

# &well App Download and Login Manual

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Mitsui Fudosan Co., Ltd. &well Administration Office

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# 1. Installing the App



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**

Install from the App Store



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

## **Android users**

Install from Google Play



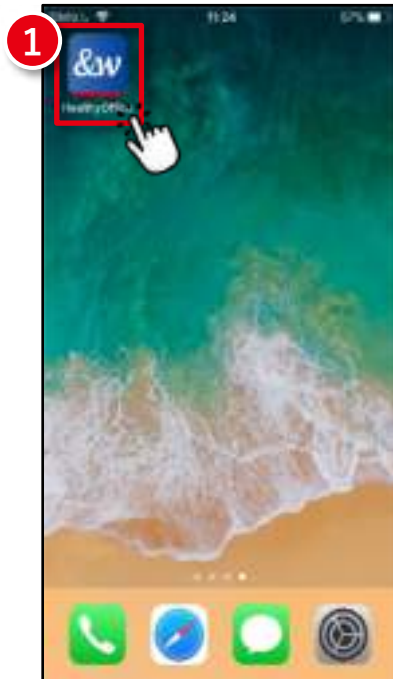
<https://play.google.com/store/apps/details?id=jp.andwell>

## 2. Launching the App [Setting a Password]

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

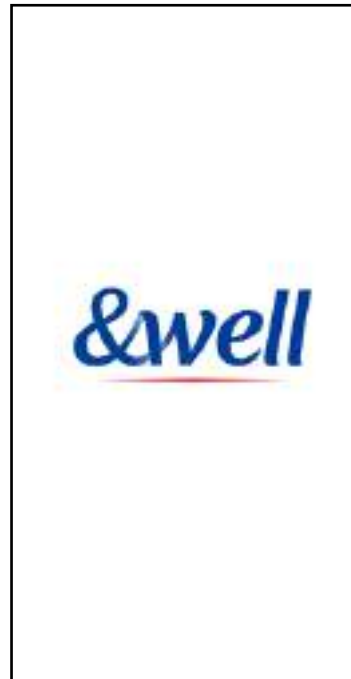
If this is the first time you've downloaded it, please follow the procedure below to set it up.

### Step1



Press ① the app icon.

### Step2



A splash screen will appear.

### Step3



Read the terms of use and privacy policy, then press ② the "I Agree" button.

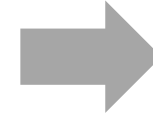
Here, the app will ask for permission to send notifications. Press **"Allow."**

## 2. Launching the App [Setting a Password]

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

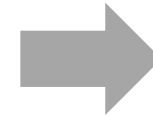


Set your password by referring to  
**pages 5, 6, and 7.**

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.

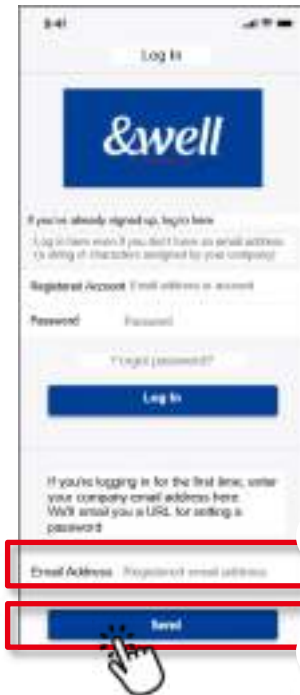
## 2-1. Launching the App [Setting a Password] If Your Account is **Your Email Address**



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

### Step1



Enter your email address in ①  
Please use 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.

