



C O N F I D E N T I A L
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Walk Team Competition 2nd Round 2021

Rule Book

Take adequate measures against COVID-19,
such as wearing masks and maintaining distance from others.

Mitsui Fudosan Co., Ltd. &well Administration Office

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&well Walk Team Competition 2nd Round 2021

Period	October 15 (Fri.) - October 28 (Thu.), 2021 Total of 14days
Sign-up Period	September 21 (Tue.) - October 14 (Thu.), 2021 Note: You won't be able to change or remove team members after the sign-up period.
Announcement of Results	Scheduled on November 3 (Wed.), 2021 Note: We will guide you at a later date for the awards ceremony and individual awards lottery announcement.  See page 8 for the details
Period to Enter Your Delivery Information for Prizes	November 2 (Tue.) - November 16 (Tue.), 2021 Note: If you fail to enter your delivery information within the given period, you'll forfeit your right to receive your prize.  See page 16 for the details

October													November						
15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3
Fri.	Sat.	Sun.	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	Sun.	Mon.	Tue.	Wed.	Tue.	Wed.	Thu.	Fri.	Sat.	Sun.	Mon.
First Half Qualifier				Second Half League Matches										Rankings / avg. steps not displayed			Announcement of the Results		
Rankings / avg. steps not displayed	Rankings / avg. steps start being displayed			Leagues not displayed <small>Note: Period for tallying the steps from the first half</small>	Leagues start being displayed												Tallying Period		Final Ranking Displayed
				Caution													Caution		



During the event, **(1) your team's ranking** and **(2) average steps up to the previous day** will be displayed.

Note: Teams' rankings and average steps **won't be displayed** on the first day.

<Make sure you activate the app>

- The number of steps walked up to the 18th (Mon.) will affect what league your team is assigned to, so **make sure you activate the app on the 19th (Tue.)**.
- The leagues won't be displayed on the Team Rankings screen. Team rankings will be based on the average steps as of the 18th (Mon.).



- The league screen will start being displayed on the 20th (Web.).
- The rankings displayed on the 20th (Web.) will reflect the teams' average steps on the 18th (Mon.).

<Make sure you activate the app>

- The number of steps walked up to the 28th (Thu.) will be confirmed, so **make sure you activate the app once between the 29th (Fri.) and 31st (Sun.)**.
- Rankings and average steps won't be displayed from October 29 (Fri.) to November 2 (Tue.).

As a team, compete to walk the most steps on average using the &well app's pedometer feature.

- The **maximum steps** for an individual per day is **22,000**.
Even if you walk more than 22000 steps, it'll be recorded as 22000 in the data.
- In order to ensure fairness, manually entered step data won't be counted by the system.
- The &well app is designed to tally step data when it's activated. Make sure you activate the app during the event. The step data (in the red box) on the Team Competition screen **reflects data up to the previous day.**
- When the app is activated, it'll tally up all the data up to the previous day. After that, **the data will be updated at regular intervals.**
- **Rankings and Team Average Steps are updated every hour.**
- There are rules in which people may still participate even if it's difficult to acquire step data via the &well app. Please contact the &well representative in your company for more details.



A team's average steps score will be calculated based on all of its members, even if some of them haven't been walking.

So if you want to win, encourage each other and work as a whole team! !

2. Rules (3) League Matches

- The team's average step data for the First Half Qualifier (**until October 18 [Mon.]**) will be **tallied up on October 19 (Tue.)**, and the teams will be allocated to up to twelve leagues on **October 20 (Tue.)**.
- Leagues will be allocated starting from **the top winning teams** of the First Half Qualifier. (See "Rough Guide for Second Half League Allocation" below)

In the Second Half League Matches, the rankings will be decided based on **teams' average steps for the whole period (Qualifier + League Matches) within their respective leagues.**

(Please note that the number of steps for the First Half Qualifier will also be reflected in the final results.)

Rough Guide for Second Half League Allocation

Note: The number of leagues and teams per league might change depending on how many teams enter in total.

League 1	League 2	League 3	League 4	League 5	League 6	League 7	League 8	League 9	League 10	League 11	League 12
10 Teams	40 Teams	50 Teams	60 Teams	70 Teams	70 Teams						

Average steps expected based on past performances



Standards for Organizing a Team

- **In principle, teams must have at least 7 people.** Note: If a team is formed via the app registration (see below) but fails to reach seven members, you won't be able to participate.
- **Prizes will be given to a maximum of 15 people per team.**
- Participation is limited to one team per person.
- You can't participate in multiple teams.

How to Organize Them

- Each company's HR representative can choose 1. or 2. below as the way to organize teams.
- **Please check with your company regarding which team organization method your company has chosen when you organize your team.**

(1) Each Company's &well Representative Organizes Teams (CSV Registration)

1. Company &well representative: Organizes teams and upload CSV files via the &well admin screen to register them.
2. Employees: Nothing needs to be done by employees.

