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**IBDoc®**  
**Faecal Calprotectin Home Test**  
**Patient Troubleshooting Guide**

- α Do not attempt to sign yourself up with an IBDoc account
  - It is the clinic who will sign you up for an account, once this is completed you will receive an email from [support@ibdoc.net](mailto:support@ibdoc.net) containing a link to set a password.
  - Once the password has been set you can log into the App with the user name and password.
- α No email is received to activate the email account/password:
  - Check the Spam/Junk folder – email comes from [support@ibdoc.net](mailto:support@ibdoc.net)
  - Go to the log in screen on the App enter the email in the user name and click forgotten password, a new email with a link will be sent.
  - If there is still no email then check the address has been entered correctly in the patient details at the clinic (contact your IBD nurse to do this).
  - The email to set the password is time sensitive (72 hours), if the link has expired, go onto the App, enter the email into the user name and then click forgotten password, a new email with a link will be sent.
- α How do I know which phones are approved for use with the App?
  - There is a full list of approved phones on the website:  
<https://www.calprotectin.co.uk/ibdoc-home-test-new-patient-support/>
  - Scan the QR code; if your phone is approved for use then it will take you straight to the play or App store where it can be downloaded for free. If your phone isn't currently supported then a message will appear stating this.
- α Can't download the App:
  - This is usually because the phone is not compatible with the App.
  - You should get a message stating this.
- α If you accidentally deleted the App:
  - You can just reinstall and log in again with the same user name and password.
- α The App freezes or won't open:
  - De-install and re-install with the same log in – the results history is lost on the phone, but is still visible in the portal. (Bottom right hand button on the App)



## α You have upgraded your phone and...

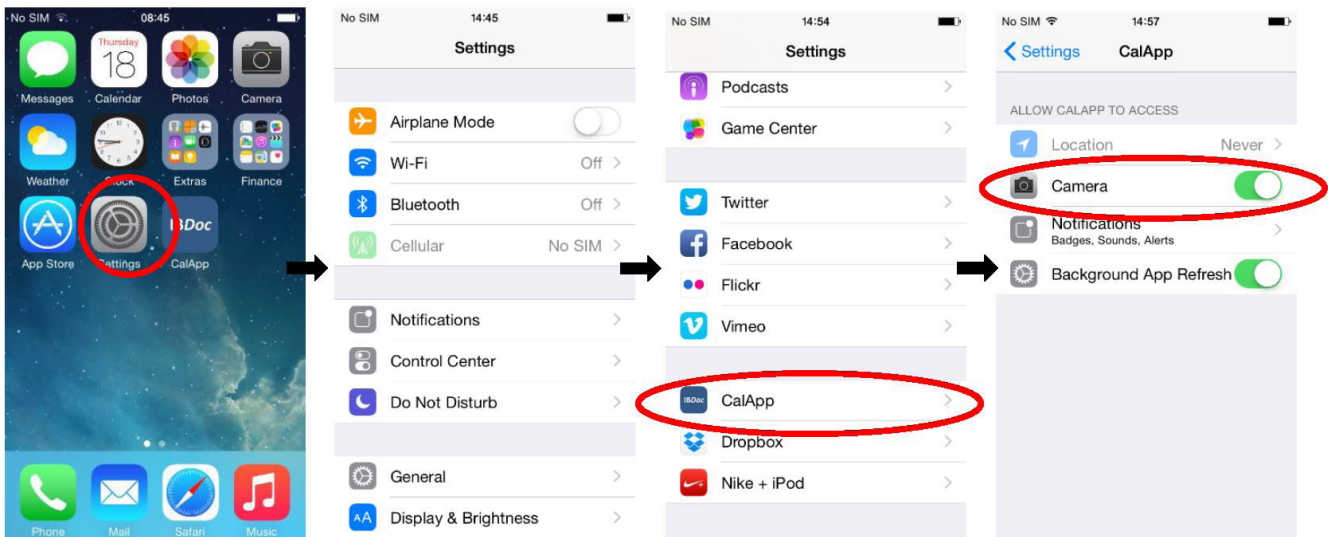
- The App won't load:
  - Only approved phones can download the App from the App store/Play Store.  
(You can use an old phone with the App - it only needs to connect to the internet to work with IBDoc)
- You can't see your results on the new phone:
  - The results history is lost on the phone, but is still visible on the portal (button on the bottom right of the App).

## α Forgotten your password:

- Just go to the login screen and enter your user name and then use the sign in button. It will bring up the password box, but underneath will be a FORGOTTEN PASSWORD button. If you press this then an email will be sent to you with a link to set a new password.

## α Error message 'No input device'.

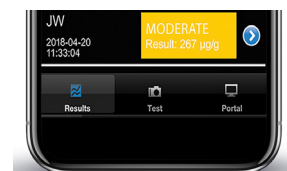
- The App needs full access to the camera to function.
- Go to settings, CalApp, open the CalApp settings and switch on the camera:



# IBDoc® Patient Troubleshooting Guide

## α I have logged in and the test screen isn't showing.

- At the bottom of the screen there are three buttons. The middle button is for when you want to complete a new test. The left hand button is to view your results on the phone. The right hand button is to go to the portal to view your results



## α The sample collection paper is ripped/lost, won't stick to the toilet:

- Collection paper needs to be attached to the seat, not the porcelain.
- There are two collection papers per kit.
- Collect the sample by another means, e.g. a clean food container, but don't let the stool come into contact with the toilet water as it will affect the results.

## α The best part of the stool to use is the 'nutella' portion – this is what has come from the body, fibres and whole grains are from your food and won't have any calprotectin in.

