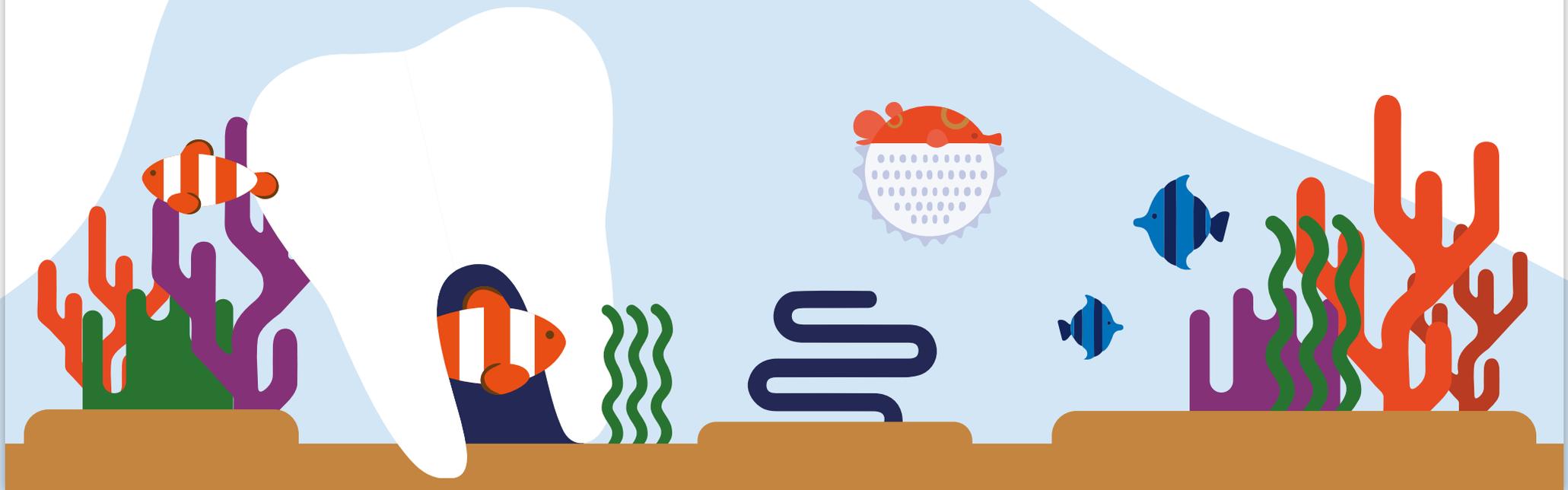




Denticon - Basic Clerical

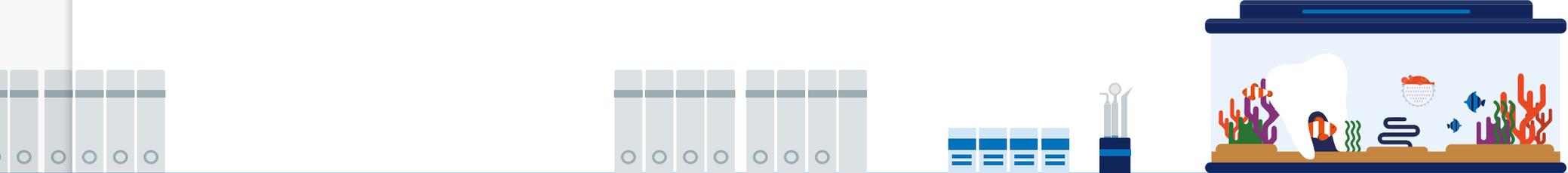
How to Message Internal Team Members



Contents

Messaging Team Members 3

Sending Yourself a Reminder7



Messaging Team Members

Step 1

Click the **Messages** icon in the toolbar.

Note: Any messages in your inbox will also be available on the Denticon landing page. You can access this by clicking **My Page** in the toolbar.

