



# Veterinary Blood Glucose Monitoring System for Cats and Dogs

PETRACKR®

Mobile App User Manual  
for Android and iOS



Thanks for choosing PETRACKR®!

The PETRACKR® Veterinary Blood Glucose Monitoring System is one of the latest product innovations from Universal Biosensors.

Effectively monitor your pet's diabetes by utilizing the PETRACKR® App in conjunction with the PETRACKR® Blood Glucose Analyzer. Keep track of your pet's blood glucose levels and other lifestyle factors effortlessly.

With the PETRACKR® App and the accompanying Blood Glucose Analyzer and Test Strip, you can ensure that your beloved pet receives care comparable to the quality of healthcare provided to humans.

## Before you begin

If using the application with a PETRACKR® Analyzer, please read the PETRACKR® Owner's Booklet available at:

[www.support.universalbiosensors.com/en/knowledge/petrackr-user-guide](http://www.support.universalbiosensors.com/en/knowledge/petrackr-user-guide)  
or scan the QR below.



### IMPORTANT SAFETY INSTRUCTIONS

#### WARNING:

- When using the PETRACKR® system on multiple cats and dogs consider the transmission risk of infectious disease or other bloodborne pathogens.
- For testing on cats and dogs only.
- Not for human use.

#### Intended Use

The PETRACKR® mobile app provides a secondary display to PETRACKR® analyzer to monitor glucose of cats and dogs as part of diabetes management, to be used by veterinary professionals and pet owners.

The PETRACKR® Veterinary Blood Glucose Monitoring System is intended to be used for the quantitative measurement of glucose (sugar) in fresh capillary whole blood samples drawn from the pinna or paw pad samples. The system is intended to be used by a single pet and should not be shared.

The PETRACKR® Veterinary Blood Glucose Monitoring System is intended for in vitro diagnostic use for blood glucose monitoring of cats and dogs as part of diabetes management, to be used by veterinary professionals and pet owners. The PETRACKR® Veterinary Blood Glucose Monitoring System is not for use on critically ill patients/pets, patients/pets in shock, dehydrated patients/pets, or hyperosmolar pets.

#### Bluetooth® wireless technology

Bluetooth® wireless technology is used by some smartphones and many other devices. Your PETRACKR® Analyzer uses Bluetooth® wireless technology to pair and to send your patients/pets glucose results to compatible wireless devices. The PETRACKR® Analyzer is designed to work with the PETRACKR® Analyzer Mobile App. Visit

<http://www.universalbiosensors.com/products/petrackr/> for information on which wireless devices are compatible with your PETRACKR® Analyzer, and here/how to download the PETRACKR® Analyzer Mobile App on your compatible wireless device.

When using the PETRACKR® System, we suggest you pair your PETRACKR® Analyzer with a compatible wireless device and track your results. See page 7 and refer to PETRACKR® Owner's Booklet for pairing instructions.

If you experience analyzer interference problems, try moving your analyzer away from the source of the interference. You can also move the electronic device or its antenna to another location to solve the problem.

These guidelines help ensure that your analyzer will not affect the operation of other nearby electronic devices. Additionally, other electronic devices should not affect the use of your analyzer.

**WARNING:** The Bluetooth® feature on your analyzer sends test results to your compatible wireless device. To prevent other people's patients/pet results from being sent to your compatible wireless device, DO NOT let anyone else use your analyzer to test their patient's/pet's blood glucose.

**WARNING:** In locations where cell phone use is not permitted, such as hospitals, some healthcare professional offices and airplanes, you should turn the Bluetooth® feature off. Refer to PETRACKR® Owner's Booklet for more information. Bluetooth® trademark


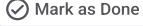



































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## Table of Contents

<b>BEFORE YOU BEGIN</b>	<b>3</b>
IMPORTANT SAFETY INSTRUCTIONS	3
Intended Use	3
Bluetooth® wireless technology	3
<b>TABLE OF CONTENTS</b>	<b>5</b>
<b>PETRACKR® SYMBOLS AND ICONS</b>	<b>7</b>
<b>DOWNLOADING AND INSTALLING OF PETRACKR® MOBILE APPLICATION</b>	<b>8</b>
TO INSTALL THE APP ON ANDROID	8
TO INSTALL THE APP ON IOS	8
COMPATIBLE WIRELESS DEVICES	9
<b>ONBOARDING</b>	<b>10</b>
<b>CREATING A USER ACCOUNT</b>	<b>11</b>
LOG IN WITH EMAIL	11
LOG IN WITH GOOGLE/APPLE ID:	11
Google Authentication	11
Apple Authentication (iOS only)	12
TERMS AND CONDITIONS AND PRIVACY POLICY PAGE	12
SIGNUP PAGE	13
EMAIL VERIFICATION	13
<b>CREATING YOUR FIRST PET PROFILE</b>	<b>15</b>
ADDING A PET PROFILE USING PETRACKR® ANALYZER	15
Analyzer Pairing	16
Linking to an analyzer profile	16
ADD A PET PROFILE WITHOUT PETRACKR® ANALYZER	17
ADD PET DETAILS	17
LINKING AN EXISTING PET PROFILE TO THE ANALYZER	18
<b>DASHBOARD</b>	<b>19</b>
ADD A BLOOD GLUCOSE RECORD	19
Sync with analyzer	19
MANUAL BLOOD GLUCOSE ENTRY	20
ADD A MEAL RECORD	21
ADD AN INSULIN DOSE RECORD	21
ADD AN EXERCISE RECORD	22
<b>REMINDERS</b>	<b>23</b>
<b>NOTIFICATIONS</b>	<b>24</b>

<b>LOGBOOK</b>	<b>25</b>
<b>CHARTS</b>	<b>26</b>
CHART PANEL	27
SUMMARY PANEL	28
<b>REPORTS</b>	<b>29</b>
PDF REPORT	30
Overview Chart	30
Event Log Summary	30
Blood Glucose Chart	31
<b>ACCOUNT SETTINGS</b>	<b>32</b>
PET PROFILE	33
CHANGE PASSWORD	34
FORGOT PASSWORD	35
<b>TROUBLESHOOTING</b>	<b>36</b>
CUSTOMER SERVICE	36
ERROR AND OTHER MESSAGES	36

## PETRACKR® symbols and icons

 Mandatory Fields	 Mark as Done To mark Completed Reminder
 Show Password	 Completed Reminder
 Hide Password	 Refresh Refresh Analyzer List
 Ongoing Activity	 Cat Cat Pet Type
 Details	 Dog Dog Pet Type
 Analyzers	 Upcoming Reminder
 Blood Glucose Reading, Log or Reminder	 Completed Reminder
 Blood Glucose Reading from Analyzer	 Expired Reminders
 Add a Blood Glucose, Meals, Insulin or Exercise record	 Link Link your Pet's Profile with your PETRACKR® Analyzer
 Fetch the latest Blood Glucose Reading from Analyzer	 More More Settings
 Analyzer is not Linked and Sync is not available	 Back or Previous button
 Notes related to dietary intake or food choices	 Next or Forward button
 Insulin Intake notes	 Edit Edit your Pet's Profile
 Reminder Notifications	 Edit your Pet's Photo
 Notes related to your pet's routines or physical activities	 Zoom in on chart for more detailed view of the data
 Add a reminder for Blood Glucose, Meals, Insulin or Exercise	 Zoom out on chart for broader view of data
 Add a Blood Glucose, Meals, Insulin or Exercise record	 Pet's Profile linked to your PETRACKR® Analyzer
 Open a camera to capture of picture of your Pet	 Gallery Open the Photo Gallery to Select your pet's picture
 Go to the Dashboard	 Logbook View your pets log of Blood Glucose, Meals, Insulin and Exercise
 View Blood glucose charts	 Reports Generate a summary report
 Add a new Pet Profile	

## Downloading and Installing of PETRACKR® Mobile Application

Refer to Universal Biosensors website for information about supported devices and operating systems.

