MyNetDiary Professional Connect Guide for Dietitians, Trainers, and Health Professionals

v1.1, January 31, 2026

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Overview

Professional Connect is a free tool in MyNetDiary created for dietitians, trainers, and their clients to work collaboratively on reaching client goals. It enables professionals to easily access all the client's relevant information stored in MyNetDiary, from details on every food and nutrient consumed to overall long-term weight, nutrition, and health trends.

Please note: the level of nutrition information available to professionals depends on the client's membership type (free or Premium). Even if the professional dietitian has Premium, they'll only see the nutrients available in the client's Free plan — without access to adjusting the macro ratio, nutrient targets, detailed micronutrient charts, or advanced reports.

For clients on the free plan, the Food page and report include only a limited set of nutrients: Calories, Carbohydrates, Protein, Total Fat, Saturated Fat, Trans Fat, Fiber, Sodium, and Calcium.

Additional nutrients (such as vitamins and minerals beyond calcium, or detailed micronutrients) are only visible when the client has a Premium subscription.

Professional Connect can display data from connected wearable devices (Apple Health, Android Health, Fitbit, etc.), as these integrations help capture and show clients' "health trends" more accurately and comprehensively.

Professional Connect also comes with built-in secure messaging and daily feedback tools, as well as the possibility to send clients their diet and meal plans.

This allows professionals to provide personalized feedback and guidance to their clients, complementing the analysis provided by MyNetDiary. The easy linking process and rich analytical tools enable high-quality feedback without the need for time-consuming reviews of clients' raw food logs.

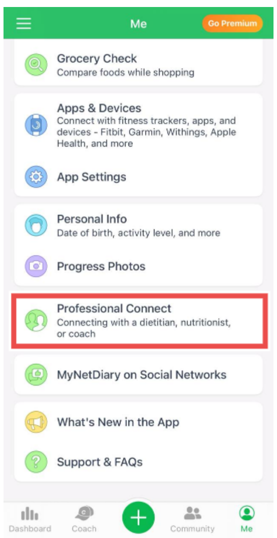
Creating a Professional Account

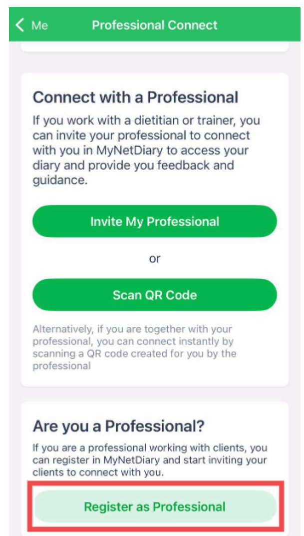
Mobile Apps

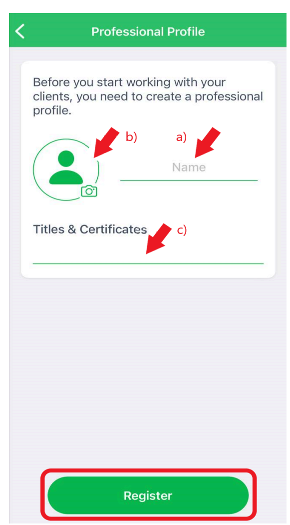
If you already use MyNetDiary, you should continue using it without creating a new account for Professional Connect. Your existing account will work on both the website and the mobile app.

If you haven't used MyNetDiary, please download the app from the App Store or Google Play and sign up as a new user.

Once you are in the MyNetDiary app on the Dashboard, go to the Me tab, scroll down, and tap on the Professional Connect item. On the next screen, scroll down again and tap the "Register as Professional" button:







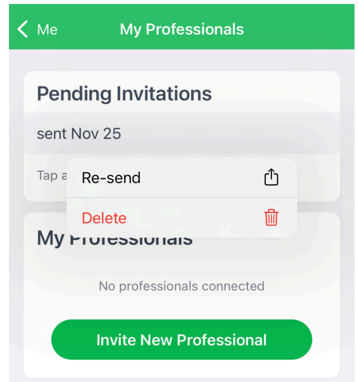
A. Fill in the Name field;

B. You can add your photo by tapping on this icon;

C. You can add your credentials in the Titles & Certificates field.

After that, tap Register to finish.

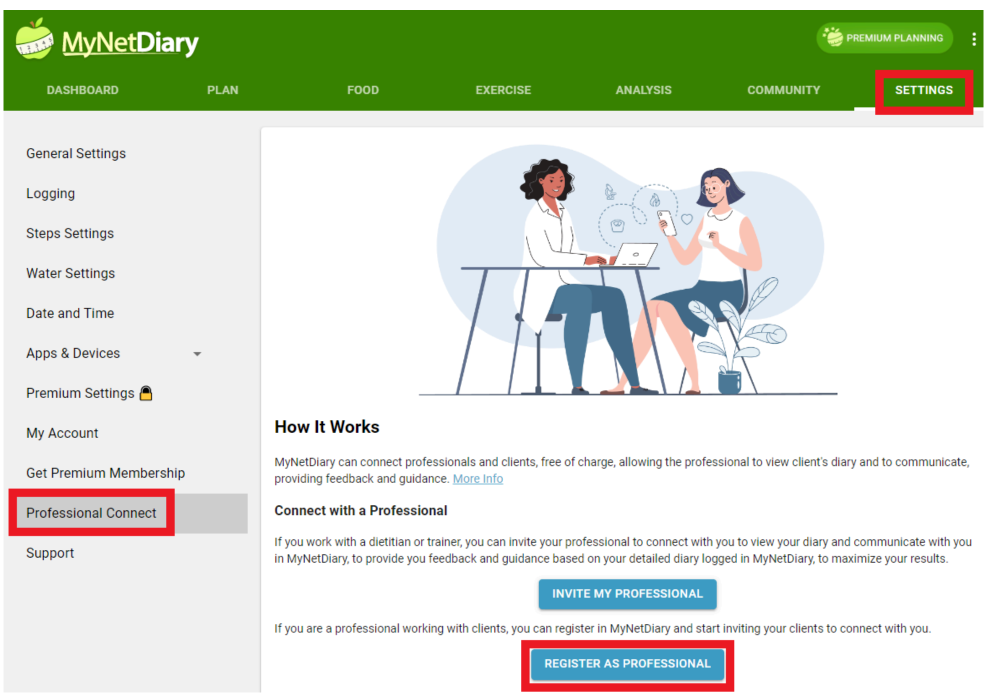
Note: If you have accidentally used the "Invite My Professional" option instead of “Register as Professional”, the app will consider you as a client. In this case, you should delete all pending invitations; then, you will be able to register as a professional again.



Website

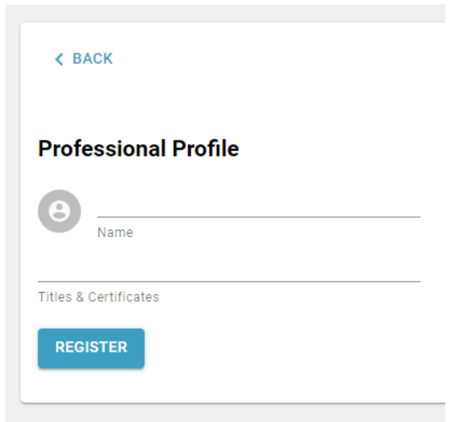
If you already have a MyNetDiary account, you should continue using it without creating a new account for Professional Connect. Your existing account will work on the website and mobile app. Sign In to your existing account on the website and go to the Settings page to invite your clients.

Suppose you haven't used MyNetDiary before and plan to use it to work with clients. In that case, you can easily sign up for MyNetDiary and Professional Connect at the MyNetDiary Professional Connect page. The Sign Up button will guide you through the setup process. Once you complete the setup, go to the Settings page to register as a professional and start inviting your clients:

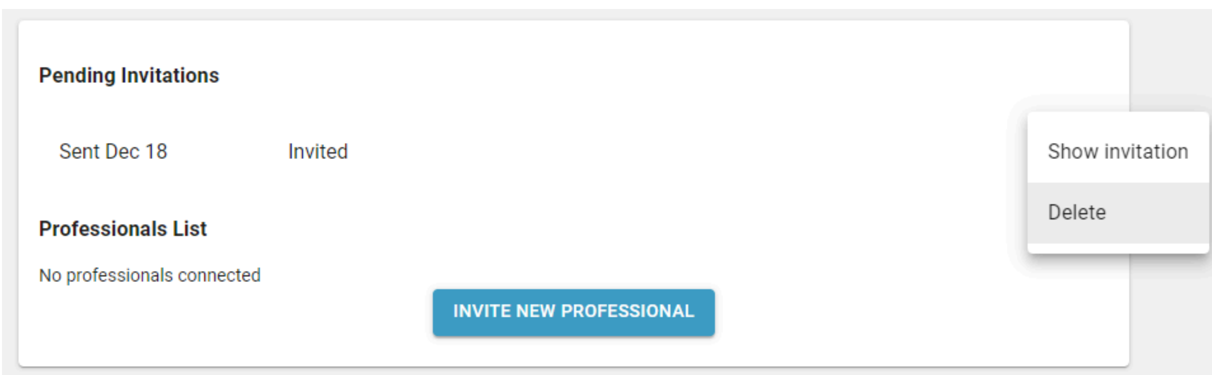


Fill in the Name field. You can add your
photo by clicking on the avatar icon and add your credentials in the Titles & Certificates field.

After that, tap **Register** to finish.



If you have accidentally used the "Invite My Professional" option instead of “Register as Professional”, the app will consider you as a client. In this case, just delete all pending invitations, and you will be able to register as a professional again:



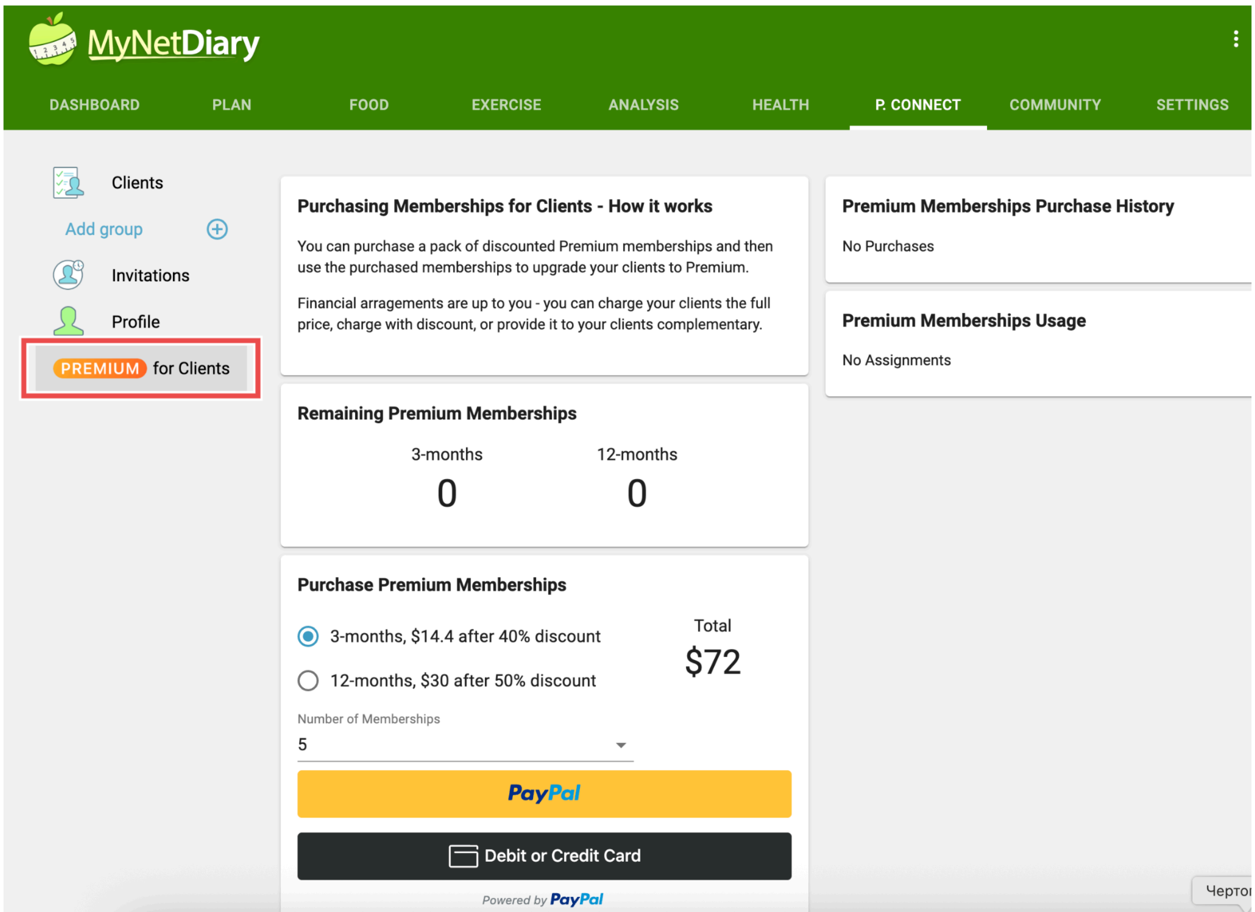
Free Professional Pack

Registered health professionals, such as licensed RD or PT (international licenses may also be accepted with additional verification), are eligible to request MyNetDiary's **Free Professional Pack**, which includes:

- **One 6-month Premium code** for your own account (extendable for free by emailing support@mynetdiary.com each time the 6-month cycle expires).
- **Two one-month Premium codes** for your clients or patients (issued once).