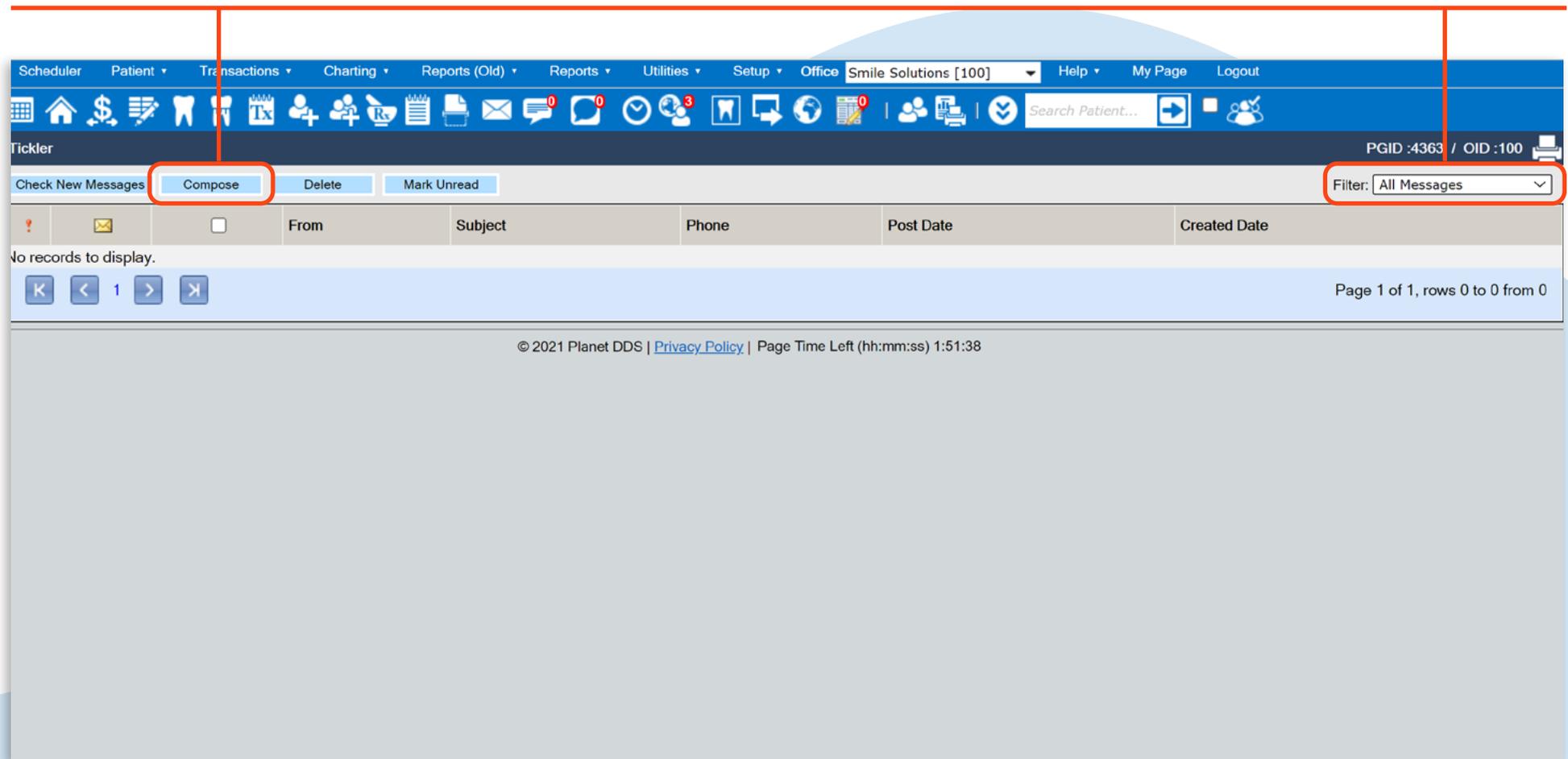
The screenshot shows the Denticon software interface. The top toolbar contains various icons, with the Messages icon (a speech bubble with a red '0') highlighted by a red box. A red line extends from this box to a note. The dashboard below is divided into three main sections:

- DENTILYTICS BASIC:** Contains two gauge charts. The first, 'MTD NET PRODUCTION VS. GOAL', shows 0% completion. The second, 'MTD COLLECTION AS % OF NET PRODUCTION', shows 148% completion. Below these are three data points: Net Production MTD: \$16,772; New Patients MTD: 17; Continuing Care Exams MTD: 0.
- ANNOUNCEMENTS:** Lists three items: 'Denticon News' (An Industry First: Internal Referral Management with Denticon), 'Planet DDS Webinar' (Upcoming Webinar: Six Key Components to Run and Grow Your Dental Practice), and 'Support Webinar' (On-Demand Support Webinar: Denticon Support Webinar: Reports).
- TICKLER:** A table with columns: FROM, SUBJECT, PHONE, POST DATE, CREATED DATE. Below the table, it states 'No Tickler Message Found.'

Step 2

On the **Tickler** screen you will be able to see any messages in your inbox and can use the filter on the right to choose the types of messages you wish to see.

To write a message, click **Compose**.



