# Table of Contents

**Introduction** .................................................................................................................. 1

**Kiosk Prerequisites** ..................................................................................................... 1

**Setting up the kiosk in Windows** .................................................................................. 2  
- Hardware and Software Configuration ........................................................................ 7  
- Starting Kiosk on Windows .......................................................................................... 10  
- Kiosk Walkthrough - New Patient ............................................................................ 11  
- Kiosk Walkthrough - Existing Patient ....................................................................... 15

**Setting up the kiosk on iPad** ....................................................................................... 19  
- Software Configuration ............................................................................................. 25  
- Starting Kiosk on iPad ................................................................................................ 27  
- Kiosk Walkthrough - New Patient ............................................................................ 29  
- Kiosk Walkthrough - Existing Patient ....................................................................... 32
Introduction

Using the eCentral kiosk, patients can sign in and complete questionnaires electronically upon arrival. The kiosk replaces the traditional sign-in clipboard with an easy-to-use computer kiosk. The kiosk can be run on specifically-designed hardware purchased from Henry Schein One or on the Apple iPad or any dedicated computer workstation (with or without a touchscreen). After patients sign in via the kiosk, the information they provide is automatically uploaded to your Dentrix database, and your staff is instantly notified.

Kiosk Prerequisites

Before you can use the eCentral kiosk, the following requirements must be met:

- Henry Schein One provides specially designed hardware referred to as a “kiosk.” If you want to purchase this hardware, contact Henry Schein sales at (800) 336-8749. If you are using hardware that was not purchased from Henry Schein One, you must have either an Apple iPad or a dedicated computer workstation serving as a kiosk that your patients can access when they arrive at your office. This workstation should have the following system requirements:

  **Minimum**
  - Intel Pentium® IV 2.4 GHz
  - 1 GB RAM
  - 3 GB available disk space
  - DVD drive preferred. CD-ROM drives are acceptable on workstations as long as there is a DVD drive on the network to be used to install Dentrix G4.
  - 100 Mbps Ethernet card
  - Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1024 x 768 short
  - 3D capable DirectX 9 compatible graphics card with 128 MB video memory (for advanced 3D modeling)
  - USB Chipset with two or more powered USB 2.0 ports

  **Recommended**
  - Intel® Core™ 2 Duo Processor
  - 2 GB RAM (4 GB if using Windows® Vista)
  - 3 GB available disk space
  - DVD drive preferred. CD-ROM Drives are acceptable on workstations as long as there is a DVD drive on the network to be used to install Dentrix G4.
  - 1 Gbps Ethernet card
  - Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1024 x 768
  - 3D capable DirectX10 compatible graphics card with 128 MB video memory (for advanced 3D modeling)
  - USB chipset with two or more powered USB 2.0 ports
  - Additional PCI Express, AGP, PCI, or USB 2.0 expansion slots may be required.
  - Internet Explorer 7 and a screen resolution of 1024 x 768
While the kiosk works with traditional computer hardware, if your kiosk hardware was not purchased from Henry Schein One, you might have to configure some computer settings prior to using the kiosk. (Kiosk hardware purchased from Henry Schein One does not require any configuring.) For best performance, use the kiosk with Internet Explorer 7.0 or newer and a screen resolution of 1024 x 768. (See “Hardware and Software Configuration” for further details.)

Your kiosk must be running one of these supported operating systems:

- iOS (the supported operating system for Apple iPad devices).

Your kiosk must have a dedicated, high-speed Internet connection.

eSync must be installed on each workstation that is used by front-office staff (see the eSync User’s Guide for details about how to install eSync).

Setting up the kiosk in Windows

Note: If you are setting up the kiosk to run on an Apple iPad, see “Setting up the kiosk on iPad” on page 19.

As you set up the kiosk, you can customize the kiosk color scheme, opening message, and closing message.