How to request: send a simple email to support@mynetdiary.com with the subject "*Request for Free Professional Pack*" and in the body write: "*Hi, I'm Joan Doe, RD or PT, requesting the free Professional Pack. Sincerely, Joan Doe, RD* (optional: phone, email, city/state, license#)" - MyNetDiary Support will then send you three codes: one 6-month Premium code for yourself and two 1-month Premium codes for your clients.

If you need additional Premium codes for clients, you can purchase them at discounted rates through the **P.Connect > Premium for Clients** page on the web (not available in the mobile app).



The discount rates match the [Group Discounts & Gift Cards page](#).

➡️ **Regular Premium pricing:** $9/month or $60/year
➡️ **Bulk discounts:**

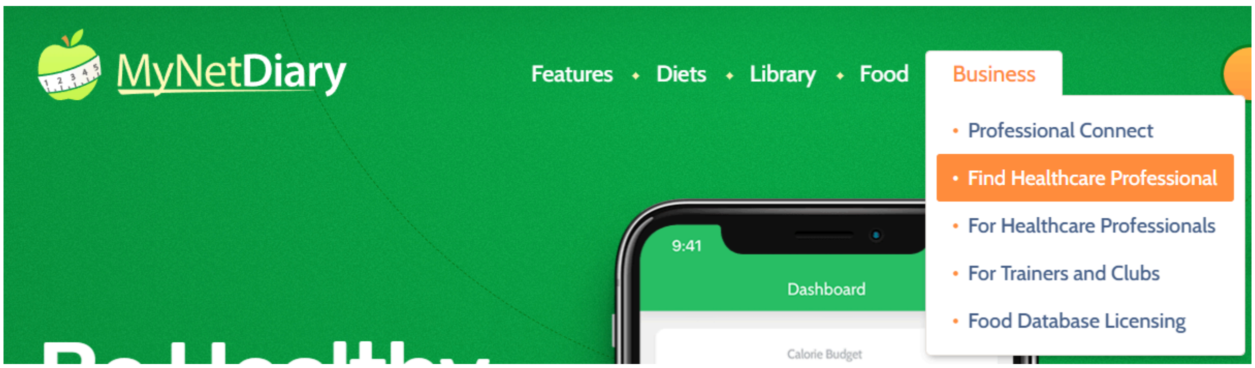
- 12 × one-month codes – **$54** total ($4.50 each, 50% off)
- 3 × twelve-month codes – **$90** total ($30 each, 50% off)

These bulk codes can be distributed directly to participants or clients and are a flexible, cost-effective option for group programs or research projects.

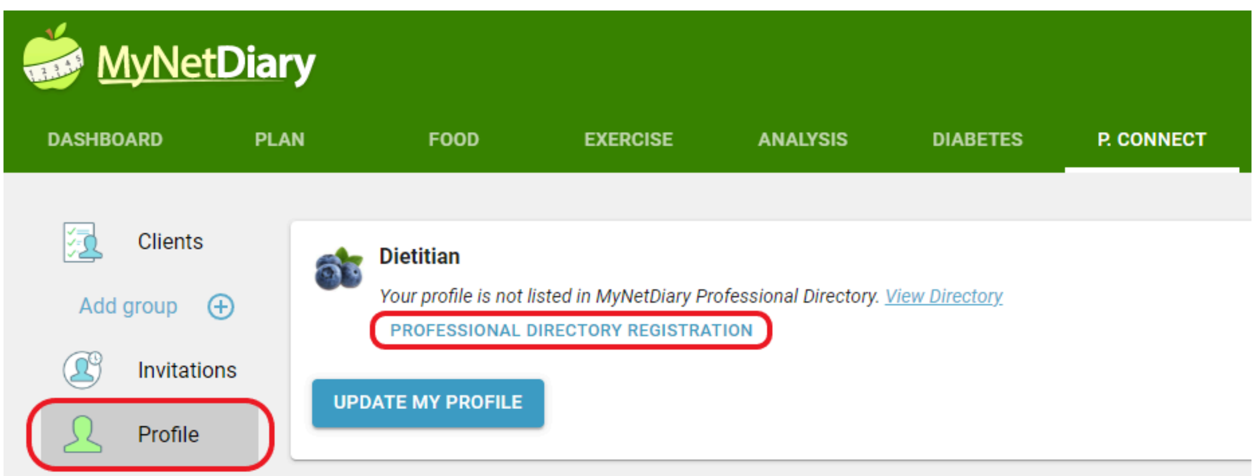
Free Listing in the Professional Directory

Note: the feature is only available on the website

The Professional Directory offers users a convenient way to locate a professional by location and specialty. Being listed in the directory is free. You can include your phone number, email, and physical address so users can reach you directly. These details appear alongside your public profile link in the directory.



If you would like to be listed in this directory, please sign in to your existing MyNetDiary account online at www.mynetdiary.com, go to the Professional Connect tab, and click Professional Directory Registration in the Profile:



Please fill in all the required information, including your credentials, and submit it. The Directory Update Status will be changed to 'Submitted for Review'. We will process it within 24 hours and either approve it or return it to you for some corrections.

After the review is completed, you will see a link to your page on our website. Only approved professional profiles (after MyNetDiary Support verification) appear in the public directory, with verified contact and practice details.

Connecting with a Client

There are multiple options for connecting with clients, including via mobile app or in-person, initiated by a professional inviting a client, or vice versa.

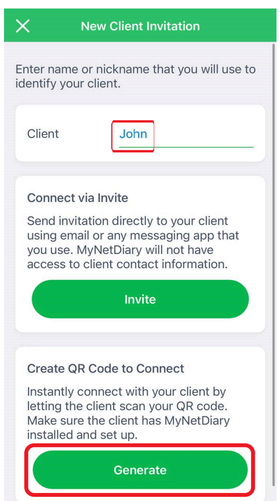
Mobile Apps

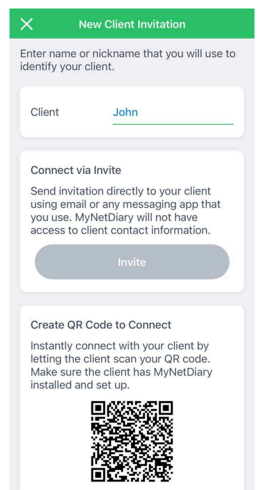
While Meeting In Person

If you are meeting with your client in person:

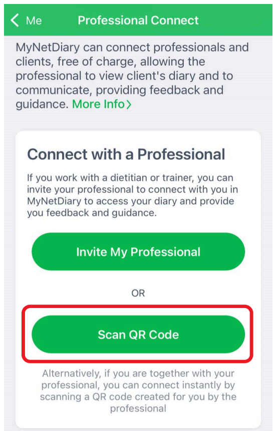
An easy way to connect is by using a QR code for your client. Make sure that the client has installed the app and is registered as a user.

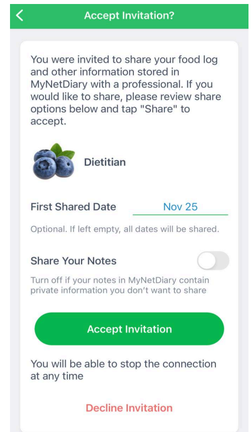
Tap Invite New Client, enter the name or nickname of the client (the name will be visible only to you to let you identify your clients), and tap the Generate button:





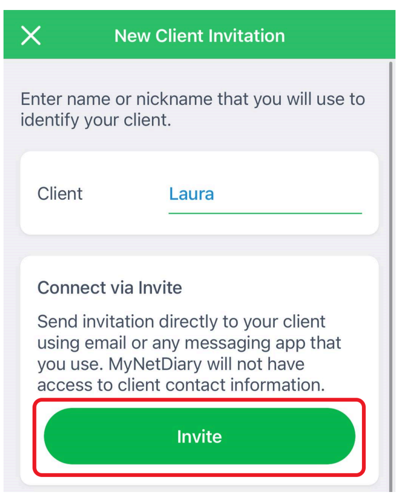
The client should open the app, proceed to Professional Connect under the Me tab, and choose Scan QR Code. Alternatively, it can be scanned just by using the phone camera. After scanning, the client must accept the invitation to connect with you:

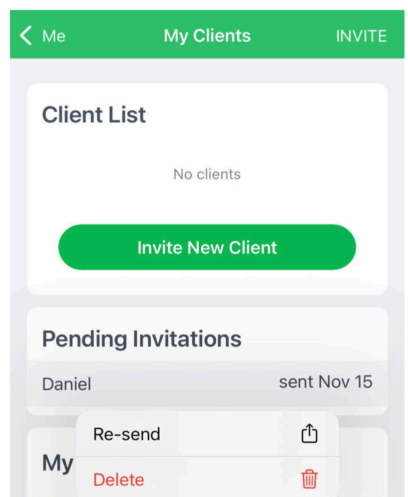




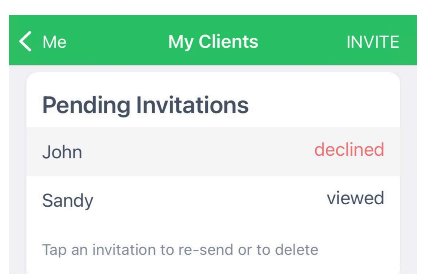
Inviting a Client

If you are not meeting in person, or using QR codes is not convenient:
You can send an invitation to your client.
It can be sent using email, text message, or any messaging app (WhatsApp, Messenger, Telegram) that you use with your client. After you send an invitation to the client, you will see it under Pending Invitations. You can resend an invitation if the client did not receive it or delete it:

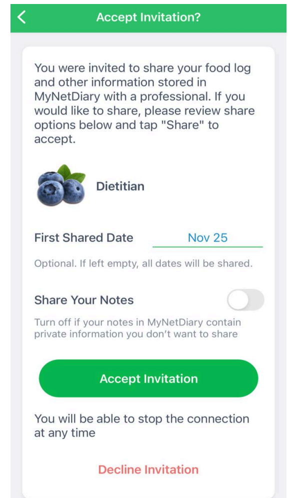




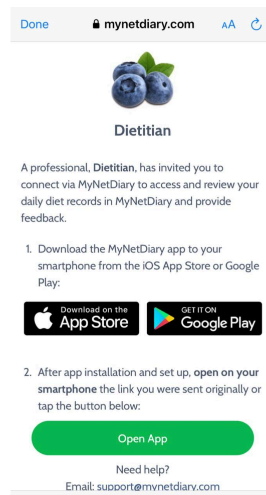
If the client views your invitation or declines it, you will be able to see this. Declined invitations can be deleted while viewed ones can be resent or deleted.



After opening the invitation link, the client must accept it to connect with you. At this step, the client also has the option to select the start date for the information to be shared and to choose whether or not their personal notes will be shared.

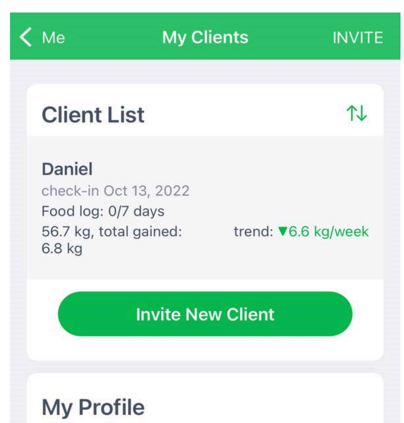


If a client did not install the app, he will see the following screen after opening the invitation link:

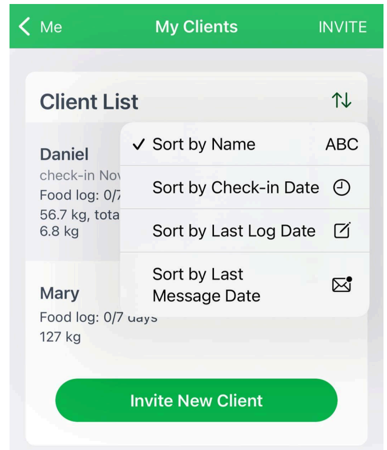


When the client installs the app and taps the invitation link, the Accept Invitation screen appears. After they accept, your accounts are connected automatically.

