

FREQUENTLY ASKED QUESTIONS

3D BODY MAPPING

WHAT IS IT?

Bodymapp uses the depth sensor in compatible mobile devices (similar to how it's used for facial recognition) to create a 3D avatar of your body and capture your body and health measurements. This empowers you to track changes in your body over time and to find the perfect fit without the guesswork.

This is also why Bodymapp only works for compatible Apple devices with depth sensors (if the device has Face ID, then it is compatible with our app).

IS IT SAFE?

Yes, Bodymapp uses non-invasive infra-red technology, similar to those in TV remote controls or facial recognition. Bodymapp does not use X-rays or anything that involves penetrative scanning. It's safe for everyone, even for pregnant women, children, people with pacemakers or other implants. Many women have used Bodymapp to track changes over time during pregnancy.

HOW ACCURATE IS THE TECHNOLOGY?

It depends on the depth sensor embedded inside the device used to scan with the app. The closer you are to the depth sensor, the warmer the colours of the heat map. It's important that you stand as close as you can to the depth sensor during the scan, to ensure optimal accuracy.

Following instructions also helps with the success rate of your scans, and helps us improve our algorithms.

As a general rule of thumb, circumference measurements are accurate to within 1/- 0.25 inch, and body fat percentage estimate is accurate to within 3-4% of a DEXA scan.

DO I HAVE TO TAKE MY CLOTHES OFF?

The depth sensor is non-invasive so it cannot see through clothes. Therefore, it is recommended that during the mapping process you remove your outer clothing and scan in tight-fitting undergarments or even swimming / activewear. This enables the sensor to capture your body shape and measurements accurately.

HOW SECURE IS IT?

We take customer privacy very seriously. This is why we developed Bodymapp to allow people to scan anytime in the privacy of their own space.

We take extra precautions to not capture any photographic imagery for privacy purposes, which means what you see on the screen (heat map) as you scan using our app, is what gets uploaded for processing in monochromatic (black and white).

DO YOU USE CAMERAS?

No! We do not use the RGB camera module in the phone so no photos are captured or stored. This is why you see a heatmap on your screen during the scan, and not in realistic imaging or colours.

WHY ARE BODY AND HEALTH MEASUREMENTS IMPORTANT?

Studies have shown that solely tracking weight is not an accurate measure of your health. By learning key anthropometric measurements and body composition metrics, you can identify risk factors for the early detection of treatable conditions such as cardiovascular disease.

Body scanning also helps you monitor the effectiveness of a physical activity and/or healthy eating program, by showing you changes in your body composition that you can't see on the scales.

WHICH DEVICES IS BODYMAPP COMPATIBLE WITH?

Bodymapp 3D body scanning is accessible via iPhones x-14 and iPad Pro models.

This is because Bodymapp utilizes the depth sensor in Apple devices (the same one used for Face ID). If the device has Face ID, then it is compatible with our app.

WHY IS THERE AN ANDROID APP IF BODYMAPP IS ONLY COMPATIBLE WITH IPHONES?

Our Android app is for people who are scanning using a Bodymapp Pro iPad Scanning Station, set up in their gym or health facility. The Android app can be used to scan the QR code on the iPad, then the person can scan using the iPad, and receive their scan results on their phone.

YOUR 3D MAPPING SESSIONS

HOW TO SCAN SUCCESSFULLY?

- Follow the instructions as per the scan tutorials within the app.
- Stand as close to the device as possible whilst ensuring your body parts are visible within the frame. Standing too far back can reduce the accuracy of your measurements. For the upper body, elbows should be touching the dotted frame on the screen.
- Pause after each turn at the required angle so the technology recognises your fixed angles.
- Stay in the scan postures; avoid changing the posture during the scan. If you do move out of the scan posture for whatever reason, please exit the session and restart a new one.
- Keep a straight back and keep your chin level.
- If you have long hair, tie it up in a bun, make sure it doesn't cover your neck.

WHY ARE SOME MEASUREMENTS DIFFERENT BETWEEN SCANS?

