Insignia and 3Shape TRIOS Integration Guide

Follow this guide to add Ormco as a lab in 3Shape Communicate. Once added, the time-saving workflow integration enables orthodontists to send TRIOS intraoral scans to Insignia with just a click.

Note: Step 3 on page 4 will depend on your practice location. Please be mindful when choosing between Asia, Europe or North America email addresses.

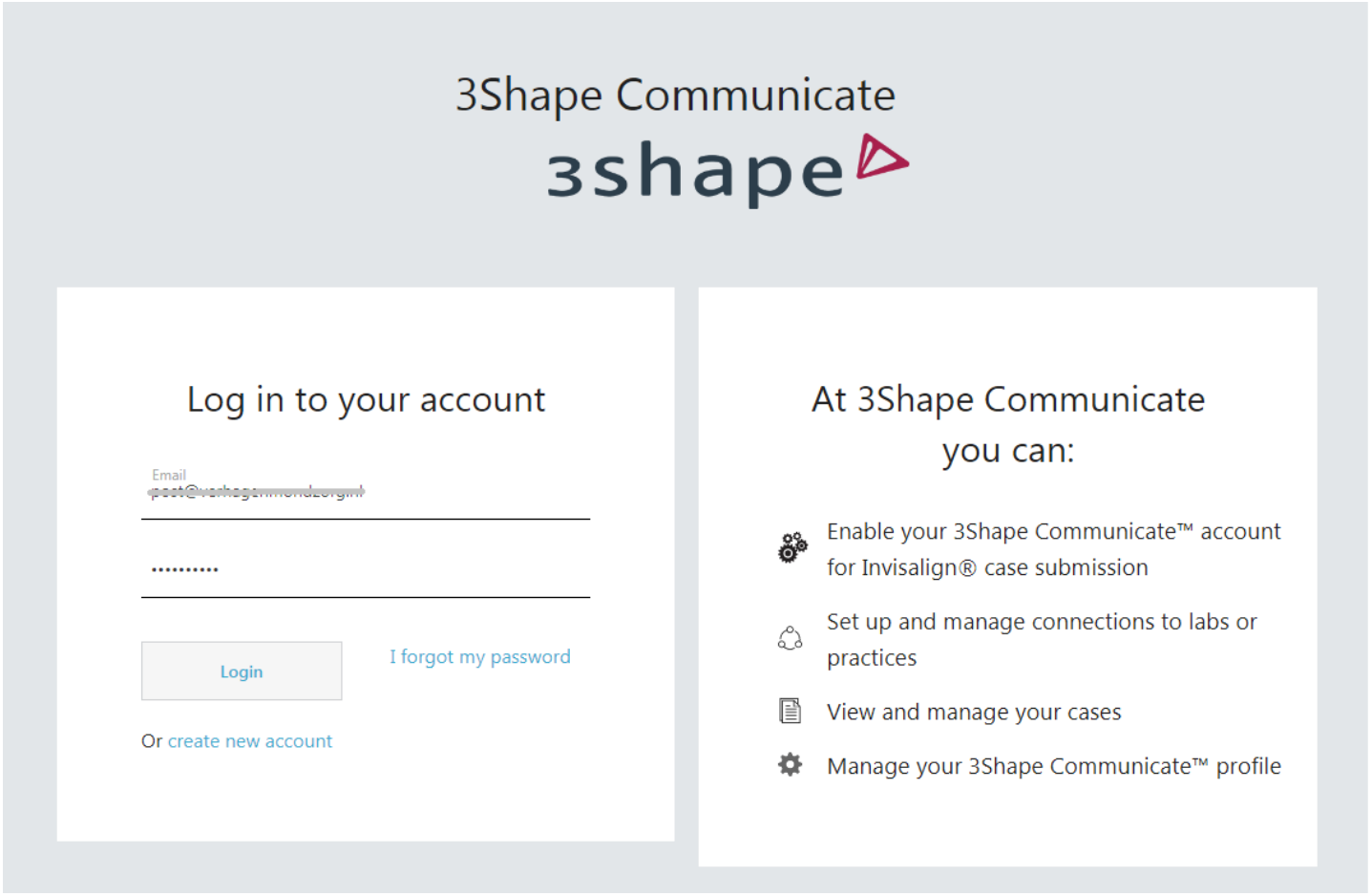
For troubleshooting please refer to the “Troubleshooting” section of this document, or contact your local 3Shape reseller.