Once the client accepts your invitation, you will see an assigned name in your client list with the key information about the client's progress and activity in MyNetDiary: such as weight, weight result, trend, recent amount of food logs, and next check-in date (if you set up one):



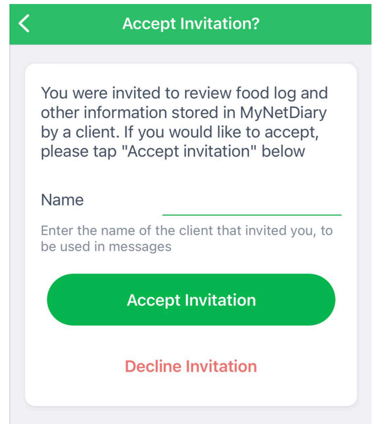
As you add more clients, you can sort the list with the sort button:



Accepting Client Invitation

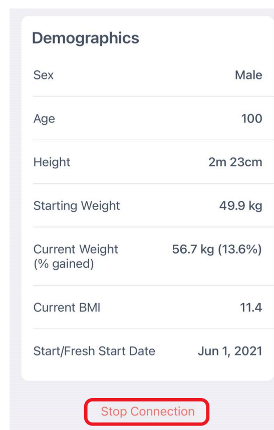
The client can also initiate the connection with you using the same methods: by sending a link or providing a QR code. Follow the link or scan the code using the MyNetDiary app (Professional Connect, under the Me tab - Scan QR Code) or your phone's camera.

After that, you will see the following page, where you can either decline or accept the invitation and put a name for the client:

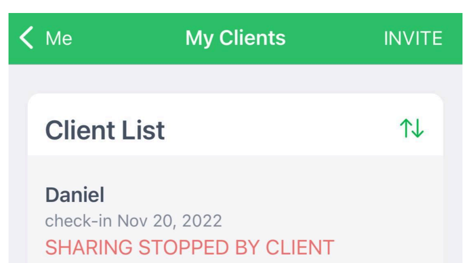


Stopping Connection

You can stop the connection with a client anytime by choosing the client in the list, tapping Client Profile right below the client's name, and scrolling down to the bottom of the screen.
There will be a Stop Connection button:

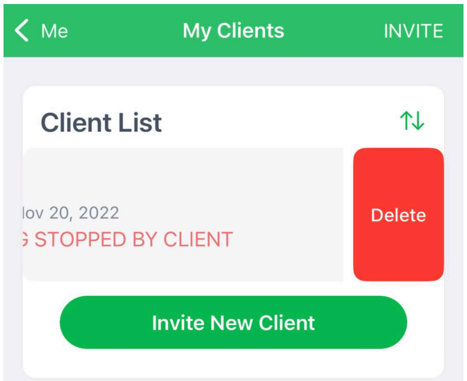


After the connection is stopped, you won't see this client anymore and won't have access to the client's data.



If your client stops the connection with you on their side, you won't be able to see their data anymore, as will be indicated in your client list.

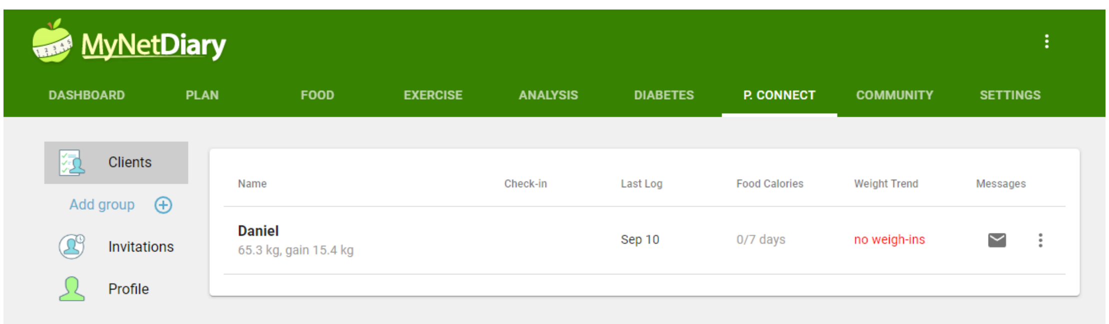
You can delete this client from the list by swiping the row from the right:



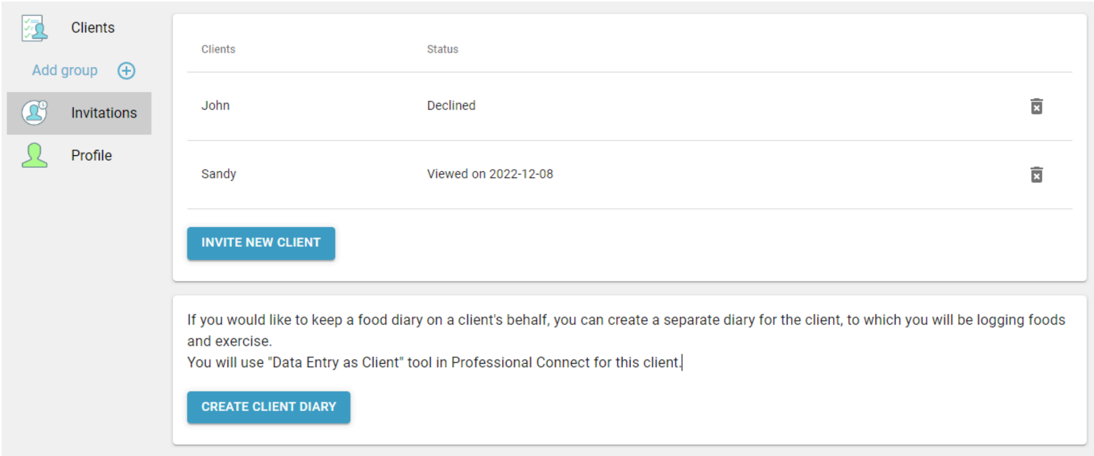
Website

Adding a client

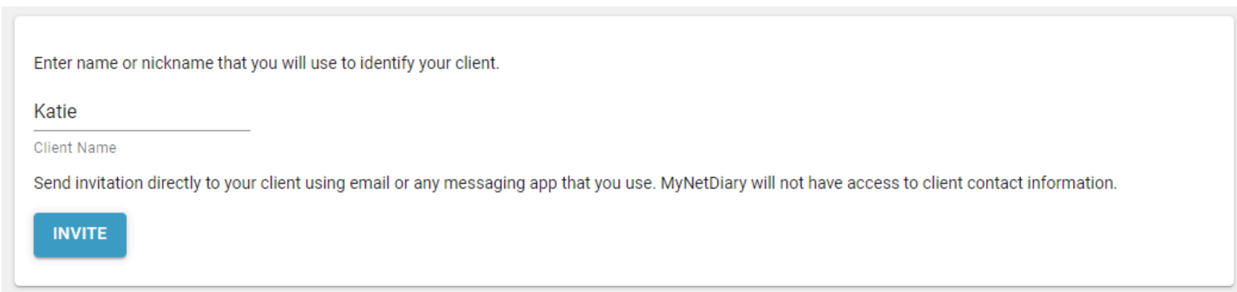
Once you register as a professional, you will see the new P. Connect tab at the top of the page. You will use this tab to view your clients, invite new ones, and communicate with them:



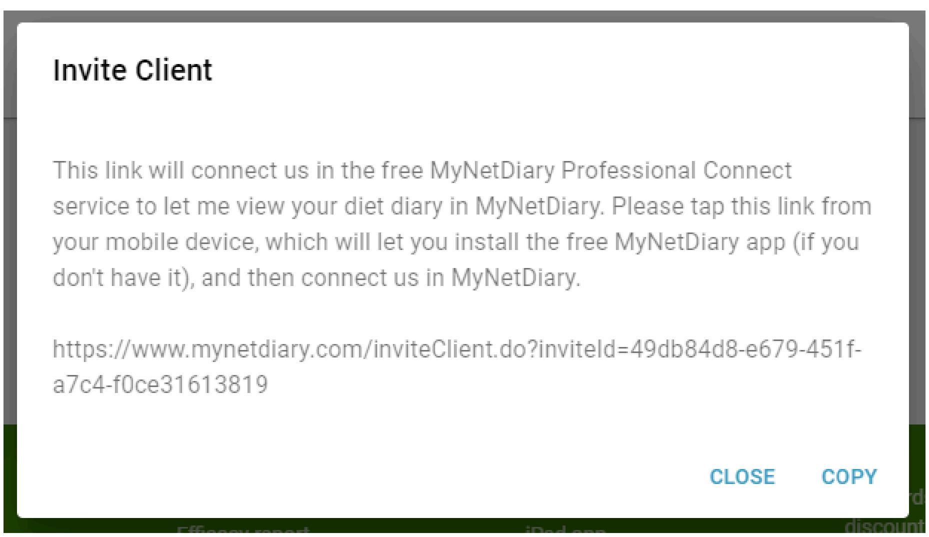
To invite new clients, click on Invitations - Invite New Client:



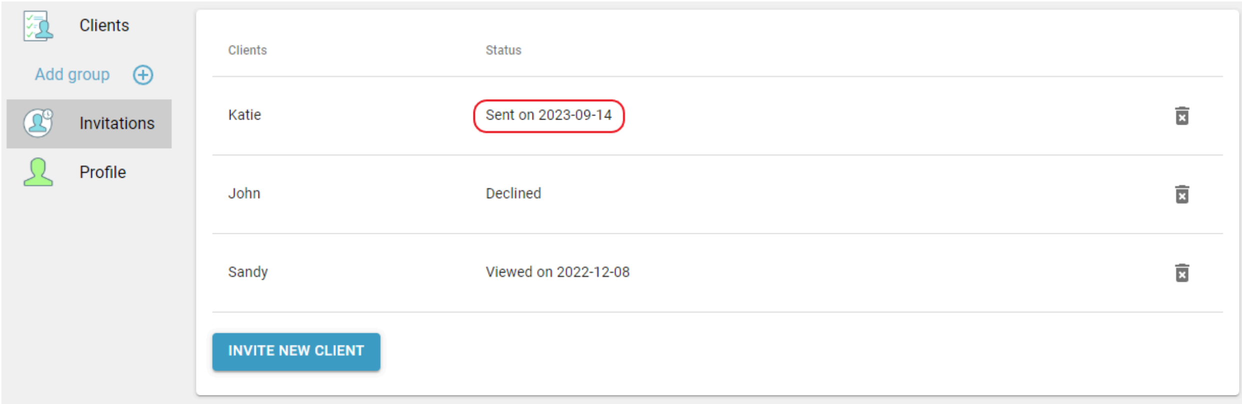
Enter the name or nickname of a client (this name will be visible only to you to help you identify your clients):



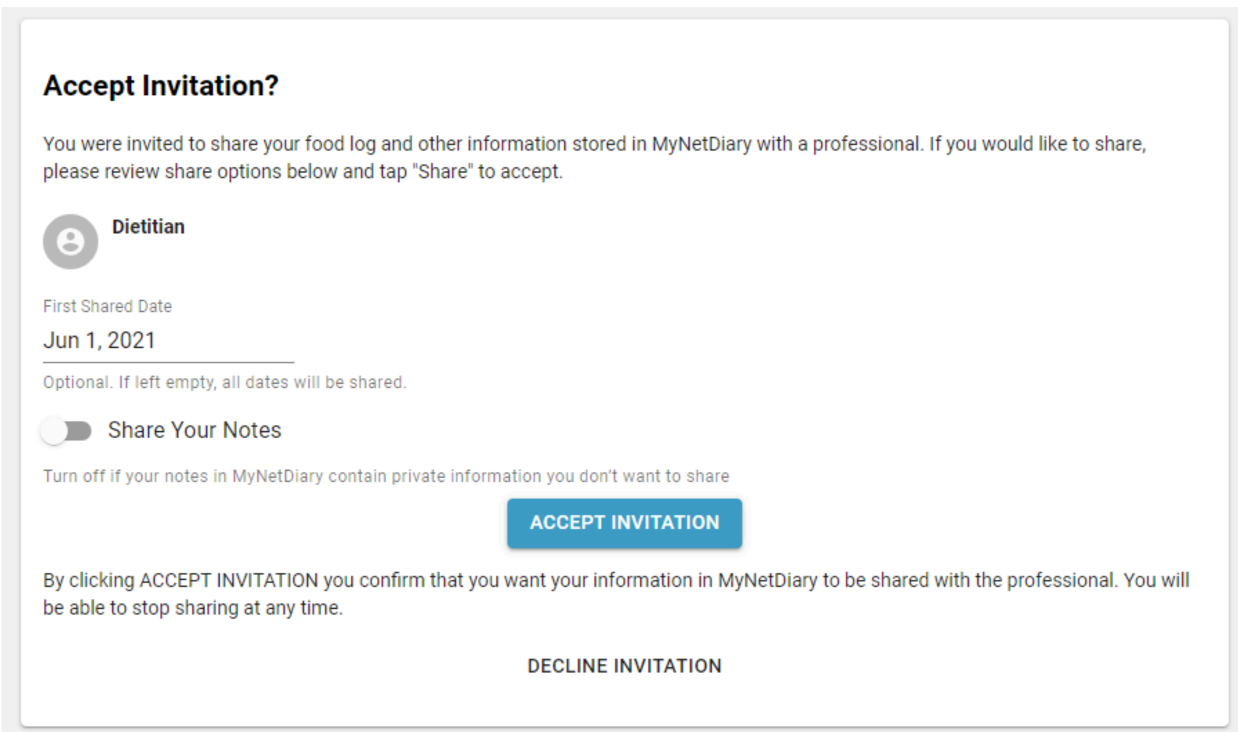
After you click Invite, you will see a message generated. Click Copy and send it to the client through email or any messaging app.



