



DENTALXPAND LEARNING CENTER / ACCOUNT ACCESS

Sign in and Access Your Account

A complete guide to secure sign-in, first-time password setup, post-login routing, failed-attempt recovery, account administration, safe logout, and support escalation.

VERSION	1.0	AUDIENCE	All DentalXpand users
FORMAT	Website + PDF	UPDATED	July 2026

No real credentials appear in this guide. Never send a password, setup link, access token, or patient information in a support request.

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01 / ACCOUNT

Use the correct individual account

Your email links authentication to the application profile, organization membership, role, permissions, and permitted practice scope.

- Use the email address invited by your organization administrator.
- Confirm whether onboarding uses a temporary password or a one-time Create password link.
- Open the approved DentalXpand application rather than only the marketing website.
- Know which organization, DSO, billing company, provider portal, or practice workspace you expect.
- Never use a shared team account or another employee's credentials.

Individual access only

An administrator can grant the correct role and permissions without sharing another person's account or active session.

02 / VERIFY

Verify the sign-in page

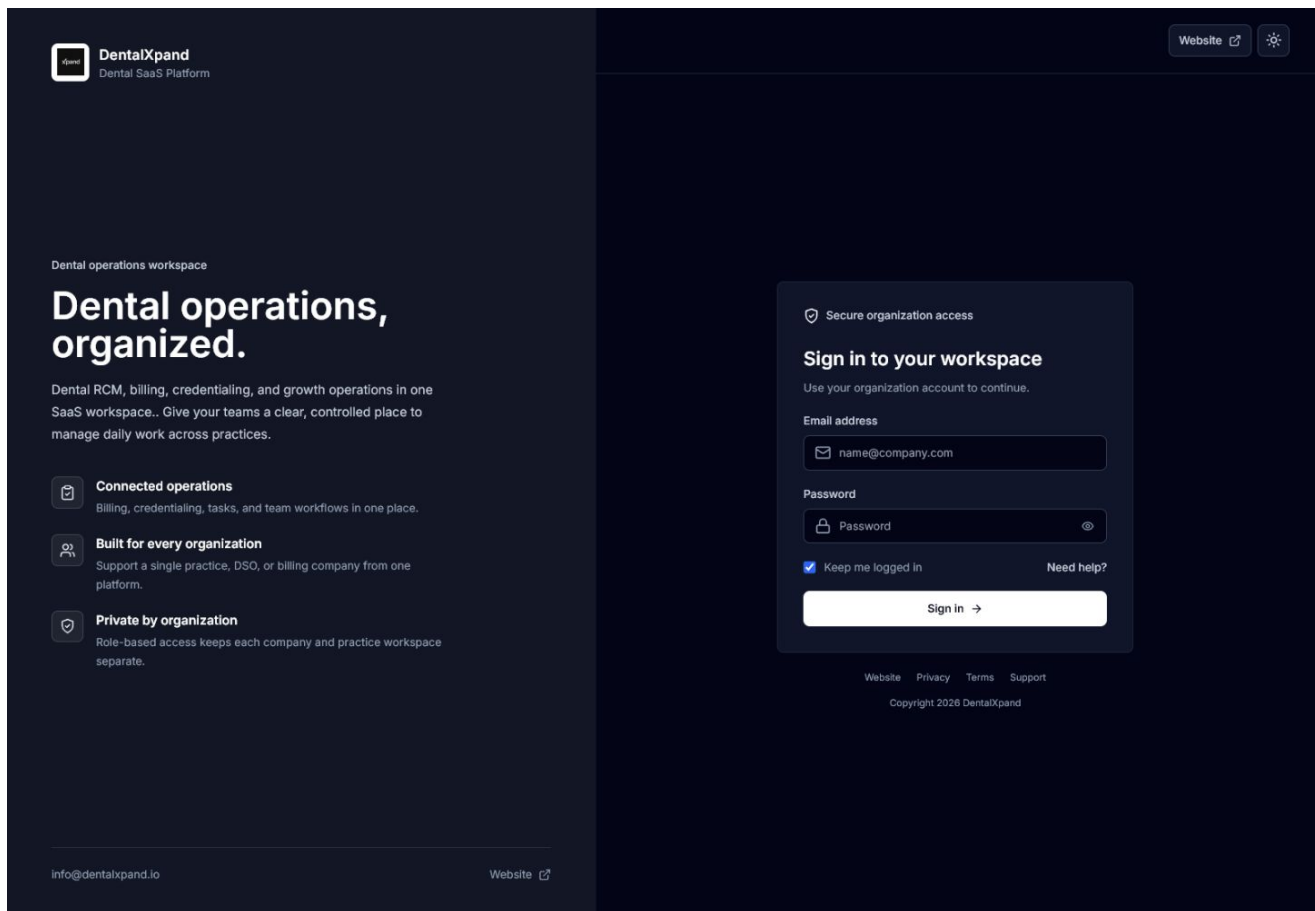


Figure 1. Approved desktop sign-in layout with organization access, account fields, help, and legal links.

Check	Expected result
Brand identity	Confirm DentalXpand or the approved white-label identity.
Application address	Inspect the browser address or desktop-app identity before entering a password.
