



Patient Portal User Guide

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SAFETY INFORMATION

Intended Use

The Podimetrics Patient Portal is for people who are already using the Podimetrics SmartMat™. The Portal shows pictures of temperature readings from the bottom of your foot or feet. Checking foot temperature can help find early signs of problems, like sores. Regular use of the Portal and SmartMat may help lower your risk of serious foot problems.

These tools do not find, prevent, or treat disease. Use them along with checking your feet every day and regular check-ups with your doctor.

Caution

Call your doctor right away if you feel sick or have any of these signs that could mean you have an infection: redness, swelling, or skin that looks broken or damaged on your foot; upset stomach or throwing up; fever or chills; not feeling hungry.

Limitations

The Podimetrics SmartMat is part of the Remote Temperature Monitoring (RTM) System. It measures the temperature on the bottom of your foot or feet. The system looks for temperature patterns that could be early signs of a problem. The system does not find or tell if you have foot ulcers, open wounds, or any other disease. The Portal shows your scan results and provides information on when to call your doctor for further checkup and treatment of any foot issues. If you ever feel pain or swelling in your feet, or notice a callus, blister, or redness, or think you might have a sore starting, call your doctor right away. Do not wait or depend only on what the Portal tells you.

Benefits

Daily foot temperature checks are part of clinical care guidelines for people with diabetes. They can help find early signs of foot problems. This may help stop foot ulcers from starting or coming back. The SmartMat and RTM System make daily foot checks easier. They measure the temperature on the bottom of your feet. The results are shared in the Portal, so you can view them easily. This helps track your foot health. The Portal's results and messages can tell you when to talk to your doctor. Acting early may help prevent serious problems like foot ulcers, infections, or even amputation.

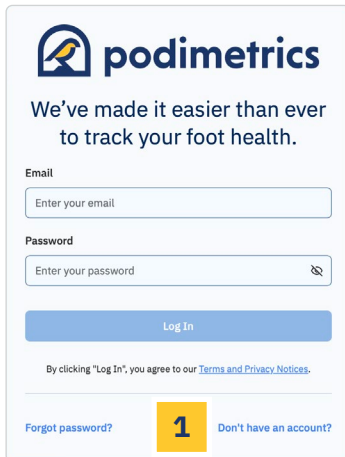
Risks

The Podimetrics SmartMat should not cause any pain or discomfort when you use it. The top layer has been tested to make sure it's safe for your skin. But if the SmartMat is damaged or used in the wrong way, it might not measure your foot temperature correctly. This could mean the results you see in the Portal are not accurate.

CREATE ACCOUNT

Create an Account

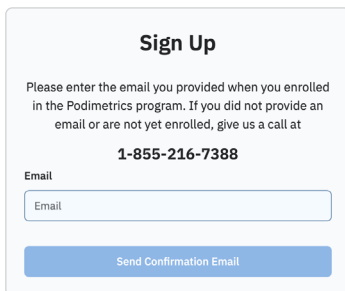
- 1 On the Log In screen, click on **Don't have an account?**



The Podimetrics Log In screen features the company logo at the top, followed by the tagline "We've made it easier than ever to track your foot health." Below this are input fields for "Email" and "Password", each with a placeholder "Enter your email" and "Enter your password" respectively. A "Log In" button is positioned below the password field. At the bottom, there is a link for "Forgot password?" and a button labeled "1 Don't have an account?" which corresponds to step 1 of the guide.

- 2 Type in the email you used to enroll. Then click **Send Confirmation Email**.

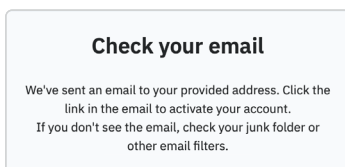
If you didn't provide an email or aren't enrolled yet, call us at 1-855-216-7388.



The Podimetrics Sign Up screen has a heading "Sign Up" and a paragraph asking the user to enter the email they provided when enrolling. It includes the phone number "1-855-216-7388" and an "Email" input field with a placeholder "Email". A "Send Confirmation Email" button is at the bottom.

