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The Doctor Portal gives you (and your staff if you so choose) the ability to access your lab cases and track their progress, communicate with the lab, view current and past statements and invoices, pay your bill and even submit cases electronically.

The Carroll Dental Laboratory Doctor Portal can be found by visiting...

<https://carrolldentallab.labstar.com>

...or by visiting our website and clicking on "Log In."

Your username and password have previously been mailed to you. However, if you need your log-in credentials again, feel free to email Dianna at dianna@carrolldentallab.com, or give us a call at 1-800-359-2455.

The first time you log-in, you should change your password by clicking on your name in the upper right-hand corner of the screen where it says "USER: Dr. _____". You will then click on the "Edit" button to the right of your username. From here you can change your password, add your e-mail address (to receive e-mail notifications of any messages sent via the Portal and edit your lab preferences.

Basic instructions on how to navigate the Doctor Portal are included. If you should have any questions, please call us at 1.800.359.2455.

Example of Doctor Portal Home Screen:



Doctor Portal How-To

Requesting an Additional Log-in: If you would like other members of your staff to have access to log-in to your portal, you can request new users. To request a new user, from the doctor portal dashboard, click on "User Management" in the lower left-hand area of the screen. Then click on "Request New User". You will then be asked to fill out some information about that person and then click "Create." This will submit the request to the lab, where we can approve and follow up with a username and password for this individual.

Requesting a Pick-up: Requesting a pick-up is very easy in the doctor portal! From the dashboard, simply click on "Case Pickup" in the lower left-hand corner. A box will pop-up asking you how many cases you have to be picked up. You can use the + or – buttons to select the appropriate number, or simply type the number into the box, then hit the green "OK" button to send the request to the lab.

Entering a Case: The Doctor Portal gives you, or your staff, access to enter your cases into the portal. Once the case is entered, a work ticket is generated that can then be printed and signed and sent to the lab with any other materials. This is especially beneficial when submitting all digital cases, when there are no physical materials to send to the lab. A digital impression file and/or photos can be attached to the case upon entry in the Doctor Portal and that will be sent to the lab. For more details on case entry, there is a detailed case entry "how-to" video available from the Doctor Portal – simply log in and click the question mark in the upper right-hand corner.

Checking on a Case: After logging in to the doctor portal, the Case Activity calendar shows you when your cases are due back to you. Below the calendar, a section labeled "Cases Arriving Today" shows you which cases will be coming to you that day. If your cases are mailed to you, a tracking number will also be provided in this section so you can track the location of the shipment. You can also find a certain case by using the search bar in the upper left-hand corner to search by the patient's name.

Paying an Invoice or Statement: All of your invoices and statements can be viewed in the doctor portal by going to the "Accounting" button. It is also very easy to submit a payment in the Doctor Portal. Simply click on the "Accounting" button and choose "Payments". All of your past payments will be shown here. To make a new payment, click the green button that says "New Payment" in the upper right-hand corner. Here, you can add a credit card by clicking "Add" and completing the requested information. You can then select which invoices you would like to pay by clicking the checkbox next to each one. You can also pay your entire statement at once by clicking on the "Statements" tab, within the "New Payment" pop-up box, and selecting the checkbox next to the statement you'd like to pay. Then you simply click "Create" to submit your payment.

Editing Lab Preferences: You can edit your lab preferences by clicking on your name in the upper right-hand corner where it says "USER: Dr. ____". From there you will click on "Edit" beside "Doctor Preferences" near the right side of the screen. Preferences can also be adjusted for each case upon case entry. For further information on case entry, please refer to the "how-to" video available from the Doctor Portal – simply click the question mark in the upper right-hand corner.