Organization access	The page is for organization-issued accounts, not public self-registration.
Support and legal links	Website, Privacy, Terms, Support, and Need help? should use approved destinations.

Unexpected domain or design

Do not enter credentials. Close the page and confirm the correct application link with your administrator.

03 / SIGN IN

Complete every sign-in control

Control	Correct use
Email address	Enter the exact email attached to the organization membership. The form requires a standard email format.
Password	Passwords are case-sensitive. Check Caps Lock and keyboard layout before retrying.
Eye control	Reveal the password only when nobody else can view or record the screen.
Keep me logged in	Use only on a private or organization-managed device allowed by policy.
Need help?	Opens the support route configured by the active brand.
Sign in	Select once and wait for the loading state while authentication and profile loading complete.

Open the public DentalXpand website

03A / MOBILE

Sign in safely on mobile

DentalXpand
Dental SaaS Platform

Secure organization access

Sign in to your workspace

Use your organization account to continue.

Email address

name@company.com

Password

Password

☒ Keep me logged in [Need help?](#)

Sign in →

[Website](#) [Privacy](#) [Terms](#) [Support](#)

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Mobile safety checklist

1. Use a trusted, updated browser.
2. Avoid unapproved public Wi-Fi.
3. Prevent shoulder surfing during password entry.
4. Keep the device protected by a passcode or biometric lock.
5. Leave Keep me logged in off on shared devices.
6. Use Logout before handing the device to another person.

