

Straumann® CARES® Solutions for Dental Labs

Services: Scan & Shape

1 General information

1.1 Straumann® CARES® Scan & Shape

CARES® Scan & Shape lets you benefit from the knowledge and experience of a highly trained team of CAD/CAM dental experts to provide a tailored design service. The concept is designed to ensure the best possible fit of the final restorations. You can now order via Scan & Shape: customized abutments, CARES® Screw-retained Bars and Bridges (SRBB), CARES® X-Stream™ Restorative Options and tooth-borne restorations*.

Whether you're expanding your business or you have an existing staff member out for an extended period of time, we're open 24/7 so you don't have to be.

Ordering process

- The CARES® Scan & Shape online ordering platform provides a one-stop-shop for all your customized prosthetics.
- Send digital files using our open STL-Files upload** service.
- Traditional workflow options – send us your master cast and/or wax-up model**.

Premium Straumann® Service

- Custom-made abutment design
- Straumann® Original connection
- Straumann precision fit between implant and abutment

Compatible Solutions – etkon® iDent***

- Provides a streamlined “one-stop shop” and an efficient digital workflow.
- Benefit from Straumann CARES Scan & Shape services for customized abutments and etkon® X-Stream™ single restoration for all major implant platforms*.

* Not all products available in all countries.

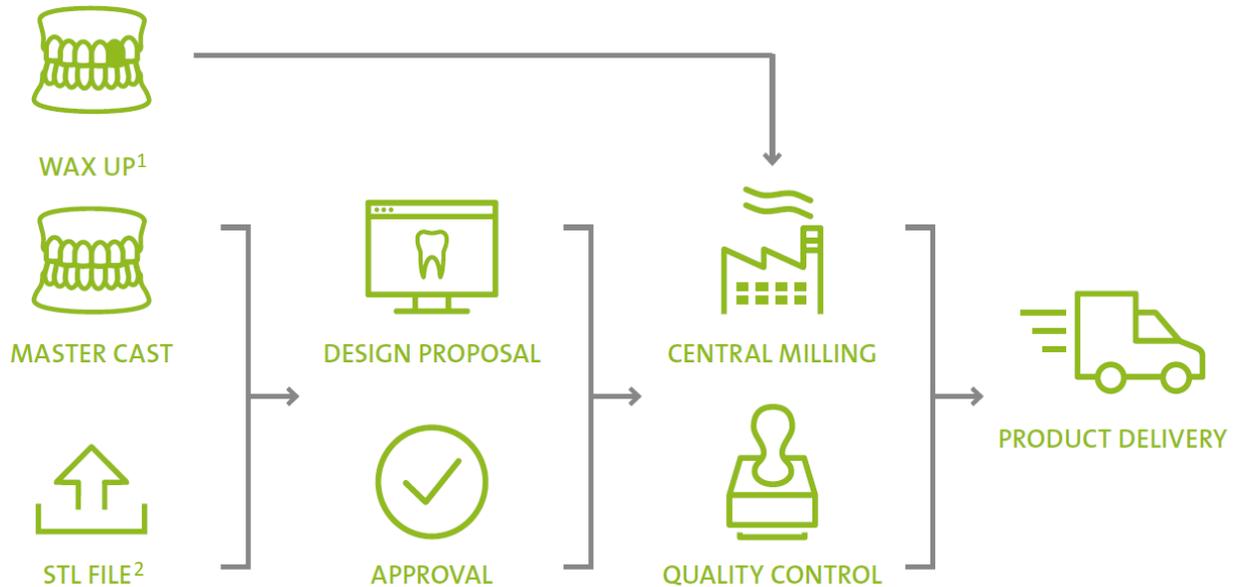
** STL File upload option and model workflow may vary from country to country. Not all products are available through wax up workflow. Please contact your local sales representative for a detailed overview of the available workflows and products.

*** etkon® iDent is not available in all countries. Please contact your local sales representative for a detailed overview of available products.

Scan & Shape: Workflow

The Straumann® CARES® Scan & Shape Online Platform

Send your files digitally or traditionally.



¹ Not all products are available through wax up workflow

² STL file upload option availability may vary from country to country

1. Sign Up For Scan & Shape

1. Click on CARES® Scan & Shape in the menu bar

2. To start your registration, click on the log in tab.

eShop SelfService CARES® Scan & Shape Contact Us/ Support Log On/Register

Choose the easy way.
Make use of our design service.

