&well

&well App Download and Login Manual

Mitsui Fudosan Co., Ltd. &well Administration Office

&well App
Download and Login　Manual

◆ Scan the QR code below with the QR code reader on your device to go to the app store, and install the app from there.

iPhone (iOS) users	**Android users**

■Install from the App Store

■Install from Google Play

https://itunes.apple.com/jp/app/well/id1434515379

https://play.google.com/store/apps/details?id=jp.andwell

◆ You need to set up the app when you log in for the first time.

◆ If this is the first time you've downloaded it, please follow the procedure below to set it up.

Step 1	Step 2	Step 3

	Steps
1	Press ① the app icon.
2	A splash screen will appear.
3	Read the terms of use and privacy policy, then press ② **the "I Agree"** button. Here, the app will ask for permission to send notifications. Press **"Allow."**

How you set your password will vary depending on the account you were given by your company.
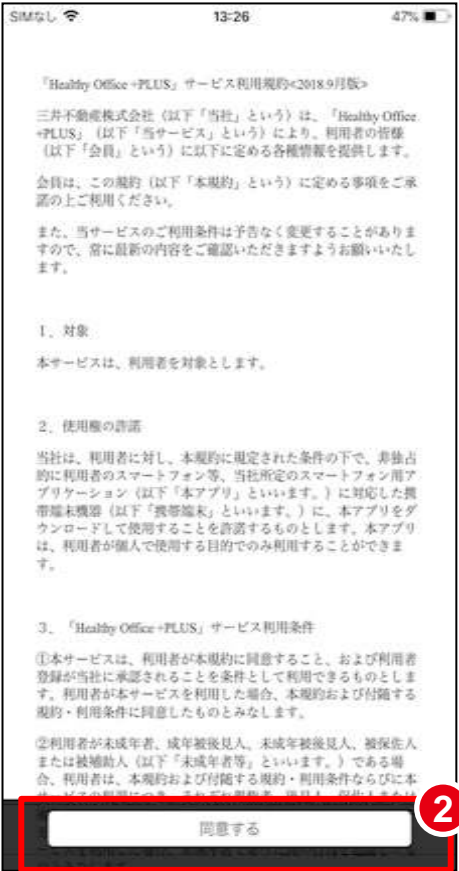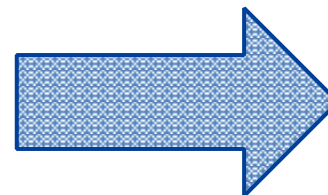Check the format of the account you have been given, and go to the respective page.

(1) If your account is your email address

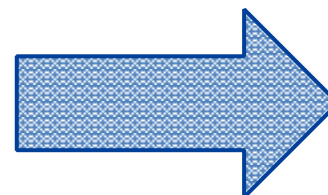**e.g.) aaa123@andwell.com**

➡️

Set your password by referring to

pages 5, 6, and 7.

Note: Once you've set it, go to "Linking with External Apps" on page 11.