04 / VALIDATE

Resolve form validation before authentication

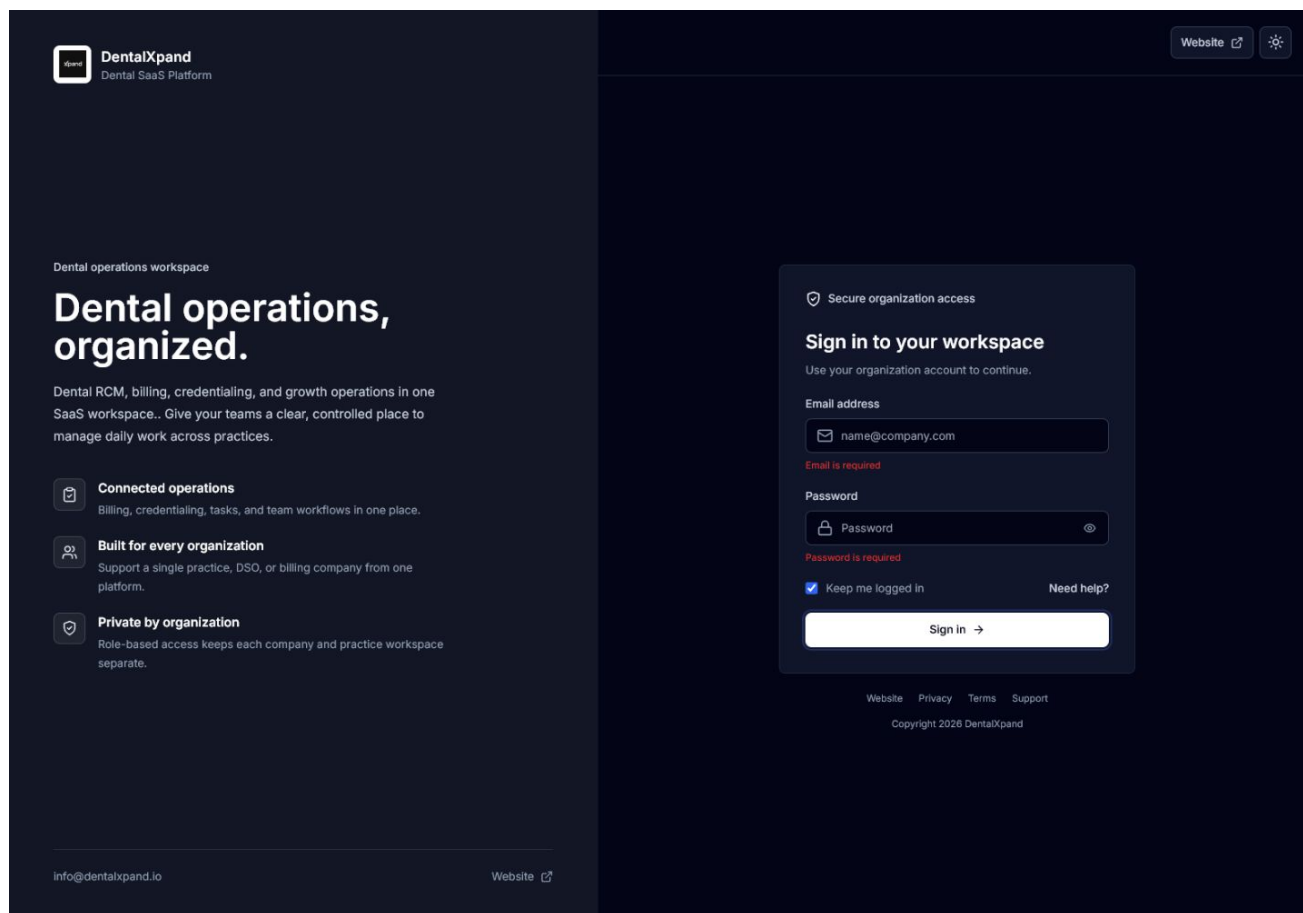


Figure 2. Empty submission is stopped locally and marks both required fields.

Message	Meaning	Action
Email is required	No email was submitted.	Enter the individual account email.
Invalid email format	The address format is incomplete.	Correct spaces, missing characters, or the domain.
Password is required	No password was submitted.	Enter the password or use approved reset assistance.

05 / ACTIVATE

Complete first-time password setup

DentalXpand supports one-time setup links and temporary passwords that must be replaced before workspace entry.

One-time Create password link

- 1 Open the newest account-specific invitation.
- 2 Wait while DentalXpand checks that the recovery session matches the link.
- 3 Complete the current 10-minute setup window after opening the secure link.
- 4 Create at least eight characters and enter matching confirmation.
- 5 After success, return to normal sign-in and use the new password.

