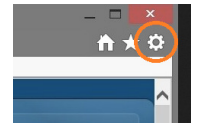# Denticon Workstation Configuration

Internet Explorer Browser Setup (IE 11 or newer required)

STEP 1: Ensure a current version of Internet Explorer (IE) currently on the system. If the current version is lower than IE 11, an upgrade is necessary
NOTE: IE 11 is available only on Windows 8, and higher

Gear icon > About Internet Explorer
- Click on the gear icon (see image) at top right
- Select "About Internet Explorer" to determine which version of IE is installed on the computer
- If present, check the "Install new versions automatically" box, click "Close"

IMPORTANT NOTE: These steps must be followed for every computer workstation that will access Denticon. Complete this checklist before logging in to Denticon to begin your new account setup

STEP 2: Confirm setting for newer versions of stored pages

Gear icon > Internet Options > General Tab > Settings
- Click on the gear icon at top right, then select "Internet Options"
- Click on the "General" tab at top left
- Click on the "Settings"
- Under Temporary Internet Files, select "Automatically" for "Check for newer versions of stored pages"
- Click OK button (which keeps the Tools window open for the next three important settings)

STEP 3: Confirm setting for when pop-up is encountered

Gear icon > Internet Options > General Tab > Tabs
- Click on the gear icon at top right, then select "Internet Options"
- Click on the "General" tab at top left
- Click on the "Tabs"
- Within the "When a pop-up is encountered:" section, select "Let Internet Explorer decide how pop-ups should open"
- Within the "Open links from other programs in:" section, select "A new window"
- Click "OK" button (which keeps the Tools/ Internet Options window open for the next important setting)

STEP 4: Add Denticon and related sites to the *Trusted Sites* list

Gear icon > Internet Options > Security Tab > **Trusted Sites**

- Click on the gear icon at top right, then select "Internet Options"
- Click on the "Security" tab at top left
- Click on the "Trusted Sites" green check icon, then click the "Sites" button
- Uncheck the "Require server verification" box
- Input all the following trusted sites in the "Add this website to the zone" field exactly as they appear below with the star symbol included—to make sure they're properly entered, you can simply copy and paste each one (remember to click the "Add" button after entering each site and check to see that they appear in the list under "Websites")

  *.denticon.com
  *.planetdds.com
  *.gotomeeting.com (for remote support and training sessions)

- Re-check the "Require server verification" box and click "Close"
- Click "Apply" to accept the "Trusted Sites" entries

STEP 5: Set security level to Medium

Gear icon > Internet Options > Security Tab > **Security Level for this Zone**

- Click on the gear icon at top right, then select "Internet Options"
- Click on the "Security" tab at top left
- Choose the "Medium" security level by clicking the "Default level" button within the "Security level for this zone", if the setting is already at "Medium", skip to Step 7
- Click the "Apply" button to accept the Security tab entries (which keeps the Tools/ Internet Options window open for the next important setting)

STEP 6: Update pop-up blockers settings

Gear icon > Internet Options > Privacy Tab > Pop Up Blocker > **Turn Off Pop Up Blockers**

- Click on the gear icon at top right, then select "Internet Options"
- Click on the "Privacy" tab at top left
- With the "Turn on Pop-up Blocker" box checked, click the "Settings" button.
- Input all the following sites in the "Address of website to allow" field exactly as they appear below with the star symbol included—to make sure they're properly entered, you can simply copy and paste each one (remember to click the "Add" button after entering each site and check to see that they appear in the list under "Allowed sites")

  *.denticon.com
  *.planetdds.com
  *.gotomeeting.com (for remote support and training sessions)

DID YOU KNOW?
You can submit feature requests directly in Denticon?

Help > **Submit Feature Request**

With open discussion boards and voting tools, users can actively participate in the continuous enhancement of Denticon

STEP 7: Update pop-up blockers settings (cont.)

- Ensure "Blocking Level" is set to "Medium: Block most automatic pop-ups"
- Click the "Close" button to exit the "Pop up Blocker Settings" menu
- With the allowable sites entered, the check in the "Turn on Pop-Up Blocker" box can remain
- Click the "Apply" button to accept the Privacy tab entries (which keeps the Tools/ Internet Options window open for the next important setting)

STEP 8: Ensure that IE will assist to maintain HIPAA compliance

Gear icon > Internet Options > Content Tab > AutoComplete

- Click on the gear icon at top right, then select "Internet Options"
- Click on the "Content" tab at top left
- Click the "Settings" button within the AutoComplete section
- Ensure there is not a checkmark in the "User names and passwords on forms"
- Click the OK button
- Click the Apply button to accept the Content information (which keeps the Tools/ Internet Options window open for the next important setting)