### Step2



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."**

### Step3



**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.

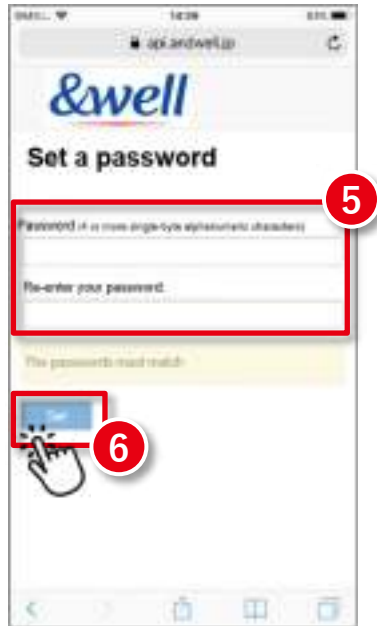
## 2-1. Launching the App [Setting a Password] If Your Account is **Your Email Address**



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&well App Download and Login Manual

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

### Step4



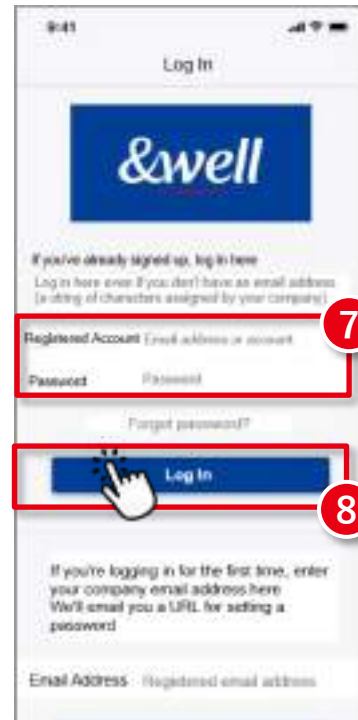
You'll be taken to the password setting screen.

⑤Set a **login password** and enter it.

Once you've entered it, press ⑥ **"Set."**

Note: 4 or more half-width alphanumeric characters

### Step5



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.)

## 2-1. Launching the App [Setting a Password] If Your Account is **Your Email Address**



**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/](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**



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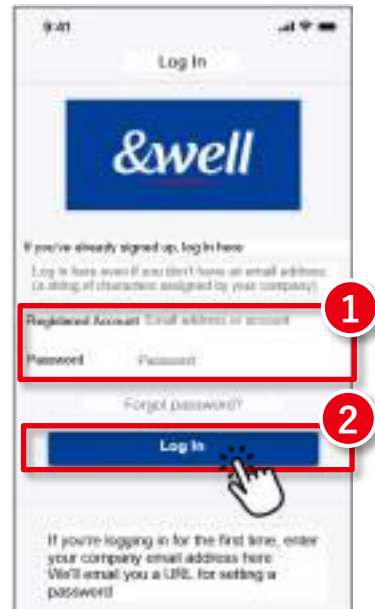
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You need to set up the app when you log in for the first time.

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

**Note: If your account is your email address, please refer to [pages 5 to 7](#).**

### Step1



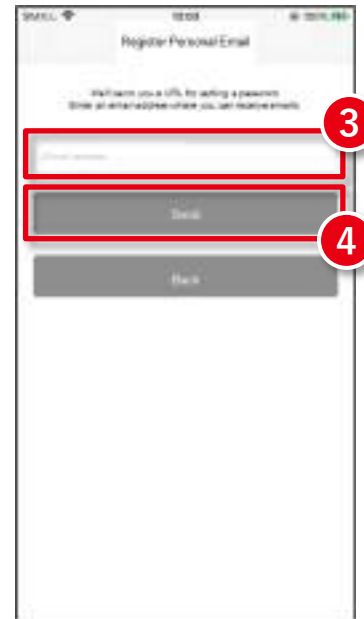
Enter the information in ①.

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.

### Step2



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."

### Step3



**Check the email sent to the address you entered in ③**

Click on ⑤ the "URL" provided in the email.