INSIGNIA™

3shape

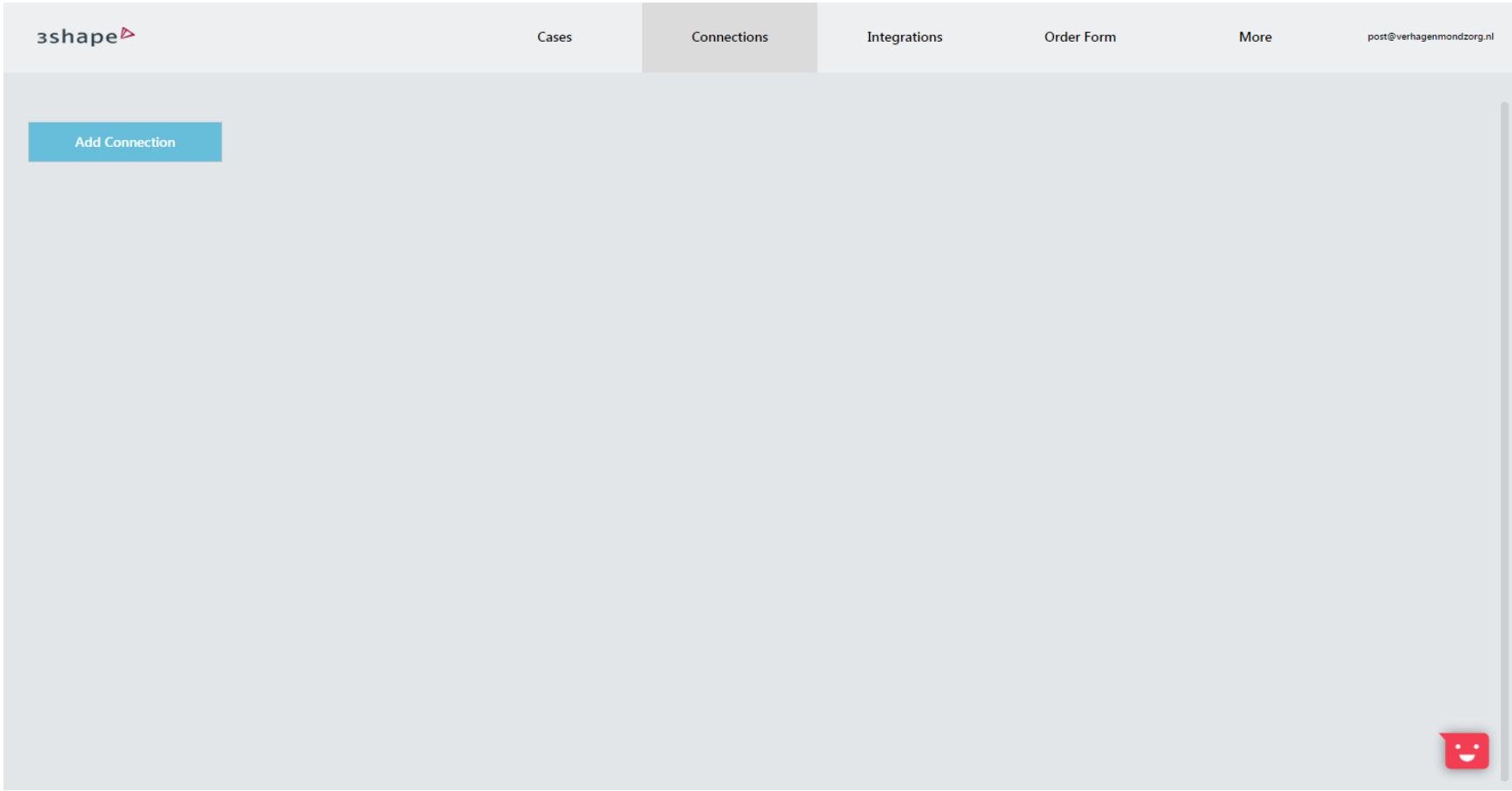
Getting Connected and Logging In

1. Login to your 3Shape Communicate account



Getting Connected

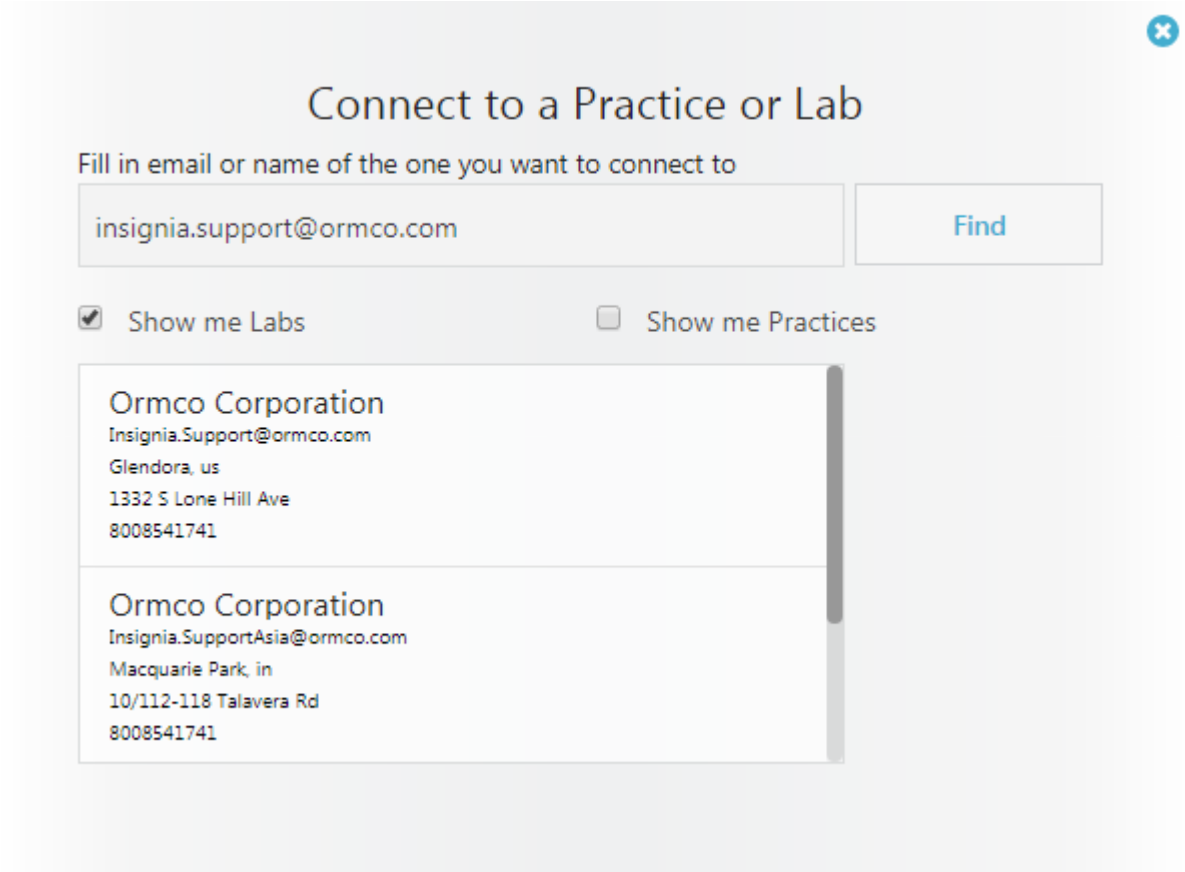
2. Under “Connections”, select “Add Connection”



