



PATIENT & CAREGIVER EDUCATION

# How To Install the Withings Health Mate App

This information explains how to install the Withings Health Mate app so you can use it as part of your care at MSK.

Download the Withings Health Mate app from the iOS or Google Play Store (see Figure 1).

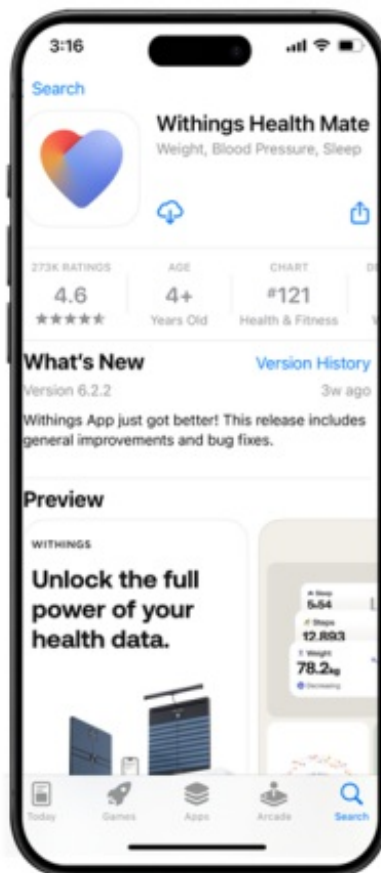


Figure 1. The Withings Health Matapp

1. Open the Health Mate app on your smartphone or tablet. Select “Get started” (see Figure 2).

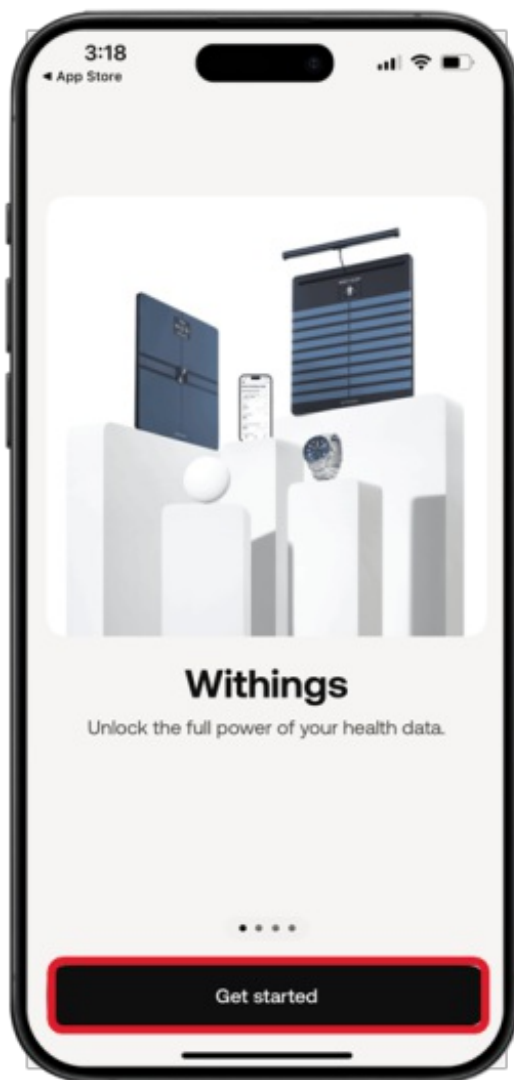


Figure 2. Get started screen

2. Enter the email address you would like to sign up with and click “Continue” (see Figure 3).

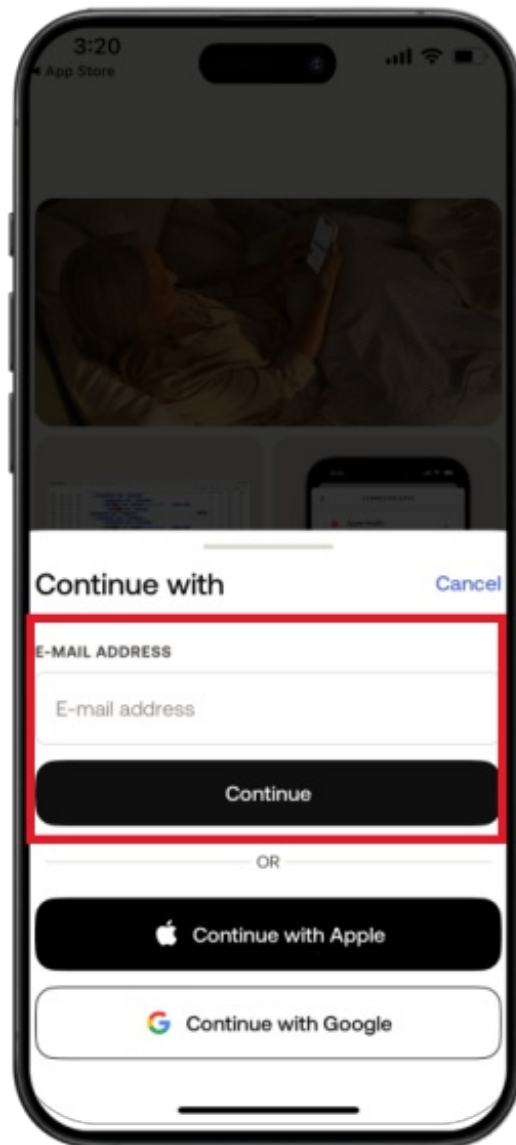


Figure 3. The sign up and log in screen

---

3. Check your email address for a Withings verification code. Enter the code into the Withings Health Mate App and click “Next” (see Figure 4).



