

# Comfort Scan Mobile™ FAQ



## GENERAL QUESTIONS

### Does Dr. Comfort sell the 3D camera?

• No, Dr. Comfort does not sell the camera. It can be purchased on the Structure website: <https://structure.io/structure-sensor-pro>.

### Does Dr. Comfort provide an iPad?

• No, an iPad will need to be purchased separately.

### Does the app work with Android?

• No, the app and 3D camera will only work with iOS and the app is found in the Apple App Store.

### Does the app work with a cell phone?

• At this time, the app only works with an iPad and the 3D camera is required for scanning feet. Orders that do not require custom inserts can be placed in app without the camera.

### What type of iPad do I need?

• The Comfort Scan Mobile app currently operates on iOS 11 and above, and works with all iPad models below:

- iPad Pro – 2016 and newer
- iPad – 2017 and newer
- iPad mini – 2015 and newer
- iPad Air – 2014 and newer

### How do I change my password?

• Go to the password reset page: <https://comfort-scan.drcmfrt.com/passwords/new>

► *See page 2 for ordering questions and common terms.*

## ORDERING QUESTIONS

### My app is not recognizing the 3D camera, how do I fix this?

- In some instances, it can take extra time for the camera to initialize. Try unplugging and reinserting the connector cord. It could take up to 10 seconds to recognize the camera.
- It could also be a firmware issue, visit the Structure website for directions on how to update the firmware: <https://support.structure.io/article/410-getting-started---updating-your-sensors-firmware>

### Why is my scan off-center from the foot?

- You may need to calibrate the 3D camera. This can be done through the Calibrator app built by the camera manufacturer, Occipital.

### When I am scanning a foot, the 3D box is too small (or too large), how do I change it?

- Using two fingers, touch the iPad screen and pinch to make the box smaller or widen the fingers to make it larger (just like zooming in on a picture).

### When I am uploading an order, it says “Cannot Upload – Missing Order Info”, what do I need to do?

- This means you are missing one or more of the required fields on the Order Info tab, usually the shipping address or email address.

### When I am uploading an order, it says “Cannot Upload – Order Form Incomplete” but my order form is complete. What do I need to do?

- After taking scans of the feet, markers need to be set to position the scan. There are 3 markers: 1st met head, 5th met head and heel. Double check your scans to make sure the markers are set on each scan.

### Can I resubmit a patient’s scans from a previous order?

- Once an order has been submitted, it cannot be re-sent to Dr. Comfort. However, all you need to do is start a new order, skip the scanning tabs, select the order form and in the comment section of the order form, indicate to us to use the scans from the previous order. Including the previous order number will help prevent delays in processing.

### How can I see all the orders I have submitted?

- Log in using your app credentials to the web portal: <https://comfort-scan.drcomftr.com/>, here you will see all your orders submitted to Dr. Comfort through the CSM app.

### When I log into the web portal, it shows all my orders as “processing”, how do I know the status?

- This portal is not meant for order status information at this time. To check order status, you can use the order tracking link on the DJO website: <https://www.djoglobal.com/djo-order-tracking>.

### I can only see women’s shoe options in the order form, but my female patient wants to order a men’s shoe.

#### How do I get men’s shoe options?

- In the Order Info tab (where you enter the patient’s name), the gender field determines whether you will see men’s or women’s shoes. To see men’s shoes, select male. To see women’s shoes, select female.

## COMMON TERMS

**Camera, Structure Sensor, Mark II, Structure Sensor Pro, 3D Camera** – These are all used in reference to the 3D camera attachment that customers purchase from the Structure website that is used with the Dr. Comfort app.

- **Original Structure Sensor** – this is the first 3D camera released, it is no longer sold but still works with the Comfort Scan Mobile app
- **Mark II** – this is the camera that was released in 2019, it is no longer sold but still works with the Comfort Scan Mobile app
- **Structure Sensor Pro** – this is the newest camera, released in 2021 and is currently sold on the Structure website and works with the Comfort Scan Mobile app.

**Occipital** – The name of the company that designed the Structure Sensor, Mark II, and Structure Sensor Pro 3D cameras.

**Calibrator** – This is the app that was built by the camera manufacturer to calibrate the 3D camera. The customer may need to calibrate the camera from time to time, especially if they remove the camera bracket from the iPad.

**CSM** – Short for Comfort Scan Mobile™, which is the name of the Dr. Comfort app.



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