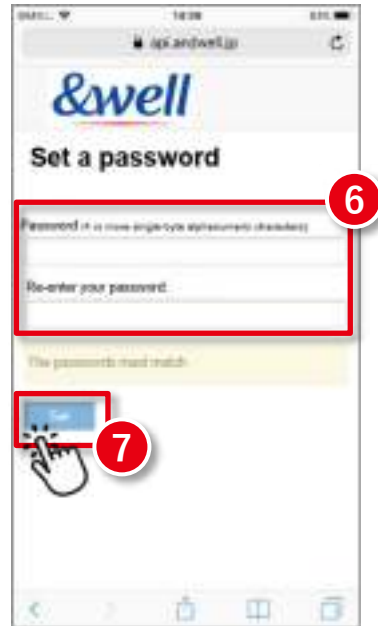
You'll be taken to the password setting screen.

## 2-2. Launching the App [Setting a Password]

If Your Account is **an Alphanumeric Character String Other Than Your Email Address**

**Note:** If your account is your email address, please refer to [pages 5 to 7](#).

### Step4



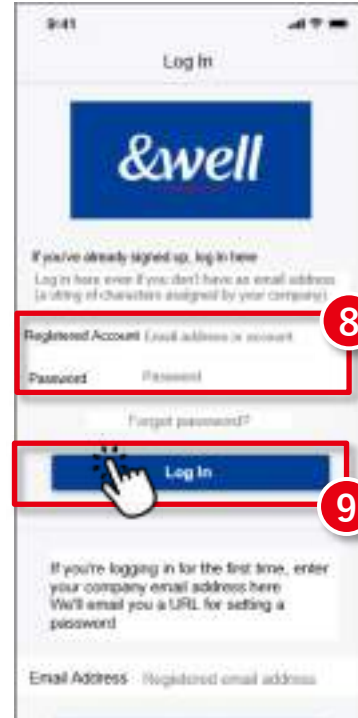
You'll be taken to the password setting screen.

**6** Set a login password and enter it.

Once you've entered it, press **7** "Set."

**Note:** 4 or more half-width alphanumeric characters

### Step5



When you're taken to the login page, enter 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**



 **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/](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/>

### 3. How to Link with External Apps

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](#)

[For Fitbit  
Pages13](#)



#### Health

**This is a default app in an iPhone (iOS).**

You don't need to install anything.



#### 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](#)

[For Fitbit  
Pages16](#)



#### Google Fit

**You need to log in with a Google account.**

<https://play.google.com/store/apps/details?id=com.google.android.apps.fitness>



#### 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.

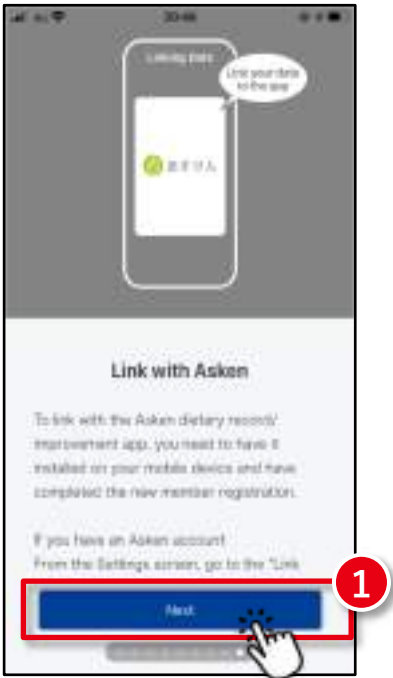
<https://play.google.com/store/apps/details?id=com.fitbit.FitbitMobile>

# 3-1. How to Link with External Apps [iPhone (iOS)] Health



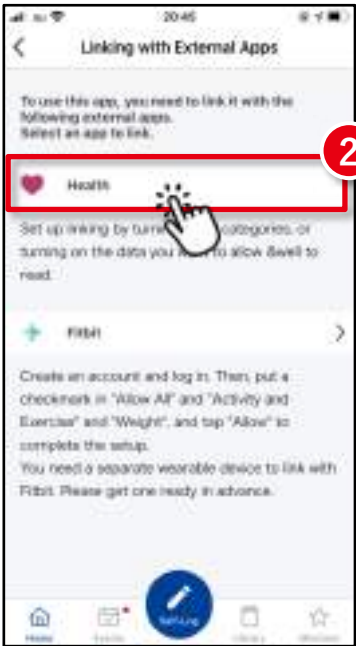
This is a default app in an iPhone (iOS). You don't need to install anything. Activate Health in advance, and follow the "Next" instructions to get started.