Search the Apple App store or the Google Play store on your compatible device for the “PETRACKR” by Universal Biosensors.

Or

Scan the QR code below corresponding to your device to install on your respective platform.

During the installation process you may be prompted to verify your Google/Apple account credentials.

**To install the app on Android**



**To install the app on iOS**





## **Compatible wireless devices**

For information on which wireless devices are compatible with your PETRACKR® Analyzer, and where/how to download the PETRACKR® mobile app on your compatible wireless device, visit:

[www.universalbiosensors.com/products/petrackr/](http://www.universalbiosensors.com/products/petrackr/)

or scan the QR code below.



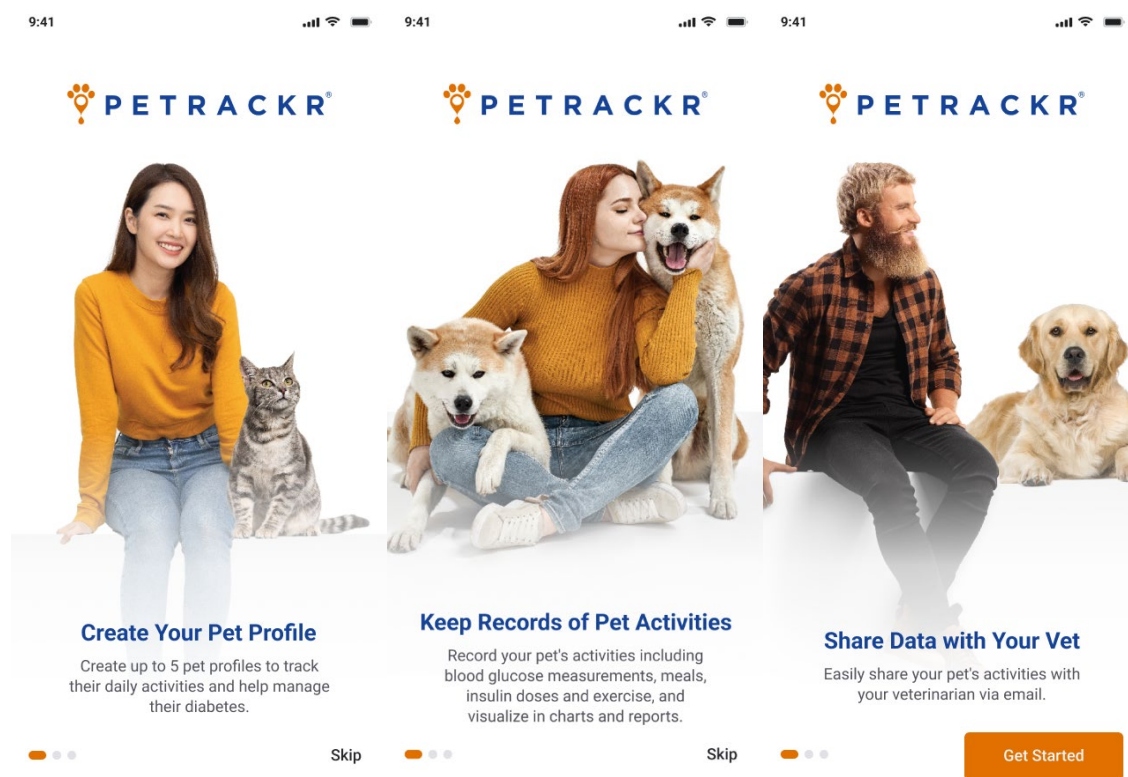
## Onboarding

After the successful installation of the app, tap on the PETRACKR® icon to launch it, you will be greeted by the splash screen, which will appear for 5 seconds.

The onboarding screens provide basic information about the app's functionalities.

You can swipe between the screens or choose to skip them to proceed to the final screen.

To begin the login process, tap on 'Get Started'.



## Creating a User Account

The app offers the convenience of logging in using your existing Google or Apple account credentials or creating an account with a valid email address.

### Log in with Email

If you already have verified your PETRACKR® account, enter your valid email address, password and then tap login.

If you already have created a pet profile, then you will get redirected to dashboard screen (See page 17) otherwise PETRACKR® Analyzer Availability screen will appear to create a pet profile (See page 15).

**Note:** If you forgot the password (See page 35).

### Log in with Google/Apple ID:

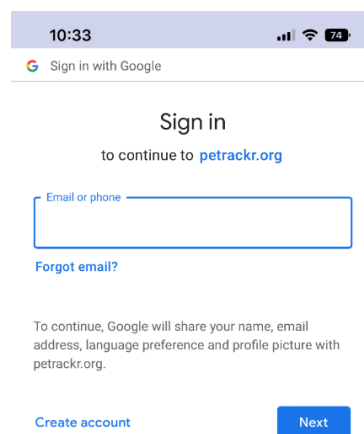
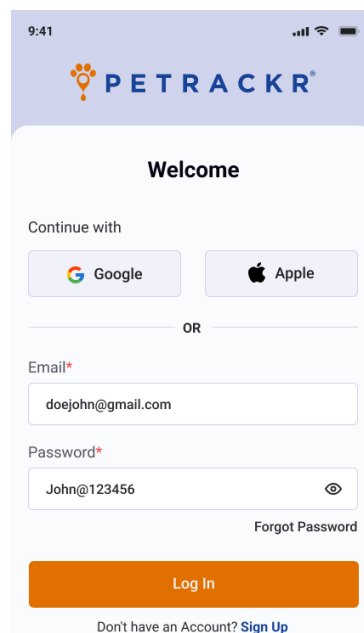
#### Google Authentication

You can login using Google authentication on both Android and iOS.

To login using Google authentication tap on the Google button. It may ask you verify your Google account credentials.

After verification it will prompt that PETRACKR® wants to access your Google account. Once access is allowed you will be redirected to the PETRACKR® app.

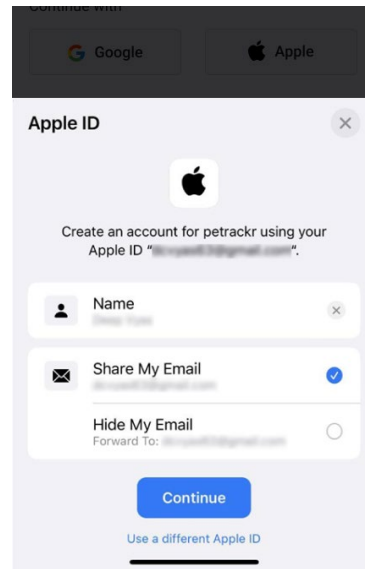
Select your country and then tap on the Create Account button to create an account.



## Apple Authentication (iOS only)

To login using Apple authentication tap on Apple button. It may prompt you for your permission to create PETRACKR® account using your Apple ID. While creating a PETRACKR® account you have the option to keep your Apple ID private and not share your email address. You may be prompted to verify your Apple credentials. After that It will redirect you to the PETRACKR® app.

Select your country and then tap on the Create Account button to create an account.