After your company's &well representative has registered teams, the screen on the right will be displayed.

(2) Employees Organize Teams via the &well App (App Registration)

1. Company &well representative: Go to Team Competitive Management on the &well admin screen and select Register App.
2. Employees: After your company's &well representative has selected Register App via Team Competitive Management, the screen on the right will be displayed. Leaders organize and register their own teams.

(1)



(2)



Team Awards

Given to: 1st to 10th place for each league

Prizes: See pages 9 to 14.

Winners :

Will be announced at the awards ceremony on November 2 (Tue.).

Note: The scheduled date may be subject to change.

Secret Award

Will be announced during the event.

- Prizes are given to teams with at least 7 people. If a team wins that's not eligible to receive prizes, the runner-up team will win them.
- Prizes will be given to a maximum of 15 people per team.
E.g.: If a team has 18 people, prizes will be given to at most 15 of them.
- If there are teams who have the maximum number of steps or share the same ranking, the team that has the most members will take precedence. If teams have the same number of members, then all eligible teams will receive prizes for their respective places.

Individual Award

Given to: 20 people will be chosen by lottery from individuals who walked an **average of 8000 steps** or more during the Team Competition period.

Prizes: See pages 15.

Lottery: Announced at the award ceremony.

Note: You will be contacted at a later date.

Note: You need to apply in advance to enter the Individual Awards.

Please see page 15 for instructions on how to apply.

(1) November 3 (Wed.), 2021

The rankings for the Team Competition will be displayed via the app. Follow the steps below to find out.

STEP 1



STEP 2



STEP 3



(2) Award Ceremony・Announcement of the Individual Awards Lottery.

You will be contacted at a later date.

Award Ceremony

- After October 26 (Tue.), the &well Administration Office will contact the teams who might win the top awards and ask them to attend the awards ceremony.
- A trophy will be presented to the team in first place in League 1! Note: It'll need to be returned for the next Team Competition.

Announcement of the Individual Awards Lottery

- The Individual Awards Lottery will be announced at the awards ceremony.
- Please be aware that **your company name and &well registered nickname** will be announced at the lottery announcement.

You need to apply in advance to enter the Individual Awards. Please see [page 15](#) for instructions on how to apply.

League 1



Bone Conduction Wireless Headphones

Music + phone calls, works for up to 6 hours (weight: 29 g).
IP55 rating for water and dust-proof protection.
Enables you to connect to two devices at the same time (smartphone and PC), and alternate between them with a switch.



Stanley Bottle Set

A high-quality steel vacuum bottle that has heat and cold retaining functions. It combines vacuum insulation technology with the strength of steel.
You'll be given two types of bottles that are easy to use both outside and at the office.



SALOMON TRAILBLAZER 10

Ultra-lightweight backpack: Capacity 7 L, weight 300 g
It can be used for a variety of purposes: for walking, running, shopping with the kids when you need to carry much stuff, and many more.



4th-10th place

gifteeBOX 5000 yen

You can exchange these giftee points for your favorite gift.
They'll be given to 4th-10th place winners.

League 2



Isetan I's Meat Selection Set of Japanese Black Wagyu Beef Slices

A set of two types of thinly sliced beef: Rich and flavorful shoulder beef with well-balanced red meat and fat, and soft chuck eye roll with great umami. They're so delicious when cooked as yakiniku as well as sukiyaki.



MotherHouse Catalog Gift

Gifts made by craftsmen in Bangladesh—a well-known producing area for high-quality cowhide and jute. You can exchange this catalog for a pass case, pouch, or many other things.



A Digital Gift Choice of Gourmet Seafood

A digital voucher that lets you choose your favorite from a variety of gourmet seafoods including seasonal seafood, dried seafood, delicacy, hotpot set, and many more.



4th-10th place

gifteeBOX 1000 yen

You can exchange these giftee points for your favorite gift.
They'll be given to 4th-10th place winners.

Note: Pictures of the prizes are for illustrative purposes only. Note: Depending on the situation of COVID-19 and the state of emergency declaration, there may be prize changes and delivery delays.

League 3



SABON Bath Goods Box

A box that's full of popular SABON bath goods.



Tokyo "LA BETTOLA da Ochiai" Hamburg Steak with Black Truffle Sauce under Tsutomu Ochiai's Supervision

LA BETTORA da Ochiai is a famous restaurant that's difficult to get a reservation at. Under Italian master chef Tsutomu Ochiai's supervision, this juicy 100% beef hamburger steak doesn't contain any extra chemical seasonings.



ReFa Ion Care Brush

A daily brushing routine for a cleaner, healthier scalp.



4th-10th place

gifteeBOX 1000 yen

You can exchange these giftee points for your favorite gift.
They'll be given to 4th-10th place winners.

