

# 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.



# Getting Connected and Logging In

1. Login to your 3Shape Communicate account

3Shape Communicate  
**3shape** 

### Log in to your account

Email

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[I forgot my password](#)

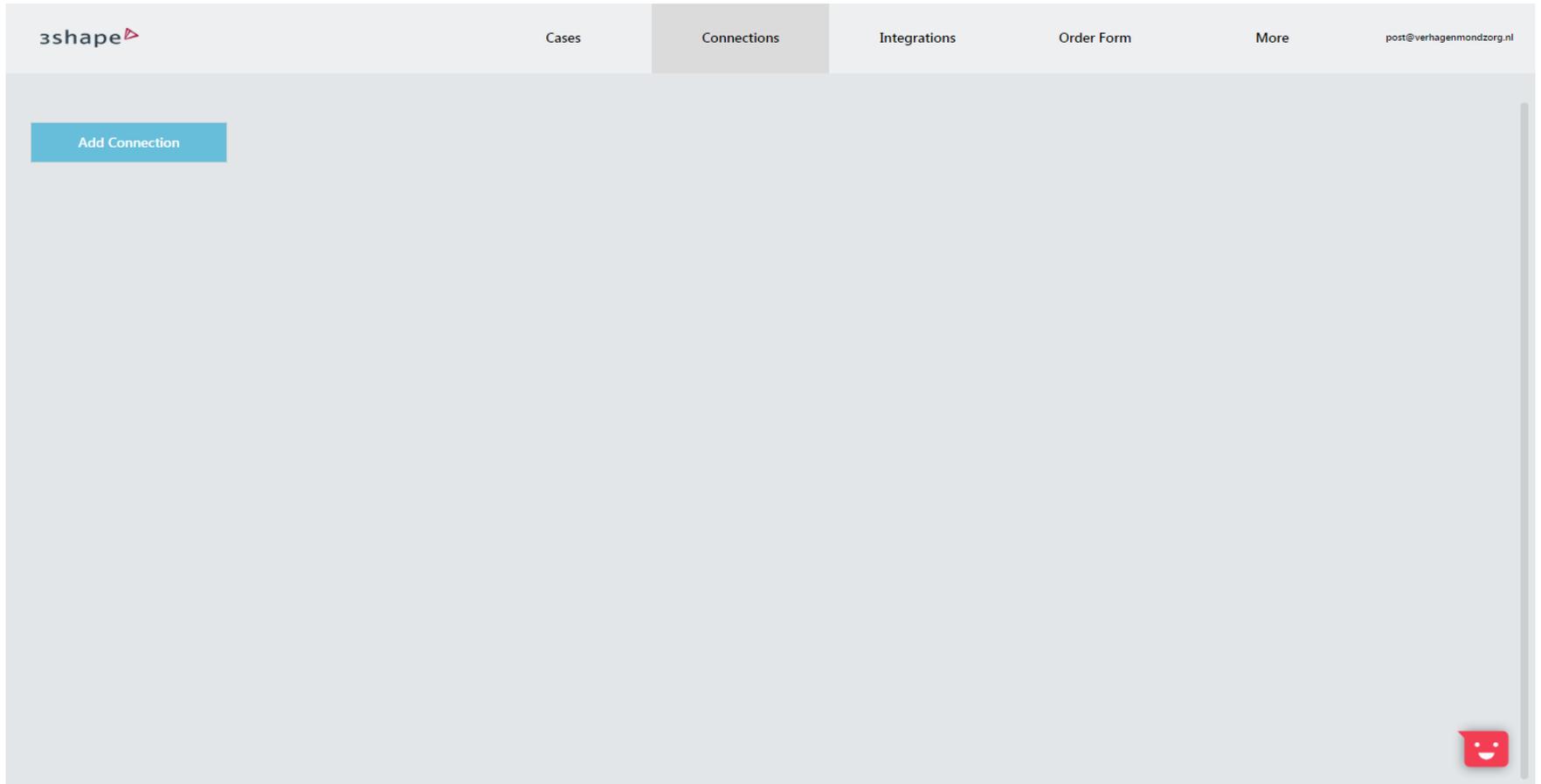
[Or create new account](#)

