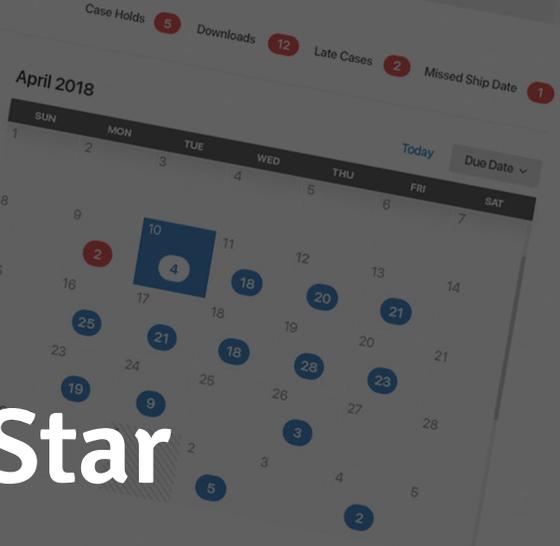


- Create New Case
- Case Check-In 21
- Manufacturing Manager 202
- Shipments 22
- Message Center 13
- To-Do
- Case Entry
- Digital Transfer



Welcome to LabStar! You're on your way to building a better dental lab.

Scroll to continue



## Welcome

**Congratulations and welcome to LabStar!** You've just taken the first step to building a better dental lab and striding forward into the future of digital dentistry

Below we've provided "best practices" to getting the most out of your LabStar. Most labs are up and running in three to five 1-hour training sessions.

## LabStar Training / Scheduling

**1) Choose one LabStar in-house "expert".** We recommend you appoint one staff member to join every training to ensure you have an in-house expert as you train others in their specific workflows.

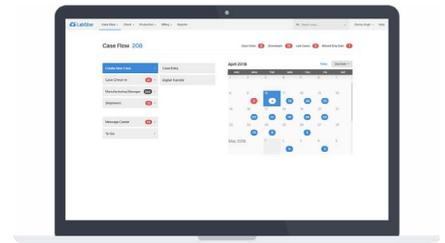
**2) Follow the training program.** It really helps if you follow the LabStar training structure and sequence—it'll save everybody lots of time. One hour of training now can help avoid a dozen phone calls later.

**3) Schedule training in advance.** Schedule your first training sessions in advance—we're happy to put multiple dates on the calendar.

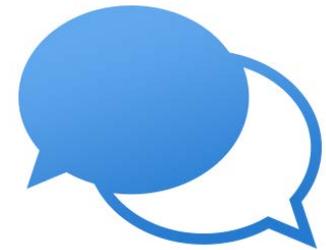
**4) Designate who attends each training.** It's best to only include staff members who will be using the features covered in each training session. The smaller the training group, the better the communication and learning.

## Browser Advice

**We support Chrome and Firefox browsers**—the most reliable cross-platform browsers for Mac and PC. That old stalwart, Internet Explorer, is no longer supported by Microsoft and LabStar's advanced features won't display properly.



Your dashboard is your starting place. Check for notifications and review your calendar for delays.



We recommend scheduling your [training sessions](#) in advance. Most labs only need 3-5 to get started.



Use Chrome or Firefox for best results. We don't test other browsers and you may run into issues.

## Your Equipment

LabStar delivers the software to your Chrome or Firefox browser, but since we're not in your office we're unable to diagnose hardware issues, which includes printers, scanners, routers, and even 56k modems.

If you're having trouble accessing the internet and getting Chrome or Firefox to work properly on your computer, we recommend contacting your trusty tech consultant.

## Other Software

LabStar only supports LabStar software—your friendly LabStar support team isn't able to provide support, advice, or recommendations about other software (we really focus on what we do best!)

LabStar connects with a few other applications such as QuickBooks and Wepay. Please remember that while we provide a "doorway" to such applications, your contractual and support relationship is with these companies directly.

## Help Resources

There are 4 easy ways to get help...

- 1) Help Center** articles—click on the "Help" link at the top right of your LabStar.
- 2) Chat**—in your Help Center
- 3) Email**—support@labstar.com
- 4) Phone**—(323) 522-3120

The Help Center contains over 300 articles and is continuously updated. We're always open to suggestions for new articles too!

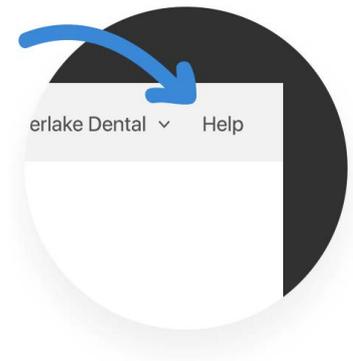
## Wrapping Up

Lastly, don't be afraid to explore and use the software. The more you play around with LabStar the more you'll discover how it can help you build a better dental lab.

**We look forward to supporting your business.**



In order to serve you best, we can only offer support for LabStar. For other issues, we recommend using a tech consultant.



The best place to find help is by clicking the 'Help' menu from inside of LabStar.



We can't wait to get you started on LabStar!