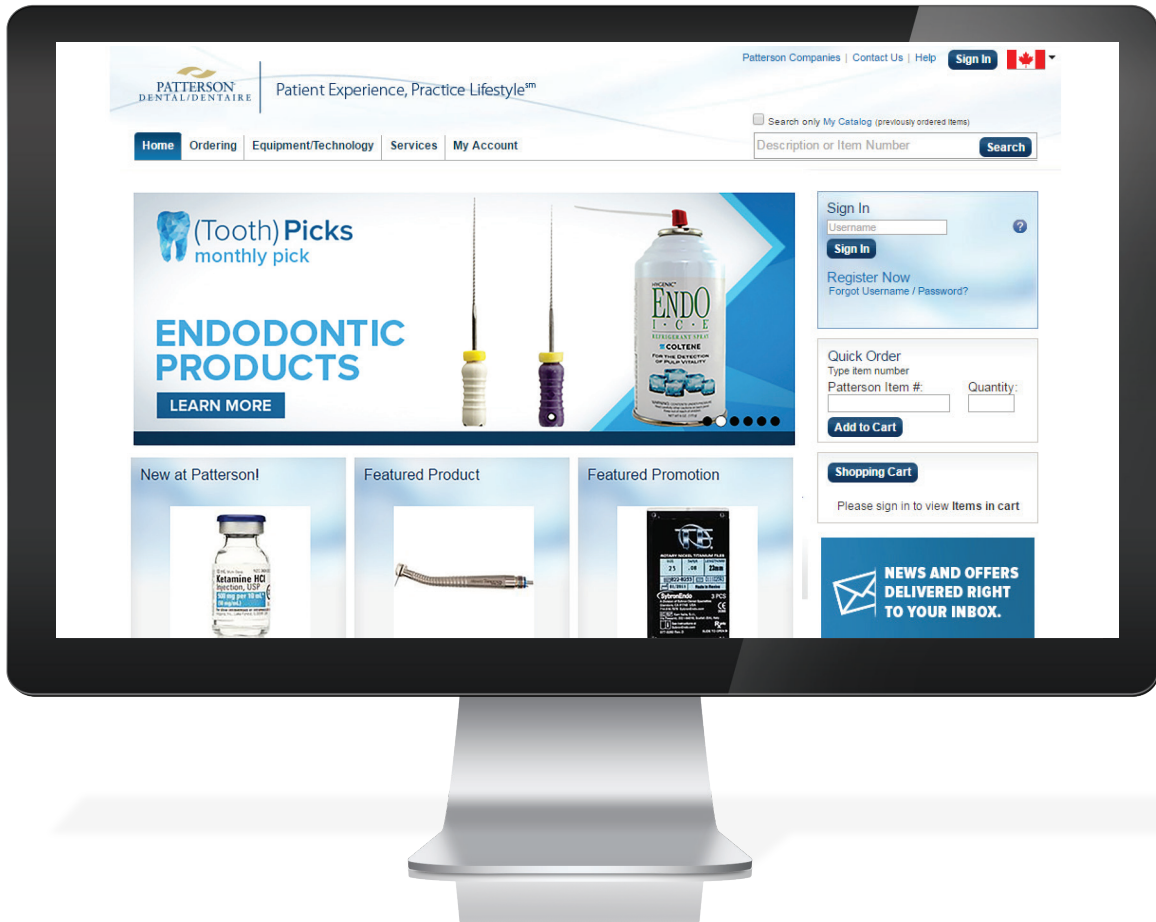


# REFERENCE GUIDE



[pattersondental.com/en-CA](http://pattersondental.com/en-CA)

  
PATTERSON<sup>SM</sup>  
DENTAL/DENTAIRE

## Thank You!

Thank you for choosing Patterson Dental! We appreciate your business. Please refer to the following guide to help optimize your online experience with us.

For greater detail about processes and capabilities, complementary Tutorial Videos are located on our website. Click the specified link within each section to be redirected to the Tutorial Video hub, then scroll through the available videos to find the one(s) you need.