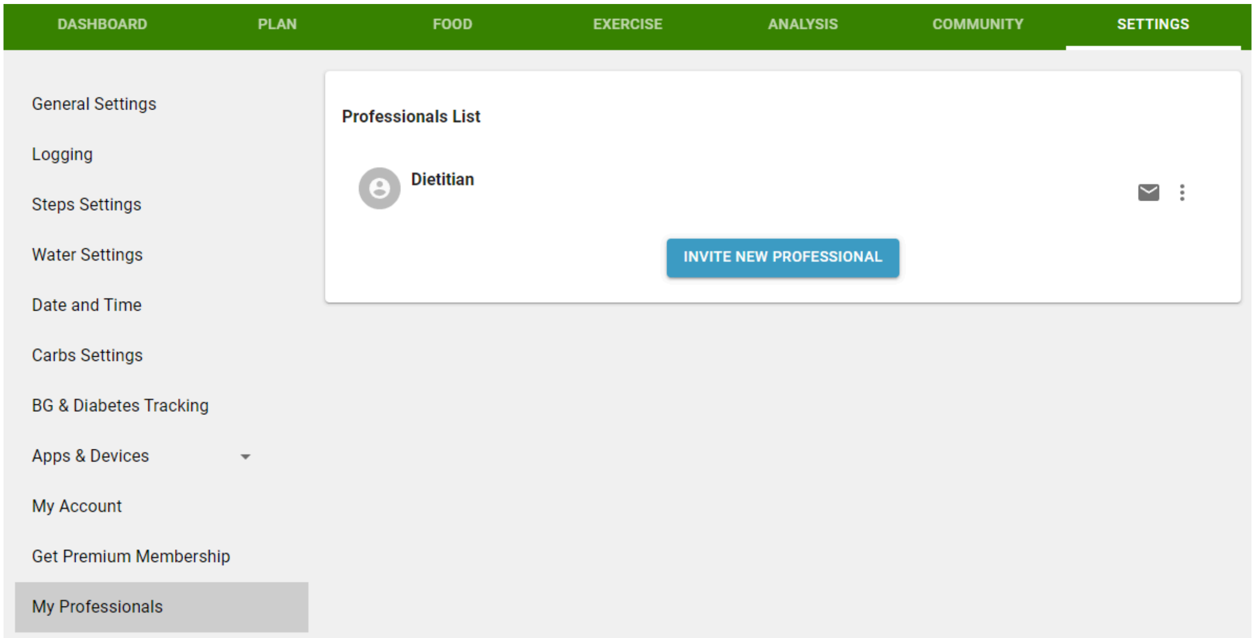
After you send an invitation to the client, it will be marked as Sent. You can click on it to see the generated message with a link again (in case you need to resend it). You can also delete it by clicking the Bin icon on the right. In case the client declines the invitation, it will get the Declined status:



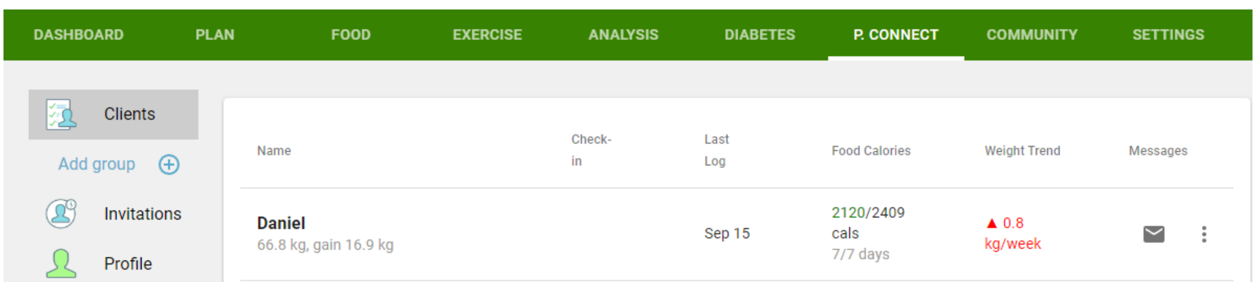
The client can open the link on any device. The MyNetDiary app must be installed on a mobile device. On a desktop, the client needs to create an account before accepting the invitation to connect with you. This is how the page will look on the website version:



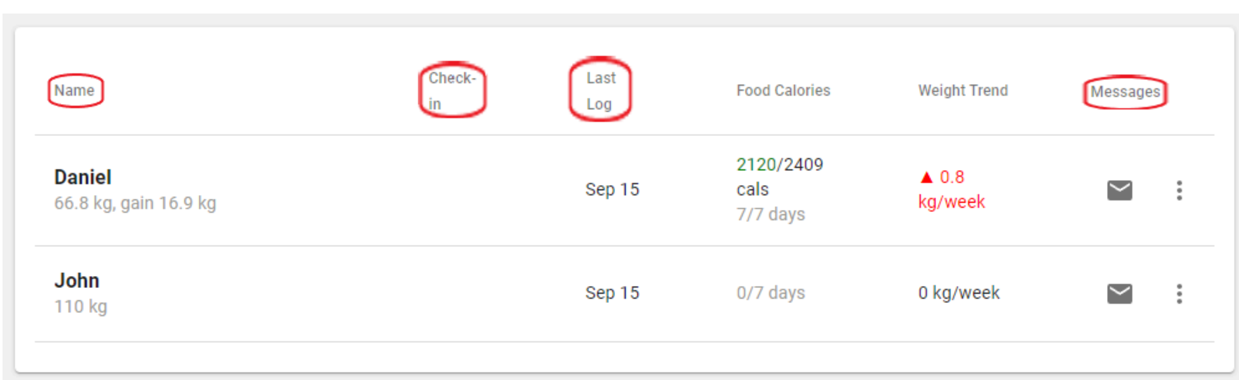
This is how your clients will see you on the website version:



You will see the client's name in your client list with the key information about their progress and activity in MyNetDiary, such as weight, trends, recent amount of food logs, and next check-in date (if you set one):



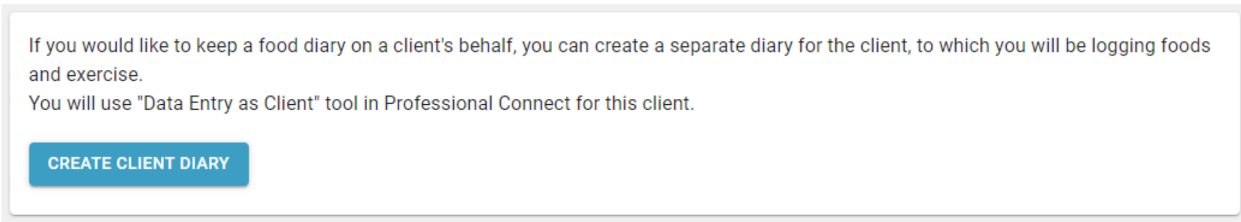
As you add more clients, you can sort the list by any of these columns:



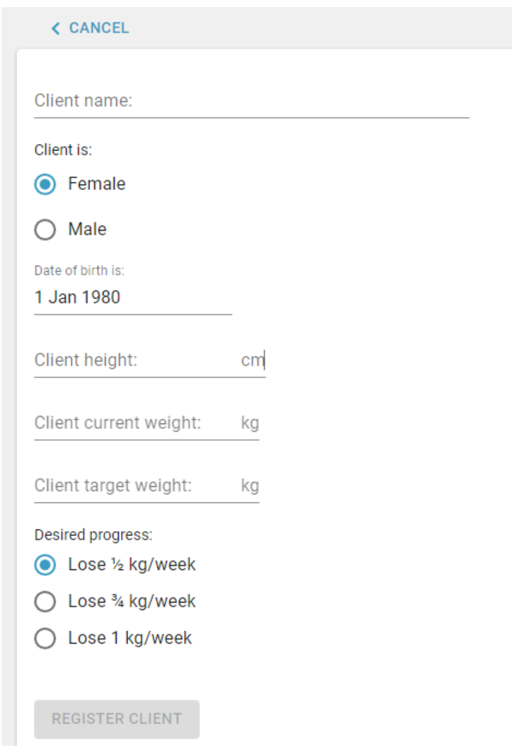
Creating a diary for the client

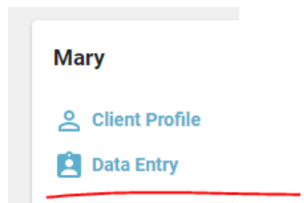
Please note: you must protect the client's data and not share access credentials when managing multiple client accounts.

If the client has no account in MyNetDiary, it might be easier to create one for them on your side with the client's consent (you can do so from the Invitations menu):



Fill in the data and click Register Client. For such accounts created by you, there is a specific feature of data entry, which you use to log food on behalf of the client:

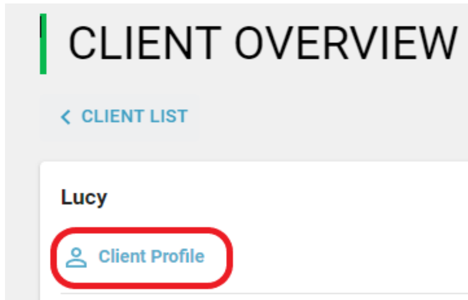


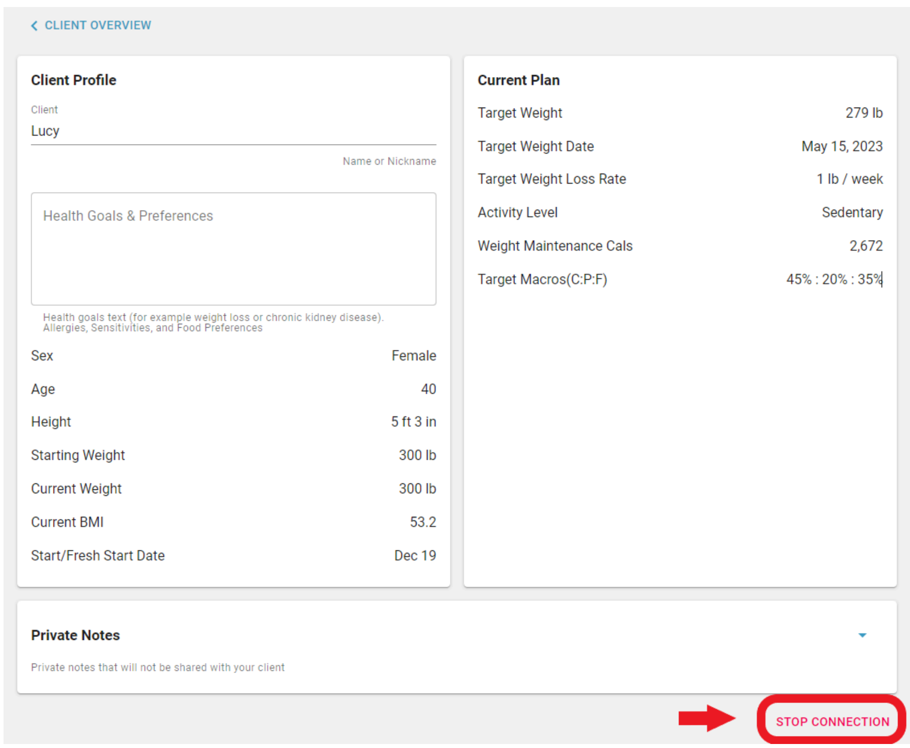


Note: If the client already created their own MyNetDiary account, they can achieve the same result by toggling **"Allow Data Entry"** in their settings (*Settings > My Professionals > [health professional's name] > Sharing Options > Allow Data Entry*). This gives you the ability to log food and exercise on their behalf, even if their account was not created by the professional. If no account has been created, the client won't be able to enable the '**Allow Data Entry**' slider. In that case, the professional should encourage or help the client create or register their account first.