The screenshot displays the Denticon software interface. At the top, a blue navigation bar contains various menu items: Scheduler, Patient, Transactions, Charting, Reports (Old), Reports, Utilities, Setup, Office, Smile Solutions [100], Help, My Page, and Logout. Below this is a toolbar with numerous icons for different functions. The main content area is titled "Tickler" and shows a "PGID :4363 / OID :100" status. A toolbar below the title includes "Check New Messages", "Compose", "Delete", and "Mark Unread" buttons. A "Filter: All Messages" dropdown menu is also present. Below the toolbar is a table header with columns: From, Subject, Phone, Post Date, and Created Date. The table content is empty, displaying "No records to display." and a pagination control showing "Page 1 of 1, rows 0 to 0 from 0". At the bottom of the page, there is a footer with the text: "© 2021 Planet DDS | [Privacy Policy](#) | Page Time Left (hh:mm:ss) 1:51:38".

Step 3

Select the user(s) you would like to send the message to.

Step 4

Type out the message subject and body text.

The screenshot shows the 'Add Tickler' form in the Denticon software. The 'From' field is 'Jenny Jones' and the 'Post Date' is '6/1/2021'. The 'To' field has two radio buttons: 'User' (selected) and 'All Users in selected Office (s)'. Below these are checkboxes for 'ALL', 'Thomas Smith' (checked), and 'Send message to myself'. A checkbox for 'Show users from all offices' is also present. The 'Subject' field contains 'Patient Request'. The 'Message' body text reads: 'Hi Thomas, Amanda Molar called regarding her Implant Crown and would like to discuss payment options with you. Thank you, Jenny'. The 'Priority' dropdown is set to 'Low'. Red lines and boxes highlight the 'To' field, the 'Subject' field, and the message body text.

Note: You can choose to send a copy of the message to yourself by checking **Send message to myself**.

Note: Selecting 'Show users from all offices' will expand the user list to contain everyone in your organization.

Step 5

If the message relates to a patient, enter the patient's phone number.

Step 6

Click **Send**.

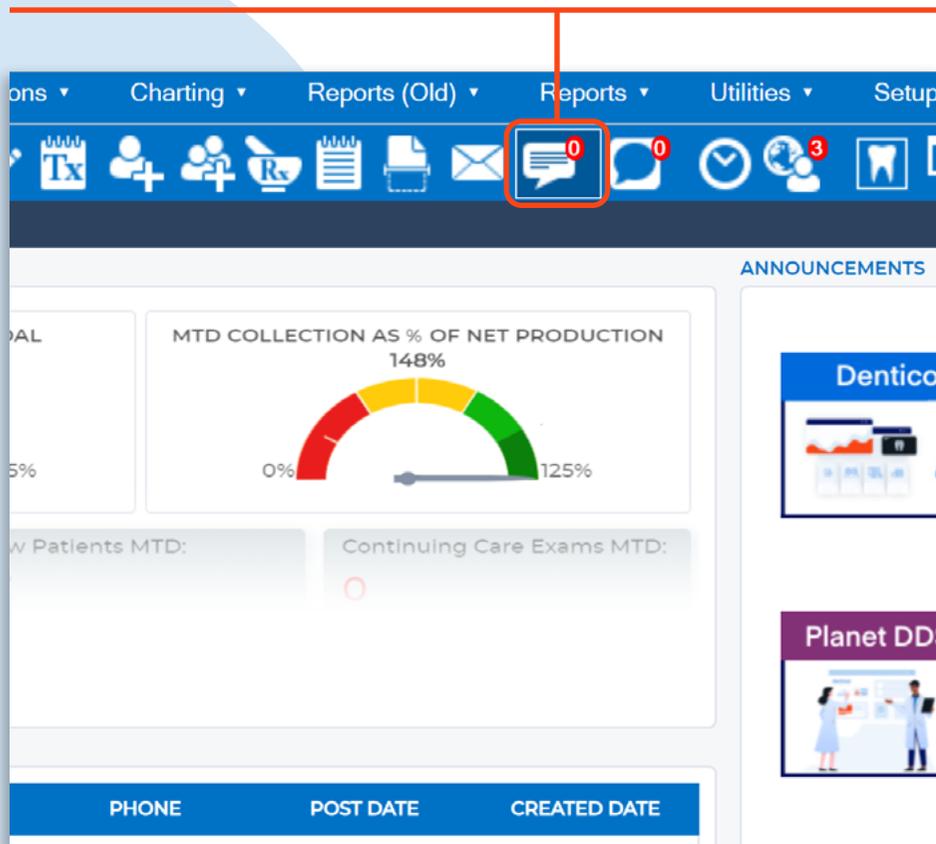
The screenshot shows a message composition interface. At the top left, there is a checkbox labeled "Send message to myself". Below this is a "Subject" field containing the text "Patient Request". The main "Message" area contains the text: "Hi Thomas, Amanda Mclar rang and asked if you could give her a quick call back please. Thanks Jenny". At the bottom, there is a "Phone" field containing the number "123-456-789". To the right of the phone field are two buttons: "Send" and "Cancel". Red lines and boxes highlight the "Send message to myself" checkbox, the "Phone" field, and the "Send" button.