Getting Connected

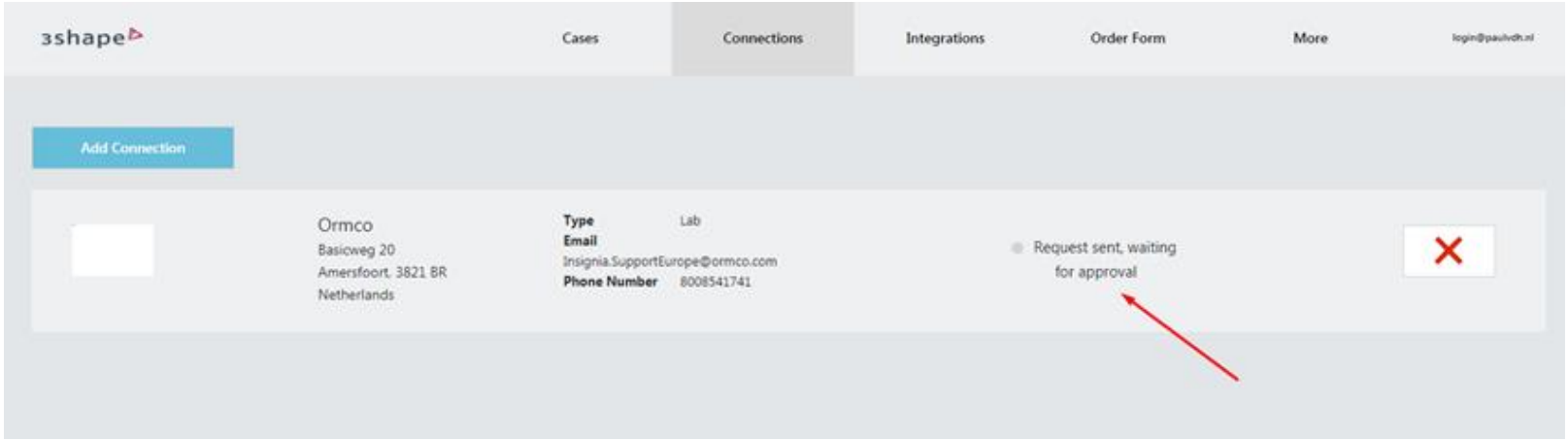
3. Depending on your location, type insignia.support@ormco.com, insignia.supportasia@ormco.com (for APAC) or insignia.supporteurope@ormco.com (for Europe) and then select “Find”

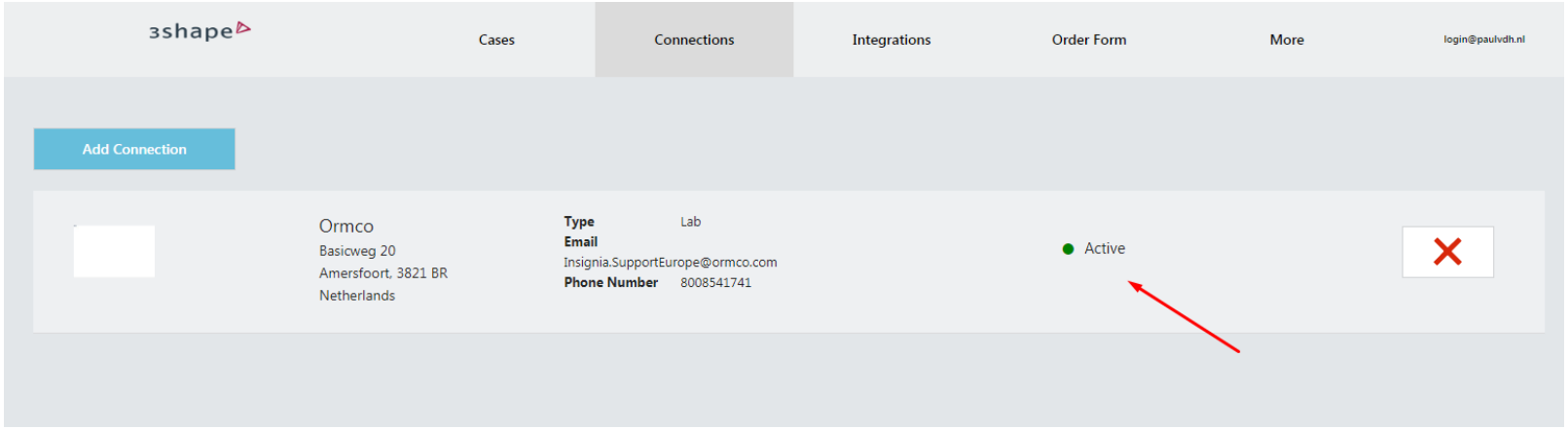
4. In the search results, select “Ormco Corporation” corresponding to your region



Getting Connected

Insignia will accept your connection. This can take up to 24 hours. Once accepted, Ormco Corporation will appear as an active lab that you can connect to.