Figure 4. Verification screen

---

4. Review the Withings Health Mate Privacy Policy and Terms. Select the checkboxes and click “Next” (see Figure 5).

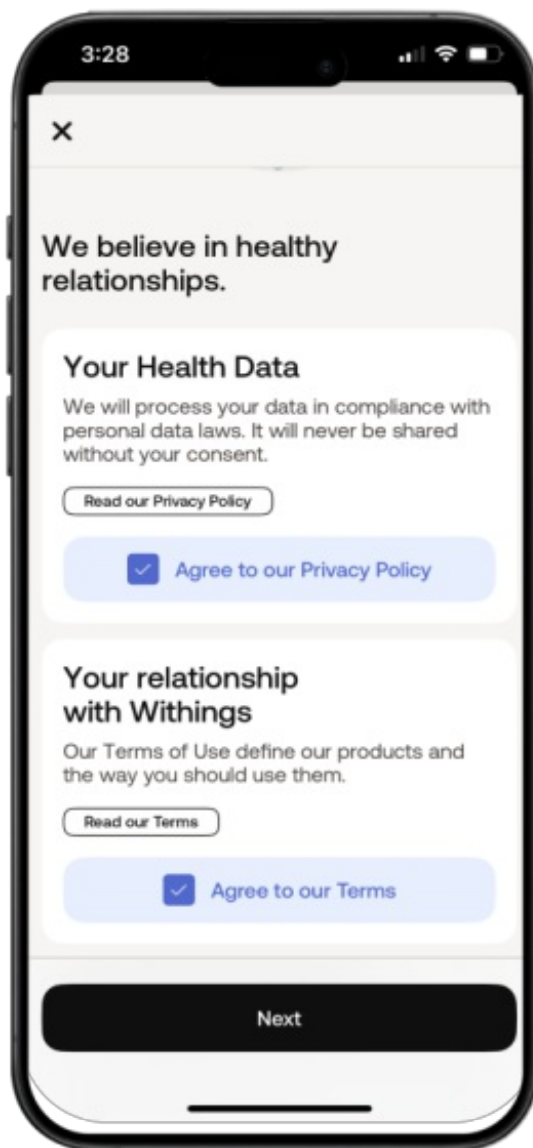


Figure 5. Terms and Privacy Policy

5. Enter your first name and last name. Then tap “Continue” (see Figure 6).



Figure 6. The profile screen

---

- Continue to create your profile. Enter your date of birth, assigned sex, height and weight. Tap “Next” (see Figure 7).

