
TRICHOTRACK PRO

User Guide

Version 1.2

Version	Date	Author	Change Description
1.0	20 Oct 2023	Xiaoxing Liu	Document created
1.1	29 Feb 2024	Xiaoxing Liu	Update changes in section New Scan Correct found typos
1.2	25 Apr 2024	Xiaoxing Liu	Update changes in section New Scan and Scan Records



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1 System Requirements

Before you start using TrichoTrack Pro, it's important to confirm that your device meets the following specifications:

1.1 Operation System

TrichoTrack Pro is compatible with Windows 10 and 11.

1.2 Web Browser

For optimal performance, use Microsoft Edge version 117 or later.

1.3 Internet Connectivity

TrichoTrack Pro relies on an active internet connection for updates and data synchronization. Please ensure your device has a reliable internet connection.

1.4 Digital Microscope Compatibility

TrichoTrack Pro is designed to work seamlessly with specific digital microscope models. Ensure you have one of the following microscopes, as they are compatible with our software:

I. Dino-Lite Premier AM4113ZT <ul style="list-style-type: none">Requires a USB-A 2.0 or above port for connection.	
II. Dino-Lite WF-20 WF4115ZT <ul style="list-style-type: none">Requires a WiFi Adapter for connection.	
III. Plugable 60x-250x Digital Microscope <ul style="list-style-type: none">Requires a USB-A 2.0 or above port for connection.	

Having one of these microscopes with the appropriate connection is essential for accurate scalp scanning using TrichoTrack Pro.



2 Installation

To download the latest version of TrichoTrack Pro, please follow these steps:

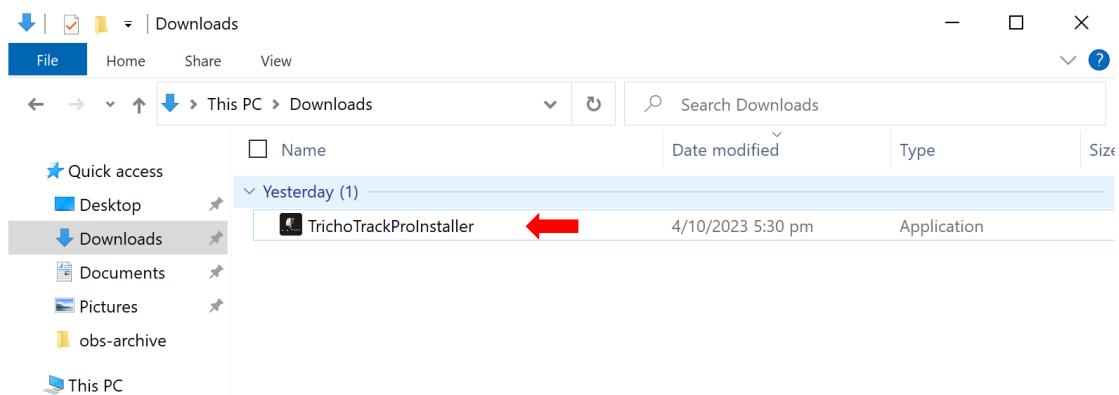
- I. Visit the website <https://www.alvisual.com.sg/>.
- II. Click on 'SUPPORT' in the menu bar.
- III. In the table, locate the row corresponding to the latest version of TrichoTrack Pro, and click 'Download'.

The screenshot shows the Alvisual website's support section. At the top, there is a navigation bar with links to HOME, ABOUT US, PRODUCTS, OUR PARTNERS, CONTACT US, and SUPPORT. A red arrow points to the SUPPORT link. Below the navigation, a breadcrumb trail shows 'SUPPORT / DOWNLOAD'. The main content is titled 'Download Drivers & Documents'. It features two tables. The first table lists drivers: TrichoTrack Pro (Version 3.21B, OS Windows 10, 11, Compatibility Dino-Lite Premier AM4115ZT, Release Date 2023-10-06, Download link). The second table lists documents: TrichoTrack Pro User Guide (English) and TrichoTrack Pro User Guide (Simplified Chinese), both released on 2023-10-06 with 'Download' links. Red arrows point to the 'Download' links in both tables.

Driver	Version	OS	Compatibility	Release Date	
TrichoTrack Pro	3.21B	Windows 10, 11	Dino-Lite Premier AM4115ZT Dino-Lite WF-20 WF4115ZT Dino-Lite Edge AF4115ZT Plugable 60x-250x	2023-10-06	Download

Document	Release Date	
TrichoTrack Pro User Guide (English)	2023-10-06	Download
TrichoTrack Pro User Guide (Simplified Chinese)	2023-10-06	Download

Once the download is completed, initiate the installation of TrichoTrack Pro by double-clicking the downloaded installation file. Follow the on-screen instructions to complete the installation process.

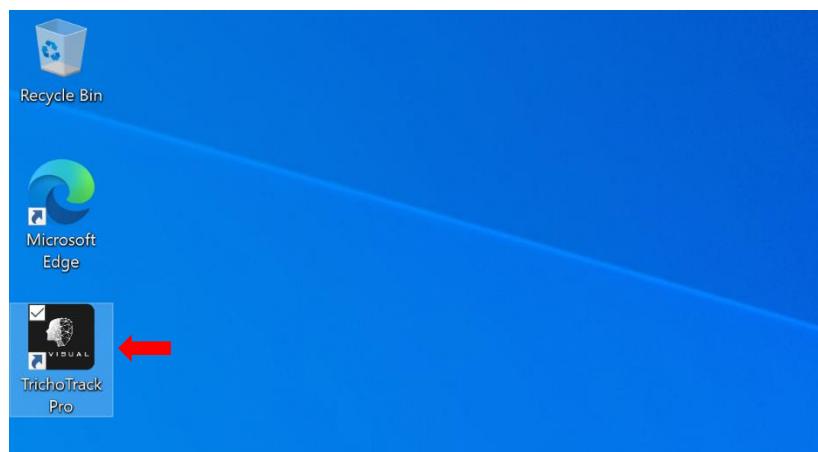


For detailed installation steps, refer to the installation manual, which can be downloaded from <https://www.alvisual.com.sg/download>.

3 Client App

TrichoTrack Pro offers two distinct user modes: the client app mode and the management dashboard mode. The client app mode is primarily designed for staff to serve customers perform scalp scans and show them the analysis results as well as the treatments and products recommended for solving the found issues. Staff can also show customers their scalp scan histories and trends in the app.

To start TrichoTrack Pro, simply double-click the icon for the client app on the desktop. For the best experience, run it in **portrait mode**.



Note: If your firewall blocks running TrichoTrack Pro client app, please click 'Allow access' button, as shown below.



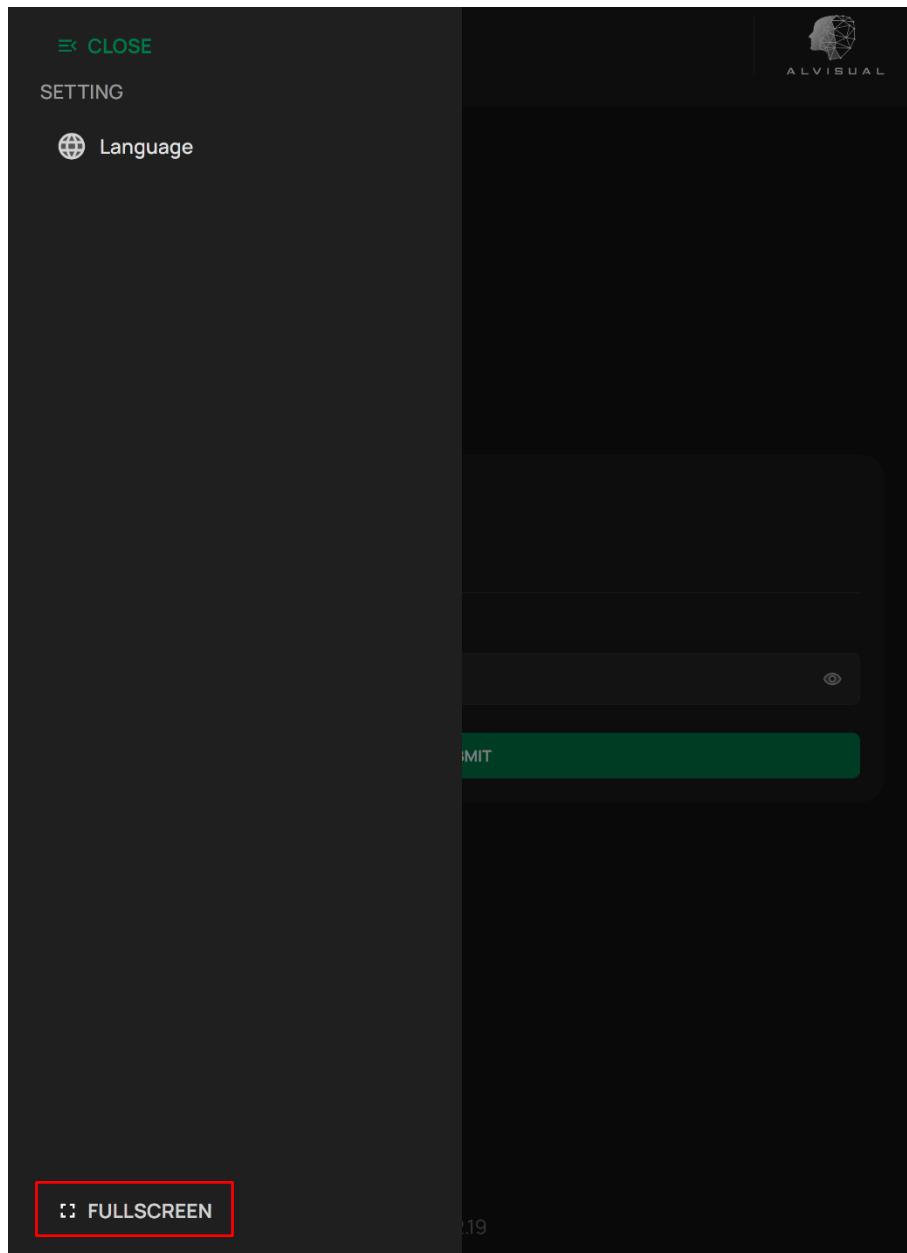


3.1 Full Screen

TrichoTrack Pro client app starts at window mode initially. However, you can switch to full screen mode. First, click the three lines icon on the top left corner of the screen to activate the side menu.



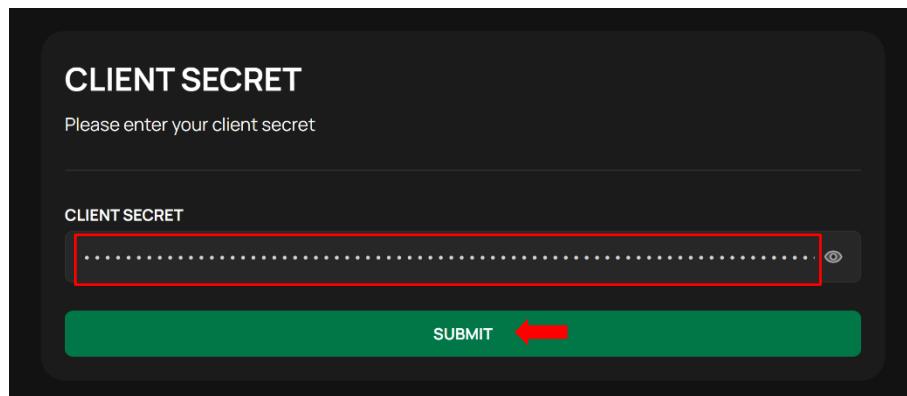
Then, click 'FULLSCREEN' to switch to full screen.



3.2 Client Secret

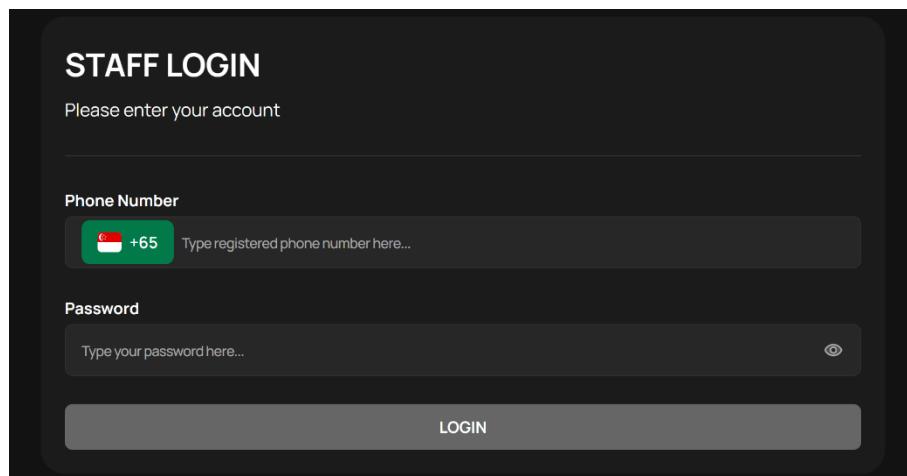
Every TrichoTrack Pro client receives a unique client secret key for authentication. When you use TrichoTrack Pro at the first time or the cached data in your Microsoft Edge web browser is cleared, you'll need to submit the client secret.

- I. Enter your company's client secret key in the provided text box.
- II. Click 'SUBMIT' button.



The image shows a dark-themed web form titled 'CLIENT SECRET'. It has a placeholder text 'Please enter your client secret'. Below it is a text input field labeled 'CLIENT SECRET' containing several dots ('....') and a red rectangular border. To the right of the input field is a small eye icon. At the bottom is a green 'SUBMIT' button with a red arrow pointing towards it.

If your client secret is valid, you will be redirected to the 'STAFF LOGIN' page as shown below.



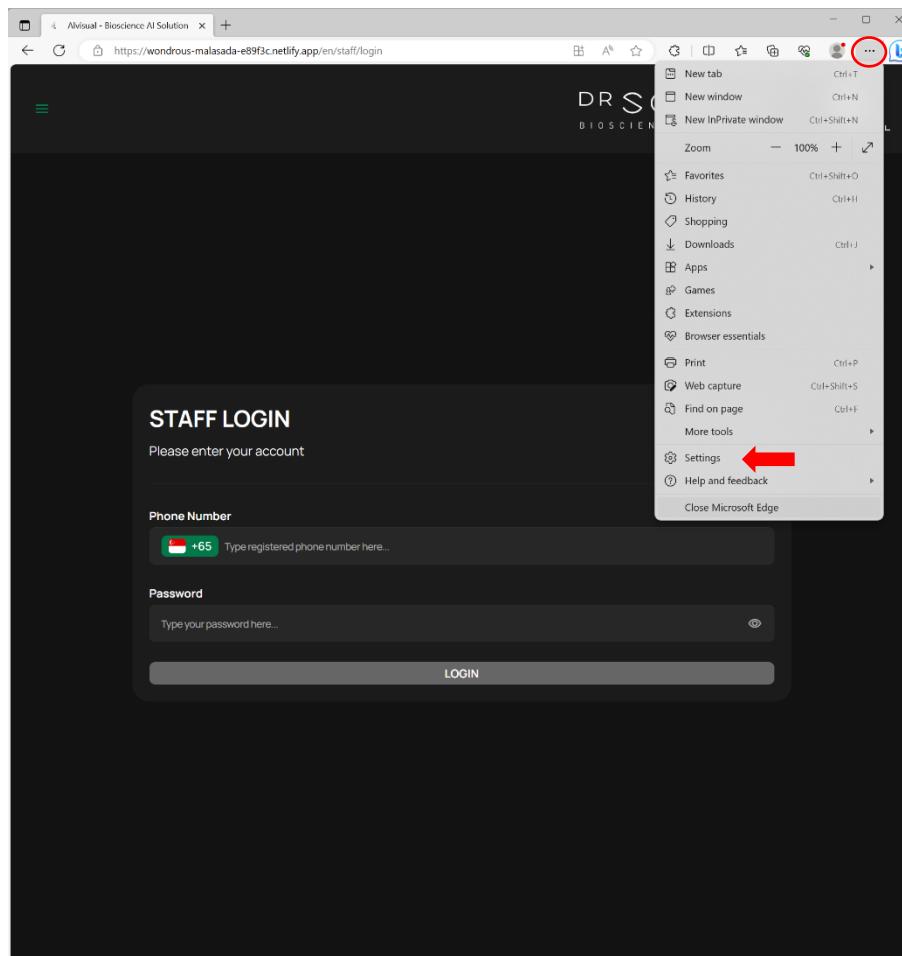
The image shows the 'STAFF LOGIN' page. It has a placeholder text 'Please enter your account'. Below it are two input fields: 'Phone Number' and 'Password'. The 'Phone Number' field includes a Singapore flag icon and '+65' with a dropdown arrow. The 'Password' field has a placeholder 'Type your password here...' and an eye icon. At the bottom is a grey 'LOGIN' button.

However, if the entered client secret is invalid, an error message will appear at the top. Please make sure you've entered the correct secret and try again.

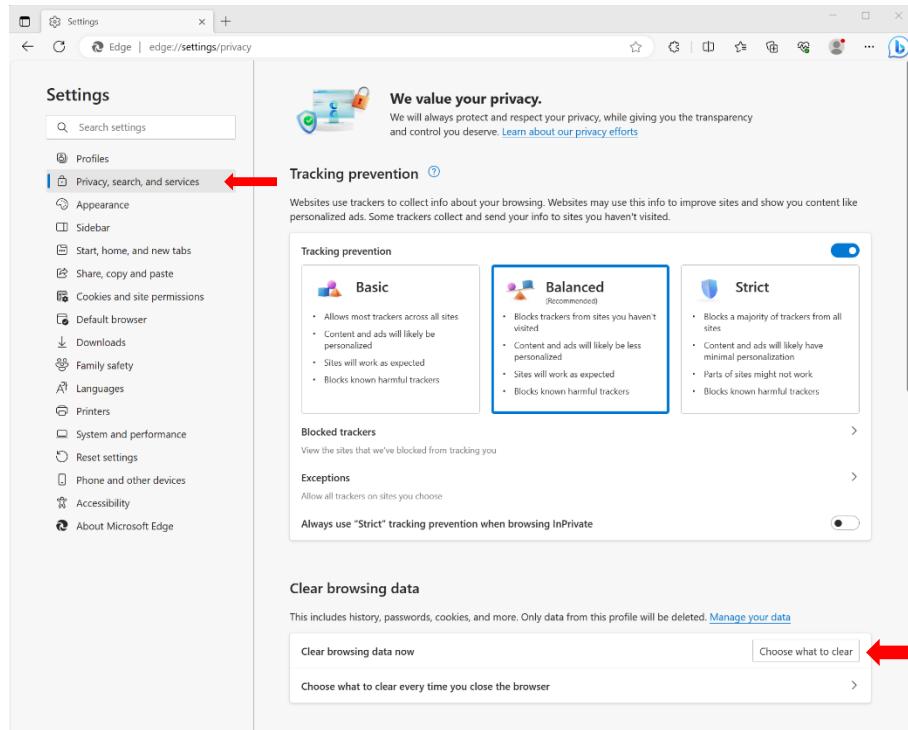


If your client secret expires, please follow these steps to clear your browser's cookies and cached data and input a new client secret:

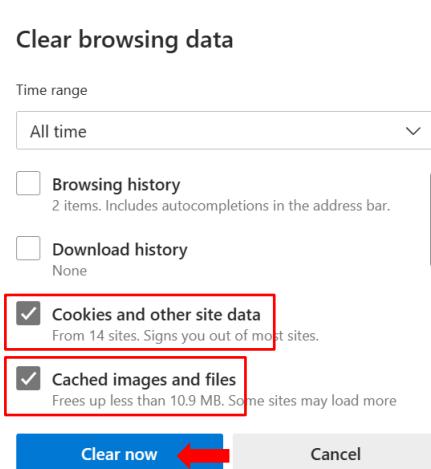
- I. Open Microsoft Edge browser and click the three dots (...) on the right side of the browser's tool bar and select 'Settings' from the drop-down menu.



- II. In the 'Settings' page, click 'Privacy, search, and services' on the left side. Then, click 'Choose what to clear' button in 'Clear browsing data' section.



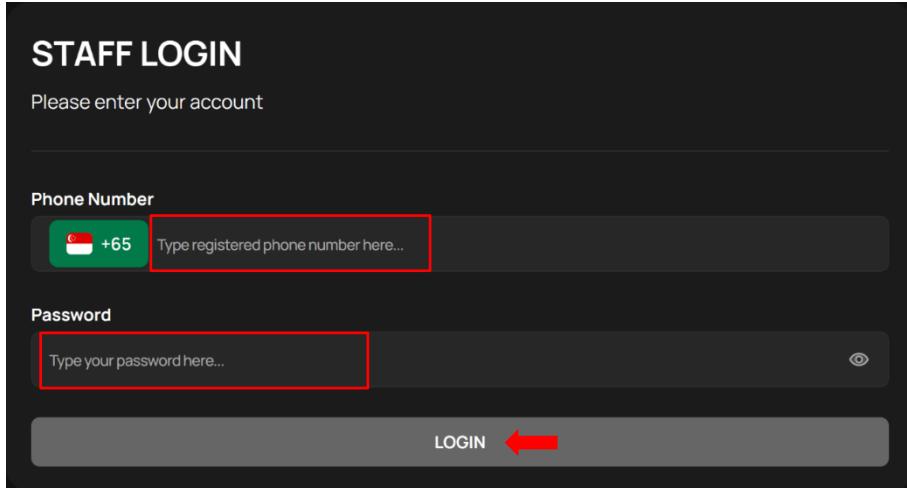
- III. In the dialog box that appears, check the checkboxes for 'Cookies and other site data' and 'Cached images and files', then click 'Clear now' button.



- IV. Restart the client app and enter the new client secret key.

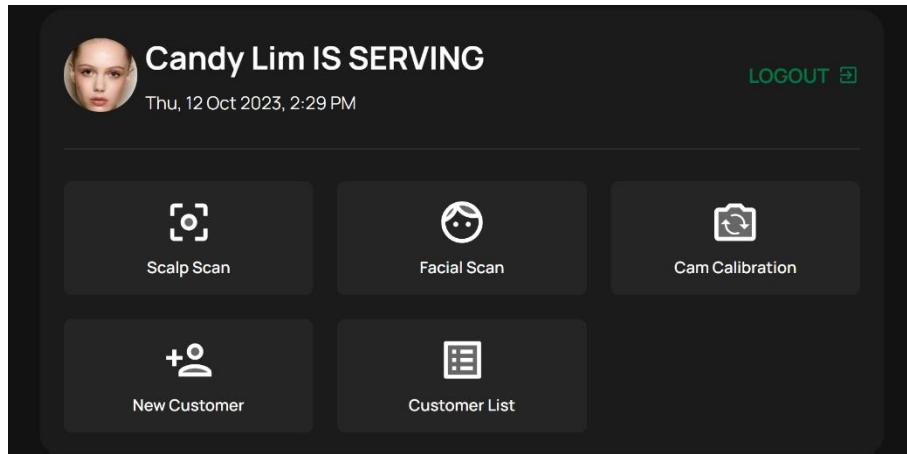
3.3 Staff Login

Before serving customers, staff needs to log in to their accounts. In the 'STAFF LOGIN' page, enter staff's phone number and password, then click 'LOGIN' button, as shown below.



The screenshot shows the 'STAFF LOGIN' page. At the top, it says 'STAFF LOGIN' and 'Please enter your account'. Below that is a 'Phone Number' field containing '+65' and a placeholder 'Type registered phone number here...'. A red arrow points to this field. Below it is a 'Password' field with a placeholder 'Type your password here...' and an eye icon. Another red arrow points to this field. At the bottom is a 'LOGIN' button with a red arrow pointing to it.

If the provided phone number and password are correct, you will be redirected to staff landing page where your name will be displayed.

