# Scanning from the Comfort of Your Home

You can work with your NES Health practitioner remotely if you have a scanner of your own, along with a computer with a USB port and an internet connection. (A NES miHealth device can be used as a scanner.) Alternately, you can use our mobile scanner to scan with our app (explained later in this document).

Speak with your practitioner for any questions about how to buy a scanner.

Step 1: Download & Install the Scanning Software
We have a small piece of software you will need to download and install on your computer. You will find it in your NES portal (log in at **https://portal.neshealth.com**) under "Resources." (There is a password reset option on the portal if you've forgotten your password.)
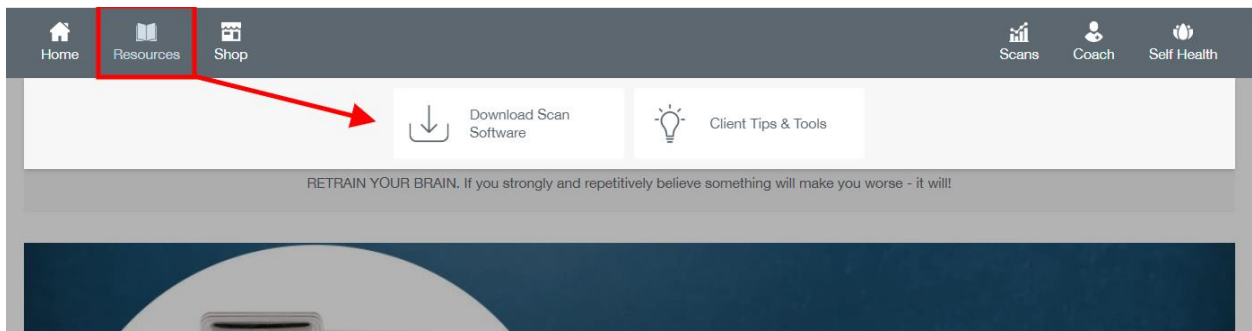
The screen you're taken to gives you options for Windows or Mac computers and provides you with instructions on installing the software:

Step 2: Plug In Your Scanner
Plug your scanner into a USB port on your computer. If you're using a NES miHealth as your scanner, it will need to be turned on in order to act as a scanner. Our mobile scanner (used to scan through our app) can also be used as a traditional scanner when plugged in via USB.

Step 3: Open the Scanning Software
Make sure you're connected to the internet, then open the BioSync software that you installed in Step 1. The software looks like this:


We'll focus here on the "Scan" feature, but this software can also be used to update your miHealth (if you have one). Two other buttons take you inside your portal to set appointments with your practitioner if they accept appointments in this way; also to answer any intake or follow-up forms they may have asked you to complete.

You will also see the online status in the application footer. A green circle with "Online" will show when BioSync has detected an internet connection. A red dot with "Disconnected" will show if no internet connection is detected. Please make sure you're connected before you scan.