### At 3Shape Communicate you can:

-  Enable your 3Shape Communicate™ account for Invisalign® case submission
-  Set up and manage connections to labs or practices
-  View and manage your cases
-  Manage your 3Shape Communicate™ profile

# Getting Connected

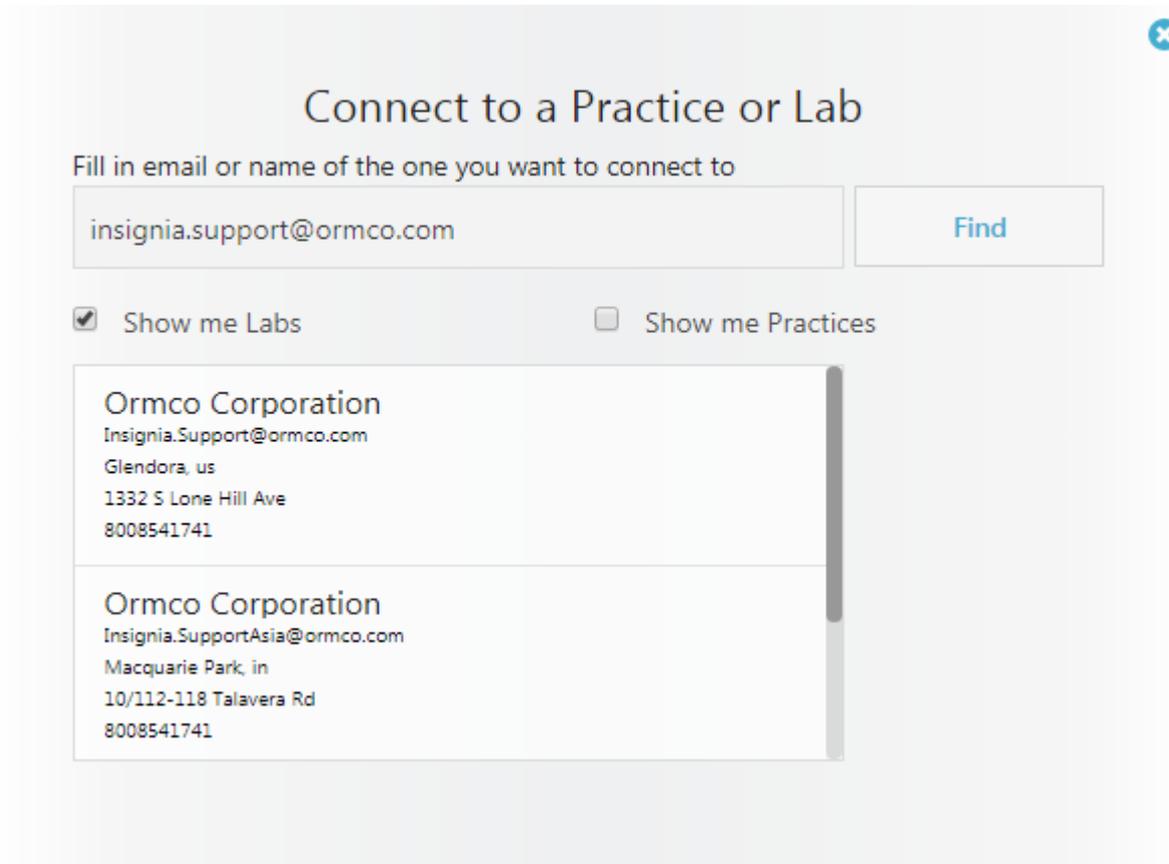
2. Under “Connections”, select “Add Connection”