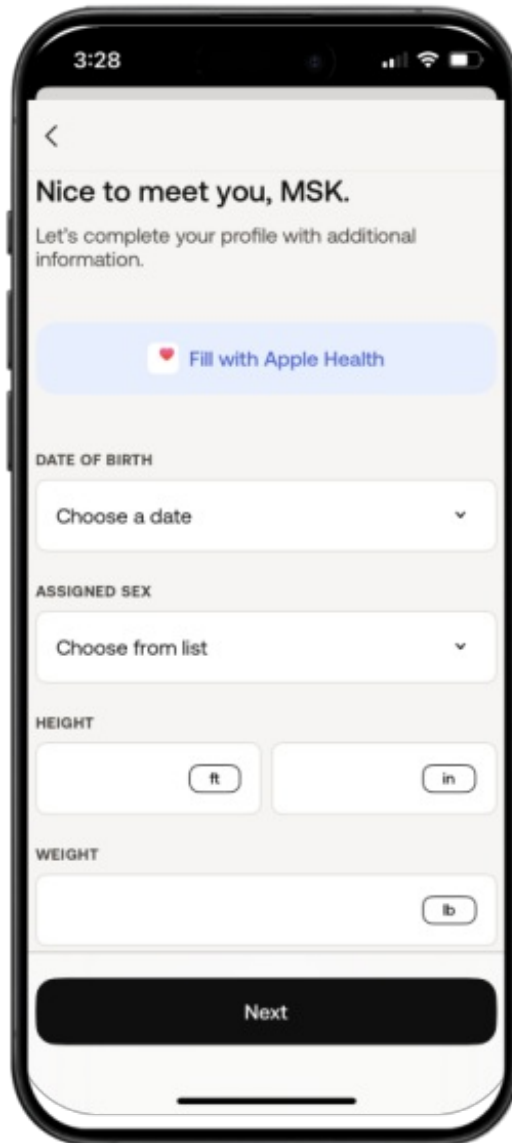


Figure 7. The profile screen continued

---

7. Your profile is now set up. Tap “Next” (see Figure 8).

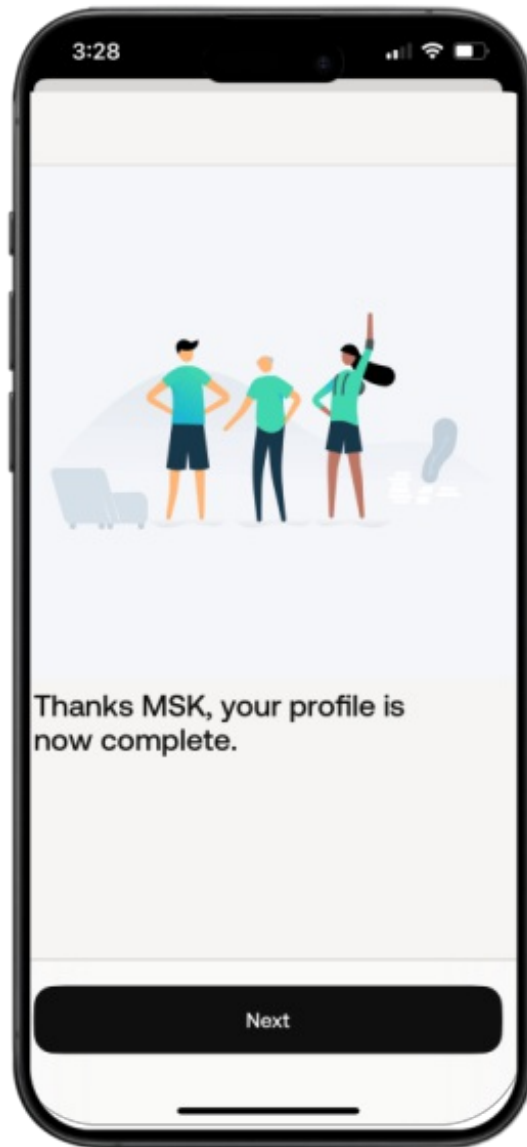


Figure 8. The profile screen continued

---



8. You will see a screen that asks you about activating Apple Health. Tap “Not now” on the left (see Figure 9).

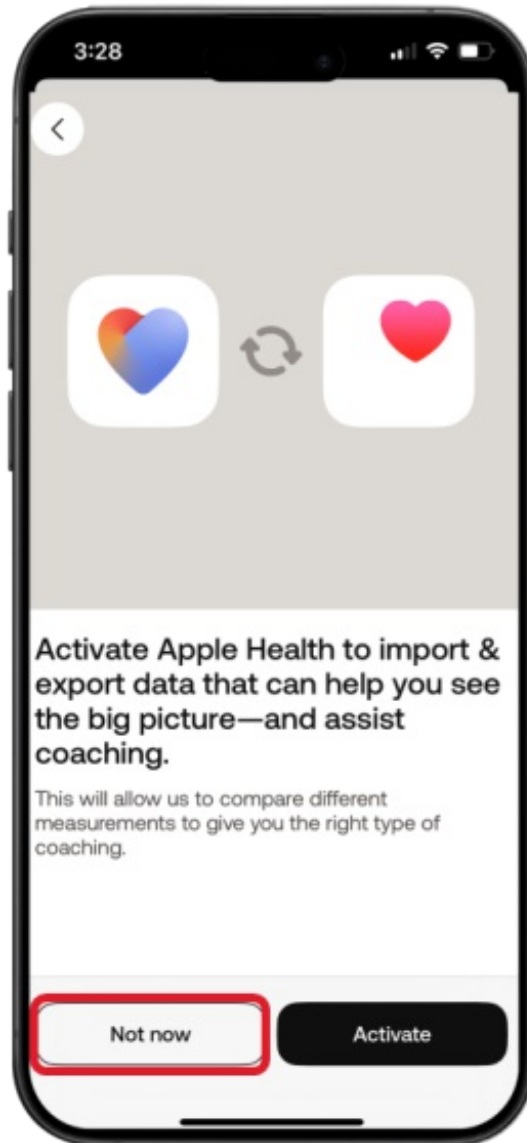


Figure 9. Activate Apple Health screen

---

9. Review the notifications pop up and select your preference (see Figure 10).

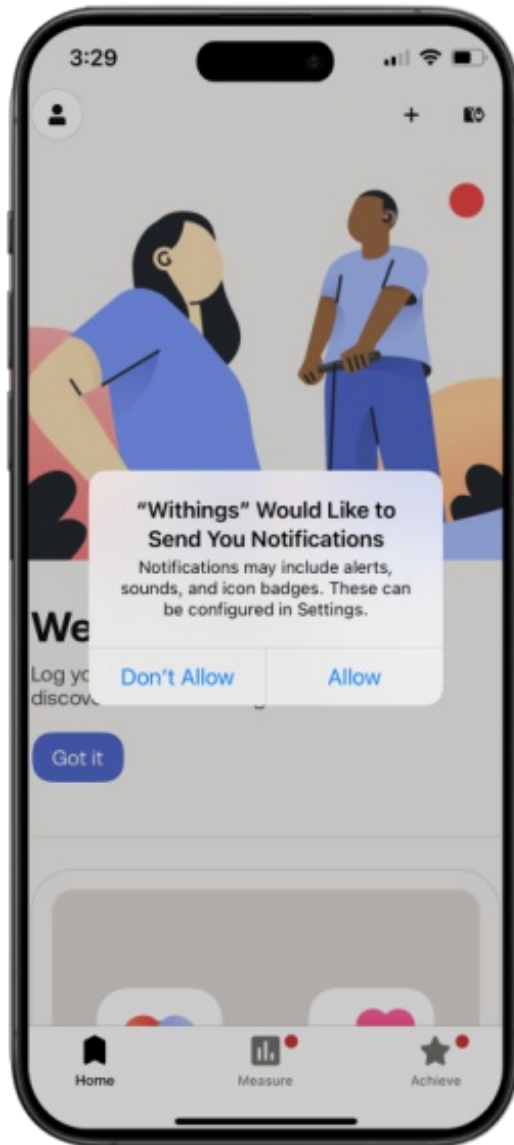


Figure 10. Notifications preference screen

---

# How to setup your Withings BPM Connect blood pressure monitor

1. You can now connect the BPM Connect monitor to your Health Mate account. From top right-hand corner of the Home screen, tap “Devices” icon (see Figure 11).