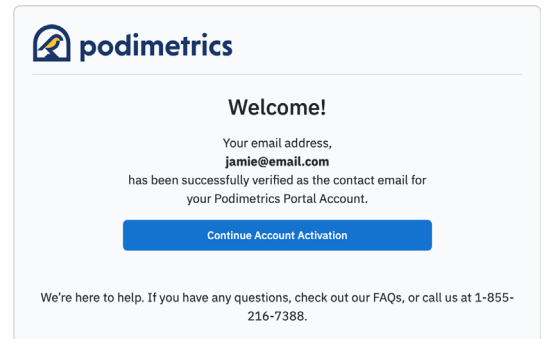
Note: If you use an email that is already registered with an account, you'll be brought back to the Log In screen.

- 3 Look for a confirmation email in your inbox. Then click the link in the email to activate your account.



The Podimetrics "Check your email" screen informs the user that an email has been sent to their provided address and instructs them to click the link in the email to activate their account. It also advises checking the junk folder or email filters if the email is not visible.

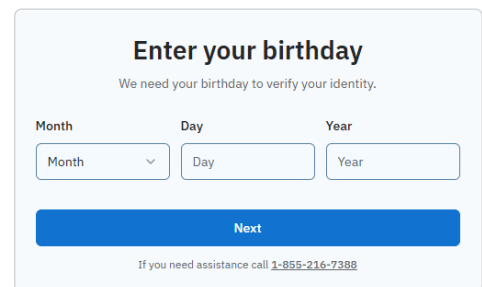
- 4 Click on **Continue Account Activation**.



The Podimetrics Welcome screen displays the company logo and a "Welcome!" message. It confirms that the email address "jamie@email.com" has been successfully verified as the contact email for the Podimetrics Portal Account. A "Continue Account Activation" button is prominently displayed. At the bottom, there is a support message: "We're here to help. If you have any questions, check out our FAQs, or call us at 1-855-216-7388."

- 5 Enter your birthday.

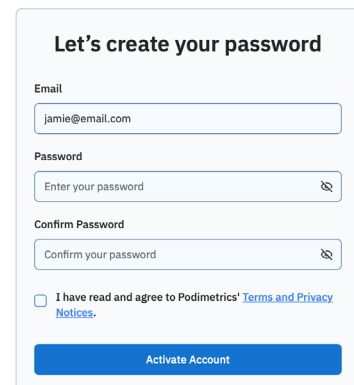
Then click **Next** to continue.



The Podimetrics "Enter your birthday" screen prompts the user to provide their birthday for identity verification. It features three input fields for "Month", "Day", and "Year". A "Next" button is located below these fields. A note at the bottom states: "If you need assistance call 1-855-216-7388".

- 6 Create a password. Then check the box to agree to the Terms & Privacy Policy.

Click **Activate Account** when ready.



The Podimetrics "Let's create your password" screen guides the user through password creation. It includes input fields for "Email" (pre-filled with "jamie@email.com"), "Password", and "Confirm Password". Below the password fields is a checkbox for "I have read and agree to Podimetrics' Terms and Privacy Notices." and an "Activate Account" button at the bottom.

LOG IN

The screenshot shows the Podimetrics login interface. At the top left is the Podimetrics logo. The main content area has a light blue background with a white login form in the center. The form contains the Podimetrics logo, a welcome message, email and password input fields, a 'Log In' button, and links for 'Forgot password?' and 'Don't have an account?'. Three yellow callout boxes with numbers 1, 2, and 3 point to the 'Log In' button, the 'Forgot password?' link, and the 'Don't have an account?' link respectively.

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We've made it easier than ever to track your foot health.

Email

Enter your email

Password

Enter your password

Log In

By clicking "Log In", you agree to our [Terms and Privacy Notices](#).

Forgot password?

Don't have an account?

1

Log In

If you already have an account for the Portal, enter your email and password. Then click **Log In**.

3

Don't Have an Account?

Click if you don't have an account yet for the Portal. See "Create Account" on page 2.

2

Forgot Password?

Click if you need to reset your password.

HOME SCREEN

The Portal helps people at risk for foot ulcers check and take care of their feet every day. The system can also track their progress and spot early signs of inflammation using a simple and secure website. The Portal is for people who are already using the SmartMat.

The screenshot shows the Podometrics Home Screen. At the top, there's a header with the Podometrics logo, a phone number (1-855-216-7388), office hours (9am - 7pm ET), and a user profile (Hi Percival P). A navigation bar on the left contains links for Home, Notifications, Education Center, Settings, and Logout. The main content area features a 'High Five!' banner with a congratulatory message. Below this is a calendar for June 18, 2025, with a 'Today' button. To the right is a 'Week of June 15' section showing a grid of days with scan status icons (Normal, Elevated, Unclear, No Scan Received) and foot images. A 'Results Pending' section explains the status and provides instructions. An 'Export Scans' button is located in the top right of the week view.