League 4



Galette Charmoat Châtaigne & Rolls New York Colorful Chocolate Set

A chiffon cake with a complete marriage of Japanese and Western ingredients, such as chestnuts, cocoa-flavored dough, marron cream, and flavored agar-agar. Its texture is smoother than the Japanese ganache (called nama-chocolate).



Asoview! Comprehensive Experience Gift Ticket: "Fun"

An experience gift ticket for making things that even beginners can enjoy. Number of available experiences: 900



Anniversary Rich Hard Baum Entremets

Using apple brandy to finish, this luxurious baumkuchen has a premium aroma. The hard type baumkuchen is baked at a low temperature to give it a strong richness and browned butter taste



4th-10th place

gifteeBOX 1000 yen

You can exchange these giftee points for your favorite gift.
They'll be given to 4th-10th place winners.

Note: Pictures of the prizes are for illustrative purposes only. Note: Depending on the situation of COVID-19 and the state of emergency declaration, there may be prize changes and delivery delays.

League 5



Xiaomi Mi Smart Band 5

The world's second top market share for wearable devices. It can be linked to the &well app in settings, too.



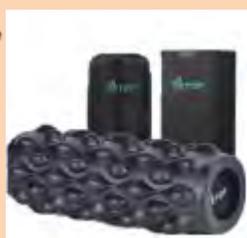
Isetan Mitsukoshi Set of Small Packs of Thinly Sliced Shinshu Beef and Tateshina Pork

They tastes great when simmered, grilled, or steamed. Cook them as you like and enjoy Tateshina pork's fine taste.



TETOP Foam Roller

TETOP's new generation 3D foam roller with "finger-like bumps" helps you stretch with a more pleasant feeling. Bumps that are harder than muscle but softer than bone stimulate your body.



4th-10th place

gifteeBOX 1000 yen

You can exchange these giftee points for your favorite gift. They'll be given to 4th-10th place winners.

League 6



CheesecakeHOLIC Camembert Cheesecake

A cake representative of CheesecakeHOLIC, which is supervised by chef Minoru Hasegawa. It has an earthy aroma that's unique to Camembert. It gives you a taste that's like no other, blending a delicate sweetness in your mouth.



YUAN Sehin Seikatsu Soap Set

Handmade soaps that are made with the spirit of Taiwanese people who respect nature and continue to preserve it. A cold process manufacturing method makes use of materials and brings out the herbs efficacy and aroma.



Karuizawa Ibulu Smoked Olive Oil and Soy Sauce Set

A dash of magic is the perfect way to describe Karuizawa Ibulu's smoked seasonings.



4th-10th place

gifteeBOX 1000 yen

You can exchange these giftee points for your favorite gift. They'll be given to 4th-10th place winners.

Note: Pictures of the prizes are for illustrative purposes only. Note: Depending on the situation of COVID-19 and the state of emergency declaration, there may be prize changes and delivery delays.

League 7



Bamford Pillow Mist 50 ml

A herb scented pillow mist. Before you sleep, use one push to help calm your mind, relax, and sleep well. It has a deep, gentle aroma of lavender, marjoram, and frankincense. You can spray it on your pillow or things around you.



VEGETARE Set of Two Cordials

A set of two cordials (grape and lemon) made with ingredients that are good for beauty and health.



Raffine Relaxation Ticket

You can experience the treatment services by Raffine.
Note: Can be used at sister stores (Grand Raffine, Badan Baru, Natural body, etc.), too.



4th-10th place

gifteeBOX 1000 yen

You can exchange these giftee points for your favorite gift.
They'll be given to 4th-10th place winners.

League 8



Savory Rice Set

Inahosha's signature set of three types of rice. What's great is that each one is individually packed into one cup sizes. When you eat it with Tanigawa Jozo's "Okazu Miso," you'll be able to finish several bowls.



JFTD Hana Cupid Nationwide Bouquet Arrangement Ticket

The ticket can be exchanged for flowers of your choice (up to 3,300 yen including tax) at Hana Cupid group stores nationwide (excluding some stores).



LikeSweetsBOX One Type of Cube Sweets (2 Pieces)

Trending on Instagram! Luxury desserts made under the supervision of a famous pâtissier at "LikeSweetsBOX," which creates photogenic sweets and cakes to order.



4th-10th place

gifteeBOX 1000 yen

You can exchange these giftee points for your favorite gift.
They'll be given to 4th-10th place winners.

Note: Pictures of the prizes are for illustrative purposes only. Note: Depending on the situation of COVID-19 and the state of emergency declaration, there may be prize changes and delivery delays.

League 9

1 **Ice-temperature-aged Himuro Pig Pork Salami and Pork Jerky**



A jerky set made using Himuro Pig thigh that's been carefully aged for 14 days with salt and spices. They're perfect appetizers as well as nibbles.

2 **A Digital Gift Choice of Gourmet**



You can exchange it for an item of your choice from carefully selected foods across Japan.

