



Getting started with Pixacare

Step-by-step guide: create your account, and use the mobile app and the web app.

User guide • September 2026

Create your account and log in

Four steps to activate your Pixacare access, from the first email to downloading the app.

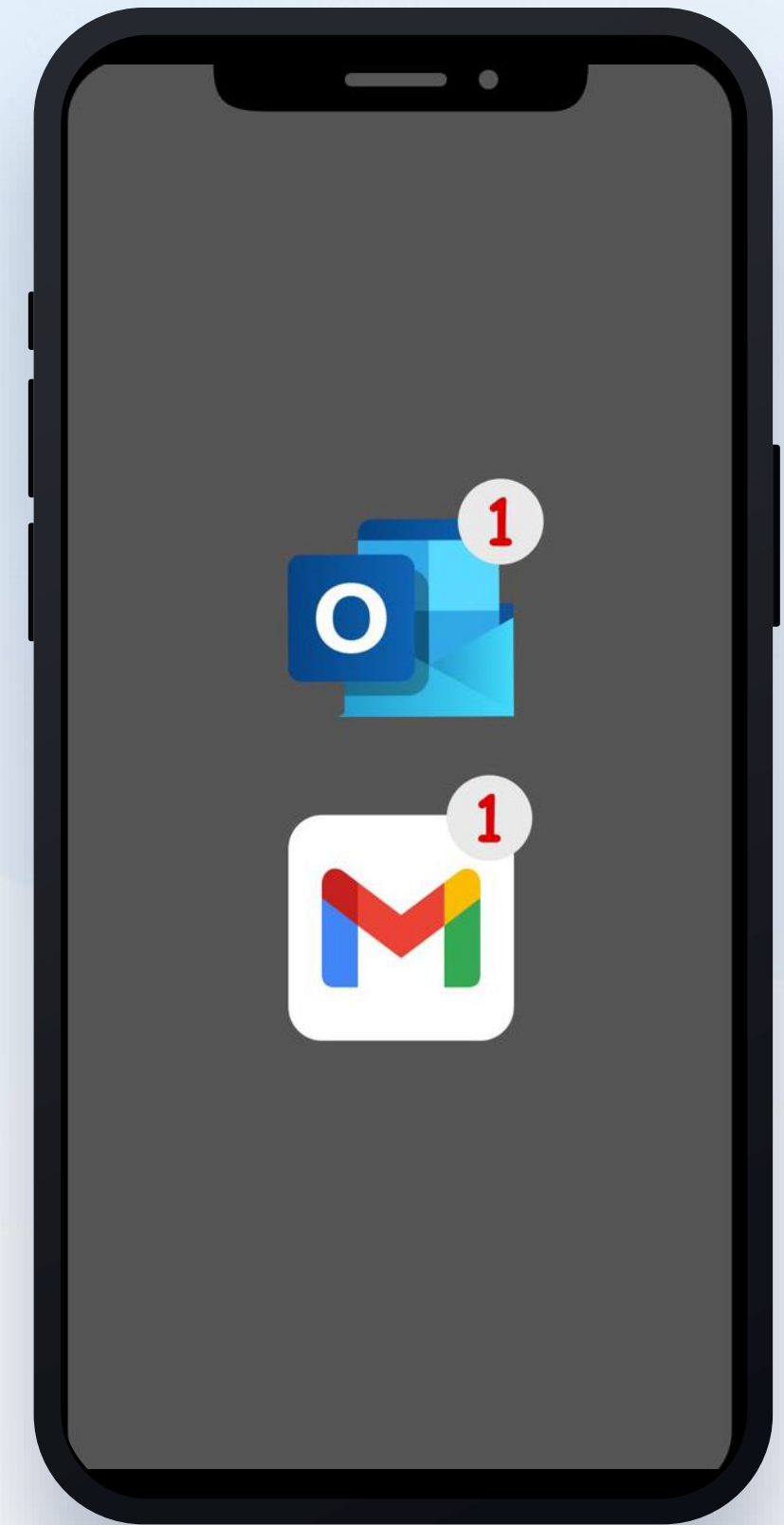
- 1 Open the invitation email
- 2 Create an account
- 3 Enter your details
- 4 Confirm your registration

Step 1 / 4

Open the invitation email

To create your account, go to your email inbox.

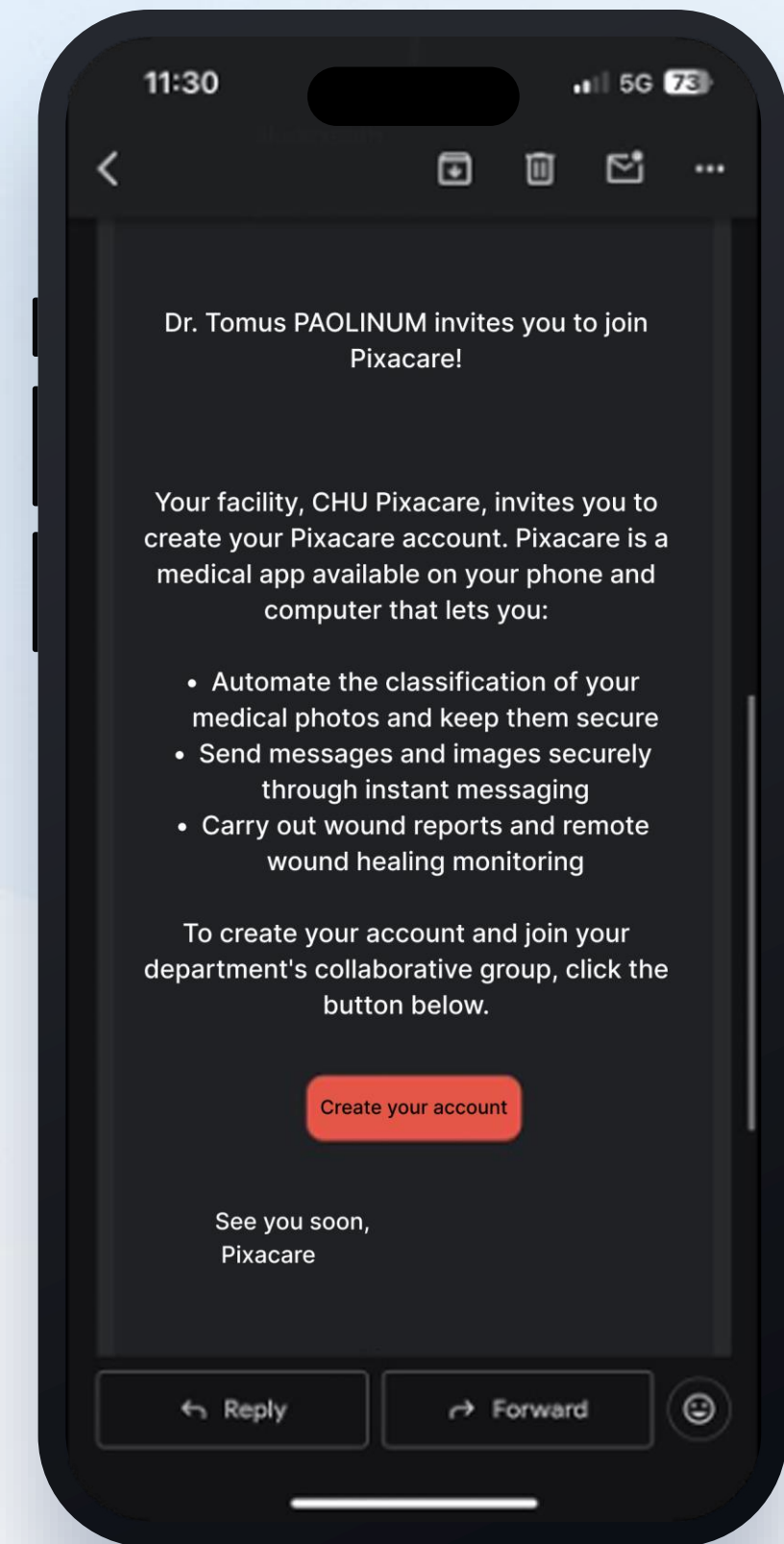
You can only join Pixacare if an administrator has invited you.



