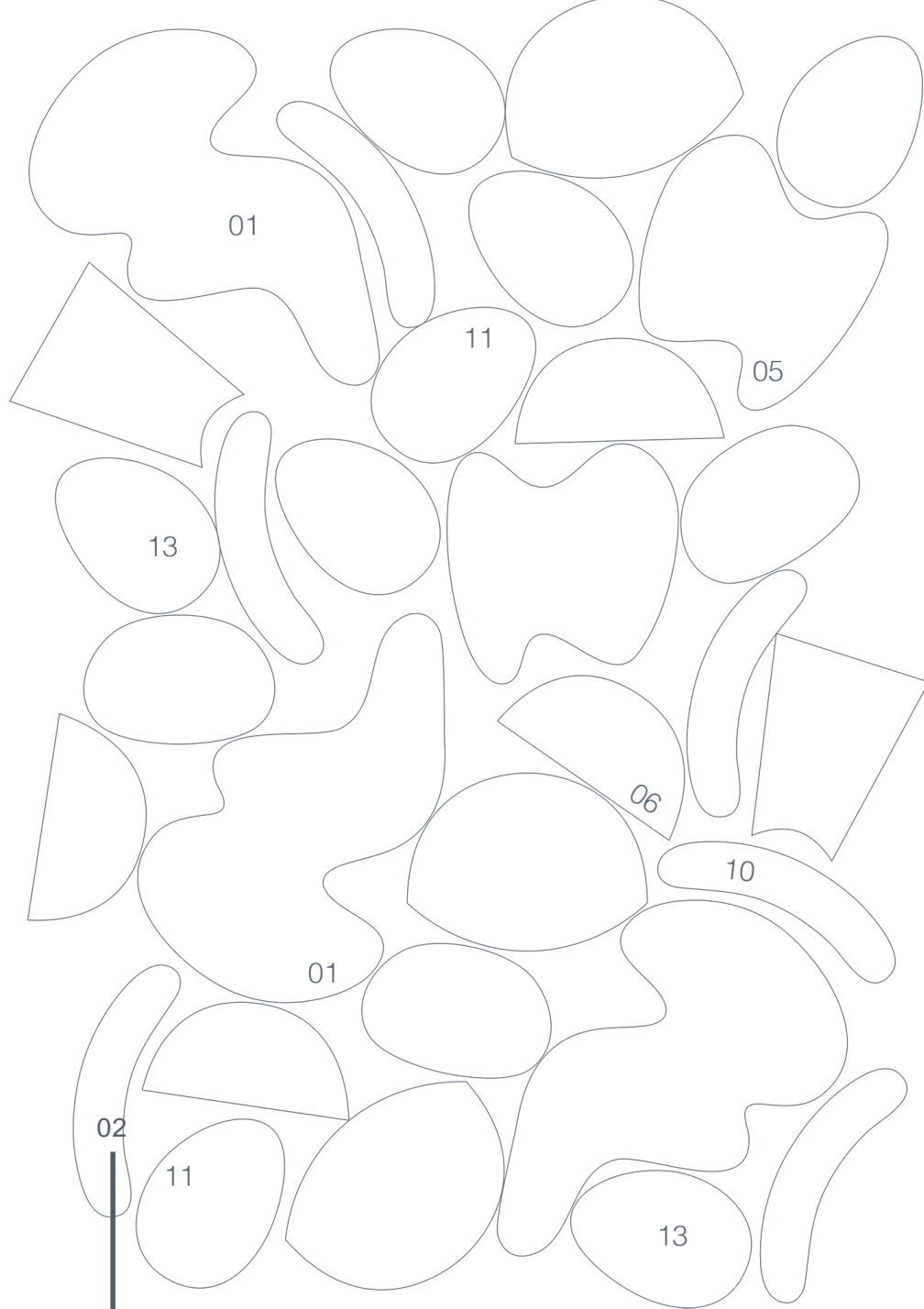


facemappingPRO

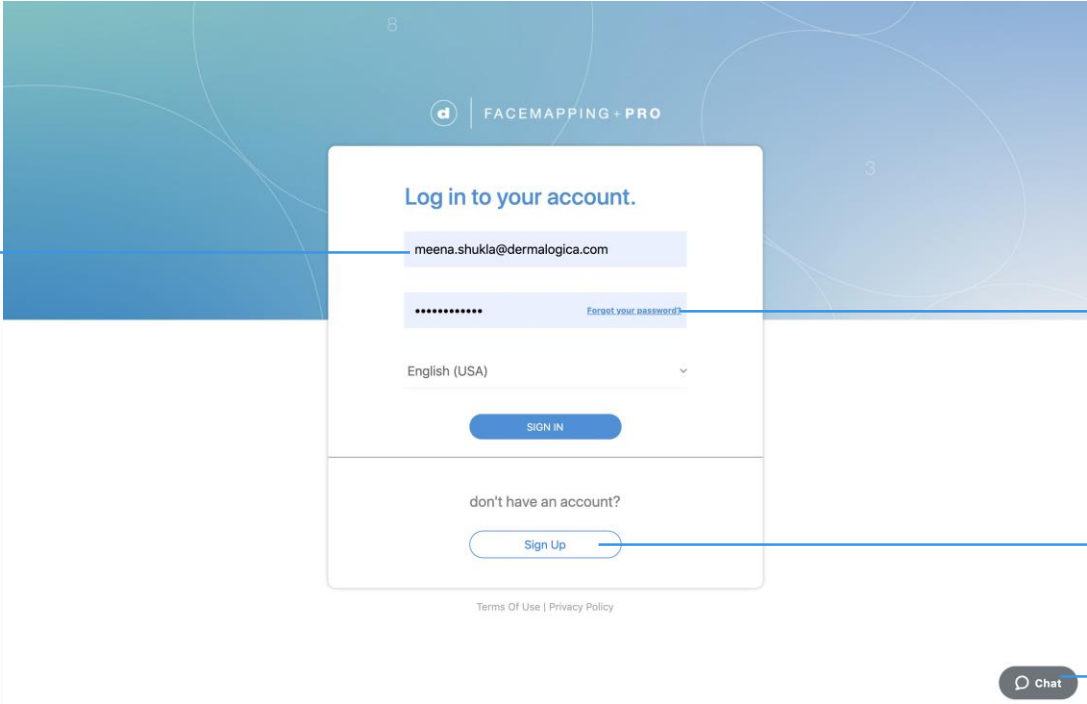
User Guide
(iPad, Desktop)





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1 let's get started



The screenshot shows the login page for facemapping + PRO. The page has a blue header with the logo and the text 'FACEMAPPING + PRO'. Below the header is a white login form. The form has a title 'Log in to your account.' and two input fields: one for email (containing 'meena.shukla@dermalogica.com') and one for password (containing '*****'). There is a 'Forgot your password?' link next to the password field. Below the password field is a dropdown menu for language selection, currently set to 'English (USA)'. Below the language dropdown is a blue 'SIGN IN' button. Below the 'SIGN IN' button is a link 'don't have an account?' and a 'Sign Up' button. At the bottom of the form are links for 'Terms Of Use' and 'Privacy Policy'. In the bottom right corner of the page is a 'Chat' button. Annotations with blue lines point to various elements: 'ENTER ACCOUNT EMAIL' points to the email input field; 'FORGOT YOUR PASSWORD' points to the 'Forgot your password?' link; 'CREATE AN ACCOUNT' points to the 'Sign Up' button; and 'LIVE CHAT' points to the 'Chat' button.