An online ordering platform that delivers peace of mind.
From traditional to digital workflows.

Straumann® CARES® Scan & Shape lets you benefit from the knowledge and experience of a highly trained team of CAD/CAM dental experts to provide a tailored design service. Whether you are new to digital workflows or are experienced in this field, we can meet your needs and provide you with the high quality and precision Straumann is renowned for.

COST-EFFECTIVE	EFFICIENCY	PRECISION
The Straumann® CARES® Scan & Shape service provides you with the ability to deliver perfect-fit components without having to invest in new technology. Straumann® CARES® Scan & Shape provides all the benefits of CAD/CAM technology with zero investment in equipment and related training.	Benefit immediately from our digital design, high-speed cutting and milling services. This lets you focus on growing your business and expanding your customer base while we provide an efficient solution to meet your needs.	With more than 60 years of experience and research in the field of restorative dentistry, Straumann offers you peace of mind by delivering high-precision, customized restorations. Our centralized milling centers deliver consistent, high-quality prosthetic solutions.

1. Sign Up For Scan & Shape

eShop Self Service CARES® Scan & Shape Contact Us/ Support  Log On/Register

 simply doing more

Welcome to the customer portal Straumann USA

Logon I am a registered user I am a new user

Please register.

You can only register for the Straumann customer portal of your country. Are you on the registration page of your country?
If not please choose [here](#) your country.

Register

3. New user:
Register as new
user to continue

eShop Self Service CARES® Scan & Shape Contact Us/ Support  Log On/Register

 simply doing more

Welcome to the customer portal Straumann USA

Logon I am a registered user I am a new user

Welcome back. Please log on.

User name / ID*

Password*

Log On

[Forgot your user name?](#)
[Forgot your password?](#)

Registered User:
Enter login here to
continue to portal

1. Sign Up For Scan & Shape

eShop Self Service CARES® Scan & Shape Contact Us/ Support Log On/Register

straumann
simply doing more

Contact form Straumann USA

Reason * Please create an eShop user
 Register as a CARES® Scan & Shape user

I have a Customer No

Customer name *

Title

First name *

Last name *

Profession *

Additional Name/Attention of

Bldg/Suite/Floor/Room

Street / House no. *

City *

State *

ZIP code *

National Provider Identifier *

Phone *

E-mail Address *

Message

Submit

4a. Select “ Register as Scan & Shape User” and fill out the mandatory fields and click “submit”

eShop Self Service CARES® Scan & Shape Contact Us/ Support Log On/Register

straumann
simply doing more

Contact form Straumann USA

Reason * Please create an eShop user
 Register as a CARES® Scan & Shape user

I have a Customer No

Customer no. *

Title

First name *

Last name *

Profession *

Phone

E-mail Address *

Message

Submit

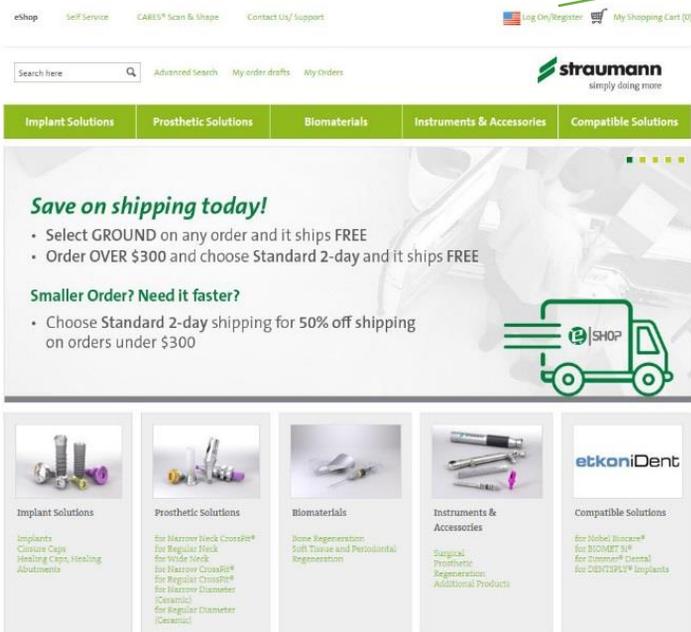
4b. New user with existing Straumann account #: Follow step 4a and additionally check the box “I have a customer #” to continue

1. Sign Up For Scan & Shape



Done

5. Your registration has been submitted and you will receive a email with your credentials shortly.
Click "Done" to continue.



