

# .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.

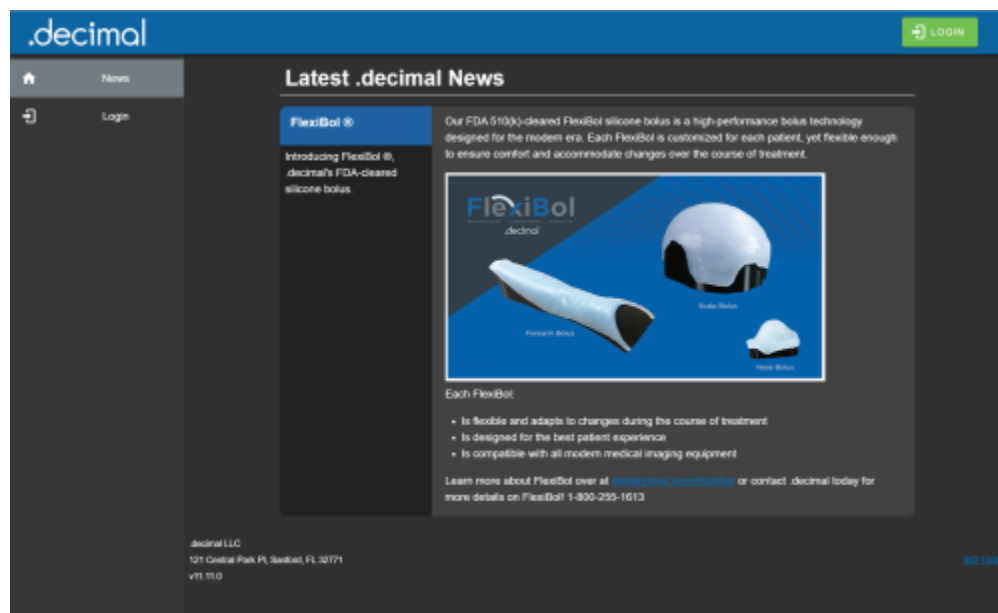


Fig. 1: The .decimal Landing Page

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](#)

## Site / User Management

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

1. [Site Management](#)

## 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 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.

# 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.
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## 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).</li></ol> <p>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.</p>

## Site Management Issues

Site Management Issues	
Users not receiving account invitation email	<p>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.</p>

## Terms and Conditions

- [decimal Direct Terms and Conditions](#)

## Processing Agreement

- [decimal Direct Processing Agreement](#)

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