ENTER ACCOUNT EMAIL

FORGOT YOUR PASSWORD

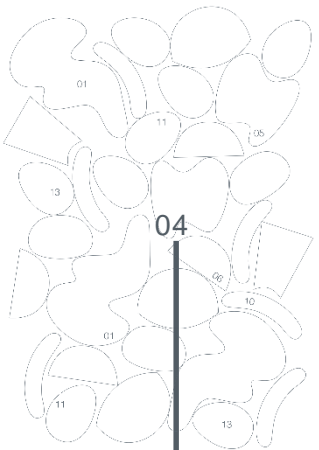
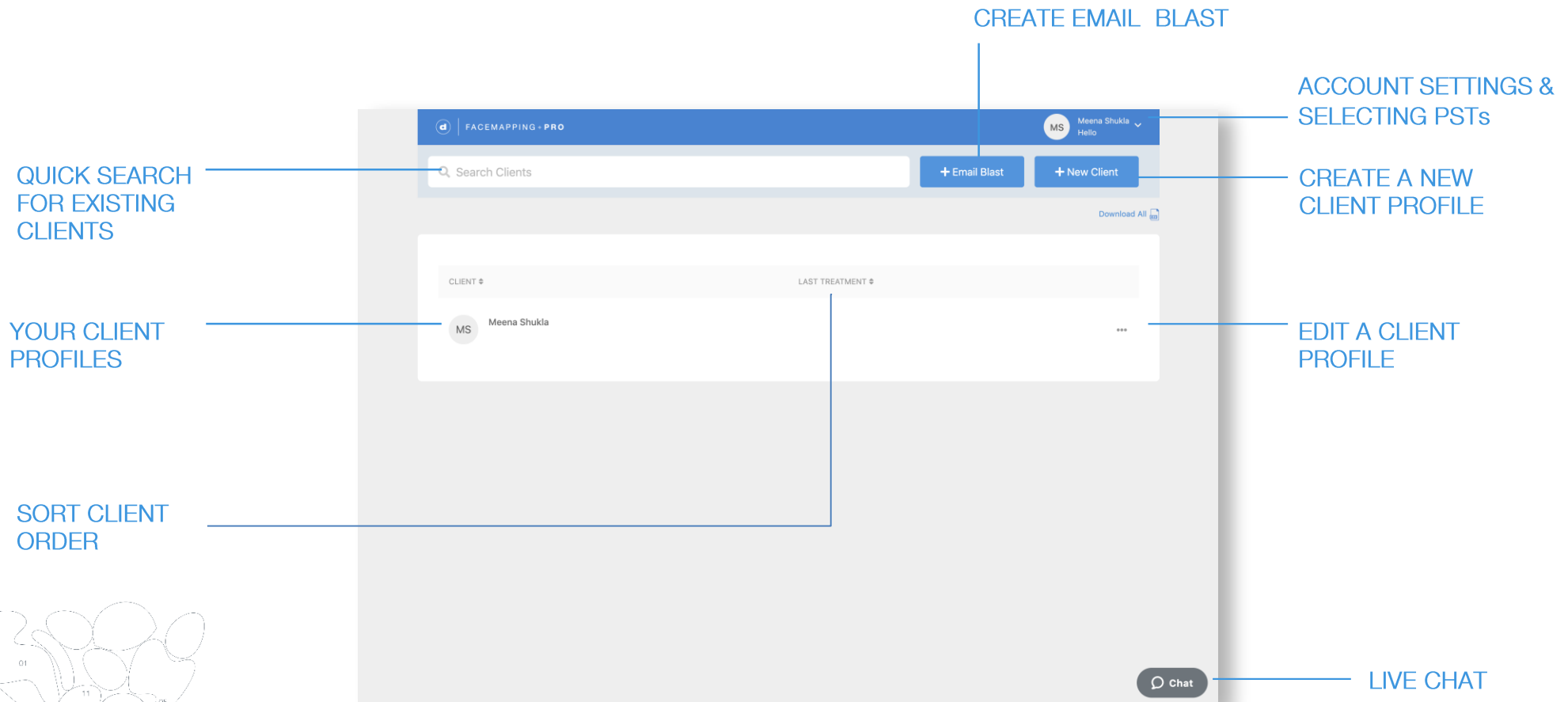
CREATE AN ACCOUNT

LIVE CHAT

* If you had an account on facemapping.com, login with the same username and password as your previous account and all of your profile data and existing client records will transfer over. If you don't remember your password, you can go ahead and reset it on facemappingpro.com.

**If your email address is linked to multiple previous accounts on facemapping.com, we may have to do a manual transfer to sync all you accounts for you. Please contact helpdesk@dermalogica.com if you have trouble getting logged in.

2 my client book home page



If you have any questions regarding FaceMappingPRO, its features, or Dermalogica products reach out to our live chat to speak to the Dermalogica team!