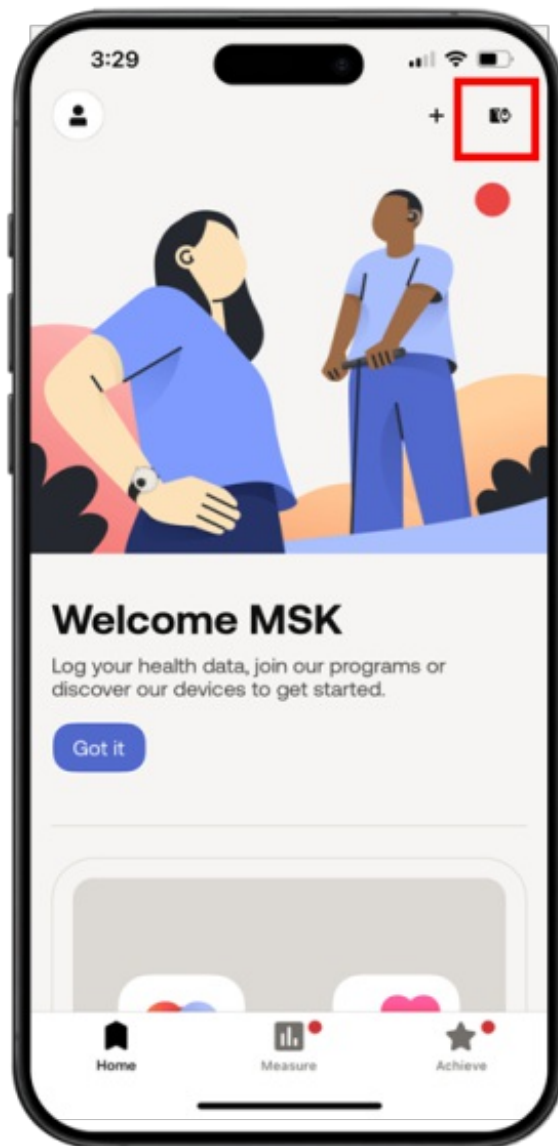


Figure 11. Health Mate home screen

2. Tap the “Install a device” blue button (see Figure 12).

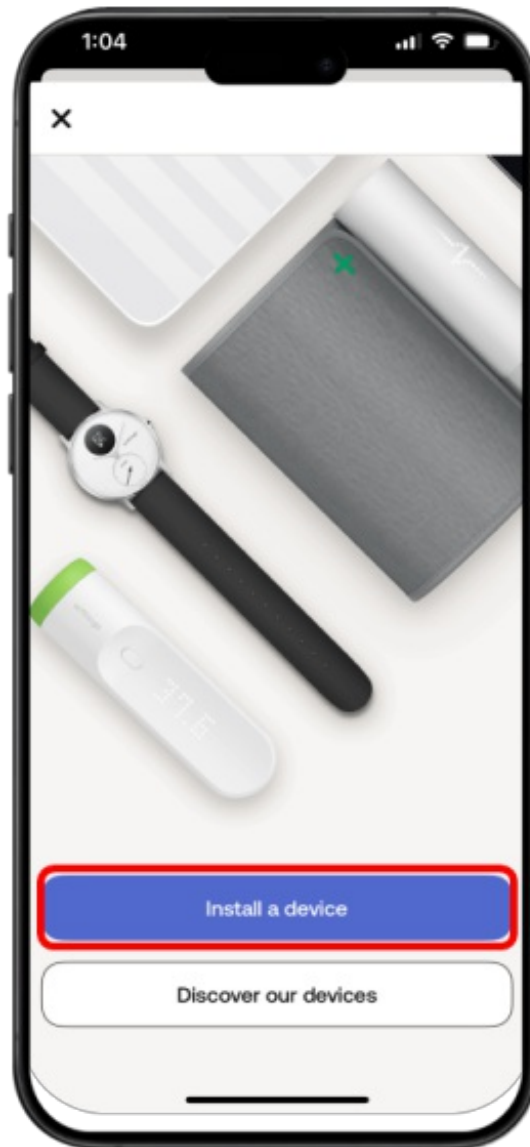


Figure 12. Install a device screen

---

3. Tap “Blood pressure monitors” (see Figure 13).

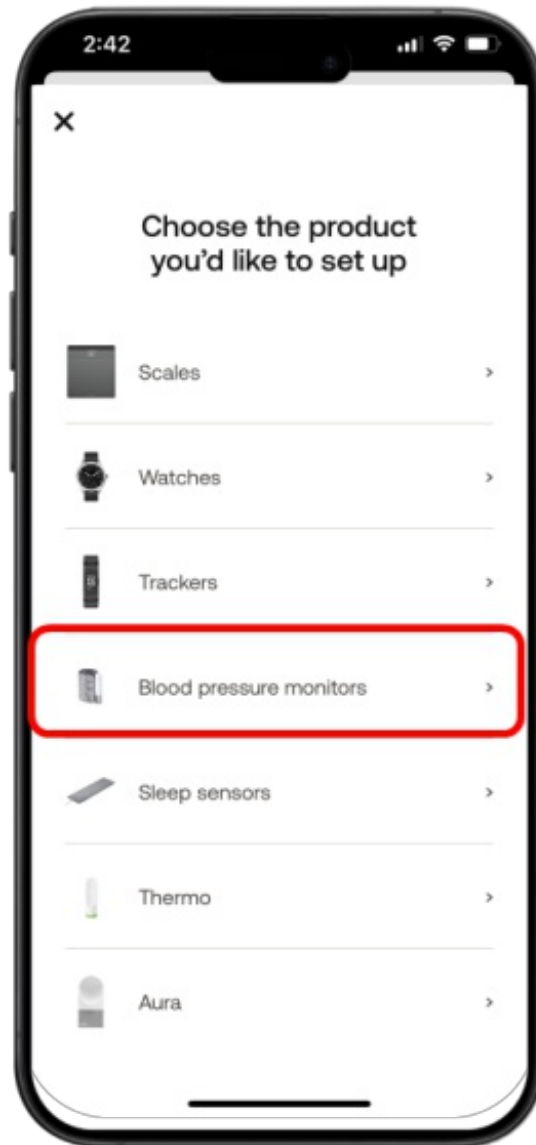


Figure 13. Product selection screen

4. Tap “BPM Connect” (see Figure 14).

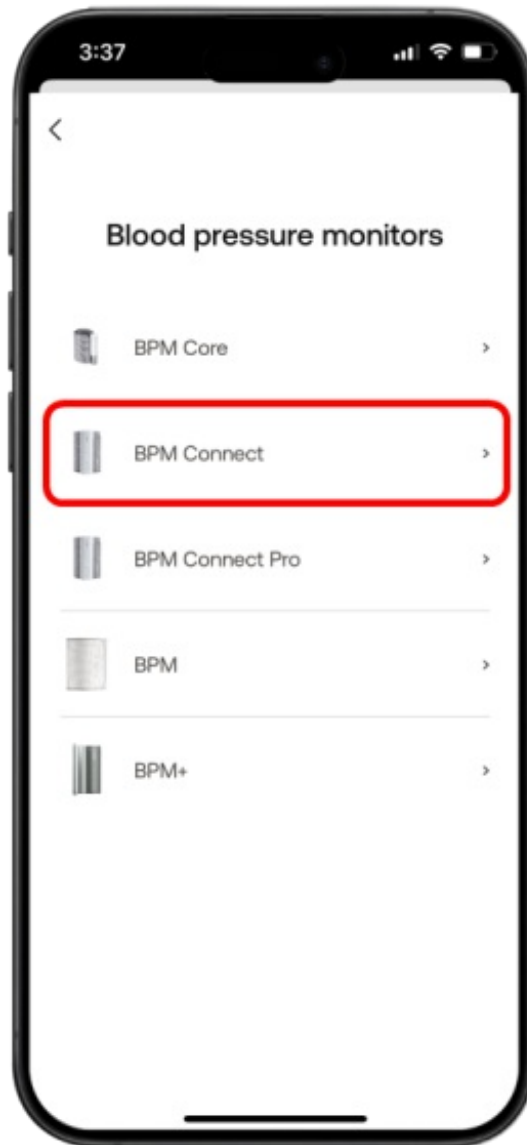


Figure 14. BPM Connect screen

5. Tap the “Install” black button (see Figure 15).



Figure 15. Install button screen

6. Get your BPM Connect monitor. Place it near the smartphone or tablet that has the Health Mate app and your MyMSK app. Press and hold the monitor's power button for 3 seconds. Your BPM Connect monitor will display "SETUP." When it is powered on, tap the "Next" black button (see Figure 16).