Stopping Connection

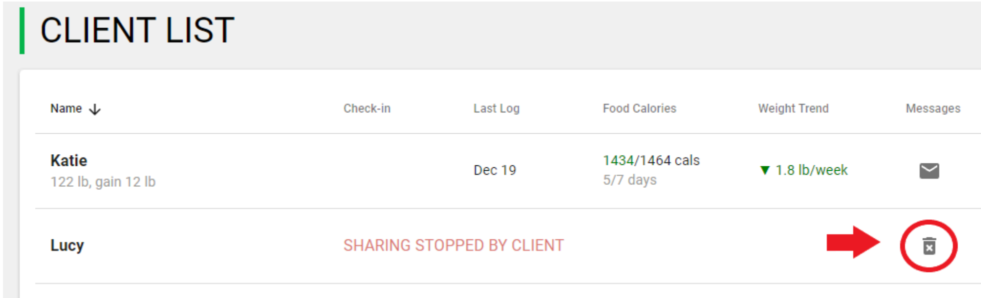
You can disconnect from a client at any time by selecting the client in the list and clicking the Client Profile button located directly below the client's name. You will see the Stop Connection button in the lower right corner:





After the connection is stopped, you won't be able to view this client anymore and won't have access to the client's data.

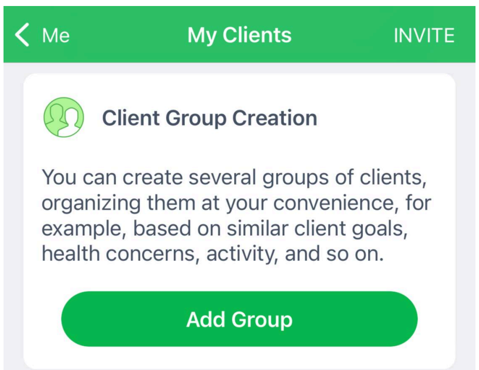
If your client stops the connection on their end, you won't be able to view them anymore, as will be indicated in your client list. You can delete this client from the list:

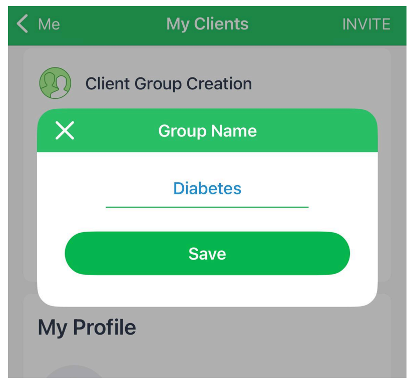

CLIENT LIST
Name
Check-in
Last Log
Food Calories
Weight Trend
Messages
Katie
122 lb, gain 12 lb
Dec 19
1434/1464 cals
5/7 days
▼ 1.8 lb/week
Lucy
SHARING STOPPED BY CLIENT

Organizing Clients into Groups

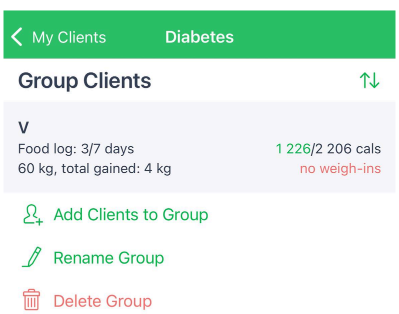
Mobile Apps

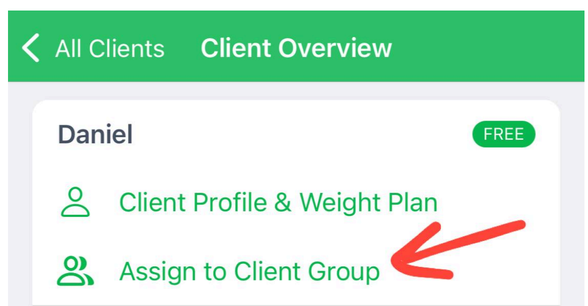
You can easily create client groups through the My Clients menu under the Me tab. Scroll down to "Client Group Creation," tap Add Group, enter the name, and tap Save.





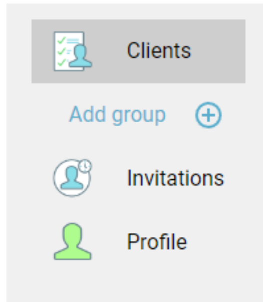
Adding clients to the group is possible in the group itself or via the client profile:



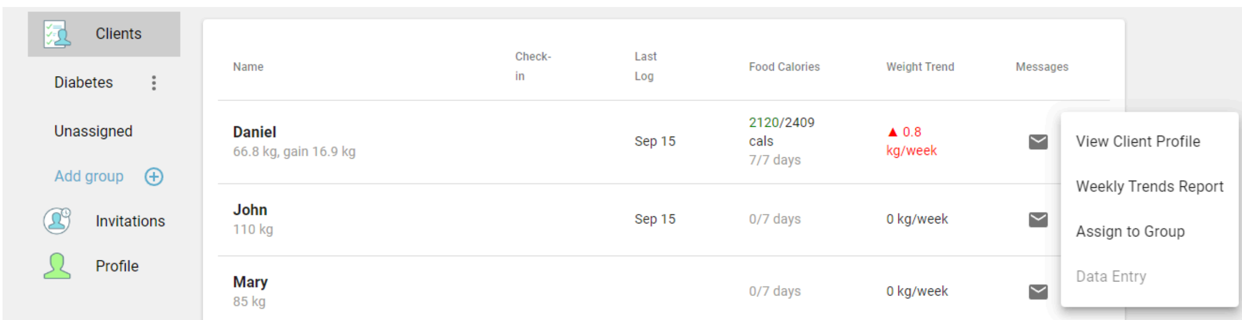


Website

On the desktop version, you can create groups in the P. Connect tab in the left sidebar:



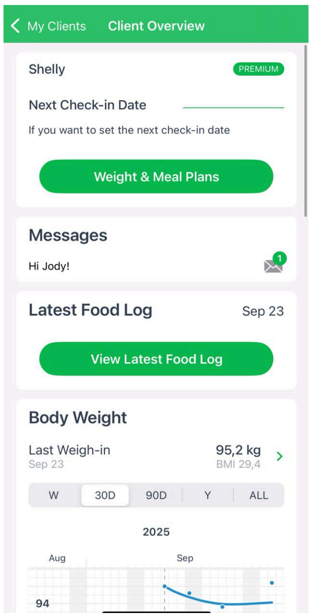
To add a client, click on the three dots button on the right side of the clients' list:

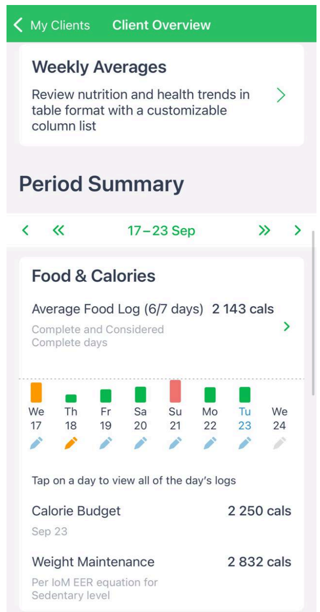


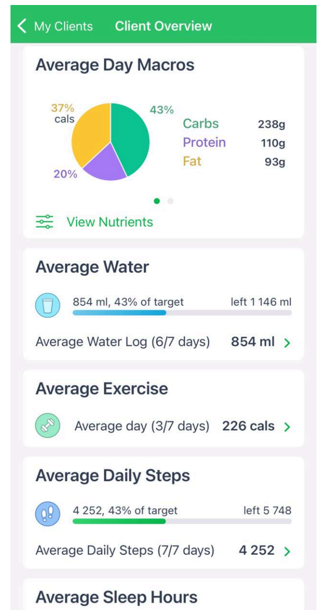
Client Overview

Mobile Apps

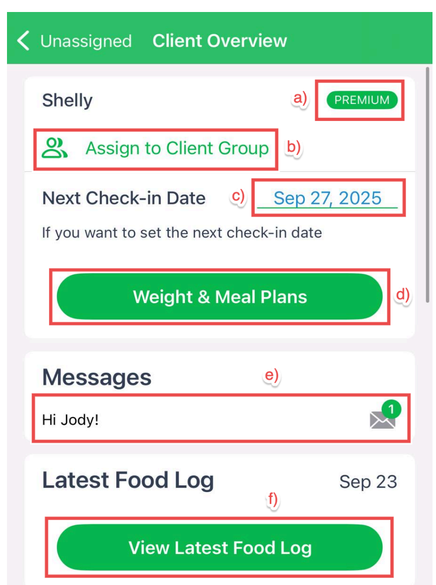
When you view the Client List and select a client, you will see a Client Overview screen with detailed analysis and goals. Here you can message the client, set up a check-in date, or make notes for yourself (which are not shared with the client).





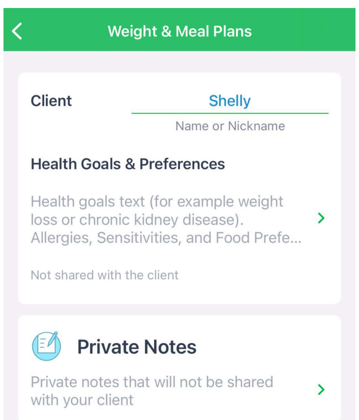


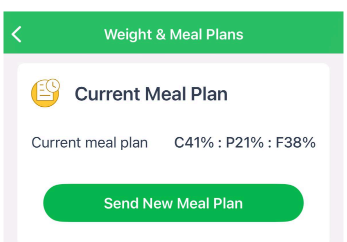
Let's take a closer look at the panels in the Client Overview.

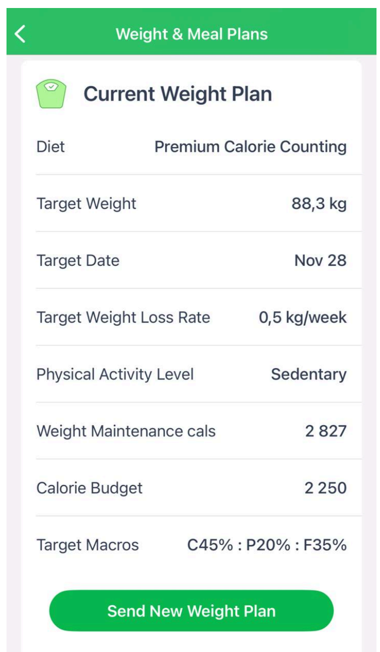


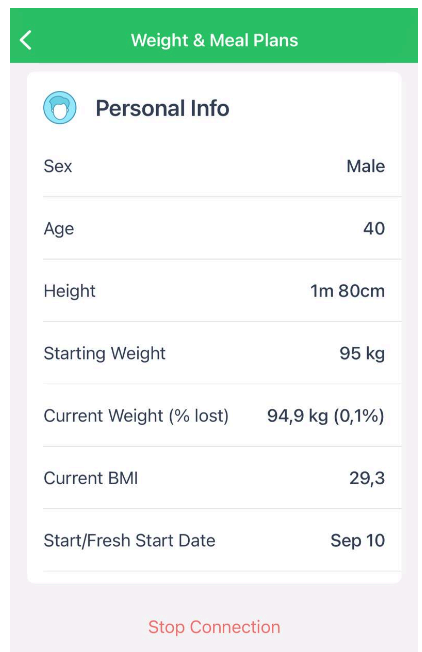
A. The information available in Professional Connect will be the same as that available to the client. While MyNetDiary offers most features for free, more advanced features are available with Premium, including a comprehensive list of nutrients, Premium Diets, and Premium Recipes. If a client does not have an active Premium subscription, some information may not be available to you. Premium users have access to all MyNetDiary features, allowing them to view data on all nutrients. You can see if the client has no active subscription (Free) or has one (Premium);
B. Assigning to Client Group will add this client to the group that you choose;
C. Check-In Date is a reminder for you to check on the client and progress;
D. Tapping Weight & Meal Plans will open a screen where you can update the client's name, put your personal notes, see their current plan or send a new one, send a meal plan, see their personal information, and stop the connection if needed (see the screenshots below);
E. In the Messages section, you can see the last message exchange. Tapping on it will open a chat between you and the client within the app;
F. View Latest Food Log allows you to check the client's weight for the day, foods, nutrients, and all the other data logged, and you can provide feedback for the chosen day.

Those are screens available under the Weight & Meal Plans menu (D).