Changes in the way you stand or breathe can have an effect on your measurements – for example, if you deeply inhale while scanning, this can affect your chest, stomach and waist measurements.

On top of this, the distance you stand from the depth sensor may produce differences in your measurements. Try and stand as close as possible to the phone while remaining in the dotted frame. Ideally, you should aim for the colors of the heat map to be red or dark orange.

Our standard tolerance range is $\pm 10\%$ for each circumferential measurement, and 3-4% for body fat. Should you have a measurement that is outside of the range, or if you think your measurements aren't right, please contact us and we can investigate for you.

HOW OFTEN SHOULD I SCAN?

There are no hard and fast rules in which you must obey, but if you want to know your measurements to track the course of your weight loss, muscle gain or fitness goal then our fitness experts recommend measurement anywhere from weekly to once every 30 days.

This can help you watch your progress and know if you should change something in your approach. Our Premium plan gives you access to unlimited scans so you can track as often as you wish.

WHY DID MY SCAN FAIL?

If your Bodymapp scan has failed, there are a few potential reasons why.

Firstly, please check if you have a screen protector or a dirty / cracked screen covering the front camera and sensors. If so, please remove them to scan.

We send out an email after a failed scan with a video on common reasons scans have failed, this video should give you a better understanding.

For more possible causes of a failed scan, here are a few tips.

Please ensure you:

- For phone scans, set up your phone at approx. chest height (for Upper Body)

- Stand close to the front camera sensors such that only the required body part is visible on the screen
- Hands on top of your head (not behind)
- Arms and elbows as wide as possible, touching the dotted frame

Still not sure why your scan has failed? Reach out to our customer support team at bodymapp.co/contact-us

MY PHONE HAS A SCREEN PROTECTOR – WILL THIS AFFECT MY SCAN?

We know some screen protectors can block the sensor that our app utilises for body scanning.

There are only certain types of screen protectors that cover this sensor, but most screen protectors do not interfere with scans. In general, screen protectors with cut outs for the front sensors, as well as glass screen protectors, are ok.

As a rule of thumb, if the screen protector blocks Face ID from working, then the app won't work – because our app uses the same sensor. If Face ID works with the screen protector, then Bodymapp should also work.

MY ACCOUNT

HOW DO I REDEEM MY CODE?

Either follow the instructions on the back of the gift card or head to <https://bodymapp.co/redeem> and select “Sign in here to redeem” then enter your email address, password, and your code.

I'VE FORGOTTEN MY PASSWORD – WHAT DO I DO?

That's ok, we have a forgotten password feature which you can access from the Login screen.

HOW DO I CHANGE MY PASSWORD?

Once you're logged in the app, select the More tab (3 dots icon), select "Settings" then select "change password" from the navigation. Fill in the form and you're done.

HOW DO I MANAGE THE EMAILS I RECEIVE FROM BODYMAPP?

When you use our service, if necessary, we will email you specific outcomes and next steps. These are classed as transactional messages which are different from the marketing messages.

From time to time we may also send you marketing emails to provide you with news, updates, reminders and tailored content that will help you get the best from the Bodymapp service. If you don't want to receive these emails you can simply unsubscribe from the bottom of these emails.

DATA PRIVACY

IS MY INFORMATION KEPT PRIVATE?

Only you will have access to your measurements and Bodymapp will not share your personal information to any company without your permission. General data may be used for research purposes, but only namelessly to ensure anonymity.

HOW IS MY DATA KEPT SECURE?

The security of your data is of the highest priority. We use SSL secure tunnel to encrypt data during requests, and passwords are encrypted in the database.

SUPPORT AND FEEDBACK

Our support team is always happy to help. Whether it's a general query on our service offering, specifics on a mapping session, or how to join the Premium plan. Contact us at support@bodymapp.co or via our website (bodymapp.co/contact-us) and we'll get back to you as soon as possible.

Our support desk hours are 9AM-5.30PM Australian Eastern Standard Time.

GOT ANY OTHER QUESTIONS?

We keep our FAQs up-to-date on our website here: bodymapp.co/faq

You can also reach out to our support team at bodymapp.co/contact-us or via email at support@bodymapp.co