

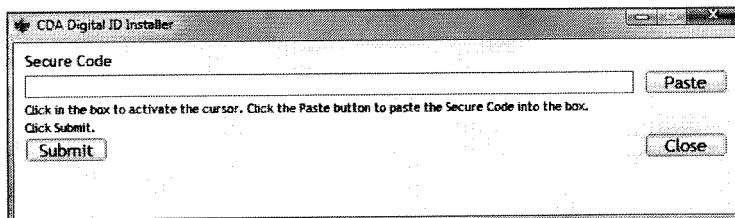
I've been invited to an office. Now what?

1. Sign in to the Practice Support Services Portal. If you are signing in for the first time, you will have to set up a validated email address (see above).
2. When you sign in, there will be an alert that you have been invited to an office. On the page will be the office details and buttons to "Accept" or "Ignore" in the invitation. Choose "Accept".
3. On the next page, select whether you want the office owner and administrators to be able to download your CDA Digital ID on your behalf. If you do not give permission, you will have to be at the office when you are set up for transmitting dental benefit claims with ITRANS or the CCD-WS.
4. When you click accept, the office owner and administrators will be sent an email advising them you have accepted the invitation.

I received notice my ITRANS certificate is expiring. Now what?

The ITRANS certificate must be replaced with the CDA Digital ID. Also, the ITRANS software called the "ICA" must be upgraded to version 2.4 or above.

1. Upgrade the ITRANS ICA.
 - a. Contact your vendor since this is a task typically completed by them.
 - b. Alternatively, download the new ICA from:
 - Windows version: <http://goitrans.com/wica24>
 - Mac (Java) version: <http://goitrans.com/jica24>
 - c. Install the new ICA. Help is available from the CDA Practice Support Services Help Desk at 1-866-788-1212
2. Sign in to the CDA Practices Supports Services website as listed above.
3. Click on "My CDA Digital ID".
4. If you are linked to multiple offices, find the row with the office in question. Click the "Download Digital ID" button.
5. Confirm the listed CDA Digital ID details listed on the page. Read the *CDA Digital ID Subscriber Agreement* and click the confirmation checkbox.
6. Click the button "Install with CDA Digital ID Installer"
7. On the next page, if not already installed, install the CDA Digital ID Installer by clicking the link. Follow the instructions provided.
8. Copy the "secure code" listed on the website page.
9. Start the CDA Digital ID Installer software. Click the "Paste" button to paste the secure code in the window.



Click Submit. The installer will install the CDA Digital ID and other required items.

Getting Started, Step-by-step

First time sign in

1. With your Internet browser (Internet Explorer or Firefox preferred) go to www.cda-adc.ca/express.
2. Enter the Express Code at the top of page 1 of this letter.
3. Answer the questions to validate your sign in.
4. Create a username and password.
5. In the site, you will be presented with a notice that you need a validated email address. Click the link in the notice. Enter a unique email address.
6. The site will send you an email. Check your email and click the link in the email to validate the email address. Sign out and sign in again to update that your email address is validated.
7. Click the My Info tab. Review the information under the Personal Information and Professional Information tabs.
8. Click the My Offices tab. Review the information on these tabs.

Add an Office Administrator

1. Sign in to the Practice Support Services website.
2. Click the office number in which to add an administrator.
3. Click the "Invite office admin" button.
4. Step 1. In the New Admin area, input the staff member's first and last name. Click "Invite New Admin".
5. Step 2. Each of the office you own or administer will be listed. Indicate which offices the office staff person should be added to. For each office, indicate the role (Senior admin, Junior admin).
6. Step 3. Click "Create invitation". Print the page that is displayed and give it to the office staff member. With this the staff member can sign in and create a username and password.

Add a new dentist to the office

1. Sign in to the Practice Support Services website.
2. Click on "Administration" at the top of the page in the grey bar.
3. Click the "My Offices" tab. Click the Office number of the office you want to invite the dentist to.
4. On the Office details page, click the "Invite dentist" button.
5. Step 1: Choose the dentist by either typing the dentist's name or Unique ID Number (UIN) into the appropriate box. Select the dentist from the list that appears. Click "Add dentist".
6. Step 2: Indicate which office(s) to add the dentist to by clicking on the green check mark or black X. For each office indicate the dentist's role: owner, associate or associate admin.
7. Step 3: Click "Send". The dentist will be sent an email if the dentist has a validated email in the system. If not you will be prompted to notify the dentist they have to sign in to services.cda-adc.ca to complete joining the office.
8. The invited dentist signs in and follows the prompts to accept the invitation.