Memorial Sloan Kettering
Cancer Center

PATIENT & CAREGIVER EDUCATION

How To Set Up And Use The Withings Body Scale

This information will explain how to set up and take a weight using the Withing Body Scale.

How to set up your Withings Body Scale

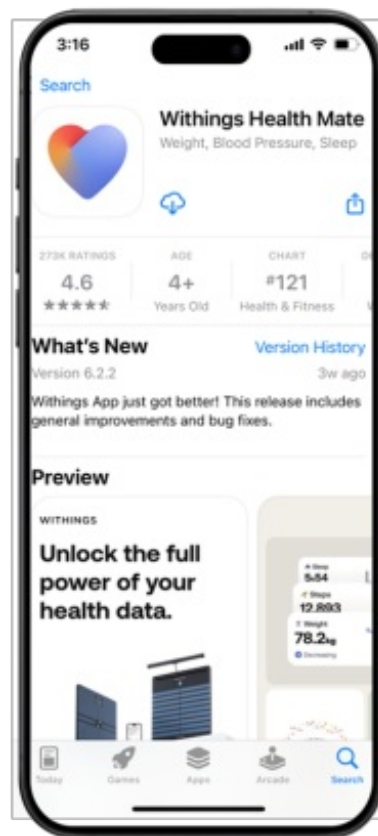1. Download the Withings Health Mate app from iOS or Google Play Store (see Figure 1).

Figure 1. Withing Health Mate app

2. Select "Get Started" (see Figure 2).

Figure 2. Get started

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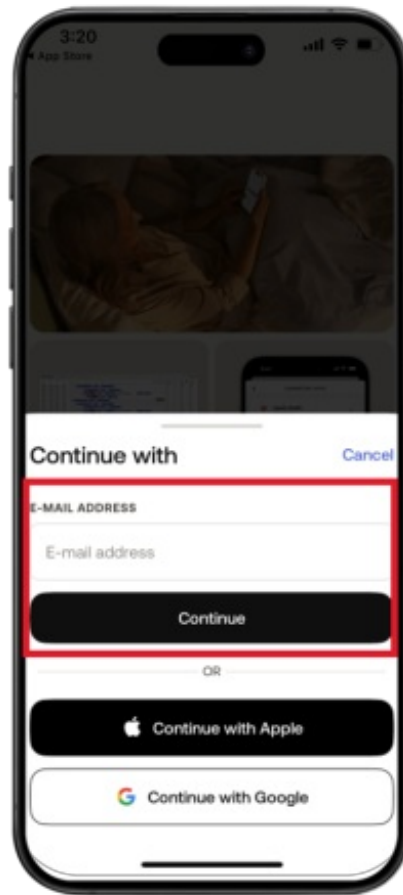
Figure 3. Enter your email

4. Check your email address for a Withings verification code. Enter the code into the Withings Health Mate App and click "Continue" (see Figure 4).

Figure 4. Enter verification code

5. Review the Withings Health Mate Privacy Policy and Terms. Select the checkboxes and click "Next" (see Figure 5).
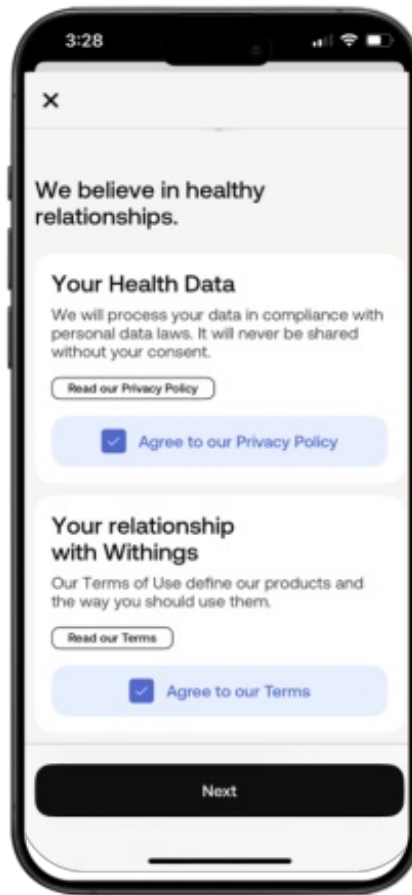
Figure 5. Privacy policy terms