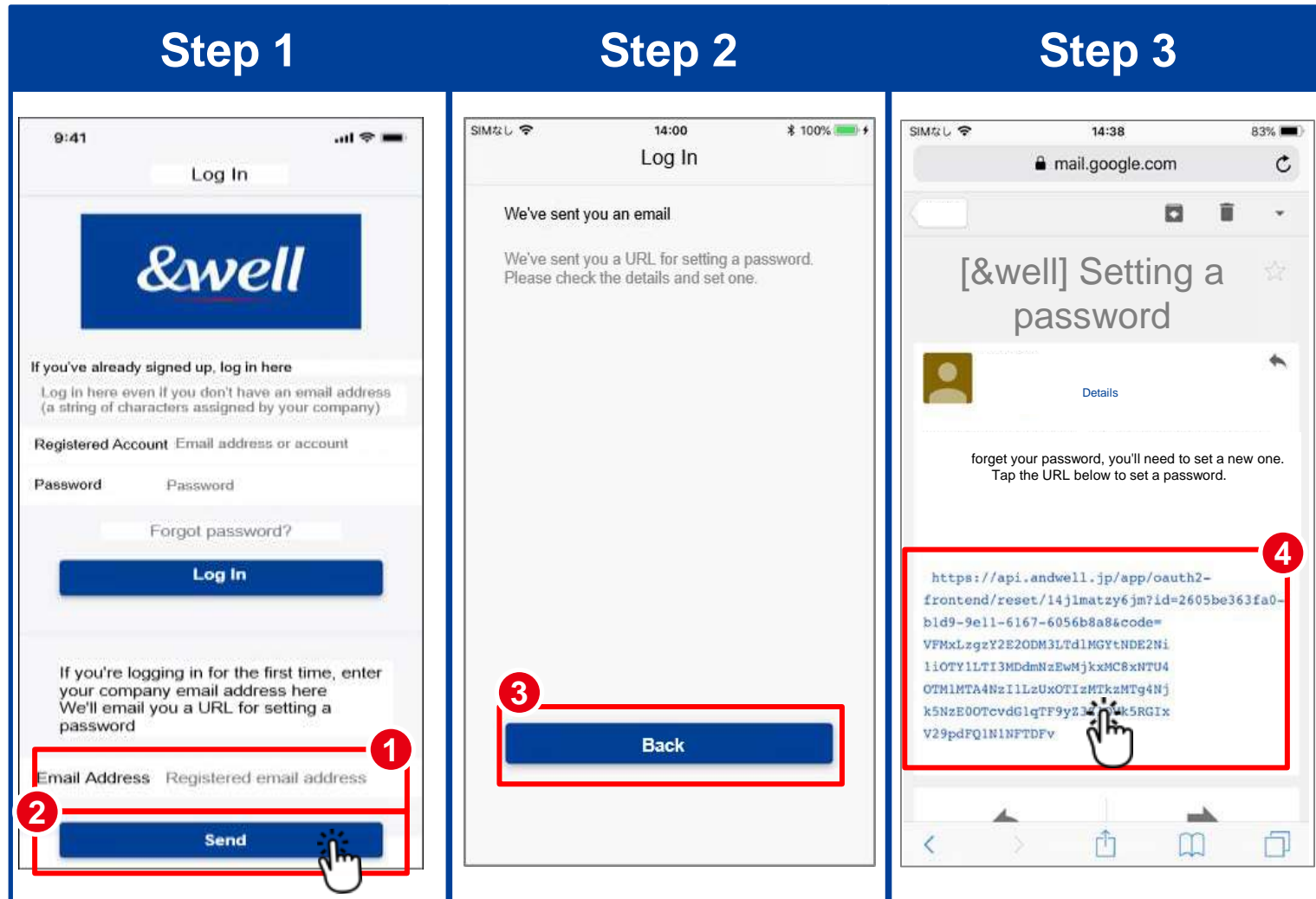**(2) If your account is an alphanumeric character string**

e.g.) andwell12345

➡️

Set your password by referring to

pages 8, 9, and 10.

Note: Once you've set it, go to "Linking with External Apps" on page 11.

Note: If your account isn't your email address (if it's an alphanumeric character string), please refer to page 8 and onward.