Step 2 / 4

Click “Create an account”

Open the invitation email and click the “Create an account” button to start your registration.



Step 3 / 4

Enter your personal details

Complete the registration form with your professional details.

Registration

Start creating your medical gallery and documenting healing.

First name

Last name

Email address

Password

Password confirmation

Enter a phone number

Medical specialty

☐

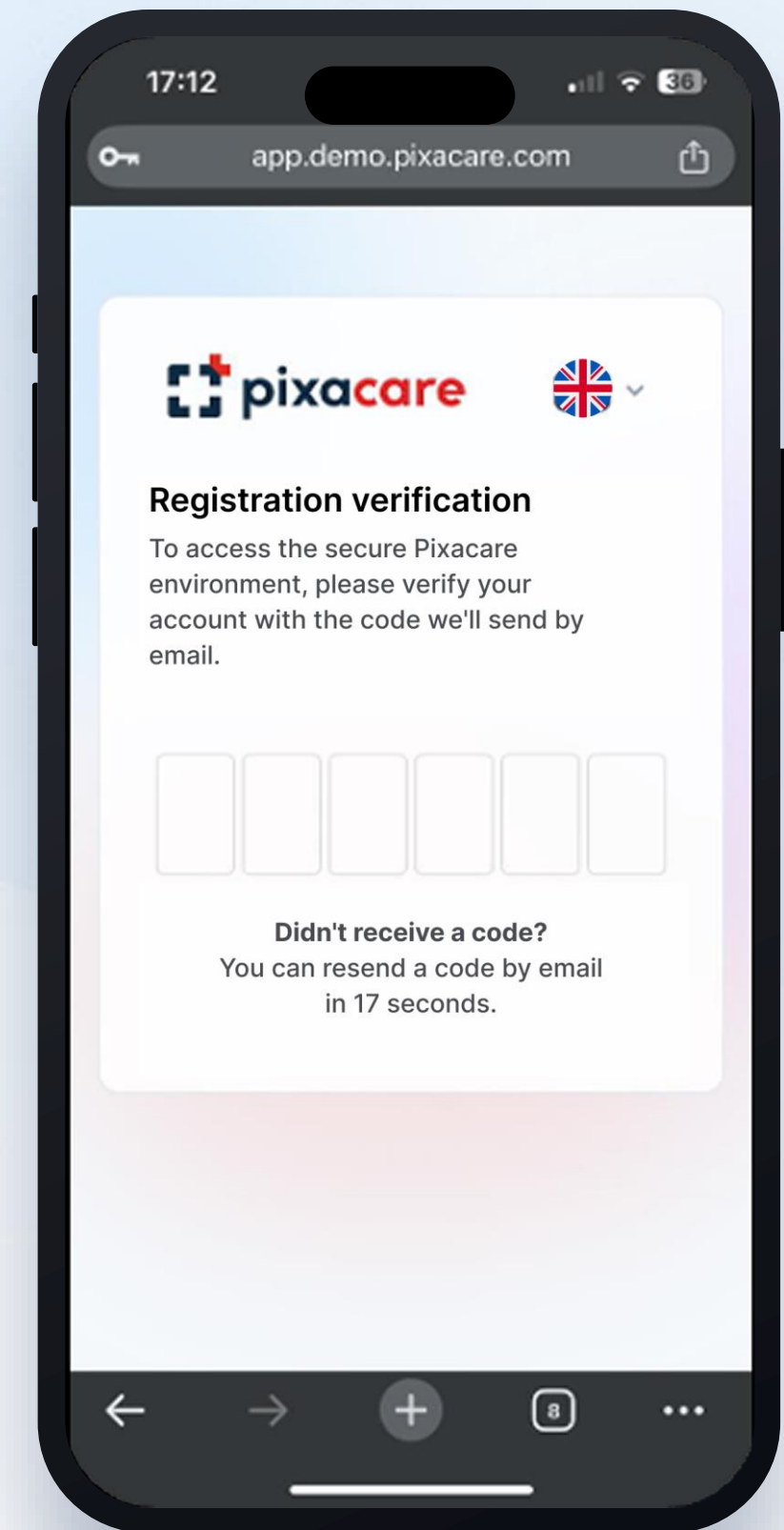
I accept the [Terms and Conditions](#)

Registration

Step 4 / 4

Confirm your registration

Confirm your account using the code sent by email.

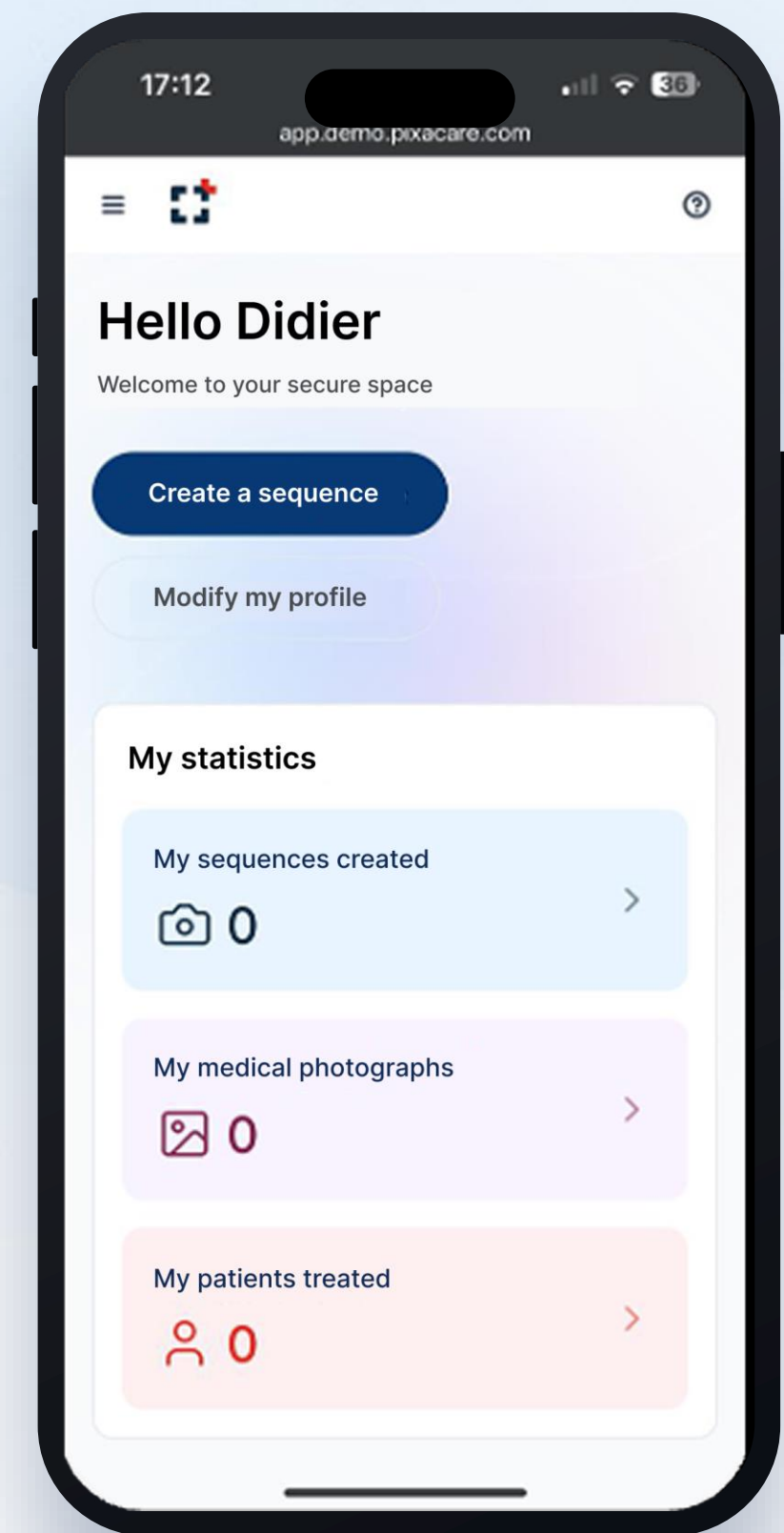


Account created

Your Pixacare account is ready!