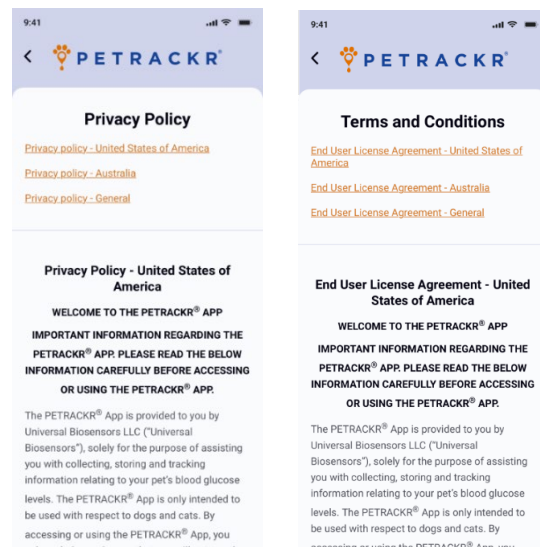


## Terms and Conditions and Privacy Policy Page

You can check this information at any time.

1. Log out from the PETRACKR® account (See page 32).
2. Tap on Sign Up button on the Login page (See page 11).
3. Scroll down to the bottom of the Sign-Up page and tap on Privacy Policy and Terms & Conditions link to read the Terms and Conditions and Privacy Policies.

There are also links for redirecting between the United States, Australia and General Terms and Conditions and Privacy Policy.



## Signup Page

If you do not have an account already created tap on **Sign Up** on the bottom of the Login page (See page 11).

In the Get Started Window, enter your information such as name, email address, password, and country in the provided fields. Ensure that your Password meets the following criteria.

- Eight or more characters long.
- A combination of uppercase and lowercase letters.
- Contain at least one number and one special symbol.

Review and accept the terms and conditions, if applicable.

Tap on Sign Up button if enabled to complete the registration process.

**Note:** The Sign Up button will only be enabled if all the required fields (identified with a red asterisk **\***) are filled with valid information, and a password that meets the specified criteria.

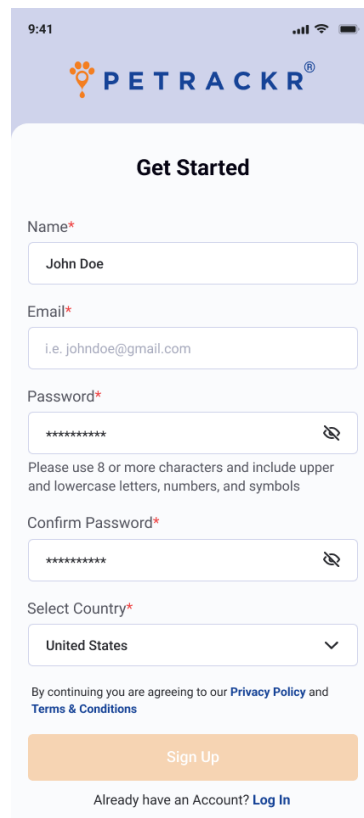
## Email Verification

Upon successful completion of the Sign Up process you will receive an email with a link to activate your account.

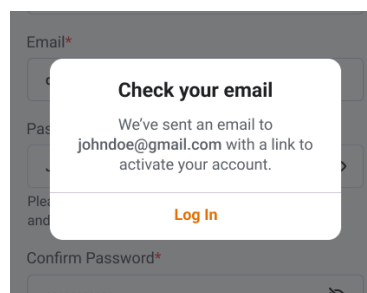
After a valid email ID is entered, a popup will appear indicating to verify the email for completing the signup process.

You will not be able to log into the application until the verification is completed from the email.


Tap on the login button in popup to proceed to the login screen.



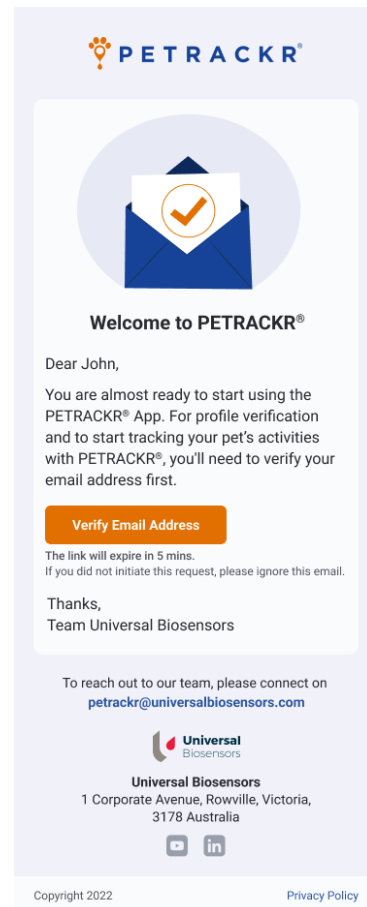
The screenshot shows the 'Get Started' registration page for the Petrackr app. At the top, the time is 9:41 and the Petrackr logo is visible. The form includes the following fields: 'Name\*' with the value 'John Doe'; 'Email\*' with the value 'i.e. johndoe@gmail.com'; 'Password\*' with a masked password '\*\*\*\*\*' and a note: 'Please use 8 or more characters and include upper and lowercase letters, numbers, and symbols'; 'Confirm Password\*' with a masked password '\*\*\*\*\*'; and 'Select Country\*' with a dropdown menu showing 'United States'. Below the form, there is a 'Sign Up' button and a link for 'Already have an Account? Log In'.



Check your email account for an email from: [petrackr@universalbiosensors.com](mailto:petrackr@universalbiosensors.com)

Tap on  within the email to verify your email ID. You will receive a message confirming whether the email ID is verified or if verification has failed.

The link for the verification will be valid for 5 minutes.



## Creating your First Pet Profile

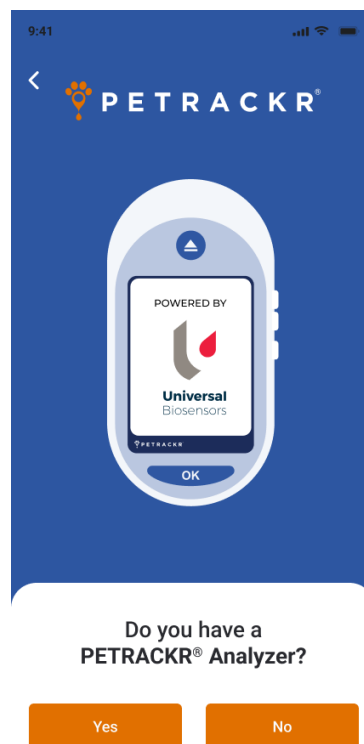
To access the features and functionalities of the application, it is required to add at least one pet profile.

If you have already added one pet profile to your account, then you will be redirected to the main screen (See page 17).

A Pet Profile can be added to the application with or without the PETRACKR® Analyzer.

After logging into the application, you will be presented with a screen requesting the availability of the PETRACKR® Analyzer.

To link to a Pet Profile to the PETRACKR® Analyzer tap on the Yes button on the PETRACKR® Analyzer availability screen, or to create a standalone profile, select No.

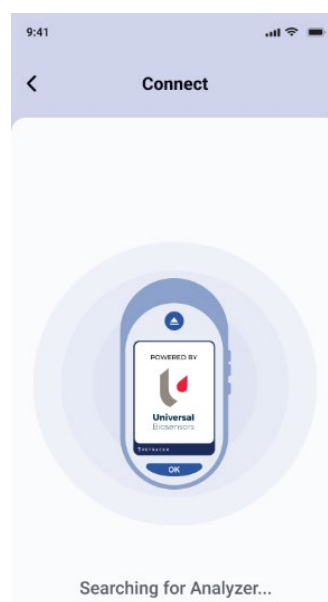


### Adding a Pet Profile using PETRACKR® Analyzer

If you have indicated that you have a PETRACKR® analyzer, you will move to analyzer on boarding. Follow the instructions on the screen instructions for turning on and pairing your PETRACKR® Analyzer.