Step 1	Step 2	Step 3

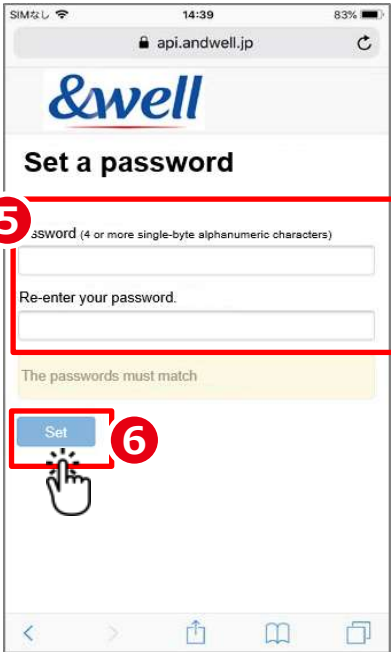|	Steps
1	Enter your email address in ①. Email Address: Your company email address Press ② **Press "Send."** **<Note>** There will be a message saying "This tenant user is not registered" if you enter an email address that isn't the one you registered with your company. ☐ Is it the same address that you use for your company? ☐ Is there no mistake in spelling? ☐ If your account is an email address provided by a carrier, do the steps on page 7 first.
2	When you're taken to the screen shown in Step 2, it means an email has been sent to the email address you entered in ①. Press ③ **"Back."**
3	**Check the email sent to the address you entered in ①.** Click on ④ **the "URL"** provided in the email. You'll be taken to the password setting screen.

Note: If your account isn't your email address (if it's an alphanumeric character string), please refer to page 8 and onward.

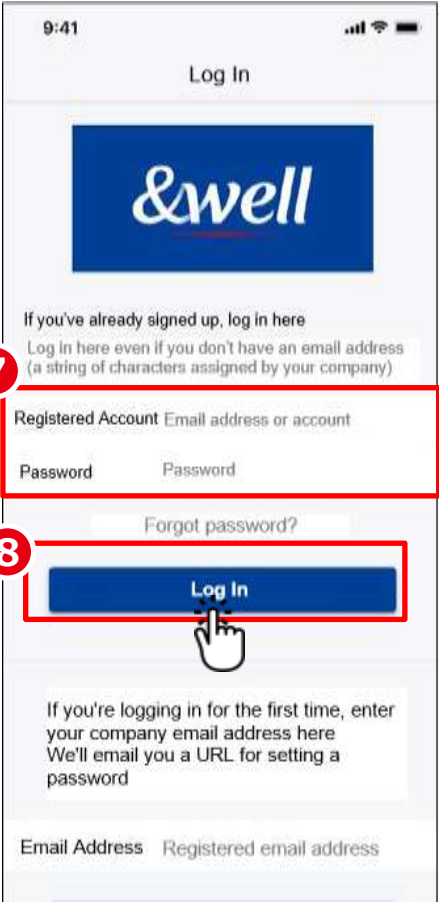| Step 4	Step 5

	Steps
4	You'll be taken to the password setting screen. ⑤ **Set a login password** and enter it. Once you've entered it, press ⑥ **"Set."** Note: 4 or more half-width alphanumeric characters
5	When you're taken to the login page, enter ⑦ **"your company email address" and "the password you set."** Once you've entered them, press ⑧ **"Log In."** After logging in, link with external apps. (Refer to "How to Link with External Apps" on page 11 onward.)

◆ **If the account you were given by your company is an email address provided by a cell phone carrier, please note the following points.**

The following anti-spam measures cell phone carriers use can prevent emails from being
delivered correctly.

- Only allowing emails from specified domains to be received
- Providing a strong level of anti-spam protection

How to Fix It: Whitelist the Domain

Set the following email domain as allowed to be received.
Domain name: andwell.jp

• **How to set up using a smartphone**

docomo users:
https://www.nttdocomo.co.jp/info/spam_mail/spmode/domain/

au users:
https://www.au.com/support/service/mobile/trouble/mail/email/filter/detail/domain/

SoftBank users:
https://www.softbank.jp/mobile/support/mail/antispam/email-i/white/

2-2. Launching the App / Setting a Password: If Your Account Is an Alphanumeric Character String Other Than Your Email Address

P.8

◆ You need to set up the app when you log in for the first time.

