vital-trac

Frequently Asked Questions

Q: Do I need to download an App to use Vital-Trac?
No. You do not need to download any app from the Apple App Store or the Google Play Store to use Vital-Trac.

The Vital-Trac can be used on a mobile phone or tablet with iOS or Android. It also works on camera-enabled laptop or desktop computers running Windows or MacOS. The camera should be able to stream video at a frame rate of 20 frames per second. Vital-Trac is compatible with Chrome, Safari, or Edge browsers. Firefox is not recommended as Vital-Trac many not function as intended.

Any device used to run Vital-Trac should have at least 6 GB of RAM.

Q: How do I use Vital-Trac on my phone or computer?
Vital-Trac runs in your usual web browser (like Safari, Chrome, or Edge). A small module will install automatically in the background when you agree to the Terms and provide Consent to measure. Vital-Trac only works while the web browser is open. Follow the on-screen instructions to measure your vitals. Your results will automatically be submitted.

Q: Do I need an account or password to use Vital-Trac?
No, you don't need an account. No password is required; just confirm your birthdate matches your provider's records or follow the instructions in your providers application.

Q: When can I use the Vital-Trac?
Your health care provider will prescribe Vital-Trac for medical grade measurements.

Q: How do I start using Vital-Trac?
Click on the link sent by your healthcare professional in your messaging app or open their digital health application and follow the instructions.

Q: How do I measure my vitals?
Sit comfortably for five minutes, uncross your legs, and keep your feet flat on the floor. Ensure good lighting and a steady position. Follow the onscreen instructions to start your measurement.

Q: How do I know if my lighting is good?

Position your face within the red guide box on the screen. Your face should have the same amount of light on it on both sides (no shadows on any part of your face). Make sure that the light is not too bright or you will have shiny, bright spots on your face. You will see a warning message if your lighting is too low or too bright. Vital-Trac will display a warning banner onscreen when lighting conditions are poor.

Q: What do you mean by too much movement?

Find a comfortable location to sit down. For best results, place your device in a stand. After you position your face within the guide box on your screen, remain still while the measurement is in process. When Vital-Trac detects movement, a warning banner will be displayed onscreen.

Q: How do I know if my vital measurements are accurate?

Vital-Trac is FDA-approved and clinically tested, providing accurate results when used correctly.

Q: What if my measurements seem wrong?

Contact your health care provider if you believe your measurements are inaccurate and use an alternative device to measure.

Q: Can I use Vital-Trac if I'm having a medical emergency?

No, dial 911 for emergencies. Vital-Trac is not for urgent situations.

Q: How does my doctor get my vital measurements?

After measuring, your doctor automatically receives the encrypted results with a date and time stamp.

Q: What do you do with my vital signs?

Your completed vital signs are entered into your patient record in your health care provider's system with a date and time stamp.

Q: Do you record any video while I take my vitals?

Video is needed for real-time measurements but is not recorded or stored anywhere. The camera turns off after measurement is complete.

Q: Why does Vital-Trac keep asking for permission to use my camera?

It's normal; give permission to Vital-Trac to access your camera. Settings may allow permanent camera access.

Q: I can't submit my results. What do I do?

Ensure internet connection, use Wi-Fi or cellular data, and restart by tapping the original link in your text message if needed.