1-855-216-7388 – Office hours (9am - 7pm ET)

Hi Percival P

1-855-216-7388 – Office hours (9am - 7pm ET)

High Five!

Congratulations! Your personalized foot template has been created after 6 days of scans and does not have areas of high temperature.

June 18 Today

Week of June 15 Export Scans

Results Pending

Scans marked as **Results Pending** mean we received your foot scan and here's what's happening:

- We may still be building your personalized foot template. It might take up to 8 scans to finish. *OR*
- We are reviewing your scan. Once your results are confirmed, we will post them to your dashboard (typically around the end of the next business day).

Remember to scan your feet every day! Also, look at your dashboard each week to help you stay on track. Keep it up — we're here to help you!

1 Navigation Bar
Links to other Portal pages or to log out.

2 Banner
The banner displays important messages.

3 Calendar
Your scan progress in a monthly view.*
**Your scan history will only show the last 60 days (or two months).*

4 Daily Scan Status & Scan Image
Your scan status and image for each day.

5 Scan Status Guide
Each status has an explanation. When you select a day, you'll see the explanation for that day's scan.

6 Export Scans
Click to generate a four-week scan report.

NAVIGATION BAR

	Home	Click to return to the Home screen.
	Notifications	Click to view your notifications.
	Education Center	The Education Center provides links to training content, brochures, blogs, newsletters, and more.
	Settings	In Settings, you can check your contact information, change your password, or update your notification preferences.
	Logout	Click to log out of the Patient Portal.
	Help Center	The Help Center is a quick way to find answers to your questions, review manuals, or to contact us.
	Feedback	Click to share your feedback.

SCAN STATUS GUIDE

Scan Image	Icon	Description
	 Results Pending	Scan received but not processed yet
	 Normal Scan	Scan doesn't show areas of high temperature
	 Elevated Scan	Scan shows temperatures that are different than normal
	 Unclear Scan	Scan shape didn't match your personal template
no image	 No Scan Received	No scan received
no image	 No Data	No data available

FOOT TEMPLATE

podimetrics 1-855-216-7388 – Office hours (9am - 7pm ET) Hi Giles G

1 Building Your Foot Template Podimetrics will automatically create a personalized foot template to help match your future scans and check the temperature of your feet. [More](#)

June 18 Today

S M T W T F S

11 12 13 14 15 16 17

18 19 20 21 22 23 24

25 26 27 28 29 30 31

June 2025

1 2 3 4 5 6 7

8 9 10 11 12 13 14

15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30

Week of June 15 [Export Scans](#)

S M T W T F S

15 16 17 18 19 20 21

L R L R L R L R

1

Results Pending

Scans marked as **Results Pending** mean we received your foot scan and here's what's happening:

- We may still be building your personalized foot template. It might take up to 8 scans to finish. *OR*
- We are reviewing your scan. Once your results are confirmed, we will post them to your dashboard (typically around the end of the next business day).

Remember to scan your feet every day! Also, look at your dashboard each week to help you stay on track. Keep it up — we're here to help you!

Results Pending

- Normal Scan
- Elevated Scan
- Unclear Scan
- No Scan Received

Before you can see your daily scans, Podimetrics needs to create a personalized foot template that matches your feet shape and size.