3 **OSEAN & TEREÉ SWEETS Assortment of Four Colorful Kougloufs**



An assortment of Kougloufs that feature moist dough and let you enjoy a rich, juicy flavor once you put it in your mouth. There are four flavors: Chocolate, uji-matcha, cranberry, and almond. These sweets are also fun to look at.

4th-10th place

gifteeBOX 500 yen

You can exchange these giftee points for your favorite gift. They'll be given to 4th-10th place winners.

League 10

1 **Pierre Hermé Paris Assortment of Six Madeleines (Two Kinds)**



An assortment of uniquely baked sweets arranged by Mr. Pierre Hermé's sense of taste. This gift is a set of two flavors: The brand's signature flavor "Ispahan" and the flavorful "Nature."

2 **Nishikiya Kitchen Seven-Allergens Free Curry and Soup Gift**



A gift of curry and soups that are free from seven big allergens and made using Japanese vegetables to bring out their umami and sweetness.

3 **BLUE BOTTLE COFFEE Gift Ticket**



You can use it at either Blue Bottle Coffee cafes or the official online store.

4th-10th place

gifteeBOX 500 yen

You can exchange these giftee points for your favorite gift. They'll be given to 4th-10th place winners.

Note: Pictures of the prizes are for illustrative purposes only. Note: Depending on the situation of COVID-19 and the state of emergency declaration, there may be prize changes and delivery delays.

League 11

 **1** Amazon Gift Voucher
2,000 yen 

 **2** Amazon Gift Voucher
1,500 yen 

 **3** Amazon Gift Voucher
1,000 yen 

4th-10th place
gifteeBOX 500 yen
You can exchange these giftee points for your favorite gift.
They'll be given to 4th-10th place winners.

League 12

 **1** Amazon Gift Voucher
2,000 yen 

 **2** Amazon Gift Voucher
1,500 yen 

 **3** Amazon Gift Voucher
1,000 yen 

4th-10th place
gifteeBOX 500 yen
You can exchange these giftee points for your favorite gift.
They'll be given to 4th-10th place winners.

Note: Pictures of the prizes are for illustrative purposes only. Note: Depending on the situation of COVID-19 and the state of emergency declaration, there may be prize changes and delivery delays.

Individuals whose average steps over the event period were 8000 or more will win one of the following sponsors' prizes.

Suntory Locomore 1 Bottle 10 People

A food with functional claims containing an original blend of two muscle- and two cartilage-building ingredients, for healthy, strong legs.

Suntory Wellness



Healthy Mineral Barley Tea (One Case, 24 Bottles) 10 People

No sugar, calories, or caffeine. Healthy and easy to gulp down, it's perfect for replenishing water and minerals lost through exercise.



Note: You need to apply in advance to enter the Individual Awards. Follow the steps below to apply.

STEP 1

Press "Use &well Points" on the home screen menu.



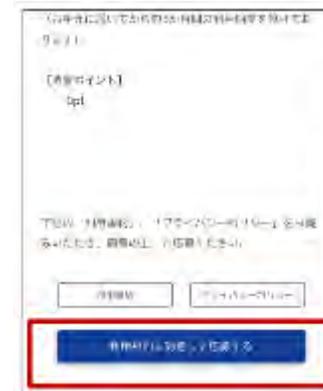
STEP2

On the list of point exchange giveaways, press "Enter the [walk Team Competition] Individual Award Lottery"



STEP3

After checking the details about how to enter the lottery, press "Agree to the Terms of Use and Enter"



【 Caution】

- Number of entries:
- Once per person
- Period: **October 15 (Fri.) - October 28 (Thu.)**

Note: Even if you enter multiple times, it will be counted as one entry, and the second and subsequent entries will be invalid. Note: &well points won't be used. Note: Your company name and &well registered nickname will be announced at the awards ceremony.

(1) Delivering prizes

- Prizes will be delivered in one of the following ways (depending on the prize).
"Online gifts sent via email" or "Prizes sent to your home, etc."

(2) How to receive prizes

<Online gifts sent via email>

1. A URL for receiving your prize will be sent to the email address you registered in the &well app.
2. After you receive it, follow the instructions on the screen to receive/use the prize within the given period of time.

Note: If your account is your email address, your email address can't be confirmed in the app, so please contact the &well representative in your company.

If your account is an alphanumeric character string, you can confirm or change your email address on My Page.

<Prizes sent to your home>

In order for us to deliver your prize, you'll need to enter your delivery information via the &well app.

A "You Won a Prize" pop-up will be displayed on November 2 (Tue.). Please enter your delivery information.

The deadline for entering your delivery information is 14 days from the date of the notification. **If you don't enter it in time, you'll forfeit your right to receive your prize.**

All team members must enter their information.