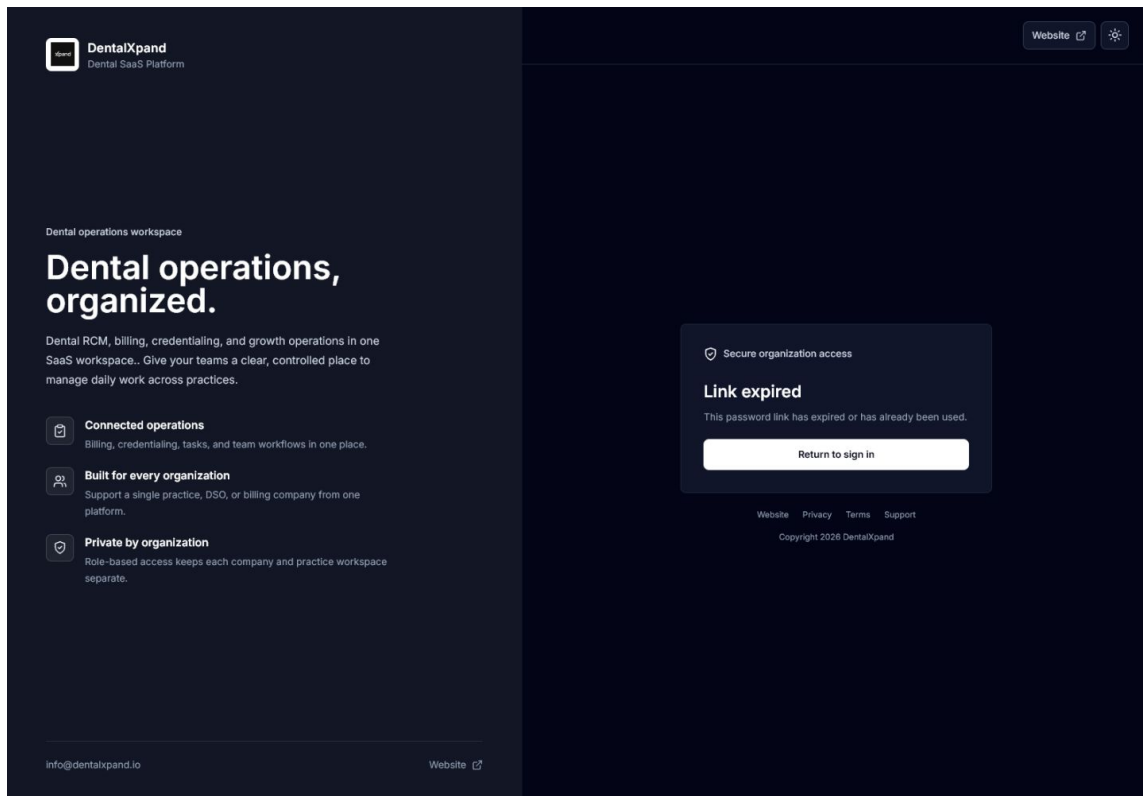


Figure 3. Invalid, expired, already-used, or incomplete setup links cannot activate an account.

Never forward setup links

Request a new invitation when a link fails. Do not edit, forward, or repeatedly reopen the old URL.

Temporary password change

When a membership requires a password change, enter the temporary password, create a different new password of at least eight characters, confirm it, and sign in again after success.

06 / ROUTE

Understand what happens after successful authentication

A correct password is followed by profile, tenant, status, and permission checks.

Step	Layer	Result
1	Authentication	A valid secure session and user identity are returned.
2	Application profile	DentalXpand links the auth identity to the app user and employee or provider profile.
3	Tenant context	Organization, membership, plan, practices, role, scope, and password status load.
4	Status decision	Required password change, suspension, inactivity, or context errors are handled first.
5	Destination	The application selects Dashboard, My Profile, Platform Admin, or an unavailable-account page.

Condition	Expected destination
Standard user with Dashboard access	Dashboard
User without Dashboard page access	My Profile
Temporary password must change	Create your password
Inactive or suspended membership	Account or Workspace unavailable
Platform administrator without support session	Platform Admin
Tenant context error	Workspace unavailable with retry and sign-out controls

07 / RECOVER

Recover from failed attempts safely

CORRECT RESPONSE	DO NOT
Read the complete message. Check spelling, Caps Lock, and keyboard language once. Wait for the full countdown. Use an administrator-assisted reset after a persistent block. Request a new expired invitation.	Try password variations repeatedly. Use another employee's account. Request a password through chat or email. Clear security state to bypass a pause. Create a duplicate account as a workaround.

Timed pause
Repeated failures trigger a countdown. Stop until it reaches zero. Persistent failures require administrator help.

08 / STATUS

Handle unavailable or unauthorized access

State	Meaning	Action
Workspace unavailable with Try again	Tenant context could not be verified securely.	Retry once; then sign out and contact support.
Organization inactive or suspended	Company or membership status blocks normal access.	Contact the organization administrator.
Unauthorized page	Authentication succeeded but page permission is missing.	Request least-privilege access.
Unexpected organization or data	Tenant context may be wrong.	Stop, do not interact, sign out, and report immediately.
Platform Admin	A platform-level account is outside a client support session.	Use platform controls or start an approved audited support session.