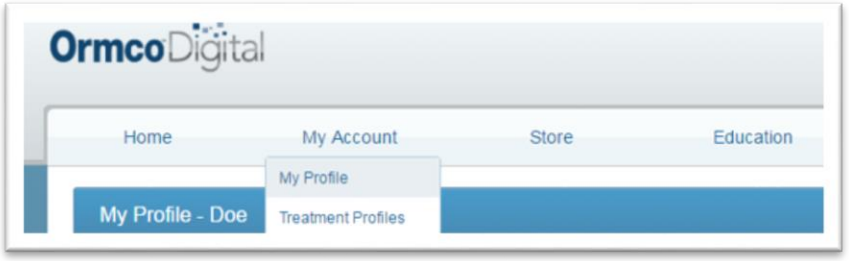




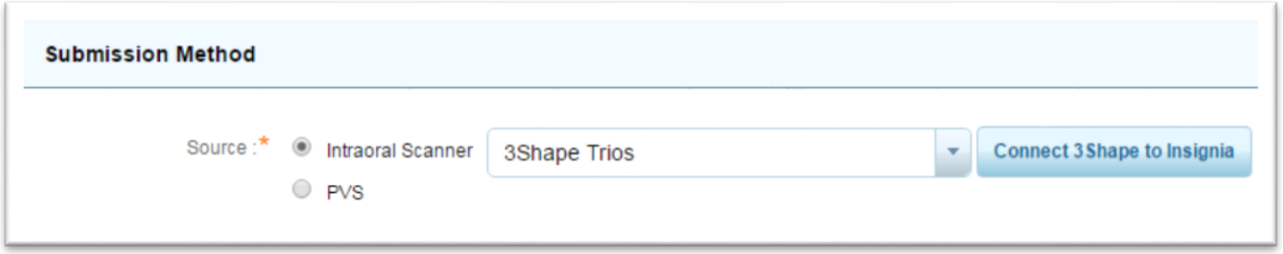
Getting Connected on OrmcoDigital

After you've added Ormco as a lab through 3Shape Communicate, you'll still need to connect 3Shape to Insignia on OrmcoDigital.

