

# IOL TrueCast - Upload & Fill Rx Guide

Prior to scanning, ensure you've downloaded the latest version of the IOL TrueCast app, free in the App Store. Calibration for TrueDepth is automatic, and via the Structure Calibrator app for the camera.

## STEP 1: LOG IN

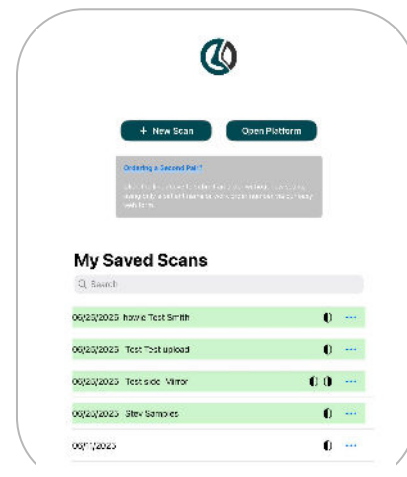
Open the **IOL TrueCast** app, enter your credentials, and click **Login**. If prompted, save your password for easy future access.

Use **Offline Mode** if you do not have access to your login or the internet. You will be able to scan and save locally.

From the home screen, click **+New Scan** to start a new case.

You can also click the link to submit a Second Pair order (with no new scans), or access your previously saved scans.

Submitted scans are automatically saved for 30 days and will be highlighted green, unsubmitted scans will show in white.

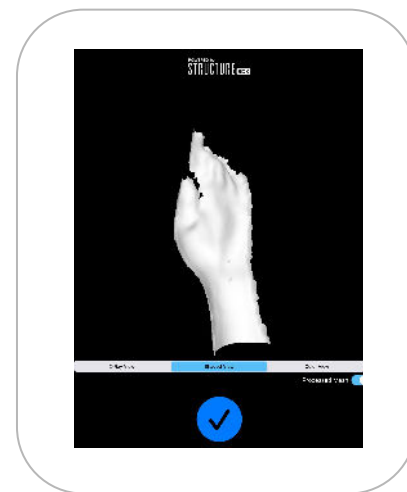


## STEP 2: SCAN

Choose your preferred scanning method, **TrueDepth** (FaceID camera) or **Structure** (external camera, available on iPad only).

Ensure that the foot is completely within the box on the screen, then click **Scan**. Pinch and zoom to change the size of the box. Move freely around the foot with consistent, slow speed as if you're "colouring in" the foot, then click **Finish**.

Review the scan. Ensure there are no "holes" and that the medial, lateral & heel edges are well-defined. If satisfied, click the blue checkmark. Repeat steps for the other foot.

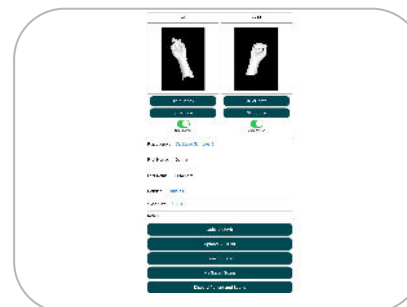


## STEP 3: UPLOAD SCANS

Toggle on the **Mirror Clip** button if you used a mirror clip.

Select your **Practitioner** name from the drop-down list. Enter the patient **First Name** and **Last Name** (required) and **Gender** and **Shoe Size** (optional).

Click on **Upload & Fill Rx**.



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## STEP 4: OPEN THE PLATFORM

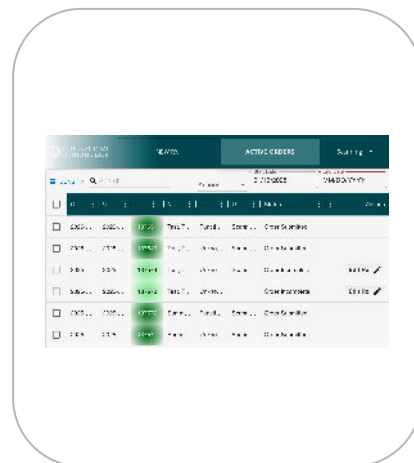
Once prompted, click on **Open Platform**.

You can also access the platform from a desktop computer to complete the form & submit via [www.orthotic.ca/scan](http://www.orthotic.ca/scan)

Click on **Active Orders** on the top green bar, click **Edit Rx** on the relevant order.

Green check marks  will be in the Scan Mobile box, indicating your scans are ready to submit once the form is completed.

Click **Open Rx** in the top black banner to open the form.

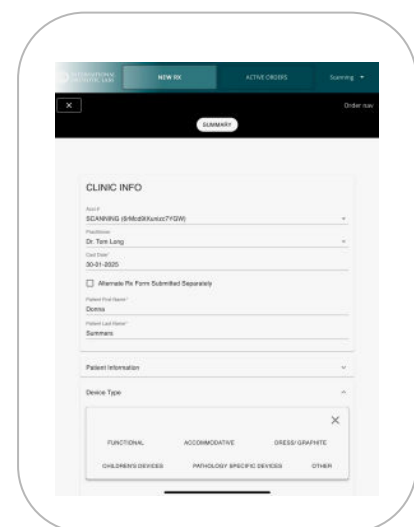


## STEP 5: FILL OUT RX

Fill out the prescription form. Required fields are **Account #, Practitioner, Cast Date, Patient First Name, Patient Last Name, Device Type, and Posting Instructions**.

All other service requests, additions, fill or grinding instructions, padding, modifications, and cover or extension options can be found throughout the form. If you have any additional requests that you can't find on the form, add them into the Additional Instructions at the bottom.

Once you're completed, click the top **Summary** button or **Save and Next** at the bottom. You can always navigate back to the Rx later to make changes if necessary.



## STEP 6: REVIEW AND SUBMIT

Review your order from this summary page. If you have additional images, click **Add Images** to take photos or select from your Photo Library. You can attach up to 6 photos.

Once satisfied, click **Submit**.

You can always navigate back to the **Active Orders** page to edit & submit other in-progress orders, or ensure your orders have been successfully submitted.



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## Frequently Asked Questions & Troubleshooting

**Q: Is there a video tutorial available?**

A: Yes, please see our Upload & Fill Rx YouTube walkthrough by [clicking this link](#) or visiting our channel at [youtube.com/@internationalorthoticlabs](https://youtube.com/@internationalorthoticlabs)

**Q: How do I save my login information so I don't have to log in each time?**

A: On the latest version of iOS, set up [Apple Keychain](#) to easily recall your password.

**Q: On the platform, when I click on New Rx, it doesn't load and all I get is a blank page.**

A: This can sometimes happen when developers do work in the background. Simply click on your name on the top right hand corner, click log out, and then log in again to easily fix.

**Q: I can't remember my login information.**

A: For now, please contact IOL to be reminded of or to reset your password.

**Q: What if I only have one patient foot to submit?**

A: From the Summary page, check **2 Scan Bypass** box to bypass the requirements for two scans. Using the Quick Submit feature in the app will also allow submission with only one foot.

**Q: How do I see if my orders are submitted, or get a prescription copy for my records?**

A: Navigate to the Active Orders page to see whether your order is listed as incomplete or submitted. Use the Search bar, the Date filter or any other filters to narrow your search.

If Incomplete, click the "Edit Rx" button on the right hand side to open the file, edit & submit.

If you'd like to download a copy of your prescription, check off the record(s) you'd like to download, click on 'Actions' (next to the date filter), and click Export Selected Rx.