6. Enter your First Name and Last Name and tap "Continue" (see Figure 6).

Figure 6. Enter name

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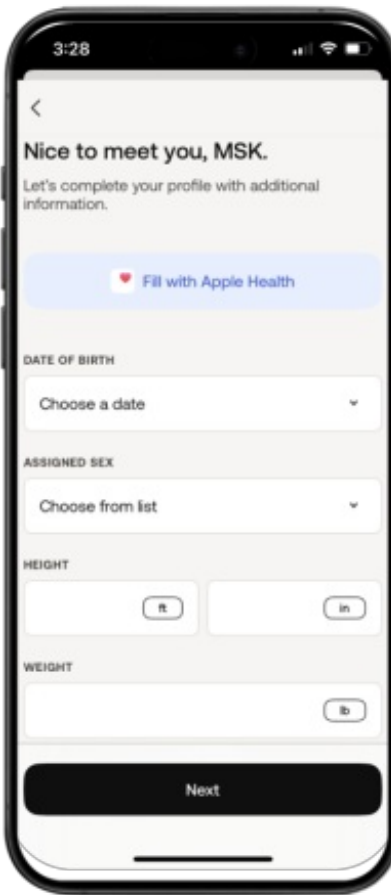
Figure 7. Finish your profile

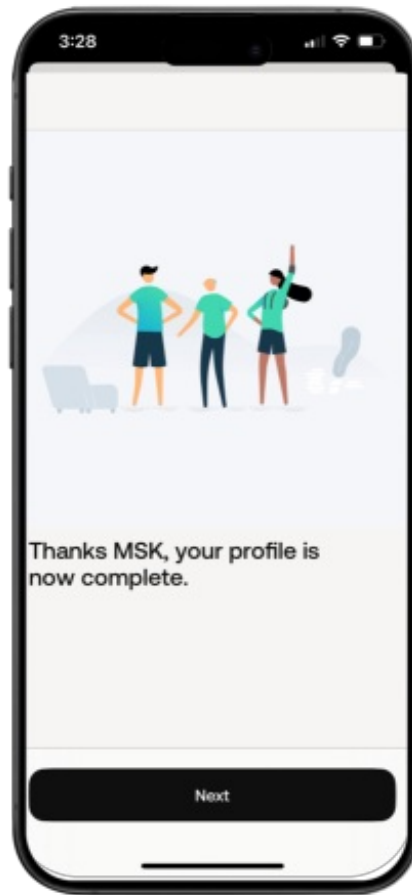8. Your profile is now setup. Tap "Next" to continue (see Figure 8).

Figure 8. Your profile is complete

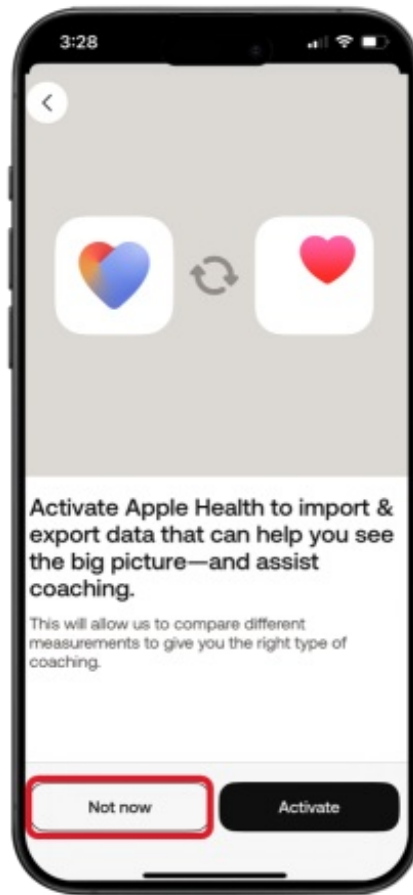9. You will see a screen that asks you about activating Apple Health. Tap "Not now" (see Figure 9).

Figure 9. Do not activate

10. From top right-hand corner of the Home screen, tap the "Devices" icon (see Figure 10).
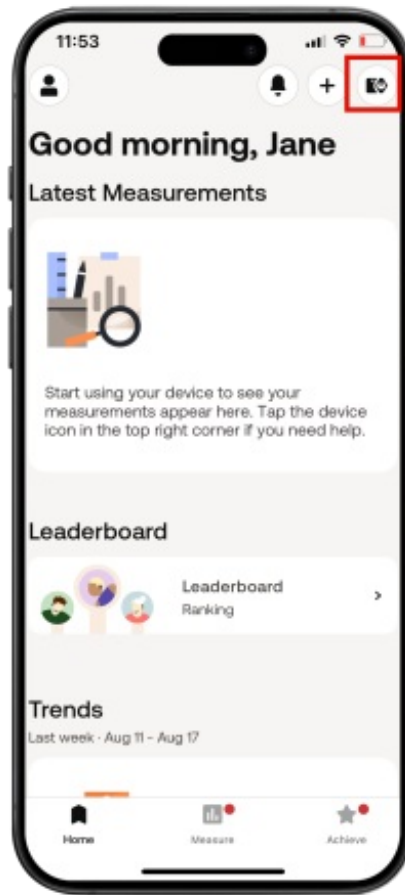
Figure 10. Open device selection