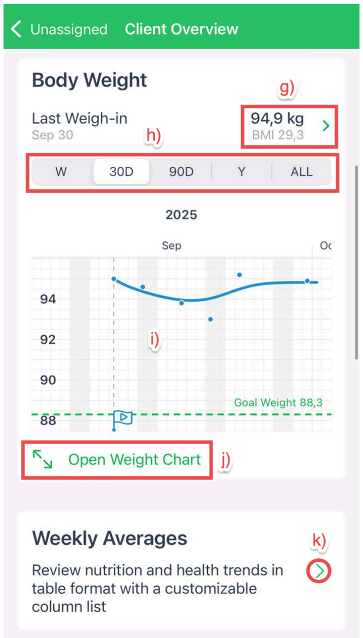


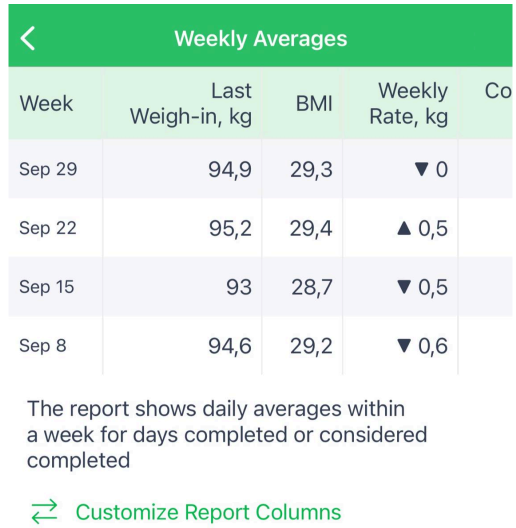


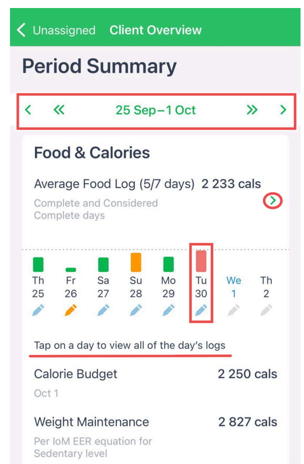




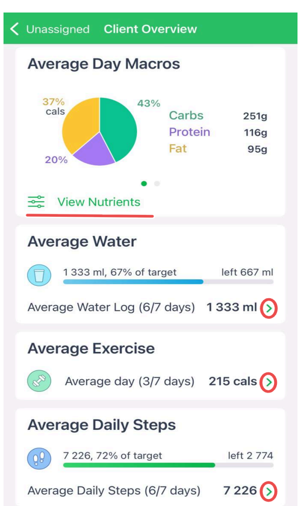
A. Tapping the Last Weigh-in will open weight loss/gain trends/results in periods and weigh-in entries;
B. You can select the period for the graph below to visualize;
C. You can move and zoom along this graph;
D. Open a full-screen version;
E. Via this button, you can check the Weekly Trend Report:







Period Summary is where you can change the date you are viewing by tapping arrows: one to switch by day, two to switch by week. Tapping on the bar will allow you to select a custom period. Tapping any item with a disclosure button opens all details for the item. You can tap on any day to open Day Overview:

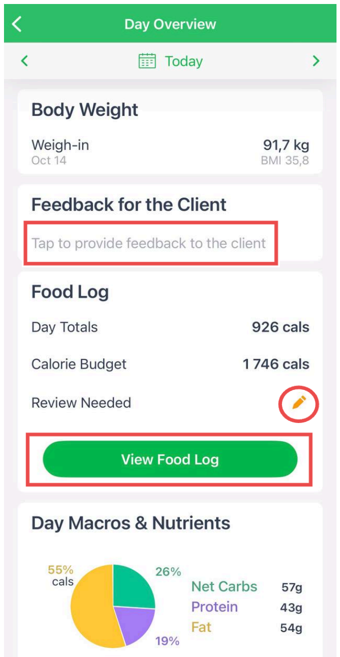


Another thing you can see in the client's overview is Average Day Macros. Tapping 'View All Nutrients' will open a complete list of averages for all nutrients.

You can view a significant amount of data using Professional Connect. It depends on what trackers your client is using, what data is logged.

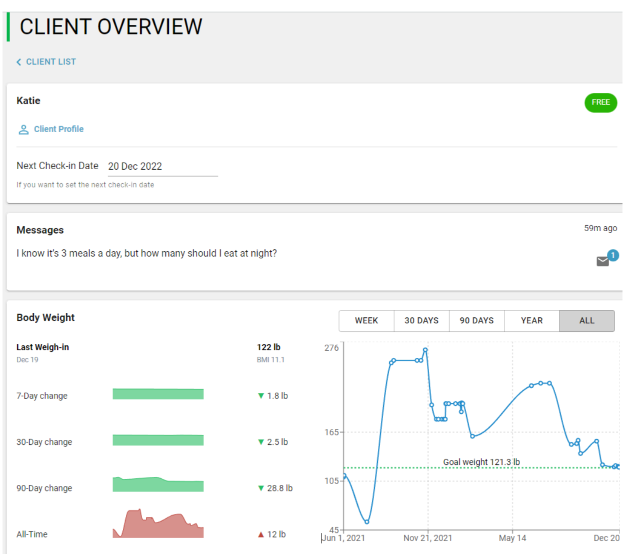
Tap the disclosure buttons on the right of each tracker to expand and see daily details for the selected data type.

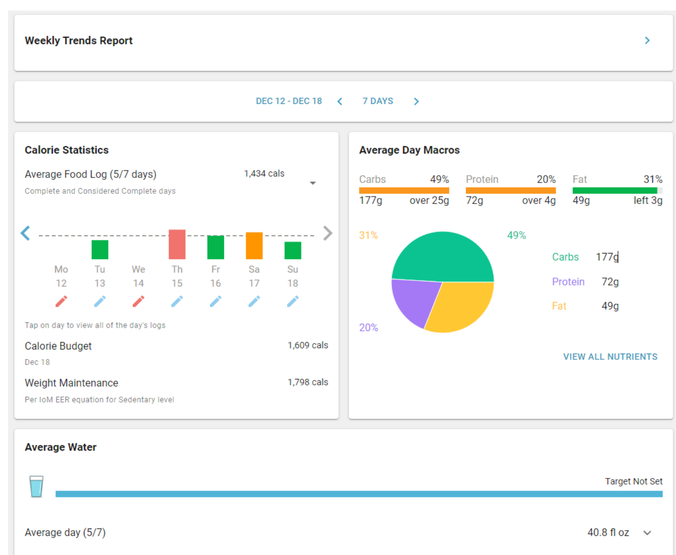
You can send the client a feedback message for the specific day in the Day Overview. Tapping View Food Log section will open the full list of the day's logged foods.



Website

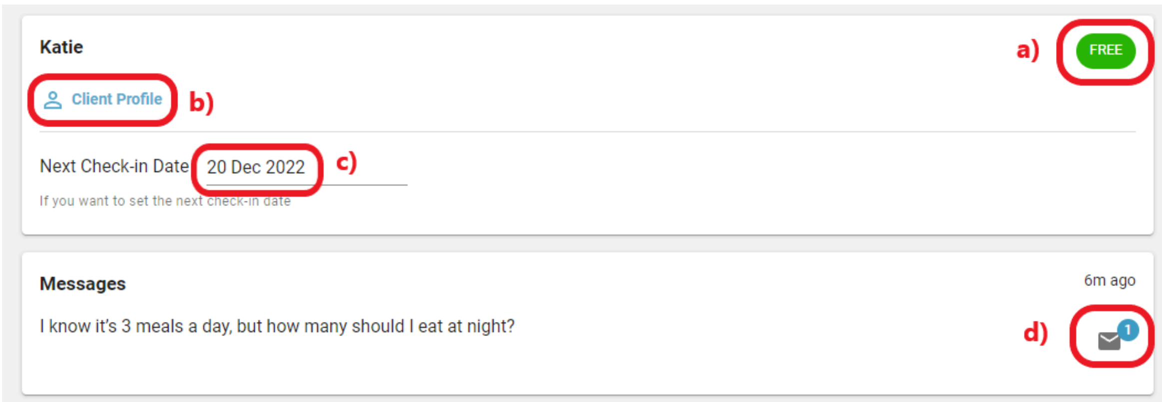
When you view the Client List and select a client, you will see a Client Overview screen with detailed analysis and goals. Here you can message the client, set up a check-in date or make some notes for yourself (they are not shared with the client).





At the bottom of the screen, there are two buttons to create PDF/Excel reports:

Let's take a closer look at the panels we have in the Client Overview.

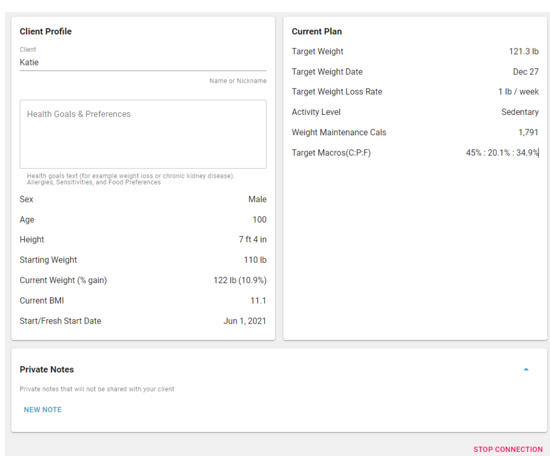


A. You can check if the client has an active subscription (Premium) or not (Free). While MyNetDiary offers most features for free users, advanced features are available with Premium, including the complete list of nutrients, Premium Diets, Premium Recipes, and more. If a user does not have an active Premium subscription (same if they use the Pro app, the D app, or Carb Genius), the information available to you will be the same as the information available to the client. Premium users have access to all features of MyNetDiary, enabling them to view Premium-only data.

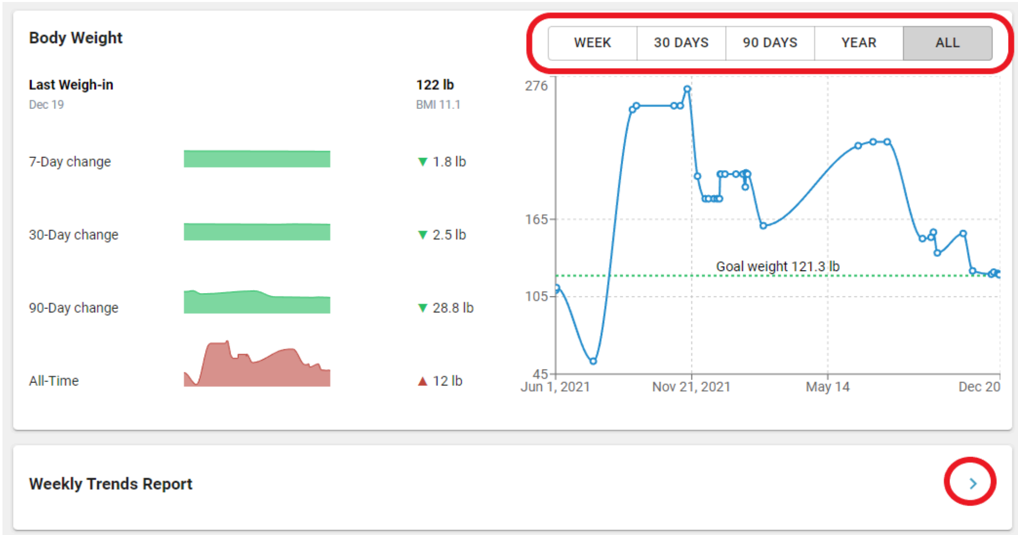
B. Clicking Client Profile will open a screen where you can change the client's name, put your personal notes, see the current plan, personal information, and stop the connection if needed (see three screenshots below).