1. Enter your Username and Password on OrmcoDigital, then go to “My Account > My Profile”

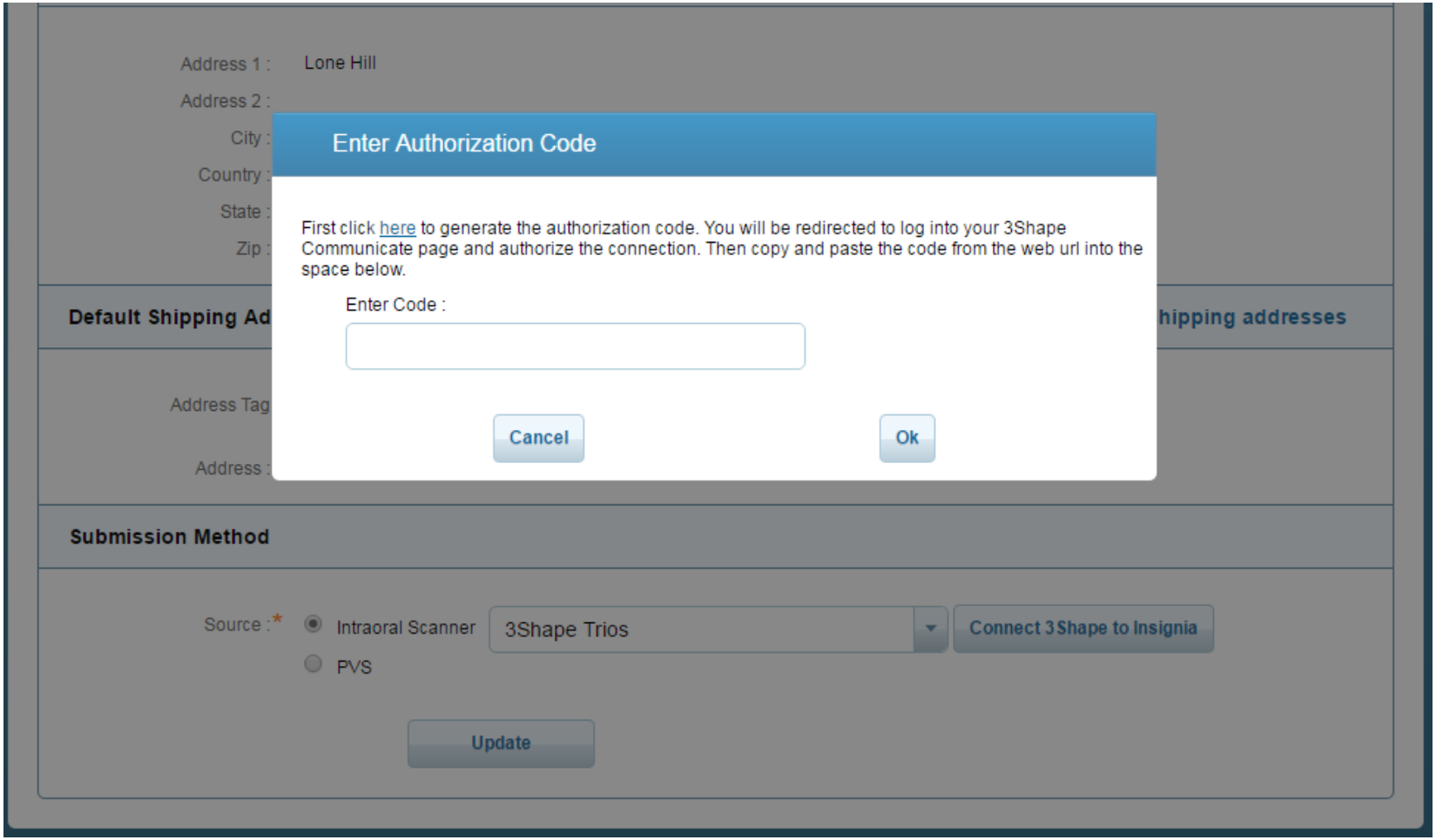


2. Update your Submission Method to “3Shape Trios”
3. Select “Connect 3Shape to Insignia”



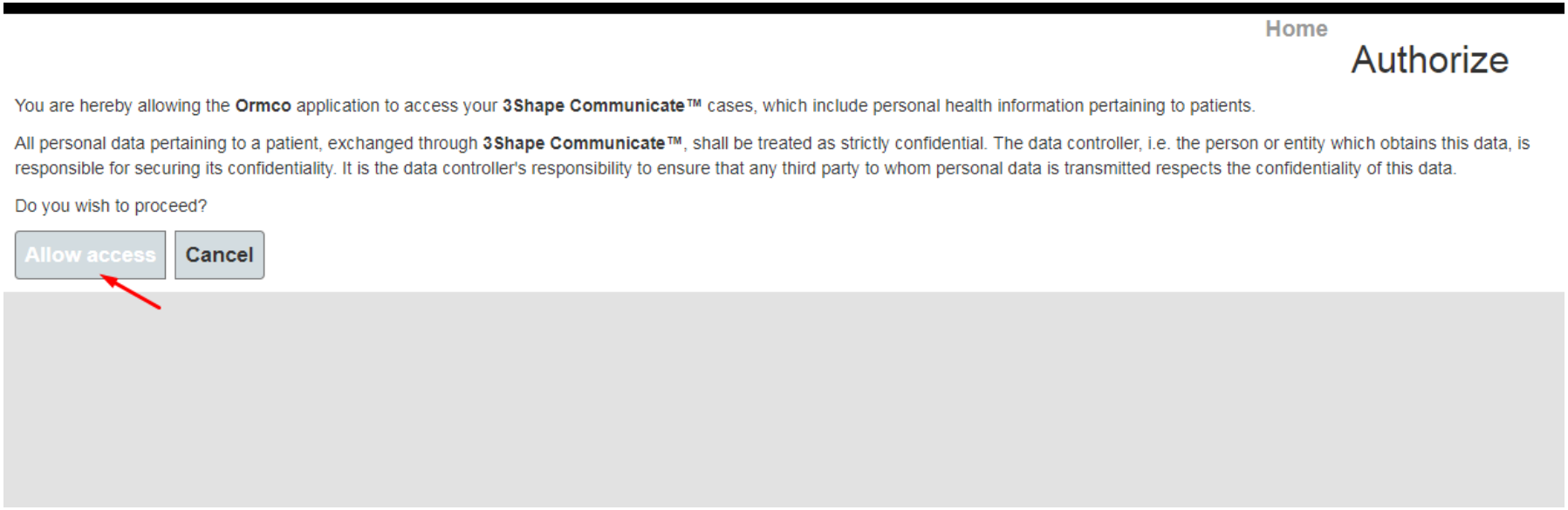
Getting Connected on OrmcoDigital

4. To generate your authorization code, select the “click here” link.



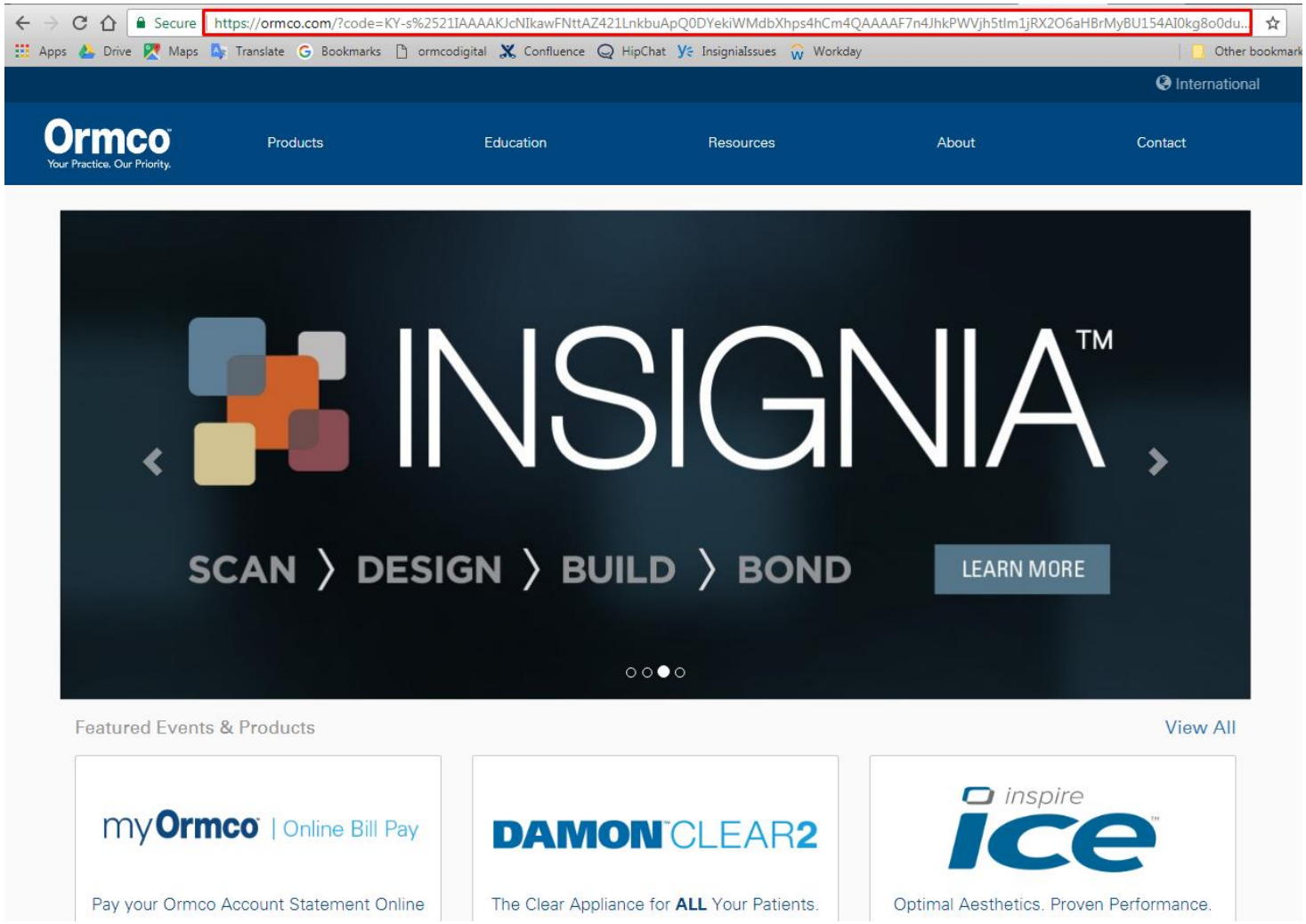
Getting Connected on OrmcoDigital

5. You will be redirected to log in using your 3Shape Communicate credentials and authorize the connection.



