Frequently Asked Questions (FAQs)
Dentrix Software Donations

Q: Who can apply for a Dentrix software donation?

A: Educational institutions and charitable organizations in the United States and Canada can apply for a donation.

Q: What's included with the donation?

A: Donation recipients in the United States and Canada receive one copy of Dentrix on a DVD, free software upgrades, and access to the Dentrix Resource Center. Recipients in the United States also receive complimentary online, chat-based technical support.

Q: Is the donated software the same as the Dentrix software used in dental practices?

A: Yes. However, before shipping donated software, Henry Schein encodes the donation recipient's name and address into the software to discourage inappropriate use. For example, if the software were stolen or used inappropriately to manage a commercial dental practice, the donation recipient's name and address would appear on billing statements, insurance claims, reports, etc.

Q: Will I have to pay a fee of any kind to receive a donation?

A: Yes, but only a small one. Donation recipients pay a $25 shipping and handling fee.

Q: Does the software donation come with free training?

A: No. However, the donation includes access to the Dentrix Resource Center where you'll find a collection of interactive, self-paced Dentrix tutorials that explain fundamental concepts and provide hands-on practice exercises. The Dentrix software also includes a digital copy (PDF) of the Dentrix User's Guide and a Help system with hundreds of topics. If you want to purchase training, please call 1-800-336-8749 or send email to partnersinpractice@henryschein.com to schedule onsite training with a Dentrix Certified Trainer.

Q: Can I install my donated software at more than one site?

A: No. Each donation is a separate software license. If your organization has multiple sites, and you want to use Dentrix at each site, you'll need to apply for a license for each site. For example, if you represent a charitable organization with two clinics, you'll need to complete an application for each clinic. If you represent an educational institution with two campuses, you'll need to complete an application for each campus.

Q: What are the eligibility requirements for educational institutions?

A: Educational institutions are eligible for a donation if they use Dentrix for instruction in a classroom or a computer lab. If a school operates a clinic and wants to use Dentrix in the clinic, the clinic must offer 100% free patient care. The clinic may not charge fees to patients, insurance companies, or any

other third parties for treatment, supplies, or administrative services. Educational institutions do not need to provide proof that they are tax-exempt under Section 501(c)(3) of the U.S. Internal Revenue Code. Complete eligibility requirements are listed in the donation application available at www.dentrix.com/about-dentrix/donations.aspx.

Q: What are the eligibility requirements for charitable organizations?

A: Charitable organizations that operate clinics are eligible for a donation if they offer 100% free patient care. The clinic may not charge fees to patients, insurance companies, or any other third parties for treatment, supplies, or administrative services. In addition, charitable organizations must provide proof of tax-exempt status under Section 501(c)(3) of the U.S. Internal Revenue Code. Proof of state tax exemption is not sufficient. Complete eligibility requirements are listed in the donation application available at www.dentrix.com/about-dentrix/donations.aspx.

Q: What kind of proof do I need to provide to show that my charitable organization is tax-exempt under Section 501(c)(3) of the U.S. Internal Revenue Code?

A: Charitable organizations that apply for a donation must provide a copy of the official tax-exempt letter provided by the U.S. Internal Revenue Service. Click here or visit www.dentrix.com/about-dentrix/donations.aspx to see an example. Educational institutions do not need to provide proof of 501(c)(3) status.

Q: Where can I find the donation application?

A: The application is available for download at www.dentrix.com/about-dentrix/donations.aspx.

Q: How should I fill out the application?

A: The application is a PDF document. You can save the application to your computer and type the required information, or you can print the application and write the information. The choice is yours.

Q: Where should I submit my completed application?

A: If you complete the application on your computer, please email it to dentrixdonations@henryschein.com. If you print the application and fill it out with a pen, you can fax it to 801-847-3785 or mail it to Henry Schein Practice Solutions, Attn: Donations, 727 E. Utah Valley Drive, American Fork, UT 84003. Please choose only one submission method and send only one copy of your completed application.

Q: How long will I have to wait to find out if my donation application is approved?

A: It usually takes us three to five business days to review and approve (or decline) donation applications. Incomplete applications may require extra time. Please wait seven business days before requesting a status update.