◆ If this is the first time you've downloaded it, please follow the procedure below to set it up.
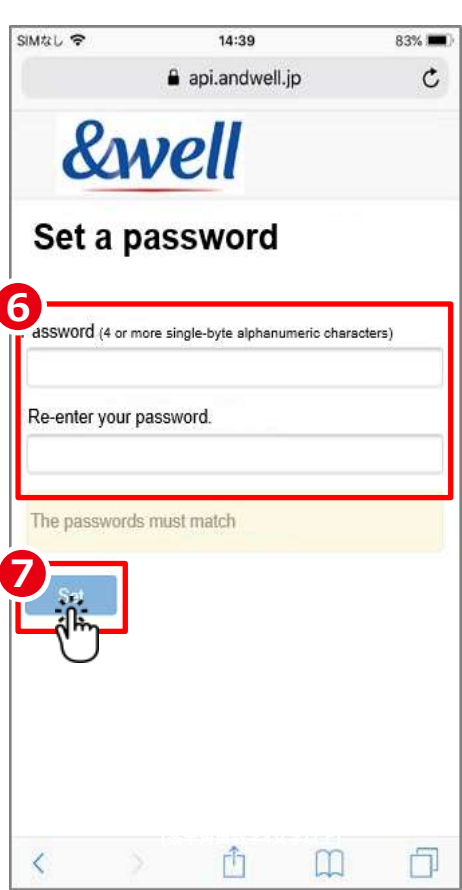
Step 1	Step 2	Step 3

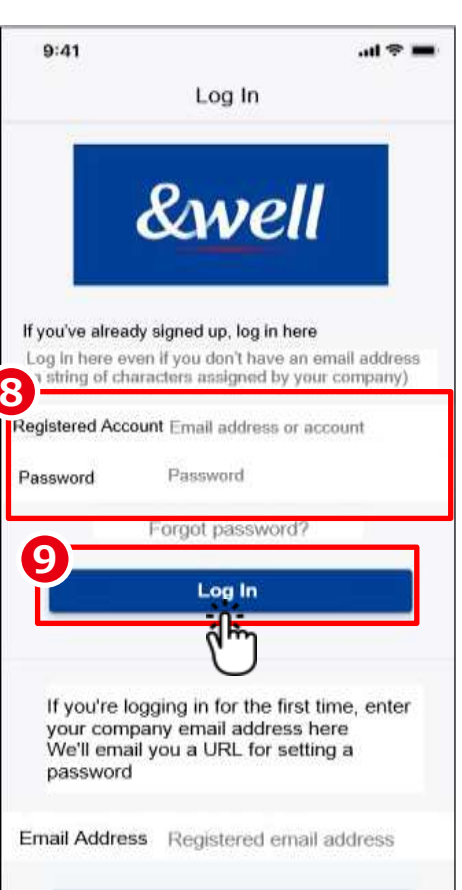|	Steps
1	Enter the information in ①. Registered Account : The character string you were given by your company Password : The initial password you were given by your company Press ② the "Log In" button.
2	Enter ③ **your "personal email address."** (Using a company email address is recommended in some cases. Please check with your company for information.) Note: Please check that your email address is correct. We recommend setting an email address other than one provided by a cell phone carrier. If you want to register an email address provided by a cell phone carrier, please do the steps on page 10 first. Press ④ **"Send."**
3	**Check the email sent to the address you entered in ③.** Click on ⑤ **the "URL"** provided in the email.

2-2. Launching the App / Setting a Password: If Your Account Is an Alphanumeric Character String Other Than Your Email Address

P.9

Note: If your account is your email address, please refer to pages 5 to 7.

Step 4	Step 5

	Steps
4	You'll be taken to the password setting screen. ⑥ **Set a login password** and enter it. Once you've entered it, press ⑦ **"Set."**
5	Go back to the login page, then enter ⑧ **the "character string you were given by your company" and the "password you set."** Once you've entered them, press ⑨ **"Log In."** After logging in, link with external apps. (Refer to "How to Link with External Apps" on page 11 onward.)

2-2. Launching the App / Setting a Password: If Your Account Is an Alphanumeric Character String Other Than Your Email Address

P.10

◆ **If you register an email address provided by a cell phone carrier, please note the following points.**

The following anti-spam measures cell phone carriers use can prevent emails from being delivered correctly.