5a. You will be re-directed to the main e-shop page.
Once you received your email continue by clicking on "Login"

1. Sign Up For Scan & Shape



Attention: make sure that the email address cust-service.usa@Straumann.com is not marked as Spam

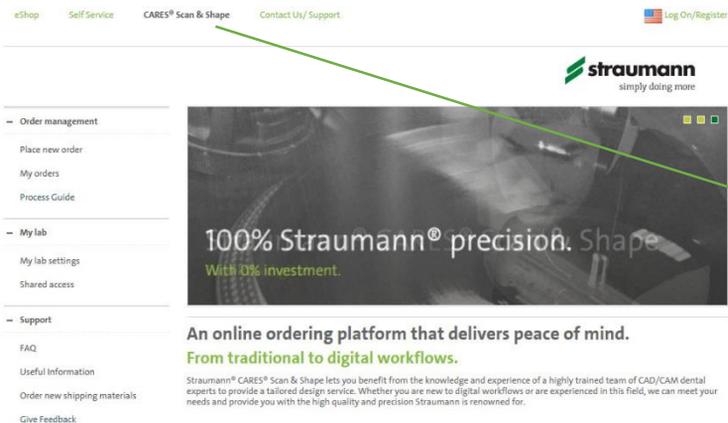
Dear customer,

Welcome to our online Service Portal! You have successfully registered for Straumann's online portal – saving you time and money, with our convenient online ordering and account management tools, available to you anytime.

Your logon information is as follows:
Your User ID is: [REDACTED]
Your Password is: [REDACTED]

For security purposes, we recommend that you logon on now at www.straumann.us/portal to change your password.

In the body of the email you will find your login and a temporary password, along with further instructions.



6. Continue where you left off in # 5a in your web browser and select CARES® Scan & Shape in the menu to log in

2. First Time Web portal Sign In

The screenshot shows the top navigation bar with links for eShop, Self Service, CARE3D Scan & Shape, and Contact Us/Support. The Straumann logo is prominently displayed. Below the logo, the text reads "Welcome to the customer portal Straumann USA". The login section includes a radio button selection for "I am a registered user" (selected) and "I am a new user". A "Welcome back. Please log on." message is followed by input fields for "User name / ID" (containing "1_283555") and "Password" (masked with asterisks). A "Log On" button is located below the fields. At the bottom left, there are links for "Forgot your user name?" and "Forgot your password?".

7. Enter the username and password, received in the email.

The screenshot shows the "Change Password" page. At the top, it says "Please change your Password." and "Change Password". Below this, there is a breadcrumb "Log On > Change Password". The "Change Password" section contains four input fields: "User Name" (with "1_283555" entered), "Current Password", "New Password", and "Confirm New Password", all masked with asterisks. A "Change Password" button is at the bottom left.

8. After the first time login the portal will ask you to set a personal password. Select a password and click on "Continue"

The screenshot shows the user is already logged in. The page title is "Welcome to the customer portal Straumann USA". The login section is visible with "I am a registered user" selected. A "WELCOME TO OUR CUSTOMER PORTAL" pop-up window is overlaid on the page. The pop-up contains the text: "You are using the services for the first time, please accept the following documents and conditions." Below this, there is a checkbox for "I have read and accepted the following documents" which is currently unchecked. A list of documents includes "General Terms and Conditions", "Terms of Use", and "Privacy Statement". An "Accept and continue" button is at the bottom of the pop-up.

9. A pop up window with links to terms & conditions will appear. Read the provided documentation, mark the checkbox "read and accept" and click on "Accept and Continue"

2. First Time Web portal Sign In

Account set up and initial log in process for the CARES® Scan & Shape Web Portal is complete. You now can customize your account settings and place orders via the web portal.