Notes - Please Read -

Regarding the arrangements for sending prizes, each individual must enter their [delivery information] via the app after the Team Competition has finished. For everyone in the winning teams, please launch the &well app and check your notifications even after the Team Competition has ended.
If you fail to enter your [delivery information] within the given period, you'll forfeit your right to receive your prize.

Image of "You Won a Prize" screen

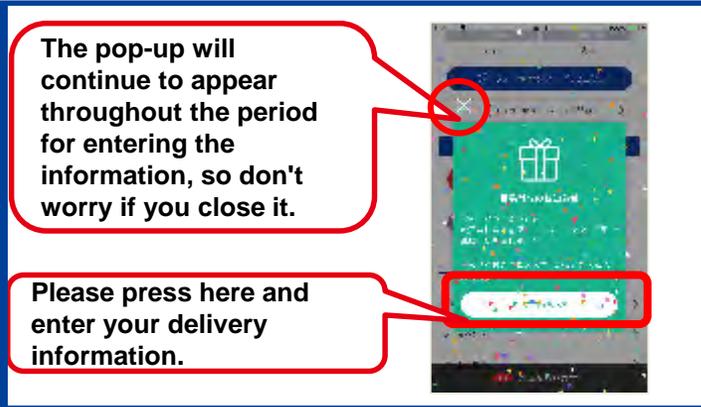


Image of "Enter Delivery Information" screen



- Please enter the required information by following the instructions on the screen.
- If you wish to confirm the information you have entered, please contact the Administration Office. (See [page 27](#) for instructions on how to contact them)
- The personal information entered will only be used to send prizes for this event. We'll destroy it as soon as the prizes have been sent. Please note that we may also share it with third parties whom we appropriately deem necessary for delivering the prizes.



There are two ways to organize teams, but I don't know which one my company is using.



A. Please contact the &well representative in your company.

How teams are organized varies from company to company. Please contact the &well representative in your company. It can also be determined on the home screen during the sign-up period.



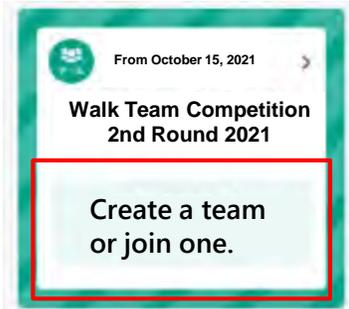
[The Company's &well Representative Organizes Teams: CSV Registration]



When your &well representative registers CSV files to set up teams, a green pop-up will be displayed on the registered participants' home screen. If the team name is displayed at the bottom of this pop-up, this means your participation has been registered. Please wait for the event to take place.

If your &well representative hasn't registered CSV files, the green pop-up won't be displayed on the home screen.

[Employees Organize Teams via the &well App: App Registration]



A green pop-up is displayed on the screen.

Create a team or join one.

Please see **Team Organization Manual [For Employees]** for details.



Do I need to download and log in to the app before the event?



A. It varies depending on how teams are organized.

[The Company's &well Representative Organizes Teams: CSV Registration]

If you've been registered in a team via CSV registration, you can participate in the Team Competition even if you download and log in to the app after the event has started.

When you log in, the app will tally the steps walked during the Team Competition while you weren't logged in and reflect them in your team's performance. People who have logged in at least once can retrieve up to 14 days of data retroactively upon logging in again.

[Employees Organize Teams via the &well App: App Registration]

You must have downloaded and logged in to the app before the event, sent a request to join your desired team, and had it approved by the team leader.



Can we decide the team members freely?



A. It varies depending on how teams are organized.

[The Company's &well Representative Organizes Teams: CSV Registration]

Please contact the &well representative in your company.

[Employees Organize Teams via the &well App: App Registration]

You can decide the team members freely.



How will my nickname (name) be displayed during the event?



A. The nickname (name) that you've registered in your profile will be displayed.

The nickname (name) that you've registered in your profile will be displayed in the team list. You can change the nickname (name).

When [The Company's &well Representative Organizes Teams: CSV Registration]

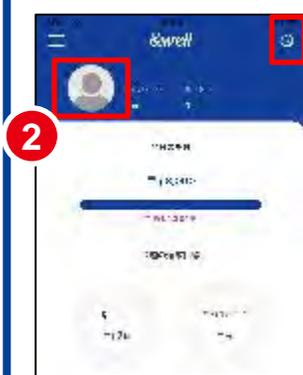
The nickname (name) used when your &well representative registered the CSV files will be displayed by default. If you've registered in a team but haven't logged in for the first time, the default nickname (name) will be displayed on the team list during the event.



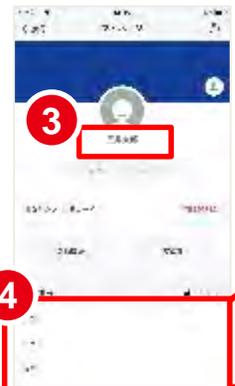
How do I change my nickname?



