

Support Essentials

The screenshot shows the Diagnocat web application interface. At the top, a browser address bar displays the URL `diagnocat.eu/patients/d2naoug79ac73bp3e9g`. A red box highlights the reload button (a circular arrow icon) in the browser's navigation bar. Below the browser bar, the Diagnocat logo (a purple cat head) is visible. The patient's name, **Emma Smith**, is prominently displayed, followed by her age and gender: **36 years Female ID: 0098**. The page is divided into several sections:

- Treating doctors**: Lists David Johnston and Katherine Amerson, each with a profile picture and a trash icon.
- Shared with**: Shows a share icon and a list of users.
- Clinical case description**: Contains a text area with the following content:

The patient presented with a complaint of a missing tooth 1.4.

As part of the treatment planning, a full diagnostic work-up was performed, including:

 - CBCT scan with analysis by the Diagnocat system;
 - photographic protocol;
 - intraoral scanning.

Recommendations: The patient was referred for oral cavity sanitation and a consultation with an orthodontist.
- Create AI report**: A grid of buttons for generating reports:
 - CBCT: Icon of a head with a cross-section.
 - Pano: Icon of a panoramic X-ray.
 - IOXRay: Icon of a tooth with a cross-section.
 - 3D model: Icon of a tooth with a 3D model overlay.
 - Implant: Icon of a dental implant.
 - Ortho: Icon of a tooth with orthodontic brackets.
 - Photo: Icon of a camera.
 - Transcriptor: Icon of a microphone and sound waves.

Before contacting support, try the following steps — they often resolve common issues quickly.

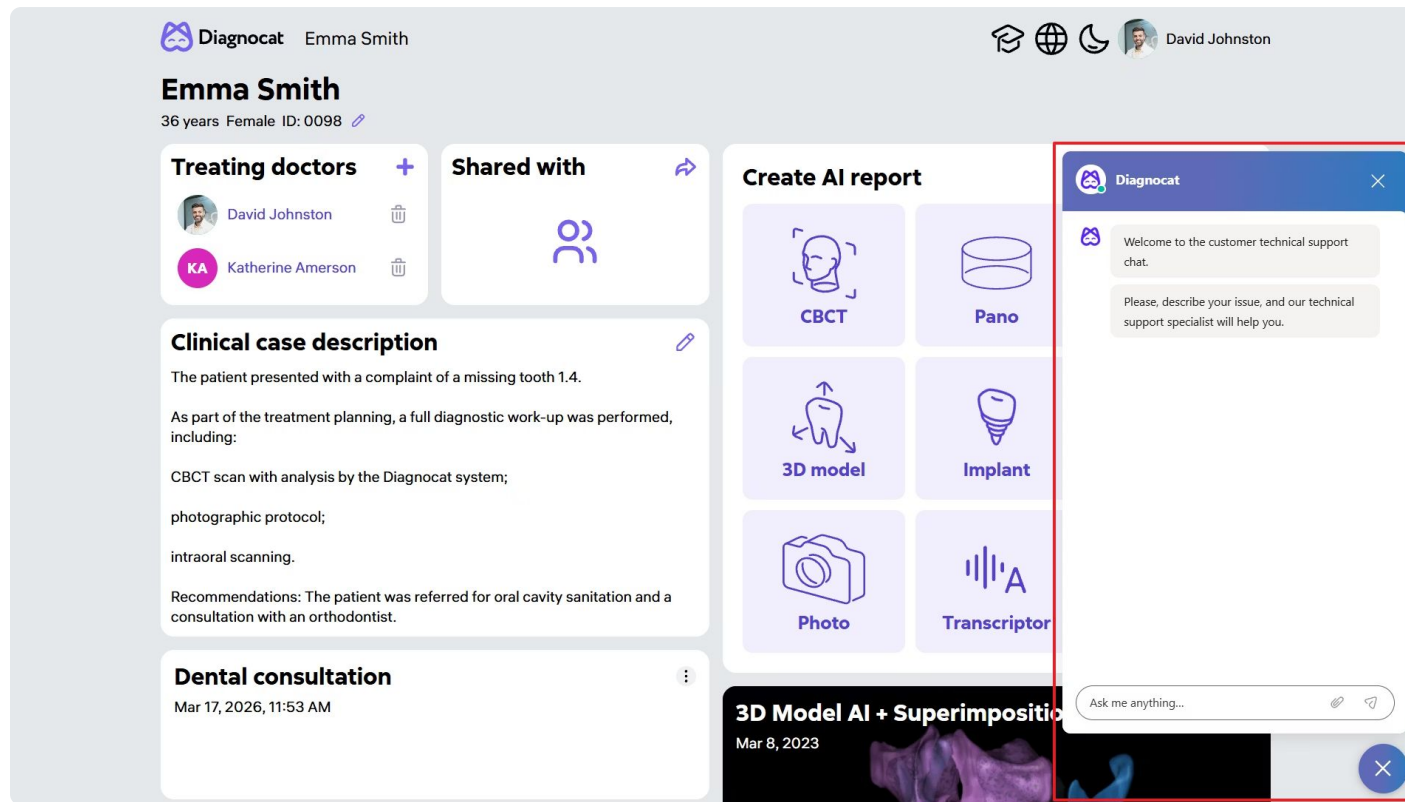
Refresh the Page

Click the **Reload** button in the top-left corner of your browser. Refreshing can restore functionality if the platform becomes unresponsive or fails to load properly.

Check Your Internet Connection

Diagnocat requires a stable internet connection to process data and generate reports. If issues persist, restart your router or switch to a more stable network.

Contacting Diagnocat Support



If troubleshooting does not resolve the issue, Diagnocat's dedicated **human support team** is ready to assist — you are never alone in resolving technical or workflow challenges.

Chat Support

Click the chat bubble within the platform and describe your issue. The team can provide step-by-step guidance or remotely access your system. Ideal for **real-time and urgent** questions.

Email Support

For complex or non-urgent inquiries, contact: cs@diagnocat.com. Recommended for detailed questions, documentation requests, or follow-up communication.

Additional Resources

Visit www.diagnocat.com for product information, feature overviews, and educational resources. We're excited to bring the future of dentistry to your clinic!