3 store settings

MANAGE YOUR
ACCOUNT DETAILS

ADD YOUR LOGO OR
PROFILE PHOTO

Profile settings

First Name *

High Grade House

Last Name *

Educational

Email *

noreplyeducation@dermalogica.com

Phone *

HE High Grade House ... Admin

Manage Therapists

Profile Settings

Store Settings

Log Out

T1 Therapist 1

T2 Therapist 2

T3 Therapist 3

T4 Therapist 4

T5 Therapist 5

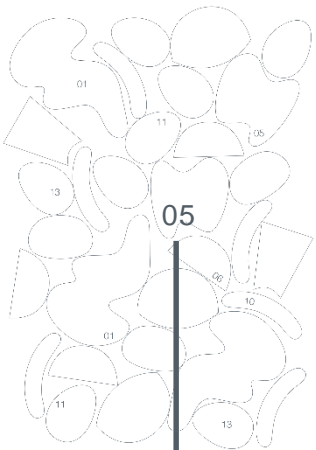
ADD OR DELETE
THERAPISTS

CONNECT TO YOUR CRM
TOOL
CREATE YOUR DEFAULT
EMAIL MESSAGE

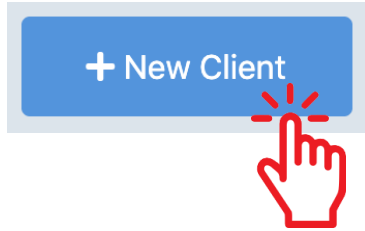
SELECT TO TAG
SERVICES

Manage your Store Settings in the User Menu. Here you can customize your Face Mapping and Skin Fitness Plan email message, connect your current CRM tool, as well as add and edit additional therapists.

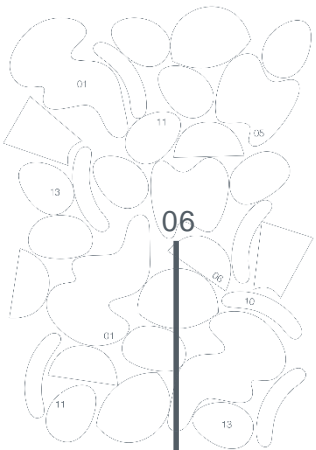
To tag the therapist providing the service select from the list of names below the User Menu



4 add a client to your client book




Click the +New Client button
Select the PERSONAL INFO tab and
enter client's email, first and last name.
Proceed with Face Mapping or your
chosen service.



PERSONAL INFO

[Back to Dashboard](#) Save Final Results

[PERSONAL INFO](#) [HEALTH & LIFESTYLE](#) [SKIN TYPE](#) [SKIN GOALS](#) [SKIN ANALYSIS](#) [TREATMENT](#) [PRESCRIBE](#) [ADD NOTES](#)



Email *

First Name * Last Name *

Phone Address

City Country
United States

State Zip Code

Fields marked with * are required.

5 add client information

HEALTH & LIFESTYLE

[Back to Dashboard](#)✓○●●●●●●●●[Save Final Results](#)

PERSONAL INFOHEALTH & LIFESTYLESKIN TYPESKIN GOALSSKIN ANALYSISTREATMENTPRESCRIBEADD NOTES

Describe Client's skin concerns, current skin care routine and health. 2000 characters

Don't forget to ask about any contraindications.

SKIN TYPE

[Back to Dashboard](#)✓●○●●●●●●●[Save Final Results](#)

PERSONAL INFOHEALTH & LIFESTYLESKIN TYPESKIN GOALSSKIN ANALYSISTREATMENTPRESCRIBEADD NOTES

What Skin Type Does Client Have?