A. You can change it yourself on the app's Settings screen.



- ① • Press ① the "gear mark" at the top right of the home screen or ② the "user image."



- Press either ③ "nickname" on the bottom of the My Page image or ④ "gender, year of birth, and height" in your basic information.

gender
year of birth
height



- After going to the profile edit screen, press ⑤ "nickname" and enter the information you want to change.



Can I change my team members?



A. You can make changes <during the sign-up period (September 21 - October 14)>. How you make changes varies depending on how your team is organized.

[The Company's &well Representative Organizes Teams: CSV Registration]

Please contact your company's & well representative.

[Employees Organize Teams via the &well App: App Registration]

You can only make changes in the app *before the team is formed*. The members can't be changed or leave after the team is formed, so if you want to make changes, please change them before that. This time, a team is formed once it has **seven members**.

You can't make changes <during the event> regardless of how your team is organized.



Can I change my team name?



A. You can make changes <during the sign-up period (September 21 - October 14)>. How you make changes varies depending on how your team is organized.

[The Company's &well Representative Organizes Teams: CSV Registration]

Please contact your company's & well representative.

[Employees Organize Teams via the &well App: App Registration]

You can only make changes in the app *before the team is formed*. The team name can't be changed after the team is formed, so if you want to make changes, please change it before that. This time, a team is formed once it has **seven members**.

You can't make changes <during the event> regardless of how your team is organized.



Is there any rule on the number of team members?



A. Each team must have 7 or more people as a standard.

If [Employees Organize Teams via the &well App: App Registration] and if the team fails to reach seven members, you won't be able to participate.

Regardless of how teams are organized, there's no upper limit on how many members teams can have, but prizes will be given to a maximum of 15 people per team. E.g.: If a team has 18 people, prizes will be given to at most 15 of them.

If [The Company's &well Representative Organizes Teams: CSV Registration], even if your team fails to reach seven members, it'll still be able to register and participate in the Team Competition. **However, they won't be eligible to receive prizes.** During the event, the team will still be displayed in the rankings, just like teams with 7 or more people.

Once the results have been confirmed, the &well Administration Office will exclude it from the teams eligible to receive prizes.



What will happen to a team's steps if any of its members become unable to participate part way through the event?



A. Any members who quit part way through the event will still be counted when calculating the average steps.

You can't change members during a Team Competition.

This means that any members who quit part way through the event will still be counted when calculating the average steps.



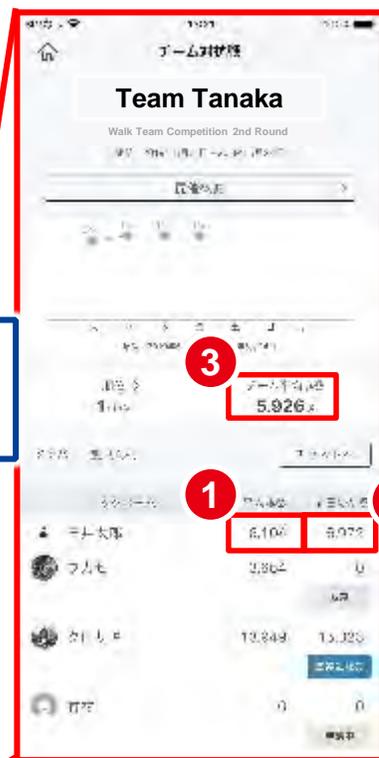
I don't know how to check the step data.



A. Please check it on the dedicated page.



Press the pop-up for the home screen.



■ Check your step data → Please check ① and ②.

- ① **"Average steps"** reflects the data from the day the Team Competition started up to the previous day. When the app is activated, it'll tally up all the data from the day the Team Competition started up to the previous day. After that, data will be updated at regular intervals.
- ② **"Previous day's steps"** reflects the step data from the previous day. After the app is activated, the step data will be updated at regular intervals. This means that **it'll show "0 steps" when the app is first activated.**

Note: If the data for ① or ② isn't updated at regular intervals, please try **"If Today's Steps isn't updated"** on [page 24](#).

■ Check your team's average steps → Please check ③.

- It'll be updated to the latest data every hour. However, it'll be updated based on the step data from the day the Team Competition started up to the previous day. If anyone from your team, including you, activates the app within a one hour period, your team's average steps will display to reflect that person's steps from the day the Team Competition started up to the previous day.
- During the event, steps won't be reflected at regular intervals if the &well app isn't activated. If the app isn't activated, "0 steps" will be displayed on the app even when you're walking.



"Home screen's steps" and "step log's rankings" differ from "steps and rankings on the Team Competition's dedicated page."



A. The following step data differs from the average steps on the Team Competition's dedicated page.



① Home screen "average steps"

Shows the average steps for the week (Monday-Sunday) up to the previous day.

