

Overjet Troubleshooting

Below are some quick tips to help if you experience any issues with Overjet

Findings not appearing on your images:

- Caries is currently only detected on bitewing radiographs. This limitation will be removed soon.
- On PAs Bone Level Measurements are displayed as percentages, so you will not see the measurements like on bitewings. The percentages represent the percent of root exposure when comparing the CEJ, crestal bone, and apex of the tooth. More information can be found at <https://www.perio.org/wp-content/uploads/2019/08/Staging-and-Grading-Periodontitis.pdf>
- For patients 12 years old and younger we will not show findings. This will be enabled in the future after further development.

Issue with the AI Findings:

- Overjet's AI has been trained on millions of clinical data points and has been proven to be incredibly accurate. However, just as for a clinician, higher quality radiographs lead to higher quality findings.
- Issues that can affect AI findings include:
 - overlapped proximal contacts
 - angulation-associated foreshortening or elongation
 - sensor quality
 - image artifacts
 - orthodontic brackets and bands
- Although Overjet is incredibly accurate, the AI models are continuously refined and retrained to improve accuracy even more

Images not appearing in the Overjet platform:

- If there are quality issues with the image, Overjet may reject them. Please check to make sure the image appears correctly in your imaging system.
- If a patient is new (denoted by a yellow star) there will be no historical images available.

New appointment not appearing on the daily patients page:

- It typically takes 15 minutes for new appointments to appear on the daily patients page. For certain PMS systems, due to syncing limitations, they will not appear until the next day. If you're unsure how frequently your PMS is syncing, please reach out to your CSM

Login or other issues:

- Try clearing your cache you can do this in most internet browsers by going to settings>privacy & security>clear browsing data
- We recommend using Chrome for the best experience with <https://clinic.overjet.ai>

Other issues:

- Please reach out to us at practicesupport@overjet.ai or through the in-platform Help widget. We have a dedicated customer success team who can assist you.