All that's left to do is download the app.

Go to your smartphone's app store and search for “Pixacare”. Or scan the QR code below.



The mobile app

Identify a patient, photograph a wound, document and share a follow-up sequence.

1 Open the app

2 Identify the patient

3 Photograph the wound

4 Document and share

Step 1 / 3

Open the app

Enter your login details.

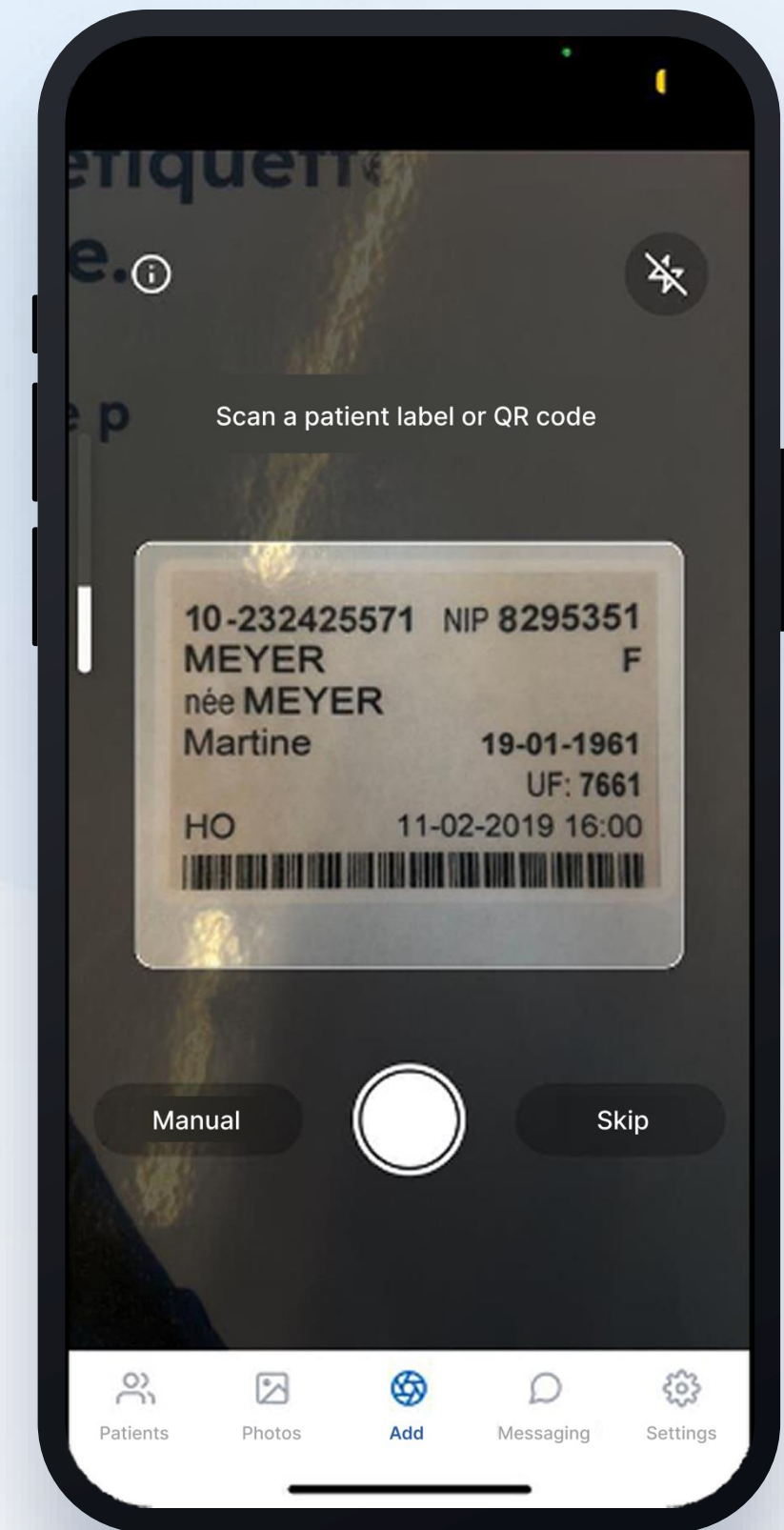
You can then log in using biometrics or Face ID.



Step 2 / 3

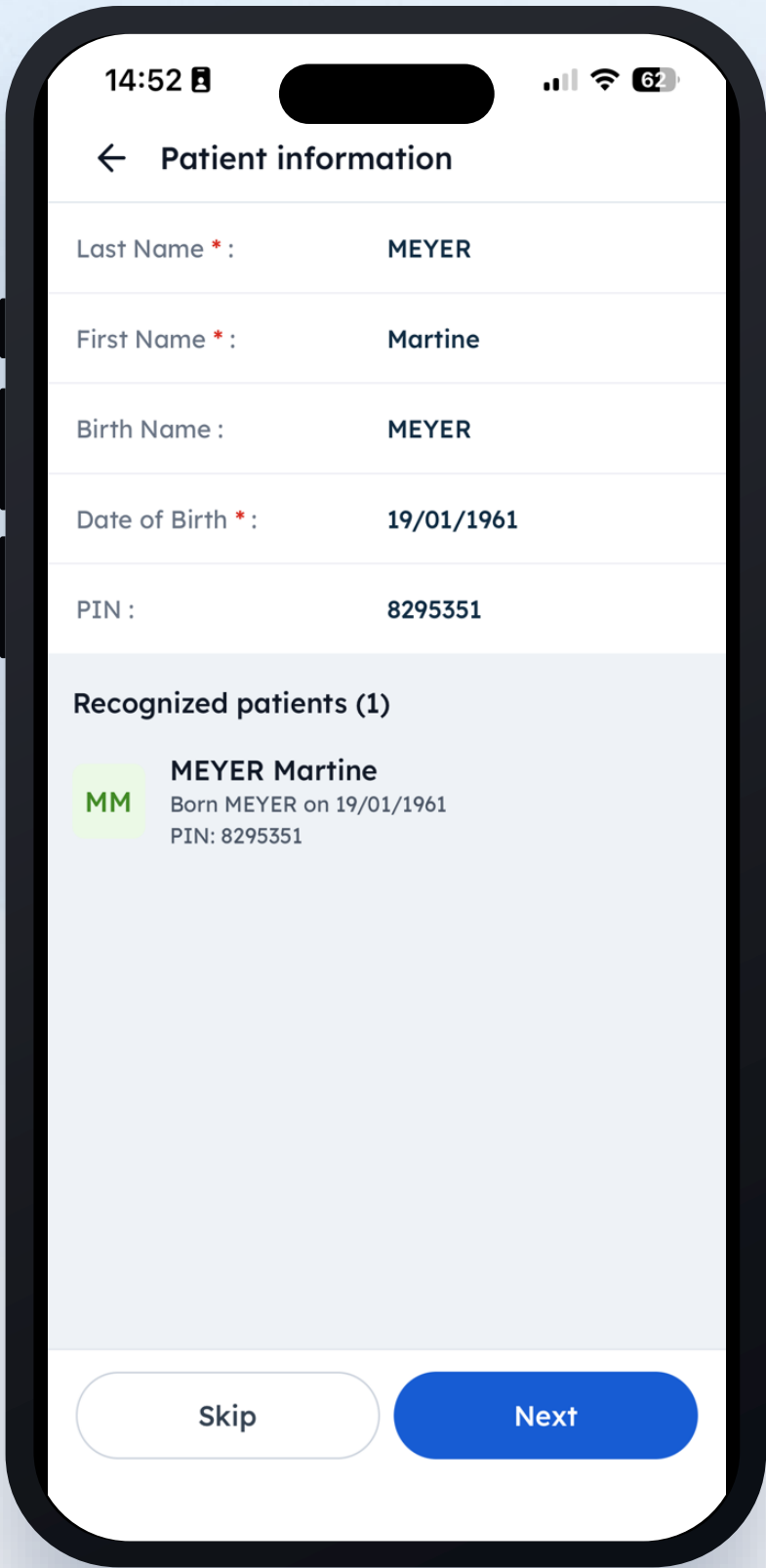
Identify the patient

Scan the patient's label or QR code,
or search for them by entering their details manually.