# Getting Connected

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

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



Connect to a Practice or Lab

Fill in email or name of the one you want to connect to

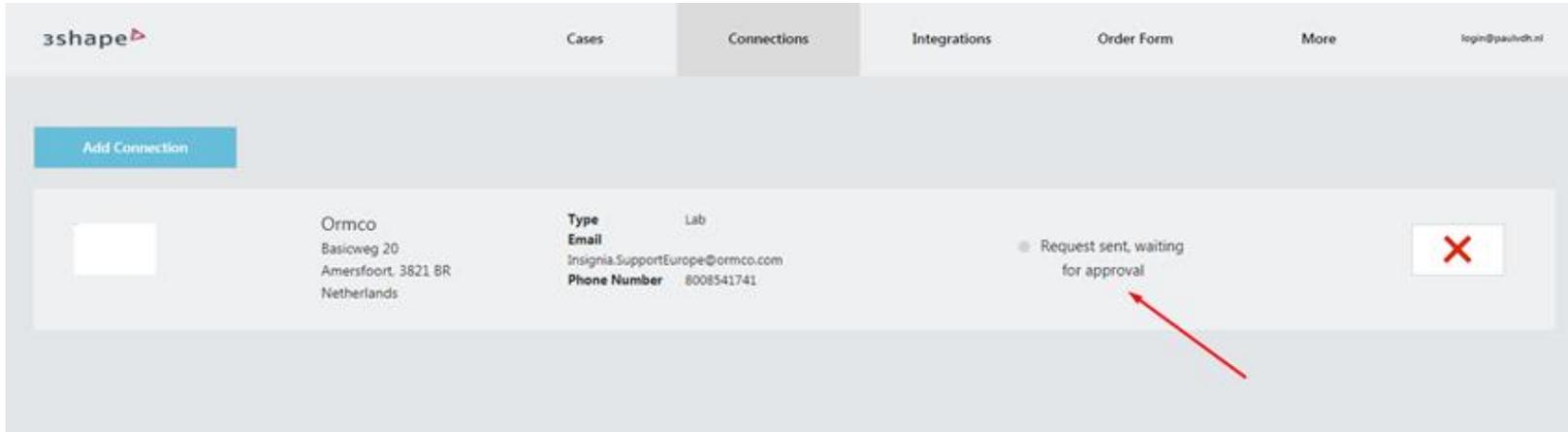
Show me Labs  Show me Practices

**Ormco Corporation**  
Insignia.Support@ormco.com  
Glendora, us  
1332 S Lone Hill Ave  
8008541741

**Ormco Corporation**  
Insignia.SupportAsia@ormco.com  
Macquarie Park, in  
10/112-118 Talavera Rd  
8008541741

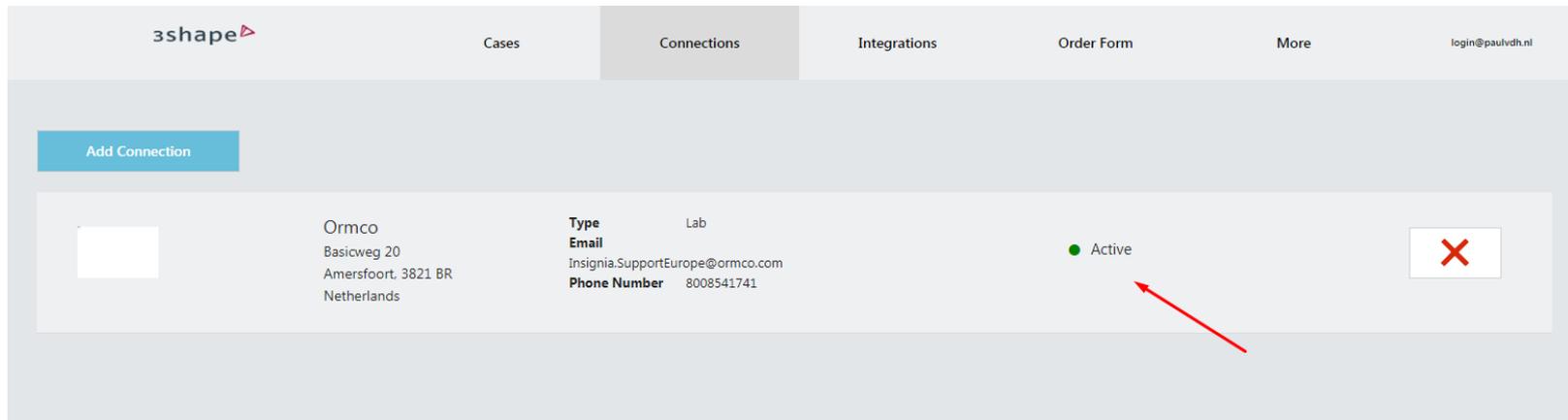
# Getting Connected

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.