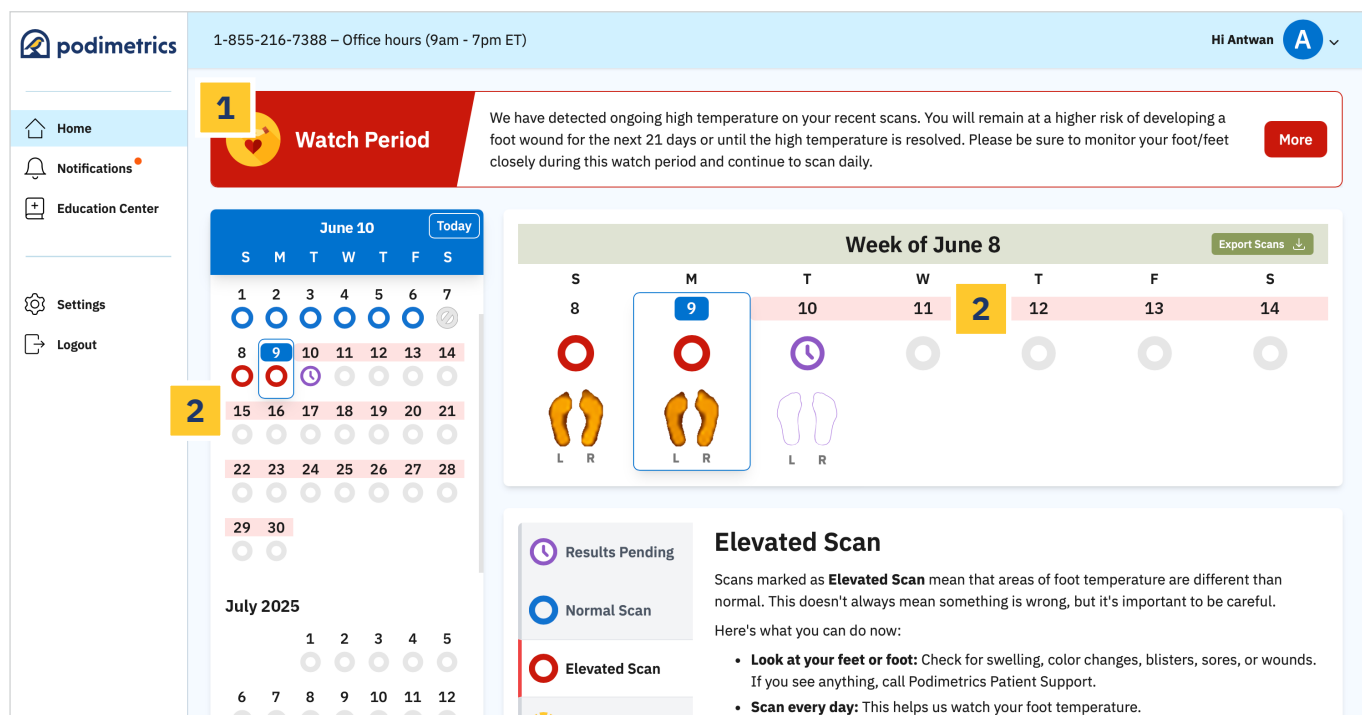
Creating your foot template may take up to 8 scans, so please scan daily until your template is completed.

After your template is completed, continue to scan daily to see your progress. Results Pending statuses will continue to appear until your scans are processed (typically around the end of the next business day).

After your scans are processed, their statuses will change to indicate the results.

1 While your template is being created you will see a “Building Your Foot Template” banner at the top, and the statuses for your scans will appear as “Results Pending”.

WATCH PERIOD



Watch Period is triggered if you have two consecutive Elevated Scans (dual foot scanners) or a single Elevated Scan (single foot scanners).

Because your scans show a pattern of high temperature, you may be at higher risk of developing a foot wound for the next 21 days. Pay extra attention to your feet during a Watch Period, continue to scan daily, and talk to Podimetrics to learn how to prevent sores or wounds on your feet. If you continue to have Elevated Scans, your Watch Period may be extended beyond 21 days.

The SmartMat measures the temperatures on the bottom of your feet/foot. Research shows that higher foot temperatures may mean a sore is starting. It could also be a sign of an infection or another problem.

We recommend you do the following:

- Talk to Podimetrics Patient Support to learn how to prevent a sore or wound on your foot.
- Continue to scan daily. We will continue to watch your scans every day to see if the temperatures stay high.

- Check your feet every day for swelling, calluses, blisters, color changes, or wounds. If you notice any of these, notify Podimetrics Patient Support Immediately. Ask someone for help with checking your feet if you can't see well.
- Always wear your prescribed shoes, both inside and outside.
- Decrease activity.
- Elevate your feet when sitting down.

By checking the temperature of your feet regularly, we can find these changes and help prevent bigger problems.

Note: The system cannot detect or diagnose foot ulcers, open wounds, or any other diseases.