Check the patient's details

Once you have entered and checked the details, tap “Next”.



Step 3 / 3

Photograph the wound

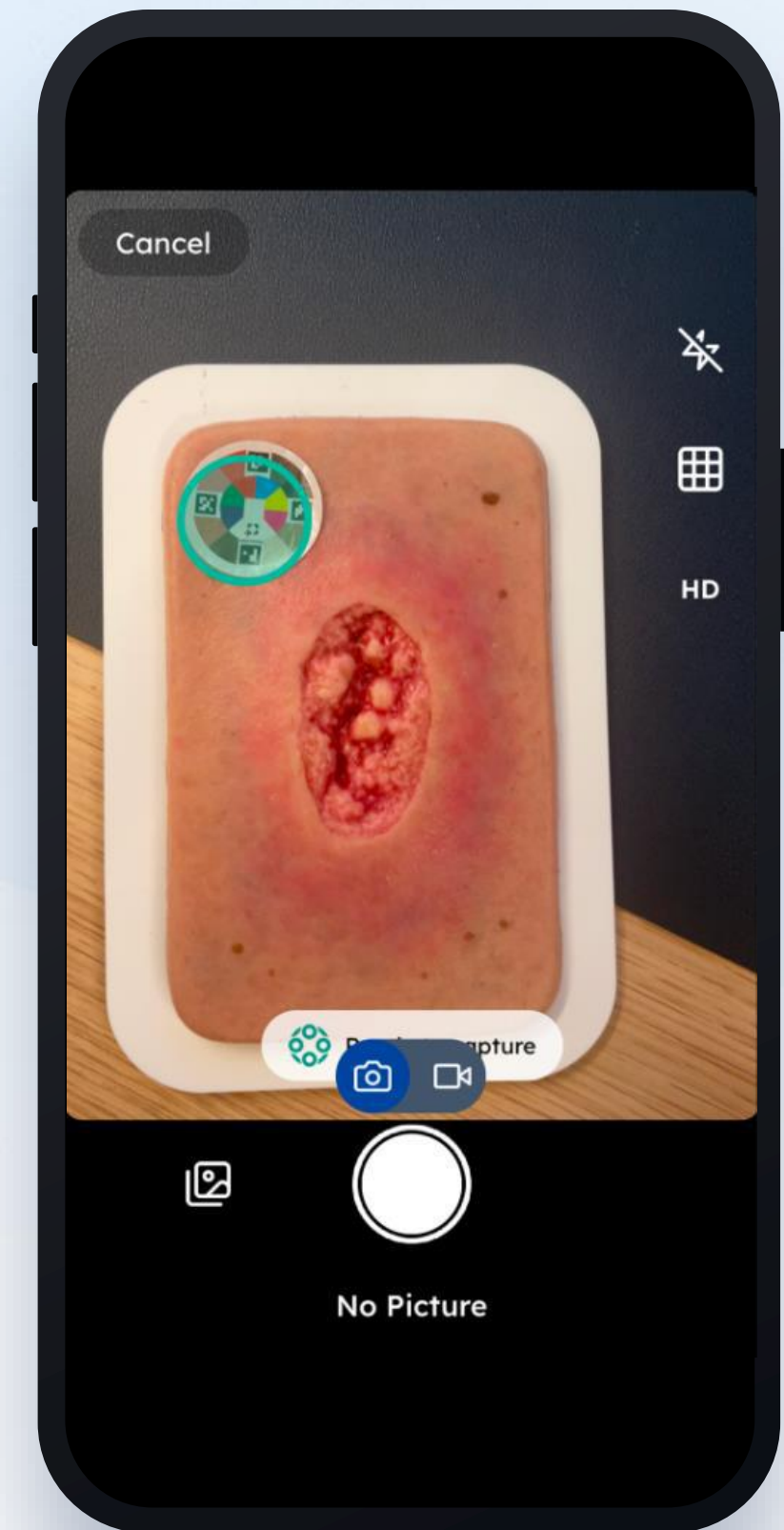
Turn on the flash, show the grid, or improve photo quality.

To use the AI features, place a calibration sticker next to the wound and check that a green circle appears around it.

Up to 25 photos

5 videos of 30 sec.

Import from gallery



Complete your sequence details

- Document the wound: surface area, tissue composition, appearance...
- Add keywords to find your photos more easily
- Share your photos with colleagues in your unit or with other units

Questionnaires are fully customisable. Ask your administrator to set up ones tailored to your unit.

14:57 [Signal] [Battery 60%]

← Create an assessment ⋮

MM **MEYER Martine**
Born MEYER on 19/01/1961
PIN: 8295351

Pictures *

[Wound Photo] [Add Photo]