The screenshot shows the 3shape interface with the 'Connections' tab selected. A table lists a connection request for Ormco. The status is 'Request sent, waiting for approval', indicated by a grey dot and a red arrow pointing to the text. A red 'X' icon is visible in the top right corner of the row.

	Ormco	Type	Lab	
	Basicweg 20 Amersfoort, 3821 BR Netherlands	<b>Email</b> Insignia.SupportEurope@ormco.com		● Request sent, waiting for approval
		<b>Phone Number</b> 8008541741		



The screenshot shows the 3shape interface with the 'Connections' tab selected. The Ormco connection is now 'Active', indicated by a green dot and a red arrow pointing to the text. The red 'X' icon is still present in the top right corner of the row.

	Ormco	Type	Lab	
	Basicweg 20 Amersfoort, 3821 BR Netherlands	<b>Email</b> Insignia.SupportEurope@ormco.com		● Active
		<b>Phone Number</b> 8008541741		

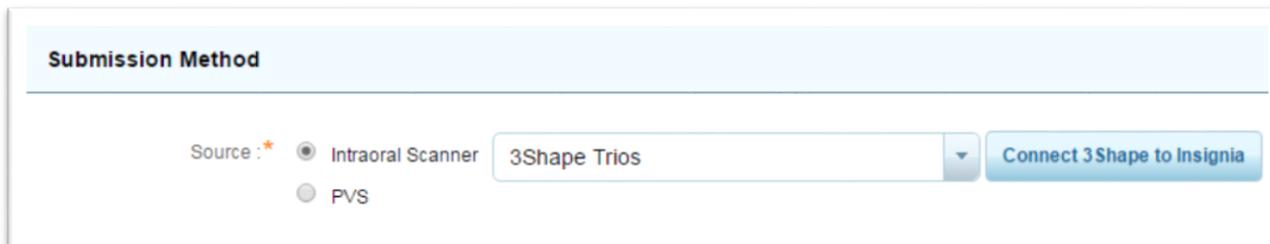
# Getting Connected on OrmcoDigital

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.

The image shows a web interface with a modal dialog box titled "Enter Authorization Code". The dialog box contains the following text: "First click [here](#) to generate the authorization code. You will be redirected to log into your 3Shape Communicate page and authorize the connection. Then copy and paste the code from the web url into the space below." Below the text is a text input field labeled "Enter Code :". At the bottom of the dialog box are two buttons: "Cancel" and "Ok".

The background form is partially visible and includes the following sections:

- Default Shipping Address**: Address 1 : Lone Hill, Address 2 : , City : , Country : , State : , Zip : .
- Submission Method**: Source : \*  Intraoral Scanner  PVS. A dropdown menu shows "3Shape Trios". A button "Connect 3 Shape to Insignia" is visible. An "Update" button is at the bottom.

# Getting Connected on OrmcoDigital

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

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[Home](#)

Authorize

You are hereby allowing the **Ormco** application to access your **3Shape Communicate™** cases, which include personal health information pertaining to patients.

All personal data pertaining to a patient, exchanged through **3Shape Communicate™**, shall be treated as strictly confidential. The data controller, i.e. the person or entity which obtains this data, is responsible for securing its confidentiality. It is the data controller's responsibility to ensure that any third party to whom personal data is transmitted respects the confidentiality of this data.

Do you wish to proceed?

Allow access

Cancel



# Getting Connected on OrmcoDigital

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

The screenshot shows a web browser window with the address bar containing the URL: <https://ormco.com/?code=KY-s%2521IAAAKJcNikawFNttAZ421LnkbuApQ0DYekiWMdbXhps4hCm4QAAAF7n4JhkPWVjh5tlm1jRX2O6aHBrMyBU154AI0kg8o0du...>. The browser's bookmark bar includes links for Apps, Drive, Maps, Translate, Bookmarks, ormcodigital, Confluence, HipChat, InsigniaIssues, and Workday. The Ormco website header features the logo and navigation links for Products, Education, Resources, About, and Contact. The main content area is a dark blue banner for 'INSIGNIA™' with the tagline 'SCAN > DESIGN > BUILD > BOND' and a 'LEARN MORE' button. Below the banner, the 'Featured Events & Products' section includes three items: 'myOrmco | Online Bill Pay' (Pay your Ormco Account Statement Online), 'DAMON™ CLEAR2' (The Clear Appliance for ALL Your Patients.), and 'inspire ice™' (Optimal Aesthetics. Proven Performance.).