To set up the kiosk

1. If you are using the kiosk hardware purchased from Henry Schein One, the kiosk login screen automatically appears when the machine is turned on. If you are not using hardware purchased from Henry Schein One, open Internet Explorer and go to http://kiosk.ident.com to access the kiosk login screen (see the “Hardware & Software Configuration” section for details on how to set the home page for Internet Explorer and how to create a Desktop shortcut for quick access to the kiosk).

Note: You can click the What’s New link to read about new features that have been added in the latest version of the software.
2. In the **Username** and **Password** fields, enter your user name and password, and then click **Setup** to open the Kiosk Setup screen.

You can set up the following items:

- **Color** - Choose a color scheme:
  1. Click **Edit** next to **Color** to open the **Select a kiosk color** screen.
  2. Click and drag the color slider up or down until the desired hue is achieved.
  Or, you can click anywhere in the shade/tint box (to the left of the color slider) to choose a shade/tint of the selected color.
  Or, in the **R**, **G**, and **B** fields, enter the **RGB** (Red Green Blue) values for the color you want to use.
  Or, in the or **Hex value** field, enter the hexadecimal value for the color you want to use.
A Preview of the color scheme is shown below the color selection tools. (It is best to use a light color that contrasts well with black text.)

3. Click **Save** to save the color.

- **Logo** - Choose a logo for the *Welcome* screen:
  1. Click **Edit** next to **Logo** to open the **Add and Resize Logo** screen.

2. Select **Logo Enabled** if you want to use your practice logo on the *Welcome* screen.

3. Click **Browse** next to **Image File** to locate the logo you want to upload to the kiosk. (The supported file formats are .png and .gif. The maximum file size you can upload is 200KB. It is recommended that the logo have a transparent background.)

4. Click **Upload** to upload and Preview the graphic. (An uploaded image does not overwrite an existing logo unless you click **Save**.) To change the dimensions of the logo, enter a value for **Resize Width** and/or **Resize Height**. You can also change the Image Position on the screen by marking **Left**, **Center**, or **Right**. The Preview is updated to reflect any changes.

5. Click **Save** to save the logo and its settings.

- **Sign-in Text** - Enter the text for the *Welcome* screen:
  1. Click **Edit** next to **Sign-in Text** to open the **Enter text to display on Sign-in page** screen.
2. Enter the text you want displayed on the kiosk's **Welcome** page. You can enter up to two lines of text. (This text will show in addition to any logo you upload.)

3. Click **Save** to save the text.

- **Finish Text** - Enter text for the **Finished** screen (after all questionnaires are filled out):
  1. Click **Edit** next to **Finish Text** to open the **Enter text to display on Finish page** screen.

2. Enter the text you want displayed on the kiosk's **Finished** screen. You can enter up to two lines of text.

3. Click **Save** to save the text.

- **Transition** - Choose the transition you want to use between screens:
  1. Click **Edit** next to **Transition** to open the **Select a Transition** screen.
2. Select **Transitions enabled** if you want to use a special effect to transition from one screen to the next as the patient checks in. Select one of the **Transitions** and Preview the effect.

3. Click **Save** to save the selected transition.

- **User Manual** - Click the **View User Manual** link if you want to open a copy of this document.
- **Launch Kiosk** - Click this button to open the **Welcome** screen:
Hardware and Software Configuration

If you have not purchased hardware specifically designed for the kiosk software, it is highly recommended that you configure your computer settings as explained in the following sections.

- Setting the Screen Resolution
- Disabling AutoComplete
- Setting Kiosk as your Home Page
- Creating an Internet Explorer Shortcut to Kiosk

**Note:** If you’re running the kiosk software on an iPad, you may also need to configure your iPad to communicate with your Dentrix system using the office WiFi.

**SETTING THE SCREEN RESOLUTION**

Set the display’s screen resolution to 1024 x 768 (if necessary, consult your Windows documentation or hardware technician for instructions on how to do this).