- Only allowing emails from specified domains to be received
- Providing a strong level of anti-spam protection

How to Fix It: Whitelist the Domain

Set the following email domain as allowed to be received.
Domain name: andwell.jp

- **How to set up using a smartphone**

docomo users:
https://www.nttdocomo.co.jp/info/spam_mail/spmode/domain/

au users:
https://www.au.com/support/service/mobile/trouble/mail/email/filter/detail/domain/

SoftBank users:
https://www.softbank.jp/mobile/support/mail/antispam/email-i/white/

How you link with external apps will vary depending on your smartphone.Please go to the page for your smartphone.

iPhone users

Pages 12-13

For the regular app Page 12

Health
This is a default app in an iPhone (iOS).
You don't need to install anything.

For Fitbit Pages13

Fitbit
Only available if you have a Fitbit device.
You need to sign up as a new member to log in. Install the Fitbit app on your device.
https://itunes.apple.com/jp/app/fitbit/id462638897?mt=8

Android users

Pages 14-16

For the regular app Pages 14-15

Google Fit
You need to log in with a Google account.
https://play.google.com/store/apps/details?id=com.google.android.apps.fitness

For Fitbit Pages16

Fitbit
Only available if you have a Fitbit device.
You need to sign up as a new member to log in. Install the Fitbit app on your device.
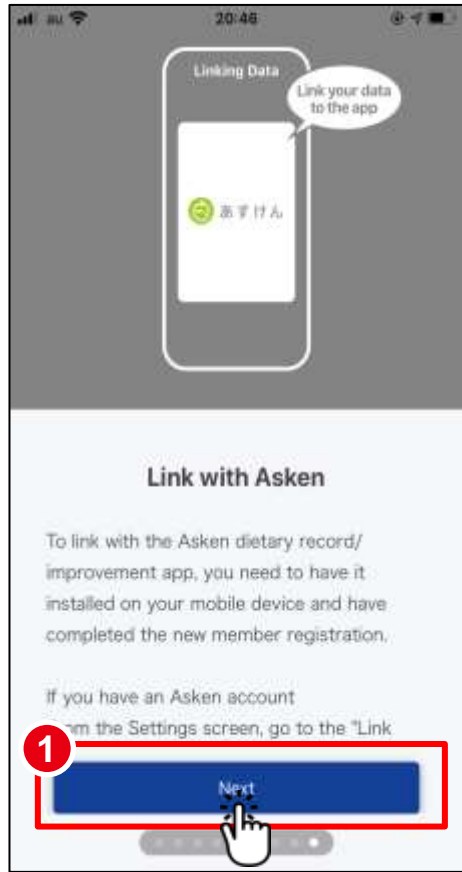https://play.google.com/store/apps/details?id=com.fitbit.FitbitMobile
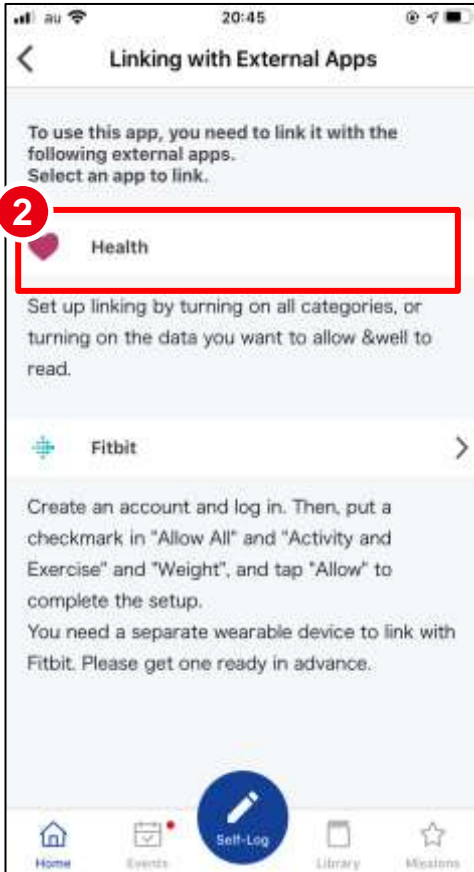
◆ How to link with Health

