Account

Creating an Account on DentsplySirona.com

- How do I create a new DentsplySirona.com account?

    - If you've never purchased from Dentsply Sirona, whether online or through a sales representative, please register as a new customer:

1. Select **Sign In/Register** at the top-right corner of the DentsplySirona.com homepage
2. Select **Register**, then select **Sign Up Now**
3. Enter your personal details, then select **Create Online Login**
4. Verify your email via the verification code sent to the email address you've provided
5. Please select "I'm a brand-new customer", then **Continue to Account Details**
6. Please enter your practice details, then select **Save & Continue**
7. Select your practice billing address, then select **Use Selected Address**
8. Select whether you'd like to opt into the DS Points Plus program
9. Your account is now be pending validation. This process can take up to 5 business. Once your account is validated, you may shop Dentsply Sirona's online catalog.

- I'm already a Dentsply Sirona customer. Do I still need to create an online account?

    - Yes. If you've never purchased from Dentsply Sirona Online, you still need to register as a new customer in order to shop DentsplySirona.com:

1. Select **Sign In/Register** at the top-right corner of the DentsplySirona.com homepage
2. Select **Register**, then select **Sign Up Now**
3. Enter your personal details, then select **Create Online Login**
4. Verify your email via the verification code sent to the email address you've provided
5. Please select whether you have an existing Dentsply Sirona account number or are a brand-new customer, then select **Continue to Account Details**

6. If you're an existing Dentsply Sirona customer, you can find your account number on a Dentsply Sirona invoice. Enter your account number and zip code, and select **Find My Account**
7. If the account is correct, select **Continue**
8. Select whether you'd like to opt into the DS Points Plus program
9. Shop and discover DentsplySirona.com—and don't forget to sign up continuing education courses too!

- I just want to access Dentsply Sirona Academy courses. How do I create an Academy account?

    - If you'd like to create a DentsplySirona.com account to access our Academy courses, please follow these steps:

    1. Select **Sign In/Register** at the top-right corner of the DentsplySirona.com homepage
    2. Select **Register**, then select **Sign Up Now**
    3. Enter your personal details, then select **Create Online Login**
    4. Verify your email via the verification code sent to the email address you've provided
    5. Select **Start Learning Now**
    6. You may now enroll in Academy courses

- A practice administrator sent me an invite link. How long do I have before it expires?

    - If a practice administrator has invited you to join their practice on DentsplySirona.com, you have 7 days to access the invite sent to your email address. After 7 days, you'll need to request a new link from your practice administrator.

- I don't have access to the email address my account is under. What should I do?

    - If you've registered your account with an email you can no longer access, you'll need to call Customer Service at **1-844-848-0137**.

Distributors

- How do I link a preferred distributor to my account?

    - If you'd like to link a preferred distributor to your DentsplySirona.com account, follow these directions:

1. Hover over your name in the top-right corner of the DentsplySirona.com homepage and select **My Account**
2. In the My Account column, select **Manage Preferred Distributor**
3. Select **Add a Preferred Distributor**
4. Select your preferred distributor in the popup menu, check the box, and select **OK**. *Note:* Only distributors that have been integrated into our site will be displayed in the dropdown
5. Select **OK** to open the distributor's website in a new window. You'll need to enter your credentials for the distributor's website to connect that account to your DentsplySirona.com account. You must have a valid distributor web account will be able to login. If you do not have an existing distributor web account, register on the distributor's website. If you experience issues during this process, please reach out to your distributor's customer service department
6. Once you've logged in to your distributor account, you will return to DentsplySirona and select a default account from the dropdown. If you do not see your account displayed in the dropdown, contact the distributor's sales representative to add or modify your account
7. You can add more than one distributor, but only one may be selected as your default

- How do I change my preferred distributor?

    - If you'd like to change a preferred distributor in your DentsplySirona.com account, follow these directions:

1. Hover over your name in the top-right corner of the DentsplySirona.com homepage and select **My Account**
2. In the My Account column, select **Manage Preferred Distributor**
3. Select your preferred distributor in the popup menu, check the box, and select **OK**
4. You may add more distributors but can only use 1 at a time. If you switch distributors, all the items in your cart will clear

- My credentials aren't working when I try to link my distributor account to my DentsplySirona.com account. What should I do?
    - If you're having trouble logging in to your account on a distributor's website, please contact the distributor's customer service:
        - Benco Dental Supply Company: 1-800-462-3626
        - Henry Schein Dental: 1-800-372-4346, Extension 2
        - Patterson Dental Supply, Inc.: 1-866-449-7282
        - Darby Dental: 1-800-645-2310

- Do I need to link a distributor account to my DentsplySirona.com account to buy one of their products on DentsplySirona.com?
    - No, you don't need to link your distributor account to your DentsplySirona.com account, but you won't be able see discounted distributor pricing—only the MSRP.

