

## Online Billing & Lookup Frequently Asked Questions

**Someone in our office forwarded me the online billing link. It prompts me to enter my name and own password but doesn't let me into the system. What am I doing wrong?**

Each login is attached to the individual email address from which the email invitation was accepted. That email becomes the username for the account. If you want multiple people in an office to have access to online billing and invoice/statement look up, you can do one of two things.

1. Share with everyone in the office the username and password that should be used for logging in and go to the main [Doctor Portal link](#) from our website to log in.
2. Have each individual in the office set up their own username (email) and password. Note each person will need their own individual email address for this to work. They will need to provide the individual email address to D&S Dental Laboratory, who will send the invitation that comes from the mailbox evidentlabs.com (check your Junk folder if you don't see it in your inbox).

**The system is asking me to login with my username and password. I don't remember entering a username?**

The username is automatically the email address from which you accepted the email invitation.

**How can I reset my password?**

Go to [www.dnsdental.com](http://www.dnsdental.com) and select the [Doctor Portal link](#) from the top navigational bar. Enter your username (this is the email address the account was set up under) and select reset password.

**I'm having trouble logging into the site from my bookmarked link. What should I do?**

The main login page can be found on our website [www.dnsdental.com](http://www.dnsdental.com). Select the [Doctor Portal link](#) along the top navigation bar.

**Can I still get a paper copy of my statement mailed to me at the end of the month?**

Yes, for now, we will continue mailing paper statements. However, we do anticipate we may eventually phase this out once more people set up online accounts.

**Can I sign up just to see invoices and statements but not make any payments?**

Yes, you can still see invoices and statements regardless of whether you ever make a payment through the system.

**Can I set it up to have automatic payments taken from my credit card on a certain day of the month?**

Online billing allows you to select a one-time payment for a certain dollar amount. If you'd prefer to set up auto payments from your credit card, call our Accounting Department at 800.236.3859. They can set this up for you.

**Can I track where my case is in the lab from my Online Billing and statement look up account?**

Under the Active Cases link on the left, it will show a list of cases in the lab and those recently sent.

**Does the 3% payment discount apply to credit card payments?**

No it only applies to check payments received by the 10<sup>th</sup> of each month.