Lesion

Document a lesion +

Keywords

Add keywords >

Groups *

Endocrinologie ✓

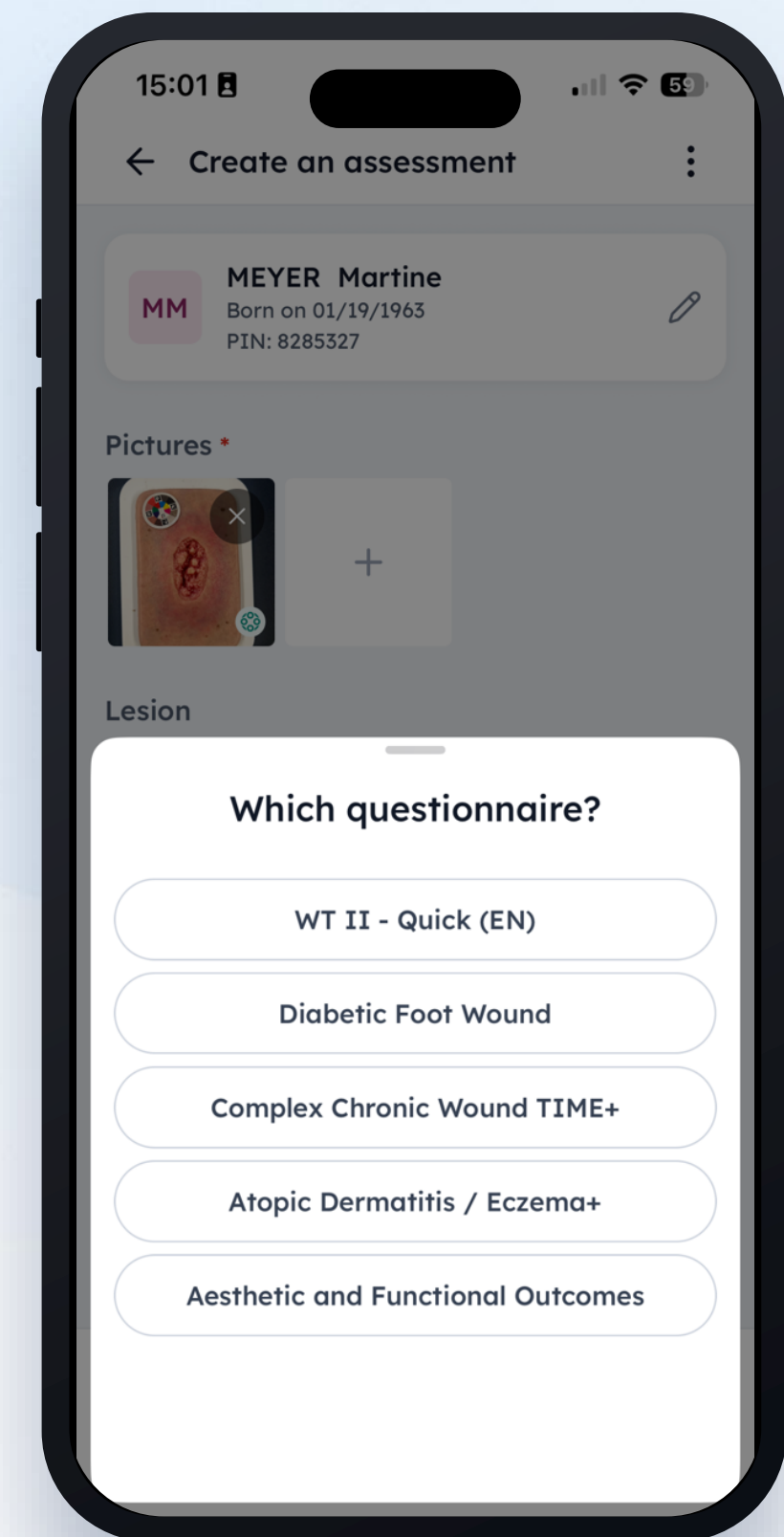
Dermatologie ✓

Complete

Wound questionnaires

Choose the type of questionnaire you want to complete.

To request a questionnaire for your unit, contact Pixacare support: pixacare.com/en/support



Bonus

Automatic AI-powered measurement

WoundTrack II measures the surface area and analyses tissue composition directly from the photo.

Reproducible — measurements are comparable across caregivers

Fast — a few seconds, regardless of expertise level

Medical device — CE class IIa marking

The image shows a smartphone screen displaying the WoundTrack II app. At the top, the status bar shows the time 15:03, signal strength, Wi-Fi, and 59% battery. The app header has a back arrow, the title 'Dimensions', and a 'Complete' link. Below the header, it says 'Questionnaire 1 of 8' and asks 'What are the dimensions and tissues of the wound?'. A blue callout box with a star icon contains the text 'Get accurate measurements and analyze wound composition with a single photo.' and a button labeled 'AI powered analysis'. Below this, there are three input fields: 'Length (cm)' with placeholder text 'Length in cm', 'Width (cm)' with placeholder text 'Width in cm', and 'Surface area (L x W x 0.785) (cm²)' with placeholder text 'Surface area (L x W x 0.785) in cm²'. At the bottom, there are 'Back' and 'Next' buttons.

Organise your sequences

Drafts

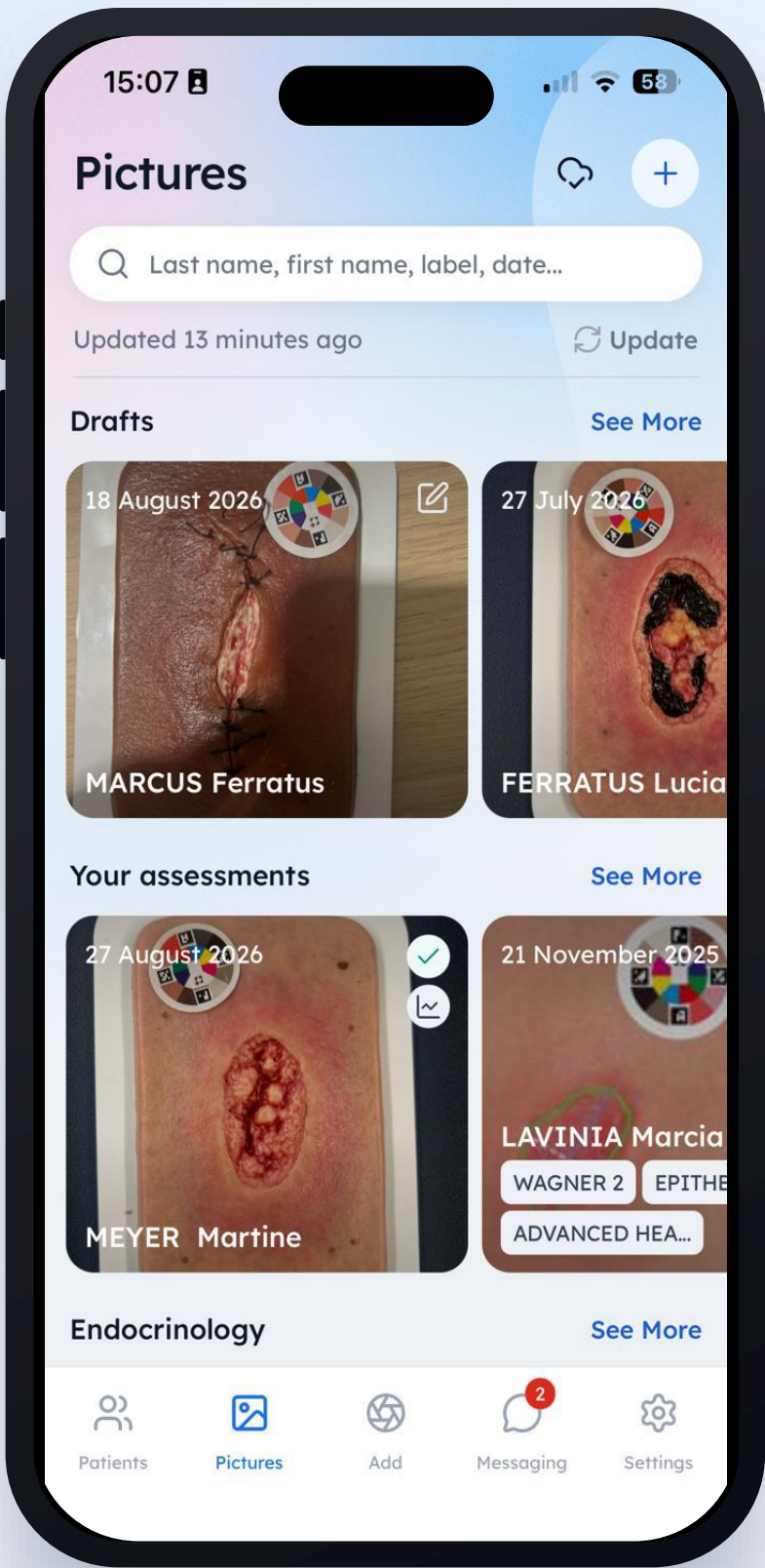
Unfinished sequences — they cannot be shared until the missing information has been added