☐ Breakout Prone☐ Oily

☐ Dry☐ Sensitive

☐ Combination☐ Normal

☐ Normal To Dry☐ Normal Oily

SKIN GOALS

[Back to Dashboard](#)✓✓✓○●●●●●●[Save Final Results](#)

PERSONAL INFOHEALTH & LIFESTYLESKIN TYPESKIN GOALSSKIN ANALYSISTREATMENTPRESCRIBEADD NOTES

Select Client's Skin Goals

☐ Smoother Skin

☐ Healthy Skin

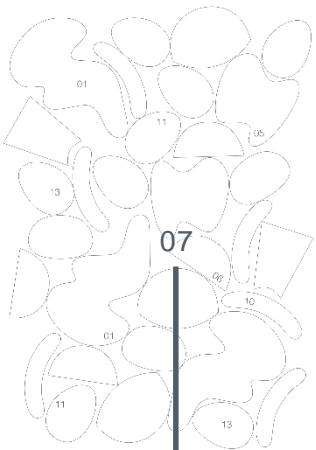
☐ Calmed Skin

☐ Clearer Skin

☐ Firmer Skin

☐ Brighter Skin

☐ Hydrated Skin



Add HEALTH AND LIFESTYLE information that affects skin and skin care habits. Include information about sleep, diet, work, exercise, stress, allergies or contraindications.

Select the SKIN TYPE(s) that best describes your client's genetic predisposition and their skin goals.

6 consultation and treatment consent

TREATMENT

Client's Treatment Consultation Authorisation [Continue](#)

Please ask your client to complete and initial this form

Is Client having a treatment today?

☒ Yes ☐ No

Which treatment is Client having today?

☒ SkinSolver (EU Version) ☐ ProSkin30 (EU Version) ☐ ProSkin60 (EU Version)

☐ Pro Power Peel (EU Version) ☐ Face Mapping (EU Version) ☐ Skin Lesson (EU Version)

☐ Other (EU Version)

Do you have metal implants, a pacemaker or body piercings?

☐ Yes ☒ No

Within the last year, have you been under a physician's care / on medication / have any allergies?

☐ Yes ☒ No

Please specify if any of the following apply to you

☐ Pregnant ☐ Menstruating ☐ Trying To Become Pregnant ☐ Pre-Menstrual

ADD NOTES

[Back to Dashboard](#) [PERSONAL INFO](#) [HEALTH & LIFESTYLE](#) [SKIN TYPE](#) [SKIN GOALS](#) [SKIN ANALYSIS](#) [TREATMENT](#) [PRESCRIBE](#) [ADD NOTES](#) [Save Final Results](#)

Add Professional Notes

2000 characters

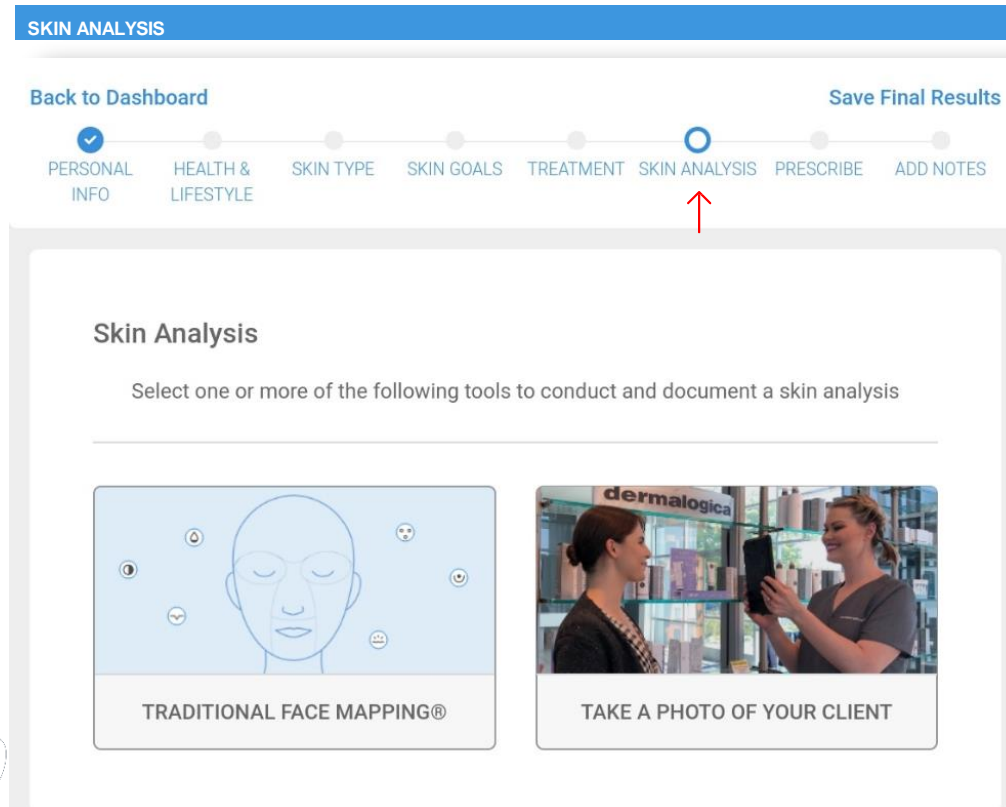
Click to start typing...