## Table of Contents

<a href="#"><u>Account Access and Registration</u></a> .....	<a href="#"><u>3</u></a>
<a href="#"><u>Navigating the Site</u></a> .....	<a href="#"><u>4</u></a>
<a href="#"><u>Search <a href="http://pattersondental.com">pattersondental.com</a></u></a> .....	<a href="#"><u>7</u></a>
<a href="#"><u>Shopping Cart and Checkout</u></a> .....	<a href="#"><u>9</u></a>
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<a href="#"><u>Help</u></a> .....	<a href="#"><u>13</u></a>



Watch Tutorial Videos to learn more about [pattersondental.com/en-CA/Tutorial](http://pattersondental.com/en-CA/Tutorial)



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[pattersondental.com/en-CA](http://pattersondental.com/en-CA)

  
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DENTAL/DENTAIRE

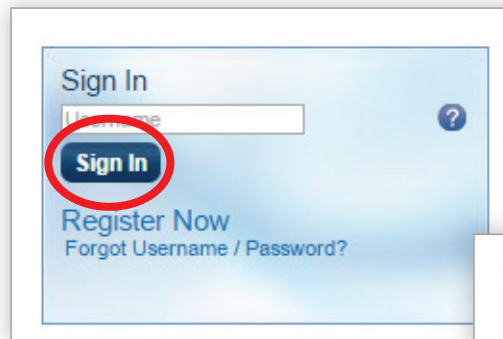
# Account Access and Registration

## New and Returning Customer Log-in

- **Returning Customers:** To log in to your Patterson online account, type in your username and click the Sign In button.

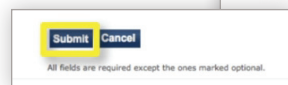
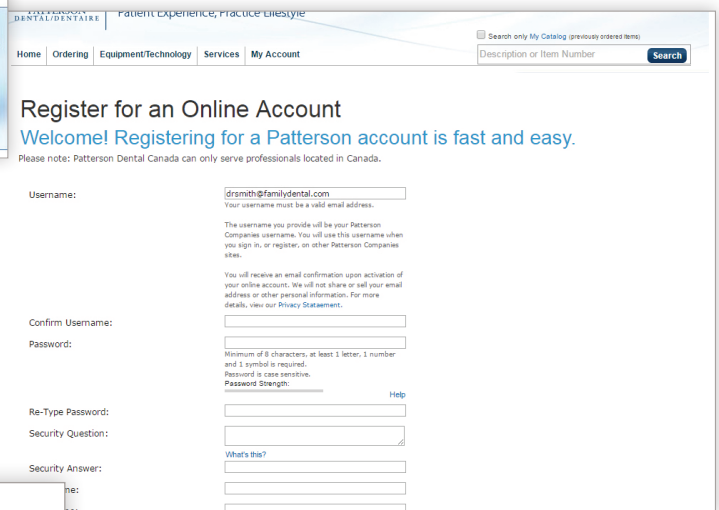
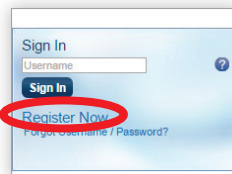
### **Forgot your username or password?**

Click **Forgot Username/Password**, enter your username and click **Reset Password**. Follow the prompts to reset your password. Your username is likely the email address you used to register the online account.

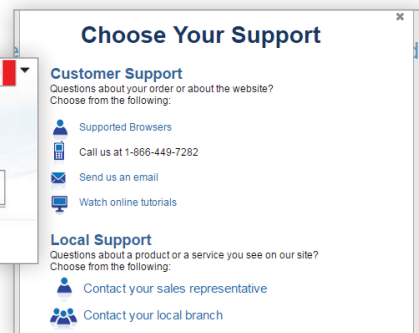
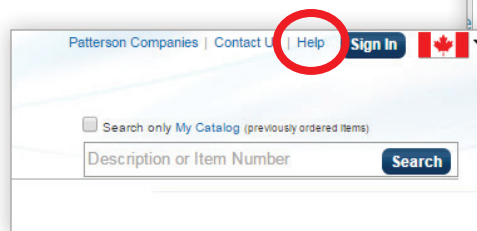


- **New Customers:** Click **Register Now** and enter your email address as your Username. Create a password, then enter a security question and answer. Next, enter your first and last name, job title and, if you have it, Patterson Customer Number. Click **Submit**.

Before you can begin shopping online, your local Patterson branch will validate your online account and email you with instructions for how to begin using your online account.



- **Need help?** If you need any additional assistance signing in, click the **Help** link and select one of our customer support options.