09 / DEVICE

Use shared and private devices safely

Device	Keep me logged in	Required behavior
Private managed computer	Only when policy allows	Lock the screen when away; use Logout when access should end.
Private mobile device	Only with device protection	Keep the OS current and prevent shoulder surfing.
Shared workstation	No	Never save credentials; use Logout and close the approved private session.
Public or unmanaged device	No	Do not sign in unless an authorized emergency procedure permits it.
DentalXpand desktop app	Only on an assigned device	Secure credential storage may support auto-login; Logout clears stored credentials.

10 / EXIT

Sign out securely

- 1 Finish or save permitted work and confirm operations have completed.
- 2 Open the avatar or user menu in the workspace header.
- 3 Select Logout to clear the application session and desktop stored credentials.
- 4 Confirm the sign-in page appears.
- 5 On shared devices, close the browser or private session and follow workstation policy.

Closing is not Logout

Closing a browser tab or application window is not a safe substitute for Logout on a shared or reassigned device.

11 / ADMINISTRATOR

Administrator account checklist

Administrators should verify account structure without requesting or viewing the user's password.

- 1 Confirm the exact invited email and intended organization.
- 2 Confirm the authentication identity and application user are linked.
- 3 Confirm an active or pending-password-change membership exists.
- 4 Confirm role, exact page permissions, access scope, and practice assignments.
- 5 Confirm account and organization status are active and not suspended.
- 6 Issue a new setup invitation or approved temporary-password reset when required.
- 7 Tell the user to discard older invitations and use only the newest link.
- 8 Confirm the successful least-privilege destination after sign-in.
- 9 Treat unexpected cross-organization access as a security incident.

Least privilege

Do not assign admin access merely to bypass a missing page permission, and never ask the user to disclose a current password.

12 / SUPPORT

Prepare a safe support request

Support package	Details
Include	Date, time, time zone, application URL or version, account email, expected organization, exact non-sensitive error text, and steps already completed.
Never include	Passwords, complete setup links, access tokens, refresh tokens, PHI, unredacted financial or employee records, or another user's credentials.

Contact support@xpanse.dental through the approved support process.

13 / TROUBLESHOOT

Troubleshoot sign-in and account access

What you see	Likely cause	Correct action
Email required or invalid	Missing or malformed address	Enter the exact invited email in standard format.
Password required	Empty password	Enter the password or use approved reset assistance.
Invalid login credentials	Email or password rejected	Check spelling and keyboard state once.
Wait before trying again	Temporary failed-attempt pause	Wait for the full countdown.
Account temporarily blocked	Persistent failures	Request administrator reset assistance.
Link expired	Old, used, incomplete, or timed-out setup URL	Request a new setup invitation.
Create your password	Temporary password must change	Enter current password, a different new password, and confirmation.
Workspace unavailable	Context failed or tenant inactive	Retry once, then sign out and contact admin or support.
Unauthorized	Page permission missing	Request only the needed permission.
Wrong organization or records	Unexpected tenant context	Stop, sign out, and report immediately.
Cannot connect to server	Network or service problem	Check approved connectivity once, then contact support safely.

14 / VERIFY

Verify that account access is complete

You are ready to continue when every statement is true.

- I can identify the approved application URL and expected organization.
- I use only my individual DentalXpand account.
- I understand every sign-in field and when Keep me logged in is unsafe.
- I can complete a valid setup-link or temporary-password change flow.
- I wait after failed attempts instead of guessing repeatedly.
- I understand Dashboard, My Profile, Platform Admin, and unavailable-account routing.
- I know how to use Logout on browser, mobile, and desktop sessions.
- I can request support without sending passwords, tokens, links, or PHI.
- I report wrong-organization access immediately.

PREVIOUS	NEXT	CURRICULUM
Start Here	Password setup and reset	All resources

Website guide: Sign in and access your account
Support: support@xpand.dental