- Can I use my DS Points if I buy a product from my preferred distributor?
    - Yes, you can use DS Points to buy a product from your preferred distributor. However, your Dentsply Sirona will fulfill your order instead of the distributor.

      If you have questions about shipment or fulfillment for a distributor's product you purchased using DS Points, please call our Customer Service hotline at **1-844-848-0137**.

- I have a question about pricing or availability for a product sold by my preferred distributor on DentsplySirona.com. Whom do I call?

- For questions about pricing or availability for a product sold by a distributor, please contact your distributor's customer service:
    - Benco Dental Supply Company: 1-800-462-3626
    - Henry Schein Dental
    - Patterson Dental Supply, Inc.: 1-866-449-7282
    - Darby Dental: 1-800-645-2310

- How do I return or exchange an item I bought through my distributor on DentsplySirona.com?
    - To return or exchange an item you purchased through a distributor on DentsplySirona.com, please contact the distributor's customer service:
        - Benco Dental Supply Company: 1-800-462-3626
        - Henry Schein Dental
        - Patterson Dental Supply, Inc.: 1-866-449-7282
        - Darby Dental: 1-800-645-2310

      If you used DS Points to purchase the item, please contact our Customer Service hotline at **1-844-848-0137**.

- Can I use a distributor's website promo code if I buy their item(s) on DentsplySirona.com?
    - No, only DentsplySirona.com promotions can be used on products you've purchased from DentsplySirona.com.

Reset PW

How do I reset my account password?

- To reset your password, follow these directions:

1. Hover over your name in the top-right corner of DentsplySirona.com and select **My Account**
2. Select **Update Password** in your account dashboard
3. Enter your credentials and updated password and select **Continue** to confirm

Address

- How do I add a shipping address to my account?
    - You can add an address to your account when you're checking out a purchase. To do this, follow these directions:

1. During checkout, select **Edit** in the Shipping Address panel that appears before you enter payment information
2. Select **Add Shipping Address** and enter the required information
3. Select **Save and Continue** to save the address to your account

- How do I change or edit an address saved to my account?
    - You can change or edit an address saved to your account when you're checking out a purchase. To do this, follow these directions:

1. During checkout, select **Edit** in the Shipping Address panel that appears before you enter payment information

2. Select the address you'd like to edit or change, then select the pencil icon to the right of the address

3. Enter the required information, then select **Save and Continue** to save the address changes to your account

- How do I manage my shipment addresses in My Account?
    - If you'd like to add or remove shipping address to your account, follow these directions:

1. Hover over your name in the top-right corner of DentsplySirona.com and select **My Account**

2. **My Profile** in your account dashboard

3. Select **Practice Management** in the menu on the left, then select **Manage Practice Accounts** in the dropdown menu

4. Select the **Edit Practice** button next to the practice account you'd like to adjust

5. Scroll down the page until you reach the **Shipping Locations** section. Select the **Edit** or **Remove** buttons or **Add New Location** to manage your practice shipping addresses

Payments

- How do I add a credit card to my account?
    - To add a new credit card to your payment options, follow these directions:

1. Hover over your name in the top-right corner of DentsplySirona.com and select **My Account**

2. Select **My Profile** in your account dashboard, then select **Personal Payment Methods** in the menu on the left

3. Select **Add a Payment Method**, enter your billing information and credit card details, then select **Finish**

- How do I change my payment method?
    - To select a different credit card to use for a purchase, follow these directions:

1. Hover over your name in the top-right corner of DentsplySirona.com and select **My Account**

2. Select **My Profile** in your account dashboard, then select **Personal Payment Methods** in the menu on the left

3. Choose **Select as Default Payment Method** next to your desired credit card and save

- How do I change my payment method during the checkout process?
    - To change your method of payment while you're checking out, follow these directions:

1. Select your shopping cart the top-right corner of DentsplySirona.com
2. Select **Proceed to Checkout**
3. Scroll down to the third box, **Payment Method**, and select the blue **Edit** link in the panel
4. Select your payment method, then select **Save and Continue**
5. Select **Place Order** to place your order with the new payment method

- What's the difference between an authorized credit card and a personal credit card?
    - You can assign both a personal credit card and an authorized credit card to your account. A personal credit card is connected to your account, while an authorized, or practice, credit card is provided by the practice administrator, and can be used by anyone in the practice.

      Purchases made using an authorized credit card also receive an invoice.