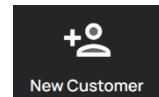


However, if there is an issue with the phone number and/or password, an error message will appear at the top, as shown below:



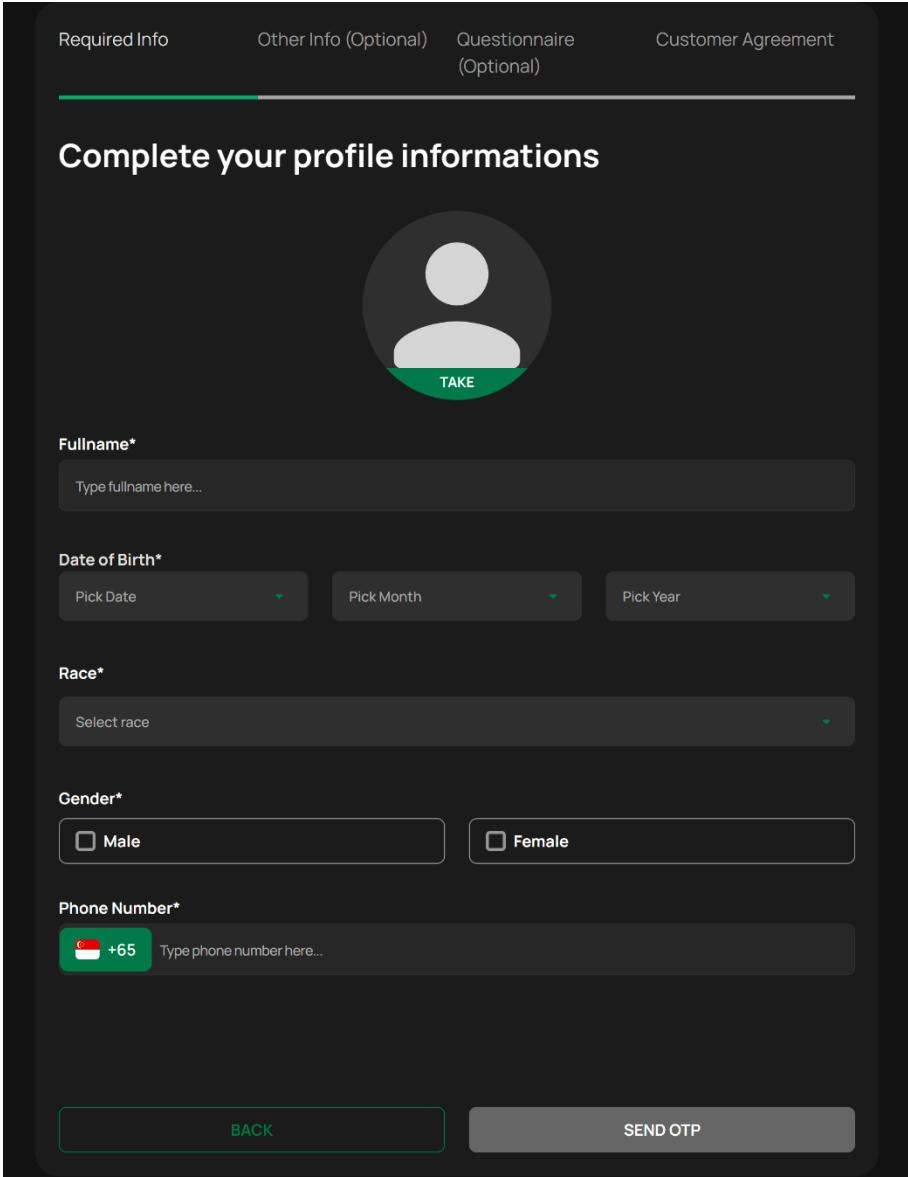
3.4 Customer Registration

Once logged in, the staff can start to serve customers. If a customer has not registered, staff should help this new customer to create an account.



On the staff landing page, click the 'New Customer' button to initiate the registration process for the new customer.

The first part of the registration form is 'Required Info'. Fill in the necessary information on this page. Then click 'SEND OTP' button to receive a one-time passcode (OTP) to validate the entered phone number.



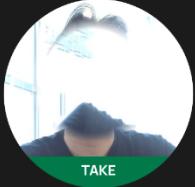
The screenshot shows a mobile-style registration form titled "Complete your profile informations". At the top, there are four tabs: "Required Info" (which is active, indicated by a green underline), "Other Info (Optional)", "Questionnaire (Optional)", and "Customer Agreement". Below the tabs is a large circular placeholder for a profile picture with a "TAKE" button at the bottom right. The main form area contains the following fields:

- Fullname***: An input field with a placeholder "Type fullname here...".
- Date of Birth***: Three dropdown menus labeled "Pick Date", "Pick Month", and "Pick Year".
- Race***: A dropdown menu labeled "Select race".
- Gender***: Two radio buttons labeled "Male" and "Female".
- Phone Number***: An input field with a country code selector showing "+65" and a placeholder "Type phone number here...".

At the bottom of the form are two buttons: "BACK" on the left and "SEND OTP" on the right.

The 'SEND OTP' button will only be enabled when all required information is filled in correctly.
Adding a profile photo is optional.

Complete your profile informations



Fullname*

Date of Birth*

Race*

Gender*
 Male Female

Phone Number*
 +65 8 18

[BACK](#) [SEND OTP](#)

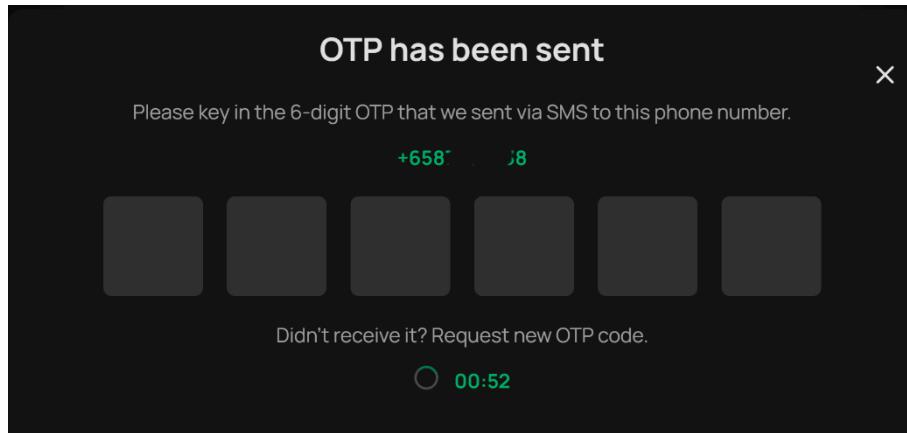
If the provided phone number is not a valid phone number, an error message will appear at the top of the screen as shown below.



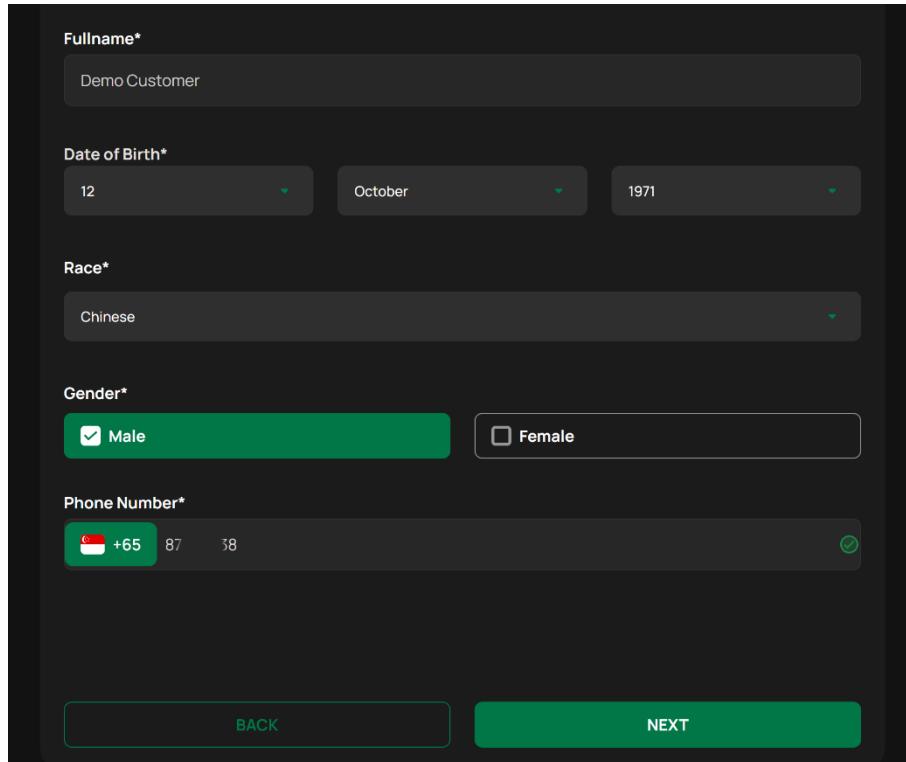
If the provided phone number is already registered, the error message will be as below.



If the provided phone number is valid and unregistered, a 6-digit OTP will be sent to the phone number. Please enter the received OTP into the appeared dialog box as shown below.



A green checkmark will appear on the right of phone number text box, indicating that the phone number has been validated. The 'SEND OTP' button also turns to 'NEXT' button. Click the 'NEXT' button to proceed to the next part of registration form.

A registration form with the following fields:

- Fullname***: Demo Customer
- Date of Birth***: 12 October 1971
- Race***: Chinese
- Gender***: Male (checked)
- Phone Number***: +65 87 38 (green checkmark icon to the right)

At the bottom are "BACK" and "NEXT" buttons.

The next part is for optional personal information. Customers can choose which sections to fill out, then click the 'NEXT' button to proceed to the questionnaire part.



The questionnaire is designed to understand the customer's hair and scalp condition. Staff may explain the questionnaire to help customers answer the questions. There are several pages for the questionnaire, and staff can use the up and down arrow buttons to scroll and view all the questions, as displayed below.

Required Info Other Info (Optional) Questionnaire (Optional) Customer Agreement

Questionnaire

4. How long does it take for your scalp to become greasy after shampooing?

Not greasy at all Within a few hours Within one day
 One or two days Other

5. How frequently do you wash your hair?

Daily Twice a day Every other day
 Every two or more days

6. In the last 3 months, have you experienced any of the following conditions?

Dandruff Psoriasis/Seborrheic Dermatitis Dry/Sensitive Scalp
 Oily Scalp Hair Loss/Hair Thinning Alopecia
 Other

4 to 6 of 15 Down arrow to continue to the next question

↑ ↓

BACK NEXT

Once the questionnaire part is completed, click the 'NEXT' button to proceed to the customer agreement declaration page.



On the 'Customer Agreement' page, read the declaration and check the checkboxes to enable the 'SAVE' button. Click the 'SAVE' button to complete the entire registration process, as shown below.

Required Info Other Info (Optional) Questionnaire
(Optional) Customer Agreement

Customer Agreement

I hereby declare that(Required):

1. I have fully disclosed all relevant information pertaining to my treatment.

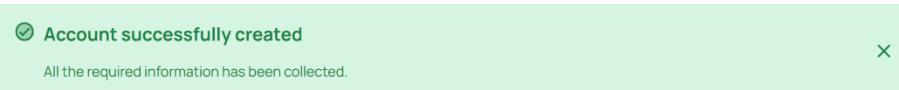
2. To the best of my knowledge, the information I have provided is accurate. I acknowledge that I will not hold the Company liable for any adverse effects arising from treatments or products used during the treatment.

3. I consent to receive treatment from the Company.

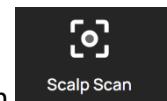
I consent to receive informational and promotional marketing communications from the Company.(Optional)

BACK SAVE

The registration is completed, and you will be redirected to the customer landing page. A message saying “Account successfully created” will appear at the top of the screen, as shown below.

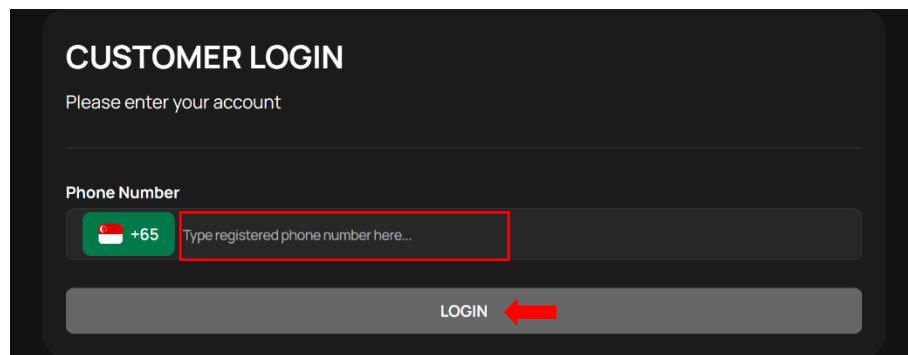


3.5 Customer Login



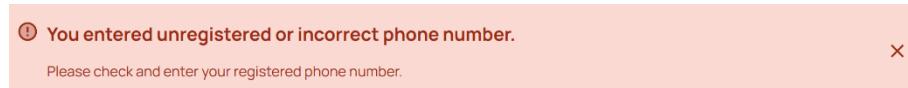
If a customer already has an account, staff can click the 'Scalp Scan' button in staff landing page to let customer login to initiate a scalp scan case.

On the 'Customer Login' page, enter customer's registered phone number and click the 'LOGIN' button.

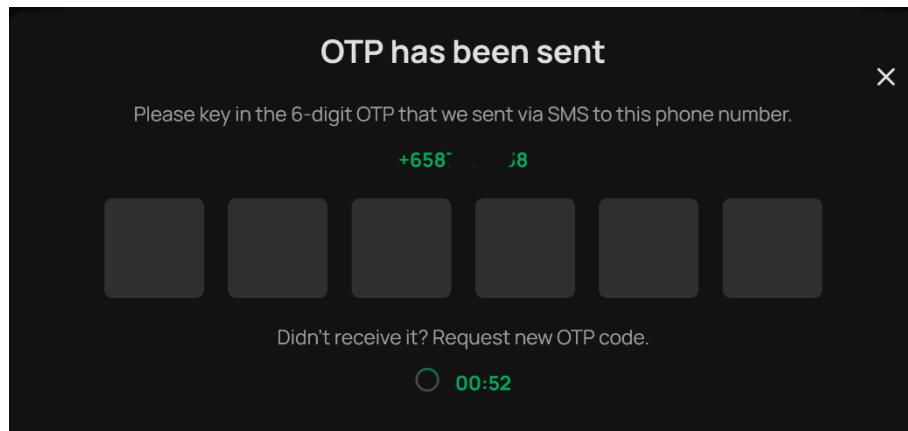


The screenshot shows a dark-themed 'CUSTOMER LOGIN' interface. At the top, a placeholder text 'Please enter your account' is displayed. Below it is a 'Phone Number' input field. The field contains a green button with a red phone icon and the text '+65' followed by a text input box with the placeholder 'Type registered phone number here...'. A red arrow points to this text input box. At the bottom is a grey 'LOGIN' button with a white arrow pointing left.

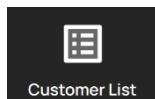
If an unregistered or invalid phone number is entered, an error message will appear at the top of the screen, as shown below.



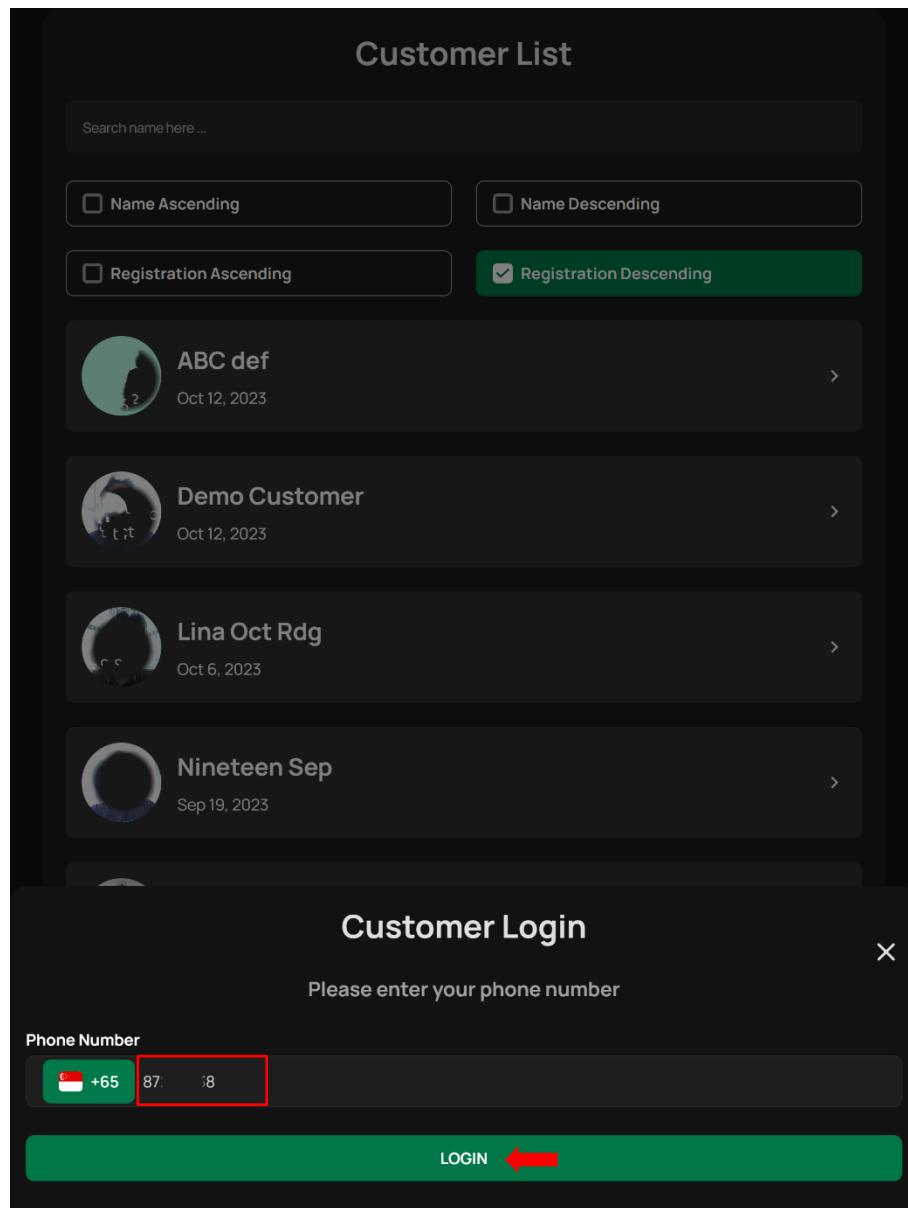
When you enter the correct registered phone number, a 6-digit OTP will be sent to that phone number. Please input the received OTP and you'll be redirected to the customer landing page.



If the customer cannot recall their registered phone number, staff can click the 'Customer List'



button and search for the customer's name. Click the found customer, then their registered phone number will appear at the bottom of the screen. Click the 'LOGIN' button and enter the received OTP to log in.

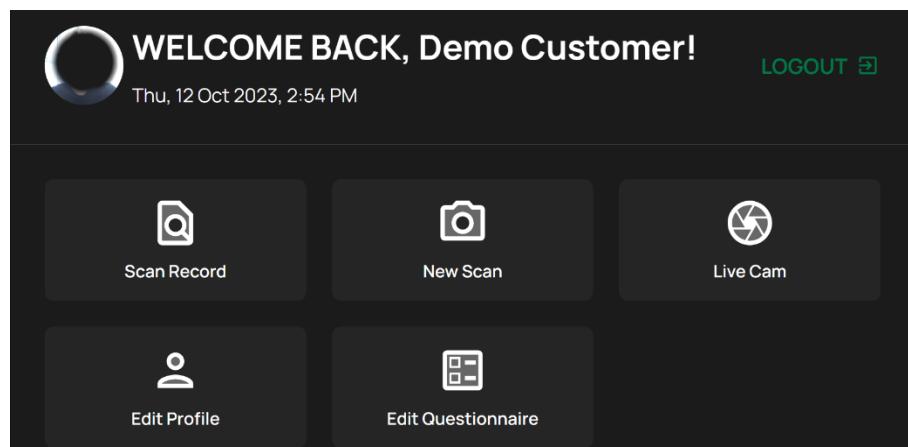


The image shows two screenshots of a mobile application interface. The top screenshot is titled "Customer List" and features a search bar, sorting options ("Name Ascending", "Name Descending", "Registration Ascending", and "Registration Descending" with a checked checkbox), and a list of four customer profiles. The bottom screenshot is titled "Customer Login" and displays a "Please enter your phone number" field, a "Phone Number" input field with a red box highlighting the dial pad area, and a green "LOGIN" button with a red arrow pointing to it.

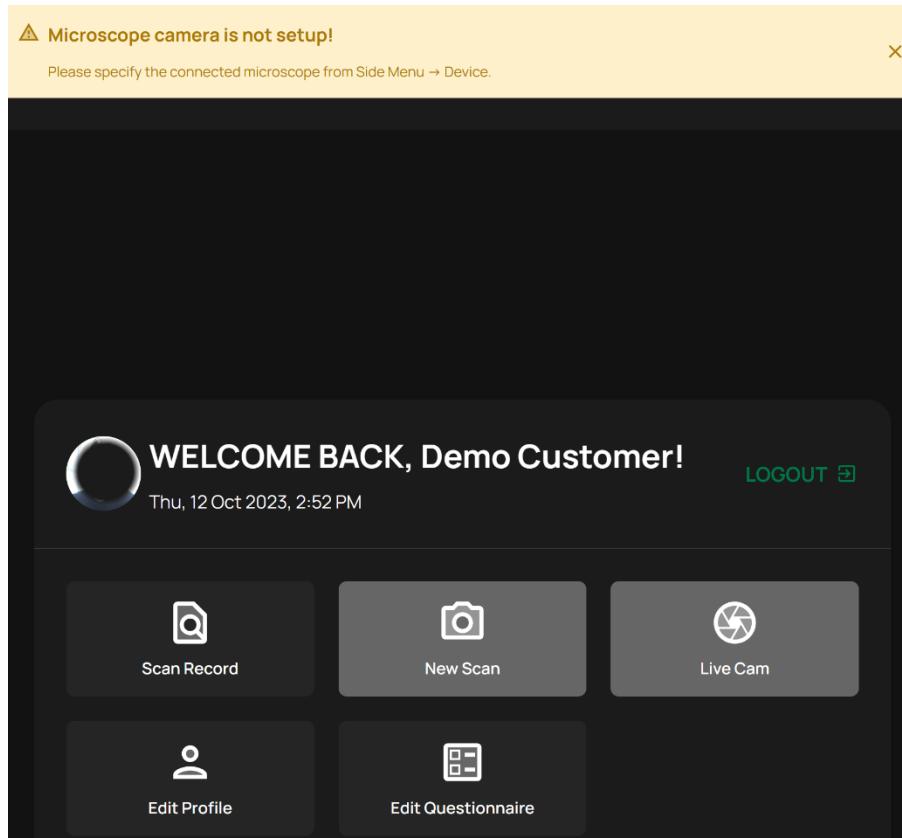


3.6 Customer Landing Page

On the customer's landing page, customers can access several important functions. They can update their profile and questionnaire, view past scan records, or initiate a new scan by clicking the corresponding buttons. For instance, clicking the 'Edit Profile' button allows customers to update their personal information.



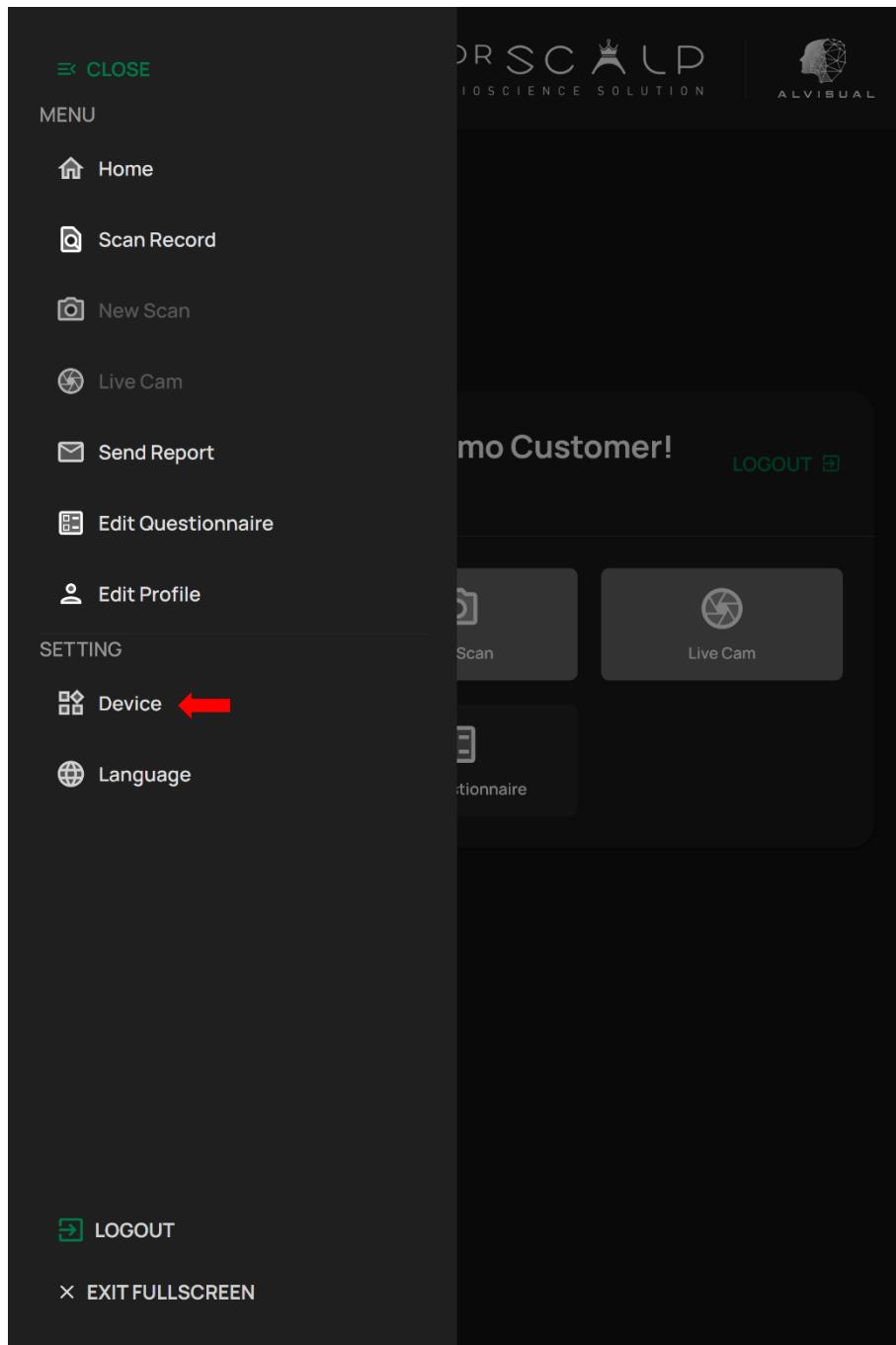
It's important to note that a microscope is required for new scan and live camera functionality. These two buttons will be disabled if the microscope has not been connected and selected.