My sequences

All the sequences you have created, across every workspace

Workspace photos

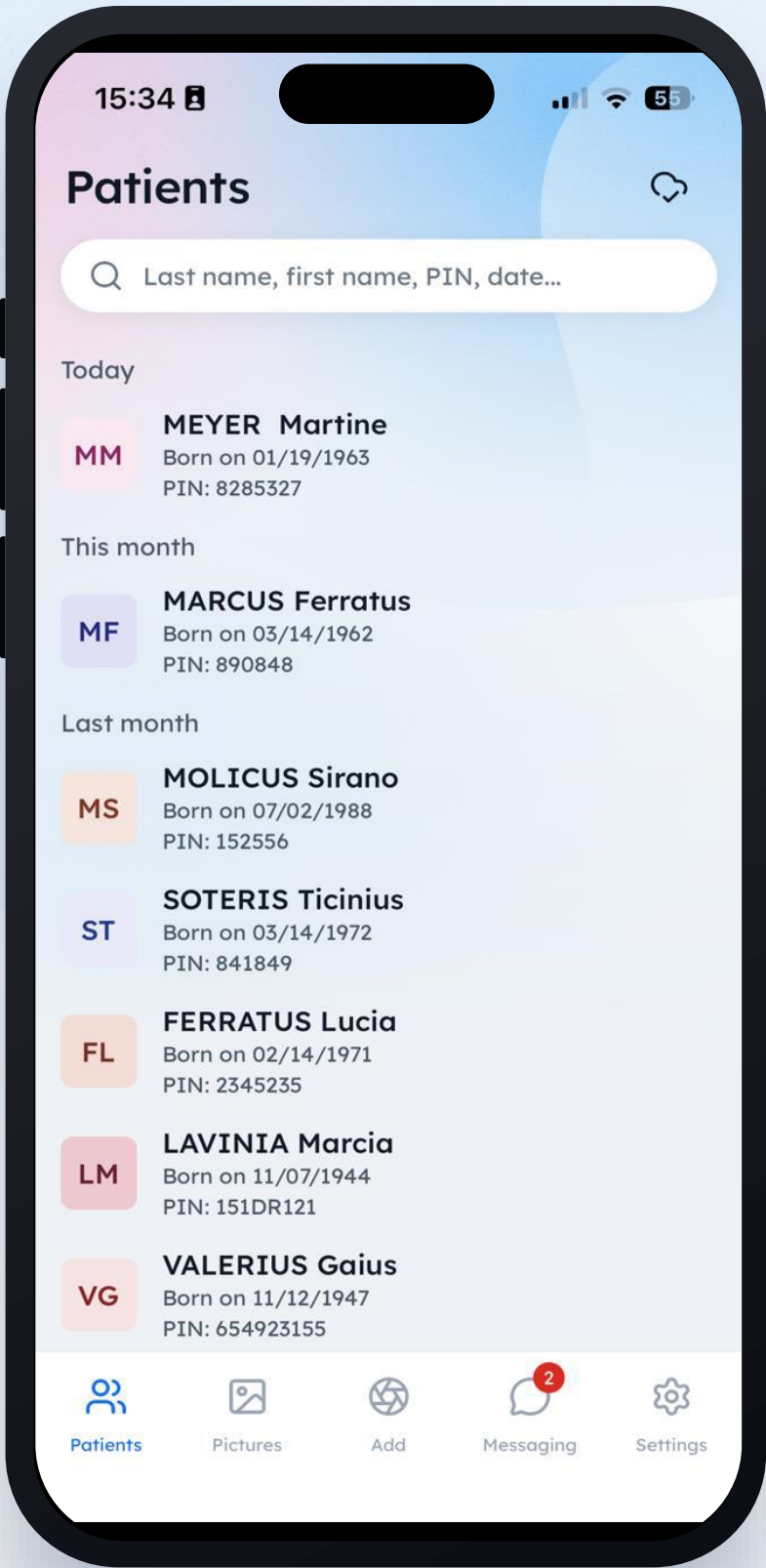
All the sequences created by the members of your workspace



Find your patients

The “Patients” tab lists all your patients, together with the sequences and information you have added.

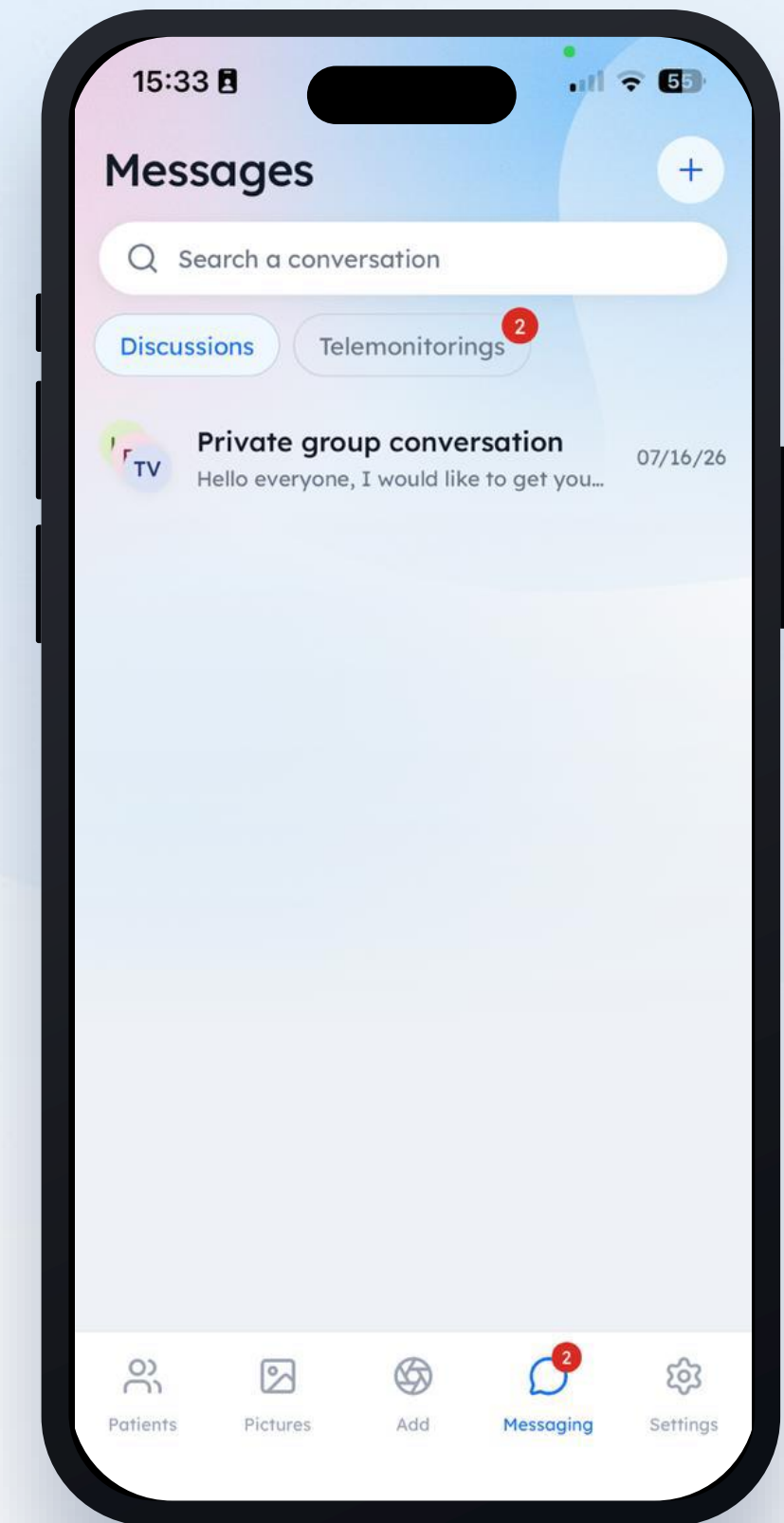
You can search for a patient by family name, first name or patient ID number.



Pixacare secure messaging

A secure space where you can share your sequences with any Pixacare user, inside or outside your organisation.

In a group or one-to-one.