The screenshot shows the top navigation bar with links for eShop, Self Service, CARES® Scan & Shape, and Contact Us/Support. On the right, there is a user profile for Philipp S - Straumann Scan and Shape with a (Log Off) button and a phone number 40620301. The main header features the Straumann logo with the tagline 'simply doing more'. A large banner image of a control panel with the text 'Choose the easy way. Make use of our design service.' is displayed. Below the banner, a section titled 'An online ordering platform that delivers peace of mind. From traditional to digital workflows.' is followed by a paragraph describing the service. At the bottom, three green circular icons represent 'COST-EFFECTIVE' (piggy bank), 'EFFICIENCY' (clock), and 'PRECISION' (target).

eShop Self Service CARES® Scan & Shape Contact Us/Support

(Log Off)

Philipp S - Straumann Scan and Shape 40620301

straumann
simply doing more

— Order management

- Place new order
- My orders
- Process Guide

— My lab

- My lab settings
- Shared access

— Support

- FAQ
- Useful Information
- Order new shipping materials
- Give Feedback

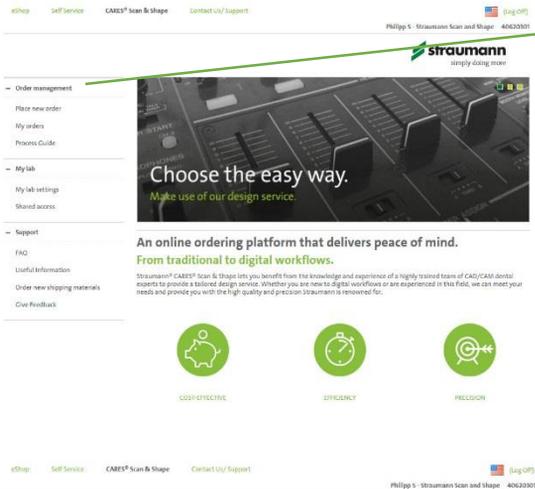
Choose the easy way.
Make use of our design service.

An online ordering platform that delivers peace of mind.
From traditional to digital workflows.

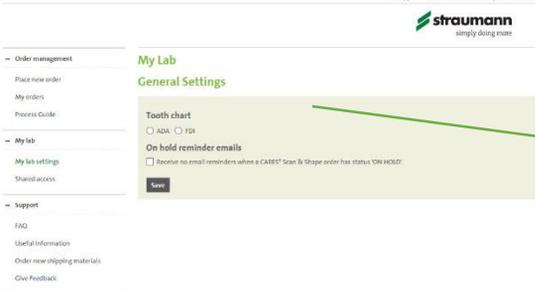
Straumann® CARES® Scan & Shape lets you benefit from the knowledge and experience of a highly trained team of CAD/CAM dental experts to provide a tailored design service. Whether you are new to digital workflows or are experienced in this field, we can meet your needs and provide you with the high quality and precision Straumann is renowned for.

COST-EFFECTIVE **EFFICIENCY** **PRECISION**

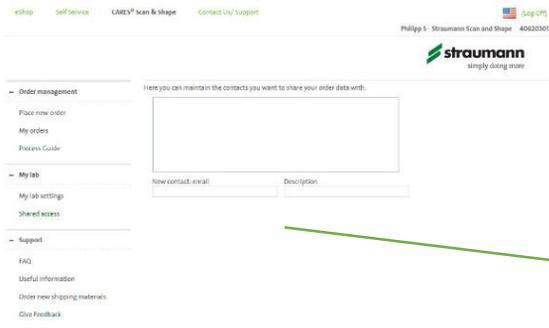
3. Web Portal Account Settings



10. Use the menu on the left side of the screen to customize your portal and set account settings

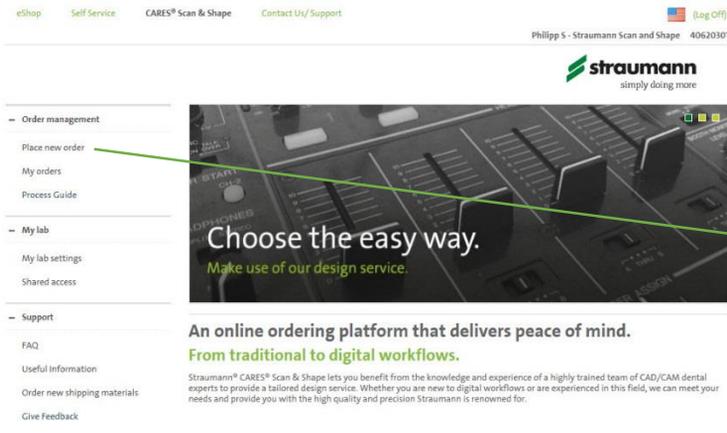


10a. My Lab Settings: Choose your preferred tooth chart – ADA or FDI



10b. My lab Settings: Shared Access, add contacts to your account

4. Order Process – STL Upload



12. To create an order, click on "Place New order"

13. Enter order reference data and select "From STL File" in field below.

4. Order Process – STL Upload

Place a new order

Order Creation

1 Creation — 2 Submission — 3 Confirmation

A Data

Patient Reference * Sam Sample
Prescribing Dentist Dr Shape
Prescribing Dentist's Postal Code * 00000