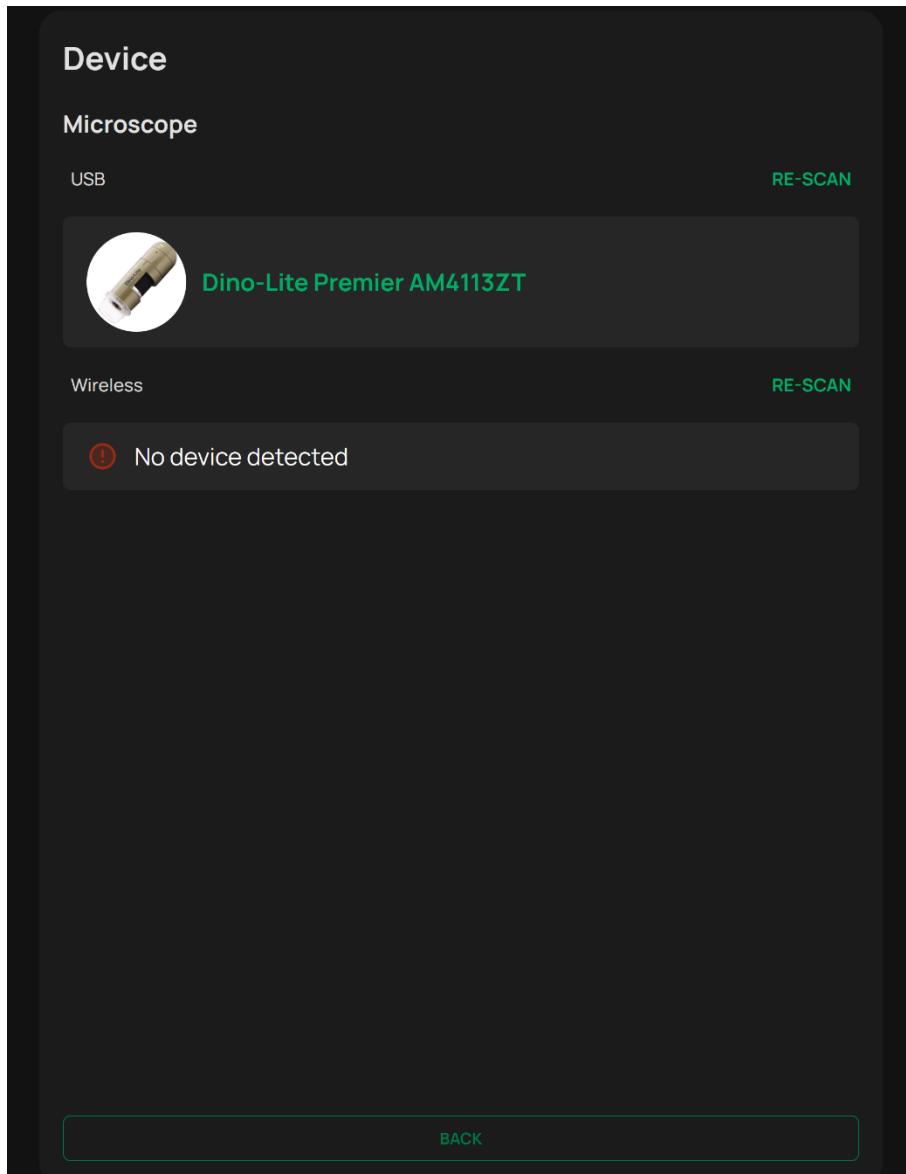
3.7 Device Selection

To view the connected microscopes and choose one for the following scalp scan, navigate to the side menu and select 'Device'.





In 'Device' page, the connected microscope(s) will be displayed. Choose the one you intend to use for the upcoming scalp scan. If the microscope does not appear, ensure that it's properly connected, and click the 'RE-SCAN' button to search for the microscope.



After selecting the microscope, the 'New Scan' button and 'Live Cam' button will become active.

We currently support two brands of microscopes. However, it's recommended to use Dino-Lite microscopes for their superior image quality. To obtain high-quality scans, adjust the polarizer toward the '-' sign until it reaches 0. Utilize the large ring in the middle part to fine-tune the focus.



Another supported microscope brand is 'Plugable', known for its cost-effectiveness. Please be aware that the colour of the final scanned images from 'Plugable' microscopes may require calibration. Therefore, you may notice differences between the live preview images and the final scan images in the scan records.

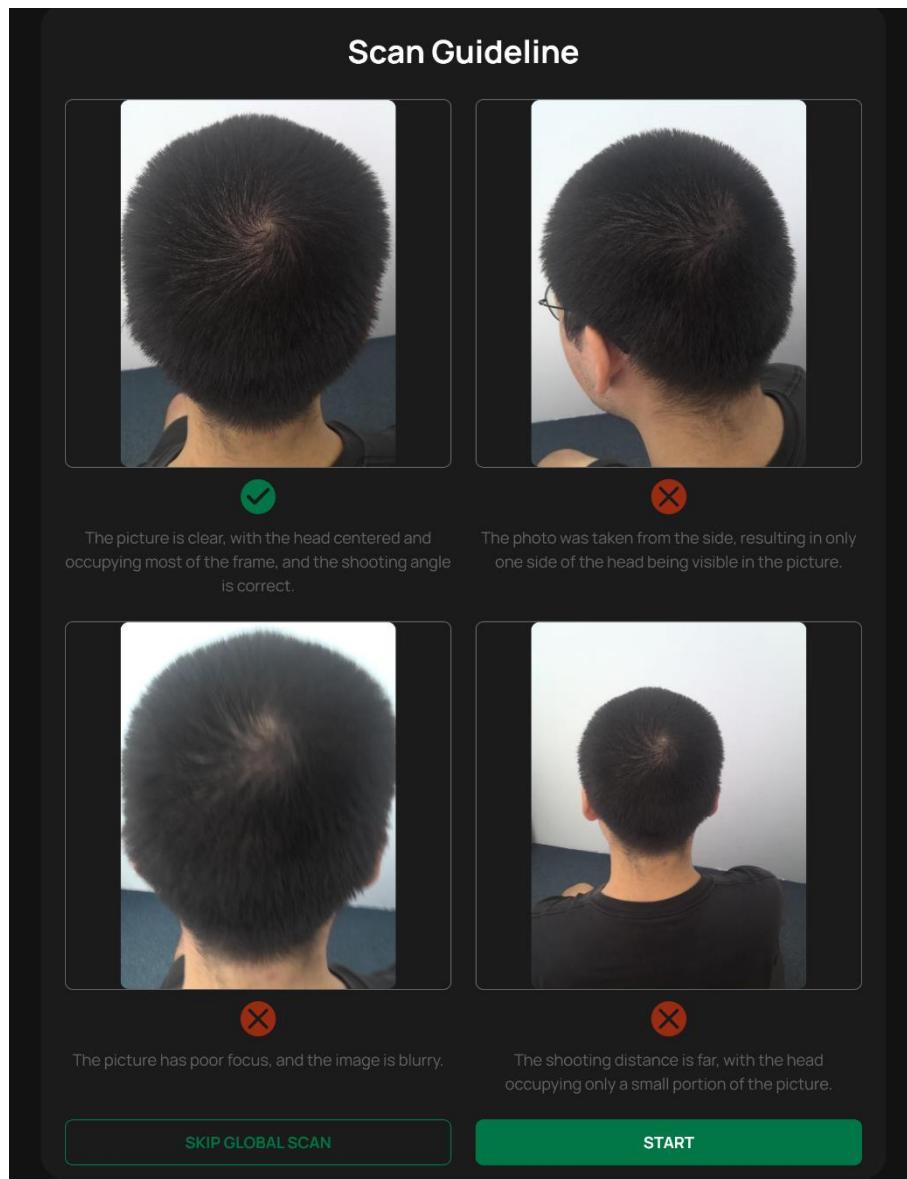
3.8 New Scan



New Scan

To initiate a new scan case, click the 'New Scan' button . Follow the step-by-step on-screen instructions.

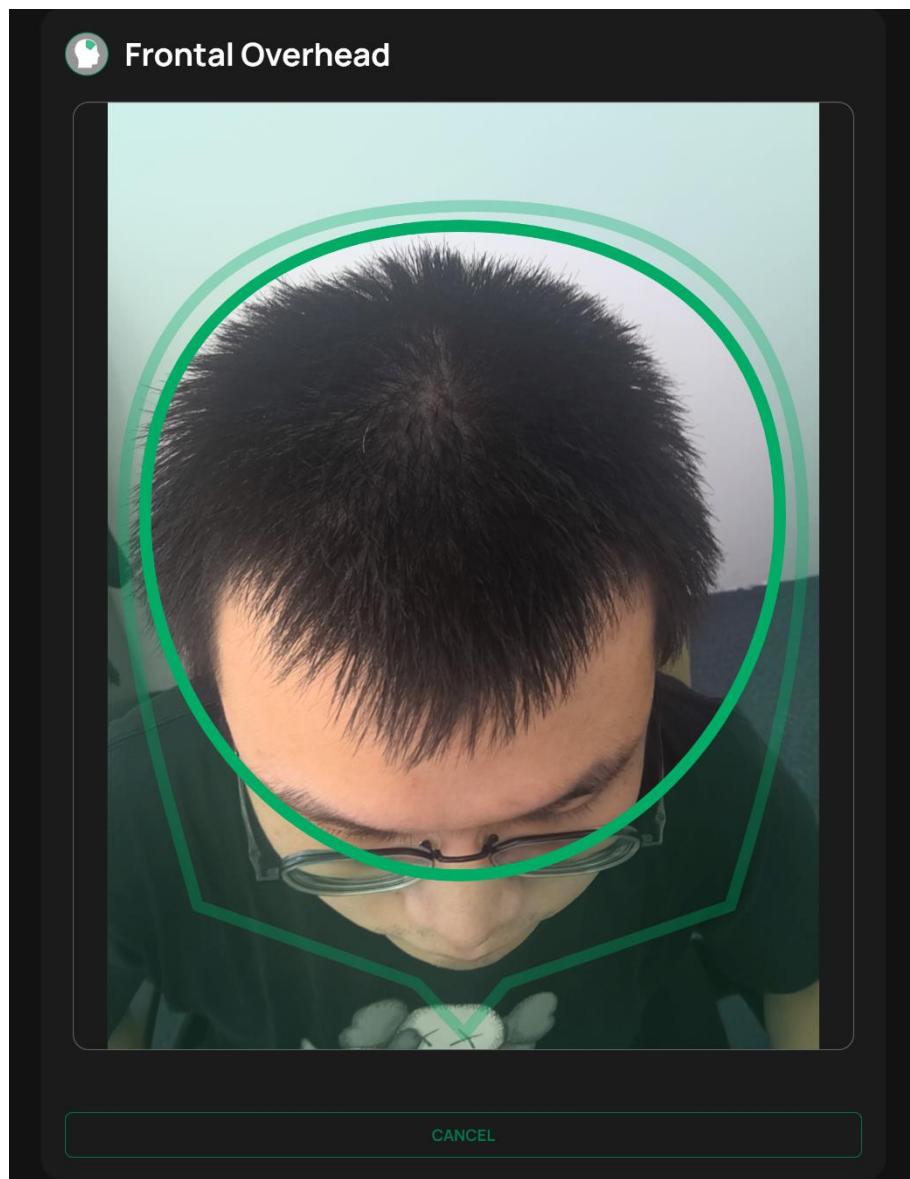
A new scanning session begins with capturing head photos for global scans. An optimal global scan image is characterized by clarity, with the head centred and occupying the majority of the frame, while ensuring correct shooting angles.



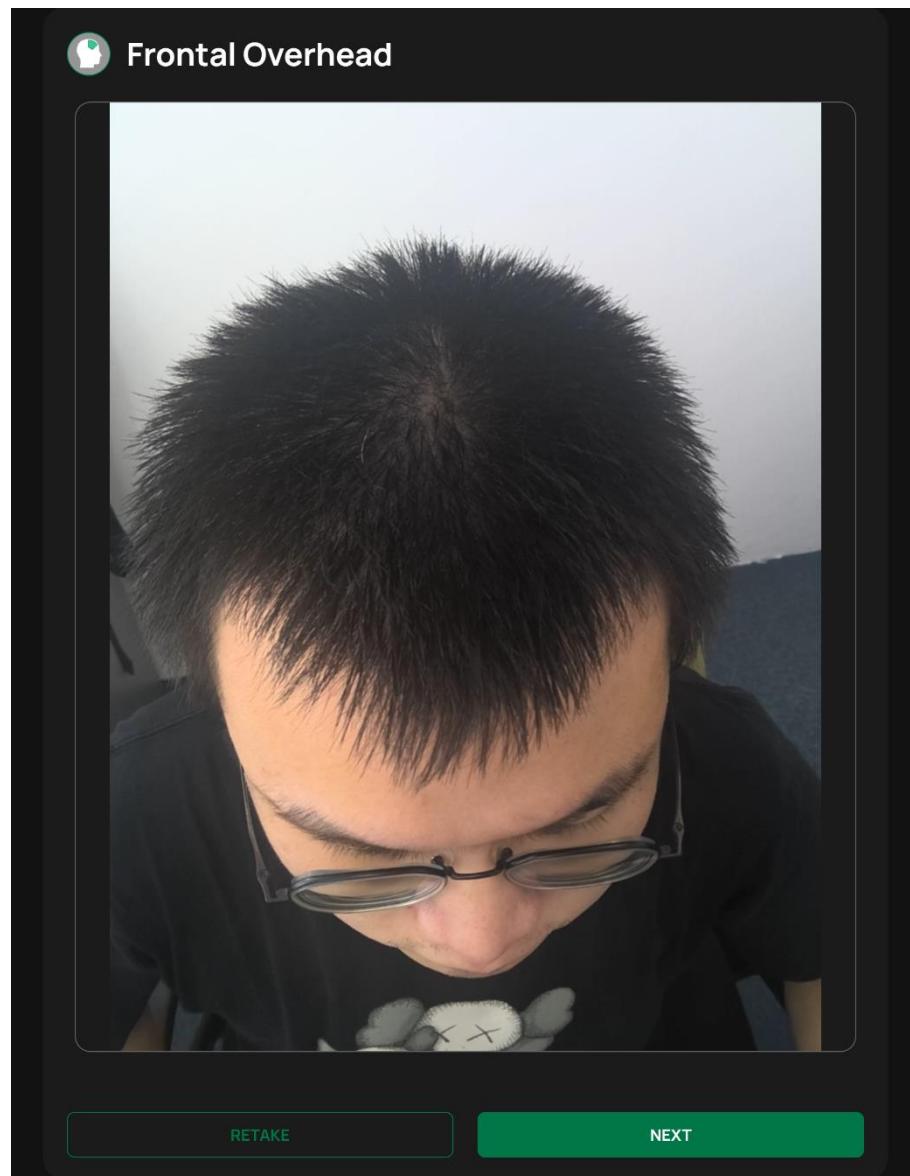
The global scan is optional and can be skipped by press the 'SKIP GLOBAL SCAN' button on the scan guideline page above. To conduct a global scan, press the 'START' button on the scan guideline page to proceed.

On a Surface tablet, the built-in rear camera will be used to take global scans. However, on a desktop or laptop, a Logitech StreamCam must be connected to the device via the USB-C port when taking global scans.

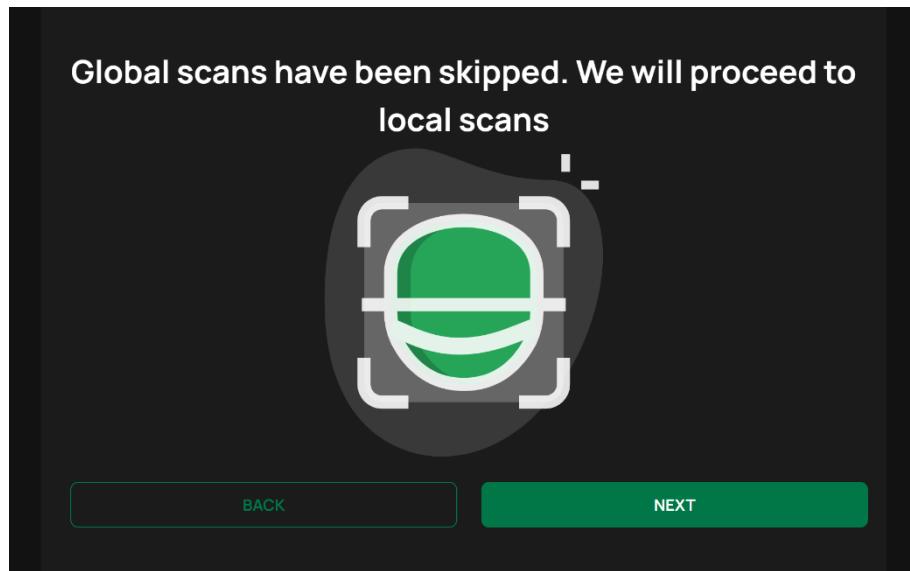
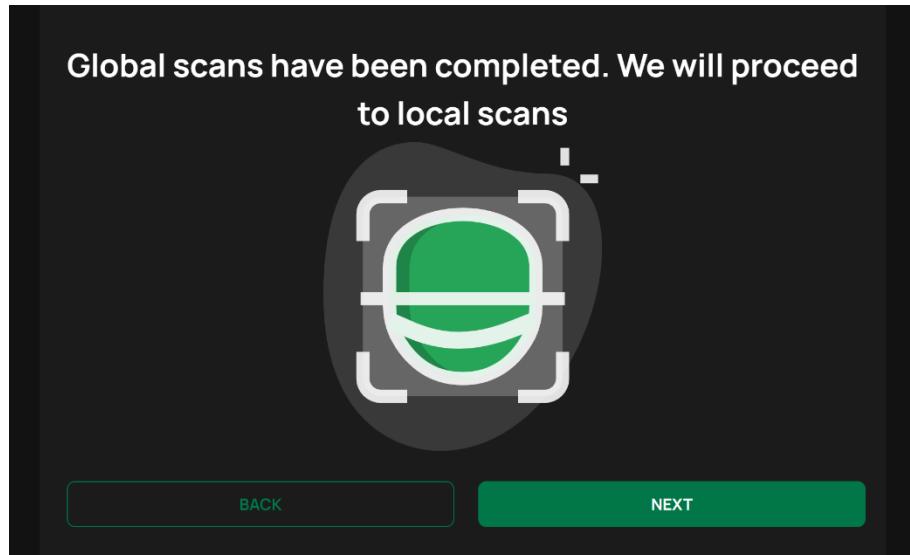
Global scans consist of two parts: frontal overhead and rear overhead. The frontal overhead involves capturing the head from the top front angle, while the rear overhead is taken from the top rear angle. During the photo-taking process, a green circle in the video assists staff in achieving the correct shooting angle. Simply click or touch the screen to capture the photo when it is aligned properly.



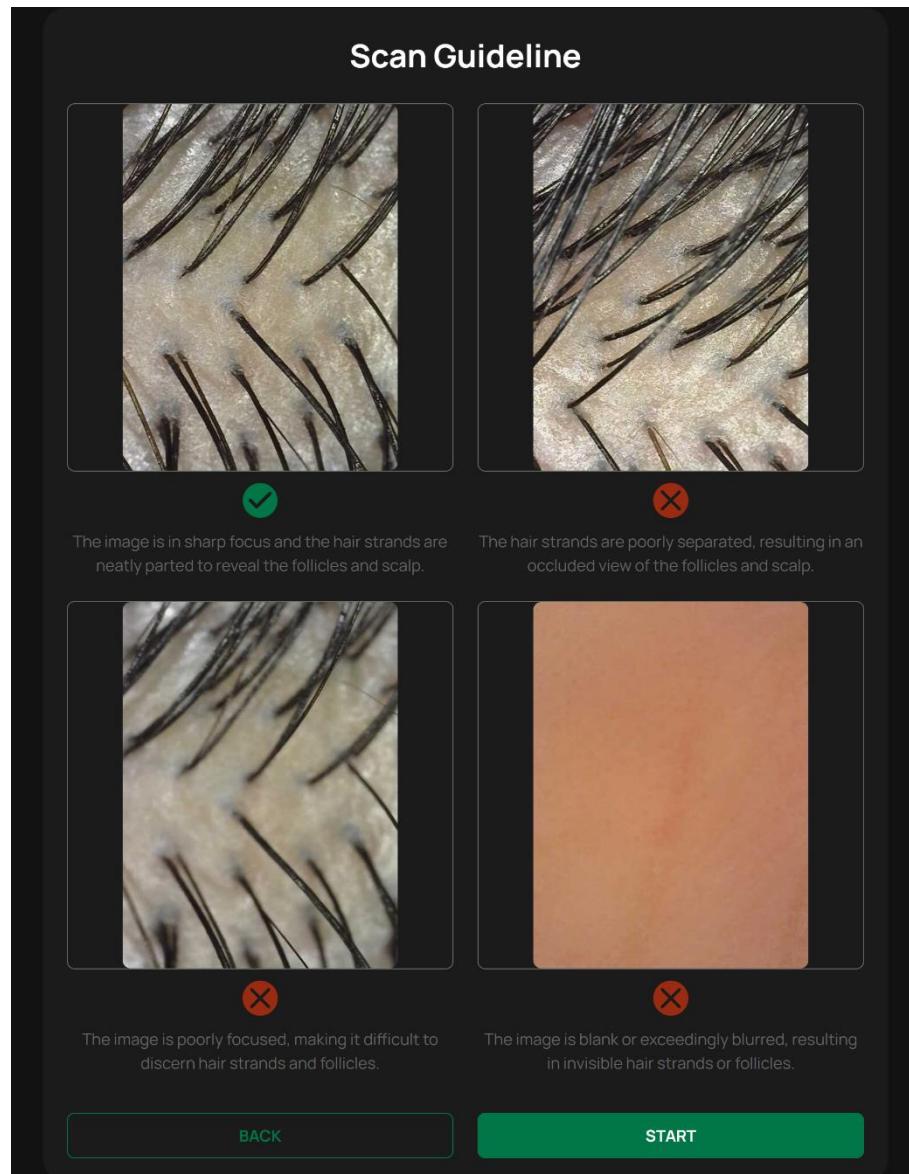
After taking the photo, you can preview it. If you are satisfied, you may click the 'NEXT' button to proceed. If not satisfied, click the 'RETAKE' button to capture the photo again.



After completing or skipping the two global scans, you will be directed to a message page informing you of the next step, which involves taking local scans using a microscope to scan the scalp. Please press the 'NEXT' button to proceed.



High-quality scalp scan images are well-focused, with neatly separated hair strands to reveal the follicles and scalp. Therefore, it's advisable to gently press down on hairs when using the microscope to capture scans. The scan guideline page illustrates what constitutes a good scan and what defines a bad scan. Click the 'START' button in the scan guideline page to proceed to take routine scans.



Scalp scans consist of two parts: routine scans and spotlight scans. Routine scans encompass four compulsory regions in the following order: middle crown, left parietal, right parietal, and middle frontal.

Begin scan with the middle crown region, as illustrated below.



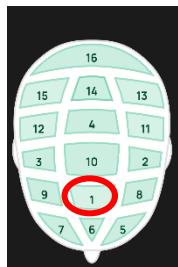
Then, followed by the left parietal region, as illustrated below.



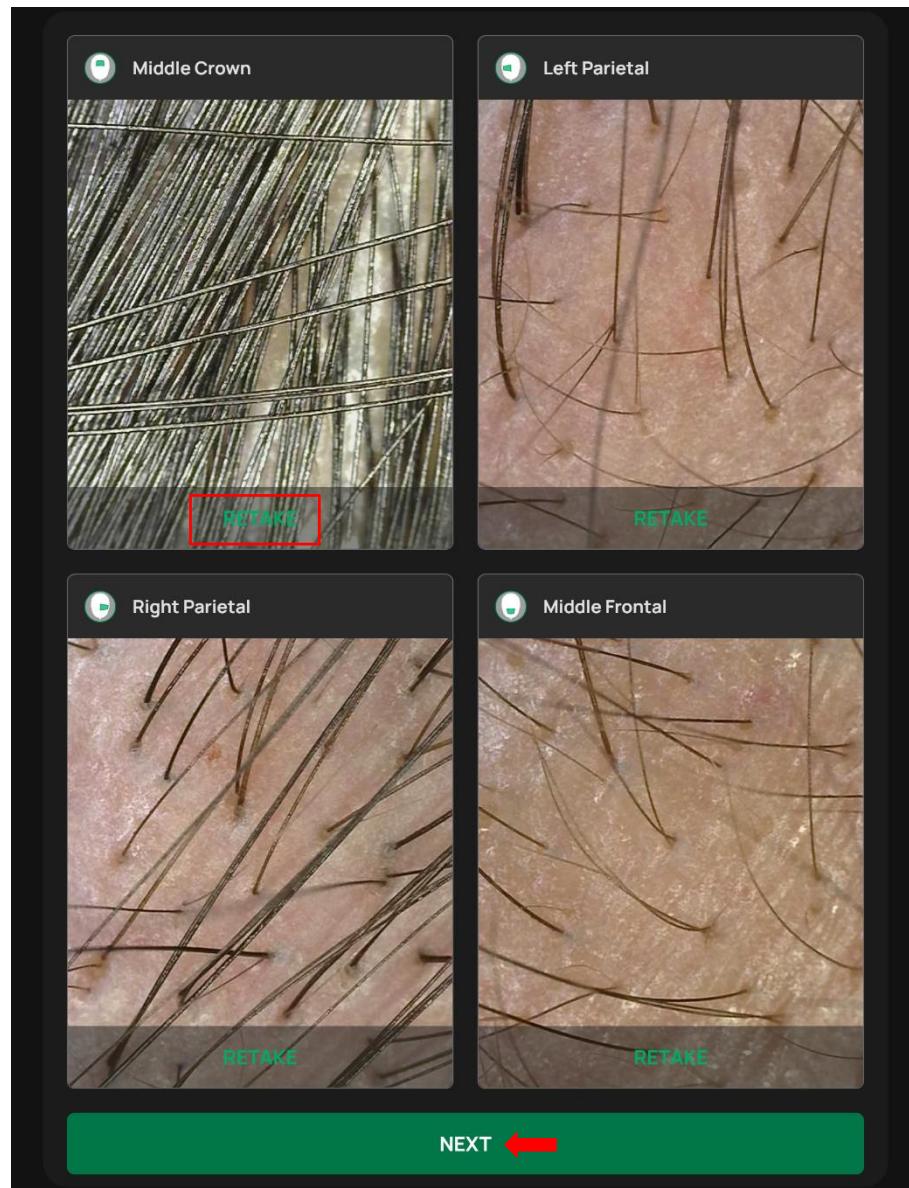
The third routine region to scan is right parietal area, as depicted below.