- How do I add a credit card as a practice payment method?
    - If you'd like to add a credit card from a practice, follow these directions:

        1. Hover over your name in the top-right corner of DentsplySirona.com and select **My Account**

2. **My Profile** in your account dashboard

3. Select **Practice Management** in the menu on the left, then select **Authorized Payment Methods** in the dropdown menu

4. Select **Add Payment Method** and enter the payment details, then select **Finish**

Academy

- How do I receive a continuing education (CE) credit?

    - We offer CE credits for live courses, webinars, and OnDemand courses. After meeting our course requirements, you'll receive a certificate by email or as a hardcopy during a live course.

      To sign up for a course, you'll need to enroll here.

- I haven't received CE credits for a webinar. Why?

    - To receive CE credits for a webinar, you must submit a course evaluation survey at the end of the webinar. We may not have received your survey response.

      The survey link is emailed to students after the webinar has ended. After completing and submitting the survey, you'll receive your certificate immediately by email.

      Please check your spam folder if you haven't received your certificate or contact our Customer Service team for help at **1-844-848-0137**.

- I haven't received CE credits for an OnDemand. Why?

    - To receive CE credits for a webinar, you must complete a quiz at the end of an OnDemand course. We may not have received your quiz submission, or you did not pass the quiz.

      Once you've submitted your quiz, you'll receive an email from the OnDemand course to inform you that the course is completed. However,

you will **not** receive an email to confirm whether you've passed the quiz. You may retake the quiz if you don't pass the first time. The CE certificate will be sent to you by email approximately 2 business days after successful completion of the OnDemand course.

If you haven't received your certificate after 2 business days, please check your spam folder or contact our Customer Service team for help at **1-844-848-0137**.

Contact Us

Questions about a purchase or need some help? Call our Customer Service hotline at 1-844-848-0137.

Our hours of operation are Monday through Friday, 8 a.m. EST to 8 p.m. EST.

DS Points Plus

- What is the DS Points Plus program?
    - The DS Points Plus program is our loyalty program that lets you earn points when you shop on DentsplySirona.com.

      Earning DS Points is easy—once you enroll and shop online, you automatically start earning points! Once you have enough points, you can redeem them to save on your purchase during checkout.

      There are three levels of rewards in the DS Points Plus program based on your total annual spend with Dentsply Sirona in the previous calendar year.

      COBALT: Annual spend <$10,000 = 1 point per dollar

      GOLD: Annual spend $10,000 to $30,000 = 2 points per dollar

      TITANIUM: Annual spend >$30,000 = 3 points per dollar

      For example, if you qualify for the Cobalt level, and spend $1,000 on certain products, you'll earn 1,000 points. Each point is worth $0.01, so

1,000 points rewards a Cobalt member with $10 in savings on a future online order (1,000 points x $0.01 = $10).

- How do I reach the next level of the DS Points Plus program?
    - DS Points Plus member rewards levels are based on total spend with Dentsply Sirona the previous calendar year. To reach the next level, you must increase your yearly spend. Then, the following year, you'll advance to the next level.

- How do I sign up for the DS Points Plus program?
    - Signing up is fast and easy. We'll ask you to opt in when you sign up for a DentsplySirona.com account. Once you opt in, you're done!

      You can also enroll by following these directions:

1. Hover over your name in the top-right corner of DentsplySirona.com and select **My Account**

2. Select **DS Points Plus Profile** in the menu on the left and check the box next to "I would like to receive DS Points for my purchases" on your DS Points Plus Profile dashboard

- Can I use my DS Points on every product?
    - While most products in our online catalog qualify for DS Points, some do not.

      Items that don't qualify for DS Points include (but are not limited to): Clinical Education (CE) courses on DentsplySirona.com; brands not sold exclusively by Dentsply Sirona, such as SureSmile, Orametrix, Atlantis, Azento, Simplant, and MIS; welded bands; custom kits; and personalized products.

- How do I redeem my DS Points?

- You can redeem your points online for eligible products. To redeem your points, follow these directions:

1. During Checkout, click **Edit** in the **Payment Method** panel. If you have enough DS Points for your entire purchase, you'll see a checkbox with the option to use your points. Select the checkbox to redeem your DS Points.

2. If you do not have enough DS Points for your entire purchase, the option to redeem them will be unavailable.

3. You can find the redemption schedule, available rewards, and other information here.

4. DS Points expire 2 years from the last order date.

"Forgot password" loop?

Checkout

- Are there any products that I can't buy directly from DentsplySirona.com?
    - Some of the items available through our online catalog must be purchased through a Dentsply Sirona sales representative. This includes all equipment and machines.

      To request a consultation with a sales representative, please click here.

Returns

- How do I return a product?
    - If you need to return a product, please email/download PDF
    - Implants, Endo, Ortho emails from list Adam sent