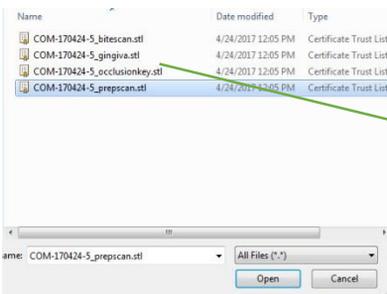
Restoration to be produced from
from STL File

Upper Jaw Browse...
Lower Jaw Browse...
Bite Registration Browse...
Diagnostic Waxup Browse...
Gingiva Scan Browse...

I will send additionally model for scanning

Upload

14. Click on the “browse’ button to start file selection on your hard drive.



15. Upload your open STL files according to the description on the left.

Place a new order

Order Creation

1 Creation — 2 Submission — 3 Confirmation

A Data

Patient Reference * Sam Sample
Prescribing Dentist Dr Shape
Prescribing Dentist's Postal Code * 00000

Restoration to be produced from
from STL File

Upper Jaw C:\Users\105708\Desktop\Phillip\CON... Browse...
Lower Jaw C:\Users\105708\Desktop\Phillip\CON... Browse...
Bite Registration C:\Users\105708\Desktop\Phillip\CON... Browse...
Diagnostic Waxup Browse...
Gingiva Scan C:\Users\105708\Desktop\Phillip\CON... Browse...

I will send additionally model for scanning

Upload

15. Click “Upload’ to transfer files to our system.
Note:
Depending on internet connection this can take up to 4 minutes. A maximum file size of 158MB is recommended.

4. Order Process – STL Upload

Place a new order
Order Creation

1 Creation — 2 Submission — 3 Confirmation

A Data

Patient Reference *
Sam Sample

Prescribing Dentist
Dr Shape

Prescribing Dentist's Postal Code *
00000

Restoration to be produced from
from STL File

Upper Jaw
COM-170424-5_gingiva.stl Remove

Lower Jaw
COM-170424-5_bitescan.stl Remove

Bite Registration
COM-170424-5_occlusionkey.stl Remove

Diagnostic Waxup
Browse...

Gingiva Scan
COM-170424-5_gingiva.stl Remove

I will send additionally model for scanning

Upload

16. When the upload is completed, file names will appear in green and a "Remove" button appears.

B Tooth Selector

I am creating CARES®

Customized Abutments

CARES® product
Please select

CARES® Customized Abutment Straumann®

CARES® Customized Abutments Straumann® aligned in parallel

Customized Abutment eikon® iBest

Additional Comments

Save As Draft Continue Order

17. Select your desired restoration in the drop down menu.

B Tooth Selector

I am creating CARES®

Customized Abutments

CARES® product
CARES® Customized Abutment Straumann®

Please click on the teeth in the chart, to select the positions where abutments are required.

Upper Jaw

Lower Jaw

18. Select the corresponding tooth numbers to continue the process, by clicking on the tooth chart. Selected teeth will be highlighted in green.

4. Order Process – STL Upload

The screenshot shows the 'Individual Tooth Data' form for 'Tooth 12'. The form is titled 'CARES® Customized Abutment Straumann®' and is categorized as 'Implant-borne Prosthesis'. It contains several dropdown menus and a checkbox:

- Abutment material: Titanium
- Abutment type: For cement-retained restoration
- Implant brand: Straumann
- Implant Platform: IC Bone Level
- Margin Position: 1.5 mm Subgingival
- Emergence Profile: Automatic Best Fit
- Anti-rotation / orientation groove?:

A 'Remove' button is located at the bottom left of the form.

19. Enter your order specific parameters.

This close-up shows the 'Margin Position' dropdown menu. The selected option is 'Free Form'. Other options include '(Please select)', '1.5 mm Subgingival', 'At Gingival Crest', and 'Free Form'. Below the dropdown, there are three input fields for 'distal', 'buccal', and 'lingual' positions, each followed by a 'mm' unit.

19a. Select the desired margin position. If you select “Free Form” you will be prompted to enter the desired sub-gingival position in mm.

This close-up shows the 'Emergence Profile' dropdown menu. The selected option is '(Please select)'. Other options include '(Please select)', 'Automatic Best Fit', 'Concave Profile', and 'Convex Profile'.