This is a default app in an iPhone (iOS). You don't need to install anything.
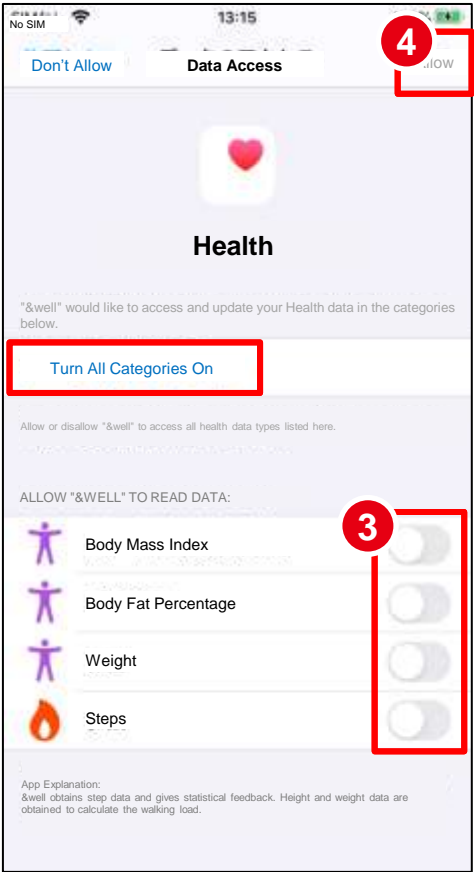Activate Health in advance, and follow the "Next" instructions to get started.

Step 1	Step 2	Step 3

	Steps
1	Tutorial screen Swipe to the last screen and press ① the "Next" button.
2	Select ② Health to be the external app to link with.
3	Select ③ the "items to link" and press ④ "Allow." Health will start linking.
4	After completing Step 3, check Health's settings. Settings → Health → Data Access & Devices → &well → "Turn All Categories Off" is displayed

◆ How to link with Fitbit

Only available if you have a Fitbit device. You need to sign up as a new member to log into Fitbit.
Install the Fitbit app on your device. https://itunes.apple.com/jp/app/fitbit/id462638897?mt=8

Step 1	Step 2	Step 3

	Steps
1	After going through the tutorial screens in Step 1 on Page 10, select ① **Fitbit** to be the external app to link with.
2	When you select linking with Fitbit, you'll be asked to ② **log in.**
3	After logging in, select ③ **"Allow all"** and press ④ **"Allow."**

Note: For information on linking with Fitbit and other initial setup, please refer to Page 18,19 onward.

◆ How to link with Google Fit

https://play.google.com/store/apps/details?id=com.google.android.apps.fitness
You need to log in with a Google account.

Step 1	Step 2	Step 3
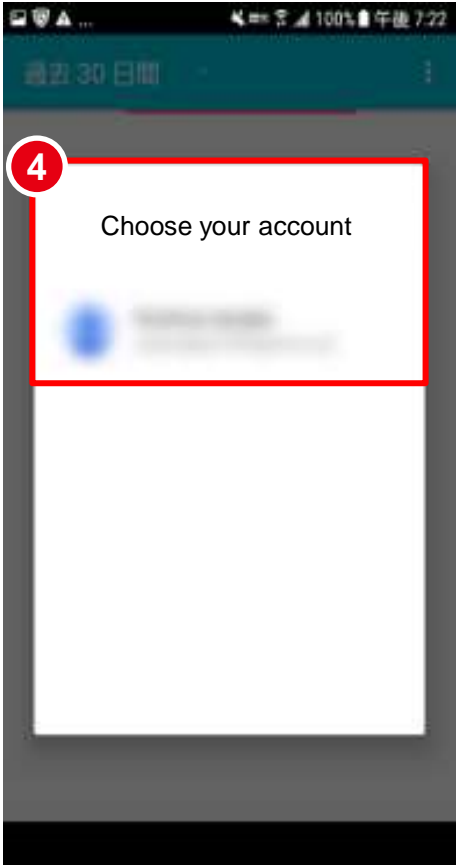
Steps	
1	Tutorial screen Swipe to the last screen and press ① **the "Next"** button.
2	Select ② **Google Fit** to be the external app to link with.
3	When you select linking with Google Fit, you'll be asked to ③ **"log into Google."**