C. Check-In Date is a reminder for you when you plan to check on the client and their progress.

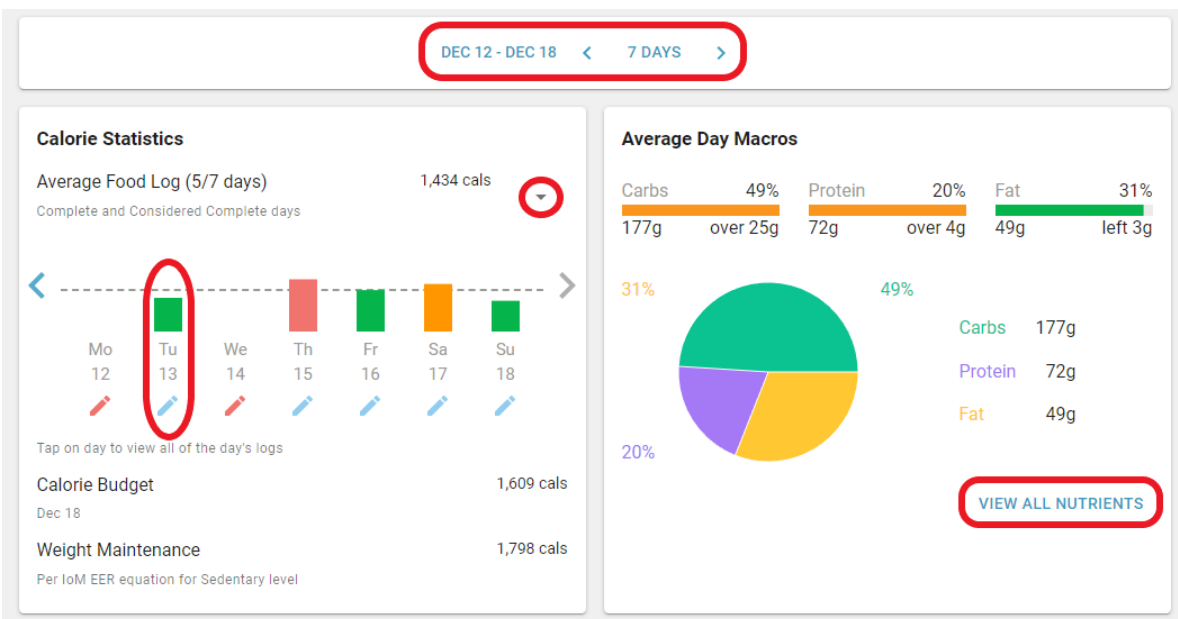
D. In the Messages section, you will see the last communication. Clicking on it will open a chat between you and the client within the app:



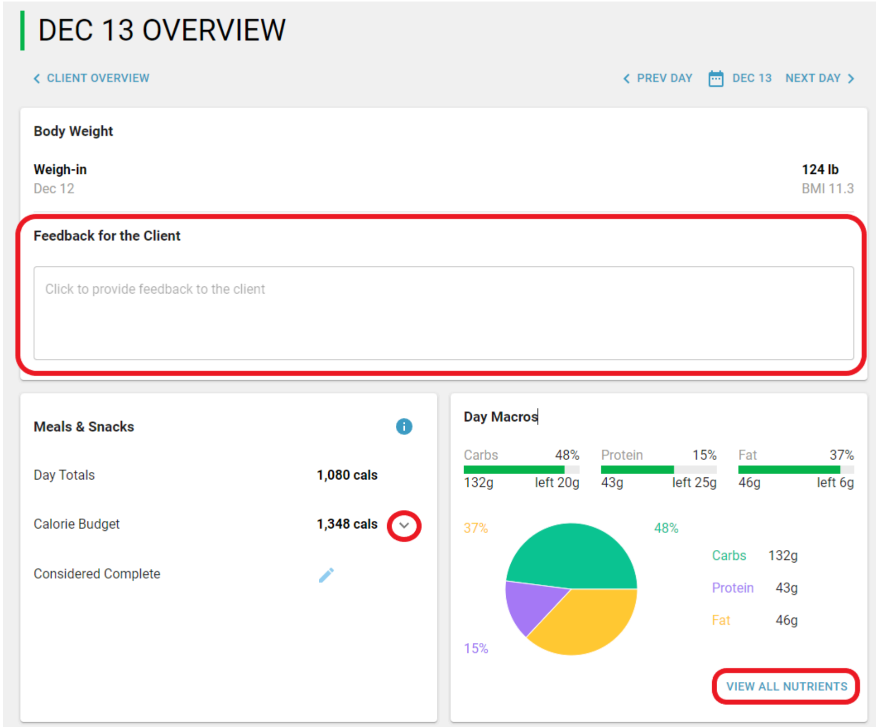
You can select the period for the graph below to visualize. Click on the button to the right of the Weekly Trends Report to see that report.



The Period Summary in the client's overview lets you select and view data for a specific time period. Tap the disclosure button below to see the table of recent logs. You can click on any day to open its Day Overview.
Clicking 'View All Nutrients' will open a list of all tracked nutrients. The visibility of the nutrient list depends on the client's plan (Free vs Premium).

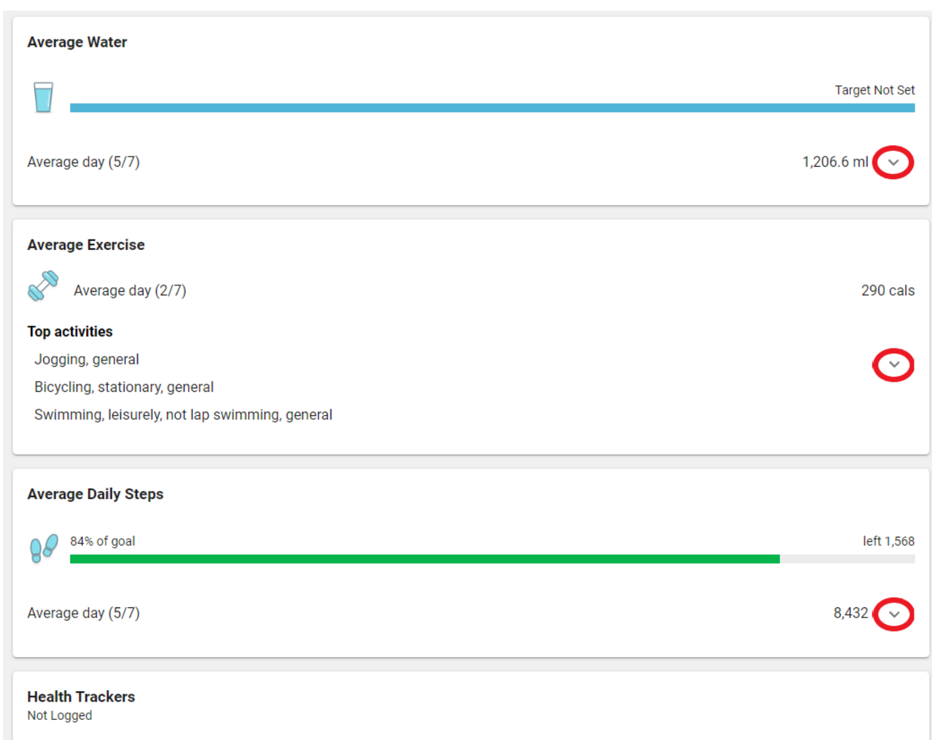


In the Day Overview, you can send a message to the client referring to this specific day. Click the disclosure button next to the calories amount to see the complete list of the day's logged foods. Clicking 'View All Nutrients' will open a complete list of the day's nutrients consumed.



You can view a wide range of additional data using Professional Connect. It depends on what trackers are active and what data is logged in the client's profile.

Tap the down arrow on the right of each tracker to expand and see daily details for the selected data type.

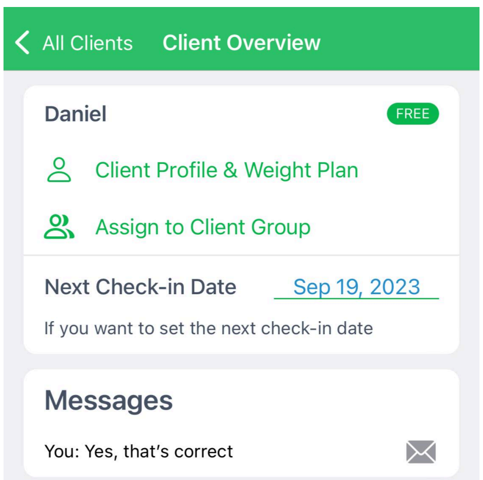


Messaging with Client

Mobile Apps

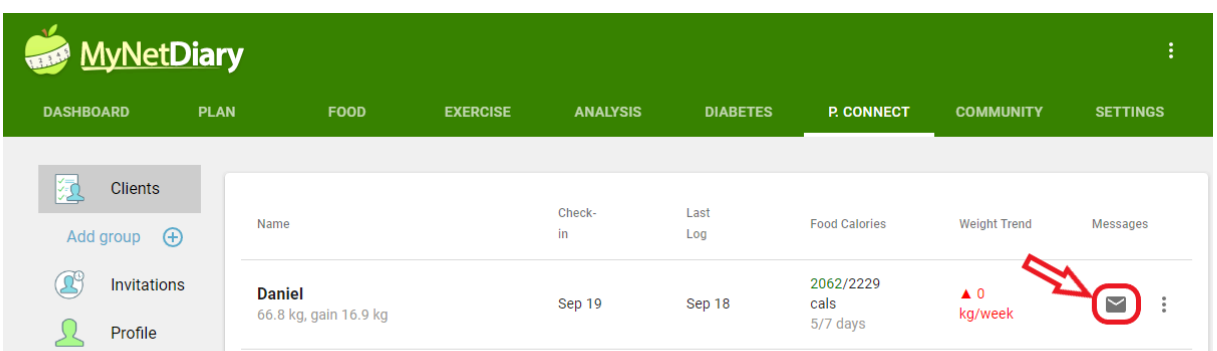
To message a client, you need to find the client in your list.
Messages are only visible to you and your client.

Within the profile, there is a separate section for messages:



Website

To message a client, you need to find the client in your list.
To the right, there will be a message button:

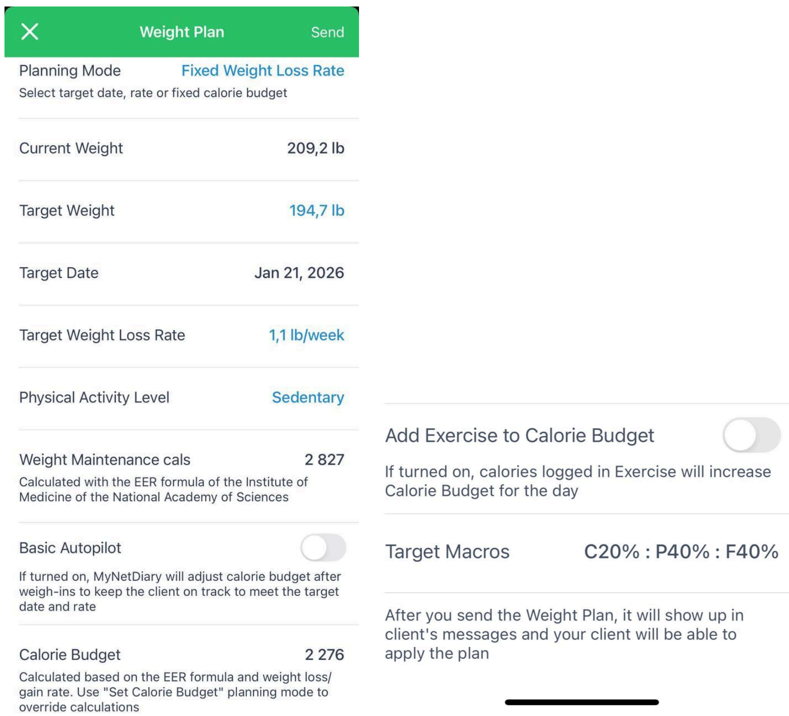


Tip: Customize feedback frequency (daily, weekly, etc.) based on client needs for better engagement.

Sending Weight Plan

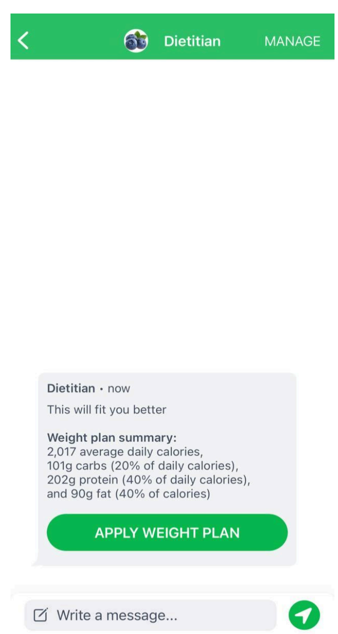
Mobile Apps

To set up a specific diet for the client, open the client and tap Weight & Meal Plans. Below the Current Weight Plan, you will see a button - Send New Weight Plan.