19b. Select your desired emergence profile. For detailed information please refer to NAMLIT 1078 “Basic Information”

4. Order Process – STL Upload

Place a new order

Order Submission

1 Creation — 2 Submission — 3 Confirmation

E Shipping information

From Straumann to you

Ship-to Address
Straumann Scan and Shape | 60 Minuteman Road | 01810 Andover | USA

Enter new ship-to address

Shipping and Delivery Options

Shipment options
ET 2nd day

F Invoice information

Bill-to party address
Straumann Scan and Shape | 60 Minuteman Road | 01810 Andover | USA

Pager address
Straumann Scan and Shape | 60 Minuteman Road | 01810 Andover | USA

G Shipping information

I want to share the 3D PDF image

20. Enter shipping and billing preferences.

I Terms and Conditions

- I accept and understand the recommendations and conditions when I send only an STL and do not send a model for scanning and fit checking to Straumann
- The order prescribed is made upon the authority of a licensed dentist.
- I acknowledge that Straumann will manufacture using only the exact specifications which I have provided and approved. Straumann is not liable for any subsequent modifications and remedies by me.
- If applicable, I have provided the wax-up of the abutment shape and this is the design I require. I understand that Straumann will scan this wax-up with no further modification, unless specifically approved by me. I know that the wax-up abutment will not be returned to me.
- If Straumann only receives STL-files (without the model) I acknowledge that Straumann disclaims any and all liability for the fit of the final prosthesis.
- I have read and understood Straumann's General Terms and Conditions located in the Straumann® CARES® Scan & Shape Process Guide.
- I have disinfected all materials prior to shipment to Straumann.
- I have properly packaged and shipped the materials in accordance with all State and Federal laws and regulations regarding the transportation of potentially biohazardous materials including Code of Federal Regulation Title 49 Part 173.
- I agree to the Terms & Conditions above.

[General Terms and Conditions](#)

20a. A pop up window with our terms and conditions will appear. Please check the two check marks on the left and click on “agree” to continue.

Place a new order

Confirmation

1 Creation — 2 Submission — 3 Confirmation

J Confirmation

Your order 8000021446 was successfully submitted

For wax-up orders, we scan your design in the wax-up and your customized abutment will be directly milled and shipped to you. In case there are any exceptions before we can produce your abutment, we will contact you for your approval.

Please follow these instructions to submit your case materials



1. Print your order ticket

[Download order ticket](#)

21. Your order has been submitted successfully. In order to retrieve the order confirmation and case # for your records click on the bar “Download Order Ticket”

5. Order Process – Model (SRBB)

Place a new order

Order Creation

1 Creation — 2 Submission — 3 Confirmation

A Data

Patient Reference *
Sam Sample

Prescribing Dentist
Dr Shape

Prescribing Dentist's Postal Code *
00000

Restoration to be produced from
(Please select)

From Model
From STL file
From Waxup

I am creating CARES®:
(Please select)

CARES® product
(Please select)

22. After completing the steps shown in 13 & 14, select “From Model” in the drop down menu.

Place a new order

Order Creation

1 Creation — 2 Submission — 3 Confirmation

A Data

Patient Reference *
Sam Sample

Prescribing Dentist
Dr Shape

Prescribing Dentist's Postal Code *
00000

Restoration to be produced from
(Please select)

From Model

B Tooth Selector

I am creating CARES®:
(Please select)

CARES® Screw-retained Bridges and Bars

CARES® product
(Please select)

CARES® Fixed Bars, for fixed prosthetics

Please click on the teeth in the chart, to select the positions where the implants are located.

Upper Jaw

Lower Jaw

Add

22a. Continue in the “Tooth Selector” section and select your desired restoration type and CARES® product.