## 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.

### Enter Authorization Code

First click [here](#) to generate the authorization code. You will be redirected to log into your 3Shape Communicate page and authorize the connection. Then copy and paste the code from the web url into the space below.

Enter Code :

# Troubleshooting

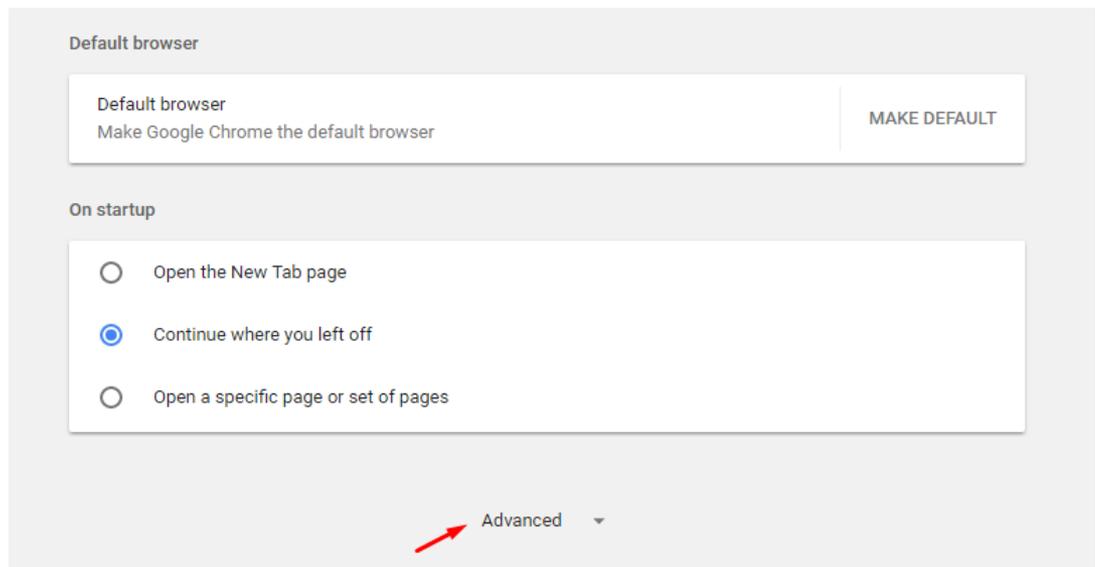
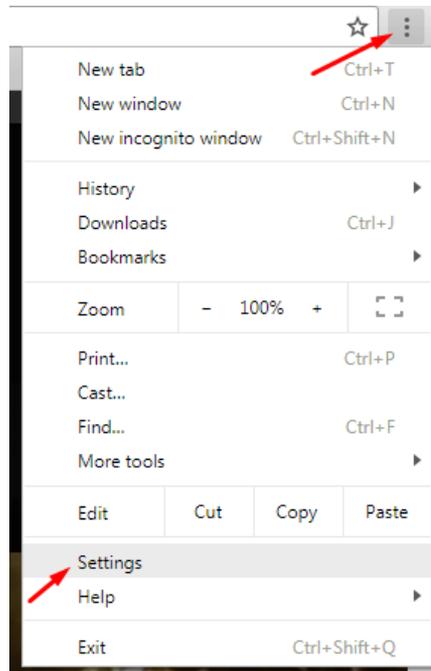
1. Clearing browser cookies and history
2. Repairing a previously established connection