**Watch Tutorial Videos to learn more about New Account Registration and Login Help.**

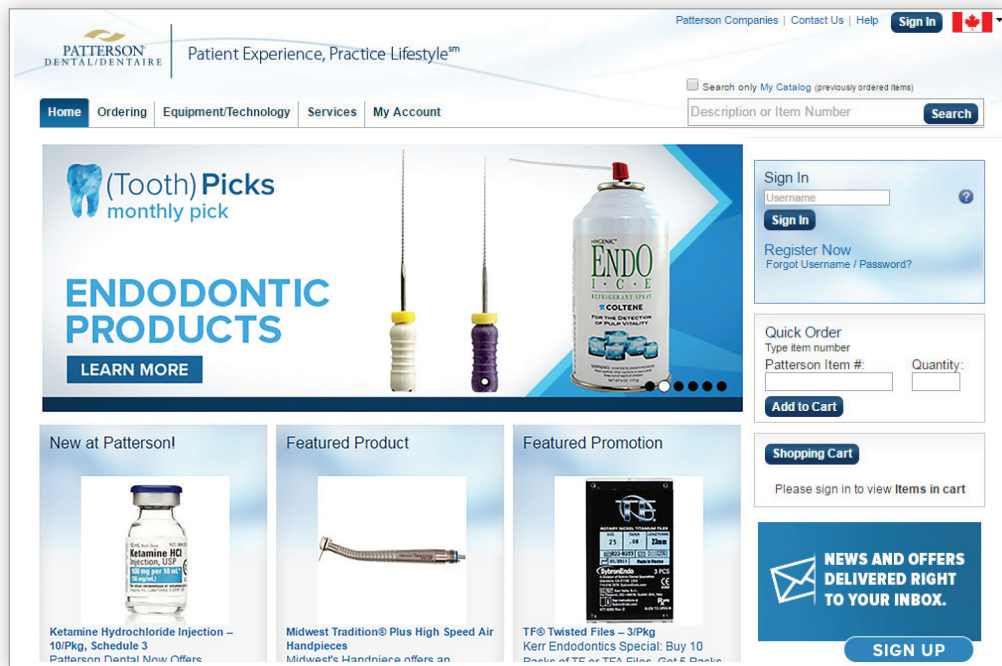


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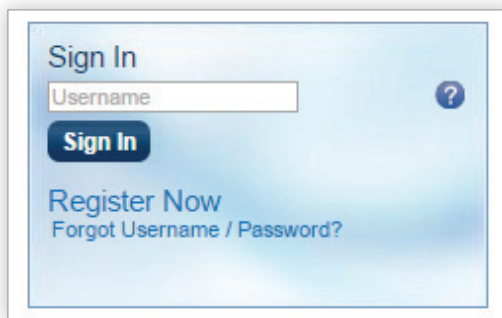
**PATTERSON**  
DENTAL/DENTAIRE

# Navigating the Site

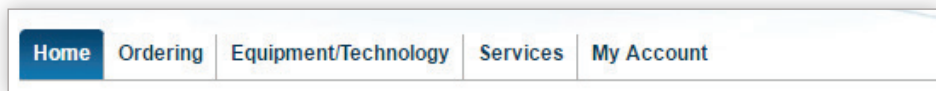
- **Launch your online experience** from the [pattersondental.com](http://pattersondental.com) homepage.



- **Sign in and Register** right from the homepage.



- Select a tab from the top **navigation bar** to explore each section of the site.



- **Watch Tutorial Videos** to learn more about navigating the website.

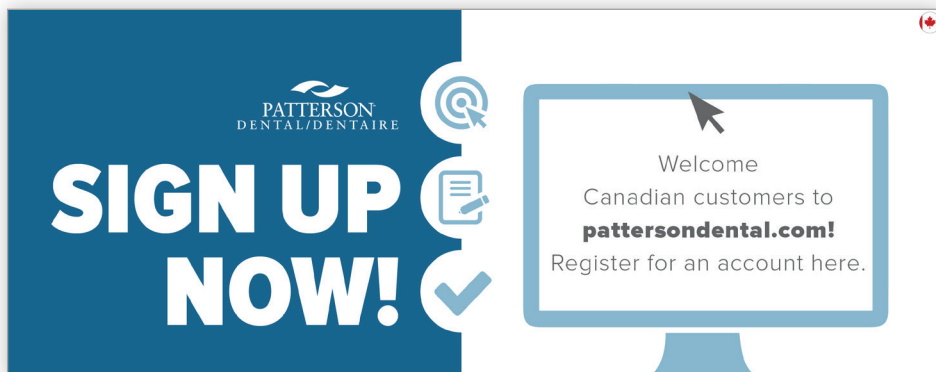


Reference Guide:  
[pattersondental.com/en-CA](http://pattersondental.com/en-CA)

  
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# Navigating the Site

- Click anywhere in the *marquee* to jump to the featured product or service.



- Begin a *search* by typing a product description or item number.

Search only My Catalog (previously ordered items)

Description or Item Number

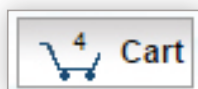
- *Already know your product's item number?* Enter it here to quickly add it to your Shopping Cart.