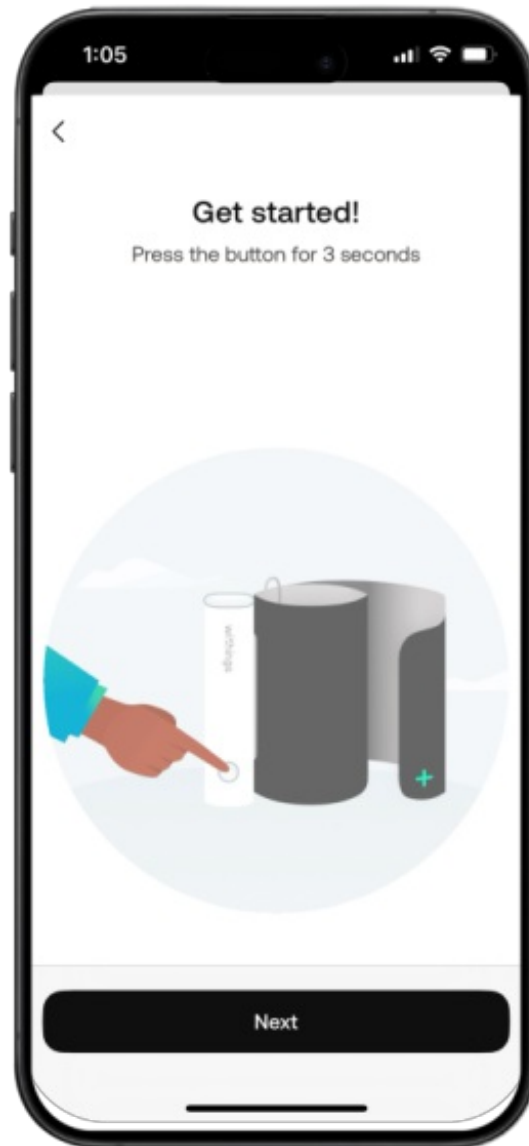


Figure 16. Get started screen

---



7. You will see a blue light and the prompt “Setup” on your BPM Connect device. The Health Mate app will start to connect to the monitor. Make sure your device is close to your smartphone or tablet. When you see the prompt, tap the “Pair” blue button to pair the BPM Connect monitor to your smartphone or tablet (see Figure 17).

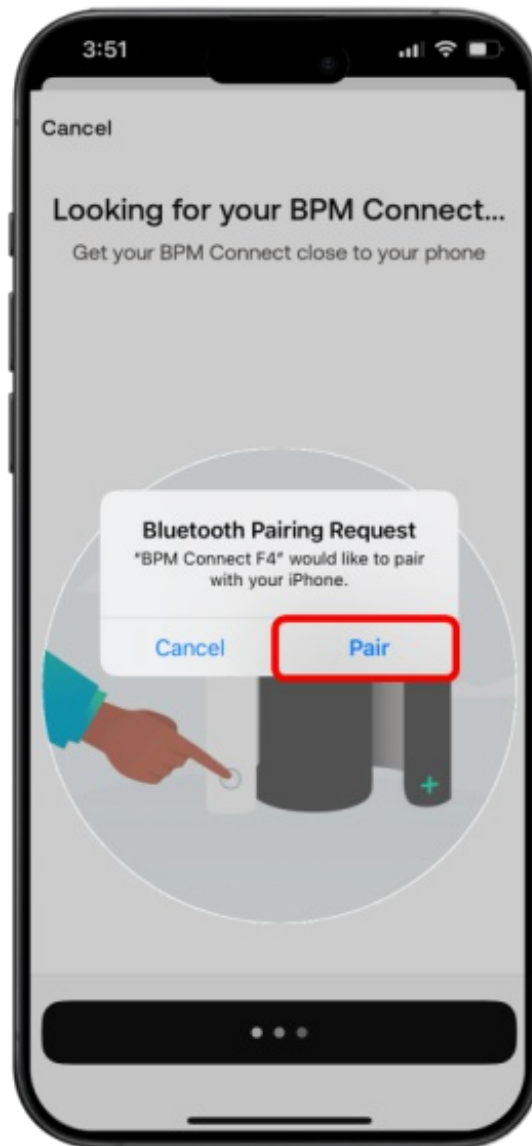


Figure 17. Bluetooth pairing screen

---

8. You will see the Connected to your BPM Connect screen. Tap “Next” (see Figure 18).



Figure 18. Successful connection screen

---

9. Connect to a Wi-Fi network. You must connect to Wi-Fi to send your blood pressure measurements to your care team. Go to the Wi-Fi selection screen (see Figure 19). Select a network and enter your password. You will see a screen that tells you your BPM Connect monitor is ready. Tap “Done” (see Figure 20).