Step 4: Scanning

1. Click Scan.

2. Log in with the email address and password you have been provided by NES Health. If you've forgotten your password, there is a password reset option at the bottom of the screen.
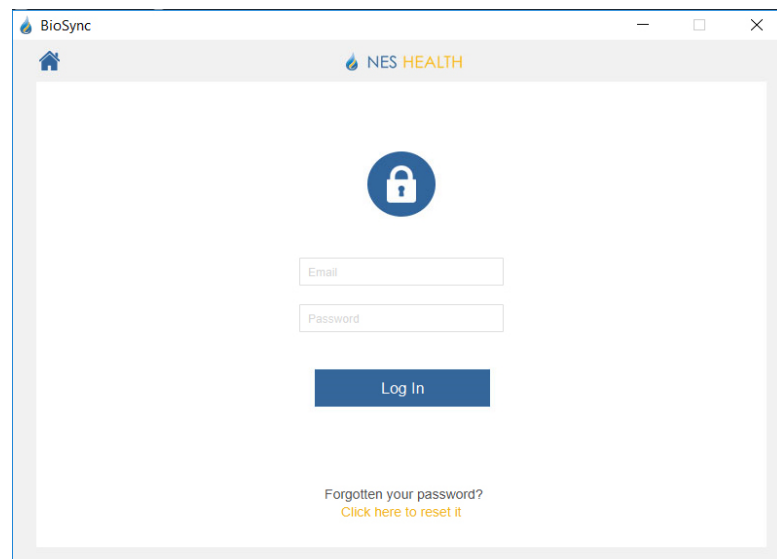
3. Place your hand on the scanning device. When you see the message "Body-Field Detected," click "Start Scan" and you will see the scanning animation.
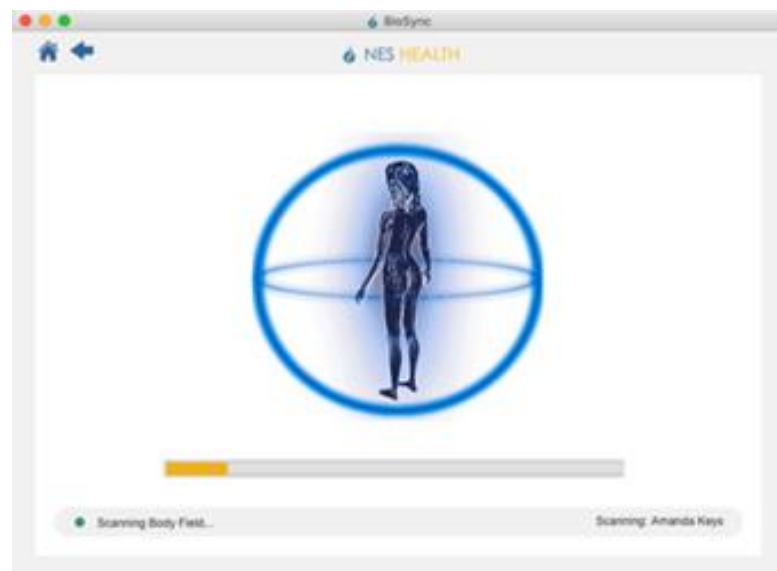
4. At the end of the scan, you will see a message that says, "Your scan has been successfully sent to your practitioner."
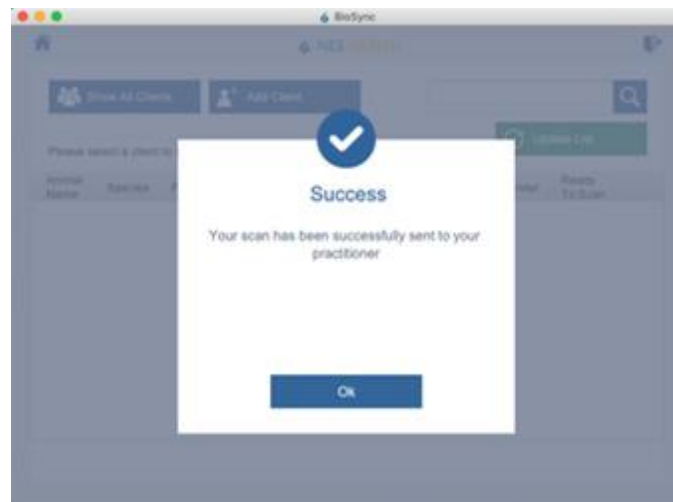
5. The NES Portal will automatically open in a browser window. This window may show your scan results if your practitioner has pre-approved this. Many practitioners, however, will review your scan first and then meet with you to discuss your results.

6. The practitioner will get an email notification that a scan has been completed and will arrange a time to discuss the results with you.

7. Please note: you must wait a minimum of 5 days between scans. If you attempt to scan again sooner than that, you will receive an error message.

Scanning with our App & Mobile Scanner

You can also scan using our app if you have a smartphone with Bluetooth and a mobile scanner. Here's how:

Download the Energy4Life app from either the Apple App Store or Google Play Store (depending on whether you have an Apple or Android device).

Apple App
https://apps.apple.com/us/app/energy4life/id1482400326

Android App
https://play.google.com/store/apps/details?id=com.neshealth.energy4Life&hl=en_GB

App Usage
- Install the app on your phone as you would any other app. Open the app.

- You will be asked to login to the app. You should use your normal Portal login with your email address and password. If you have forgotten your login information, please use the password reset function at **portal.neshealth.com**
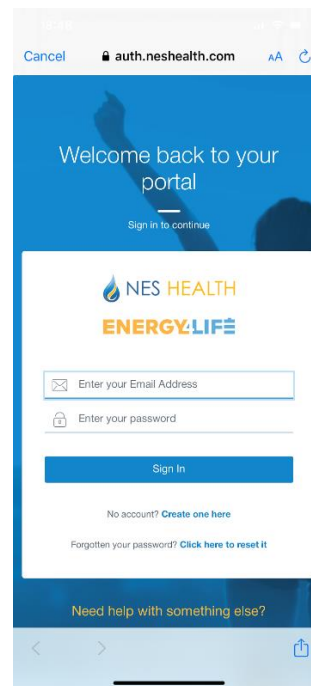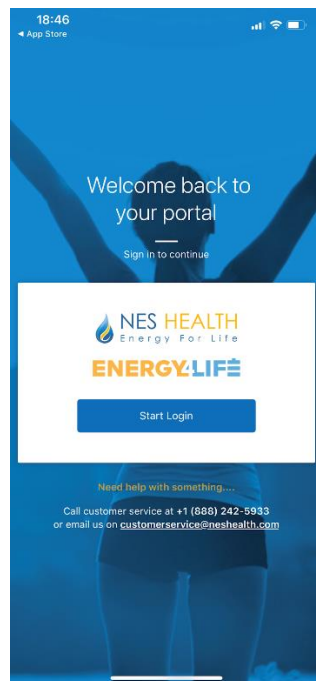
- If you are a client and cannot remember the email address associated with your account, please contact your practitioner and request the email address on file. Then follow the password reset process.