Quick Order

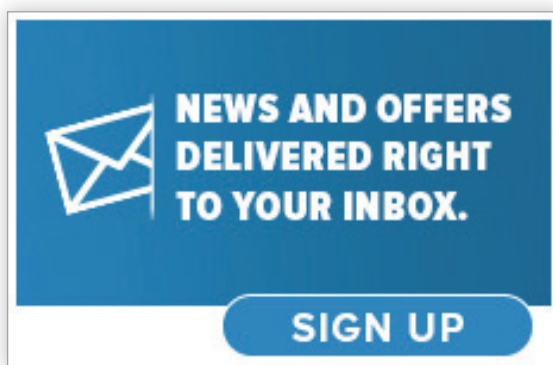
Type item number

Patterson Item #:  Quantity:

- Go directly to your *Shopping Cart*.



- Sign up for *special offers and notices* from Patterson Dental and our partners.



- Watch Tutorial Videos to learn more about navigating the website.



Reference Guide:  
[pattersondental.com/en-CA](http://pattersondental.com/en-CA)

  
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# Navigating the Site

- Find out more about *Upcoming Events and Industry News*.

### Upcoming Events


- › 4/1/2016-4/2/2016: Sirona 3D Summit: Discover Digital ...
- › 4/6/2016-4/9/2016: AAE16
- › 4/21/2016-4/24/2016: Hispanic Dental Association Annual ...
- › 4/22/2016: Cerec Liftoff Live
- › 4/28/2016-4/30/2016: Annual AACD Scientific Session

[More Events](#) ▶

### Patterson News

- › Patterson Dental announces disaster relief to Louisiana ...
- › Patterson Companies receives 2016 ACG BOLD Award, Makes ...
- › PATTERSON FOUNDATION 2015 DONATIONS TOTAL NEARLY \$1 ...
- › PATTERSON FOUNDATION SURPASSES \$500,000 IN SUPPORT FOR ...
- › NEW BOARD PRESIDENT TO CONTINUE WORK TO EXPAND ...

[View All News](#) ▶



**PATTERSON DENTAL**

Patient Experience, Practice Lifestyle™

Photoshop w/ CA header + IA ... from revised 6

[Patterson Companies](#) | [Contact Us](#) | [Careers](#) | [Investors](#) | [Vendor Resources](#) | [Help](#)


[Sign In](#)

[Home](#) | [Ordering](#) | [Explore Apps](#) | [Equipment/Technology](#) | [Services](#) | [Blog](#) | [My Account](#)

Description or Item Number

[Search](#)

### Event Details

<b>Event Title</b>	Annual AACD Scientific Session National Event	 <p>American Academy of Cosmetic Dentistry</p>
<b>Event Start Date</b>	4/28/2016 12:00:00 AM	
<b>Event End Date</b>	4/30/2016 12:00:00 AM	
<b>Address</b>	255 Front Street West	
<b>City</b>	Toronto	
<b>Event Type</b>	Tradeshow	
<b>Details</b>	<p>The Professional Education Committee has developed a completely reimagined structure for delivering the world-class education you have come to expect at the Annual AACD Scientific Session. The conference themes of Design, Implementation, and Realization will provide the scaffolding for the innovative and progressive programming presented by top-notch educators in a rapid-fire approach to learning that you can't get anywhere else.</p>	
<b>Event Website</b>	<a href="http://www.aacd.com/conference">http://www.aacd.com/conference</a>	

### Events

My Local Events [Sign In](#)  
 National Events  
 All Events

Zip Code  [Go](#)

Event Type

Date	Title	Type of Event	Location
2/15/2016	2016 Expert Lecture Series: Practice Management Roundtable	Practice Management	FL
3/31/2016	2016 Expert Lecture Series: PPO Tips and Tricks	Practice Management	FL
3/31/2016	Form Follows Function: Busting the Myth of Inset Selection	New Technology	TN
4/1/2016	Sirona 3D Summit: Discover Digital Dentistry	New Technology	NJ
4/1/2016	Two Decades of Tooth Whitening: What has Changed?	Seminar	TN
4/1/2016	Managing Dentin Hypersensitivity: A Continuous Care Strategy	Seminar	TN
4/6/2016	AAE16	Tradeshow	CA
4/15/2016	Eaglesoft User Group Meeting	Practice Management	TX
4/21/2016	Hispanic Dental Association Annual Conference	Tradeshow	TX
4/22/2016	Cerec Liftoff Live	Seminar	CA
4/22/2016	Eaglesoft User Group Meeting	Practice Management	IL
4/28/2016	Annual AACD Scientific Session	Tradeshow	
4/29/2016	American Academy of Orthodontics Winter Conference	Tradeshow	CA
5/12/2016	The Midmark Emerge Stronger	Seminar	OH
5/12/2016	2016 CDA Anaheim	Tradeshow	CA
5/24/2016	2016 Expert Lecture Series: Case Acceptance	Practice Management	FL
5/24/2016	2016 Expert Lecture Series: Case Acceptance	Practice Management	FL
5/24/2016	Increase Treatment Acceptance and Get Paid: Communicating Financially	Seminar	FL
5/25/2016	Increase Treatment Acceptance and Get Paid: Communicating Financially	Seminar	FL
5/26/2016	Increase Treatment Acceptance and Get Paid: Communicating Effectively	Seminar	FL
5/26/2016	2016 Expert Lecture Series	Seminar	FL