# Clearing Browser Cookies and History

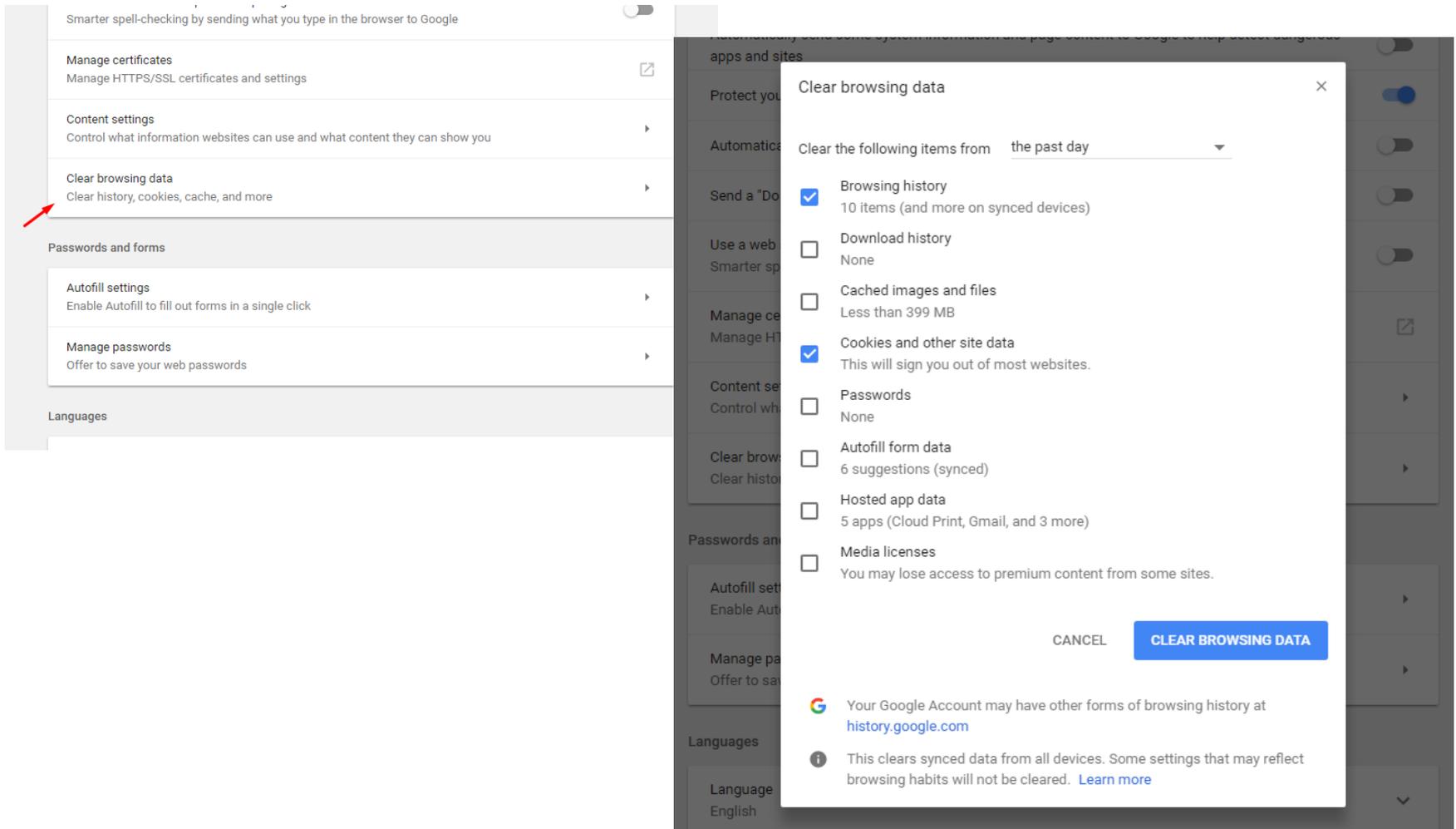
If this is not your first time making the connection, step 5 on page 10 may not work correctly due to your browser trying to auto-fill your 3Shape Communicate credentials. All you need to do is clear your browser cookies and history and try again.