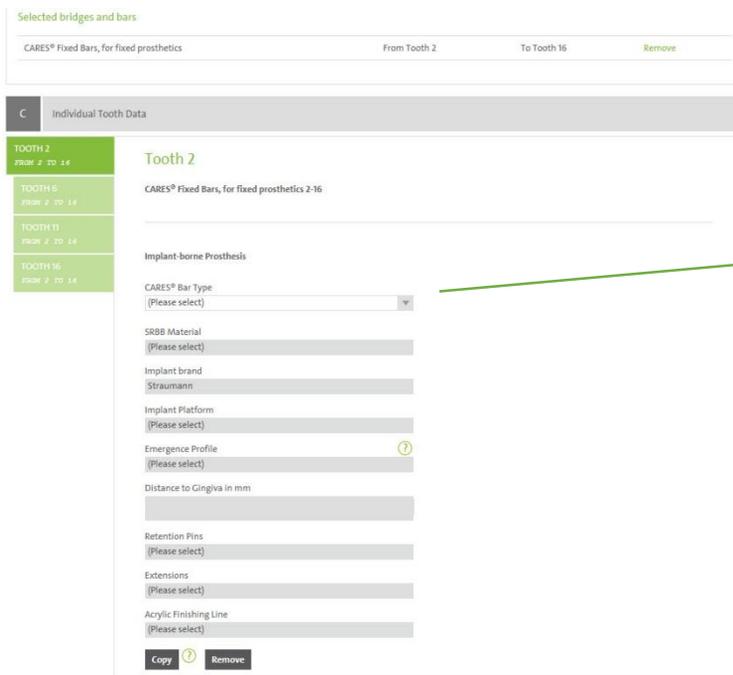
5. Order Process – Model (SRBB)



23. Start the SRBB design creation by selecting the respective tooth positions for the implant sites.

Note:

Implant sites will appear in dark green, connecting areas will appear in lime green.

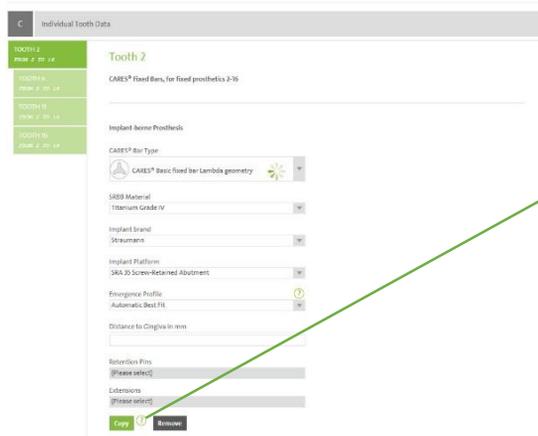


24. Enter the SRBB design parameters, according to the case needs. For SRBB's each implant site can be edited individually.

Note:

All fields have to be populated in order to proceed.

5. Order Process – Model (SRBB)

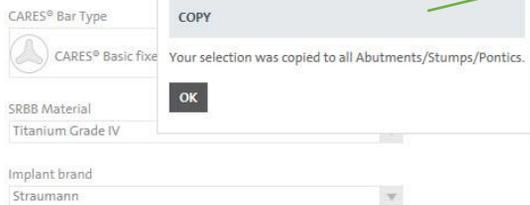


25. Copy Function:
The parameters entered in the first tooth # can be copied to all selected sites of the restoration to save time. These tooth positions can still be edited afterwards, if necessary.

Tooth 2

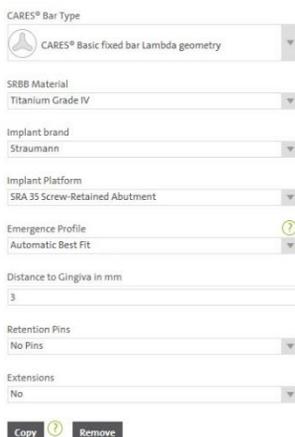
CARES® Fixed Bars, for fixed prosthetics 2-16

Implant-borne Prosthesis



25a. A pop up window will appear and confirm the operation.

Implant-borne Prosthesis



25b. Individual tooth numbers can now be edited, if necessary. It is recommended to check all sites for the correct implant platform and diameter.

5. Order Process – Model (SRBB)

Place a new order

Order Submission

1 Creation — 2 Submission — 3 Confirmation

E Shipping Information

From Straumann to you

Ship-to Address
Straumann Scan and Shape | 60 Minuteman Road | 01810 Andover | USA

Enter new ship-to address

Shipping and Delivery Options

Shipment options
ET 2nd day

F Invoice information

Bill-to party address
Straumann Scan and Shape | 60 Minuteman Road | 01810 Andover | USA

Payer address
Straumann Scan and Shape | 60 Minuteman Road | 01810 Andover | USA

G Sharing Information

I want to share the 3D PDF image

26. Continue by selecting shipping and billing preferences for this order.

I Terms and Conditions

I accept and understand the recommendations and conditions when I send only an STL and do not send a model for scanning and fit checking to Straumann