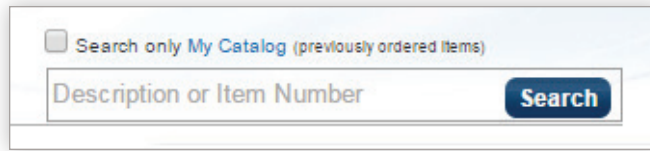
 **Watch Tutorial Videos to learn more about navigating the website.**



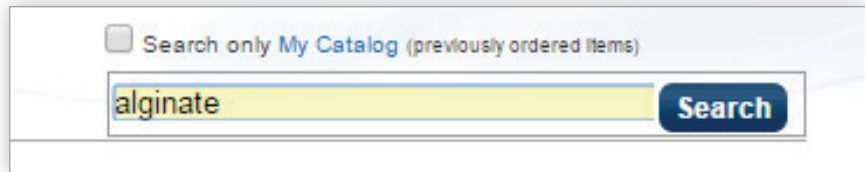
Reference Guide:  
[pattersondental.com/en-CA](http://pattersondental.com/en-CA)



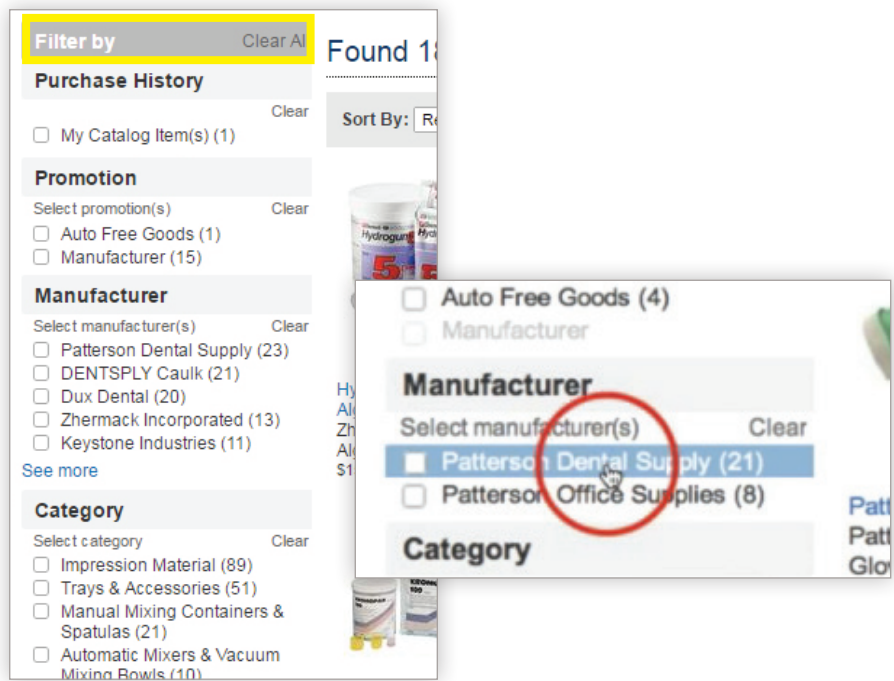
- Quickly locate products from either *MyCatalog*, your *personal order history* or from the full *Patterson catalog*.



- *To locate a specific item*, enter a Patterson or manufacturer item number, a product description or search terms.



- Use *filters* to narrow results to those items you ordered in the past, those under promotion, or by specific manufacturers or categories.



- *Promotional items* in your results are indicated by a green promotion icon. To order or see more information about a product, click on the image or name.



 **Watch Tutorial Videos to learn more about Search.**



Reference Guide:  
[pattersondental.com/en-CA](http://pattersondental.com/en-CA)

- If the item has an **online MSDS**, you can click a link to open it.