You can swipe between the screens or skip to go to the last screen. Refer to the PETRACKR® Owner's Manual for further instructions on pairing your PETRACKR® Analyzer.

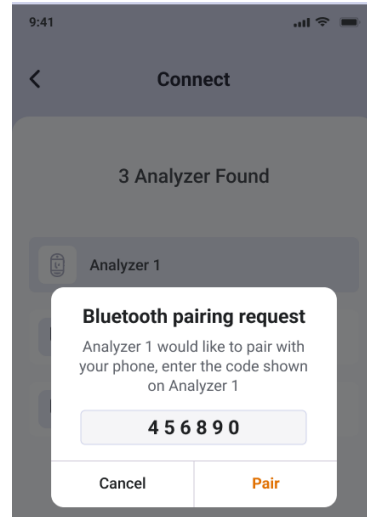
Tap on "Continue" to activate Bluetooth on your mobile device and begin searching for your PETRACKR® Analyzer.



## Analyzer Pairing


After completion of the Search a list of all nearby PETRACKR® Analyzers will be shown.

You can tap on any analyzer you want to pair. A PIN will appear on the PETRACKR® Analyzer. Enter the PIN into the application to pair the analyzer.




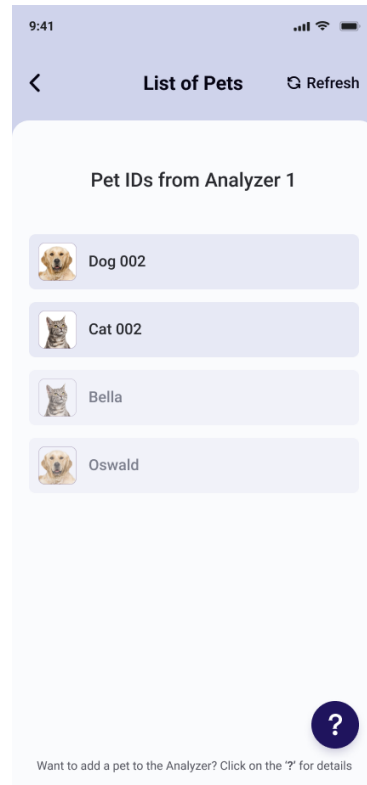
## Linking to an analyzer profile

The app will display Pet IDs available on your PETRACKR® analyzer.

Tap on the Pet ID you would like to link to the mobile app. If the analyzer Pet IDs does not appear in the list and is available on the paired analyzer, tap the  Refresh button.

**Note:** If no Pet IDs are displayed, make sure to add a pet on the PETRACKR® Analyzer first. Pet profiles must be created on the PETRACKR® analyzer before they can be

linked to the app. Tap the  button or refer the PETRACKR® Owner's Manual for further instructions on adding a profile to your PETRACKR® Analyzer. Alternatively, tap on the "Add Pet Manually" to add a pet without a linking to an analyzer.





## Add a Pet Profile without PETRACKR® Analyzer

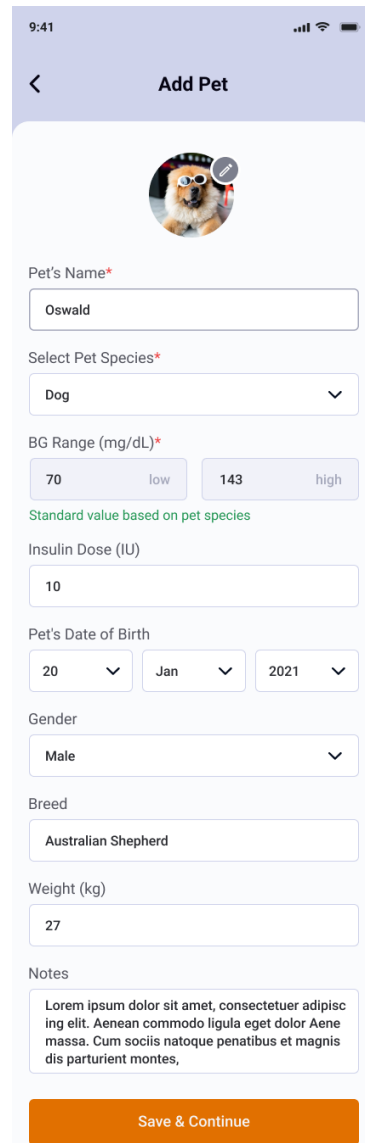
If you have selected “NO” PETRACKR® Analyzer availability screen, you will be redirected to Add Pet screen.

### Add Pet Details

In the Add Pet Screen you can add your pets’ details.

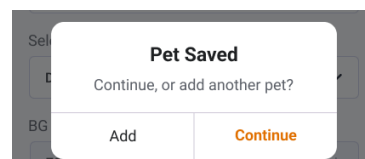
The Pet’s name will be updated on the analyzer (if linked to Pet ID). The Date of Birth is used to determine the pet’s age.

Once complete, tap on “Save and Continue” to add the pet in to the application.



At the prompt select “Add” to add another Pet Profile or Continue to access the Dashboard.


**Note:** Up to five pets can be added to the PETRACKR® app



## Linking an existing Pet Profile to the Analyzer


A pet profile that was created in the application can also be linked to a Pet ID on the PETRACKR® analyzer.


Navigate to the corresponding pet profile on the PETRACKR® Mobile App that you want to link to the analyzer.



Tap  to initiate the linking process. This will take you to the Pair Analyzer screen.

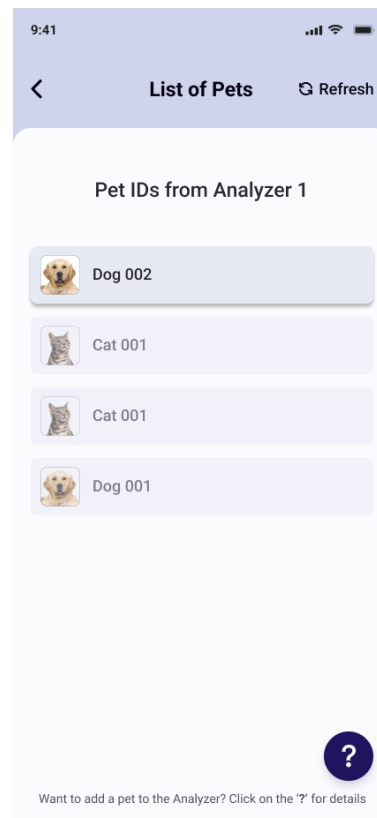
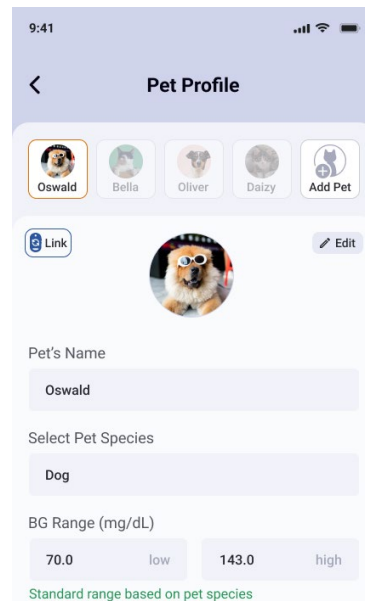
Pair the Analyzer to your device. The app will guide you through the pairing process. Refer to the PETRACKR® Owner's Manual for further instructions.

When successfully paired to your PETRACKR® analyzer, the List of Pets screen will appear. This is a list of pet profiles available on the analyzer.

Select the available Pet ID on the analyzer you would like to link. Pet profiles already linked are dimmed and cannot be selected. If the required profile does not appear in the list and is available on the paired analyzer, tap the  button.