STEP 9: Ensure that IE does not use "Content Advisor" which will cause problems when printing documents
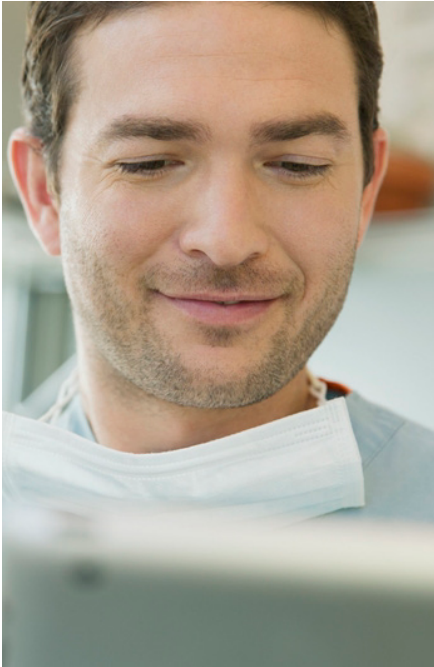
Gear icon > Internet Options > Content Tab

- Ensure the button reads "Enable"
- Do NOT enable the Content Advisor feature

STEP 10: When using Internet Explorer versions 11 or higher *and* only if the computer is always experiencing slowness:

Gear icon > Internet Options > Advanced Tab

- Click on the gear icon (see image) at the top right corner of the browser screen, then select "Internet options"
- Click on the "Advanced" tab at top right.
- Within the "Accelerated graphics" section, ensure that the checkbox for "Use software rendering instead of GPU rendering*" is checked
- Within the "Security" section, ensure these checkboxes are checked:
    - Use TLS 1.0
    - Use TLS 1.1
    - Use TLS 1.2
- Click the Apply button to accept the Advanced information (which keeps the Tools/ Internet Options window open for the next important setting)

STEP 11: After *all* the steps listed above have been accomplished, click the "OK" button to capture all the changed Internet Explorer settings, which closes the Tools popup window

IMPORTANT NOTE:
Not all versions of IE have a setting for "Content Advisor"

STEP 12: Ensure that IE has the proper compatibility settings (when using IE versions 11 or higher)

Gear icon > Compatibility View settings

- Click on the gear icon at top right, then select "Compatibility view settings"
- In the "Add this website" field, add the following sites to the list:

    denticon.com

    planetdds.com

- Click the "Close" button

STEP 13: Close the IE browser window

STEP 14: Open a new IE browser window, which will now have the Minimum System Requirements settings in place

STEP 15: Log in to Denticon

IMPORTANT NOTE:
For best results, do not use the Denticon username/password entry page for your shortcut or favorites link.

Adobe Acrobat Reader Setup

Confirm that you have the most recent version of Adobe Acrobat Reader installed on your computer. A link to a free download is available in the Denticon "Help" dropdown menu

In Denticon:

- Click on the "Help" dropdown menu at top right
- Choose the "Help & Support" option
- Click the "Adobe Acrobat Reader" link in the Downloads section to access Adobe's website for the latest version of Acrobat Reader
- If you don't want to download any of the optional offers from Adobe, you can unselect them all on the download screen

Desktop Shortcuts and Browser Favorites Setup (Optional):

For users who would like to set up shortcuts/favorites to Denticon

In Internet Explorer:

- Go to the Planet DDS login homepage: https://www.planetdds.com/denticon-login
- Right-click on the open white space at left or right of the screen.
- For a desktop shortcut, select "Create shortcut"
- For a browser favorite link, select "Add to favorites"

Signature Pad Setup (Optional):

For offices utilizing the electronic signature pad, each computer that will capture and/or view electronic signatures must have the correct drivers installed prior to connecting the signature pad to computer

In Denticon:

- Click on the "Help" dropdown menu at top right
- Choose the "Help & Support" option
- In the "Topaz Systems Inc. Signature Pad" section, click the hyperlink to download the desired e-Signature ActiveX Control
- During installation, select model as "T-S461, and the port as "HSB (USB type)"

When installing the signature pad on Windows 8 (64 bit), the installation process will prompt you regarding the file location for the signature pad installation files. Select the "Browse" option, and select C:\Program Files (x86) for the location

IMPORTANT NOTE:
Do not install the software that comes with the topaz pad. Do not install drivers from the topaz website

Minimum & Recommended System Requirements:

To view the latest hardware and system requirements for Denticon, visit https://www.planetdds.com/system-requirements