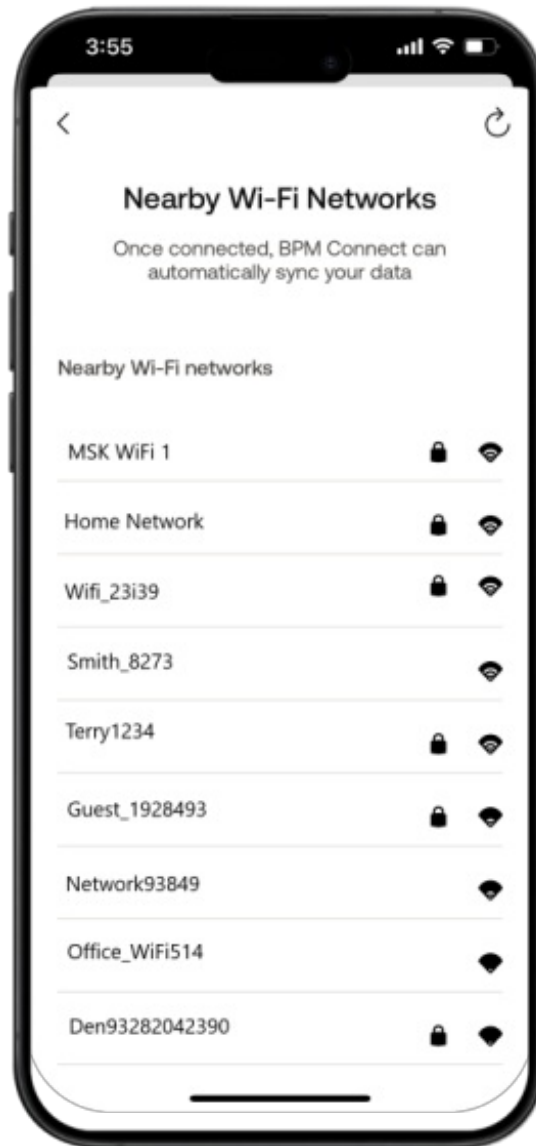


Figure 19. Wi-Fi networks

---



Figure 20. The BPM Connect monitor is ready to use

---

# Connecting your account to MyMSK

1. open the MyMSK mobile app and log in (Figure 21).