- The order prescribed is made upon the authority of a licensed dentist.
- I acknowledge that Straumann will manufacture using only the exact specifications which I have provided and approved. Straumann is not liable for any subsequent modifications and remakes by me.
- If applicable, I have provided the wax-up of the abutment shape and this is the design I require. I understand that Straumann will scan this wax-up with no further modification, unless specifically approved by me. I know that the wax-up abutment will not be returned to me.
- If Straumann only receives STL-files (without the model) I acknowledge that Straumann disclaims any and all liability for the fit of the final prosthesis.
- I have read and understood Straumann's General Terms and Conditions located in the Straumann® CARES® Scan & Shape Process Guide.
- I have disinfected all materials prior to shipment to Straumann.
- I have properly packaged and shipped the materials in accordance with all State and Federal laws and regulations regarding the transportation of potentially biohazardous materials including Code of Federal Regulation Title 49 Part 173.

I agree to the Terms & Conditions above.

[General Terms and Conditions](#)

26a. A pop up window with our terms and conditions will appear. Please check the two check marks on the left and click on “agree” to continue.

Place a new order

Confirmation

1 Creation — 2 Submission — 3 Confirmation

J Confirmation

Your order 8000021444 was successfully submitted

For wax-up orders, we scan your design in the wax-up and your customized abutment will be directly milled and shipped to you. In case there are any exceptions before we can produce your abutment, we will contact you for your approval.

Please follow these instructions to submit your case materials

1. Print your order ticket
[Download order ticket](#)

2. Pack your box
[Packing Instructions](#)

3. Arrange the pick-up service
[Further information](#)

27. Your order has been submitted successfully. In order to retrieve the order confirmation and case # for your records click on the bar “Download Order Ticket”

5. Order Process – Model (SRBB)

Place a new order

Confirmation

1 Creation — 2 Submission — 3 Confirmation

Confirmation

Your order 8000021444 was successfully submitted

For wax-up orders, we scan your design in the wax-up and your customized abutment will be directly milled and shipped to you. In case there are any exceptions before we can produce your abutment, we will contact you for your approval.

Please follow these instructions to submit your case materials

1. Print your order ticket
2. Pack your box
3. Arrange the pick-up service

Download order ticket Packing Instructions Further information

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eShop Self Service CARES® Scan & Shape Contact Us/ Support (Log Off)

Philipp S - Straumann Scan and Shape 40620301

straumann
simply doing more

CARES® Scan & Shape Support - Order new shipping materials

Reason * Request for Shipping Materials

Customer no. 0040620301

Customer name Straumann Scan and Shape

Title

First name Philipp

Last name S

Additional Name/Attention of

Bldg./Suite/Floor/Room

Phone 978 747 2500

Number of shipping boxes * Please enter a number between 0 and 99.

Number of shipping labels * Please enter a number between 0 and 99.

Message

Submit

27a. Packing Information

Note:

This is an order that requires to send in physical models. Please read the instructions carefully to assure seamless processing through the Scan & Shape team.

We recommend to use our specifically designed shipping boxes.

You can order those boxes in the web portal menu > FAQ > Order new shipping materials

Important Information for ordering CARES® SRBB on Straumann Screw-Retained Abutment

The CARES® SRBB are milled based on their master casts. A precise replication of the oral situation is essential for good-fitting CARES® SRBBs.

For abutment-level CARES® SRBBs, we recommend that you use a master model with abutment analogs, created from an abutment-level clinical impression of the final abutments which have been torqued intraorally to 35 Ncm into the implants.

If abutments are placed subsequently on the master cast, they need to be torqued to the implant analog to 35 Ncm, like the intraoral abutment on the implant. Master models with hand-tightened abutments do not represent the oral situation and may lead to a restoration with height distortion. The restoration may appear to fit on the model, but may not fit well in the patient's mouth.

Shipment check list for CARES® SRBBs

- Articulated master casts (working and opposing model) with original Straumann Lab Analog(s) and soft tissue mask.
- Diagnostic wax-up of the final prosthesis.

It is essential that you send us your diagnostic wax-up in order for us to design a well-fitting prosthesis for you.

Straumann North American Headquarters

Straumann USA, LLC

60 Minuteman Road

Andover, MA 01810

Phone 800/448 8168 (US) • 800/363 4024 (CA)

Fax 978/747 2490

www.straumann.us • www.straumann.ca