**Note:** Pet profiles must be created on the PETRACKR® analyzer before they can be linked to the app. Tap the  button or refer the PETRACKR® Owner's Manual for further instructions on adding a profile to your PETRACKR® Analyzer.

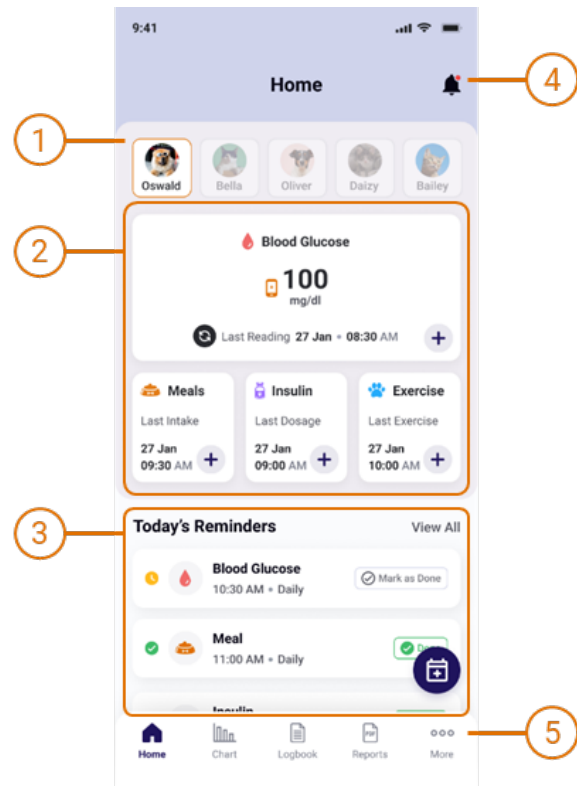
Once a successful link is created, the pet profile screen will be displayed and the  icon will be replaced with the green analyzer icon . Records will be synchronized automatically.



## Dashboard

The Dashboard provides access to all the functions provided by the PETRACKR® mobile app:


1. Manage and easily switch between Pet Profiles.
2. View the latest records or add data for the selected pet.
  - Log blood glucose measurements (Must have a paired analyzer)
  - Log meals, insulin doses and exercise for your pet
3. Manage reminders for event types for your pet e.g., blood glucose measurement, meals, insulin dose and exercise.
4. View notifications.
5. Access Charts, Logbook, Reports and Application Settings.



### Add a Blood Glucose Record

You can add blood glucose (BG) measurements in two ways for selected pets.

#### Sync with analyzer

Turn on your analyzer. Tap the  icon on the dashboard. This will synchronize the data directly from a paired analyzer.

**Note:** Bluetooth must be enabled on your device and the analyzer.

## Manual Blood Glucose Entry

For manual entry, tap **+** in the Blood Glucose window. This will open the Add Blood Glucose screen.

Set the Date, Time, and value for the measurement. Notes can also be added.

Tap Save to save the entry into the Pets Logbook.

**Note:** Only records from the past 7 days can be entered.

**Note:** Manual Blood Glucose Entry is only available when PETRACKR® Analyzer has been previously linked.

The screenshot displays the 'Add Blood Glucose' interface. At the top, there is a back arrow and the title 'Add Blood Glucose'. Below this is a profile card for a pet named 'Oswald', identified as a 'Dog'. The main form contains the following fields:

- Date:** 27 June 2022 (with a calendar icon)
- Time:** 10:30 AM
- Blood Glucose:** 140 mg/dL
- Notes:** A text box containing the note 'blood glucose level is in normal range.'

A prominent orange 'Save' button is located at the bottom of the form.

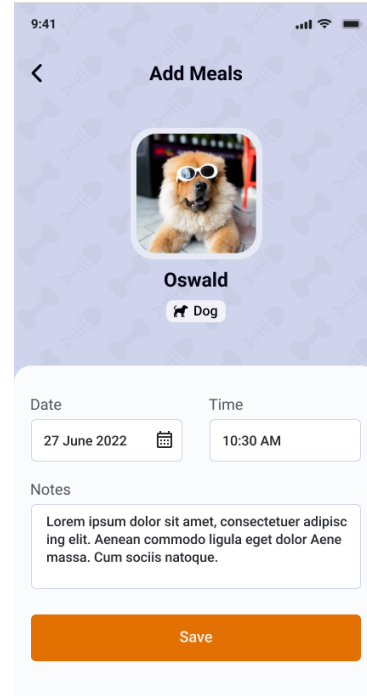
## Add a Meal Record

To add a Meal Record, tap in the Meal window on the Dashboard. This will open the Add Meals screen.

Set the Date, Time that a meal was provided. Notes can also be added.

Tap Save to save the entry into the Pets Logbook.

**Note:** Only records from the past 7 days can be entered.



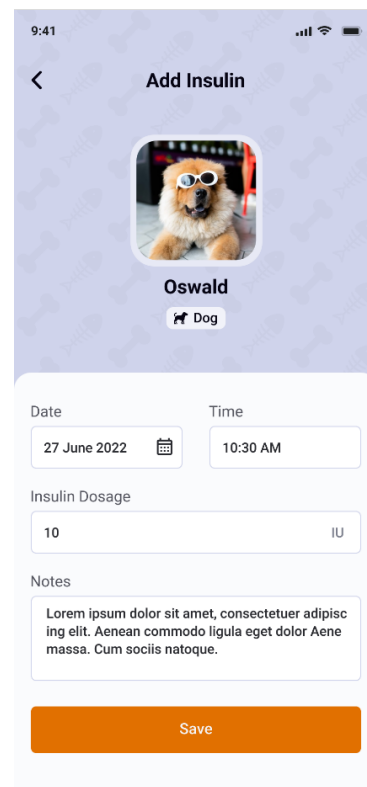
## Add an Insulin Dose Record

To add an Insulin Dose Record, tap in the Insulin window on the Dashboard. This will open the Add Insulin screen.

Set the Date, Time that the Insulin Dose was provided and update the Insulin Dosage field if required. Notes can also be added.

Tap Save to save the entry into the Pets Logbook.

**Note:** Only records from the past 7 days can be entered.



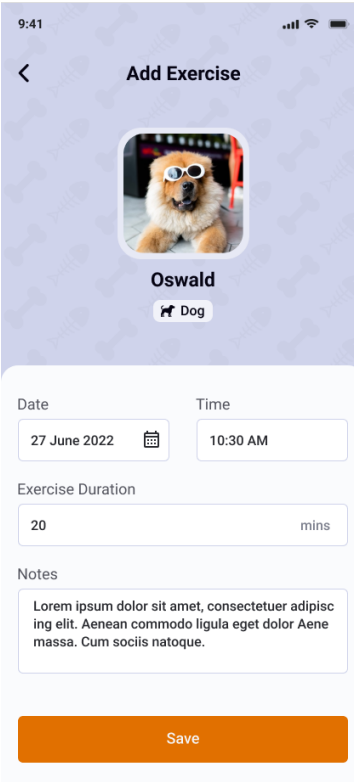
## Add an Exercise Record

To add an Exercise Record, tap in the Exercise window on the Dashboard. This will open the Add Exercise screen.

Set the Date, Time and Duration that Exercise was provided. Notes can also be added.

Tap Save to save the entry into the Pets Logbook.

**Note:** Only records from the past 7 days can be entered.



9:41

< Add Exercise

Oswald  
Dog

Date: 27 June 2022


Time: 10:30 AM

Exercise Duration: 20 mins

Notes: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor Aenean massa. Cum sociis natoque.