Status: **In Stock**  
 Last Ordered: **2-10-2016**



Price: **\$18.00 / CN**

Quantity:  **Add to Cart**

[View MSDS / SDS \[-\]](#)  
**MSDS / SDS Revision Date** [What's This?](#)

**9/11/2012**

9/6/2010

DENTSPLY/International DENTSPLY/Cauk Safety Data Sheet		580858
<b>1. Identification</b>		
Name:	DENT C&K Caulk	
TRADE#:	580858	
UN Number:	None of concern	
HAZARDOUS:	DN11112	
Address:	524 Street	
SPVY Caulk:	38 West Bank Avenue Melrose DE 19963-1805	
For Minor Variant Identities Set and Regular Set of Use (in Canada) of Alginate Impression Material	<a href="http://www.dentsply.com">http://www.dentsply.com</a> <a href="http://www.dentsply.com">http://www.dentsply.com</a> Information Telephone Number (302) 422-4511 (9:00 AM - 4:30 PM Eastern Time) Emergency Telephone Number (302) 422-4511 (9:00 AM - 4:30 PM Eastern Time)	
<b>2. Hazard(s) Identification</b>		
	<b>Danger</b> May cause cancer by inhalation May cause damage to lungs through prolonged or repeated exposure	
	Obtain special instructions before use. Do not handle until all safety precautions have been read and understood. Use personal protective equipment required. If exposed or concerned: Get medical attention. Store locked up. If exposed or concerned: In accordance with local regulations Wash hands thoroughly after handling. Wear protective gloves. If on skin: Wash with plenty of soap and water. If an irritation occurs: Get medical advice/attention. Take off contaminated clothing and wash before reuse.	
<b>3. Composition/Information on Ingredients</b>		
Basic Component	C.A.S. Number	Exposure Limits
Bonding Agent - Cysteine - Cysteine	1449-04-1	0.05 mg/m <sup>3</sup>
Bonding Agent - Cysteine - Quartz	14808-00-7	0.02 mg/m <sup>3</sup>
Bonding Agent - Adhesive - Diacetylaceton Earth	4845-54-9	0.1 mg/m <sup>3</sup>
Iron Oxide	1310-14-4	10 mg/m <sup>3</sup>
Iron Oxide	1310-14-4	10 mg/m <sup>3</sup>
Iron Oxide	7782-88-5	5 mg/m <sup>3</sup>
Regular Set Product contains synthetic Yellow Iron Oxide as colorant.		
<b>4. First Aid Measures</b>		
Routes of Exposure	First Aid Instructions	Medical Attention
Inhalation	None required; see general advice above; remove to fresh air.	Not Applicable
Eye	Immediately flush with water and seek advice.	Not Applicable
Skin	None required; see general advice above.	Not Applicable

- Click the Supplies tab to locate items by browsing the complete Patterson catalog. You'll see a list of categories, manufacturers, new products and promotions.

Home **Ordering** Equipment/Technology Services My Account

Catalog | Deals and Promotions

Categories **Manufacturers** New Arrivals Most Popular Deals

+ Expand All

- Adhesive Agents, Materials & Accessories
  - Bonding Agents, Adhesives & Etchants
    - Adhesives Extraoral
    - Bonding Single Component Separate Etch
    - Bonding Multiple Component Separate Etch
    - Bonding Self Etching
    - Bonding Agents & Adhesives Miscellaneous
    - Etchant Intraoral
    - Etchant Extraoral
    - Silane Ceramic and Zirconia Repair Kits
  - Cements and Desensitizers
    - Temporary Filling Material
    - Cement Conventional
- Lab Products
- Office Safety Products & Patient Monitoring
- Orthodontic
- Pharmaceuticals
- Preventive
- Restoratives/Cosmetic
- Small Equipment
- Surgical
- X-Ray & Digital Imaging Supplies

 **Watch Tutorial Videos to learn more about Search.**

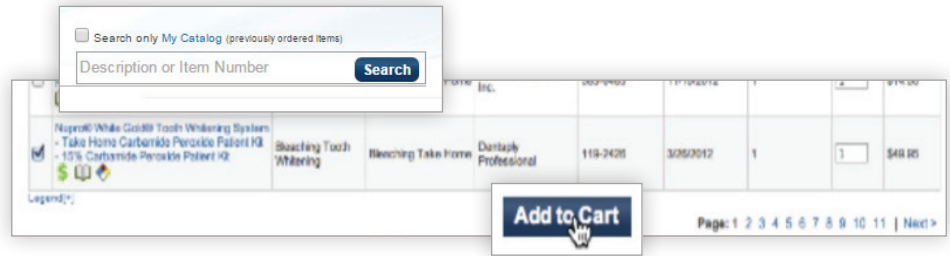


Reference Guide:  
[pattersondental.com/en-CA](http://pattersondental.com/en-CA)



# Shopping Cart and Checkout

- To add an item to your Shopping Cart, search for and locate the item you wish to order, select it and click the **Add to Cart** button.