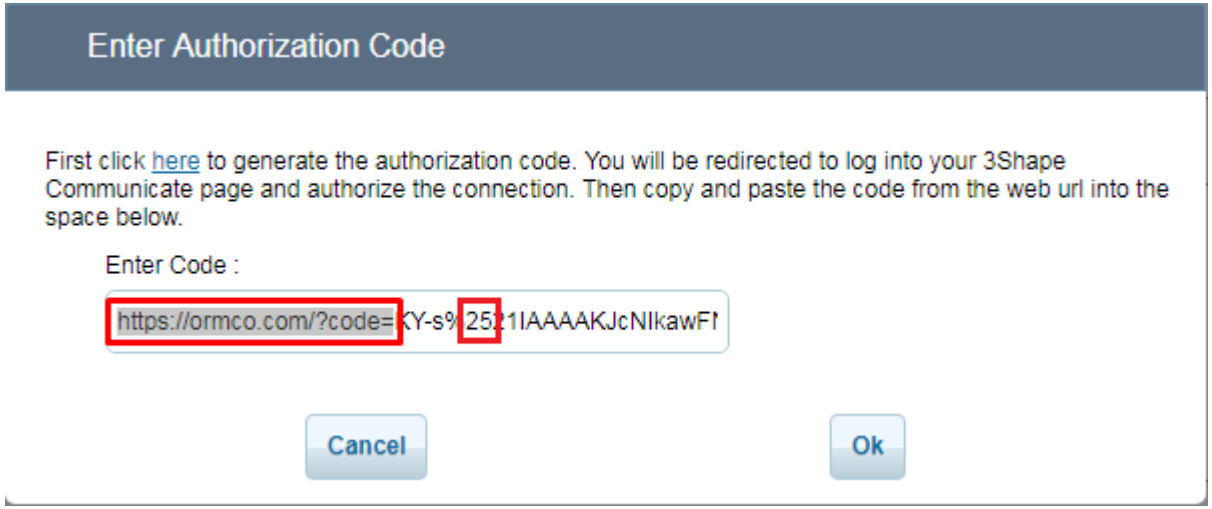
Getting Connected on OrmcoDigital

6. Once you have authorized access, copy the ENTIRE URL in the redirected page.



Getting Connected on OrmcoDigital

6. Go back to the “Enter Authorization Code” window. Paste the URL you just copied.
7. Use the **Home** key to go to the start of the URL. **REMOVE** `https://ormco.com/?code=’.
8. Also **REMOVE** `25’ (between `%’, and `21’).
9. Select `Ok’.
10. Select `Update’ to save changes to your profile. The connection is established now.