**DISABLING AUTOCOMPLETE**

Disabling AutoComplete in Windows Internet Explorer prevents patient information from being stored, and potentially re-entered in kiosk fields.

**To disable AutoComplete**

1. Open Internet Explorer.
2. From the **Tools** menu, click **Internet Options** to open the **Internet Options** dialog box.

![Internet Options dialog box](image)

3. Click the **Content** tab to view content options.
4. Under AutoComplete, click Settings to open the AutoComplete Settings dialog box.

5. Clear the Address bar, Forms, and User names and passwords on forms options.

6. Click OK to save the changes.

**SETTING KIOSK AS YOUR HOME PAGE**

Setting the kiosk as your home page minimizes the number of steps needed to start the kiosk software each time.

**To set Kiosk as your home page in Internet Explore**

1. Open Internet Explorer.

2. In the address field of your browser, type http://kiosk.ident.com.

   **Note:** Depending on your version of Internet Explorer, the steps to set the current web page as your home page may differ from the steps below. You may need to begin by clicking Tools > Internet Options and click Use Current.

3. In the top of the Internet Explorer browser, click the Home icon and click Add or Change Home Page to display the Add or Change Home Page dialog box:

4. Select Use this webpage as your only home page.

5. Click Yes to save the change.
CREATING AN INTERNET EXPLORER SHORTCUT TO THE KIOSK SOFTWARE

Creating a shortcut to the kiosk software on your Windows Desktop allows you to quickly access the Kiosk login screen.

To create a Kiosk shortcut

1. In Windows Explorer, navigate to C:\Program Files\Internet Explorer.
2. Right-click iexplore.exe (the “.exe” might not be visible, depending on your Windows configuration) and then select Send To > Desktop (create shortcut) from the shortcut menu.
3. Locate and right-click the shortcut you created in step 2 and then select Properties from the shortcut menu.

The Kiosk Properties dialog box appears.

4. On the Shortcut tab (this tab should already be selected), in the Target field, after the text “C:\Program Files\Internet Explorer\iexplore.exe” (quotation marks included), enter a space and then “-k http://kiosk.ident.com/login.html” (without the quotation marks).

Note: Using the -k option runs Internet Explorer in kiosk mode. In kiosk mode the menu bar and address bar disappears.

5. On the General tab, you can enter a more descriptive name for the shortcut (such as Kiosk Shortcut).
6. Click OK to save the changes to the shortcut properties. (To access the Kiosk login screen, all you have to do is double-click this Kiosk shortcut on the Desktop.)
Starting Kiosk on Windows

Before starting the kiosk software for the first time, review the “Hardware and Software Configuration” section and ensure your hardware has been properly set up. Starting the kiosk is simple and requires little time. You should complete the following steps each morning before patients arrive to ensure that questionnaires are properly uploaded and that the kiosk performs as expected.

To start kiosk

1. Perform a Dentrix WebSync from any workstation. (See the Dentrix Help for details about how to perform a WebSync.) If the WebSync is set up to run automatically and Questionnaires Upload is selected (both options can be set up on the first screen of the WebSync Wizard), you can skip this step.

2. If you are using the kiosk hardware purchased from Henry Schein One, the Kiosk login screen automatically appears when the machine is turned on. If you are not using hardware purchased from Henry Schein One, open Internet Explorer and go to http://kiosk.ident.com to access the kiosk login screen (see the “Hardware and Software Configuration” section for details on how to set the home page for Internet Explorer and how to create a Desktop shortcut for quick access to the kiosk software).

3. In the Username and Password fields, enter your user name and password, and then click Login to open the Welcome screen.
Kiosk Walkthrough - New Patient

When a new patient signs in using the kiosk software, the patient is prompted to fill out the default questionnaires assigned to new patients. For details about how to set default questionnaires for new patients, see the Questionnaire Upload topic in the Dentrix Help (on the Dentrix Help Search tab, search for “Questionnaire Upload”).