- You should now touch the top of your scanner. A green light should come on and a short vibration should be felt.

- If this doesn't happen, please ensure your scanner is charged by plugging it into a computer or USB plug with the supplied cable. The device light will flash red when charging. The light will turn solid red when charging is completed.

- Once logged in, press Scan:
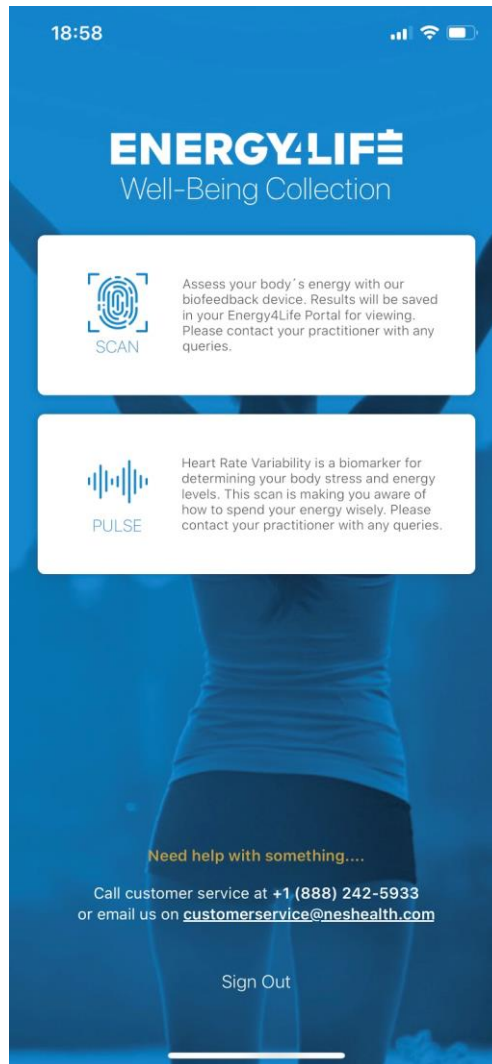
- You will be asked if you wish to proceed following a confirmation message.

- Your app may ask permission to use Bluetooth. Click OK or Allow.

- Your app will then start scanning for devices. All devices have a unique code. The mobile scanner code starts with "NES" so it should be easy to find if you only have one in the room. If you have multiple devices turned on, check the bottom of your device for the unique code.
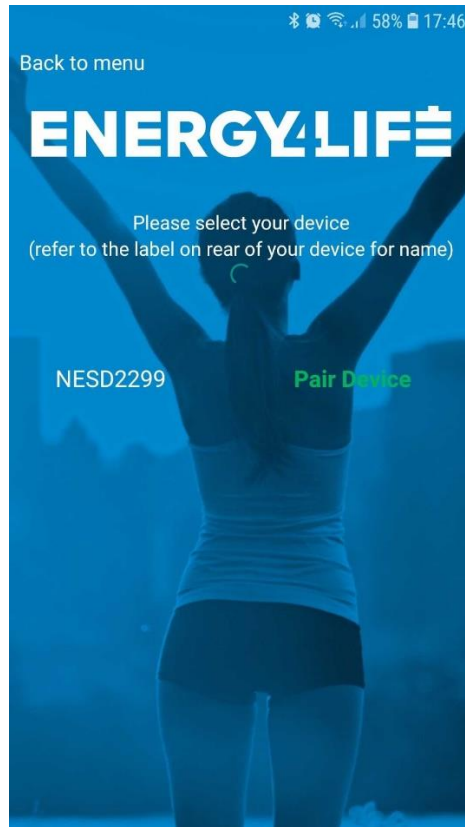
- Once the device is identified by the app, click "Pair Device" in the app. The light on your scanner will turn blue.

- Follow the on screen instructions to place your hand on the device to start scanning. We recommend placing your device and scanner on a flat surface to make it easier when using two hands. Please keep your hand on the device throughout the duration of the progress bar and until it is indicated that the scan is completed.

- Your scan will automatically be sent to your practitioner once the process has completed.

ENERGY4LIFE

Place your hand on the device

Cancel

ENERGY4LIFE

Hand Detected

Start

Cancel

ENERGY4LIFE

In Progress...

NES HEALTH™
Energy For Life