Troubleshooting

1. Clearing browser cookies and history
2. Repairing a previously established connection

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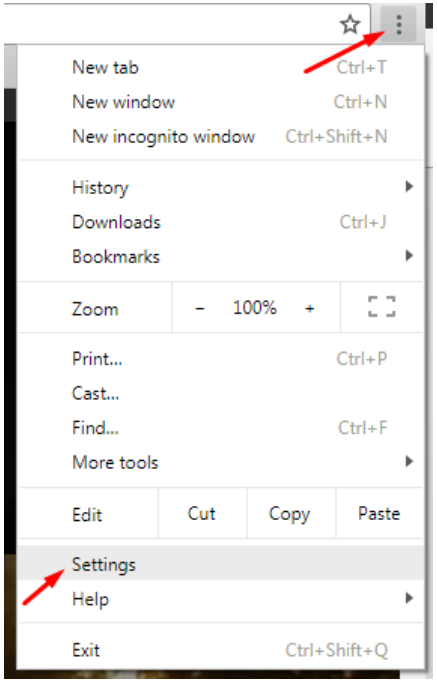
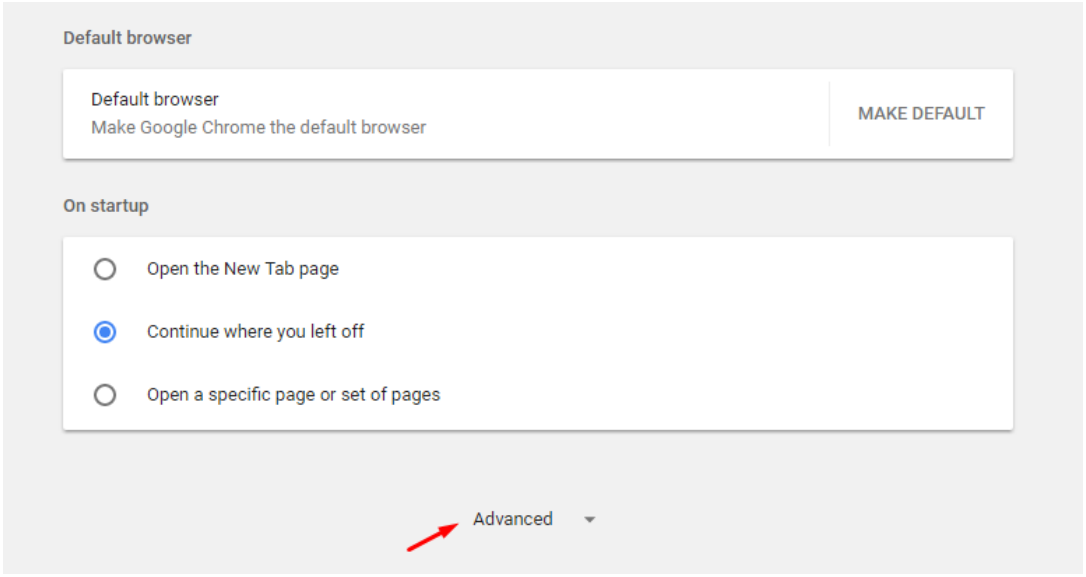
Clearing Browser Cookies and History

If this is not your first time making the connection, step 5 on page 10 may not work correctly due to your browser trying to auto-fill your 3Shape Communicate credentials. All you need to do is clear your browser cookies and history and try again.

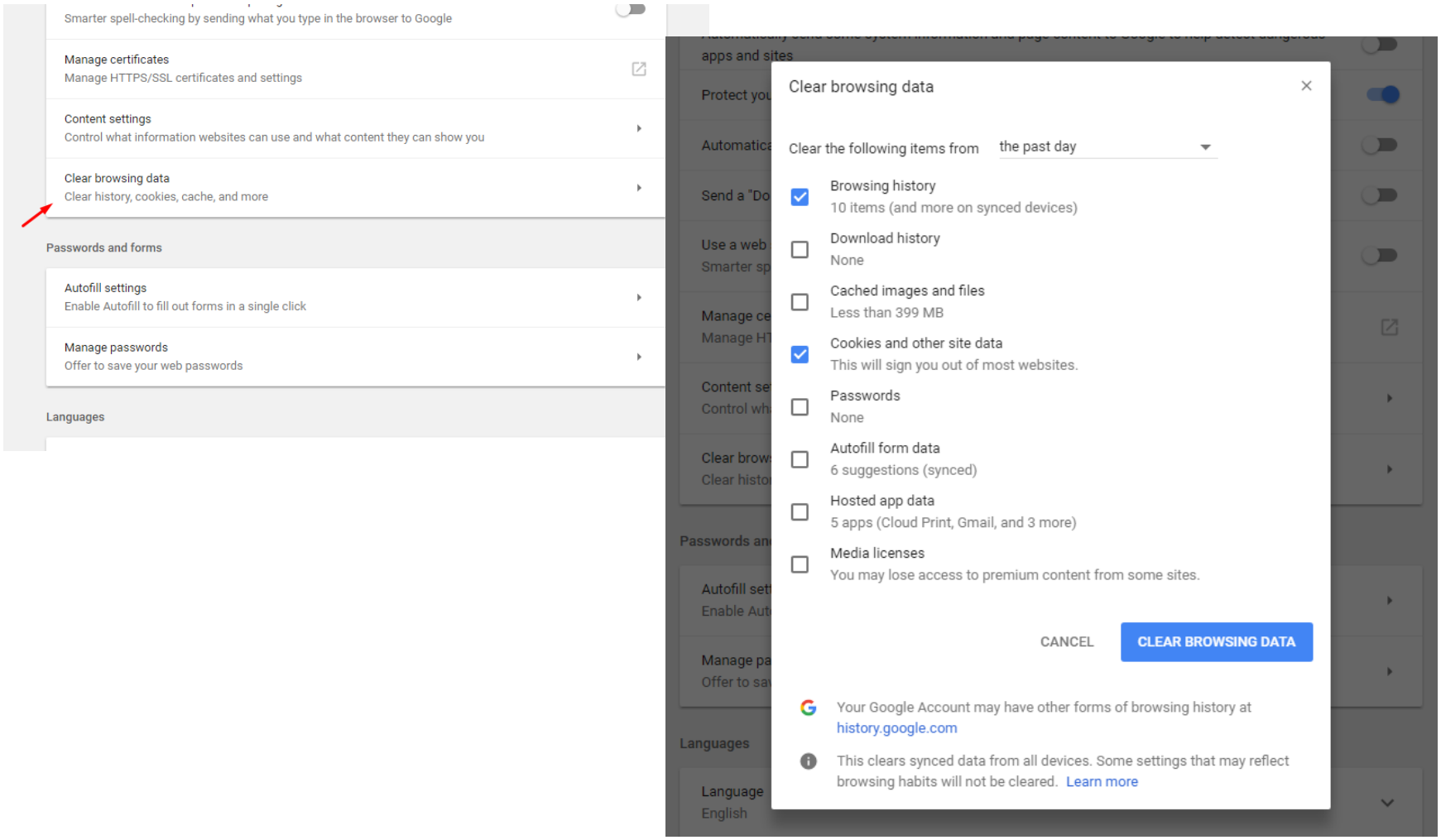
For Chrome: 1. Go to “Settings” and expand “Advanced”.





