



# Upcoming Software Release

**What you need to know about the new vCloud Provider Portal!**

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## **Vivos Providers**

Welcome to the next step in our journey towards improving Vivos patient care and streamlining our processes. This is our initial document designed to give you a brief yet comprehensive overview of our new **vCloud Provider Portal** software set to replace the current Vivos Aire system. This change is set to take place in the coming weeks and our goal is to help ensure a seamless transition and to highlight the benefits this change brings to your daily operations.

## **What to expect during this transition:**

- As we get closer to a more official date, we will prompt a banner in the old Vivos Aire, along with other news-sharing methods to indicate the official date of attempted release. When this date comes, we will be turning all sites off for site maintenance on a Friday afternoon and turning them back on before you start your Monday operations. During this weekend's site maintenance, the Vivos Cloud software will be unavailable.
- When you attempt to log in on Monday morning, you will be prompted with a password reset. Your username will be the email associated to your original Vivos Aire account.
- A new URL will be provided for this software. Rest assured, if you access the software using the previous URL, you will be seamlessly redirected to the new platform.
- The portal will look dramatically different, but we hope that it becomes a more intuitive and user-friendly experience to easily understand the navigation.
- Our team will work directly with individuals holding gift cards and rebate balances to ensure their validity is maintained.
- Discounts previously available on the old Vivos Aire platform will expire but we're excited to introduce a new discount code for all providers! This is our way of welcoming you to our revamped website and expressing our appreciation for your continued support.
- Educational resources will start to become readily available over the coming weeks, to help you get familiar with the new software.

## **Key differences you should know about:**

- If you are a provider with multiple accounts to manage different locations, your transition will be into one account with one login to manage those multiple locations in one place.
- Multiple dashboards for managing patients, appliances, reports, and consultations.
- Patient profile management.
  - Improved teeth charting.
  - Treatment planning will take on a new look.
  - Digital forms.
  - Optimized appliance prescription processes.
- Improved payment processing for a smoother checkout experience.
- Warranty/Repair requests will be managed through the portal. Taking away the need to step out of this portal to complete components of this process.
- Much, much, more to come!

## **What should I do if I run into any issues:**

- During this transition, we will have multiple people on standby to assist you with getting acclimated to the new system. Feel free to reach out to [helpme@vivoslife.com](mailto:helpme@vivoslife.com) or call 720-399-9322.

To ensure you don't miss out on any important updates, we kindly ask you to regularly check your spam or junk folder, especially during the initial transition phase. Information provided in this form is subject to change and new information will be published as it becomes available!