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



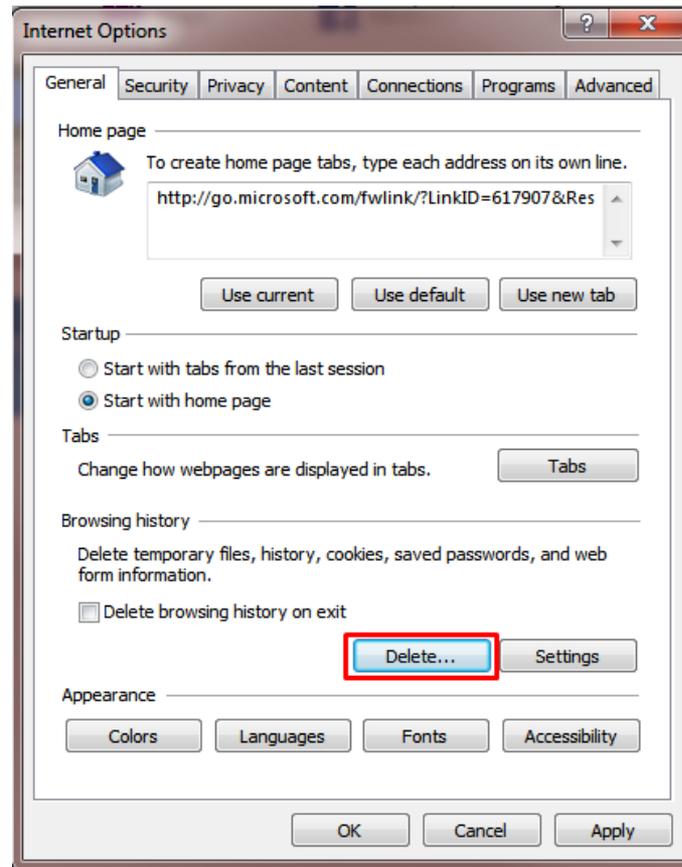
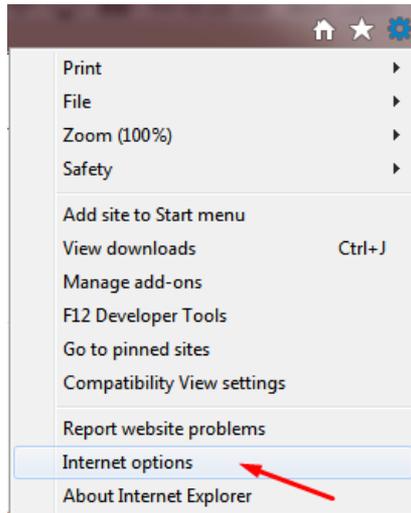
# Clearing Browser Cookies and History

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



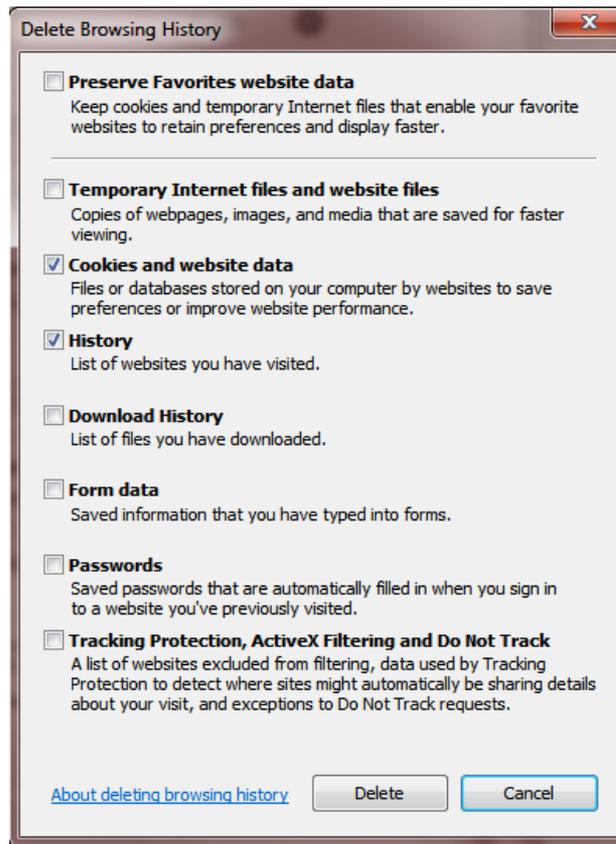
# Clearing Browser Cookies and History

**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.

### Applications

Ormco