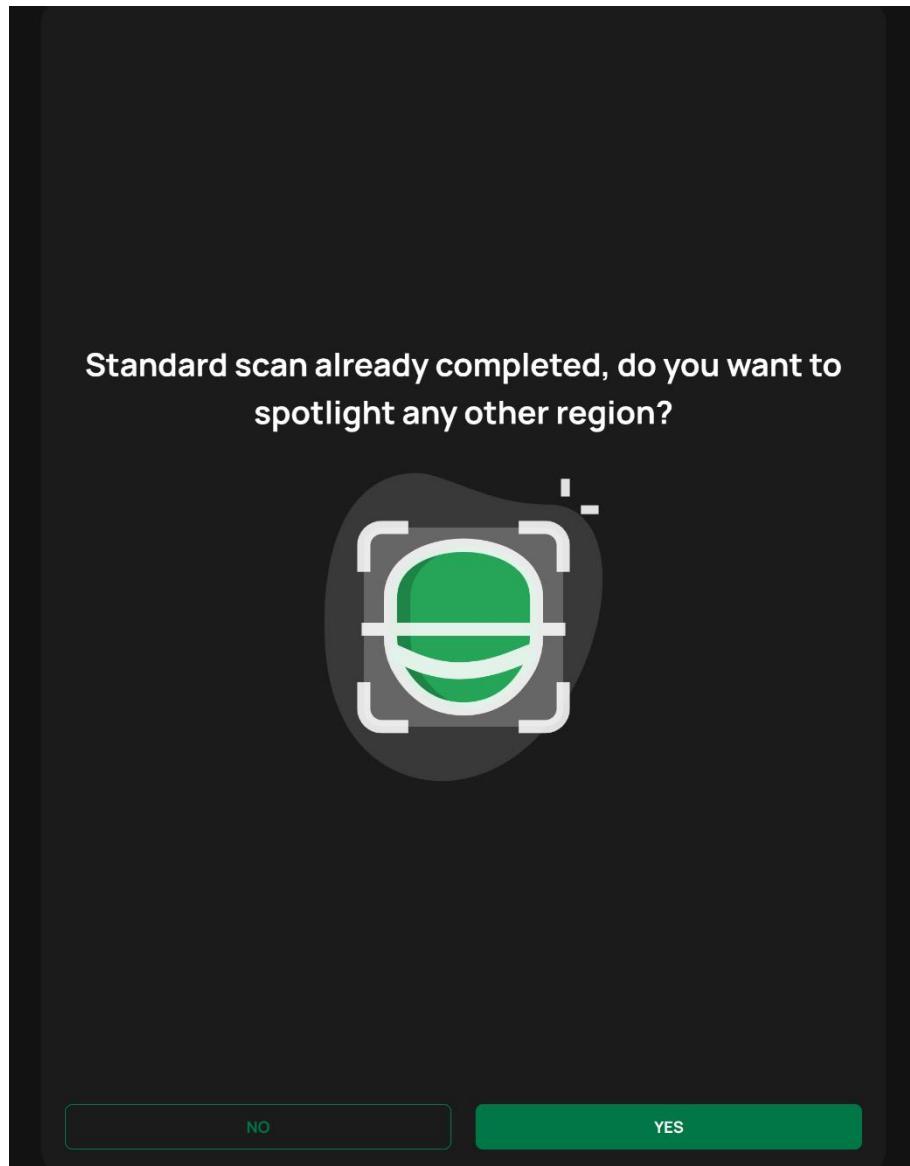
The final routine region to scan is middle frontal region, as shown below.



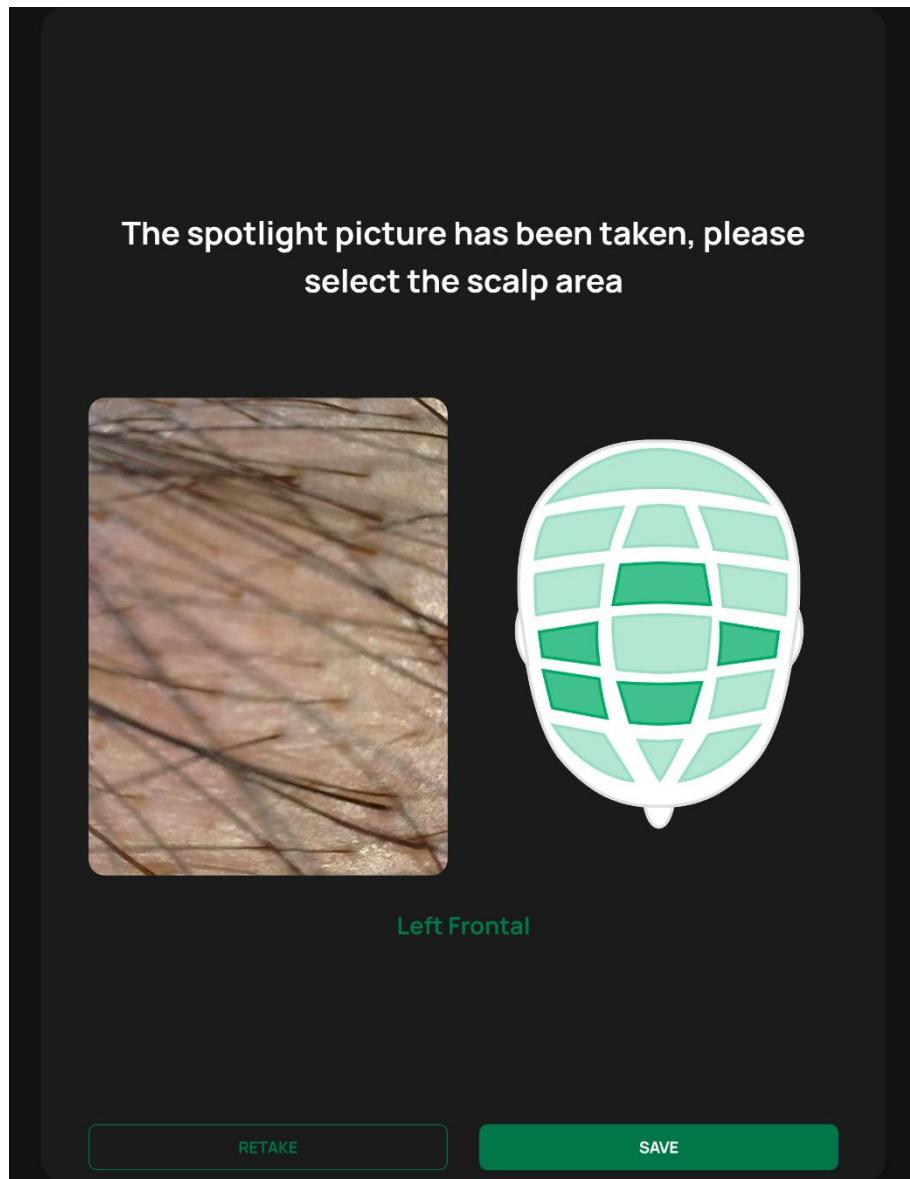
Once all the routine regions have been scanned, the four scan images will be displayed on the preview page as shown below. You can review the taken images and click the 'RETAKE' button in any unsatisfactory image to retake it. When you are satisfied with all the taken images, click 'NEXT' to move on to spotlight scans.



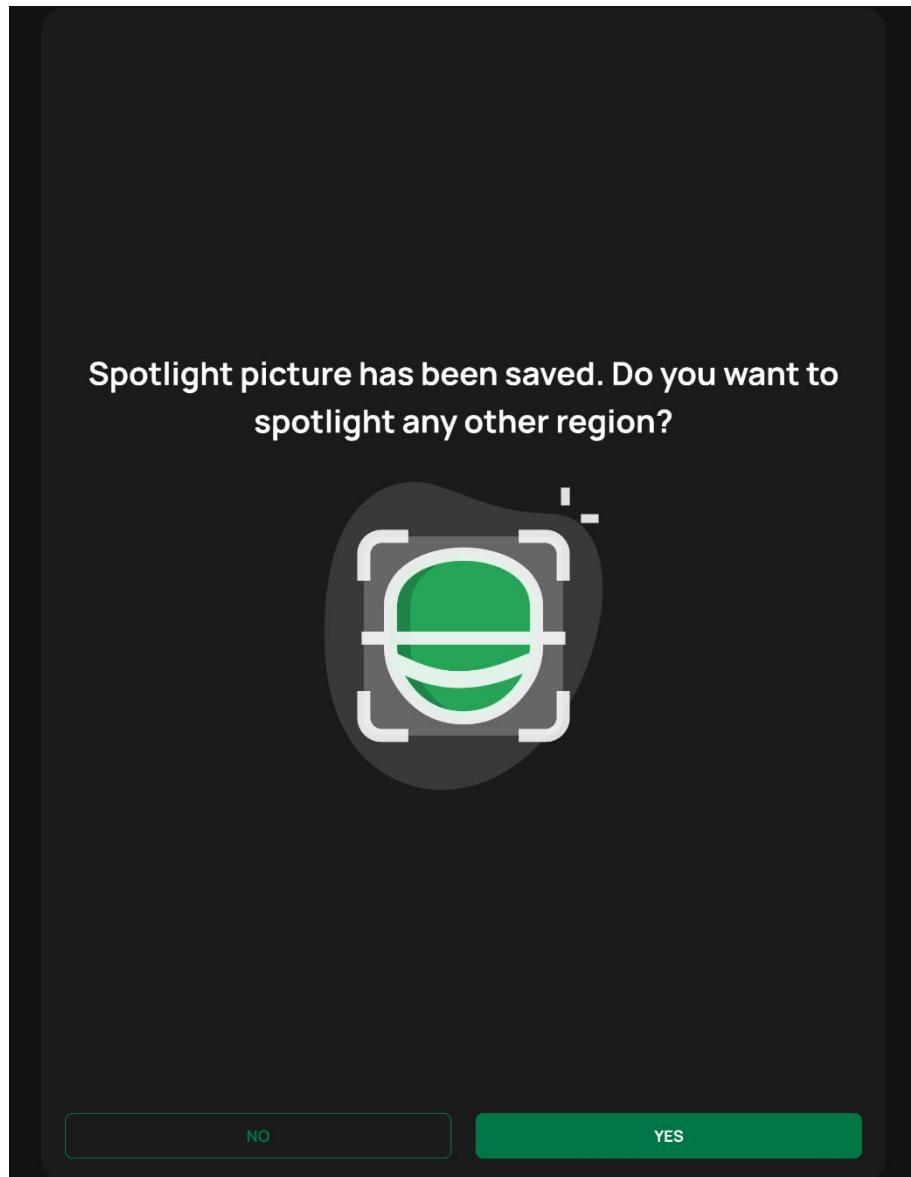
After completing routine regions, you'll be asked if you wish to perform spotlight scans. If you want to scan additional spotlight regions, click 'YES' to proceed. Otherwise, click 'NO' to conclude the scans.



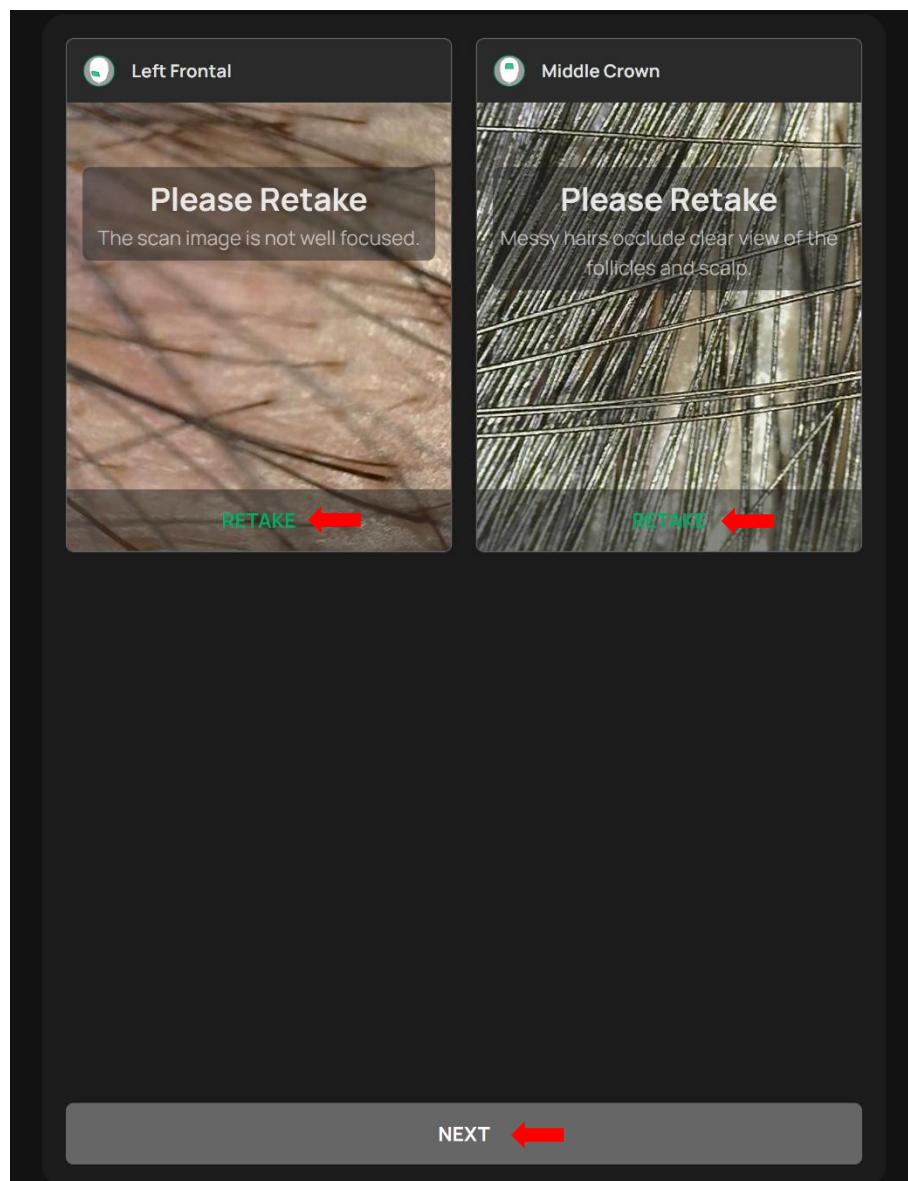
When the spotlight region is scanned, you will need to select the region you are scanning, as shown below. If the scan image is not satisfactory, you can click the 'RETAKE' button to retake the image. Once you are satisfied with the image and have selected the region, click 'SAVE' button to save the spotlight scan.



You will receive confirmation that the spotlight scan has been saved and be asked if there are more spotlight regions to scan. Click 'YES' to scan additional spotlight regions (up to a maximum of 4 spotlight regions). Otherwise, click 'NO' to complete the scans.

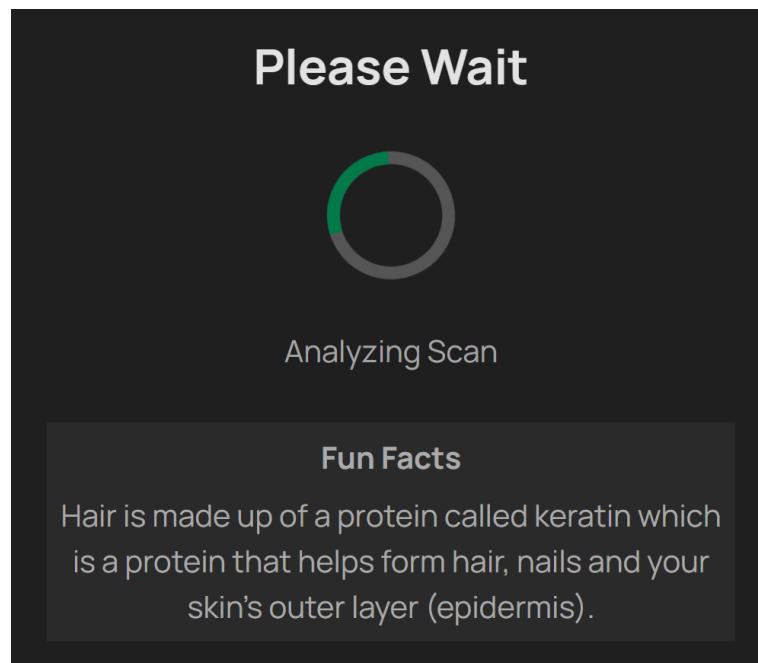


Upon completing all scans, the images will be checked to ensure they meet the quality requirements. If any images do not meet the criteria, they will be displayed as below, with an error message shown on the images. Click 'RETAKE' for each unsatisfactory image to retake it. Once all unsatisfactory images have been retaken, the 'NEXT' button will be enabled. Click it to submit the scans again for analysis.

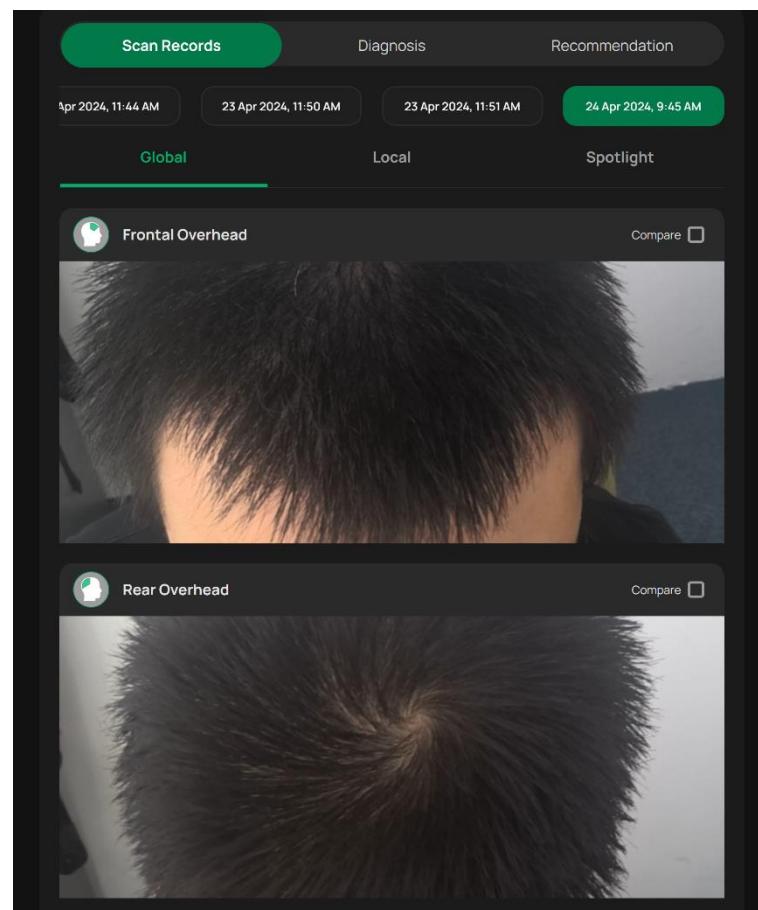




Once all scans are of the required quality, they will be analyzed by our AI engine.



Please wait for the analysis to complete. Once it's done, the scanned images will be displayed.



3.9 Scan Records

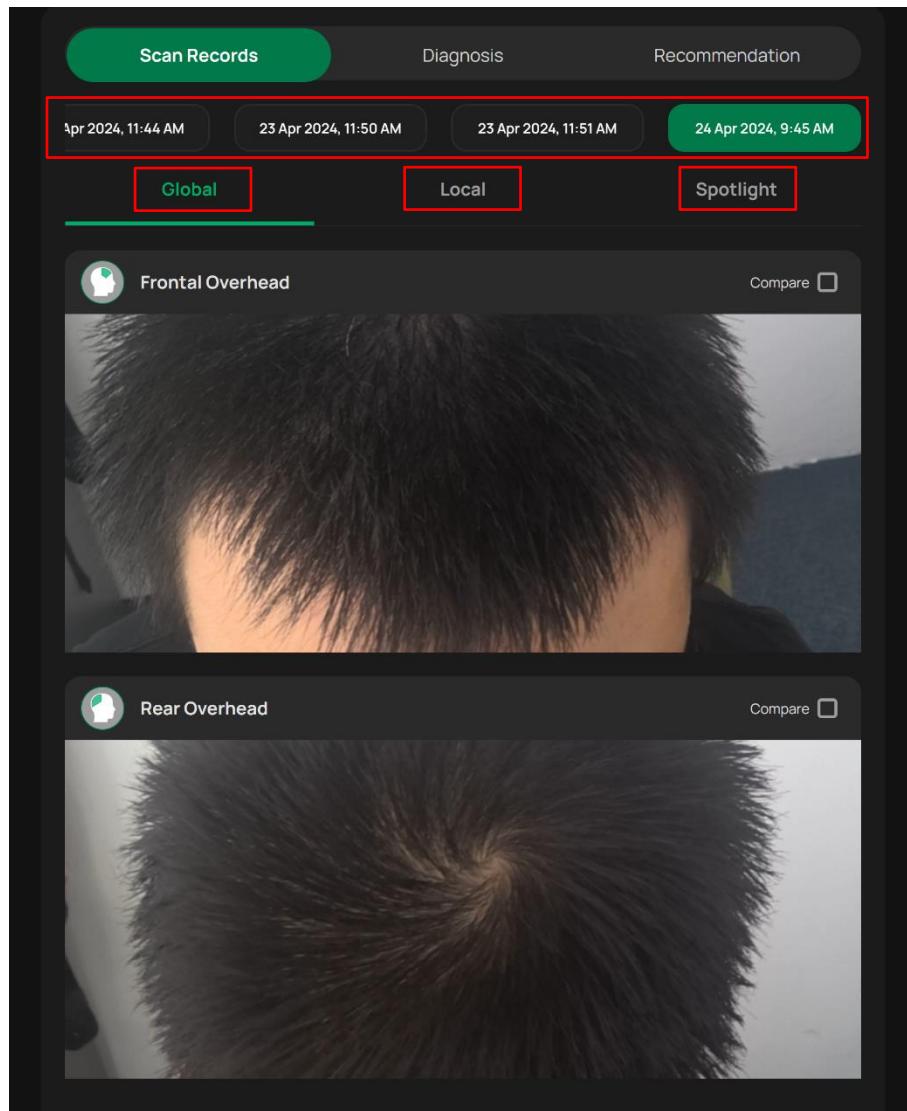


Scan Record

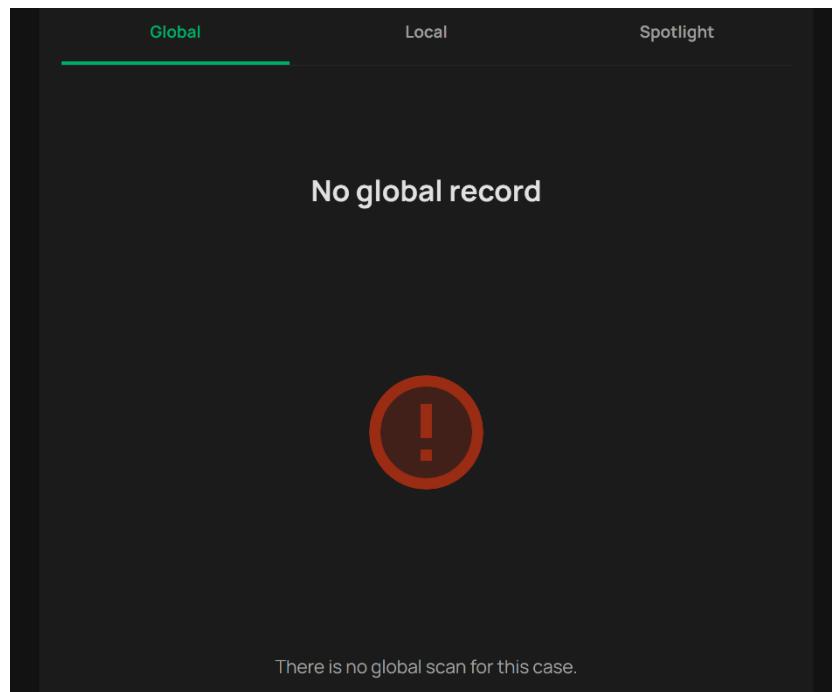
To access your historical scan records, begin by clicking the 'Scan Record' button on customer home page. You will then be redirected to the scan records page. If there are no scan records available, an error message will appear at the top of the screen, as shown below.