② Home screen "today's steps"

Shows step data in real-time.



③ Step log "rankings"

Shows the rankings aggregated by all members' average steps up to the previous day of the week.

Note: Members who haven't launched the app aren't included.

④ Step log "average steps"

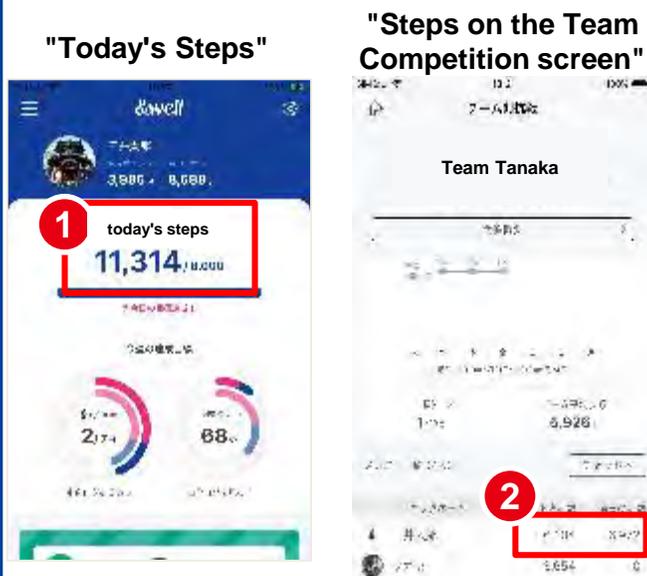
Shows the average steps for the week (Monday-Sunday) up to the previous day.

Please see [page 22](#) for instructions on how to check step data and rankings on the Team Competition's dedicated page.

 **My steps aren't reflected properly. (Steps aren't reflected / Numbers differ from the linked external app)**



A. "The app might be frozen" or "not be properly linked with an external app."



If ① "Today's Steps" isn't updated

"The app might be frozen" or "not be properly linked with an external app."

Please try the following.

Method 1) Close the app.

Note: You can find out how to close the app by searching for "your mobile phone (iPhone or Android)," and "how to close the app," etc. in a search engine.

Method 2) Log out of the app and log in again.

Method 3) Unlink Health and other external apps → Link them again.

Note: Please see [page 25](#) for instructions on how to unlink the apps and link them again.

Method 4) Uninstall the app and re-install it.

Method 5) Turn your mobile phone off and on again.

If ② "steps on the Team Competition screen (Average Steps / Yesterday's Steps)" aren't updated

When the app is activated, it tallies the step data up to the previous day. **It takes about an hour for the tallied step data to be reflected.** Please check again after a while. If the step data still isn't reflected, try ① above.

Note: If the steps still aren't reflected after you tried these methods, please check [page 27](#) and contact us.
Steps manually entered in linked apps won't be reflected in the &well app.



I don't know how to check the linked external apps.



A. Please check them on My Page.

<How to check it's linked>



Press ①
"My Page."



③ The "external app names" shown in ② "Linked External App" are the linked external apps.

See below for instructions on how to set up Health.
"Settings" → "Privacy" → "Health" → "&well" → "Steps" is checked.



In the Second Half League Matches, will the step data from the First Half Qualifier be reset?



A. No, it won't.

In this Team Competition, you'll compete based on the average steps during the whole period including the First Half Qualifier.

 **I've changed devices, and the &well app was downloaded on the old one. Will my step data be carried over?**



A. Download the &well app to your new device and log in with your existing account. External apps can also be linked by setting them up accordingly in settings.

■ iPhone/Linked External Apps: Health

When you change devices, you need to back up your Health data in advance to carry it over, just like any other data.

1) Back up with iCloud

■ Old device

- ① Tap "Settings" → User name → "iCloud."
- ② Tap "iCloud Backup" to turn on "iCloud Backup." Then tap "Back Up Now" to create a backup.

■ New device

- ① Tap "Set Up as New iPhone" to set up your device.
- ② When the "Restore Your Apps and Data" screen appears, tap "Choose Other Backup or Don't Restore."
- ③ You've already saved a backup, so tap "Restore from iCloud Backup."
- ④ Enter your Apple ID and password and tap "Next." Select the data you want to use for the backup.
- ⑤ "Restored" appears when the device is restored.

Note: Once you do the above, your previous Health data will be carried over.

2) Back up on a PC

- ① Connect your iPhone to your PC, tap "Trust," and enter your passcode.
- ② When you connect your iPhone, the iPhone icon appears in the upper left corner of the iTunes screen.
- ③ Check "This Computer" and click "Back Up Now."
- ④ Check "Encrypt iPhone backup" to back up and carry over your Health data.