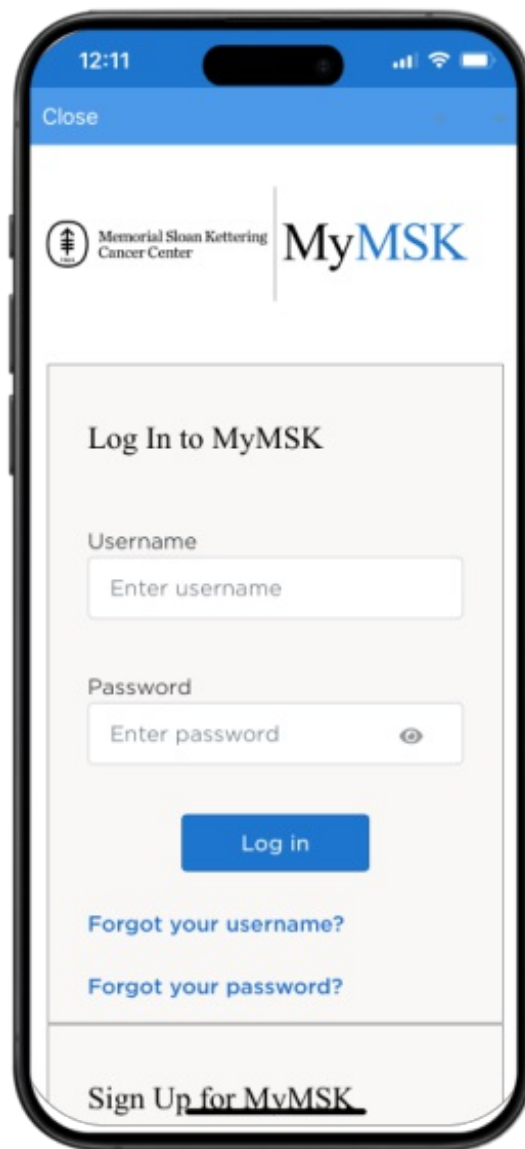


Figure 21. MyMSK mobile app Log in screen

---

2. From the homepage, select the Messages tile (see Figure 22).

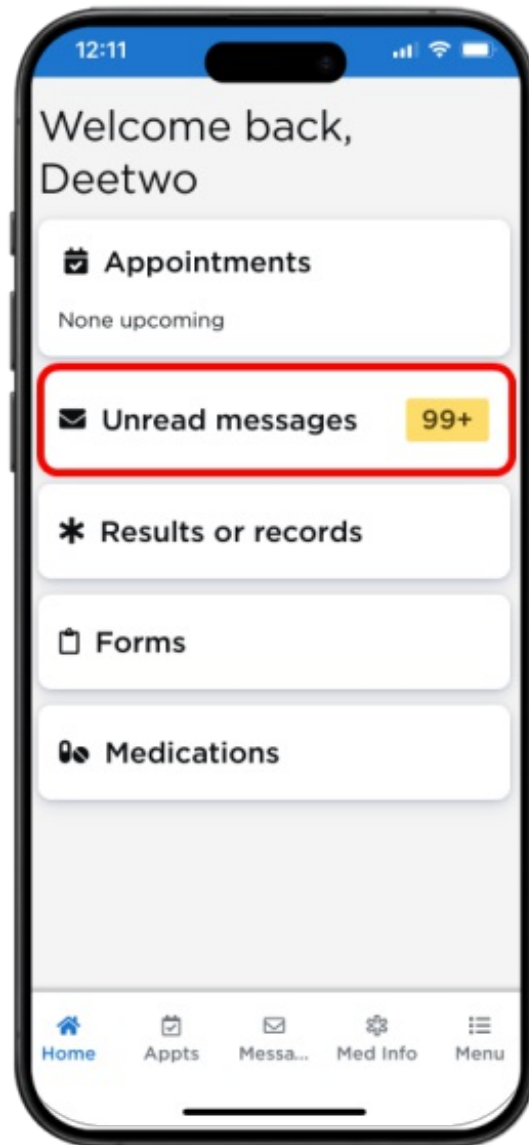


Figure 22. The Messages tile

3. Select the message “Blood Pressure Monitor Connection” (Figure 23).

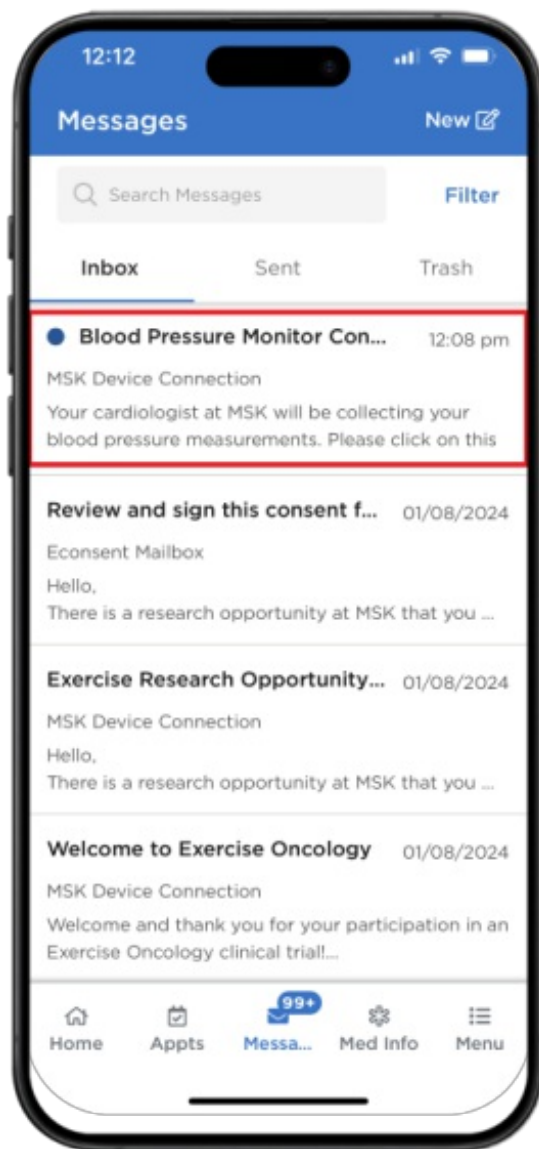


Figure 23. The messages screen

4. Select the link for Withings account (see Figure 24).

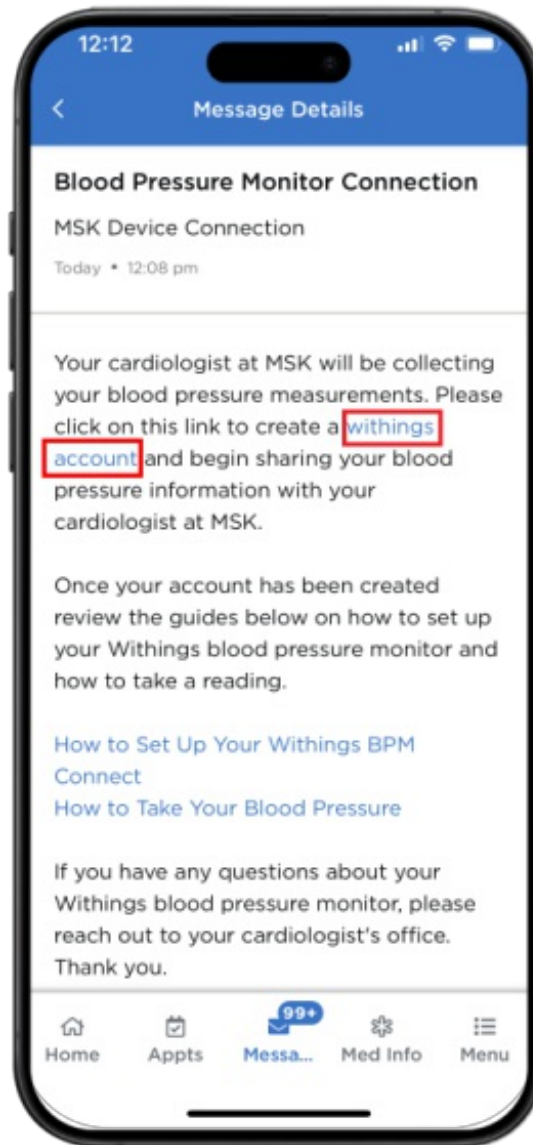
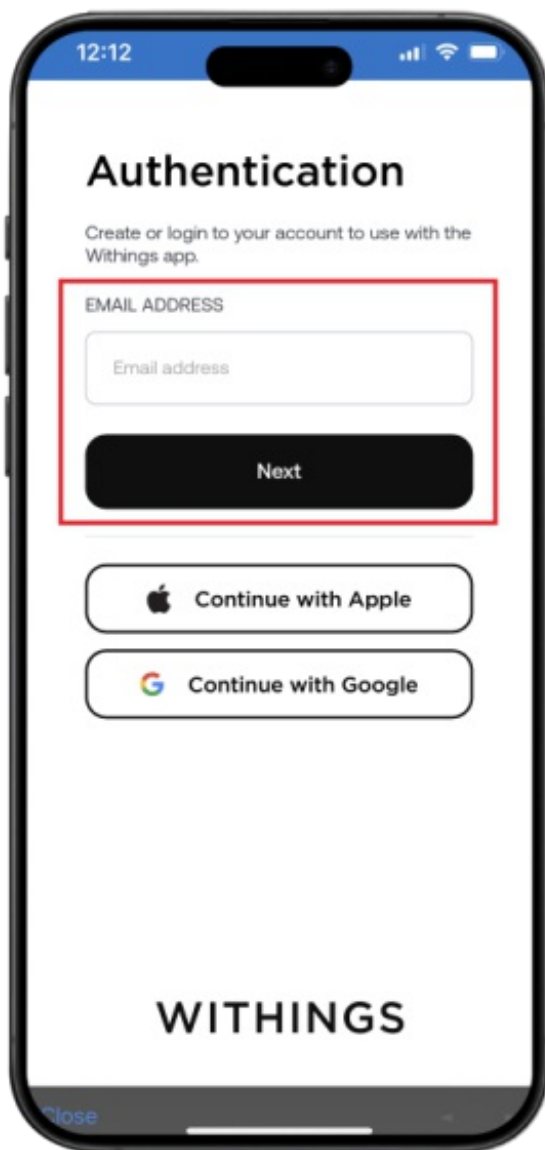


Figure 24. Screen with link



5. Enter the email address you used when creating your Withings account (see Figure 25). Enter the identification code that was sent to your email address (see Figure 26). Select “Allow this app” to connect to Validic (see Figure 27). Your blood pressure measurements will be sent to your MSK care team through Validic.