The web app

Access all the features from your computer, at:



app.pixacare.com

1 Personal and team space

2 Workspace gallery

3 Patient record

4 Add a sequence

Team space

Your personal space and your team space

Messaging

A space for your team to share and discuss cases

Workspace gallery

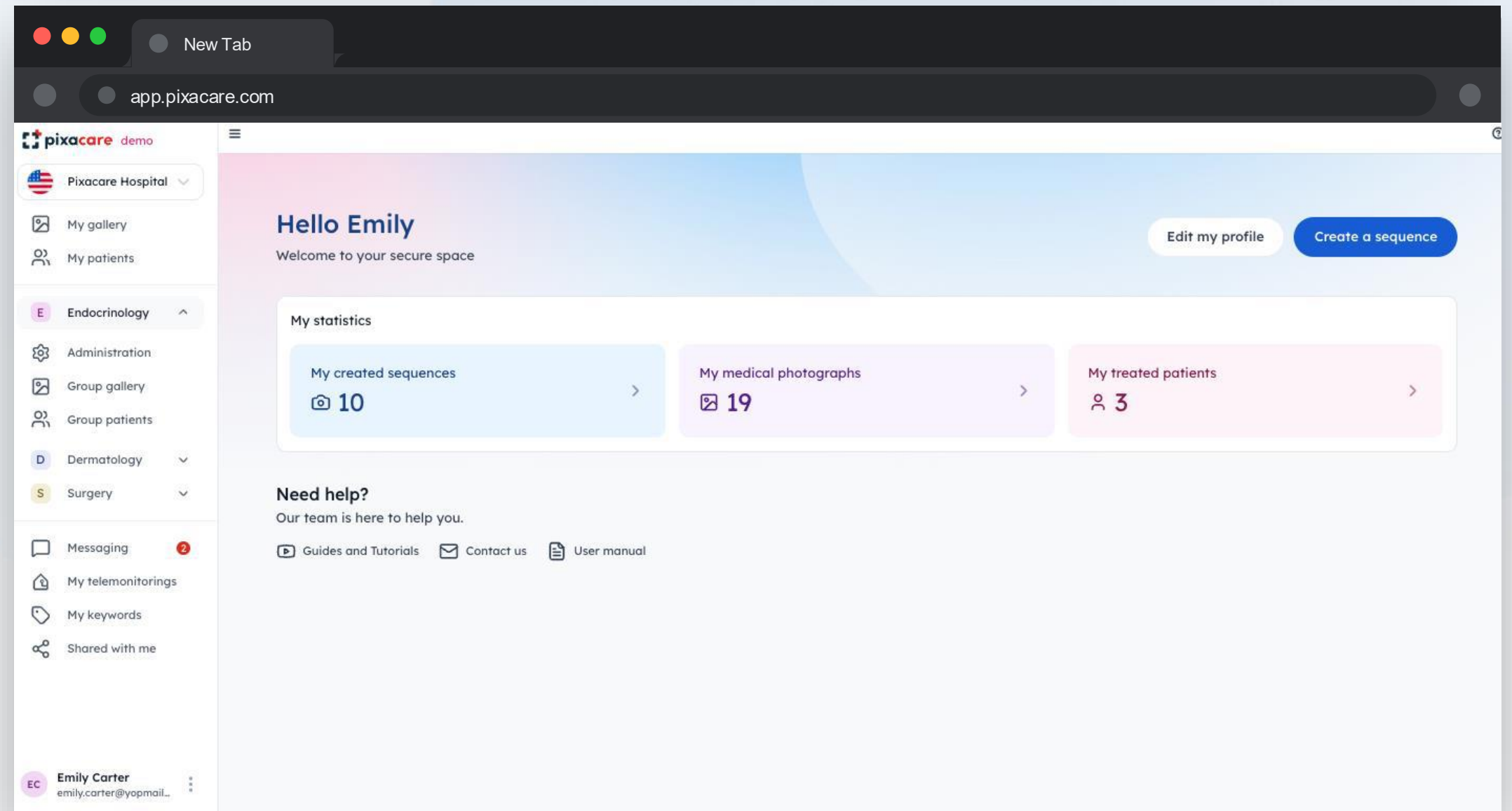
All the photos and videos shared by the members of your workspace