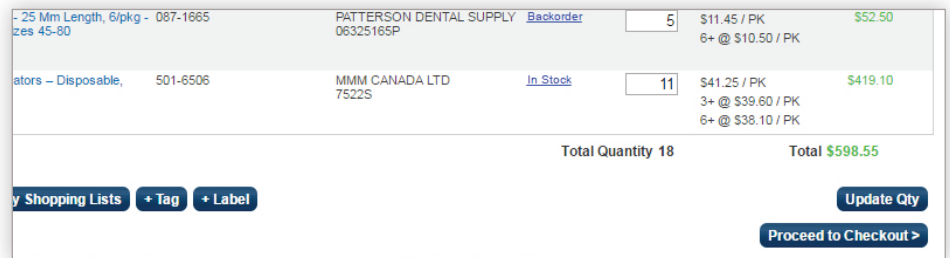
- As you shop, the total number of items in your cart shows in the **Shopping Cart** icon at the top right of your screen.



If you exit [pattersondental.com](http://pattersondental.com) or close your browser, your **Cart** is automatically saved.

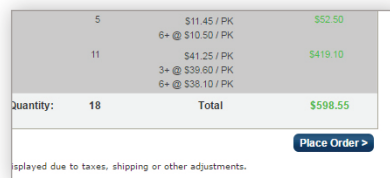
Ready to order? Click the **Shopping Cart** icon to open a new page. There, verify your cart contents, edit item quantities or delete items, or add items to a Shopping List. Click **Update** to save your changes.

- Once your cart contains all of the items you want to order, click **Proceed to Checkout**.



Select your preferred Shipping Method and Payment Option, then click **Review My Order**.

- Verify your order is correct, then click **Place My Order**. You will receive an email confirmation of your order.



 **Watch Tutorial Videos to learn more about Shopping Cart and Checkout.**



Reference Guide:  
[pattersondental.com/en-CA](http://pattersondental.com/en-CA)

  
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# Enhanced Navigation and Account Capabilities

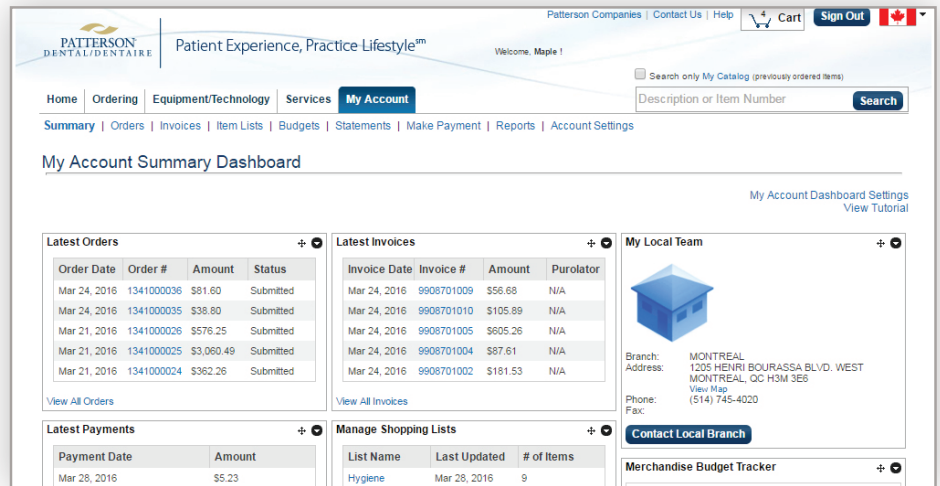
## My Account Navigation

- To view information about your Patterson account, first sign in. Then click the **My Account** tab. Information can be seen from the dashboard or via links at the top of the My Account page.

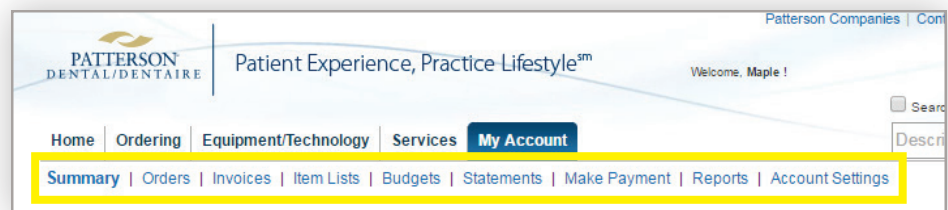


- Dashboard windows** are configurable and display information about:

- Recent payments
- Shopping lists
- Your local Patterson team
- Sub-accounts attached to your online account
- Orders pending approval



- For more in-depth information, click the relevant links within the dashboard windows, or the blue links at the top of the page.