◆ How to link with Google Fit

https://play.google.com/store/apps/details?id=com.google.android.apps.fitness
You need to log in with a Google account.

Step 4	Step 5
 Choose your account	 Request

	Steps
4	Select ④ **the "Google account you want to link."**
5	When you press ⑤ **"Allow,"** the link between the app and Google Fit will start.

◆ How to link with Fitbit

Only available if you have a Fitbit device. You need to sign up as a new member to log into Fitbit.

Install the Fitbit app on your device. https://play.google.com/store/apps/details?id=com.fitbit.FitbitMobile

Step 1	Step 2	Step 3

	Steps
1	After going through the tutorial screens in Step 1 on Page 12, select ① **Fitbit** to be the external app to link with.
2	When you select linking with Fitbit, you'll be asked to ② **log in.**
3	After logging in, select ③ **"Allow all"** and press ④ **"Allow."**

Note: For information on linking with Fitbit and other initial setup, please refer to pages 18-19.

◆ Enter your attribute information.

Step 1	App home screen

Steps	
1	Select ① **your "gender."**
2	Enter ② **your "year of birth"** using numbers.
3	Enter ③ **your "height"** using numbers.
4	Press ④ **the "Set"** button, and you'll be taken to the app's home screen.

The initial setup is now complete.

■ How to pair with a Fitbit wearable device (tracker)

Activate the "Fitbit" app on your smartphone.

Log in with ① **your "account".**

Press ② **the "account icon" at the top right**.

Press ③ **"Set Up a Device."**

④ **"Select your tracker"** and press it.

Press ⑤ **"Set Up."**

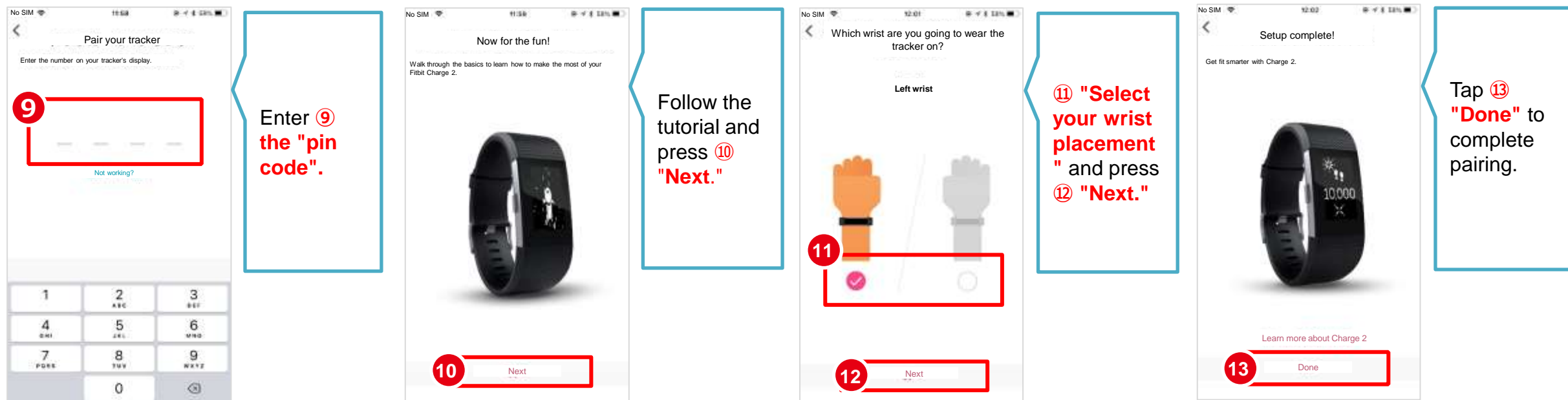After reviewing the terms, press ⑥ **"I Agree".**

Press ⑦ **"Next."**

Turn on your tracker to get it ready.

