**Unlimited Body Scan Members – Instructions and Rules (updated 12.7.22)**

**Self-Scanning TRIAL at our Featherston Street HQ**

Unlimited customers can self-scan once they have had at least 3 booked body scan appointments OR continue to book scans with Peter, using the online booking system <https://nzappts.gensolve.com/healthandfitnesstestingnz>

All unlimited scan customers can arrange a free results discussion with Peter at any stage – the best is to schedule a 15 min appointment using the link above, and letting Peter know call you if you would like to discuss results remotely

Self-scanning can occur outside of normal office hours. Specifically, you can self-scan at the following times:

* Mon-Fri 5am-745am or 6pm-10pm\*
* Sat-Sun 5am-10pm\*

\*Several times/year the scanner will not be available due to off-site testing. We will notify you when this is going to occur.

**Covid-19 Notes**

We have some vulnerable clients that use our health facilities.

* If you have Covid-19 or have ANY symptoms of Covid-19 do NOT come in for a body scan
* If you have been told to isolate and be tested for Covid-19, do NOT come in for a body Scan

**Children and Others**

* Children/pets/friends are NOT allowed to enter the scanning room with you
* Only one person in the scanning room at a time

**Peter’s Physiotherapy Treatment Room**

* Please do NOT enter this room

**Scans per day**

* Please only scan once per day maximum

**How to Enter the Building**

1. Results Room is located at 128 Featherston St
2. If the street level (level 0) door is locked, please use the code provided
3. No code is required to enter the gym on level 1
4. When entering level 1, if the gym lights are off, they will automatically turn on when you enter the gym

**How to Enter the Body Scan Room**

* You have been shown where the spare key is stored
* Please lock the door and put the key back once you have scanned

**Turning the Body Scanner on (if it is off)**

1. If there are no orange lights next to each camera and the tablet is off, it indicates that the Body Scanner has been turned off.
2. To turn it on, please switch power on at the wall and read the instructions above the wall power switch in the scan room. The base will spin around twice once you turn the power on
3. To turn the tablet on, hold down the tablet ‘on’ button for 5 seconds – top right/back of the tablet
4. Once the tablet is on, check the wifi icon on the bottom right of the screen. It should be connected to ResultsRoom\_5g.
5. Next, DOUBLE click on the Fit3d app on the tablet home-screen. It will take 5 seconds for the app to open-up and progress to the ‘Diagnostics’ Screen.
6. Ideally the diagnostics screen will have 4 green ticks that appear however if the power is on at the wall and the wifi is connected as per above, please click ‘cancel diagnostics’ and you will progress to the ‘sign in’ page. Do NOT click on the ‘Advanced Diagnostics’ button. If internet is show a ‘x’ or is not connected, please see page 3 of this document. See below for next steps…

**The Scanning Process**

**PLEASE BE CAREFUL OF THE MACHINE HANDLES – YOU WILL NEVER NEED TO FORCE THEM. IF YOU SNAP THEM, YOU WILL RECEIVE AN INVOICE FOR $1,500 PER HANDLE**

1. Only one person scanning can enter the scan room at a time – strictly no friends or family members are to attend
2. Once in the room, turn the lamp on by flicking the switch before you scan
3. Get into your underwear only – Ensure clothes are not left within 50cm of the machine
4. Sign in - Go slowly when typing in your username and password – 90% of people get it wrong 1st time!
5. If you click ‘forgot password’, Fit3d will send you a pin number via email. This will allow you to scan
6. Be very careful with the machine handles – you will **NEVER need to force them**
7. Your arms must be STRAIGHT, you must stand STILL, & all hair and beards must be tied up high above the neckline (think Ballerina’s bun!)
8. Make sure you click ‘sign out’ once you have completed the scan
9. **Leave the room as you found it:**
   * 1. **Turn the lights off on the lamp**
     2. **Lock the door and place the keys where you found them**

**Machine Breakdown and Trouble-shooting Tips:**

If you have any issues, please text of call Peter 7 days/week on 021 075 8660. Obviously, Peter won’t be available 24 hours/day so if he doesn’t answer, please text him and try the following:

1. Close the Fit3d app (cross button top right) and then re-opening it back double-clicking the Fit3d app icon on the tablet home screen. Try signing in and scan again
2. Re-start the tablet – click the bottom-left of the screen on the tablet to re-start. Open-up the Fit3d app and try signing in again
3. Turn the machine off at the wall, wait 30 seconds, then turn it on again (The machine will spin around 2 x when it re-starts) AND repeats steps 1 and 2 above
4. Like all internet, it is possible to experience signal surge or temporary collapse of the connection. Please check the wifi icon on the bottom right of the screen. It should be connected to ResultsRoom\_5g. If it is not, please transfer it to this. One other option you could try is ‘hot-spotting’ off your phone’s wifi and trying to re-scan. Only do this step if you know what ‘hot-spotting’ is.

