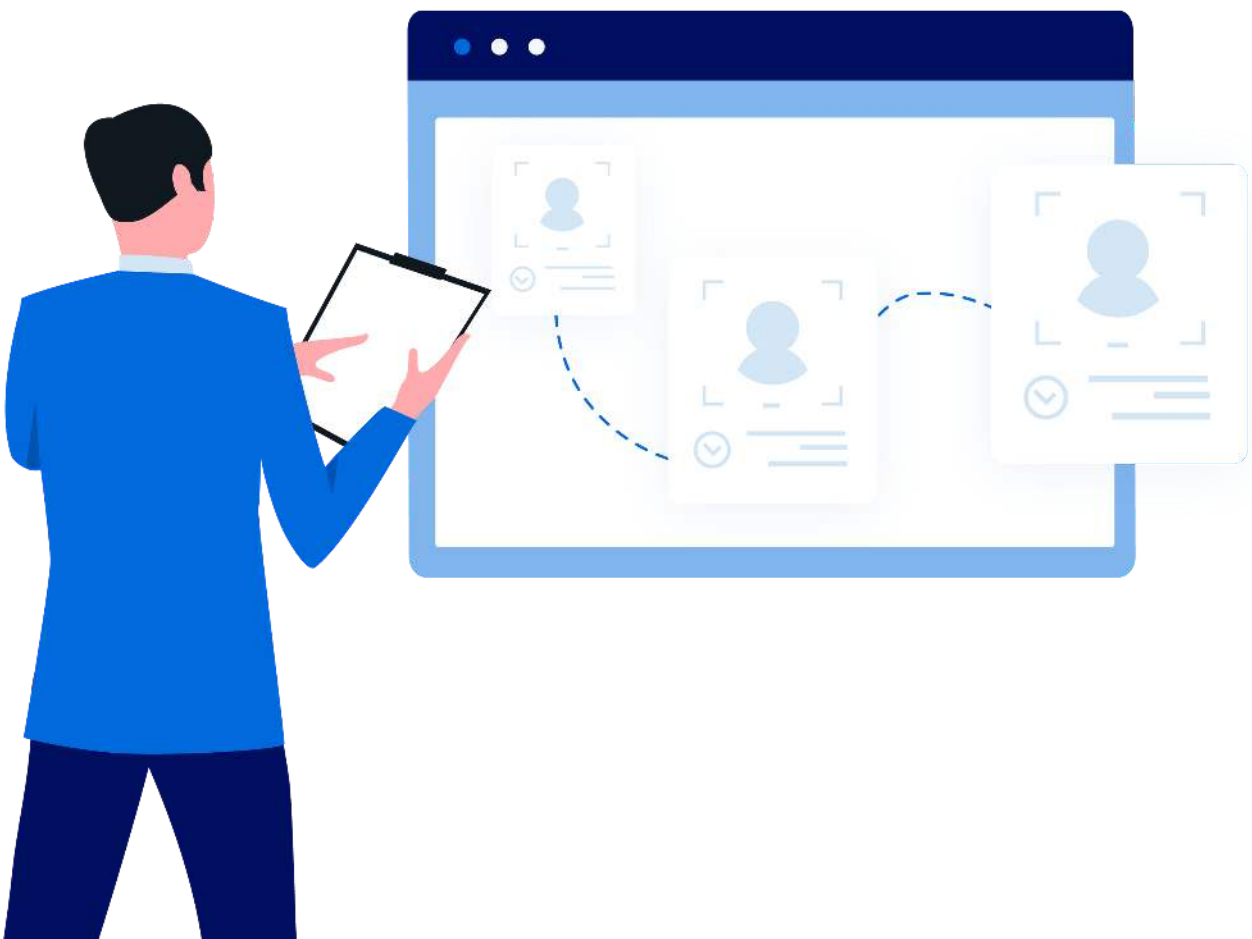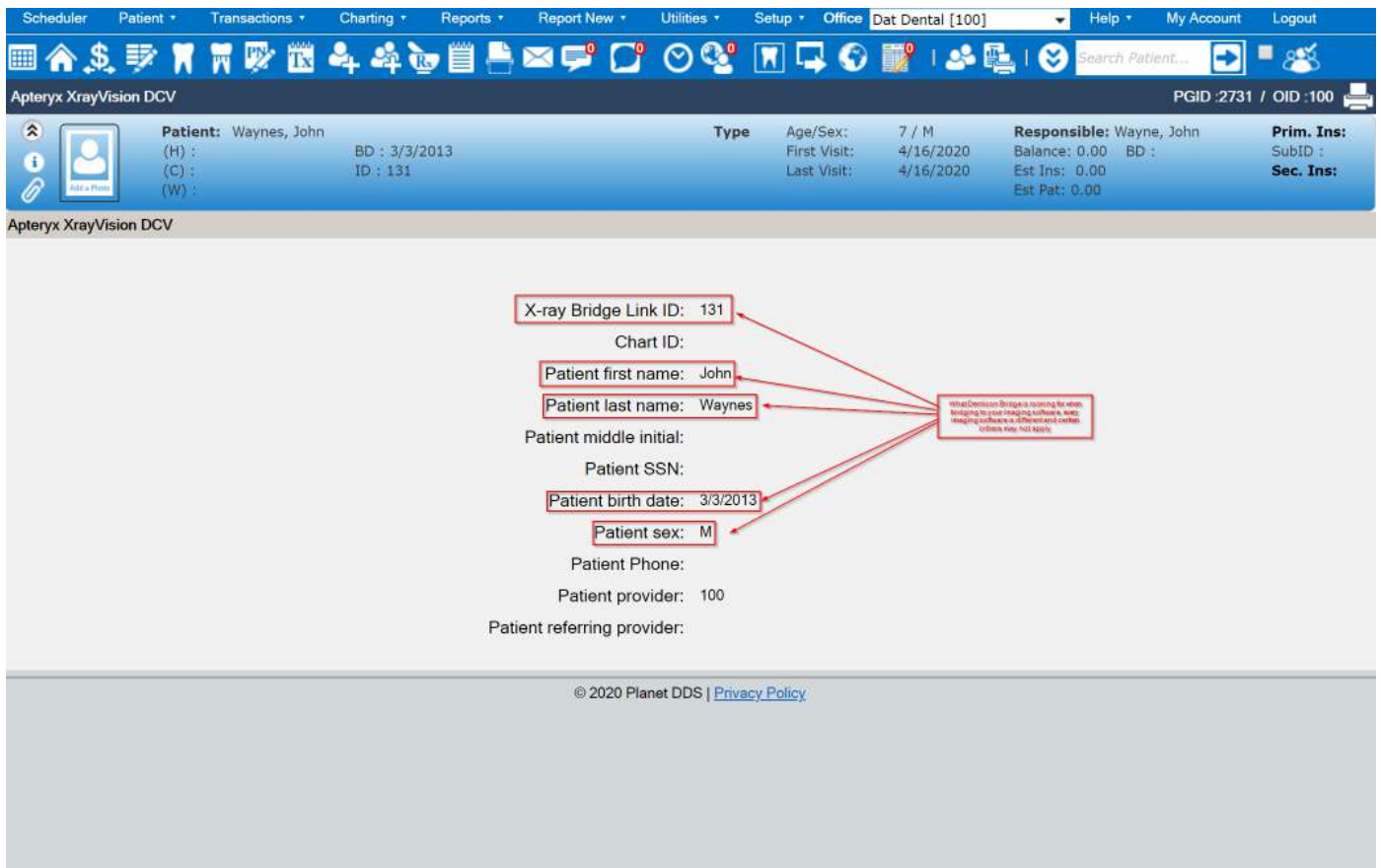# Help Articles

We sometimes see a different patient's name and x-rays when we access a patient's images in our imaging software program. Why is this so?

We sometimes see a different patient's name and x-rays when we access a patient's images in our imaging software program. Why is this so?

Denticon looks for a few criteria when bridging over to your imaging software. It may slightly different depending with your imaging software. When you click on the [tooth icon] you will then see the screen below.

Then within your imaging software it should match up as the screen above.

Denticon's recommended process is:

- Make sure the patients record matches in Denticon and your imaging software.
- Make sure patients First and Last name, Patient ID or Chart ID, DOB and Gender matches with Denticon. Some may require all or a few of those criteria. Most important will be the Denticon Patient ID.
- Launch your imaging software and change the patients records to match Denticon's
- If you have a large amount of records that needs to sync you can contact your Denticon account manager.