Workspace patients

Every patient with at least one photo in your workspace

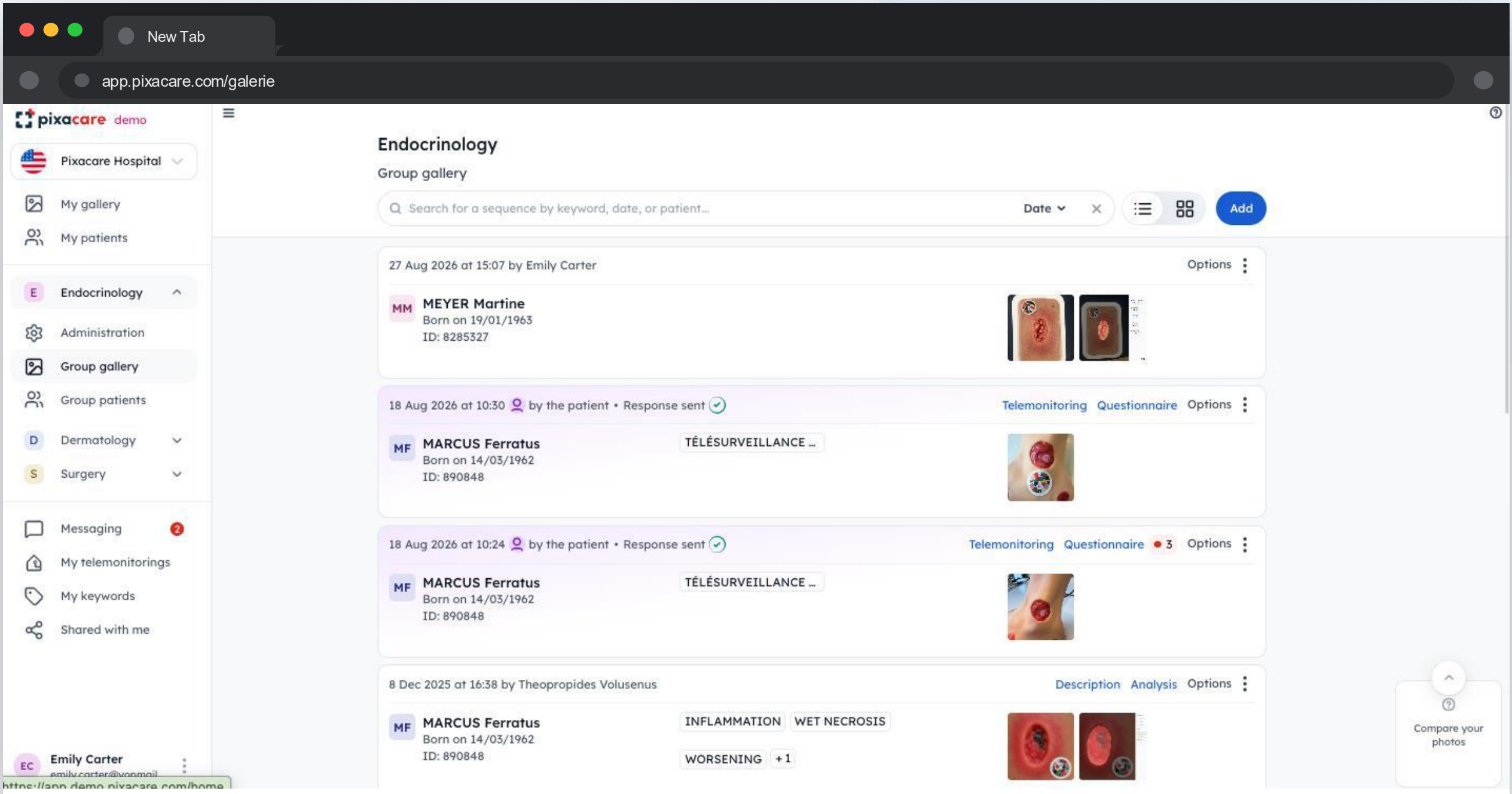
My remote monitoring

A dedicated space for following up patients remotely



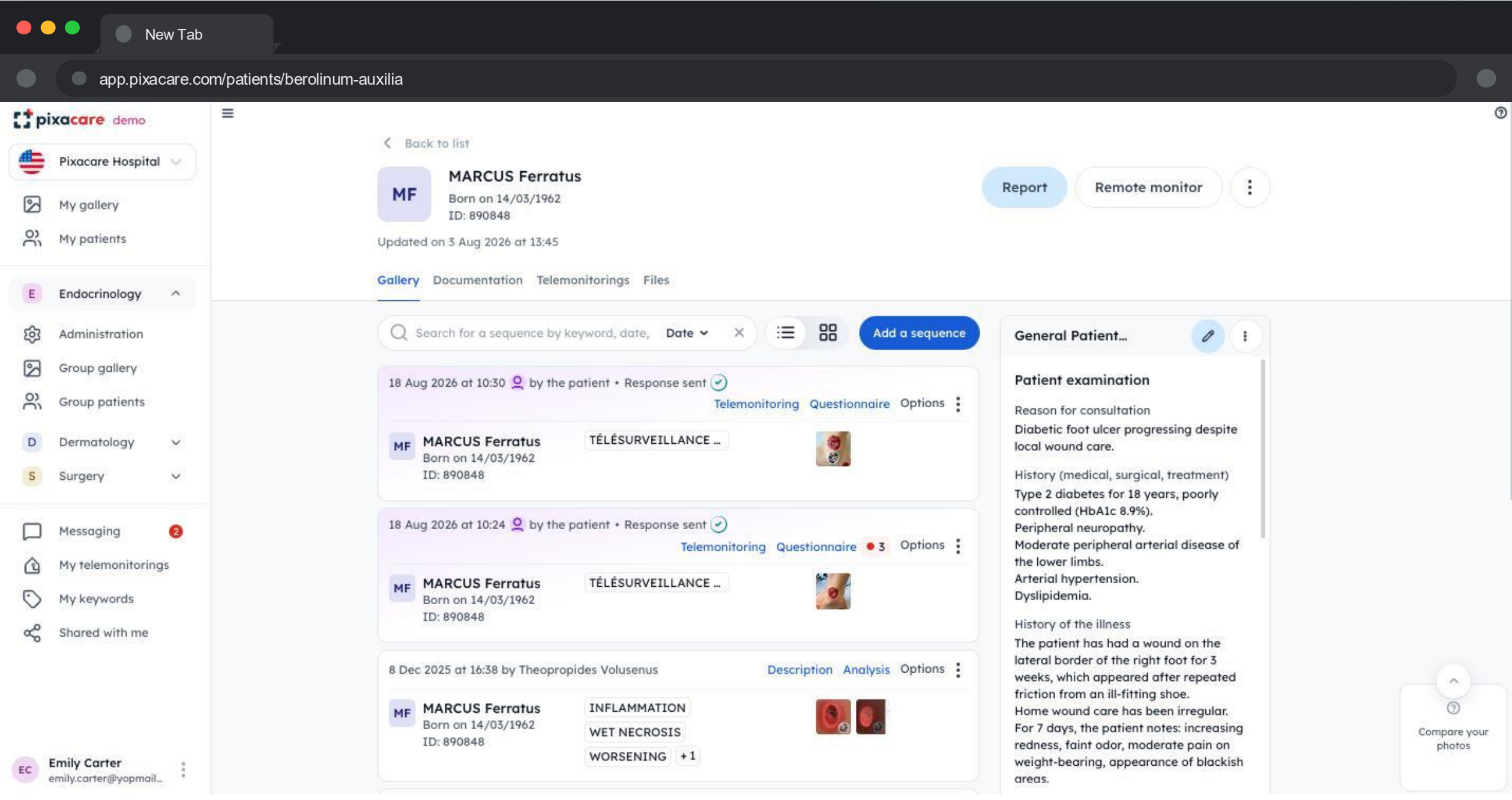
Workspace gallery

View images from patient follow-ups carried out by the whole team. Compare several photos, filter, or add an image sequence.



Patient record

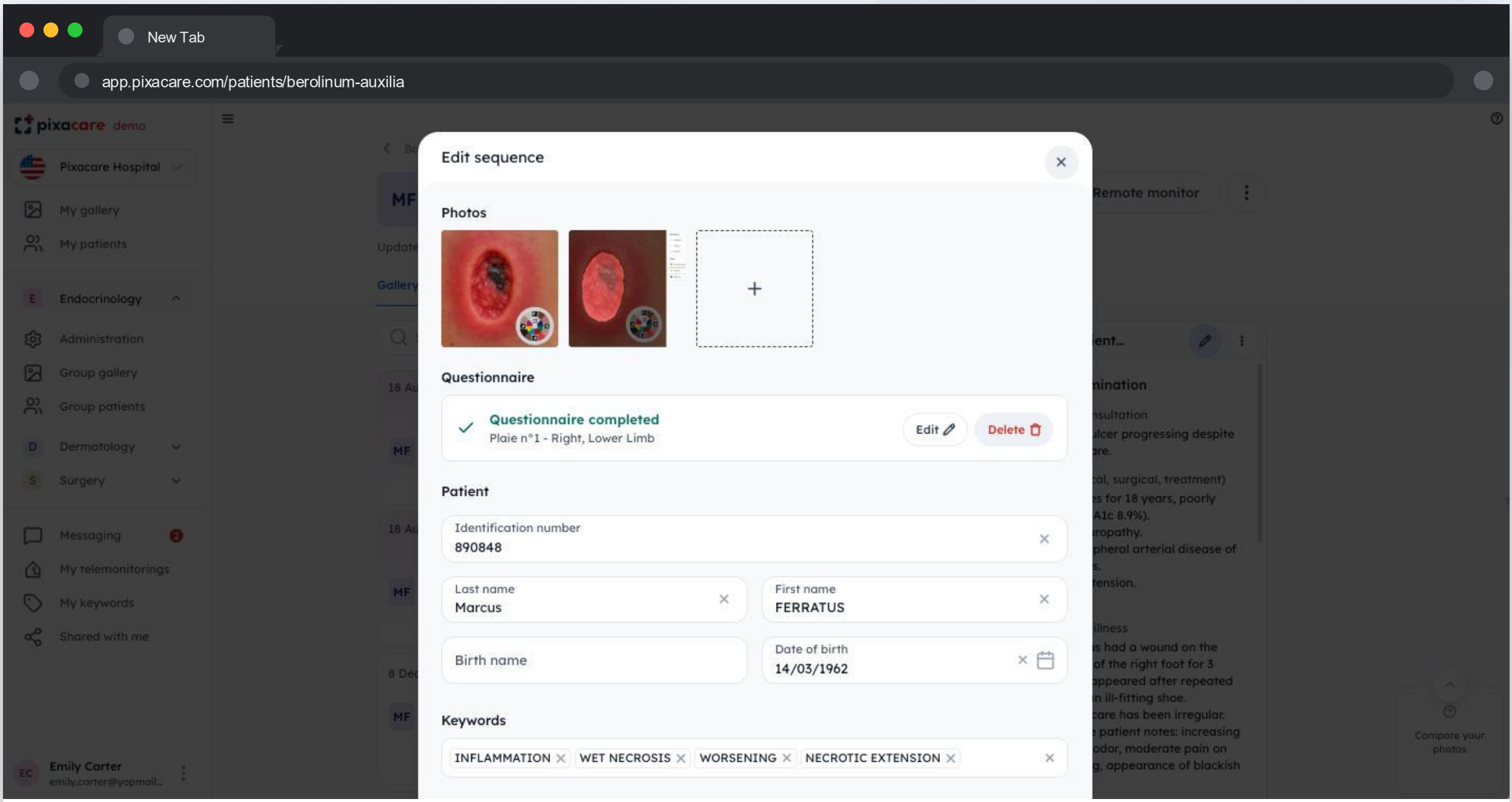
Add an image sequence, export a PDF follow-up report, or start remote monitoring with the patient or a district nurse.



Add a sequence

Add a sequence to a patient

Complete the questionnaire and add keywords to find the sequence easily.



Need help?

If you run into any difficulty, contact our support team — directly from the app or using our online form.



www.pixacare.com/en/support

Or directly from the app: use the "Need help?" links in your sidebar.