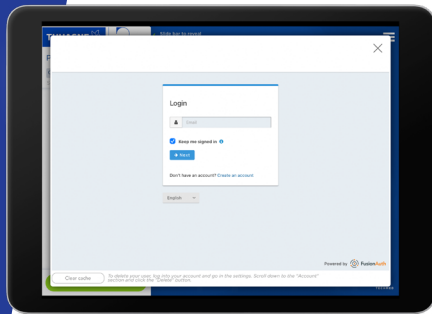# Scanning FAQ

What kind of device is the Thuasne App available for?

The Thuasne App is only available for Apple Devices.

Thuasne App is not IOS 17 compatible at this time- Please do not UPDATE your Apple device to IOS 17 – Disable AUTOMATIC UPDATES
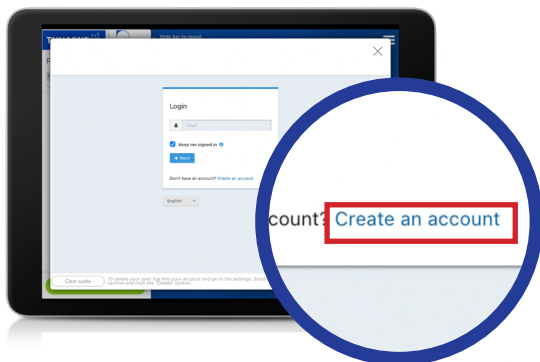
Notice will be sent when compatible.

For further info see "Tell me More" on IOS notice on Thuasne app home screen

Do I need an email address?

Yes, Apple device must be associated to an outgoing email server – not Icloud email account.

Business emails or private servers may have security issues and may need to check with their own IT if they have a blocked outgoing message.

Do I need to create an account if I am a new user?

Once you have downloaded the Thuasne scanning app, you must create an account – this request will be seen on the home screen- Input email and phone number and submit.

Your registration will be approved within 10- 15 minutes or less, you will then have full access to Thuasne App

What if I had an account and now can't access the Thuasne app?

Old users still must create an account – this request will be seen on the app home screen- Input email and phone number and submit

Your registration will be approved within 15 minutes and you will then have full access to Thuasen App

Will I still have access to my old scans and patient history if I create a new account?

Scanning history will still be archived and you will have full access once new registration has been approved.


Why can't I send scan to myself?

New updates for to the app to increase security measures and protect patient information requires the scan to be encrypted as an IMED file with Thuasne USA as the sole recipient.

A screenshot of scan, copy of order form, notes etc can be captured and sent as an email outside of the IMED file- to do this please reference how to video?
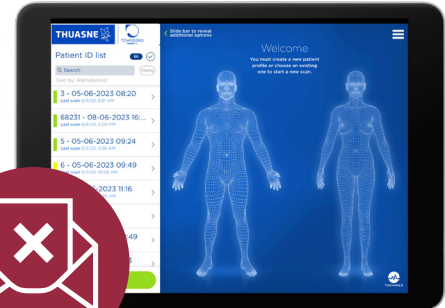
Do I need to be connected to internet to scan?

Scans can be captured off-line but the Apple device must be connected to internet to input or edit patient information
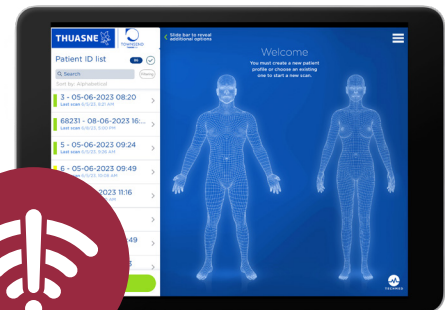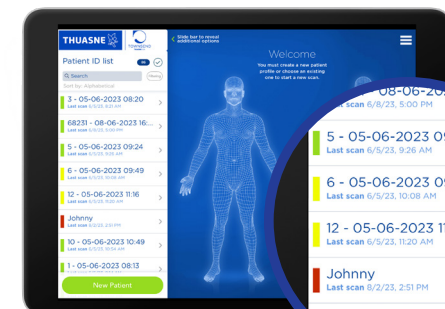

How do I know my scan has been received by Thuasne?

In the app you should see a Patient ID list –(all scans captured) next to the patient name there is a colored bubble.

- Green – Scan has been sent and received
- Yellow – Scan has not been received
- Red – Scan has not been sent

For further FAQs within the app go to;

- Settings> More> Troubleshooting
- Back up file procedures
- Sensor Calibration
- Sensor Firmware update
- Minimum Device Requirements
- Structure Sensor overview and differences between models

Scanning Resources and Tools