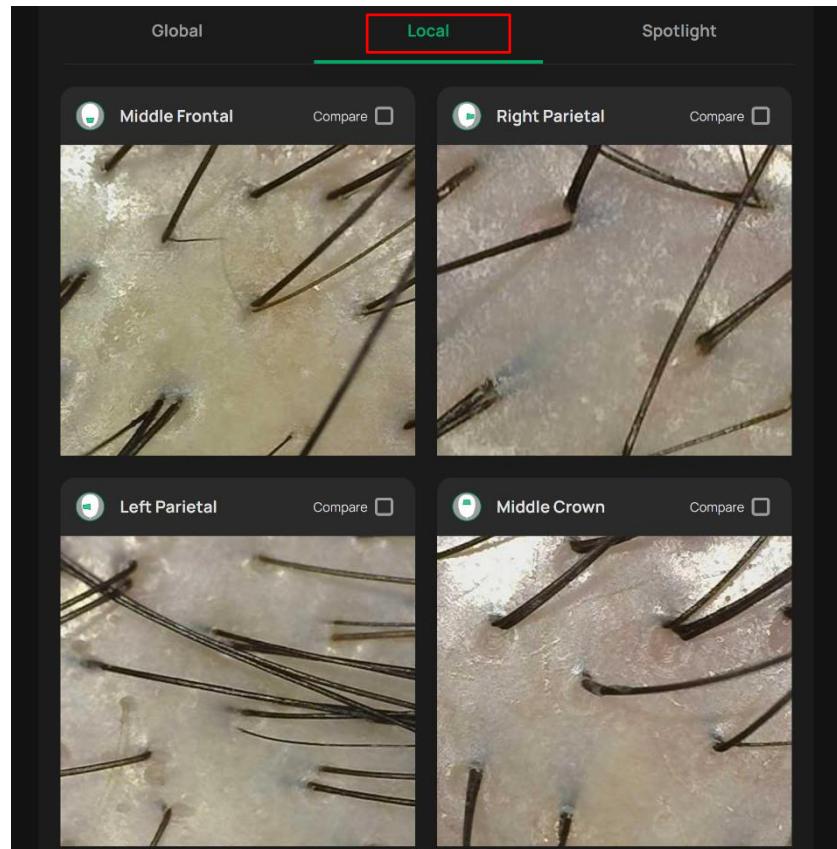
In 'Scan Records' page, there are 3 tabs: Global, Local and Spotlight. By default, the page displays global scans. To view earlier scan records, select a specific time from the timeline at the top.



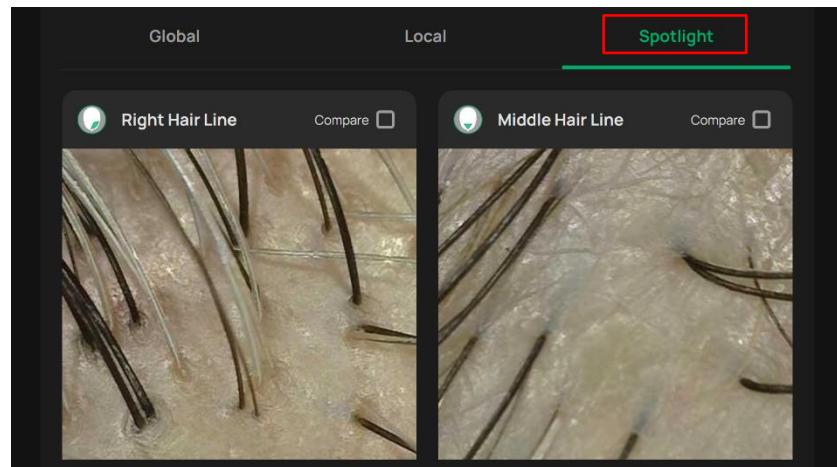
If there are no global scans for the case, you will see a message indicating there are no global scans available.



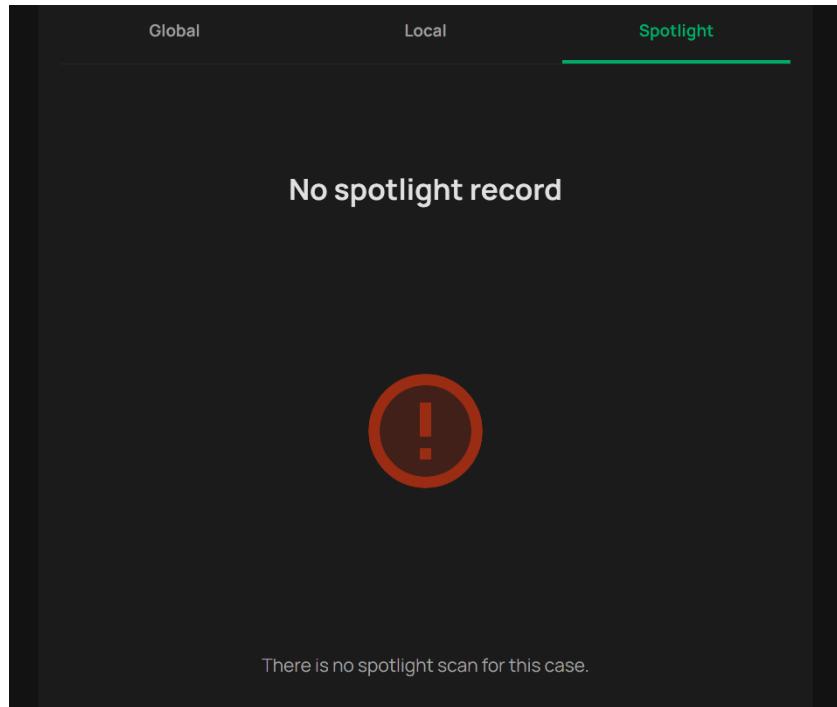
You can switch to view local scans by clicking the 'Local' tab where you can see the 4 compulsory routine scalp scans.



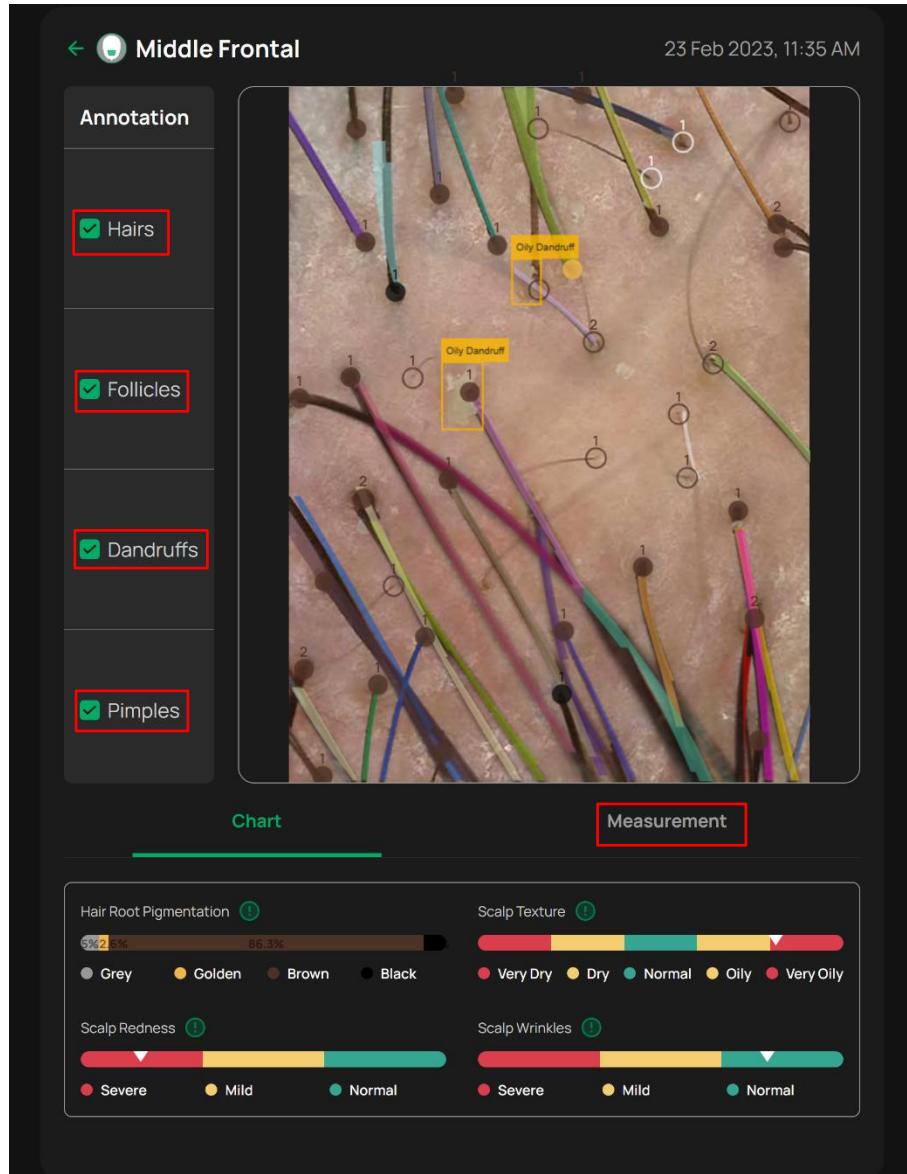
You can also switch to view spotlight scans by clicking the 'Spotlight' tab.



If there are no spotlight scans for the selected case, you will see a message indicating there are no spotlight scans available.

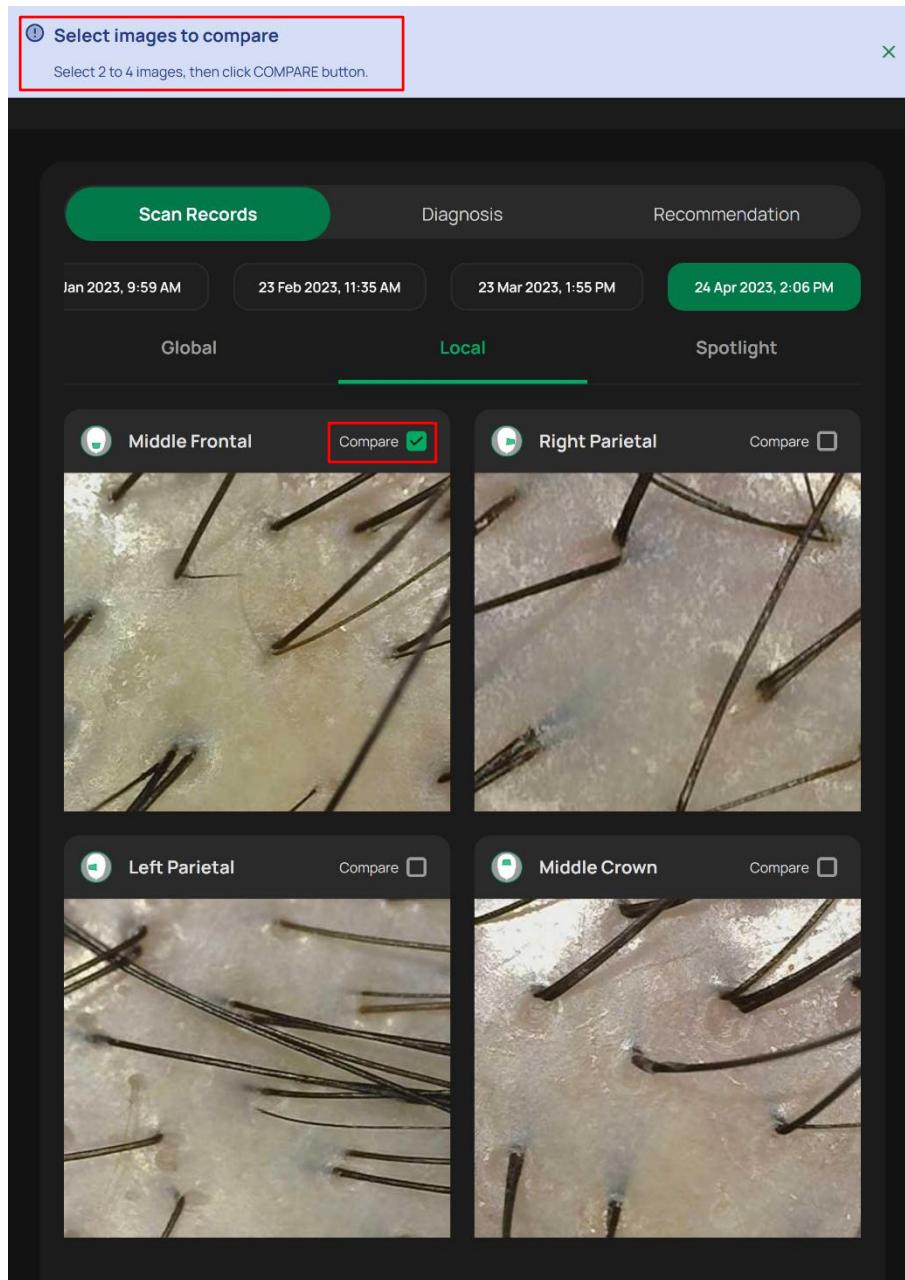


To view the details for a specific scan, simply click on the image. For example, if you wish to view the scan details for the middle frontal region, click the image, and you'll be redirected to the scan detail page, as shown below.



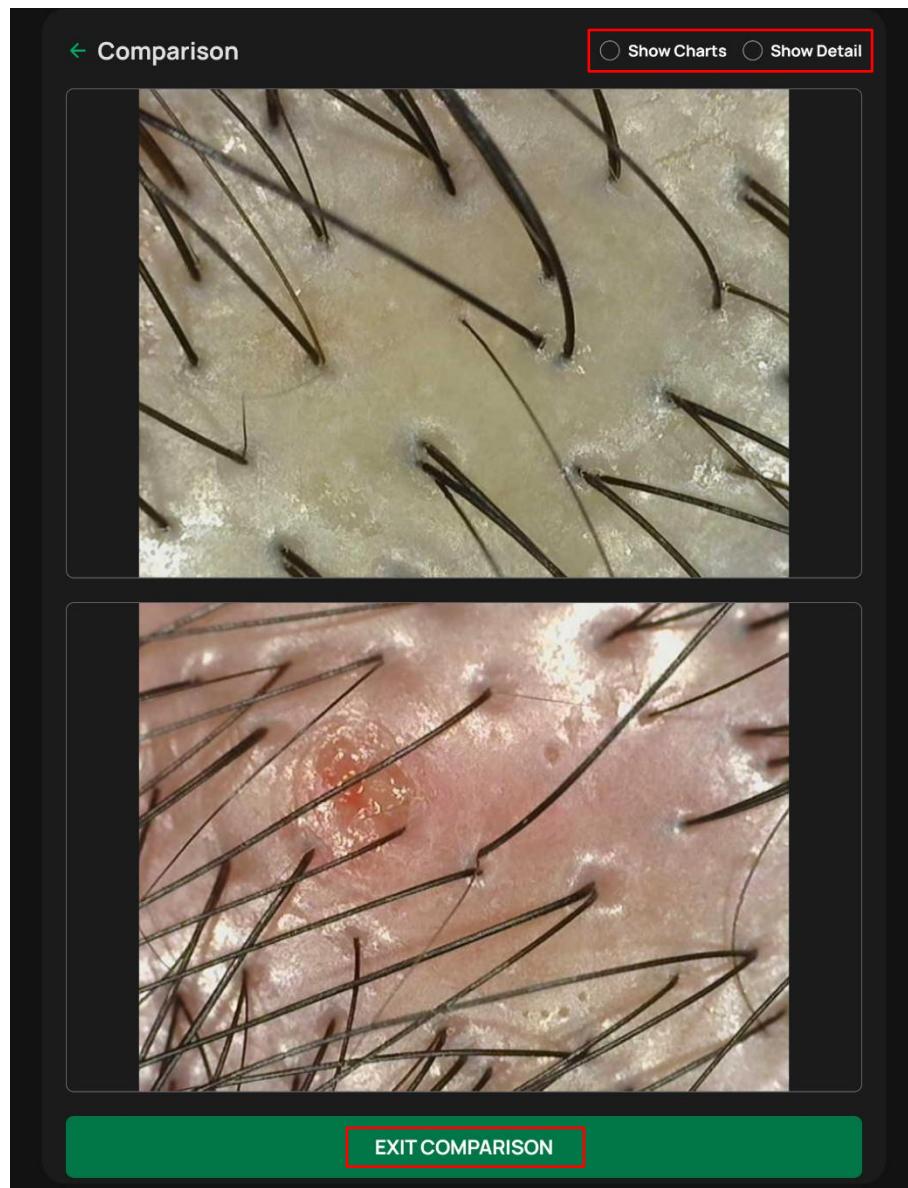
Each scan image has four annotations: hairs, follicles, dandruffs, and pimples. You can click these annotations to toggle between showing and hiding them. You can also view biometrics data by clicking the 'Measurement' tab.

Furthermore, you have the ability to select two to four scan images for comparison. To select images for comparison, click the checkbox located at the top-right corner of the scan image. An information message will appear at the top of the screen to confirm your selection., as shown below.

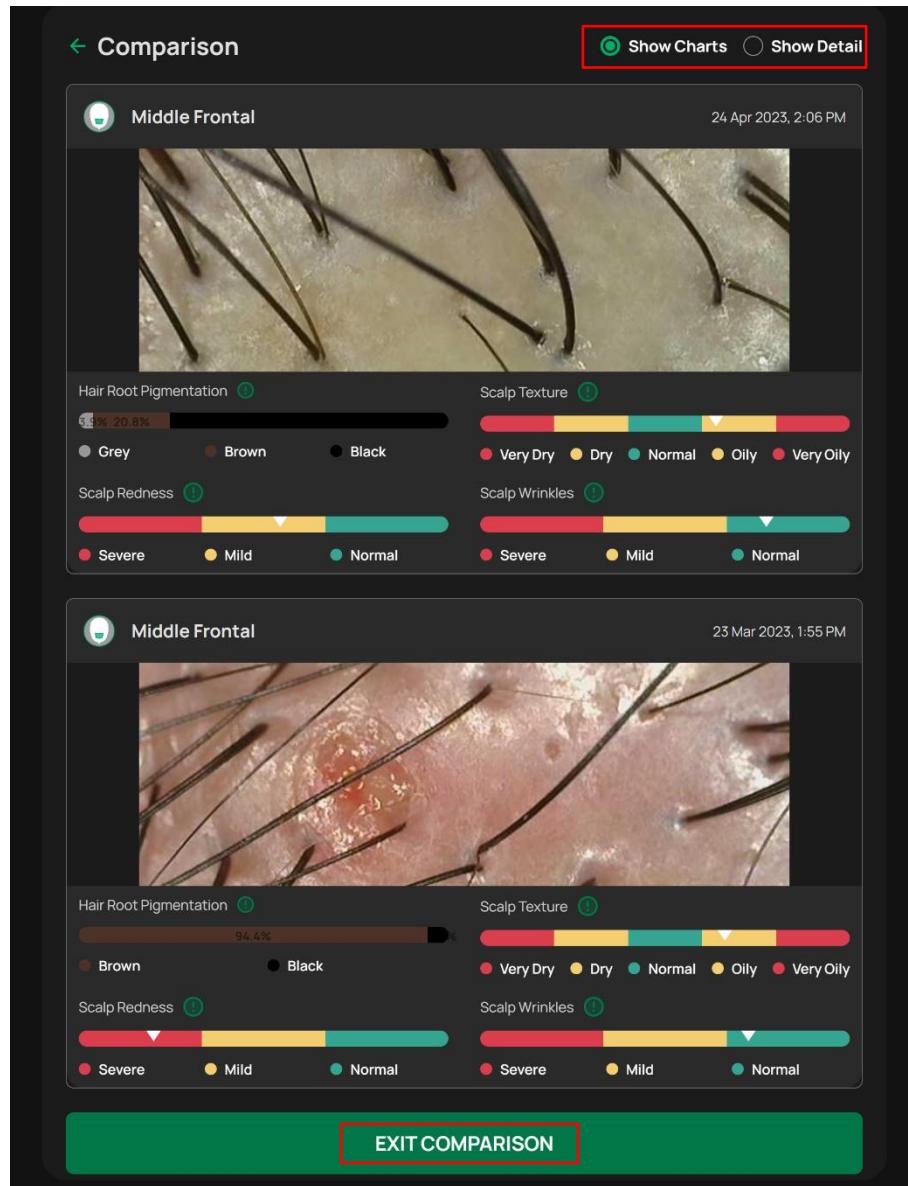


You can compare images within the same case in different regions or across different cases, both in the same or different regions.

Once you have selected the images, click the 'Compare' button at the bottom of the screen. This will redirect you to the comparison page, as shown below.



On the comparison page, you can use radio buttons at the top to toggle between displaying or hiding charts or measurements for the compared images. To exit the comparison mode, click the 'EXIT COMPARISON' button at the bottom, as shown below.

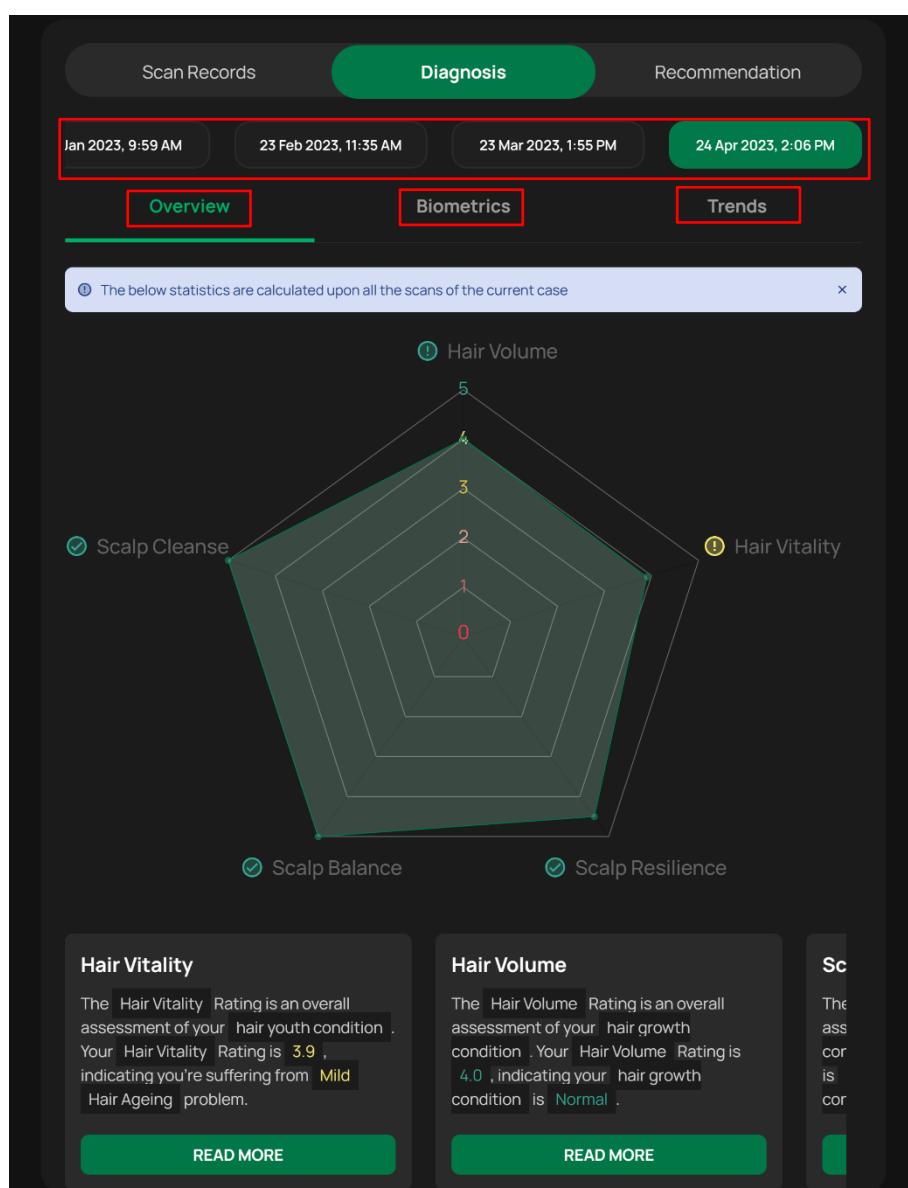


3.10 Diagnosis

The Diagnosis page provides an in-depth analysis of the scalp scan results. This page is organized into three tabs: Overview, Biometrics, and Trends. At the top of the page, you will find a timeline that allows you to access diagnosis results from earlier cases by clicking on earlier times.