Save

## Reminders

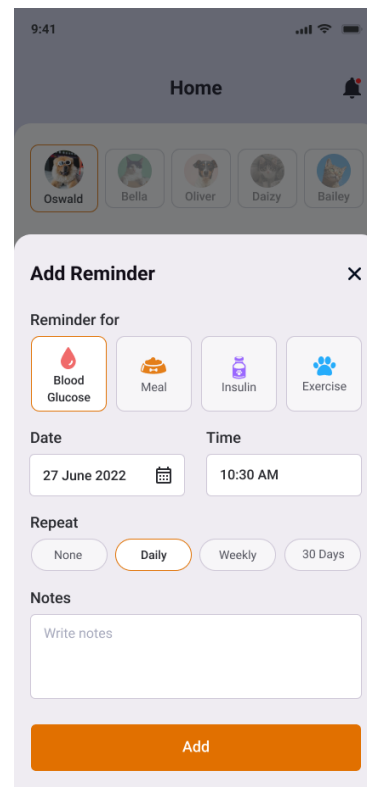
To add a Reminder, tap the Reminder button  on the Dashboard. This will open the Add Reminder screen. You can select the type of reminder you want to create, such as glucose, meal, or insulin.

Set the Date and Time for the reminder. Notes can also be added. Reminders offer four types of repeat frequency options:

- **None:** This option sets the reminder for one-time use only, without any repetition.
- **Daily:** Selecting this option will set the reminder to repeat every day.
- **Weekly:** By choosing this option, the reminder will be set to be repeated every 7 days.
- **30 days:** This selection configures the reminder to repeat every 30 days.

Tap Add to save the reminder.


When the reminder time has been reached, you will receive a notification on your device ([See page 24](#)).



## Notifications


When a notification is triggered, you will see it in your device's notification bar. Selecting the notification will redirect you to the Dashboard screen.

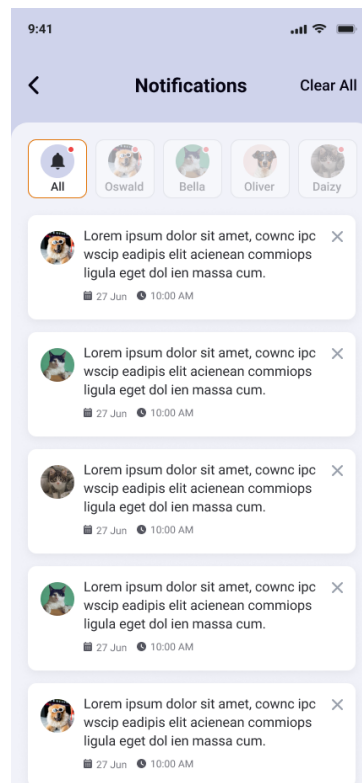
You will receive notifications within the app and outside the app based on the reminder type.

To view Notifications, tap  icon on the top right of the Dashboard.

By selecting a particular pet profile, you will see the notifications related to that specific pet.

If "All" is selected notifications for all available pet profiles will be displayed.

Individual notifications can be cleared by selecting the  button within each notification. The "Clear All" option allows you to remove all notifications from the app.





## Logbook



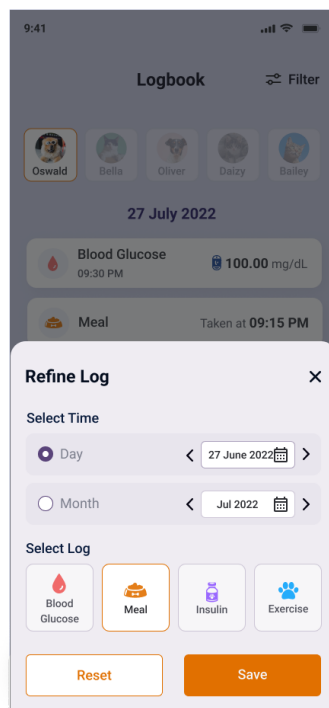
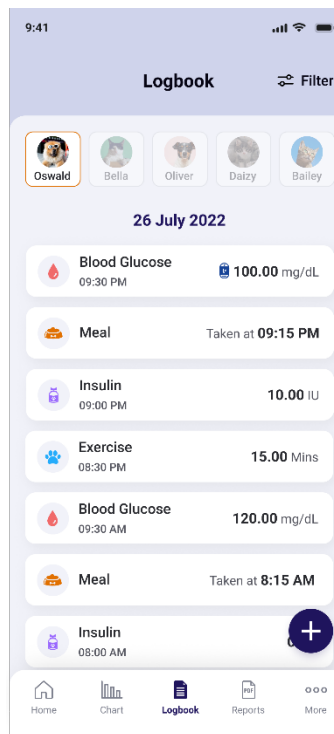
To access the Logbook, simply tap **Logbook** in the bottom bar of the dashboard. The logbook displays all the Blood Glucose, meals, insulin, and exercise that has been logged for your selected pet.

To change the date, tap on **Filter** to filter logs by day or month and by log type. You can also reset the filter anytime by tapping on the **Reset** button. By default, the Logbook will be set to the current date across all log types.

You can also add new logs by tapping the floating button **+** on Logbook screen.


To edit and delete any logs simply tap on that entry.

**Note:** Blood Glucose readings added using PETRACKR® Analyzer cannot be edited. Only the notes associated with these records can be edited.




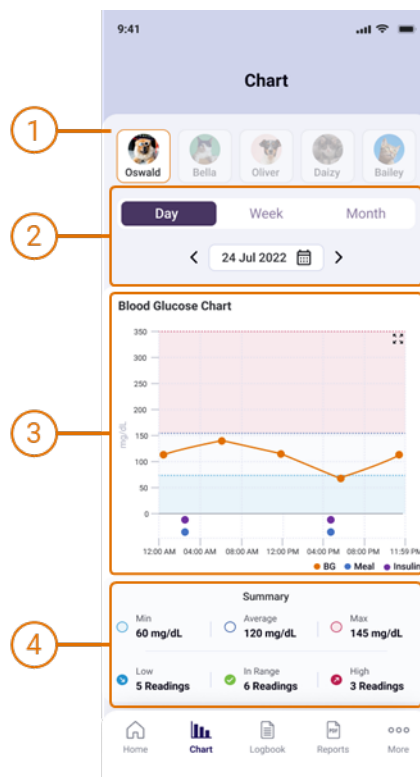
## Charts

Charts provide a visual representation of Blood Glucose records. To access Charts,

 tap on **Chart** in the bottom bar of the Dashboard.

Features of the Chart screen include:

1. Select a specific pet to view their corresponding data on the blood glucose charts.
2. Toggle views for a Day, Week and Month period.
  - To change the displayed date or period, tap < to select a previous or > to select the next period.
  - To select a date directly, tap anywhere in the  field to open the date picker.
3. The Chart panel displays the Blood Glucose data (See page 27).
4. View summary statistics for the displayed data (See page 28).



## Chart Panel

The chart displays the recorded data for a given period. The features of the chart include:

1. The line graph uses lines to connect individual Blood Glucose data points.

### Daily chart

Data points represent the recorded values with time of day as the horizontal axis.



### Weekly and Month charts

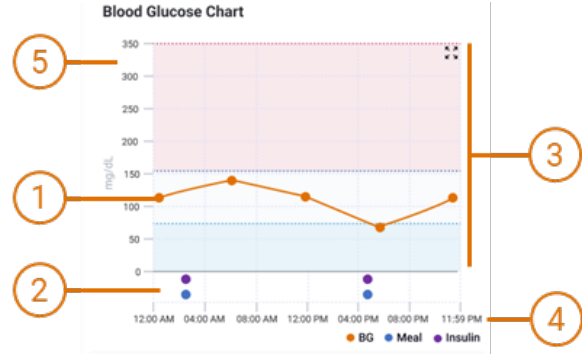
Three Line Charts representing the Minimum, Average, and Maximum for each day are provided with date as the horizontal axis.