 **Watch Tutorial Videos to learn more about My Account.**



Reference Guide:  
[pattersondental.com/en-CA](http://pattersondental.com/en-CA)

  
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# Enhanced Navigation and Account Capabilities

## My Account Navigation

- Order History:** To search and review Order History, adjust the date range as needed. Look up orders for specific items by item number or manufacturer number, or search by the order numbers.

To track your order, click the Track link to access shipping and delivery status from Purolator.

Order Date	Order Status	Order Number	P.O.#	Amount	Item Count	Ordered By	Order Method	Promotional Items	Track
2016-03-24	Submitted	1341000036		\$81.60	1	Customer	Web		
2016-03-24	Submitted	1341000035		\$38.80	1	Customer	Web	Included	
2016-03-21	Submitted	1341000026		\$576.25	4	Customer	Web		

- Invoices:** View, download or print an invoice as a PDF document. Or, search past invoice credits by checking the Credits box and clicking Search.

Invoice #	Invoice Total	PO#	Sold To	Status	Promotional Items	View Invoice
9908701009	\$56.68		CD ADAMS LAVOIE		Included	<a href="#">View PDF</a>
9908701010	\$105.89		CD ADAMS LAVOIE			<a href="#">View PDF</a>

- Statements:** Select the Statements link, view your most recent statement or select past statements from the drop-down menu and click View for a rolling archive of the past 12 months of statements.

View Payments, Statements & Invoice

View Most Recent Statement: May 2015

View Archived Statements: [What's this?](#)

- March 2016
- March 2016
- February 2016
- January 2016
- December 2015
- November 2015
- October 2015
- September 2015
- August 2015
- July 2015
- June 2015
- May 2015
- April 2015
- 2016-03-28
- 2016-03-28
- 2016-03-28

Amount:

- \$5.23
- \$5.23
- \$5.23
- \$5.23
- \$11.00
- \$5.23

Watch Tutorial Videos to learn more about My Account.



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## My Account Navigation

- **Make a Payment:** Select the Make Payment link, enter payment amount and click Continue. Select either payment with a credit card or through a bank account, and click Submit.

Home > Make A Payment

1 Make a Payment → 2 Submit Payment → 3 Confirmation

Make a Payment

Many documents in folder must have

Select Payment Amount

\$3,608.31 (Current Balance)  \$6,969.20 (Last Statement Balance) Due Date: June 23, 2015

\$ (Other Amount)

Payment Date: March 28, 2016

Continue

1 Make a Payment → 2 Submit Payment → 3 Confirmation

Pay with Credit Card on file  Pay with new Credit Card  Pay with new Bank Account

Verify and Submit your online Payment

Payment Selection: Other Amount

Payment Amount: \$350.00 (Edit)

Payment Posting Date: March 28, 2016

Submit Cancel

- Go to **Account Settings** for:
  - Shipping addresses
  - Payment addresses
  - Newsletter preferences
  - Updating your profile
  - Security question and answer
  - Changing your password, practice information or username
  - Adding email addresses to receive notification of orders

Home > Account Settings

### Account Settings

**Profile** Update

Username:

Password:

Security Question:

Practice/Business Name:

Full Name:

Designation:

Job Title:

Email:

PO Generation:

Next PO Number:

**Business Information**

Patterson Customer #:

Business Address:

Business Phone:

**Shipping Information**

▶ Watch Tutorial Videos to learn more about My Account.



Reference Guide:  
[pattersondental.com/en-CA](http://pattersondental.com/en-CA)

■ **Still have additional questions?**

Visit [pattersondental.com](http://pattersondental.com) and click Help in the upper-right-hand corner, and select your preferred Help method. Or, call 866.449.7282. Thank you!

## Choose Your Support

### Customer Support

Questions about your order or about the website?  
Choose from the following:



Supported Browsers



Call us at 1-866-449-7282



Send us an email



Watch online tutorials

### Local Support

Questions about a product or a service you see on our site?  
Choose from the following:



Contact your sales representative



Contact your local branch



**Watch Tutorial Videos to learn more about [pattersondental.com/en-CA](http://pattersondental.com/en-CA)**



Reference Guide:  
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