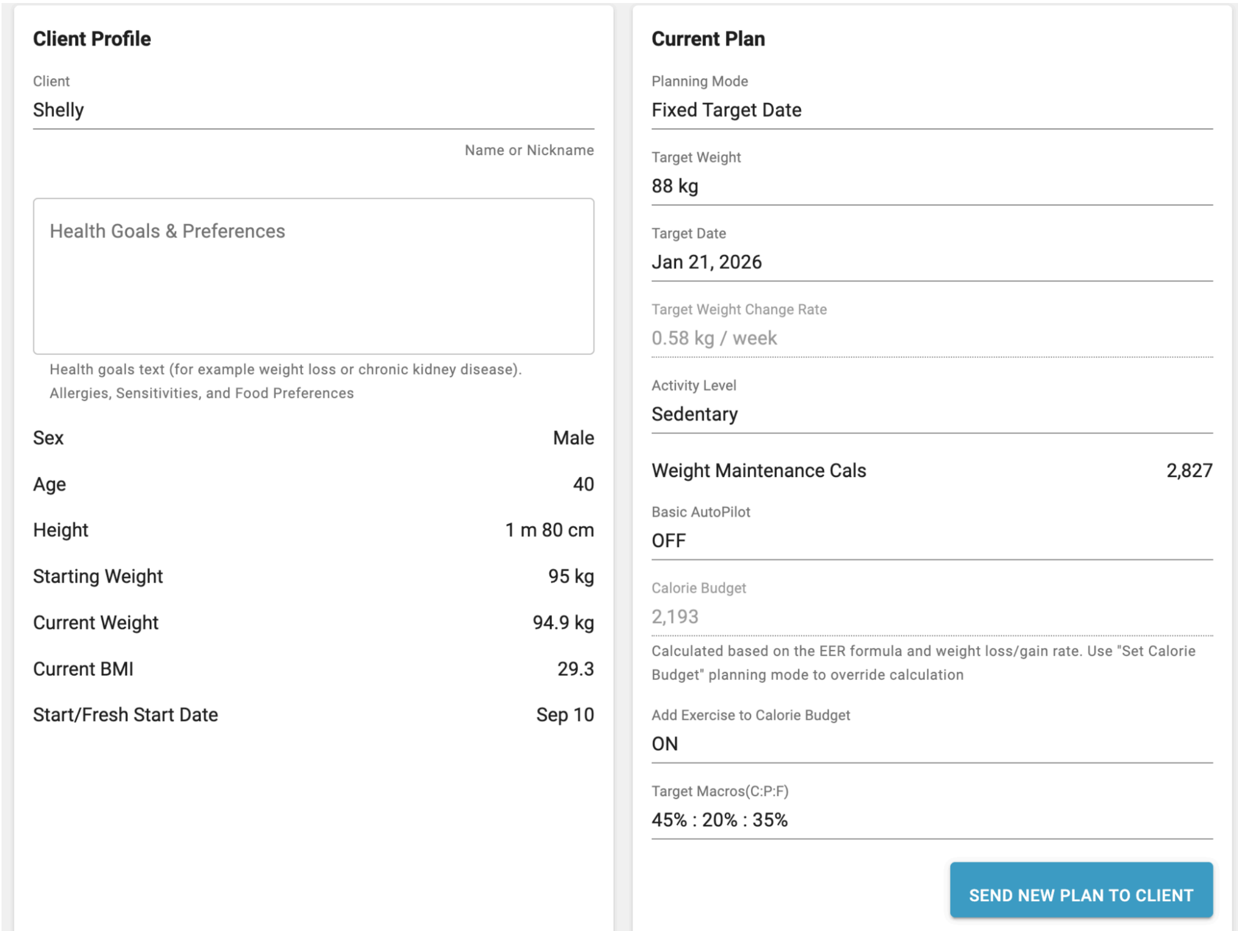
The data available for adjustment will change depending on the planning mode you choose (fixed target date/fixed weight loss rate/set calorie budget).

After you send the plan, the client will see this plan in your messages. Once he presses Apply Weight Plan, it will be automatically applied to his account.



Website

You can adjust the client's plan on the website in the client's profile. After you make adjustments, the button "Send New Plan to Client" will appear:

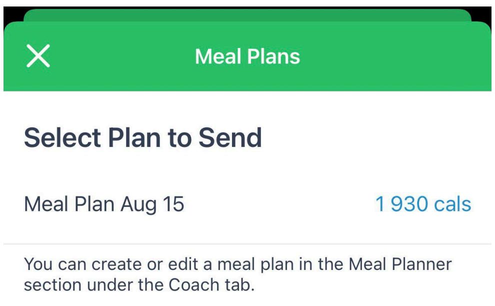


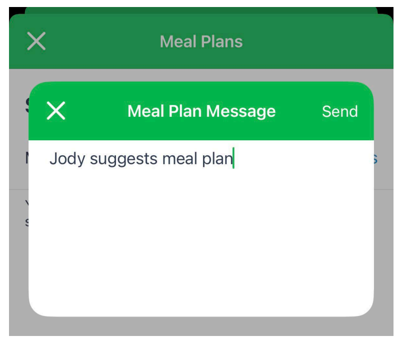
Sending Meal Plan

Note: the feature is only available in full in the mobile app. On the website, you can only send existing meal plans that you created in the app, but you can not edit or create them

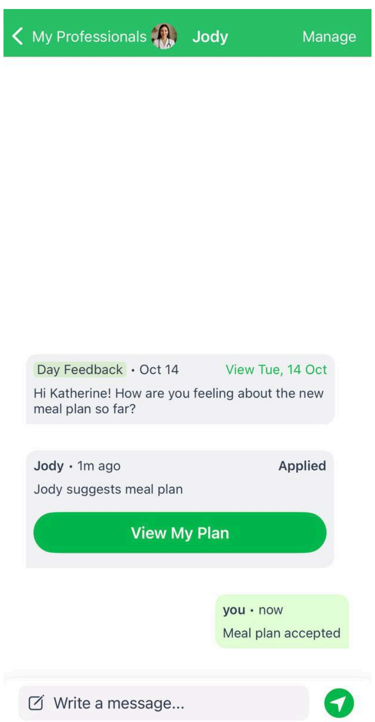
Before sending a meal to the client, you must first create it in the Meal Planner, located under the Coach tab. The plan you make will be available for sending.

After creating a meal plan in the mobile app, go to **My Clients → Weight & Meal Plans.** Under Current Meal Plan, tap Send New Meal Plan to share the plan you created in the Meal Planner, along with an optional message:



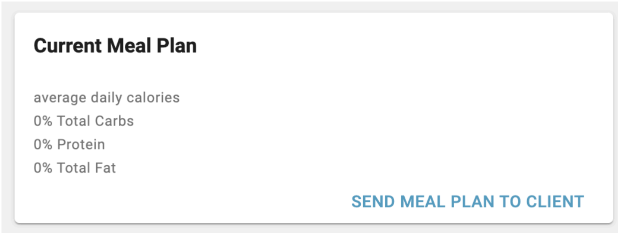


The sent plan appears in the message thread with your client. The client needs to accept it before it's applied to their account.



On the website, professionals can only send meal plans that were created earlier in the mobile app. Clients can also accept and apply these plans from the website's Messages section.

Once you have created a plan in the Meal Planner on the app, you can enter the client's profile on the Website and use this section to send it:


Current Meal Plan
average daily calories
0% Total Carbs
0% Protein
0% Total Fat
SEND MEAL PLAN TO CLIENT

Logging as a Client

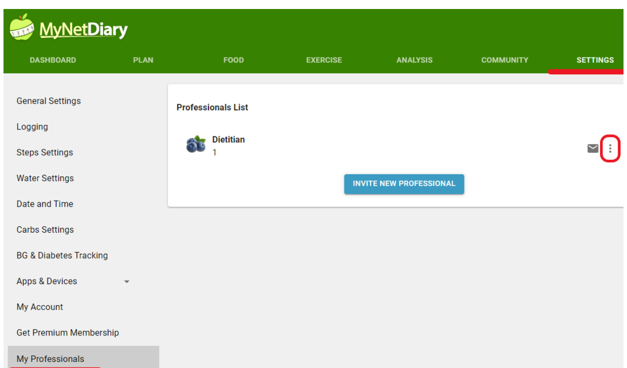
Note: the feature is only available on the website

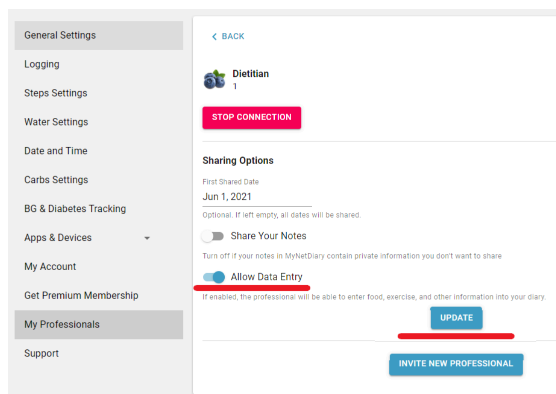
Refer to this point if you want to create a diary on behalf of the client and continue to fill it out on your own.

This can be used for clients who are unwilling or unable to track their food and exercise. No further permissions are needed.

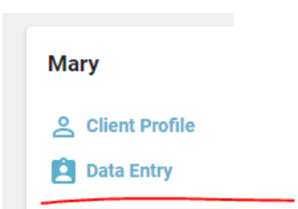
Tip: Always obtain client consent before accessing their account; protect data and never share login credentials when managing multiple clients.

For clients who can set up their own accounts but require occasional assistance in food logging, you can log entries after they grant you permission through their account on the website: Settings – My Professionals – Dietitian account – three dots button – Manage Connection – Allow Data Entry – Update.





After that, you will find the Data Entry feature in the Client Profile:



Troubleshooting

Below are the most common issues professionals and clients may encounter when using MyNetDiary Professional Connect, along with recommended solutions.

Q: What is Professional Connect?

A: It's a feature that transforms MyNetDiary into full nutrition coaching software, allowing dietitians, trainers, and health professionals to monitor client progress, view detailed reports and charts, and communicate securely.

Q: Is Professional Connect a paid service?

A: No. It's completely **free** for all MyNetDiary users — including professionals and their clients.

Q: Do I need to create a new account if I already have MyNetDiary?

A: No. You can use your existing MyNetDiary account and simply enable **Professional Connect**.

Q: How do I turn on Professional Connect?

A: It's easy! See our short setup guide, **"How to Activate Professional Connect"**

Q: How many clients can I manage through Professional Connect?

A: There are **no limits** — you can connect with as many clients as you wish.

Q: Can Android and iOS users connect with each other?

A: Yes. Professional Connect works seamlessly across **iOS, Android, and the web**, with identical features on all platforms.

Q: What data will I see from my clients?

A: You'll have access to all client tracking data depending on their membership type (free or Premium): food logs, exercise, macros, 108 nutrients, water logs, steps, sleep, body measurements, blood glucose, insulin, medications, and custom trackers. Clients can choose the start date for shared data.

Q: What other features does Professional Connect provide?

A: You can send **personalized meal and weight plans**, **chat with clients**, and **offer daily feedback**.

Q: I've never used MyNetDiary before. Where do I start?

A: Download the app or visit the website to sign up.
Then follow our guide, **"How to Activate Professional Connect"** to get started.

Q: What if I experience issues with Professional Connect?

A: Contact **support@mynetdiary.com** — our support team will assist you promptly.

Q: What if a QR code doesn't scan?

A: Make sure your client has granted camera permissions to the MyNetDiary app.
Try increasing screen brightness or adjusting the distance from the code.
If the issue persists, you can connect using the **invitation link** instead.

Q: What if the invitation link has expired?

A: Simply resend the invitation from your **Pending Invitations** list in the app or on the website.
Ask your client to open the new link on the same device where the MyNetDiary app is installed.

Q: What if client data is not updating?

A: Confirm that the client's MyNetDiary account is connected to yours in the **Professional Connect**.

Q: What if the client is using a different or duplicate account?

A: Each client must use the same registered MyNetDiary account for the connection to work.
If the client has multiple accounts (for example, a guest or implicit account in the app and a separate one on the web), disconnect and resend an invitation to their **primary** account.
This prevents data fragmentation and ensures all tracking data and messages stay in one place.

Q: What if the client is using a different account than the one I added?

A: The professional and client must be connected under the same registered MyNetDiary account.
If the client created a second or "implicit" account by mistake, disconnect and resend a new invitation to their correct email or username.

Q: Can I use the same account for both Professional and personal tracking?

A: You can, but we recommend creating **two separate MyNetDiary accounts —** one for professional work with clients and another for your personal use.
This prevents data overlap and confusion in **Professional Connect.**

Q: How can I disconnect from a client or correct a mistaken connection?

A: Open the client's profile and tap or click **Stop Connection.**
You can later reconnect by sending a new invitation.

Q: What if I can't log food for my client?
A: To log meals or make entries in your client's diary, they first need to enable **Allow Data Entry** in their account.
They can do this on the website by going to: **Settings** → **My Professionals** → **[Your Name]** → **Sharing Option** → **Allow Data Entry** → **Update.**
If your client can't find this option or doesn't have access to the website, see the next FAQ **— "Why can't my client enable the 'Allow Data Entry' option in Professional Connect?" —** for details on how to resolve guest account limitations.

Once **Allow Data Entry** is enabled, you'll be able to apply the Premium Membership Gift Card code, log meals, adjust plans, and manage entries on your client's behalf.

Q: Why can't my client enable the "Allow Data Entry" option in Professional Connect?

A: This issue often happens when your client is using a guest (implicit) account created in the mobile app without email registration.
Guest accounts don't have login credentials for the website, where the Allow Data Entry permission is usually managed. Because of that, they can't access the settings page to turn it on.

To resolve this:

1. Ask the client to create a full MyNetDiary account by adding an email and password in the mobile app (under **Me** → **App Settings** → **Account & Privacy** → **Create Account**).

2. Once they've registered, they can enable Allow Data Entry on the website:
Settings → **My Professionals** → **[Your Name]** → **Sharing Options** → **Allow Data Entry (and, optionally, Share Your Notes)** → **Update**.

3. If the client prefers to stay on mobile, contact MyNetDiary Support, and the team can assist in enabling this setting manually.

A future update will enable users to manage this setting directly in the app, even for guest accounts, without requiring website access, allowing professionals to apply codes by accessing clients' accounts.