■ Old device

- ① Tap "Settings" → User name → "iCloud" → Find My iPhone."
- ② Turn off "Find My iPhone" and enter your Apple ID password. Tap "Turn Off."
- ③ Open iTunes on your PC, click "iTunes" → "Preferences" → "Devices" in the upper left corner of the screen. Then check "Prevent iPods, iPhones, and iPads from syncing automatically" and click "OK."

■ New device

- ① Tap "Set Up as New iPhone" to set up your device.
- ② After connecting your iPhone to your PC, check "Restore from this backup," select the data to restore, and tap "Continue."

Once you do the above, your previous Health data will be carried over.

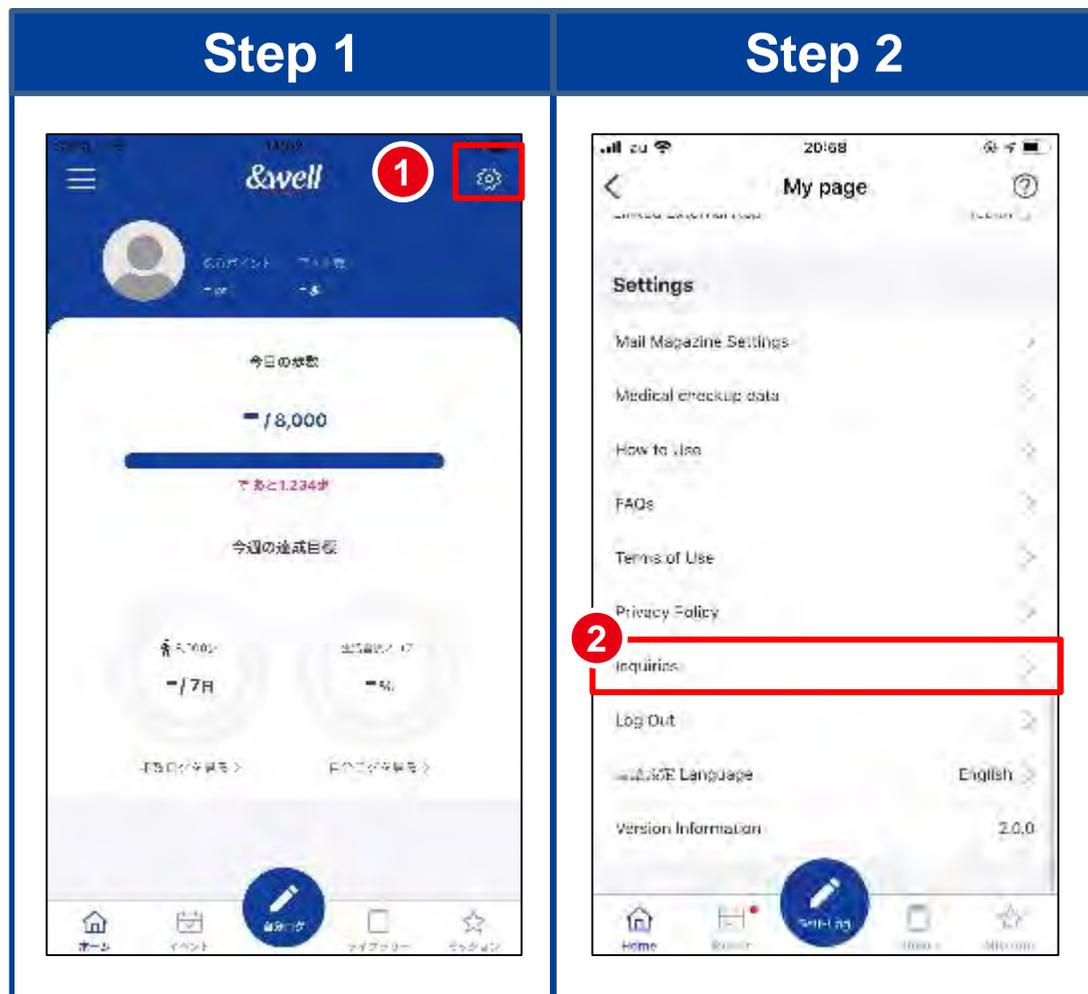
■ iPhone and Android/Linked External App: Fitbit

Since Fitbit manages data via accounts, you'll see your previous steps when you select the external app (Fitbit) in the app on your new device and log in with the same Fitbit account.

■ Android/Linked External App: Google Fit

Since Google Fit manages data via accounts, you'll see your previous steps when you select the external app (Google Fit) in the app on your new device and log in with the same Google Fit account.

For inquiries, please contact us via the &well app



Steps	
1	Start the &well app. Once it's started up, press ① the "  icon" in the top right corner of the screen.
2	Press ② " Inquiries. "
3	Enter the required information and the details of your inquiry, then send it. A member of staff will send you a reply. It may take some time for us to reply you. Thank you for your understanding.

Inquiries Open Hours
Weekdays 9:30-17:00



If you're unable to log in to the app, please contact us via the [contact form](#) or the QR code on the left.