Q: How will I know if my donation application is approved?

A: You will receive an email message informing you that your donation has been approved. The message will include an attached letter that contains your Dentrix Customer ID number. If your donation application is declined, you will also receive an email message with an attached letter.

Q: If my application is approved, how long will I have to wait to receive the software?

A: Once your application is approved, it usually ships within 1-3 days and delivery occurs 1-2 days later. You may wait up to five days to receive your software.

Q: What are the system requirements for Dentrix?

A: There are different requirements for servers, clinical workstations, and front office workstations, and the requirements are updated periodically. System requirements are available in the Dentrix Resource Center (www.dentrix.com/resource-center) and at www.dentrix.com/products/dentrix.

Q: I need help installing Dentrix. Can I call Henry Schein and get help?

A: Yes, but please understand that you'll be charged a technical support fee unless you have purchased a Dentrix Customer Service Plan. For installation assistance, please call 1-800-DENTRIX (336-8749) and choose the option for technical support. To purchase a customer service plan, call the same number and choose the option to purchase a product or support plan. **Note:** Instead of calling Dentrix Customer Support, consider downloading the Dentrix Installation Guide from the Dentrix Resource Center or starting an online chat session with Support. Chat support is free for donation recipients. For more information about the Dentrix Resource Center, see "What's in the Dentrix Resource Center?" For more information about chat support, see "How do I start a chat session with Dentrix Customer Support?"

Q: I need help activating Dentrix. Can I call Henry Schein and get help?

A: Yes. Please call 1-800-DENTRIX (336-8749) and choose the option for technical support. There is no fee to receive activation assistance.

Q: I need help resolving a technical problem with Dentrix. Can I call Henry Schein and get help?

A: Yes, but please understand that you'll be charged a technical support fee unless you have purchased a Dentrix Customer Service Plan. For assistance, please call 1-800-DENTRIX (336-8749) and choose the option for technical support. To purchase a customer service plan, call the same number and choose the option to purchase a product or support plan. **Note:** Instead of calling Dentrix Customer Support, consider using online chat support. Chat support is free for donation recipients. For more information, see "How do I start a chat session with Dentrix Customer Support?"

Q: How do I start a chat session with Dentrix Customer Support?

A: Open any of the major Dentrix modules, and from the **Help** menu, click **Chat with Support**. In the chat login window, enter your organization's ZIP Code and Dentrix Customer ID. (You'll receive a customer ID with your donation.) You can also start a chat session by opening your Internet browser, going to www.dentrix.com/support/contact-us.aspx, and clicking **Click to Chat**.

Q: How do I find the Dentrix User's Guide that comes with the Dentrix software?

A: After you install Dentrix, click the Windows Start menu, click **Dentrix** in the programs list, and then click **Dentrix User's Guide**.

Q: How do I find the Help files in the Dentrix software?

A: After you install Dentrix, open any of the major Dentrix modules, and from the **Help** menu, click **Contents**.

Q: How do I find the Dentrix Resource Center?

A: Open any of the major Dentrix modules, and from the **Help** menu, click **On-Demand Training**. On the login page, enter your organization's ZIP Code and Dentrix Customer ID. (You'll receive a customer ID with your donation.) You can also get to the Resource Center by opening your Internet browser and going to www.dentrix.com/resource-center.

Q: What's in the Dentrix Resource Center?

A: The Dentrix Resource Center includes a collection of interactive, self-paced Dentrix tutorials that explain fundamental concepts and provide hands-on practice exercises. The Resource Center also includes downloadable software users' guides and a searchable knowledgebase with troubleshooting tips and answers to common questions.

Q: How can I keep my staff up-to-date on new features in Dentrix?

A: We recommend that you subscribe to the free Dentrix eNewsletter (www.dentrix.com/email-manager), download free PDFs of Dentrix Magazine (www.dentrix.com/magazine), and visit the Dentrix Facebook page (www.facebook.com/Dentrix).

Q: Who can I contact if I have questions about my eligibility or the status of my donation application?

A: Please send inquiries to dentrixdonations@henryschein.com.