Overview Tab

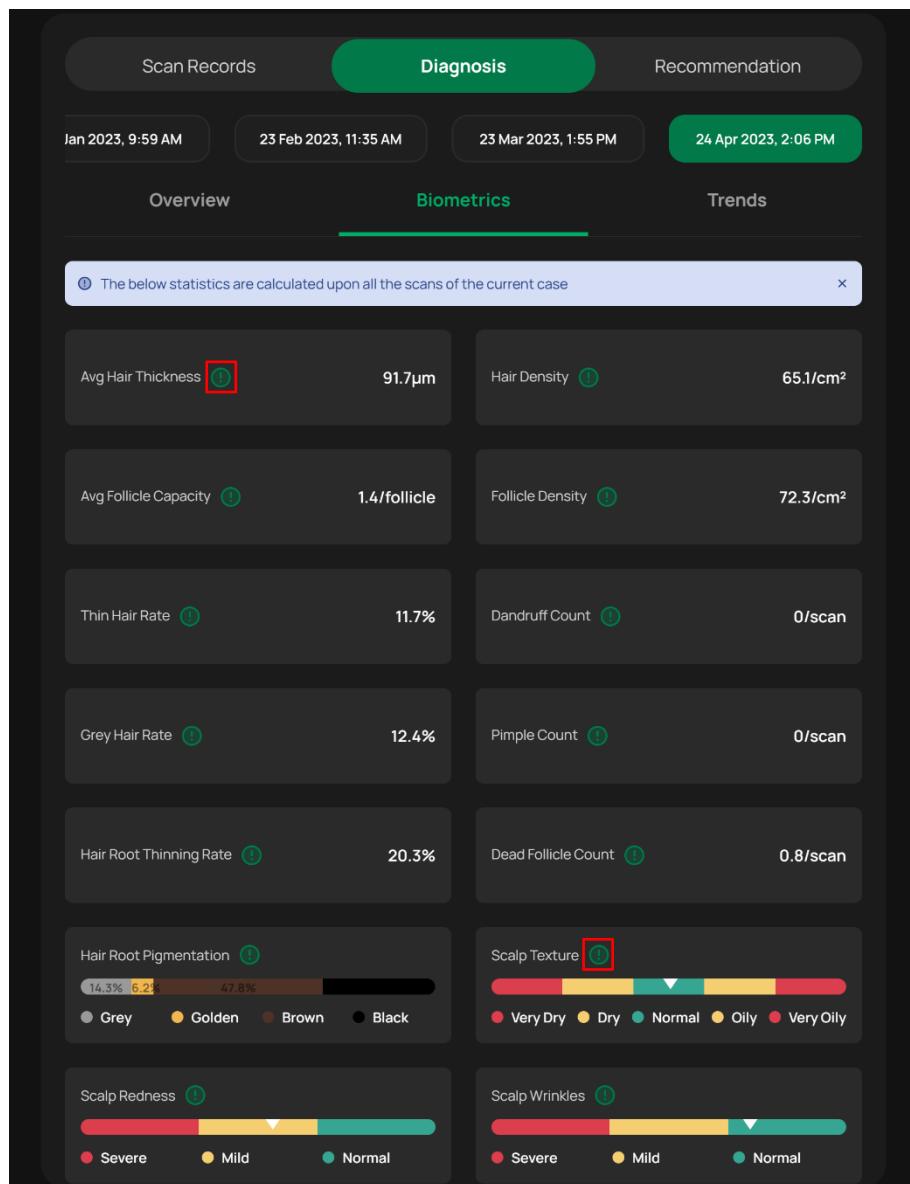
In the Overview tab, a radar chart is displayed in the centre of the page. Below the radar chart, you'll find a brief introduction and a score for five issue categories. These categories are presented in order of their scores, from lower (indicating worse conditions) to higher (indicating better conditions). You can scroll horizontally to view all of them.





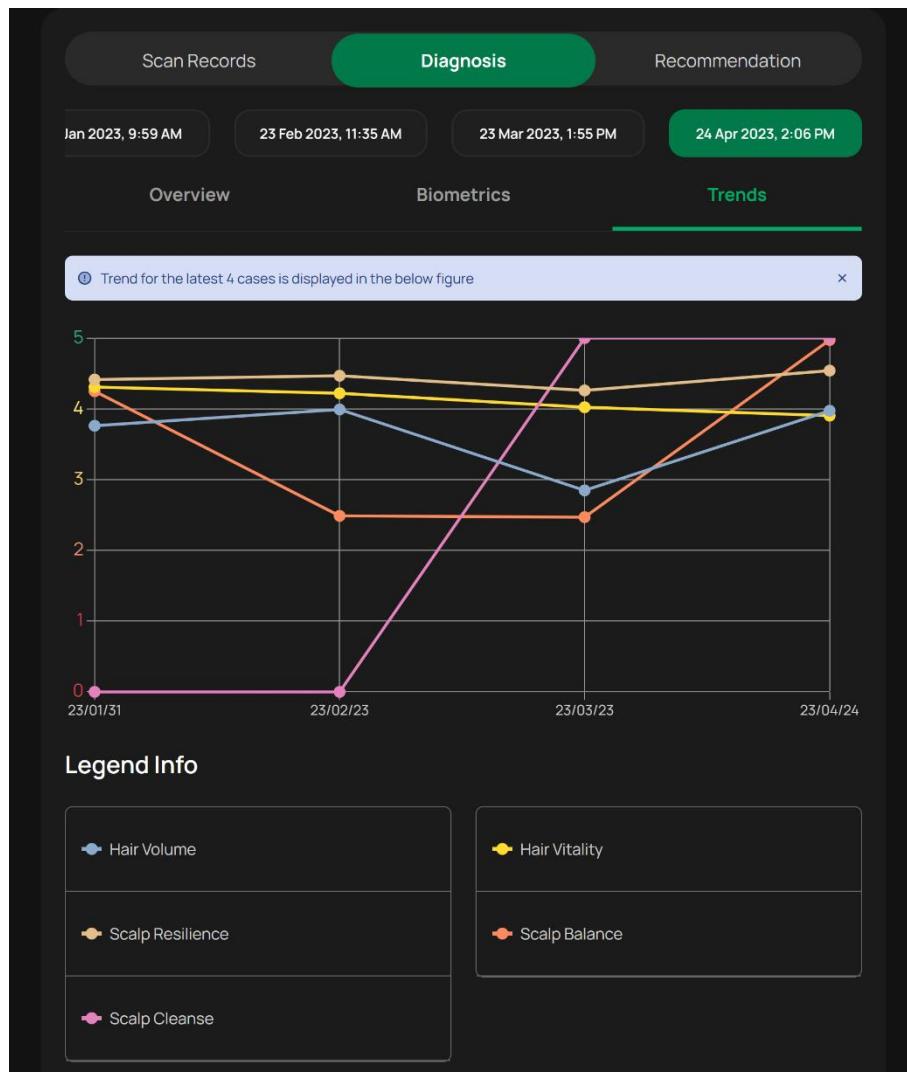
Biometrics Tab

In the Biometrics tab, you can access detailed statistical data for the current scan case. By clicking the '!' icon next to a specific condition, you can view a short description explaining the condition. You also have the option to click the earlier time at the top of the page to access biometric data from earlier cases.



Trends Tab

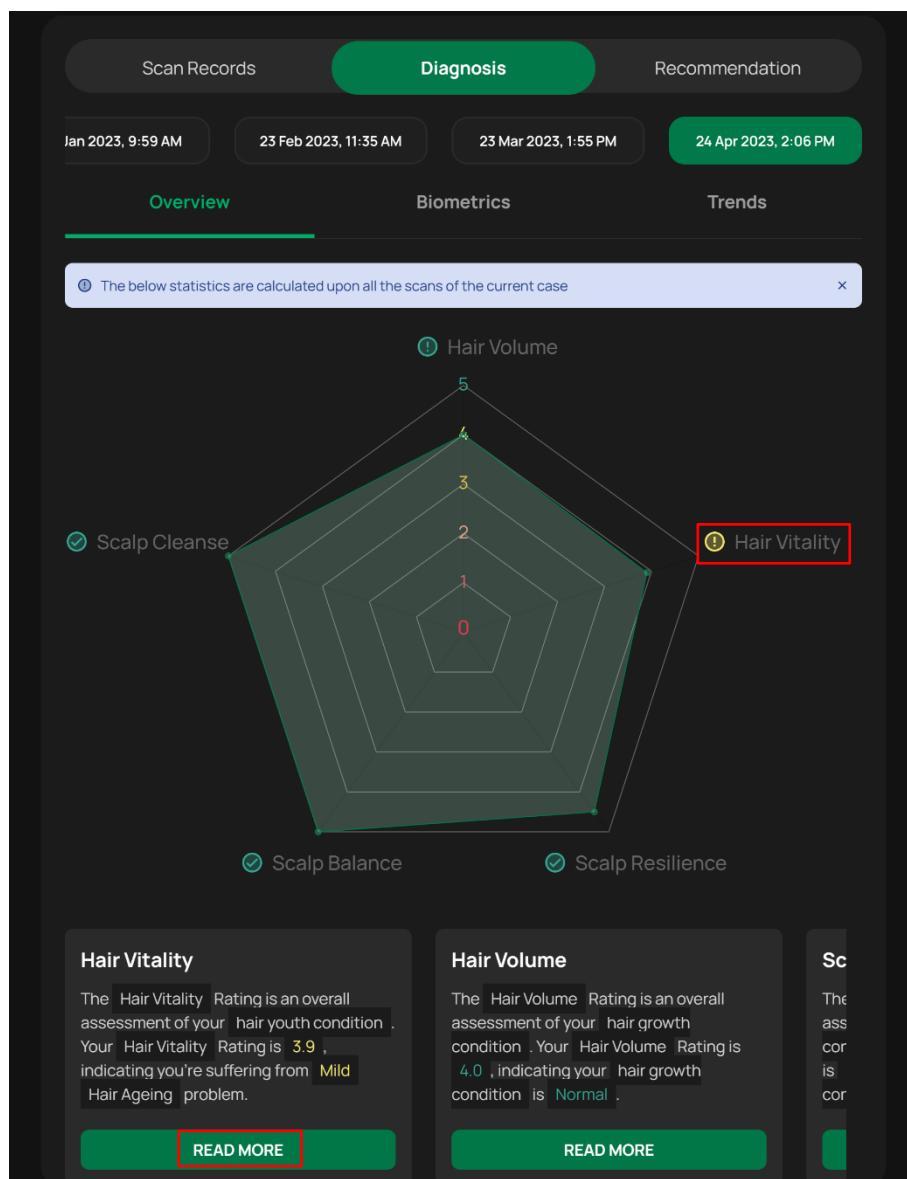
The Trends tab features a line graph that illustrates the trends for the five issue categories when there are multiple cases for the customer. This enables you to track changes and developments in the customer's scalp health over time.



3.11 Issue Details

In the Diagnosis Overview page, you can access detailed information about specific scalp issues. You have two options:

- Radar Chart: Click on the issue category on the radar chart to access more information.
- 'READ MORE' Button: Click the 'READ MORE' button on the card for the issue category to go to the detail page for that issue.



Upon entering the issue detail page, you'll find the following sections:

- I. **Overall Rating and Level:** At the top, you'll see the rating score and level for that particular issue.
- II. **Introduction:** The introduction to the issue can be expanded by clicking the 'READ MORE' button.

◀ Hair Vitality

The **Hair Vitality** Rating is an overall assessment of your **hair youth condition**. Your **Hair Vitality** Rating is **3.9**, indicating you're suffering from **Mild** Hair Ageing problem.

Introduction to Hair Ageing



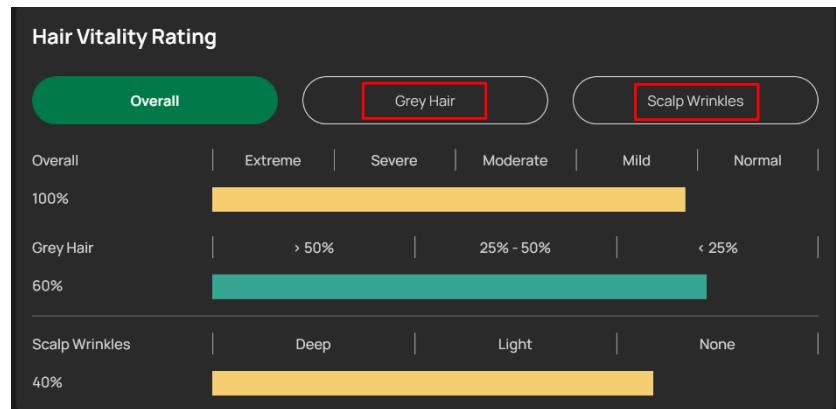
Healthy hair is an indication of youthfulness, vitality, and overall well-being. The colour and style of hair can significantly alter a person's physical appearance and body image. Premature greying of hair can negatively impact an individual's self-esteem as greying hair is often associated with old age. Hair pigmentation is one of the most unique features in humans. Ranging from blacks to browns and shades of blonde to red, the colour pigment found in human hair is produced by melanocytes. As we age, the pigment cells in our hair follicles gradually die. When there are fewer pigment cells in a hair follicle, the hair strands will no longer contain as much melanin and will become transparent. The rate of progression of greying is determined by various factors other than genetics. In the case of premature greying, the onset of greying can start as early as in their 20s.

[READ MORE](#)

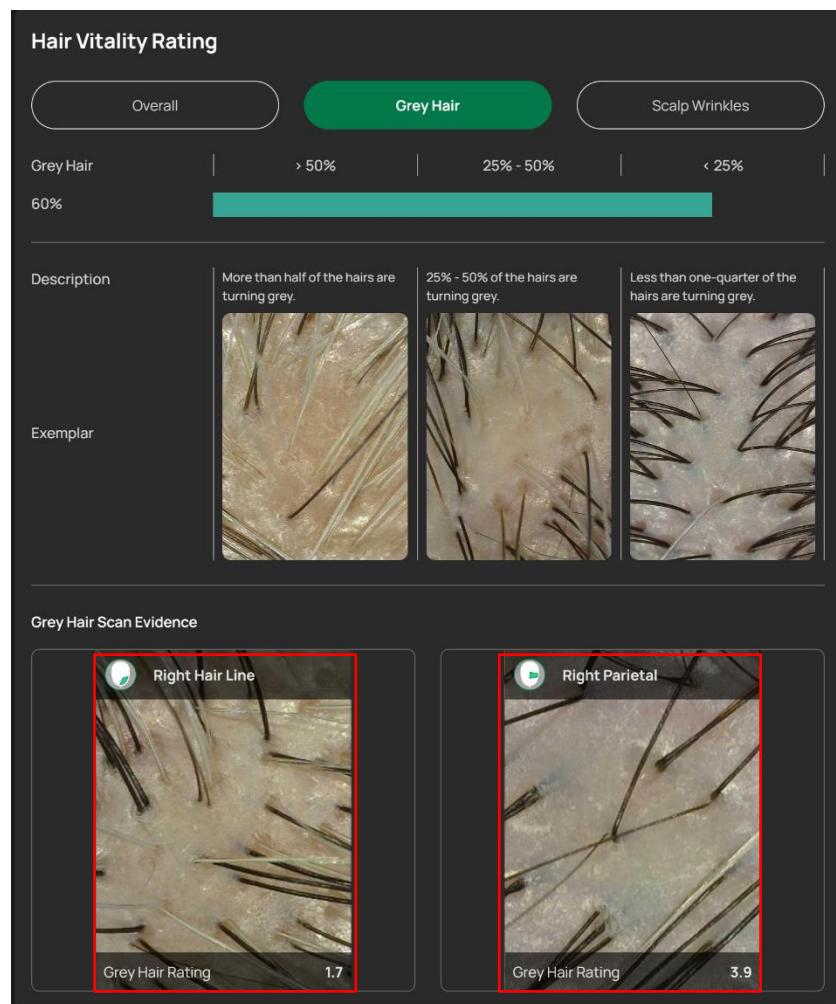
Hair Vitality Rating

Overall	Grey Hair	Scalp Wrinkles
Overall	Extreme	Severe
100%		Mild
Grey Hair		Normal
60%		
Scalp Wrinkles	Deep	Light
40%		None

III. Detailed Rating and Contributing Sub-Factors: In the "Overall" tab, you will find the overall rating score and level, along with the weightage and rating of each contributing sub-factor. You can click on each sub-factor to view more details about it.



In each sub-factor detail tab, you can see the short description, exemplar images and two evidence scan images which are clickable for larger and detailed view.



IV. Management Tips: The last section of the issue detail page provides valuable management tips for addressing the specific issue. It also includes recommended treatment plan and home-care product to help resolve the issue. You can click on the treatment plan or product to access more information.

Management Tips

The following methods may be used to manage hair ageing:

1. Fix your diet. Healthy hair starts with a healthy diet.
2. Get your hair trimmed occasionally can help promote healthy hair growth.
3. Avoid aggressive styling techniques and harsh chemical treatments.
4. Treat hair with conditioning treatments.
5. Using colourants to cover grey hair.
6. Use anti-ageing haircare products.

To effectively solve the **Hair Ageing** problem, we highly recommend the below packages for their proven formula and technology:

Care Plans



Reviving Treatment

This treatment effectively reverses the greying of hair strands by activating mechanisms that restore

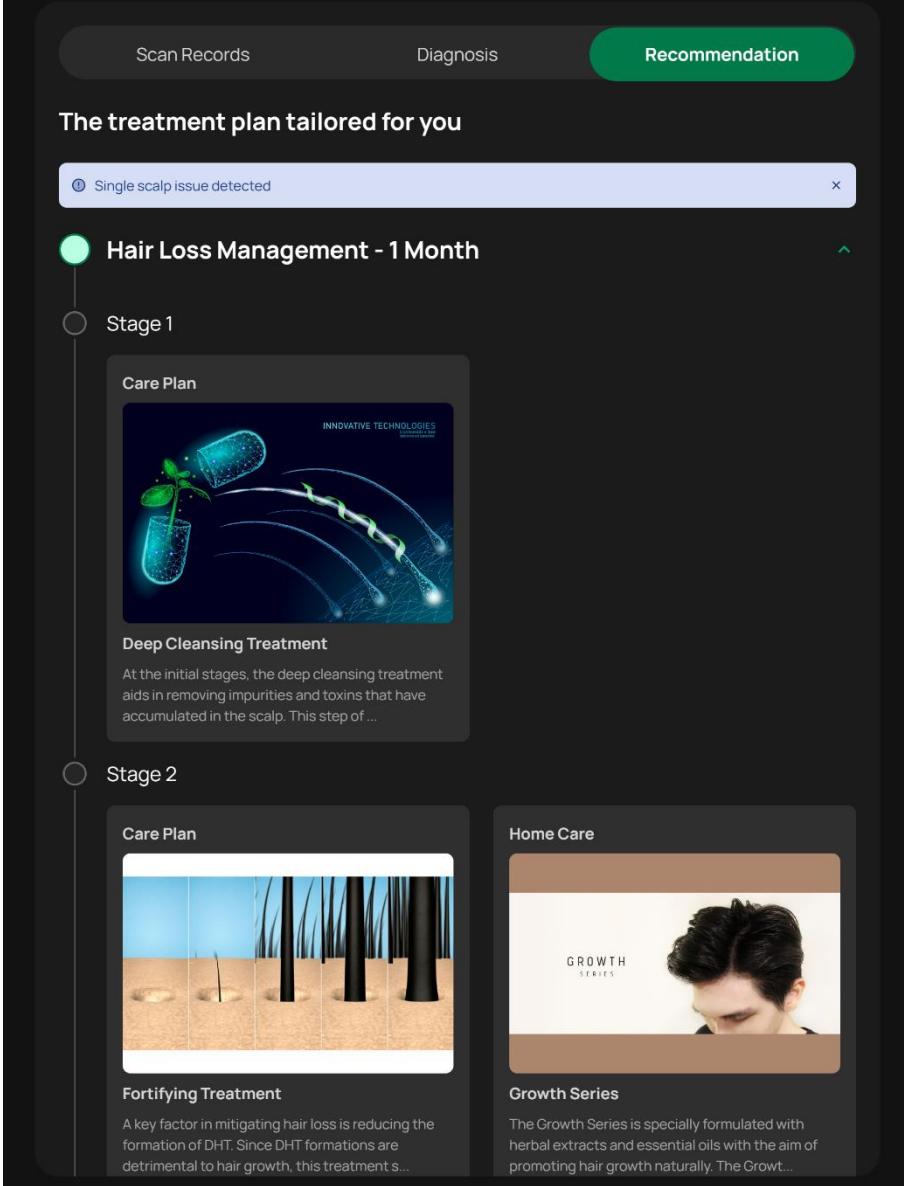
Home Cares



Dr Scalp Black Series

With regular use, Black Series provides an invigorating and thorough cleanse that revitalises

Customers are advised to view the treatment plans and products specially tailored for them by clicking the 'Recommendation' button at the top of the screen. These recommended treatment plans are based on the latest scan case and organized in stages, with the most severe issue being addressed first. Click on the care plan or homecare product to access more information about it.

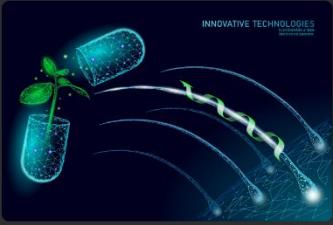


The screenshot shows the 'Recommendation' tab selected in the top navigation bar. Below it, a message box indicates 'Single scalp issue detected'. The main content area displays a 'Treatment Plan' for 'Hair Loss Management - 1 Month'.

Hair Loss Management - 1 Month

Stage 1

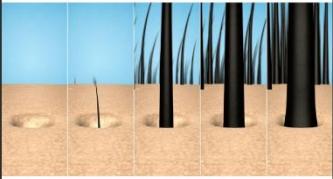
Care Plan



Deep Cleansing Treatment
At the initial stages, the deep cleansing treatment aids in removing impurities and toxins that have accumulated in the scalp. This step of ...

Stage 2

Care Plan



Fortifying Treatment
A key factor in mitigating hair loss is reducing the formation of DHT. Since DHT formations are detrimental to hair growth, this treatment s...

Home Care

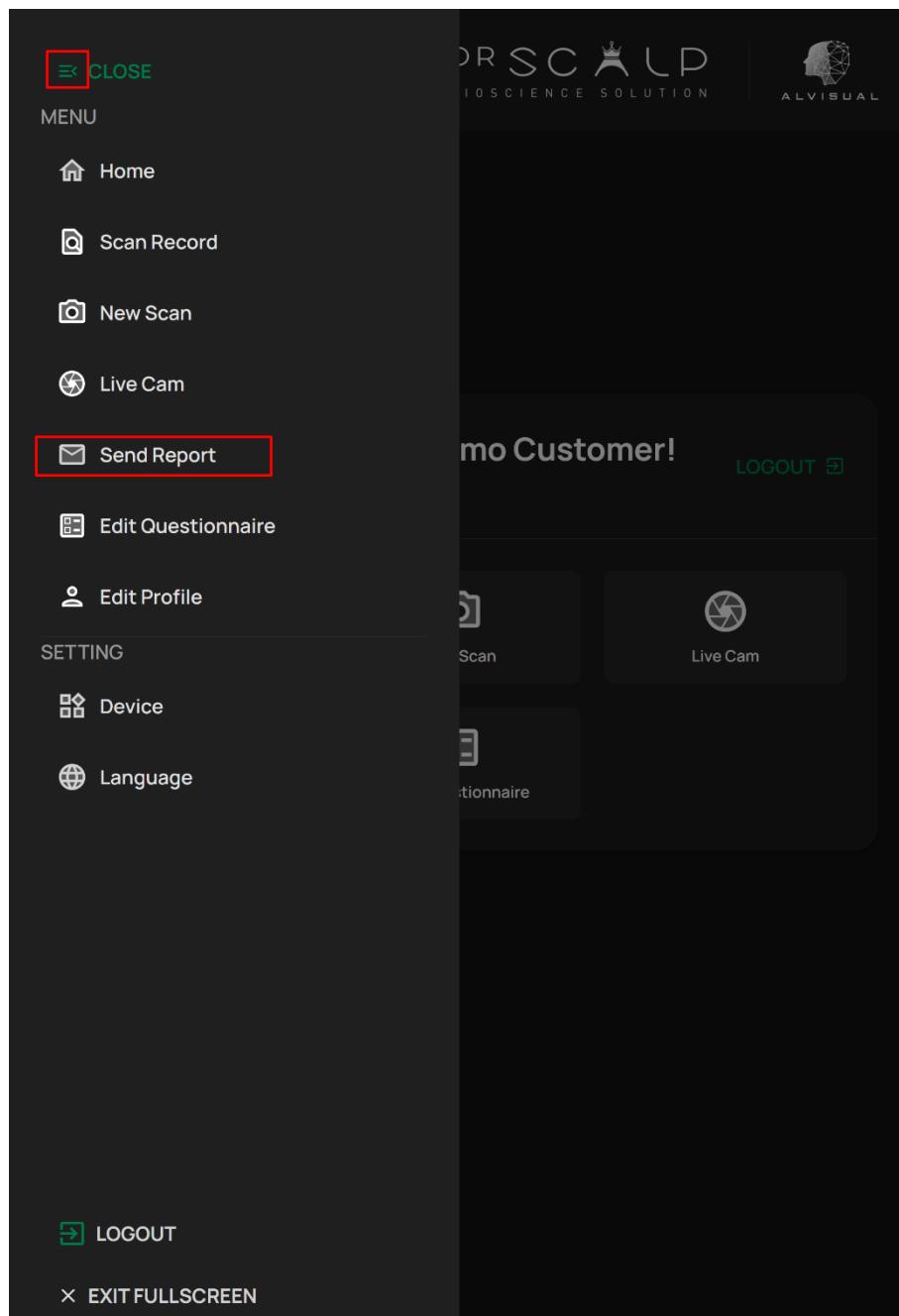


Growth Series
The Growth Series is specially formulated with herbal extracts and essential oils with the aim of promoting hair growth naturally. The Grow...