Select the relevant TREATMENT or service for the appropriate consultation questions and Client Treatment Authorization Form.

Post treatment add Professional Notes by selecting ADD NOTES. Include information such as products or modalities used during the service, or details that may be useful for follow-up or further treatments.

Professional Notes are not part of the Skin Fitness Plan email and will not be sent to the client.

7 perform face mapping skin analysis

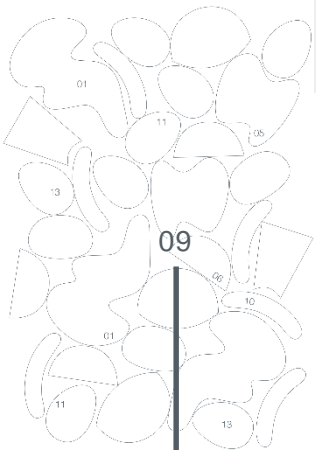


Document and conduct your Face Mapping using one of the Smart SKIN ANALYSIS tools.

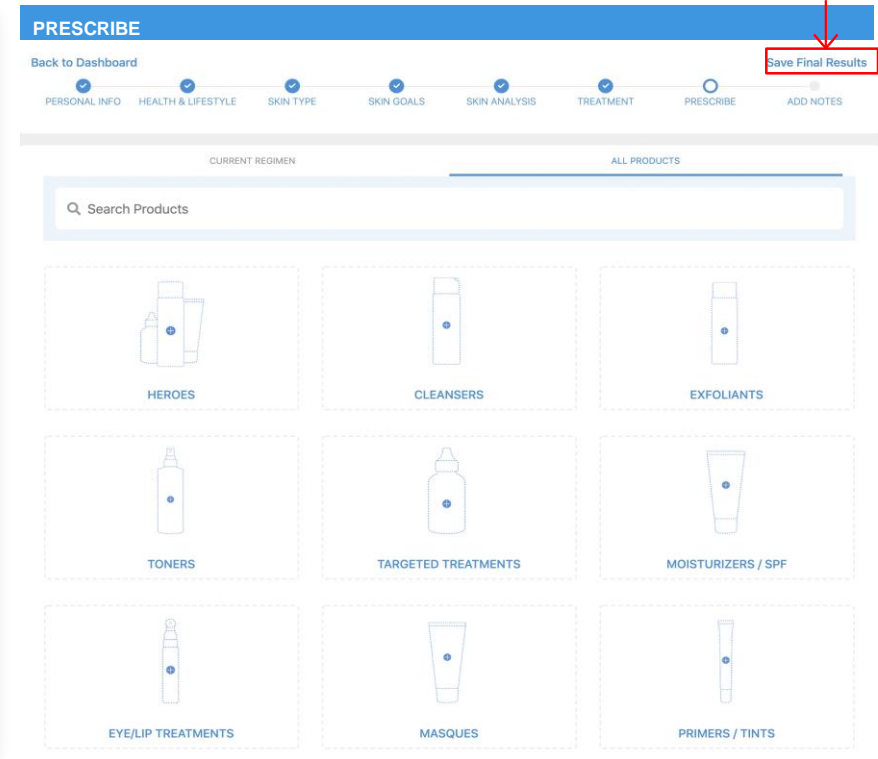
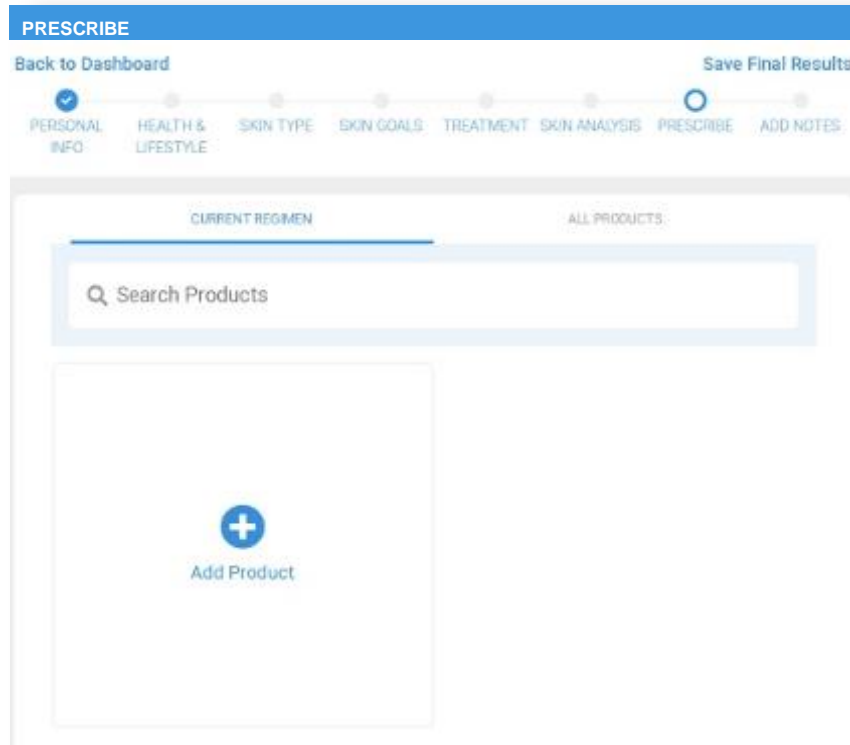
Use the 'drag and drop' feature to annotate the map or client photo with the skin condition icons, and grade the conditions according to the degree of concern and client's priorities.