This section explains how new patients sign in using the kiosk with an onscreen keyboard (touchscreens only), external keyboard, and/or mouse.

To sign in a new patient using the kiosk software

1. From the Welcome screen, the patient clicks New Patient to open the Enter the patient’s first name screen.

2. The patient enters his or her first name and then clicks Next to go to the Enter the patient’s last name screen.
3. The patient enters his or her last name and then clicks **Next** to go to the **Enter patient's date of birth** screen.

4. The patient enters his or her date of birth in a MM/DD/YYYY format (invalid numbers turn red) and then clicks **Next** to begin filling out questionnaires. If you have set required fields for that form in the Questionnaires module, the required field names appear with an asterisk (*) next to them. The patient can view and update all forms, but only the required forms and fields have to be filled out. The patient’s name and birth date fields will be automatically populated on all forms.
5. The patient completes each questionnaire and clicks **Next** after each one.

If the patient doesn't make an entry in a required field, the field turns yellow. If the patient doesn't make an entry in a field with an option button or checkbox, the label turns red. The patient will need to make an entry in the field before they can move on to the next form.

(The patient can click **Save and Logout** at anytime to save what has been completed and send that information to Dentrix. For example, if the patient has not finished filling out the forms, but the doctor
is ready to see the patient, the patient can save what they've entered and finish entering their patient data after the exam.)

The **Forms Completed** screen appears with all of the forms that have been completed by the patient.

![Forms Completed screen](image)

6. The patient can click a questionnaire to go back and edit that form's information. Or, the patient clicks **Next** to open the **Finished** screen.

![Finished screen](image)

7. The patient clicks **Finish** to return to the **Welcome** screen.

   All the information the patient entered at the kiosk is uploaded to the Questionnaires module, and notification of the newly completed questionnaire(s) appears on all workstations with eSync installed (see the eSync User's Guide for details about how to view eSync notifications).
**Kiosk Walkthrough - Existing Patient**

When an existing patient signs in at the kiosk, the patient is prompted to fill out only the questionnaires that have been assigned to him or her. This section explains how existing patients sign in at the kiosk with an onscreen keyboard (touchscreens), external keyboard, and/or mouse.

**To sign in an existing patient using the kiosk software**

1. From the Welcome screen, the patient clicks New Patient.
   
   The screen displays **Enter the first 3 letters of the patient's first name.**

   ![Keyboard Interface](image)

   **Enter the first 3 letters of the patient's first name**
   
   Q W E R T Y U I O P
   
   A S D F G H J K L
   
   Z X C V B N M -
   
   Caps , , **Space** Back
   
   Start Over Previous Next

2. The patient enters the first three letters of the his or her first name and then clicks Next.
   
   The screen displays **Enter the first 3 letters of the patient's last name.**
3. The patient enters the first three letters of his or her last name and then clicks Next. The screen displays **Enter patient's date of birth**.

4. The patient enters his or her birth date and then clicks Next.
Kiosk verifies the patient is in the Dentrix database by referencing the first three letters of the patient's first and last name and date of birth. If no patients matching these criteria are found, the patient is prompted to retry using his or her full name. If the patient is not found the second time, the patient automatically completes the sign-in process as a new patient. If the patient is found, a screen to welcome the patient appears.
5. The patient clicks **Continue** to begin filling out questionnaires.

The patient's name and birth date fields will be automatically populated on all forms.

Note: If the patient doesn't make an entry in a required field (required fields are marked with an asterisk), the field turns yellow. If the patient doesn't make an entry in a required field that has an option button or a checkbox, the label turns red. The patient will need to make an entry in the field before they can move on to the next form.

6. The patient completes each questionnaire and clicks **Next** after each one. (The patient can click **Save and Logout** at anytime to save what has been completed and send that information to Dentrix. For example,
if the patient has not finished filling out the forms but the doctor is ready to see the patient, the patient can save what they’ve entered and finish entering their patient data after the exam.)