3.12 Scan Report

Customers have the option to obtain and download a report for their latest or selected scan case. While viewing a specific case, access the side menu, and then select 'Send Report' to preview and download the report for the currently viewed case. If you choose 'Send Report' from the customer landing page, the report for the latest case will be generated and made available for preview and download.



As you scroll down the preview report, you can review its content. At the bottom of the report, you'll find a 'DOWNLOAD' button, which allows you to acquire a QR code containing the URL of the report for downloading.

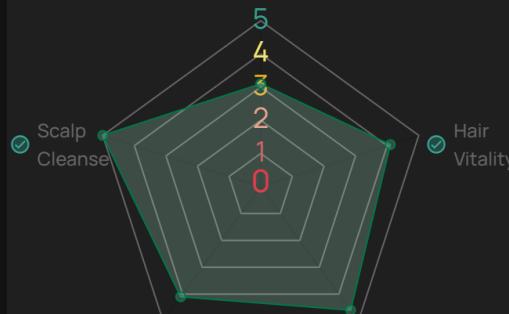
Preview Report

DR SCALP
BIOSCIENCE SOLUTION

Demo Customer
12 Oct 2023, 3:08 PM

Diagnosis Overview

⌚ Hair Volume



Scalp Cleanse

Hair Vitality

Scalp Balance

Scalp Resilience

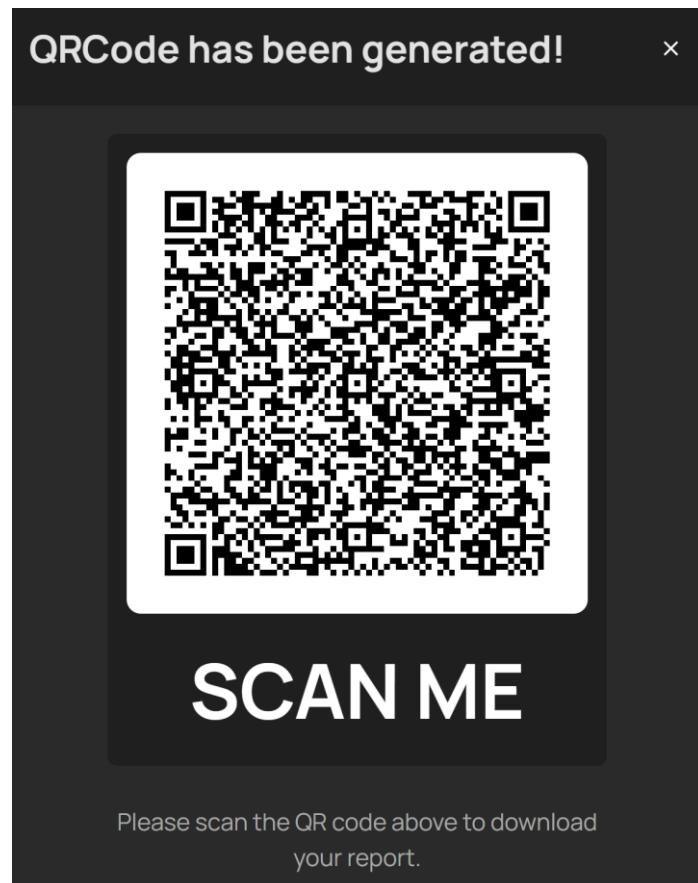
Biometrics

Avg Hair Thickness	64.2µm
Hair Density	75/cm ²
Avg Follicle Capacity	1.3/follicle

DOWNLOAD ↪



To save and download the report, scan the generated QR code. Please note that the QR code is valid for 7 calendar days.





4 Management Dashboard

TrichoTrack Pro offers two distinct user modes: the management dashboard mode and the client app mode. The management dashboard is primarily designed for administrators to oversee outlets and staffs, as well as to access essential business analytics. Managers can efficiently manage employees and access customer information in dashboard mode, whereas employees have limited access, primarily for viewing customer data.

To access TrichoTrack Pro in the management dashboard mode, follow these steps:

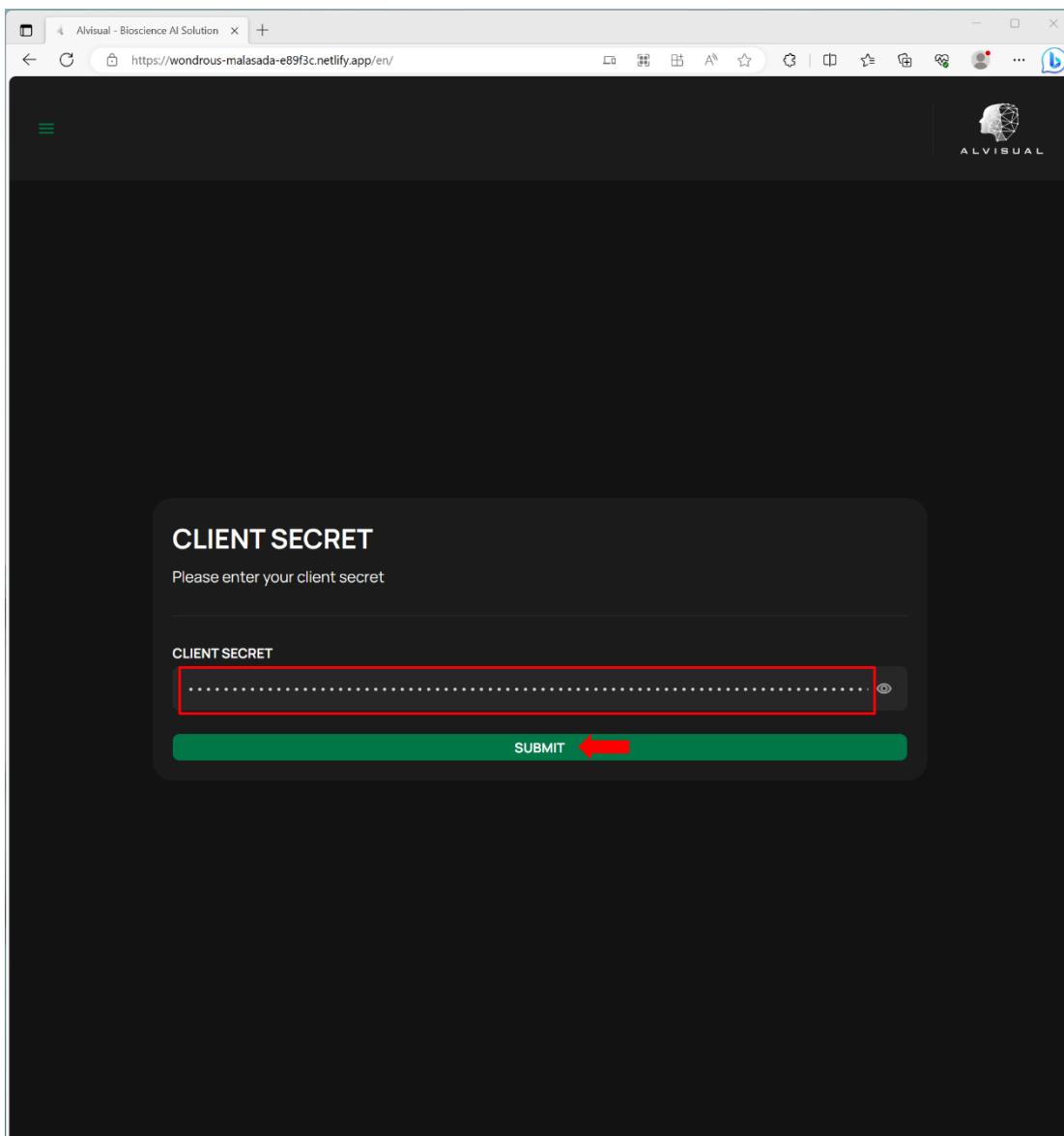
- I. Open the Microsoft Edge web browser on your device.
- II. Visit the website <https://wondrous-malasada-e89f3c.netlify.app/>.
- III. Ensure that you have the necessary login credentials to access the dashboard.

Note: It's essential to be aware that both modes cannot be used on the same device simultaneously. If you've installed the TrichoTrack Pro client app on your device, accessing <https://wondrous-malasada-e89f3c.netlify.app/> in the Microsoft Edge web browser will still keep the device in client app mode. Therefore, to use TrichoTrack Pro's dashboard, please use a device where the TrichoTrack Pro client app is not installed or uninstall the client app from the device.

4.1 Client Secret

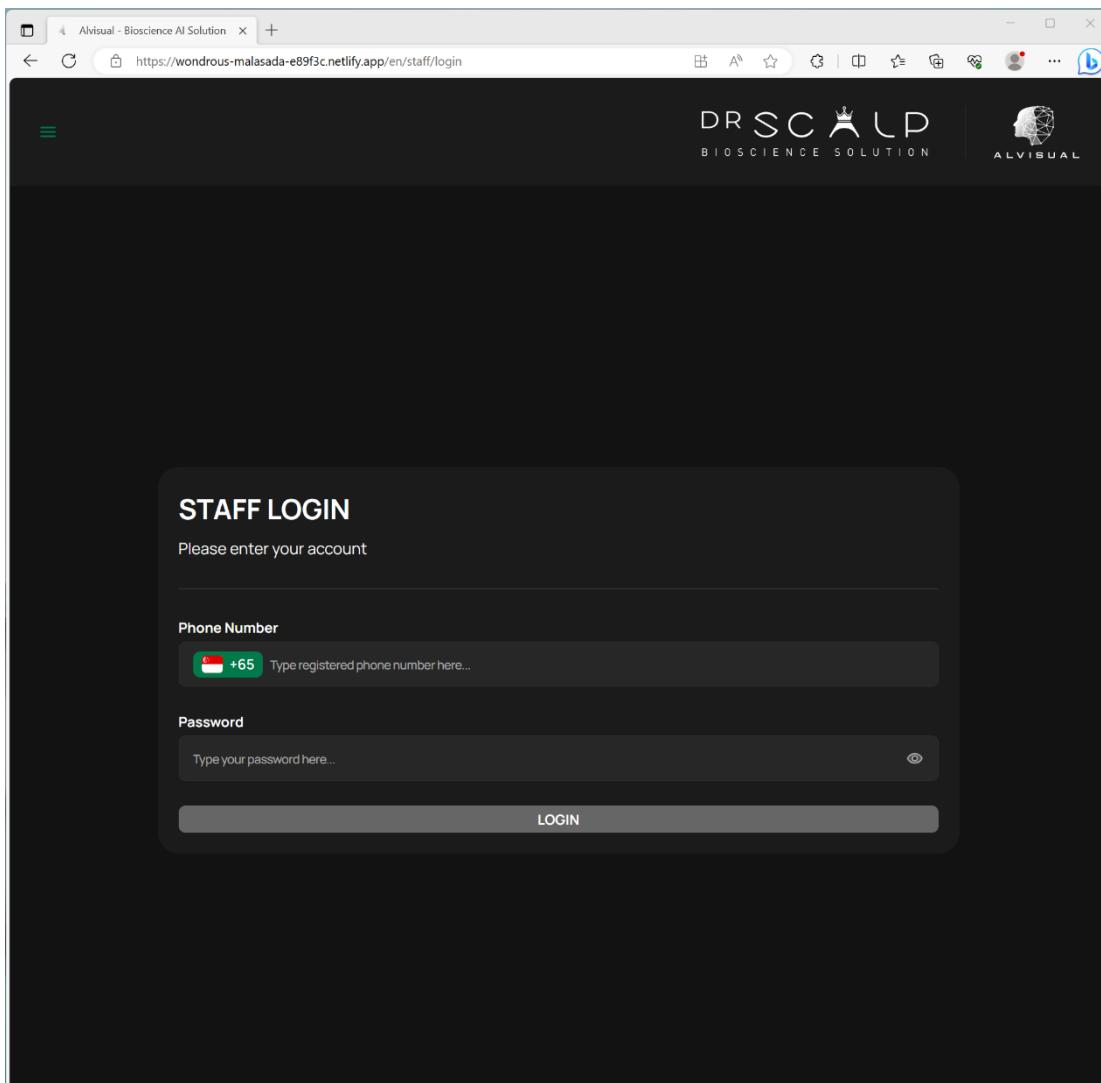
Every TrichoTrack Pro client receives a unique client secret key for authentication. When you use TrichoTrack Pro at the first time or the cached data in your Microsoft Edge web browser is cleared, you'll need to submit the client secret.

- I. Enter your company's client secret key in the provided text box.
- II. Click 'SUBMIT' button.





If your client secret is valid, you will be redirected to the 'STAFF LOGIN' page as shown below.

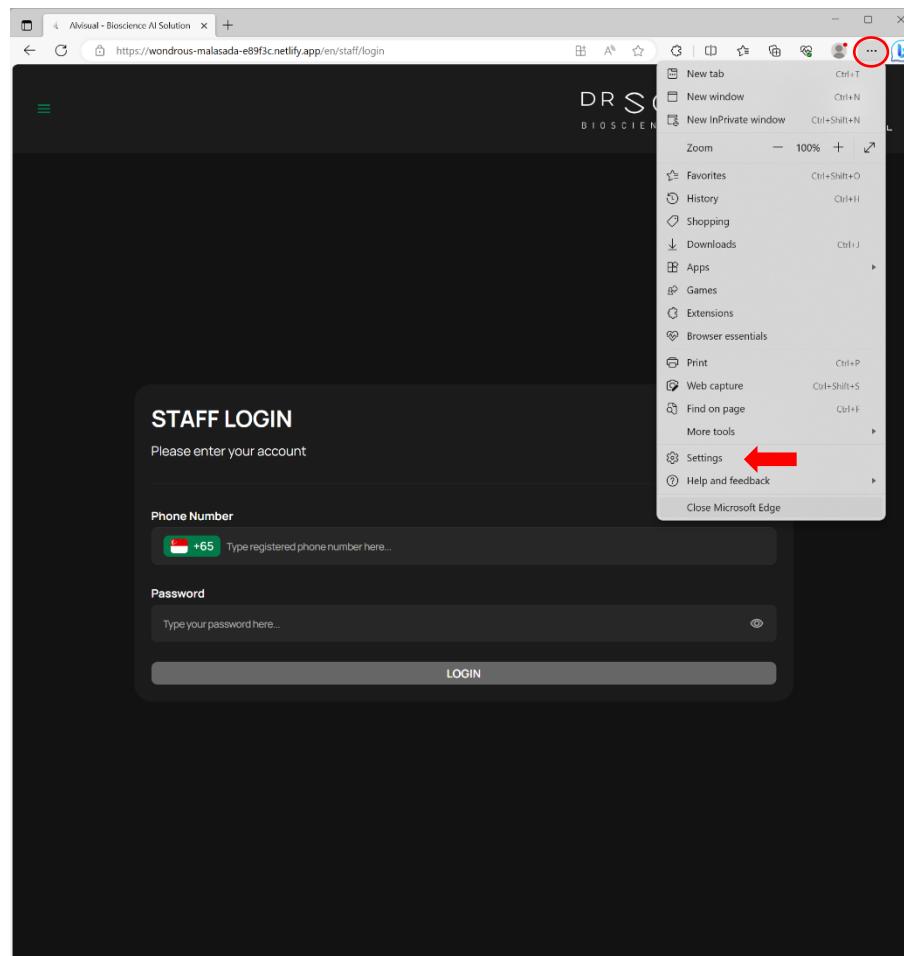


However, if the entered client secret is invalid, an error message will appear at the top. Please make sure you've entered the correct secret and try again.

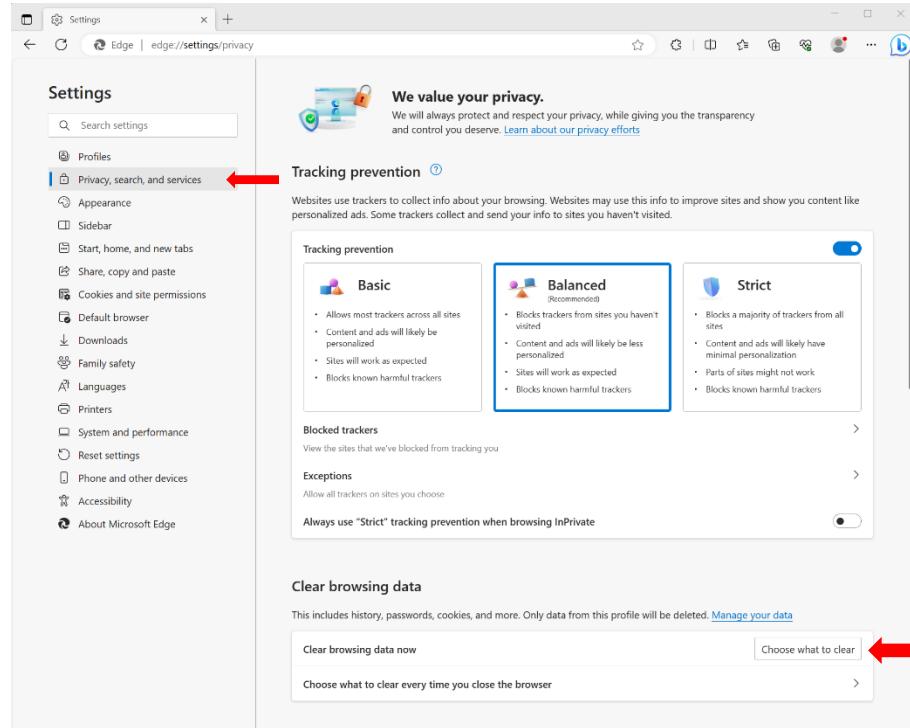


If your client secret expires, please follow these steps to clear your browser's cookies and cached data and input a new client secret:

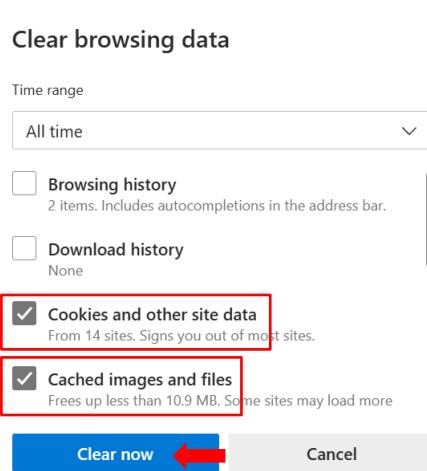
- I. Click the three dots (...) on the right side of the browser's tool bar and select 'Settings' from the drop-down menu.



- II. In the 'Settings' page, click 'Privacy, search, and services' on the left side. Then, click 'Choose what to clear' button in 'Clear browsing data' section.



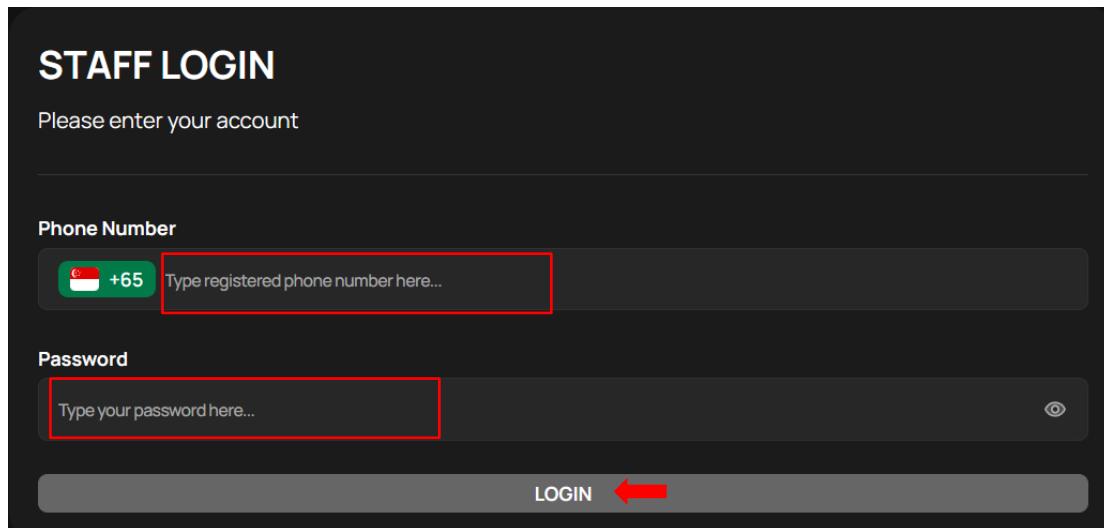
- III. In the dialog box that appears, check the checkboxes for 'Cookies and other site data' and 'Cached images and files', then click 'Clear now' button.



- IV. Visit the website <https://wondrous-malasada-e89f3c.netlify.app/> to input new client secret.

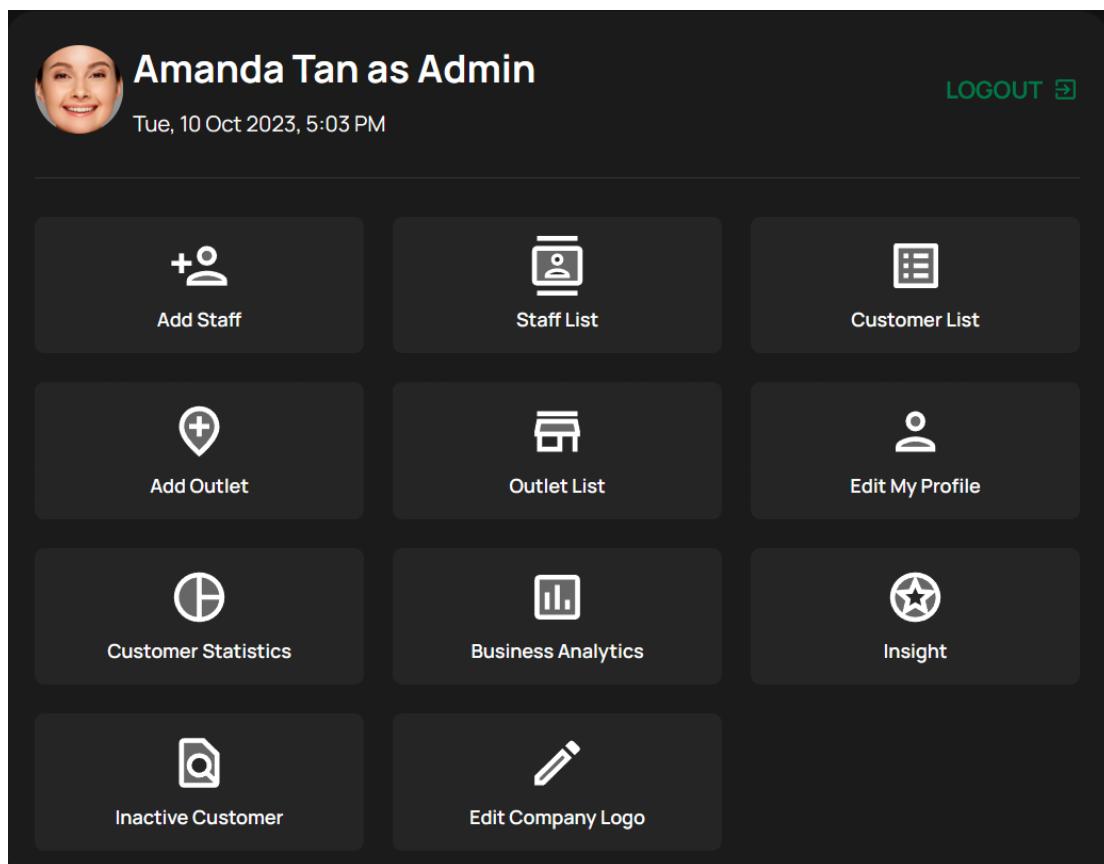
4.2 Administrator Dashboard

Each client is provided with an administrator account to oversee their outlets and staff. It's crucial to keep this information confidential and secure. To login the administrator account, enter administrator's phone number and password, then click 'LOGIN' button as shown below.



The screenshot shows a 'STAFF LOGIN' form. It has a placeholder text 'Please enter your account'. Below it is a 'Phone Number' field containing '+65' and a red-bordered input field for the phone number. Next is a 'Password' field with a red-bordered input field and an eye icon. At the bottom is a 'LOGIN' button with a red arrow pointing to it.

If the phone number and password are correct, you'll be redirected to dashboard page.



The screenshot shows the administrator dashboard for 'Amanda Tan as Admin' on Tuesday, 10 Oct 2023, at 5:03 PM. It features a grid of nine cards:

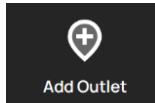
- Add Staff (Icon: + person)
- Staff List (Icon: person in a box)
- Customer List (Icon: list)
- Add Outlet (Icon: plus sign inside a shield)
- Outlet List (Icon: document with a graph)
- Edit My Profile (Icon: person)
- Customer Statistics (Icon: circle with a line)
- Business Analytics (Icon: bar chart)
- Insight (Icon: star)
- Inactive Customer (Icon: person with a question mark)
- Edit Company Logo (Icon: pencil)



In case there's an issue with the phone number and/or password, an error message will appear at the top, as displayed below.



4.2.1 Add Outlet



To add a new outlet, click 'Add Outlet' button in the administrator's dashboard.

Complete the required information on the 'Add Outlet' page. Then click 'SUBMIT' button.

