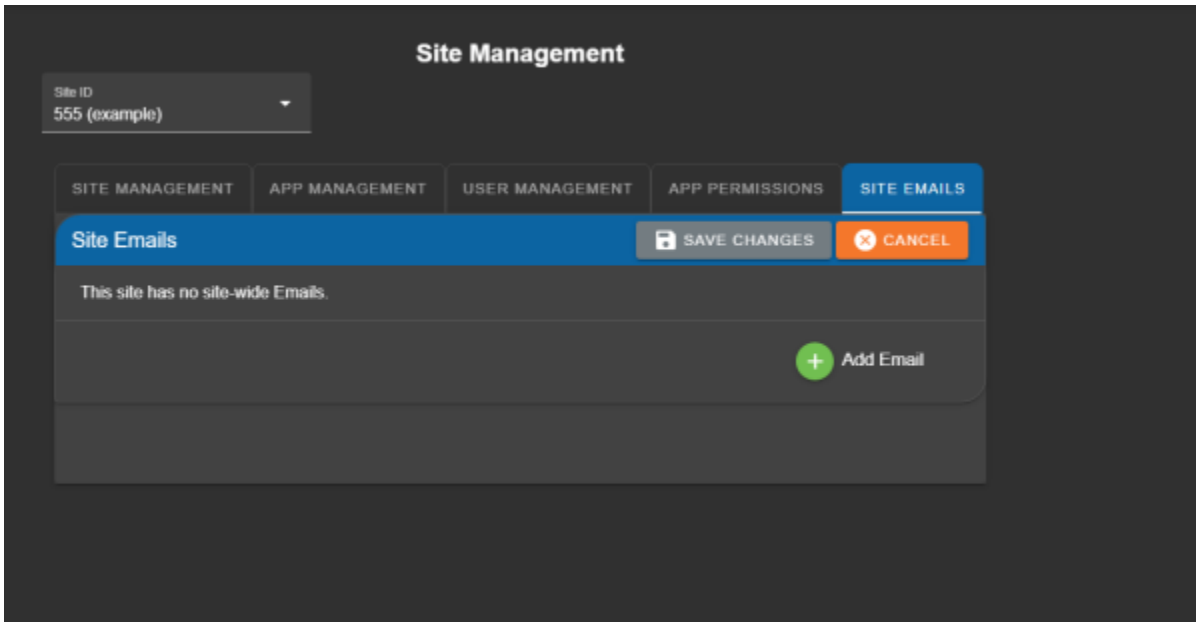


Fig. ##: Editing Site Wide Emails

Pressing the plus icon labeled “Add Email” will allow you to add any number of emails to this list. When adding a new email to the list you will see the following:

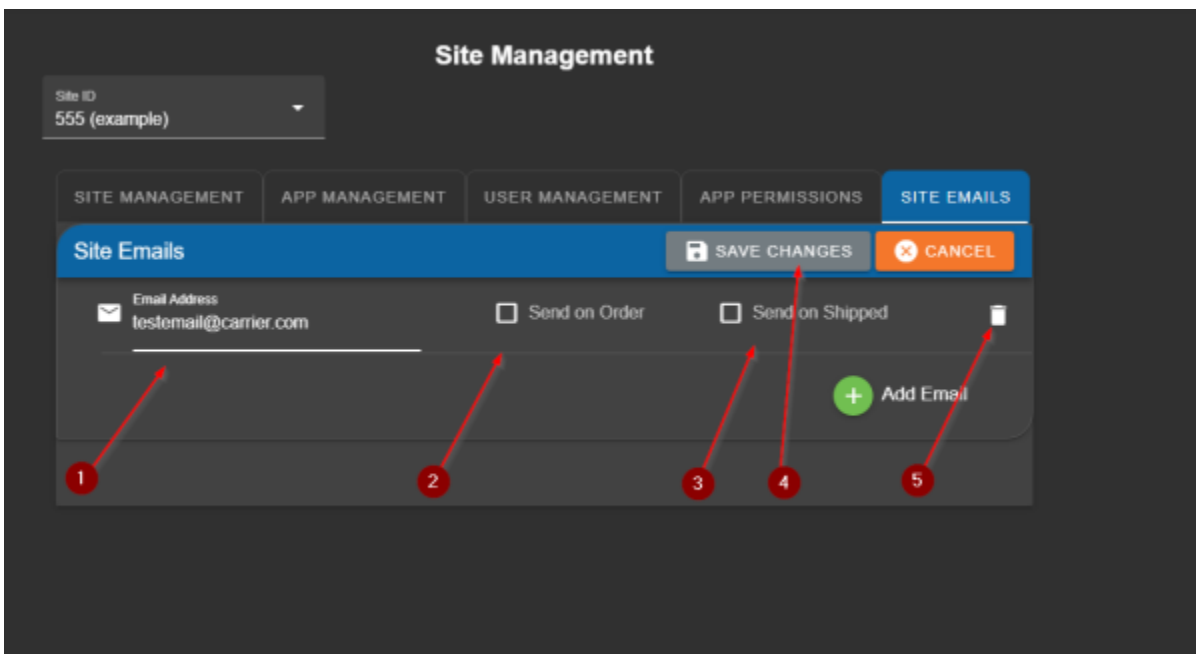


Fig. ##: Site Wide Emails

1. Email Address textbox: where you can enter the email address you will be adding
2. “Send on Order” Check box: If checked this email address will receive a notification when any user in your site submits an order for a part.
3. “Send on Shipped” Check box: If checked this email address will receive a notification when a part that was ordered by a user in your site gets shipped from our facility
4. “Save changes” button: Saves all the emails and their settings then disables the editing interface.
5. “Delete” icon: Removes this email from the list

## Technical Info

### Supported Devices & Browsers

The following devices are compatible for using .decimal Direct:

Windows/Apple Computers (recommended)

1. Apple iPad
2. Apple iPhone\*
3. Android Phone\*

*\*Some functionality may be limited on this device. 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 supported but **not recommended** due to compatibility issues:

1. Internet Explorer (11+)

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

1. Internet Explorer (10 and below)

### 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	If you are having trouble uploading a file to the Direct Holding Queue please step through the following troubleshooting steps: 1. Check your browser settings to make sure javascript is enabled. 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.

## 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](#)

USR-018

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