The **Forms Completed** screen appears with all of the forms that have been completed by the patient.

![Forms Completed Screen](image)

7. The patient can click a questionnaire to go back and edit that form’s information. Or, the patient clicks **Next** to open the **Finished** screen.

![Finished Screen](image)

If there are additional family members with appointments, the **Finished** screen gives the patient the option to sign in additional family members.
To sign in additional family members, the patient clicks a name and then repeats steps 6 – 7.

8. The patient clicks Finish to return to the Welcome screen. All the information the patient entered in the kiosk is uploaded to the Questionnaires module, and notification of the newly completed questionnaire(s) appears on all workstations with eSync installed (see the eSync User’s Guide for details about how to view eSync notifications).

**Setting up the kiosk on iPad**

Setting up the kiosk on an iPad device is similar to setting it up on Windows. In general, you’ll need to do the following:

- Log in to eCentral Kiosk
- Set the background color
- Change the sign-in text on the “Welcome” screen
- Change the text on the “Finish” screen

As you set up the kiosk, you can customize the kiosk color scheme, opening message, and closing message.

**To log in to eCentral Kiosk**

1. Open the Safari browser and go to http://kiosk.ident.com to access the kiosk login screen (see the “Software Configuration” section for details on how to set the Home page for Safari and how to create a Desktop shortcut for quick access to the kiosk).
Note: You can click the What’s New link to read about new features that have been added in the latest version of the software.

2. In the Username and Password fields, enter your eCentral user name and password, and then click Setup to open the Kiosk Setup screen.

   Note: If you forgot your eCentral password, click Forgot Password? and eCentral sends an email with your password to the email address eCentral has on file.

3. Press Setup.
   The Kiosk Setup screen appears.
To set the background color

1. On the Kiosk Setup screen, select Edit next to Background Color.

   The background color selector appears.
2. Select a background color and shade in the color bar.
   The slider bar moves to the selected color, and the background changes to the new color.

3. If you want a different shade of the selected color, select the desired shade in the Shade box.
   **Tip:** Touch the shade you want; don't attempt to drag the slider or pointer.
   The shade indicator moves to the new shade, and the background color changes to the selected shade.

4. If you want to enter the RGB (red, green, and blue) or hexadecimal color values, select **Show RGB/Hex**.
   The RGB and Hex value fields display, where you can enter either RGB or hexadecimal values. (You don't need to specify both.)
5. Select Save to save your changes.

To change the text on the Welcome screen
1. On the Kiosk Setup screen, select Edit next to Sign-in Text.
   The Welcome Text screen appears.
2. Select the text line you want to change (either line 1 or line 2).
   The on-screen keyboard appears so you can enter your text.

3. Type the welcome text you want to appear on your kiosk.
   The fields are updated with your new text.
   **Tip:** The iPad can be held in either portrait or landscape orientation. You may want to try holding the iPad in both orientation as you specify your Welcome screen and Finish screen text.

4. Select **Save** to save your changes.

To change the text on the Finish screen

1. On the **Kiosk Setup** screen, select **Edit** next to **Finish Text**.
   The **Setup Finish Text** screen appears.
2. Select the text line you want to change (either line 1 or line 2).
   The on-screen keyboard appears so you can enter your text.

3. Type the text you want to appear on your kiosk when the patient finishes.
   The fields are updated with your new text.

4. Press **Save** to save your changes.

**Software Configuration**

As you set up the kiosk software on your iPad device, you can add an icon shortcut to the iPad Home screen to make it easy to start the kiosk.

**To add an icon shortcut to the iPad Home screen**

1. Access the Kiosk Login page at http://kiosk.ident.com
2. Press the Plus Sign (+) at the top of the **Login** window.
   A menu of options appears.
3. Select **Add to Home Screen**.
   The **Add to Home** screen appears.