- **The stool sample is liquid:**
  - If watery, then ideally wait until a more suitable consistency is achieved.
  - The CALEX can still reliably collect stool in the grooves due to surface tension, but it is advised that a comment is made in the notes section as you can get lower values.
- **The stool sample is very hard:**
  - Trap the stool against something and squash the stool into the grooves on the sampling pin.
  - Scrape the sampling pin across the surface of the stool - the serrating action helps to fill the grooves.
- **The stool is mucoid:**
  - Do not sample from the mucous – this binds to the calprotectin giving falsely low results.
  - It is usually mucous and liquid or formed with mucous:
    - Sample from the liquid or for the formed portion, not the mucous.

Scan the QR code to watch a video showing how to collect a quality sample from a range of faecal types



## α Spillage from the CALEX:

- This shouldn't be possible, it doesn't leak easily out of the top even with the white cap off. If buffer is spilt a new CALEX needs to be taken as the dilution factor is critical for an accurate result.

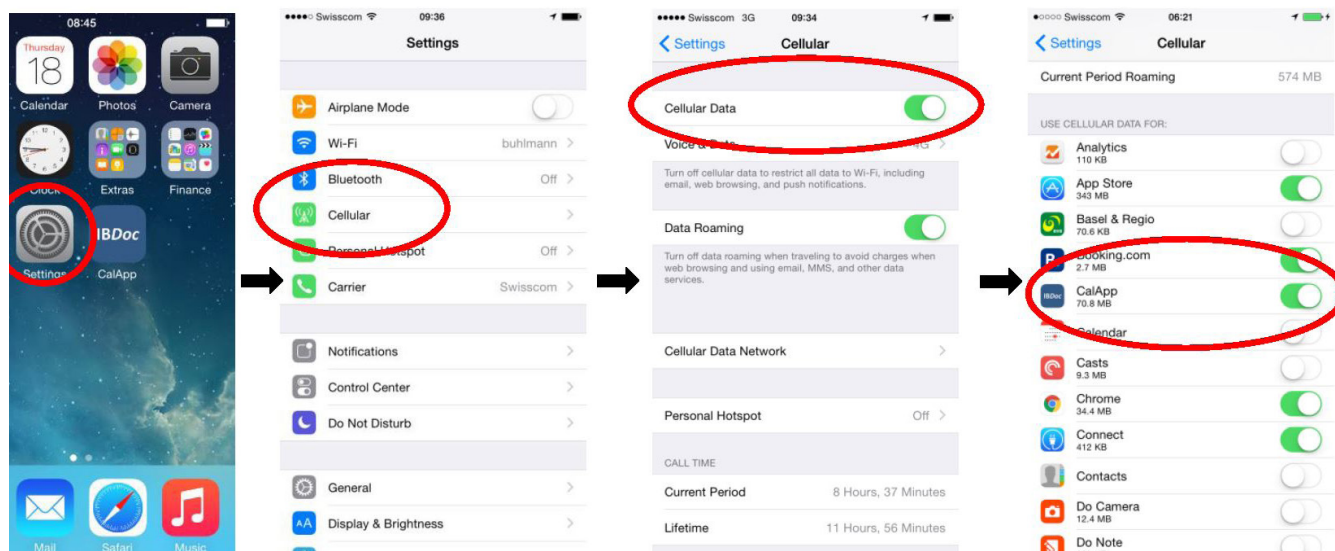
## α The sample has been left in the CALEX for more than 24 hours:

- A new sample needs to be taken using a new kit.
- α No liquid is coming from the CALEX when the lever is moved from position 1 to position 2.
  - Leave the CALEX in position - it is a small amount of fluid and may take some time to release, so be patient.
  - If the fluid doesn't release then there may be an air bubble blocking the exit. Gently flick the bottom of the CALEX tube.
- α Do not leave the CALEX in direct sunlight or above a radiator:
  - This may have adversely impacted the test and so the CALEX needs to be discarded and a new one obtained.
- α No alarm sounded:
  - With iPhones the alarm is only heard if you are in the App, so no games/texting while you wait!
  - On some phones the alarm isn't very good, so make sure you know what yours sounds like.
- α The result isn't read by the phone:
  - Ensure the cassette is in the correct orientation with the red overlay on the phone (line up the red circle with the loading port on the cassette).
  - Ensure no other light sources are interfering with the reading (window, spotlight etc.).
  - Ensure nothing is covering the lens (camera case or fingers).
  - 20% battery life is required – a message will appear stating there is insufficient battery to perform the test.
- α Struggling to hold the camera steady to enable the image to take:
  - Lean on the counter surface with your elbows - this will help to steady the image.
- α No result appears after the test is read:
  - The clinic decides what they want individual users to view, sometimes this is the actual numerical value, sometimes it is just the red/amber/green traffic light, and sometimes it is a blue screen stating test complete. If you want the view you have changed then you will need to speak to your clinical team.

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## α The result doesn't appear in the clinic:

- Results are only sent if there is internet connection, if not the result is stored until connection is re-established.
- Check in the results page if this has happened. An up arrow in the cloud means it hasn't been sent to the portal (top result in the picture), a tick means it has (the second & third results):
- Manual update of the portal is possible from the phone:
  - Go to the results list and swipe down from the top of the list – this will force the local database to refresh and send any results to the portal.
- 'Check connectivity' warning message:
  - Ensure Wi-Fi is switched on.
  - If no Wi-Fi then go into settings/cellular then ensure cellular data and CalApp are enabled:



- If you still have no connectivity then log out of the App and back in again.

## α If your phone is lost/broken and you need to do a test:

- You can borrow any phone (that is approved for use with the App) to download the App and run the test. Just use your normal username and password.
- Your data can't be accessed without the username and password so if lost/stolen this should remain private.

## α If you are continuing to have problems then please contact the clinical team who supplied you with the IBDoc for support.