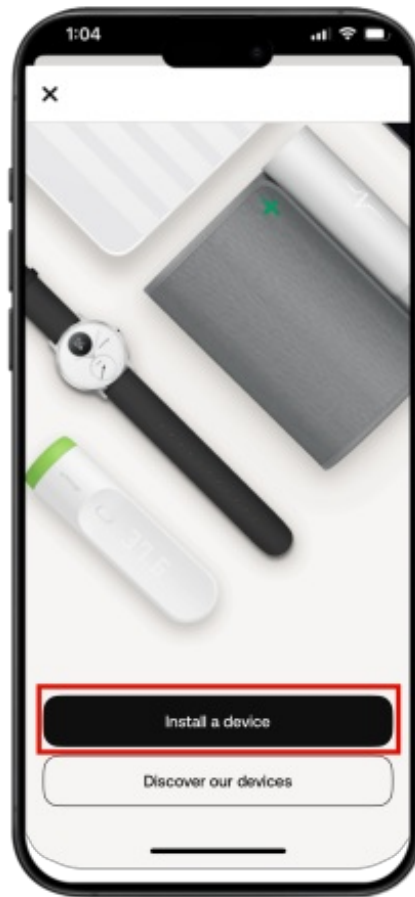11. Tap the "Install a device" (see Figure 11).

Figure 11. Install device

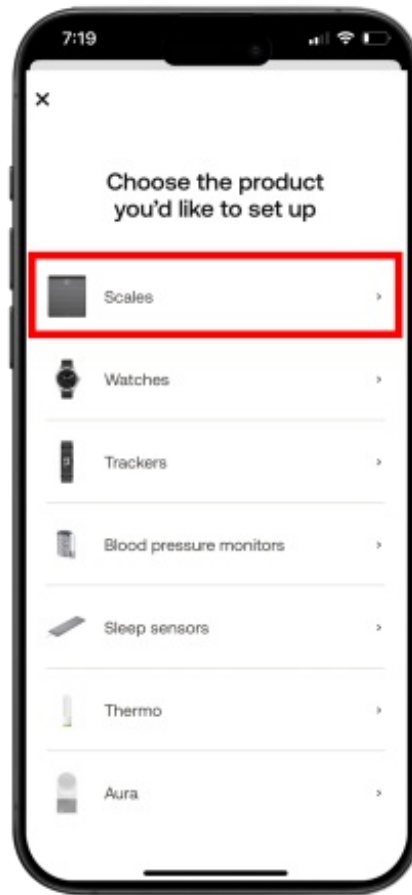12. Select "Scales" from list (see Figure 12).

Figure 12. Select Scales

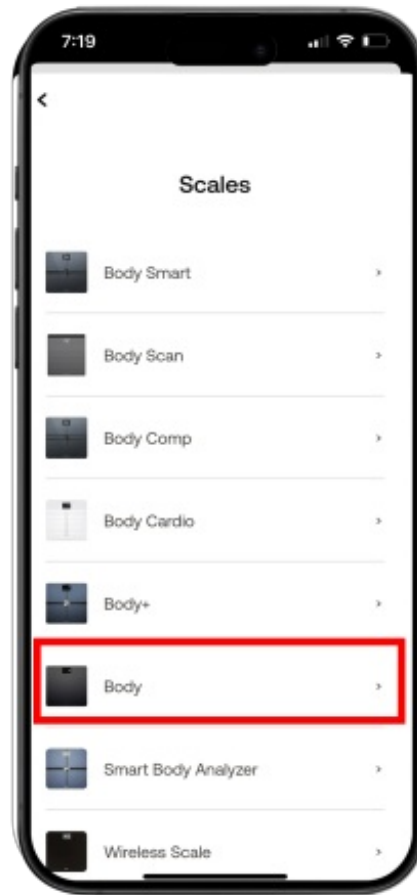13. Select "Body" from the list (see Figure 13).