4. Select **Add**.
   The shortcut icon is added to your Home screen.
Starting Kiosk on iPad

Before starting the kiosk software for the first time, review the “Software Configuration” section. Starting the kiosk is simple and requires little time. You should complete the following steps each morning before patients arrive to ensure that questionnaires are properly uploaded and that the kiosk performs as expected.

To start kiosk

1. Perform a Dentrix WebSync from any workstation. (See the Dentrix Help for details about how to perform a WebSync.) If the WebSync is set up to run automatically and Questionnaires Upload is selected (both options can be set up on the first screen of the WebSync Wizard), you can skip this step.

   Note: If you change any settings in the WebSync Wizard, you’ll need to click Finish to save your changes in the WebSync Wizard.

2. Select the kiosk icon shortcut on the iPad Home screen (see the “Software Configuration” section for details on how to add the kiosk icon shortcut to the iPad Home screen for quick access to the kiosk software).
3. In the **Username** and **Password** fields, enter your user name and password, and then select **Login** to open the **Welcome** screen.
Kiosk Walkthrough - New Patient

When a new patient signs in using the kiosk software, the patient is prompted to fill out the default questionnaires assigned to new patients. For details about how to set default questionnaires for new patients, see the Questionnaire Upload topic in the Dentrix Help (on the Dentrix Help Search tab, search for “Questionnaire Upload”).

This section explains how new patients sign in using the kiosk software on the iPad device.

To sign in using the kiosk software

1. At the Welcome screen, the patient selects New Patient.

   The Patient Name & Birthdate screen appears.

   2. The patient enters his or her date of birth.

   3. The patient selects the First Name field and enters his or her first name, then selects the Last Name field and enters his or her last name.

      Note: The patient name is used to fill in the patient forms that appear later.

   4. The patient selects Next.

      The first form appears, such as the Consent for Internet Communication screen shown here:
Certain fields and groups of fields can be marked as required in the Questionnaire module in Dentrix. Required fields are denoted with a black asterisk next to the field, as shown in the example above.

If the patient doesn't make an entry in a required field, the field turns yellow. If the patient doesn't make an entry in a field with an option button or checkbox, the label turns red. The patient will need to make an entry in the field before they can move on to the next form.

If the system encounters an error, the following message appears:
5. After the patient’s name and birthday are entered, the patient selects **Next** through each form. Once the patient has filled out all the forms, the forms completed page appears.

6. The patient presses **Next**.
The Finished page appears.

7. Select **Finish**.

   The Welcome screen appears, and the kiosk is ready for the next patient.

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**Kiosk Walkthrough - Existing Patient**

When an existing patient signs in at the kiosk, the patient is prompted to fill out only the questionnaires that have been assigned to him or her. This section explains how existing patients sign in using the kiosk software on the iPad device.

**To sign in an existing patient using the kiosk software**

1. The patient selects **Existing Patient**.

   The **Patient Name & Birthdate** screen appears.
2. The patient enters his or her date of birth.

3. The patient selects the **First Name** field and enters his or her first name, then selects the **Last Name** field and enters his or her last name.

4. The patient selects **Next**.

   If the system can't find an exact match or there are multiple patients with the same name and date of birth, the following message appears:
If the system encounters other errors, an appropriate message appears describing the problem.

5. If the system was able to match the patient name with the date of birth, the following screen appears.
6. The patient selects **Continue**.

   The first of the forms pages appears.

   ![First Form Page]

7. The patient fills out the form and selects **Next** for each form presented.

   Once the patient has filled out all the forms, the forms completed page appears.

   ![Forms Completed Page]

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*eCentral Kiosk User's Guide*
8. The patient selects **Next**.
   The **Finished** screen appears. If the patient had family members who were coming in for an appointment on the same day, those members would appear on the **Finished** screen.

9. If the patient selects a family member, the patient will be taken to the forms page for the selected family member.
   If the patient doesn't have any family members coming in the same day, the **Finished** screen appears:
Thank you for signing in!