Use the analytics to track progress.

Look out for additional AI tools and Observ 520 integration coming soon!



8 prescribing at-home regimens



Add products to CURRENT REGIMEN to build an at home skin care programme for your client. Use the Search Bar to look up specific products or click Add Product to see all product categories. Select your chosen category to see Dermalogica product options.

Be sure to click 'Save Final Result' to store the records. This will also give you the option to send your client their Face Mapping Results and Skin Fitness Plan prescriptions.

9 returning client overview

To update client records or add new services or information select the client from your Client Book to see an Overview.

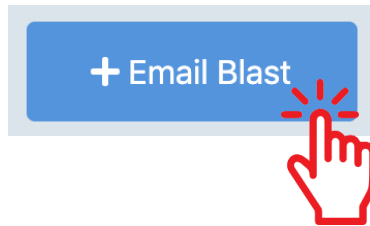
Provide a new or review a previous Face Mapping result by selecting 'Smart Skin Analysis' in the menu. View analytics to track skin progress.

Add 'Professional Notes' such as patch test information or results for returning clients.

Select 'Client Journey' to see a quick overview of the client's history with your store, including previous treatments, regimen adjustments and samples provided.

The screenshot displays the 'returning client overview' interface for a client named Lisa Lanz. The interface is organized into a sidebar and a main content area. The sidebar on the left contains a client profile card with the initials 'LL' and the name 'Lisa Lanz' (with 'N/A, N/A' below it), followed by a menu with four options: 'Overview' (selected), 'Smart Skin Analysis', 'Professional Notes', and 'Client Journey'. The main content area on the right is divided into several sections: 'Skin Type' with radio button options (Breakout Prone, Dry, Combination, Normal To Dry, Oily, Sensitive, Normal, Normal Oily), 'Skin Goals' with a list of goals (Firmer Skin, Brighter Skin, Hydrated Skin) and an 'Add Goal' button, 'Treatments' with a 'New Treatment' button and a prompt to 'Click above to add your first treatment.', and 'Regimen' with an 'Edit Regimen' button. At the bottom of the main content area, there is a 'Dry' button and a circular icon with a 'D'.