Figure 13. Select Body scale

14. Select "Install" (see Figure 14).

Figure 14. Install the scale

15. Flip your scale over. Press and hold the power button for 3 seconds. You will see the screen on the front light up. Tap "Next" in the Withings Health Mate app (see Figure 15).
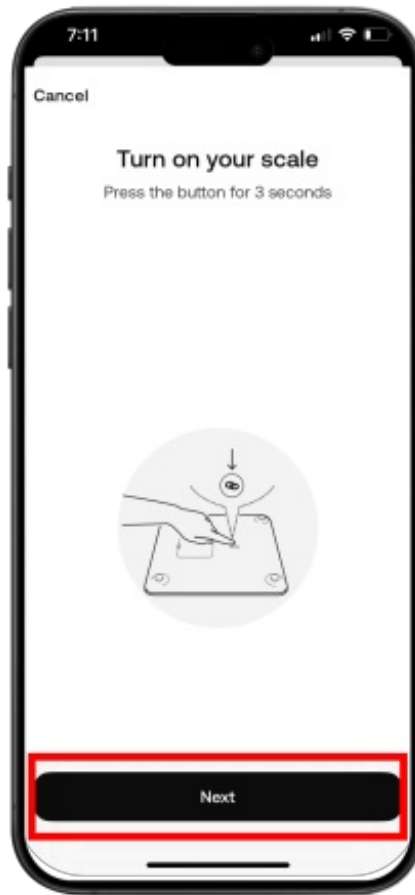
Figure 15. Turn on the scale

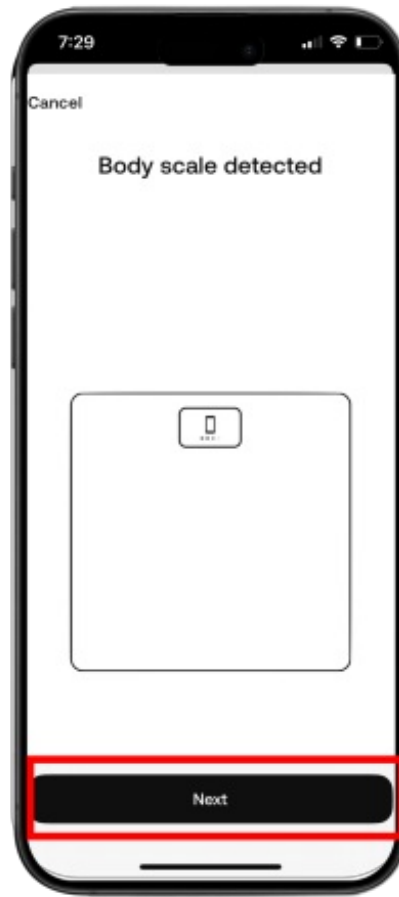16. Once the Body scale is detected tap "Next" (see Figure 16).

Figure 16. Body scale found

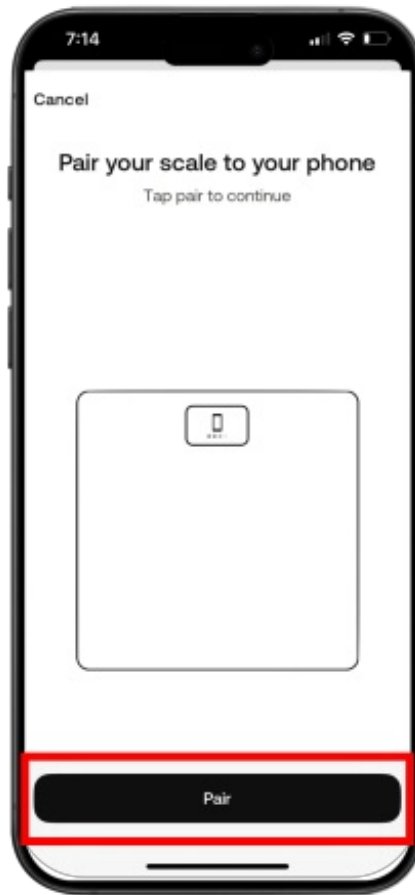17. Tap "Pair" to start pairing the scale (see Figure 17).

