

SMARTCAST<sup>®</sup>

QUICK START *Guide*

EST. NW 1964

**PODIATRIC**  
LABORATORY



# Welcome TO THE FUTURE

SmartCast® replaces and improves on the traditional process of prescribing custom orthotics.

Don't just scan, capture the **right** data.



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## SET UP HARDWARE

1. Purchase iPad or use one you already have. We recommend an iPad 2 years old or newer.
2. Purchase Structure Sensor: [www.structure.io](http://www.structure.io) and make sure you include the appropriate iPad bracket bundle.
3. Purchase the **Foot Positioning System** from NWPL. Email request to [marketing@nwpodiatic.com](mailto:marketing@nwpodiatic.com).

\*You may scan without the Foot Positioning System but we ask that you hold the foot in "midtarsal joint locked + subtalar joint neutral" positioning while scanning.

We strongly recommend utilizing the Foot Positioning System in order to create the best overall outcome for your patient.

## 2

### SET UP SOFTWARE

Go to the App Store on your iPad and download the following apps.

1. Structure app (by Occipital)
2. Structure Sensor Calibrator app (by Occipital)
3. SmartCast® by NW Podiatric Lab (search "NWPL" in the search box).

- Connect the scanner to the iPad.
- Open the calibrator app and walk through the calibration instructions.
- Open the SmartCast® app and register your email to create a login/password.

Instructional videos: [www.nwpodiatric.com/smartcastnow](http://www.nwpodiatric.com/smartcastnow)



## 3

### APP WALK THRU

After your email registration is approved, we will email instructions on how to enter Practitioners/locations to the app prior to creating orders.

1. Log into the app and take some time to explore the different features.
2. Go to [nwpodiatric.com/smartcastnow](http://nwpodiatric.com/smartcastnow) to watch instructional videos on order creation and scanning.

Please contact us with any questions about the app or scanning.

800-675-1766

[info@nwpodiatric.com](mailto:info@nwpodiatric.com)



## 4

### GET CERTIFIED

**IMPORTANT:** To ensure the highest orthotic quality and best patient outcomes, all users must submit test scans for review before scanning patients.

\*Test scans not needed if previously certified by NWPL.

1. Review the Positioning and Scanning videos at [nwpodiatric.com/smartcastnow](http://nwpodiatric.com/smartcastnow).
2. Practice positioning and scanning with staff/colleagues as "patients" and explore the SmartCast app.
3. Submit test scans for feedback by capturing scans & photos of a test patient.
4. In the First name field, type your name and in the Last name field, type Test.
5. Submit all test orders and we will respond within two business days with feedback or to let you know you are certified.

Please email [info@nwpodiatric.com](mailto:info@nwpodiatric.com) if have not received any feedback within 48 hours.

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### KEYS TO SUCCESS

- A strong Wi-Fi connection maximizes the experience of using SmartCast® and the reliability of the technology.
- Always use a PIN to lock the iPad.
- Always utilize a strong password for logging into the app.
- The iPad should always be connected to a secure Wi-Fi network (private and password-protected).
- Remember to take photos of each foot when scanning. You then have the ability to use the marking tool for pad/accommodation placement.
- Please make sure the clear tab is resting on the 5th met head only. See training videos for assistance.
- You can leave the patient address field blank, unless the order is a "mail to patient".

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### TIPS AND TRICKS

When preparing to scan (prior to tapping the Record button), the entire plantar surface of the foot should be highlighted in red. However, after tapping the Record button, the foot should be white for the duration of the scan. If the foot turns red or gray, the iPad is too close to the foot or not pointing directly at the foot. Keep recording and try to re-direct the scan.

When scanning the back of the heel using the "scoop" motion, it's NOT necessary to see the iPad screen.

Maximize battery life of the Structure Sensor by unplugging the cable connecting the Structure Sensor to the iPad when SmartCast® isn't in use.

Completely capturing the back of the heel is the most challenging aspect of a great scan. Master this crucial part of the process by watching our training videos.

Spend 15 seconds scanning each foot.

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### CARE AND SUPPORT

We're here to help!

SmartCast® support is available 7:00am to 3:30pm (PST), Monday through Friday.

Contact our Customer Care Department at 800-443-7260 or [customercare@nwpodiatric.com](mailto:customercare@nwpodiatric.com).

Visit [nwpodiatric.com/smartcastnow](http://nwpodiatric.com/smartcastnow) for the latest training videos and materials.



[nwpodiatric.com](http://nwpodiatric.com)