10 email blast



CREATE NEW EMAIL BLAST CLOSE

FILTERS

CLIENTS

DRAFT EMAIL

SENT

Skin Types

- ☐ All Skin Types
- ☐ Breakout Prone
- ☐ Oily
- ☐ Combination
- ☐ Dry
- ☐ Sensitive
- ☐ Normal
- ☐ Normal Oily
- ☐ Normal To Dry

Skin Conditions

- ☐ All Skin Conditions
- ☐ Wrinkles
- ☐ Breakouts
- ☐ Spots
- ☐ Pores
- ☐ Redness
- ☐ Uneven Skintone
- ☐ Dark Circles
- ☐ Oiliness
- ☐ Dehydration

Skin Goals

- ☐ All Skin Goals
- ☐ Brighter Skin
- ☐ Hydrated Skin
- ☐ Smoother Skin
- ☐ Healthy Skin
- ☐ Calmed Skin
- ☐ Clearer Skin
- ☐ Firmer Skin

NEXT

Use the Email Blast feature to easily create a campaign or perform follow up.

Simply sort through contacts by Skin Type, Skin Condition and Skin Goals to create your recipient list. View and select/ deselect which corresponding clients you would like to send your message to. Choose one of our email templates and draft your personalised message.

11 FAQ

What are the key differences with the new FaceMappingPRO?

- Seamless navigation
- Enhanced consultation and service selection
- Improved Client Overview which allows for adding to or updating all tabs
- Skin progress tracking and analytics
- Coming soon - AI Smart Skin Analysis and Observ UV Technology integration for enhanced analysis

Can I use FaceMappingPRO on any device?

Yes. The new version is available on laptop, desktop, tablet and mobile devices

Do I need to create a new profile for FaceMappingPRO if I used the previous version?

No. Your profile and client data have been sync'd to the updated WebApp. The data will currently refresh daily until the original version is switched off.

Is there a date by which I need to have moved over to FaceMappingPRO?

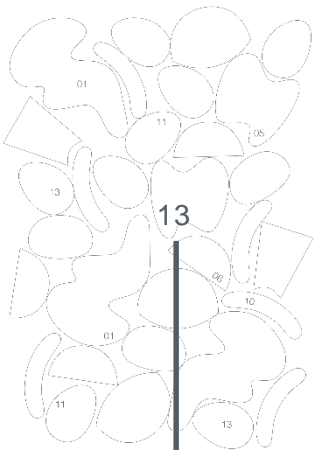
We have not yet set a date to switch off the original Face Mapping WebApp.

Where is the client data stored? And is the WebApp GDPR compliant?

The data store and servers are based in the EU. All GDPR requirements have been met. When accessing facemappingpro.com (or typing this address into your web browser) from within the EU you will automatically be directed to eu.facemappingpro.com, which manages the data in line with EU rules.

Will Dermalogica use my client data and send communications to my customers?

At this time Dermalogica has no plans to directly use client data for marketing. The client data collected does provide valuable information about customer skin needs and buying habits. This insight assists Dermalogica in providing products and services that the client values and business support to our accounts.



11 FAQ

Can I customize the e-blasts and prescription emails for my business?

The subject line and email body is fully customizable at the Store level. Users can go into the Store Settings portion to customize accordingly.

Can I customize my profile to connect customers to my business website?

Yes. You will be able to have your own business URL in the customer prescription email and marketing and promotion emails.

Is there one set of consultation questions which apply to all treatments?

No. Each service will have the relevant questions required due to the nature and length of service.

Face Mapping – Short consultation

SkinSolver – Short Consultation

ProSkin30 – Full Consultation

ProSkin60 – Full Consultation

Skin Lesson – Full Consultation [We plan to use this when we launch our integration with Observ]

Other – Full Consultation [Can be used for any other service including massage]

Pro Power Peel – Full Consultation plus Pro Power Peel Informed Consents

What do I do if I can't log in or have technical issues with FaceMappingPRO?

Email us at helpdesk@dermalogica.com

