

Invisalign® Virtual Care: Patient frequently asked questions

+ **What is My Care and how do I access this feature?**

The My Care feature allows users to send photos of their Invisalign treatment progress to their doctor and receive feedback via the Invisalign Virtual Care capability. This feature is only available by invitation from your doctor. Once you receive and accept the invitation, you will be able to access the My Care feature.

+ **How often should I send progress photos to my doctor?**

You will receive a push notification when it is time to change to your next aligner. This is to remind you to send in a full set of progress photos and videos to your doctor.

+ **Can I send in an incomplete set of photos?**

A full set of progress photos allows your doctor to make a complete assessment of your progress tracking by viewing various angles of your teeth. While incomplete sets can be sent, it is advised that patients send complete sets to keep their new smile on track.

+ **How do I take photos?**

Once you enter the photo-taking flow, simply follow the instructions provided in each screen and place your teeth with the cheek retractors within the guidance box. Once the camera of your phone detects your teeth in the box, it will take the photo via an automatic 3-second countdown.

+ **How do I communicate with my doctor through the app?**

Within Invisalign Virtual Care, you are able to communicate with your doctor through the free-text field. This is only for you to exchange communication with your doctor. Align Technology does not engage in or hold responsibility to monitor the exchange of communication between you and your doctor and is not responsible for the content and exchanges between you and the doctor.

+ **Will I receive reminder notifications?**

Yes, if you opted to receive notifications. You will receive push notifications for the following:

- 1) When it's time for you to send progress photos to your doctor and advance to your next aligner
- 2) When your doctor sends "On Track" feedback to you
- 3) When your doctor sends new instruction to you
- 4) If you do not receive any notifications and would like to, please ensure that the notifications settings on your device are enabled. If you did not initially authorize notifications when registering for the My Invisalign app, you may need to update the notification settings in your phone. Please consult your manufacturer if you need assistance with finding this information, or if you have any other questions concerning your device's settings

+ **How are reminder notifications triggered?**

Notifications for taking and sending progress photos are triggered when you enter the required fields in the aligner settings.