The screenshot shows a mobile-style form for adding a new outlet. At the top left is a back arrow and the title 'Add Outlet'. Below this is a placeholder for an 'Outlet Photo' with a small thumbnail image and a 'BROWSE IMAGE' button. The next section is for 'Name*' with a placeholder 'Type outlet name here...'. The following section is for 'Outlet Address' with a placeholder 'Type outlet address here...' and a note 'Optional'. The final section is for 'Phone Number*' with a placeholder 'Type phone number here...', including a Singapore flag icon and the prefix '+65'. At the bottom are two buttons: 'BACK' on the left and 'SUBMIT' on the right.

It's important to note that each outlet must have a unique, case-sensitive name. If the name you enter for a new outlet matches an existing outlet, you'll receive an error message at the top as shown below. In this case, please provide a different name and submit it again.

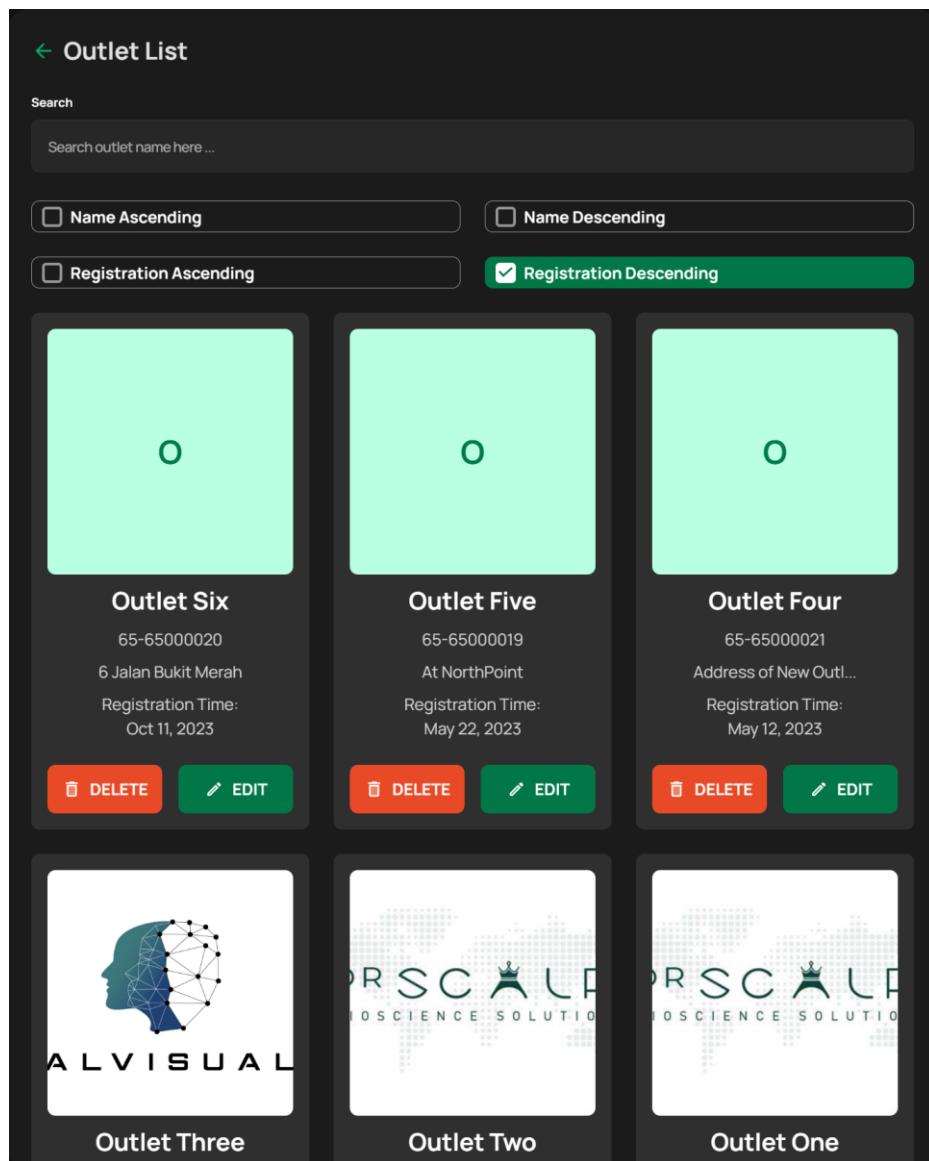


4.2.2 Search and View Outlet



Outlet List

To view all outlets or search for a specific outlet, click 'Outlet List' button in the administrator's dashboard. On the 'Outlet List' page, all outlets are initially displayed in descending order of registration time.



Outlet List

Search

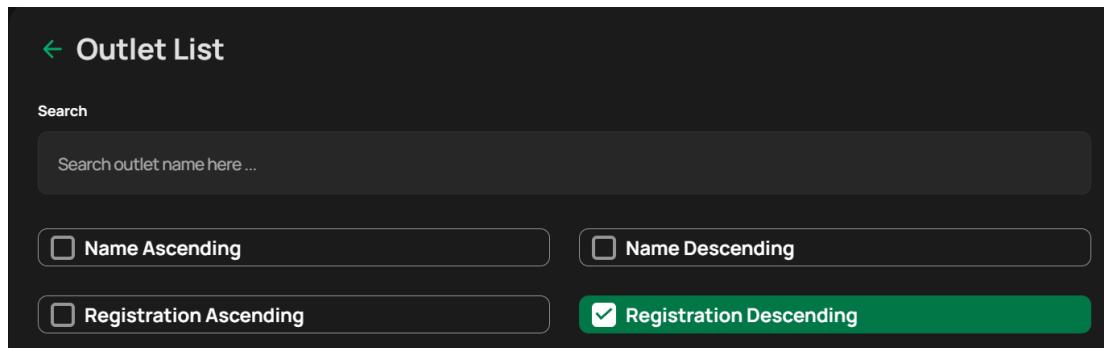
Name Ascending Name Descending

Registration Ascending Registration Descending

Outlet	Registration Time	Address
Outlet Six	Oct 11, 2023	6 Jalan Bukit Merah
Outlet Five	May 22, 2023	At NorthPoint
Outlet Four	May 12, 2023	Address of New Outl...
Outlet Three		ALVISUAL
Outlet Two		PRSCALU
Outlet One		PRSCALU

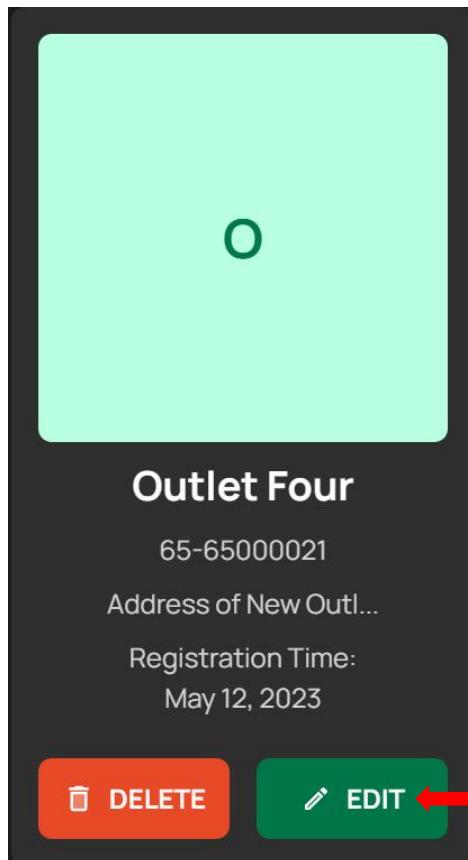
Actions: DELETE EDIT

You have the option to view the outlets in ascending or descending order of registration time or name by clicking on the various sorting options at the top. You can also search for a specific outlet by entering its name in the text box.



4.2.3 Edit Outlet

To modify the information of an outlet, simply click 'EDIT' button on the outlet card.





On the 'Edit Outlet' page, you can make changes to the fields you wish to update. Then, click 'SUBMIT' button and confirm to make the changes.

[← Edit Outlet](#)

Outlet Photo

Optional

BROWSE IMAGE

Name*

Outlet Four

Outlet Address

Address of New Outlet

Optional

Phone Number*

+65 65000021

BACK

SUBMIT

Remember, each outlet's name must be unique. If you attempt to change an outlet's name to match that of another existing outlet, an error message will be displayed at the top as shown below.

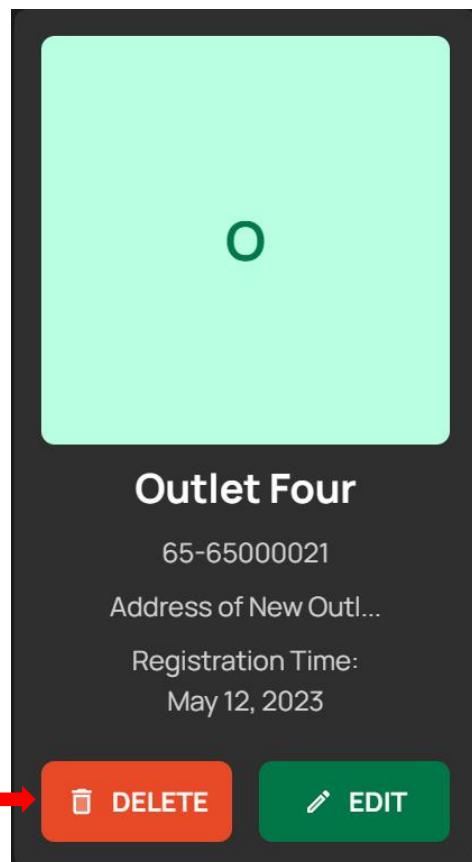
Name is Already Registered

Please type another name.

X

4.2.4 Delete Outlet

To delete an outlet, click 'DELETE' button on the outlet card and confirm the deletion.



However, please be aware that only empty outlets with no associated staff can be deleted. If the outlet has staff members, an error message will appear at the top as shown below. If you still wish to delete the outlet, you'll need to transfer its staff to other outlets or delete the staff members first. Afterwards, you'll be able to delete the outlet.



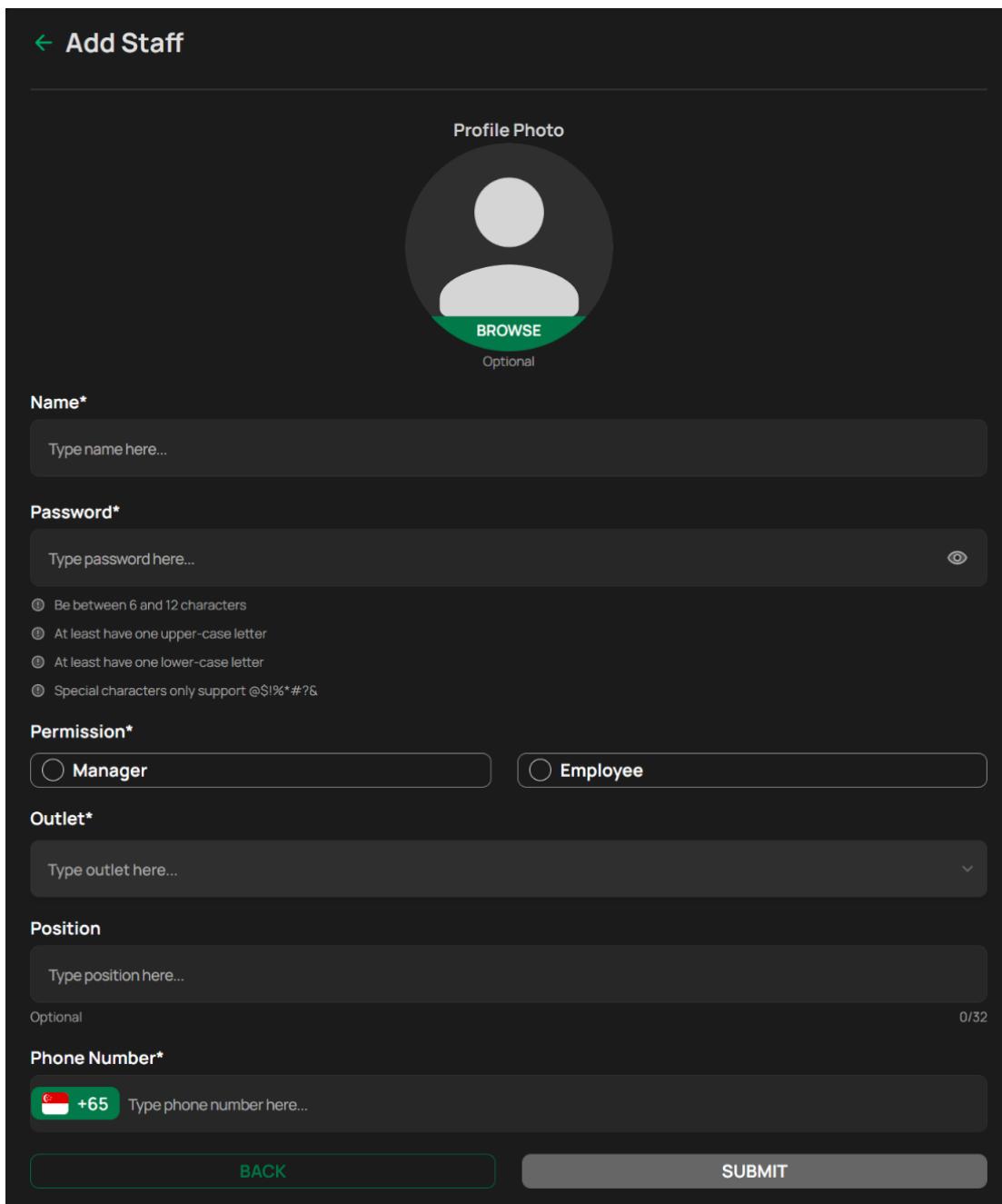
4.2.5 Add Staff



Add Staff

To add a new staff, click 'Add Staff' button in the administrator's dashboard.

Provide the required information on the 'Add Staff' page. Then click 'SUBMIT' button.



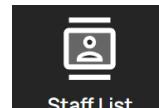
The screenshot shows the 'Add Staff' form with the following fields:

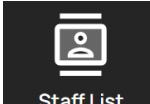
- Profile Photo:** A placeholder image with a 'BROWSE' button at the bottom right. Below it is the text 'Optional'.
- Name***: An input field with the placeholder 'Type name here...'.
- Password***: An input field with the placeholder 'Type password here...' and a visibility icon (eye) to the right.
- Permission***: Two radio buttons: 'Manager' (selected) and 'Employee'.
- Outlet***: An input field with the placeholder 'Type outlet here...'.
- Position**: An input field with the placeholder 'Type position here...'.
- Phone Number***: An input field with a Singapore flag icon, the number '+65', and the placeholder 'Type phone number here...'.
- BACK** and **SUBMIT** buttons at the bottom.

It's crucial to note that each staff's phone number must be unique. If the phone number entered for the new staff matches an existing staff, an error message will appear at the top as shown below. In this case, please provide a different phone number and submit again.



4.2.6 Search and View Staff



To view all staffs or search for a specific staff, click 'Staff List' button  in the administrator's dashboard. On the 'Staff List' page, all staffs are initially displayed in descending order of registration time.

Staff List

Search: Search name here ...

Filter by outlet: 所有分店

Filter by permission: 所有权限

Sort Options: Name Ascending, Name Descending, Registration Ascending, Registration Descending

 Abby Lam Op Manager Outlet Five Registration Time: Sep 19, 2023 DELETE EDIT	 Ellen Tay Op Manager Outlet Three Registration Time: Jul 6, 2023 DELETE EDIT	 Betty Wong Stylist Outlet One Registration Time: May 22, 2023 DELETE EDIT
 Cynthia Stylist Outlet Two Registration Time: May 2, 2023 DELETE EDIT	 Dora Lim Op Manager Outlet Four Registration Time: Apr 28, 2023 DELETE EDIT	 Sara Tan Manager Outlet Outlet One Registration Time: Apr 28, 2023 DELETE EDIT

You have the option to view the staffs in ascending or descending order of registration time or name by clicking on the various sorting options at the top. You can also search for a specific staff by entering their name in the text box.

Staff List

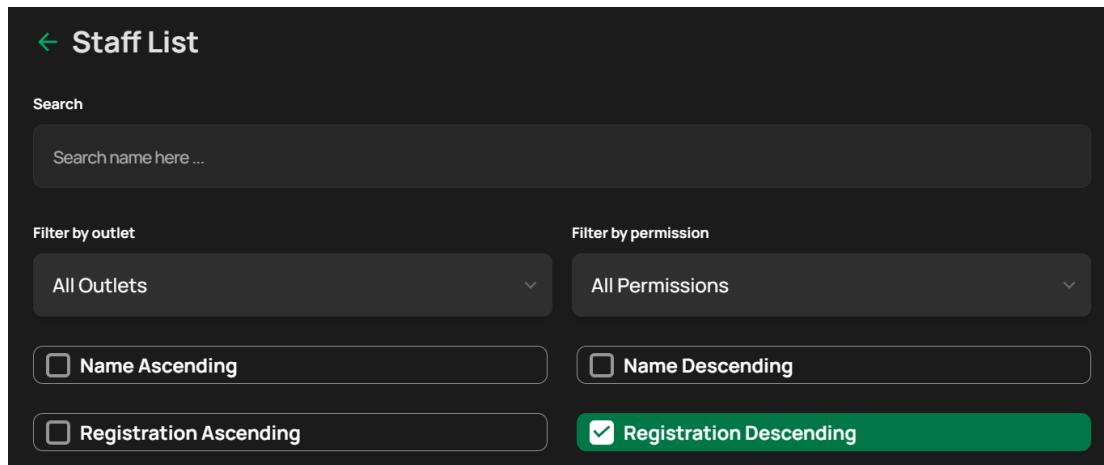
Search
Search name here ...

Filter by outlet Filter by permission

All Outlets All Permissions

Name Ascending Name Descending

Registration Ascending Registration Descending



If you want to view staffs from a specific outlet, select the desired outlet from the 'Filter by outlet' dropdown menu. This will display only the staffs associated with the selected outlet.

Filter by outlet

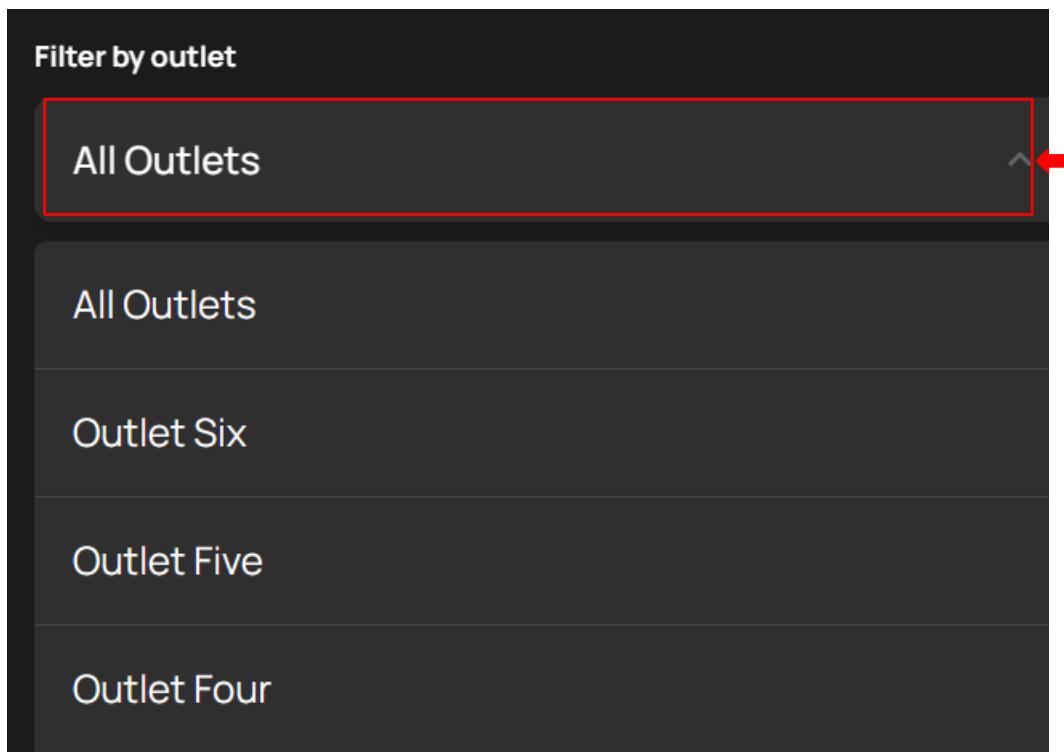
All Outlets

All Outlets

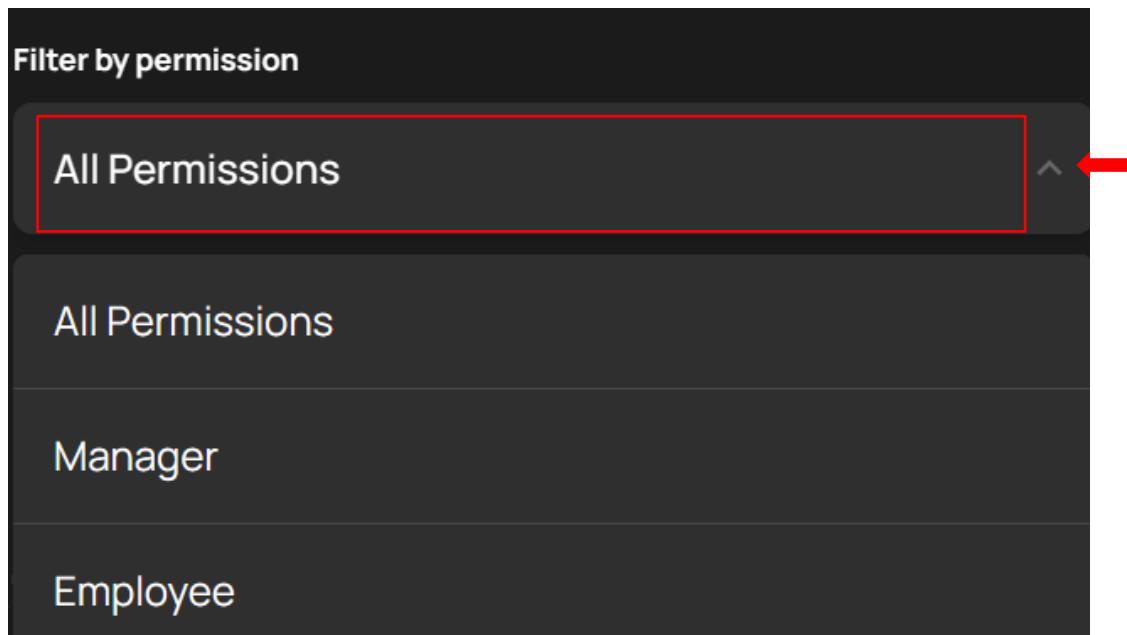
Outlet Six

Outlet Five

Outlet Four

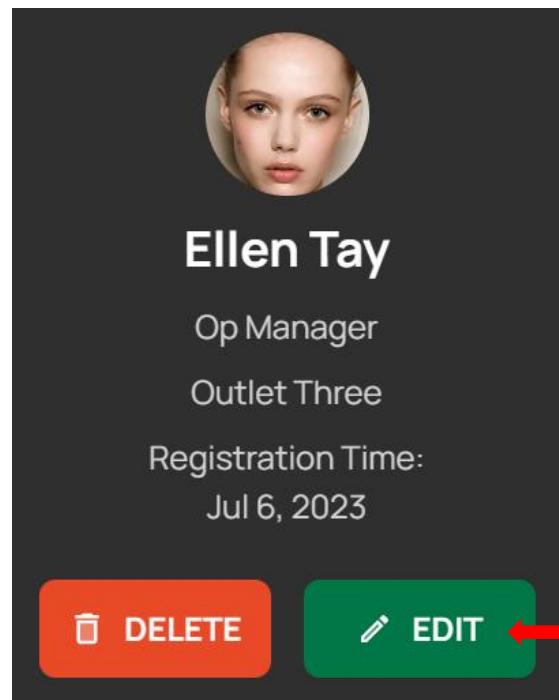


You can also filter staffs by their permission level (manager or employee) by selecting the desired permission level from the 'Filter by permission' dropdown menu. This will display only the staffs with the selected permission level.



4.2.7 Edit Staff

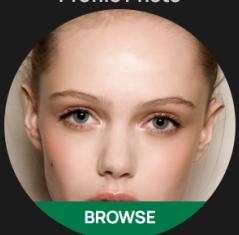
To update the information of a staff, click the 'EDIT' button on the staff's card.



On the 'Edit Staff' page, you can make changes to the fields you wish to update. Then click the 'SUBMIT' button and confirm the change.

◀ Edit Staff

Profile Photo



BROWSE

Optional

Name*

Password*

Only edit here when you want to update your password (eye icon)

- Be between 6 and 12 characters
- At least have one upper-case letter
- At least have one lower-case letter
- Special characters only support @!\$%^*#?&

Permission*

Manager Employee

Outlet*

Position

Optional 10/32

Phone Number*

+65 65650004 (checkmark icon)

BACK
SUBMIT

Please keep in mind that each staff's phone number must be unique. If you attempt to change a phone number to match another registered phone number, an error message will be displayed at the top as shown below.

⚠ Phone number is already registered

Please type another phone number.

X

4.2.8 Delete Staff

To delete a staff, just click 'DELETE' button on the staff's card and confirm the deletion.