The login screen for Withings

---

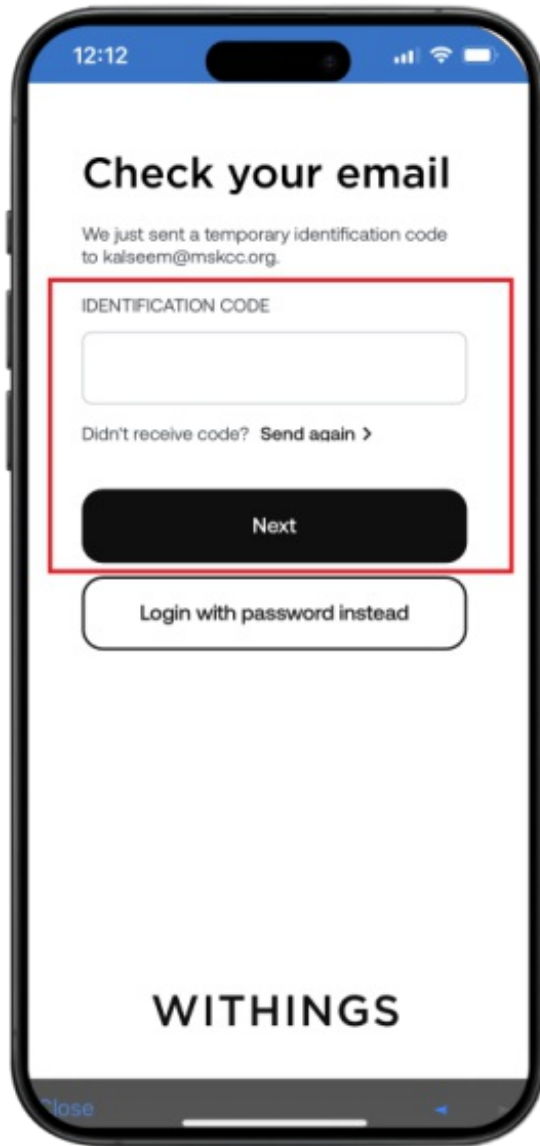


Figure 26. The identification code screen

---

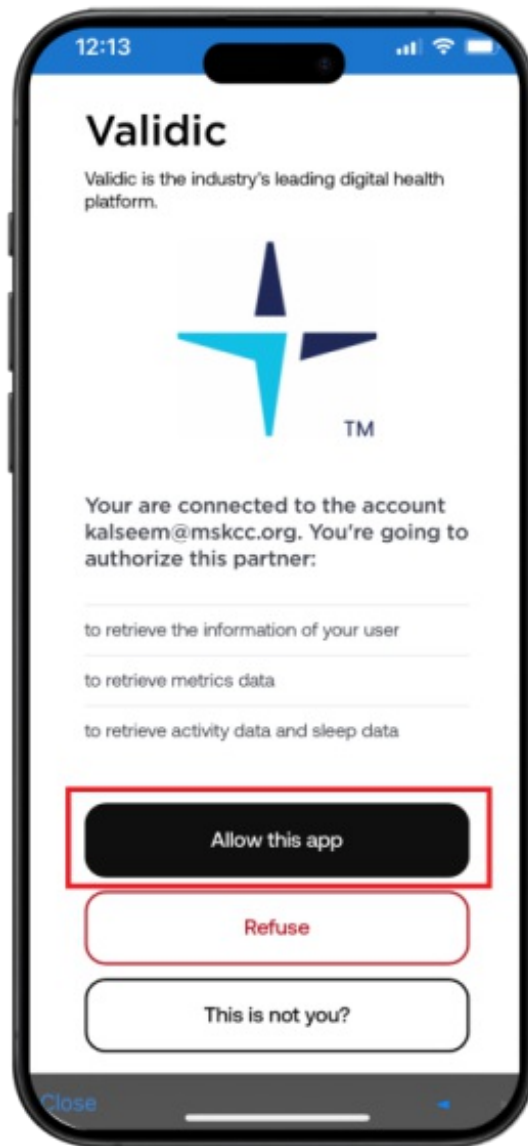


Figure 27. The permission screen for Validic

---

- The accounts will connect. You will be taken back to MyMSK. Your device will appear in remote monitoring devices screen (see Figure 28). Your Withings account is now connected to MyMSK.

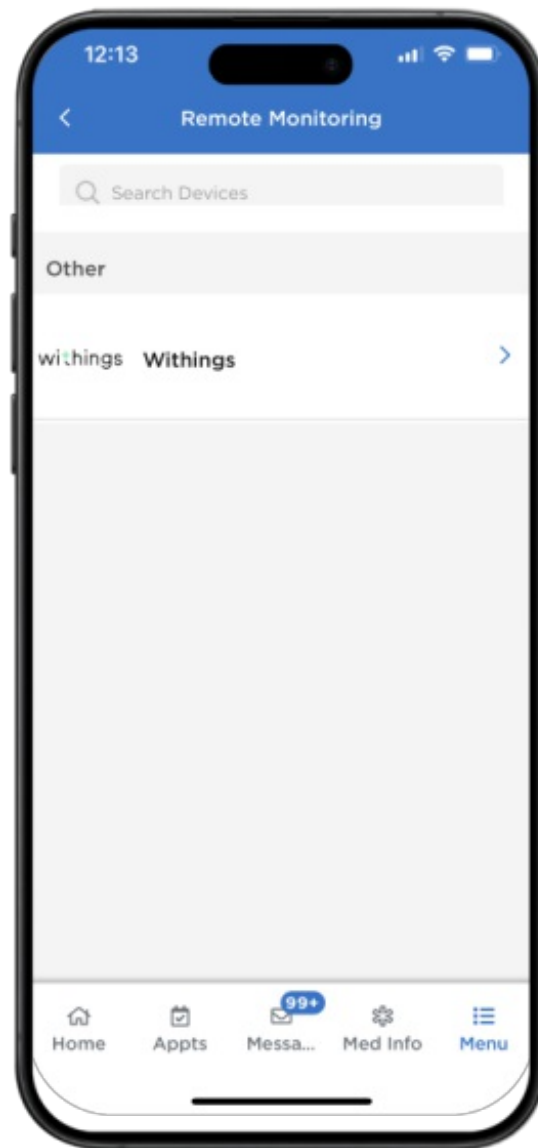


Figure 28. The MyMSK remote monitoring devices screen

---

If you have questions or concerns, contact your healthcare provider. A member of your care team will answer Monday through Friday from 9 a.m. to 5 p.m. Outside those hours, you can leave a message or talk with another MSK provider. There is always a doctor or nurse on call. If you're not sure how to reach your healthcare provider, call 212-639-2000.

For more resources, visit [www.mskcc.org/pe](http://www.mskcc.org/pe) to search our virtual library.

---

How To Install the Withings Health Mate App - Last updated on February 19, 2024  
All rights owned and reserved by Memorial Sloan Kettering Cancer Center