

BIOMETRICS AND THE IDEAL PROTEIN PLATFORM

HYDRATION

The Scale measures hydration as **what percentage of your weight is water**. Since water exists in fat cells, muscle cells, blood, etc., you can't use this value to add up body composition to 100%. It is, however, helpful to know this value so you can deal with persistent dehydration, and to see if you have lost water weight, versus fat mass.

Healthy ranges are **45-60% for women and 50-65% for men**.

PERCENTAGE (%) OF BODY FAT

The Percentage (%) of Body Fat reading illustrates the percentage of fat a Patient's or Client's body contains.

During the Protocol, the optimal trend is to have a decrease in total weight, while lean mass stays relatively stable.

Once the % of Body Fat starts to decrease, the Patient or Client will be on their way to reach their weight objective.

LEAN BODY MASS

Lean mass is everything in the body, except for fat. It includes water, glycogen, muscle, organs, tissues, bones, etc.

Coaches should understand that lean mass may decrease throughout the Protocol.

It is caused by:

- Glycogen reserves depleting at the beginning of the Protocol.
- The elimination of fat, which is composed in part of water; therefore, when eliminating excess fat, they will lose Lean Body Mass as a result of loss of water.
- The potential temporary loss of muscle tissue, which typically only happens during the first two weeks of the Protocol. This loss may happen as the body creates the adequate environment needed in which to use ketone bodies as a source of energy.

This is why we recommend the usage of Branched Chain Amino Acids (BCAAs).

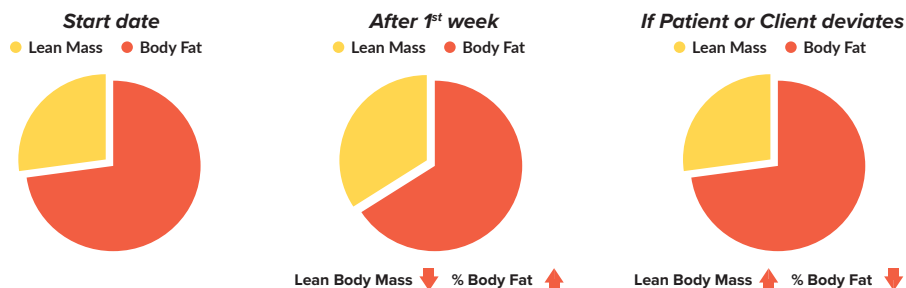
BODY FAT CLASSIFICATIONS		
CLASSIFICATIONS	WOMEN	MEN
Essential Fat	10-13%	2-5%
Athlete	14-20%	6-13%
Healthy	21-24%	14-17%
Acceptable	25-31%	18-24%
At Risk	32% plus	25% plus

INTERPRETATION OF THE BIOMETRICS RESULTS

In order to get an accurate result, the Scale uses an algorithm.

It is important to understand that:

- The total body weight is fixed.
- The two values that change in the algorithm are **Lean Body Mass** and **% of Body Fat**.
- If we lose % of Body Fat, we could see an increase in Lean Body Mass, or, vice versa.



GOOD TO KNOW

- Every device that uses Bioimpedance sends a signal (an electrical impulse) to the body. The results presented are based on the time it takes for the signal to travel through your body to the other sensor.
- Every device is different.
- The majority of scales are not meant for athletes, as dense muscle mass affects the accuracy of the Bioimpedance signal.
- Coaches should look at trends, rather than isolating individual readings.
- The Scale supports weight up to 550 pounds.
- The Scale should be placed on a flat, hard, even surface. Do not use your scale on a carpet.

TO IMPROVE ACCURACY

- Change batteries regularly to ensure accurate results.
- Keep the sensors clean prior to every use (e.g. disinfectant wipes).
- Ensure Patients and Clients always use the same scale.
- Have your coaching sessions with your Patient or Client on the same day and time of the week, in similar conditions.

IN CASE OF FLUCTUATING RESULTS / READINGS

- This is a chance for a Coach to ask questions, and to investigate what might be causing the fluctuation in results / readings.

IDEAL PROTEIN PLATFORM

FREQUENTLY ASKED QUESTIONS

COACH & OWNER RELATED QUESTIONS:

Question #1: How do I create a new Patient or Client account in the Ideal Protein Platform?

1. Visit platform.idealprotein.com and login as a Coach
2. Click on 'Accounts' (in the Dashboard located on the left-hand side)
3. Select "Add Client/Patient"
4. Type in an email address that is not already in use
5. Complete the required fields
6. Select the appropriate clinic and click 'Associate'
7. Click on 'Register'

Question #2: How do I submit a ticket to Home Office when I have a question?

1. Visit platform.idealprotein.com and login as a Coach
2. Click on 'Support' (in the Dashboard located on the left-hand side)
3. Click on 'Submit a Request'
4. Select the appropriate Department related to your question
5. Complete the required fields and then select 'Submit'

Question #3: How do I sync the Scale with the App?

1. Visit the Ideal Protein App on your phone and log in as a Coach using the same credentials that you do when visiting the platform website
2. The list of your active patients will appear in alphabetical order. You can search by name, email, telephone number or scroll through the list to find the patient you would like to weigh-in
3. Hit the sync button to the right-hand side of their name when you are ready for them to get on the scale barefoot
4. Once the weigh-in is complete, hit the Done button on the app to share the results with the platform

Question #4: How do I access invoices of my Ideal Protein orders?

1. Visit platform.idealprotein.com and login as a Coach
2. Click on 'IP Orders'
3. Click on 'Access Order System'
4. Highlight the 'Red Person' Icon in the upper right-hand corner of the screen
5. Click "Represent as Customer"
6. Select your 'Clinic'
7. Click 'My Account'
8. Click 'My Orders'
9. Under 'Type' click the drop-down arrow
10. Select 'Posted Invoice Detail'
11. Select 'Search' and you will find the invoice(s)

PATIENT OR CLIENT RELATED QUESTIONS:

Question #1: How does a Patient or Client reset their password?

1. Visit platform.idealprotein.com
2. Under Patient/Dieter login click on the 'Forgot Password' link
3. Type in the username/email address
4. Click 'Request Reset'
5. Open email and click on the link provided
6. Type in the new password in the first password field
7. Type in the email in the 'Confirm Password' field
8. Click on the Privacy Policies and then click 'Reset Password'

Question #3: How does a Patient or Client create a meal within the App?

1. Open the Ideal Protein App
2. Click on 'Journal'
3. Decide which Meal you wish to add and select that box
4. Search and add the various ingredients and supplements and add to journal
5. Click View/Edit when done
6. Review the meal and click Save to See Progress to add to your daily summary

Question #2: How does a Patient or Client favorite a meal within the App?

1. Open the Ideal Protein App
2. Click on 'Journal'
3. Select View/Edit for one of the meals already added
4. Click the Heart icon button in the top-right hand corner to favorite this meal
5. Provide a name for this meal
6. Click Submit
7. You will now be able to locate this meal under the Favorites tab

Question #4: When a Patient or Client no longer wants to receive video reminder emails, which steps do they need to follow to deactivate these?

1. Visit platform.idealprotein.com
2. Click on 'Profile' (top right-hand corner of the screen)
3. Select 'Preferences'
4. Select 'Don't Receive Emails'
5. Click 'Update Profile'

Question #5: The Patient or Client does not have access to all the features that the App has to offer, how do we fix this?

1. By default, the Patient or Client is set to Phase 0, the moment they register themselves on the App.
2. Coaches must, after the Initial Consultation, change their status to Phase 1 to be able to unlock all the features that the Platform has to offer.