2. Insulin Record entries are marked by ●, Meal Record entries are marked by ●.

**Note:** These are only visible on the daily chart.







3. The chart background identifies the Blood Glucose range specified in the pet profile (See page 33).
  - A data point in the middle white region indicates that that reading is within the configured range.
  - A data point in the lower light blue region indicates that that reading is below the low blood glucose limit.
  - A data point in the upper light red region indicates that that reading is above the high blood glucose limit.
4. The horizontal axis identifies the time or date scale for the data points.
5. The vertical axis identifies the blood glucose value for the data points.

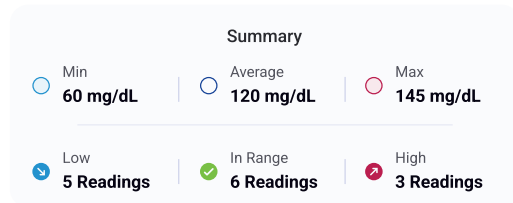
To see a closer and more detailed of the content tap  on Blood Glucose Chart to view the chart in landscape view. To return to portrait view, tap .



## Summary Panel

The summary panel allows for a quick assessment for the selected period and helps identify instances where readings deviate from the desired range.

-  Min The lowest Blood Glucose reading.
-  Average The average of Blood Glucose readings.
-  Max The maximum Blood Glucose reading.
-  Low Number of readings lower than the lower Blood Glucose range.
-  In Range Number of readings within the Blood Glucose range.
-  High Number of readings above than the upper Blood Glucose range.



## Reports

Your PETRACKR® mobile application also gives the option to download and share a pet report with your Veterinary healthcare professional for your pet's diabetes care management.

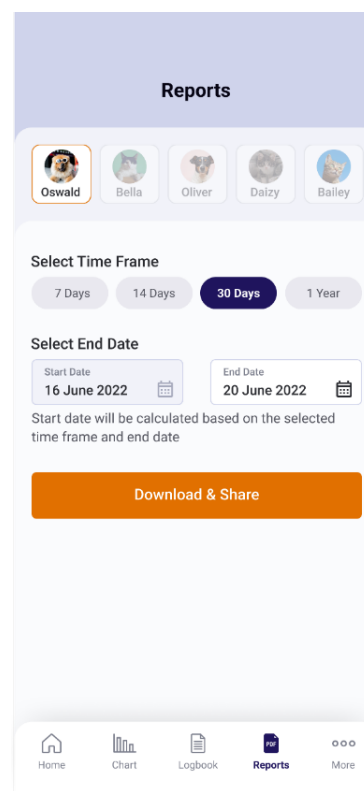


To access the Reports, tap on **Reports** in the bottom bar of the Dashboard.

Select your pet and required duration. 7 Days, 14 days, 30 days, or 1 Year options are available. You can select the toggle to switch between them.

Set the required End Date for the report. Start Date will be updated automatically based on the selected duration.

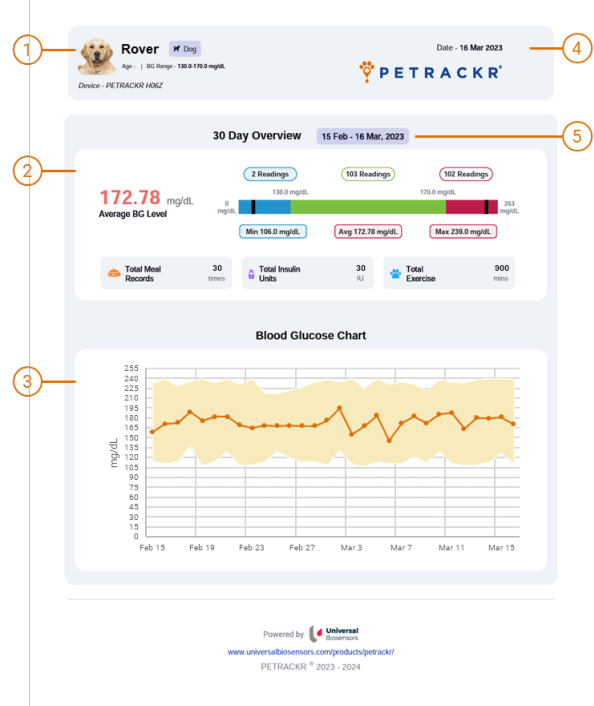
To download and share a report tap on button, The report will be generated, and a popup will appear to directly share the PDF report.



## PDF Report

The PDF summary information for the selected reporting period.

1. Pet details including name, photo, species, Age, and configured Blood Glucose Range.
2. Overview Panel providing a summary of data for the reporting period.
3. Blood Glucose chart displaying the average Blood Glucose and reported ranges for the period.
4. Date of the report.
5. Date Range for the report.



## Overview Chart

The Overview Chart provides a visual overview of the reporting period. Included details are:

1. Average Blood Glucose Level.
2. Number of readings below the Configured Minimum Range.
3. Number of readings in Range.
4. Number of readings above the Configured Maximum Range.
5. Minimum recorded Blood Glucose level.
6. Maximum recorded Blood Glucose level.
7. Minimum Blood Glucose Level recorded.
8. Average Blood Glucose Level.
9. Maximum Blood Glucose Level recorded.



## Event Log Summary

The Event Log Summary provides the total for all reported events (Meals, Insulin Units and Exercise).

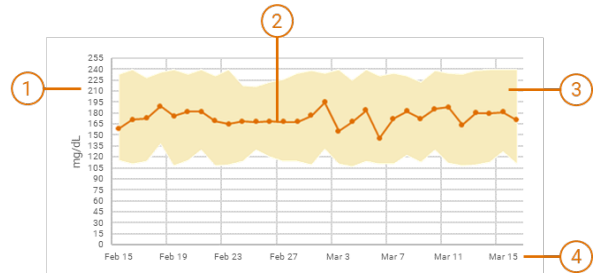


## Blood Glucose Chart

The Blood Glucose Chart provides a visual representation of all the data collected during the reporting period.

Included details are:

1. Blood Glucose Axis.
2. Average Blood Glucose for the day (or month).
3. Range of Blood Glucose levels collected for the day (or month)
4. Date Axis.

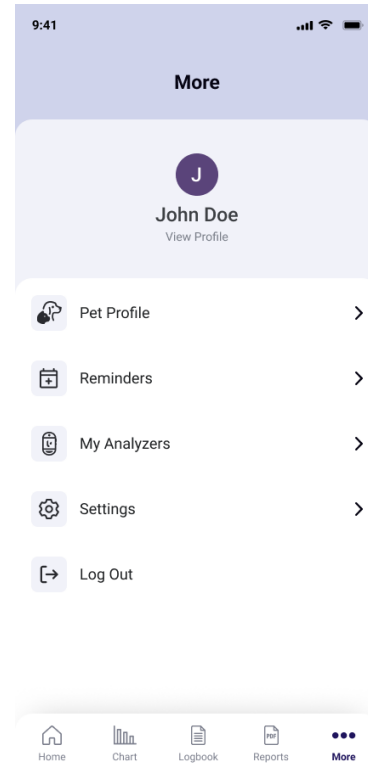


## Account Settings

To access Account Settings, tap <sup>☰</sup> More in the bottom bar of the dashboard.