Figure 17. Start to pair device

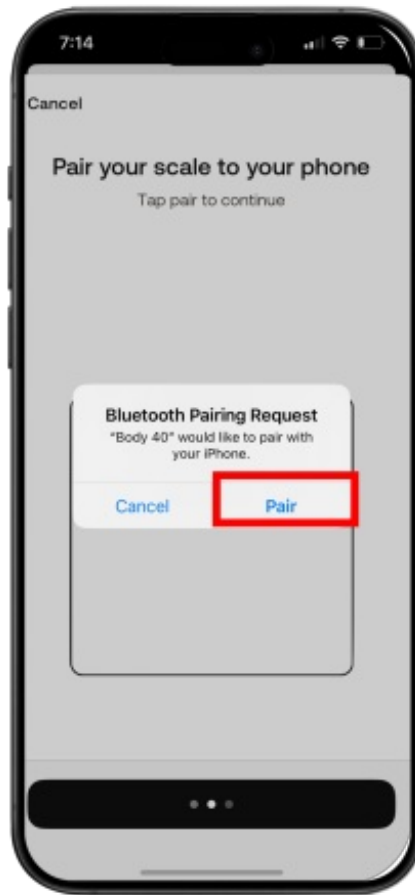18. Tap "Pair" when the Bluetooth Pairing Request appears (see Figure 18).

Figure 18. Bluetooth pairing

19. Tap "Next" (see Figure 19).

Figure 19. Body scale connected

20. Tap "I don't have Wi-Fi". The phone will be setup to connect to Bluetooth (see Figure 20).

Figure 20. Wi-Fi networks

21. To setup scale, tap "BMI". Then tap "OK" in the top right-hand corner (see Figure 21).
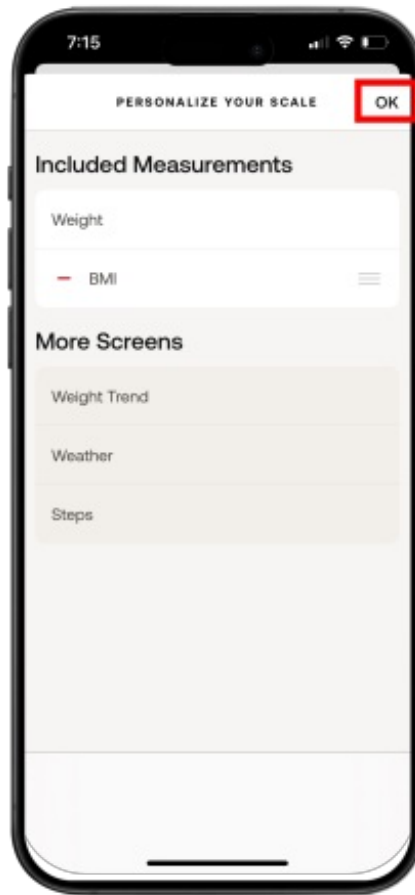
Figure 21. Set up BMI
measurement

22. The scale setup is complete. Tap "Next" (see Figure 22).

Figure 22. Scale set up is complete

How to get a weight on your Body Scale

1. To get your weight, step onto your Body scale with both feet flat on the scale.

2. The numbers will change and flash twice when done. Tap "Done" (see Figure 23).

Figure 23. Step on scale

3. You can review your weight on the Withings Health Mate app. The reading may take a few minutes to show up.

4. Tap "Home" from the menu at the bottom. Your reading will automatically be sent to your care team at MSK. (see Figure 24).
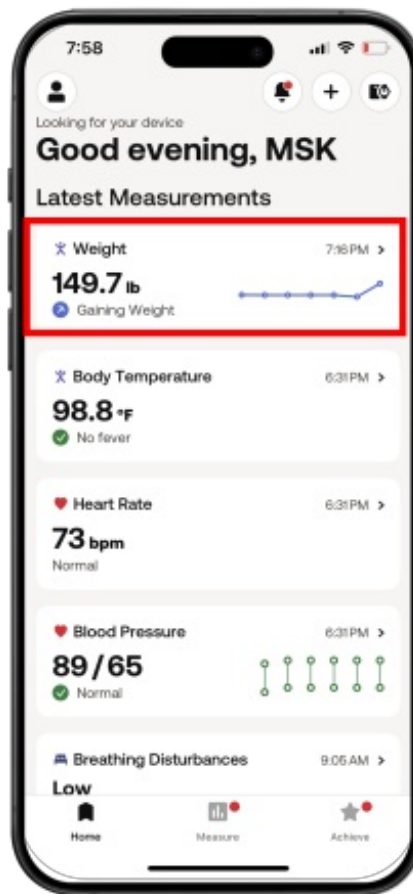
Figure 24. Your weight will be sent to MSK

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 to search our virtual library.

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