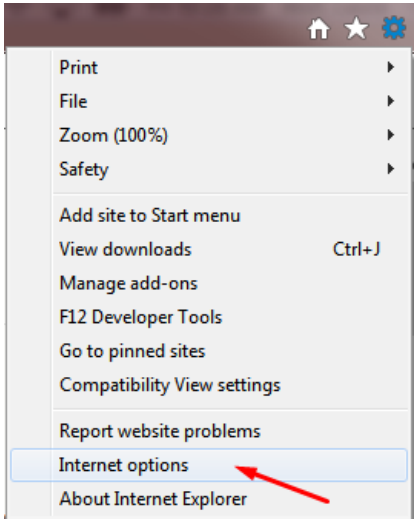
Clearing Browser Cookies and History

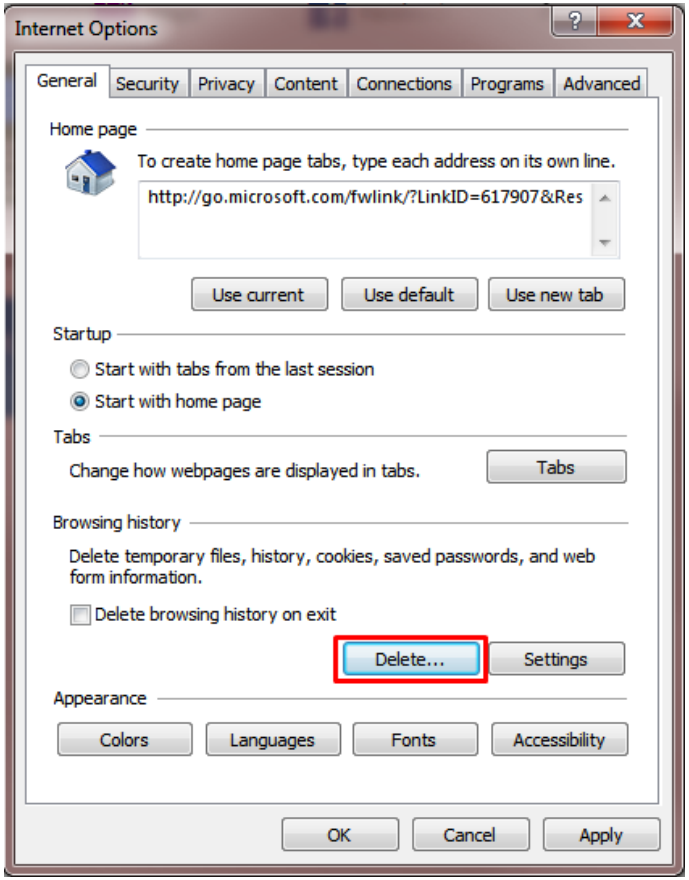
For Chrome: 2. Select “Clear browsing data”, and select “Browsing history” and “Cookies and other site data” for clearing.



Clearing Browser Cookies and History

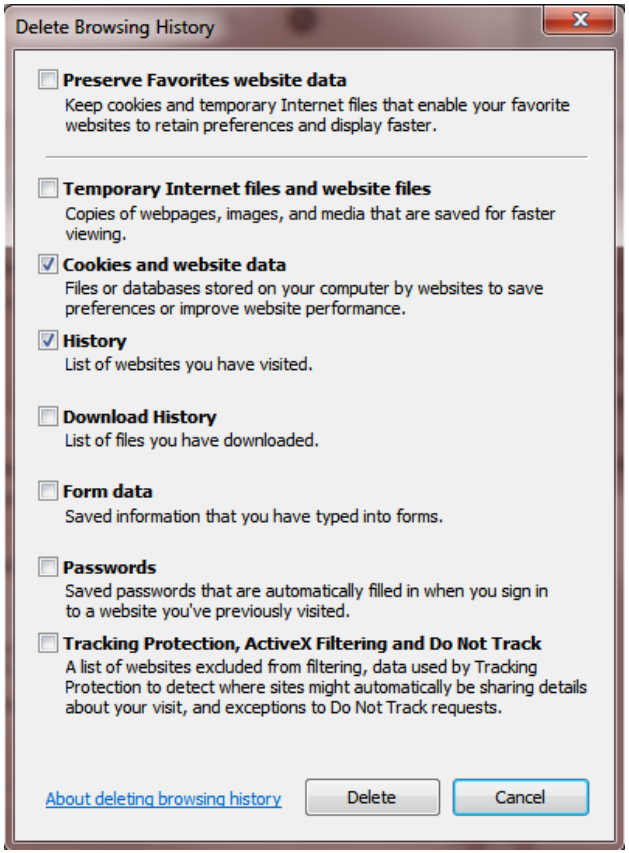
For Internet Explorer: 1. Go to “Internet options” and select “Delete…” in the Browsing history section.





Clearing Browser Cookies and History

For Internet Explorer: 2. Select “Cookies and website data” and “History” for clearing.



Repairing a Previously Established Connection

1. The steps from page 6 to 10 for setting up the connection on OrmcoDigital can be repeated to repair the connection.
2. If repeating those steps alone doesn't resolve the problem, please try the following:
    a. Go to https://users.3shapecommunicate.com/User/Applications and log in using your 3Shape Communicate credentials.
    b. Click the square icon next to Ormco. Confirm to delete. This cleans your previous connection.
    c. You can now establish the connection again following the steps from page 1 of this document.