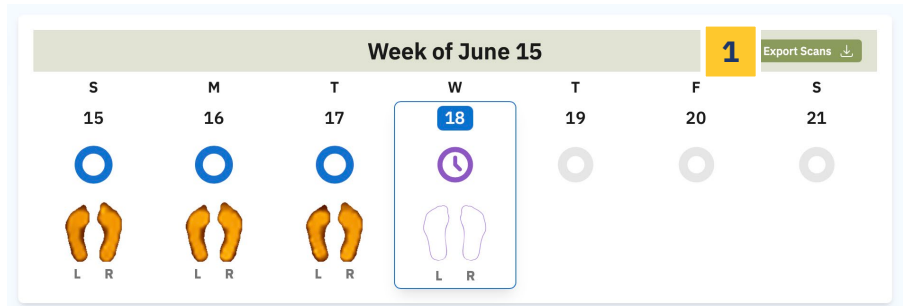
- 1** Watch Period Banner is displayed while in Watch Period.
- 2** Watch Period days are highlighted by a red ribbon in the calendar and on daily scan views.

EXPORT SCANS

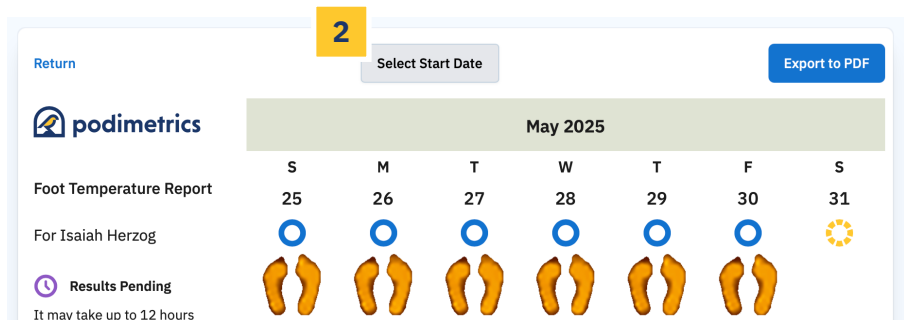
Export a Four-Week Scan Report

Export Scans works best on a desktop or laptop; it may not be available on tablets or smartphones.

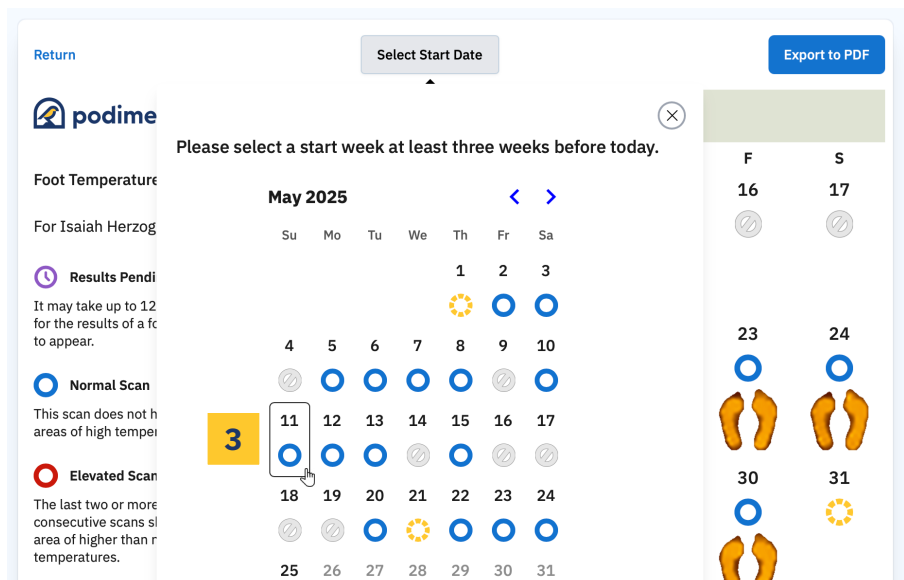
- 1 On the Home screen, click on **Export Scans**.



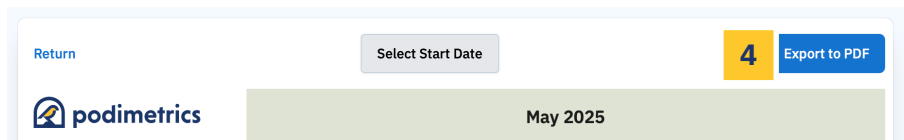
- 2 On the next screen, click on **Select Start Date**.



- 3 In the pop-up window, select a start week.



- 4 After the scan data is collected, click on **Export to PDF** to generate and download the report.





QUESTIONS: CALL 1-855-216-7388

www.podimetrics.com

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