⑨**A "pin code"** will appear **on the tracker side.**

The data acquired by your wearable device needs to be paired by activating the Fitbit app on the smartphone side.
Note: Your smartphone's Bluetooth needs to be turned on.

Next page

■　How to pair with a Fitbit wearable device (tracker)

Pair your tracker — Enter the number on your tracker's display. ⑨ ___ ___ ___ ___ Not working?	Enter ⑨ the "pin code".
Now for the fun! — Walk through the basics to learn how to make the most of your Fitbit Charge 2. ⑩ Next	Follow the tutorial and press ⑩ "Next."
Which wrist are you going to wear the tracker on? — Left wrist ⑪ ⑫ Next	⑪ "Select your wrist placement" and press ⑫ "Next."
Setup complete! — Get fit smarter with Charge 2. Learn more about Charge 2 ⑬ Done	Tap ⑬ "Done" to complete pairing.

## Reference: Linking with Wearable Devices Other Than Fitbit

◆ Besides Fitbit, other wearable devices like Apple Watch and Garmin can also be linked with the &well app.

◆ With Fitbit, you directly link the Fitbit app with the &well app. You can link other wearable devices with the &well app as long as they can link with iPhone (iOS)'s Health or Android's Google Fit.
　In this case, you'll need a separate connector app. For how to link your wearable device with Health or Google Fit, please ask the device manufacturer or check their website, etc.

Frequently asked questions are listed on the right URL

URL：https://go.andwell.jp/faq

If the FAQ doesn't resolve your issues, please contact us via the &well app

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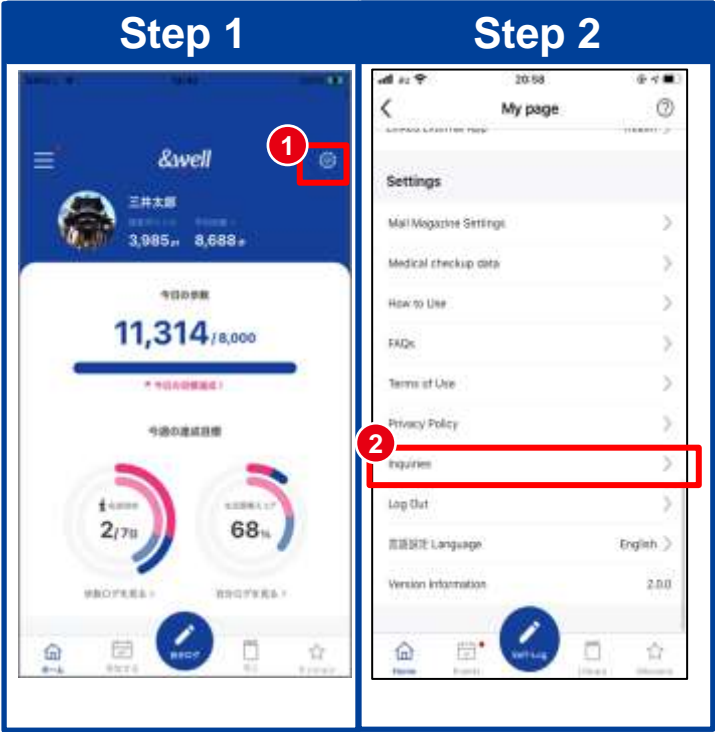
	Steps
1	Start the &well app. Once it's started up, press ① **the " ⚙ icon"** in the top right corner of the screen.
2	Press ② **"Inquiries."**
3	Enter the required information and the details of your inquiry, then send it.A member of staff will send you a reply. It may take some time for us to reply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