The message has now been sent to the specified team member(s).

Sending Yourself a Reminder

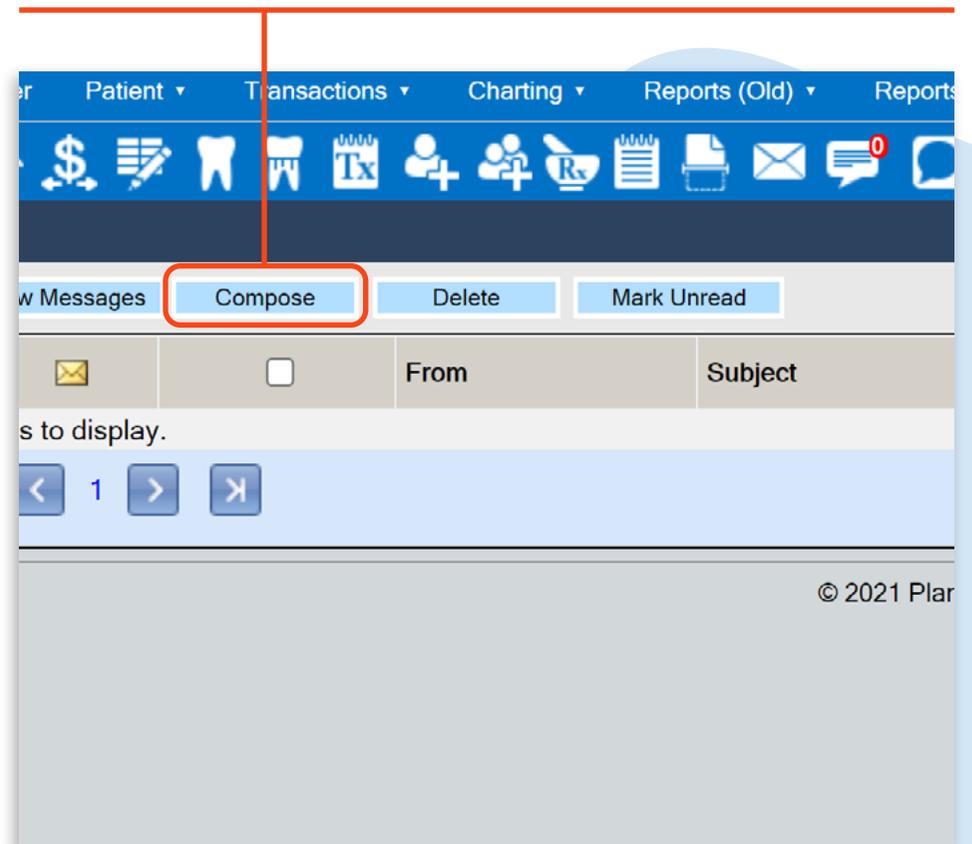
Step 1

Click the **Messages** icon in the toolbar.



Step 2

Click **Compose**.



Step 3

Use the **Post Date** field to identify the date you would like the message/reminder to be sent.

Step 4

Select the **Send message to myself** checkbox.

The screenshot displays the 'Add Tickler' form in the Smile Solutions software. The form is titled 'Add Tickler' and is located in the 'Office Smile Solutions [100]' window. The 'From' field is set to 'Smile Solutions'. The 'Post Date' field is set to '6/2/2021'. The 'To' field is set to 'User' (selected) and 'All Users in selected Office (s)'. A dropdown menu is open under 'To', showing 'ALL' and 'Thomas Smith'. The 'Send message to myself' checkbox is checked. The 'Subject' field is empty. The 'Message' field is empty. The 'Priority' dropdown is set to 'Low'. The 'Send' and 'Cancel' buttons are at the bottom.

Step 5

Type out the message subject and body text.

Step 6

If the message/reminder relates to a patient, enter the patient's phone number, then click **Send**.

The screenshot shows the 'Add Tickler' form in the Denticon software. The form is titled 'Add Tickler' and has a dark blue header with various icons. The main content area is light gray. The form fields are as follows:

- From:** Guykat LMS
- Post Date*:** 6/2/2021
- To:** Radio buttons for 'User' (selected) and 'All Users in selected Office (s)'. Below this is a list box with 'ALL' and 'Thomas Smith' (both unchecked).
- Subject:** 'Reminder' (circled in red). Below it is a text area containing 'Remember to call Brent Tusk today to set up a new dental appointment.' (circled in red).
- Message:** A large empty text area.
- Phone:** '555-555-7777' (circled in red).
- Buttons:** 'Send' and 'Cancel' buttons at the bottom right (both circled in red).

Red lines connect the 'Send' button to the 'Step 6' text and the 'Send' button to the 'Step 5' text.

The message/reminder has now been sent and will appear in your inbox on the date specified in Step 3.