Account Settings provide additional options and configurations to further customize your experience. These settings allow you to tailor the application according to your preferences. These options include:

- **Pet Profile:** Access and manage the profiles of your pets, where you can update information such as names, blood glucose range, and other relevant details.
- **Reminders:** Set up and manage reminders for events, tasks, or medication schedules related to your pets.
- **My Analyzers:** Control and manage the analyzers connected to your account. This includes renaming analyzers, connecting new analyzers, and deleting existing ones.
- **Settings:** Explore various settings and preferences to personalize your application, such as Blood Glucose Unit, Weight Unit, Time format and notification settings preferences.
- **Logout:** Sign out of your account to ensure the security and privacy of your data.





## Pet Profile


Use the Pet Profile to update your pets' details. These include your pets Name, Blood Glucose (BG) range, pet picture, Insulin Dose, Date of Birth, Breed, Weight, and Notes.

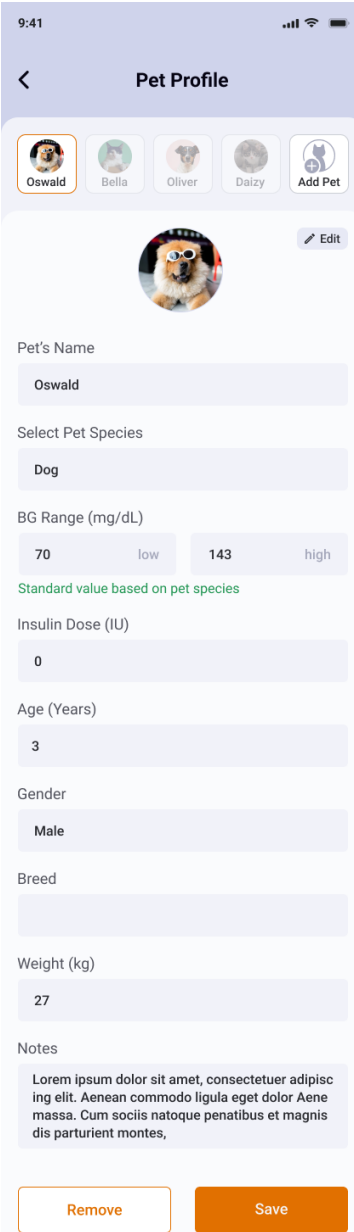
To edit a Pet Profile tap "Pet Profile" located on the More Settings screen and navigate to the corresponding pet profile.

Tap  Edit on Pet Profile Screen.

**CAUTION:** Blood Glucose Ranges should only be modified based on the advice of your veterinarian.

**Note:** If the pet profile is linked to a PETRACKR® analyzer Pet ID, the corresponding analyzer should be on and connected to your device.


To save the changes tap  button at the bottom of the screen.



9:41

Pet Profile

Oswald Bella Oliver Daizy Add Pet

 Edit

Pet's Name  
Oswald

Select Pet Species  
Dog

BG Range (mg/dL)  
70 low 143 high  
Standard value based on pet species

Insulin Dose (IU)  
0

Age (Years)  
3

Gender  
Male

Breed

Weight (kg)  
27

Notes  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes,

Remove Save

## Change Password

To change the password, access the View Profile option located in the Settings section.

Tap on the 'View Profile' option to access your profile information.

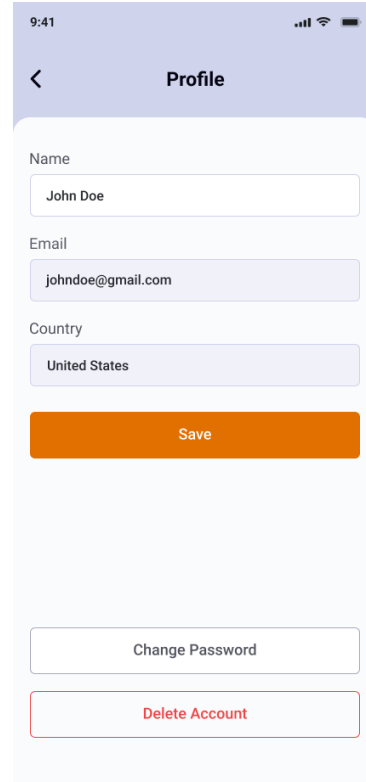
Within the profile view, locate the Change Password.

Tap on the 'Change Password' option to proceed.

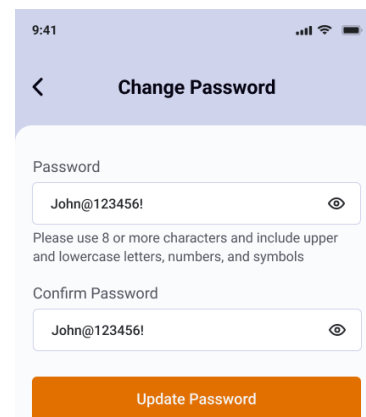
Next, enter your new desired password, ensuring it meets the specified requirements. Re-enter the password in the Confirm Password field.

If both passwords match the Update Password button will be enabled. Tap the button to confirm the password change.

A confirmation message, indicating that your password has been updated will be displayed.



The screenshot shows the 'Profile' page of a mobile application. At the top, there is a back arrow and the title 'Profile'. Below the title, there are three input fields: 'Name' with the value 'John Doe', 'Email' with the value 'johndoe@gmail.com', and 'Country' with the value 'United States'. Below these fields is an orange 'Save' button. At the bottom of the page, there are two buttons: 'Change Password' and 'Delete Account'.



The screenshot shows the 'Change Password' page of a mobile application. At the top, there is a back arrow and the title 'Change Password'. Below the title, there are two input fields: 'Password' and 'Confirm Password', both containing the value 'John@123456!'. Below the 'Password' field, there is a text requirement: 'Please use 8 or more characters and include upper and lowercase letters, numbers, and symbols'. Below the 'Confirm Password' field, there is an orange 'Update Password' button.

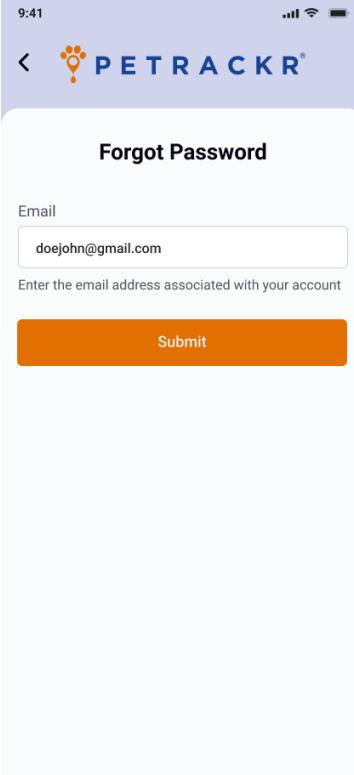
## Forgot Password

If you do not remember the password, tap **Forgot Password** on Login screen ([See page 11](#)).

On the **Forgot Password** screen enter a valid and existing email ID to obtain the reset password link.

An email to reset your password will be sent to your email ID. Follow the instructions in the email to reset the password.

Once done successfully you can login with the new password.



9:41

< **PETRACKR**

**Forgot Password**

Email

doejohn@gmail.com

Enter the email address associated with your account

Submit

## Troubleshooting

### Customer Service

Contact PETRACKR® Customer Service at [PETRACKR@universalbiosensors.com](mailto:PETRACKR@universalbiosensors.com)

### Error and other messages

The PETRACKR® Mobile Application displays messages when there are problems with the analyzer or mobile application. Improper use may cause an inaccurate result without producing an error message.

**Note:** If the application is opened but does not operate contact Customer Service.



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Contact us

[www.universalbiosensors.com/contact-us/](http://www.universalbiosensors.com/contact-us/)

If you cannot reach Customer Service,

contact your veterinary healthcare

professional for advice.

79229 v1.1.1

Rev. Date: 07/2023