## Step1



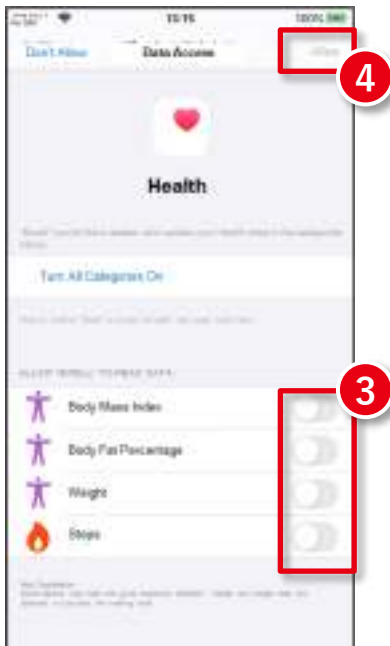
Tutorial screen  
Swipe to the last screen and press ① the "Next" button.

## Step2



Select ② Health to be the external app to link with.

## Step3



Select ③ Turn all categories on  
④ "Allow." Health will start linking.

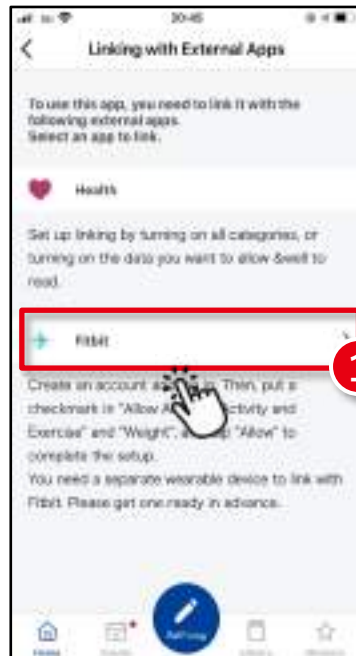
After completing Step 3, check Health's settings.  
Settings → Health → Data Access & Devices → &well → "Turn All Categories Off" is displayed

## 3-2. How to Link with External Apps [iPhone (iOS)] 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>

### Step1



After going through the tutorial screens in Step 1 on [Page 12](#), select ① **Fitbit** to be the external app to link with.

### Step2



When you select linking with Fitbit, you'll be asked to ② **log in**.

### Step3



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](#).

### 3-3. How to Link with External Apps [Android] Google Fit



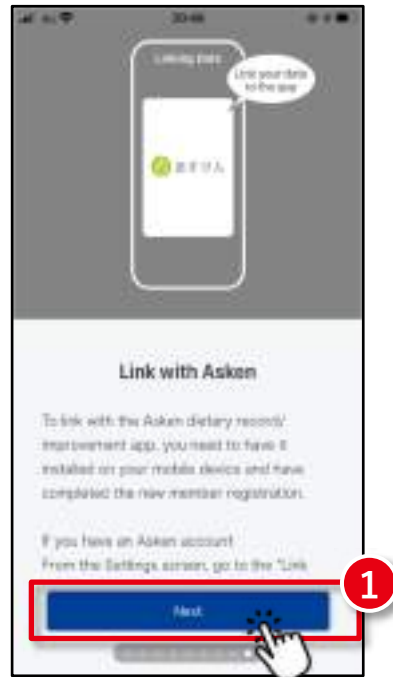
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<https://play.google.com/store/apps/details?id=com.google.android.apps.fitness>

You need to log in with a Google account.

#### Step1



Tutorial screen

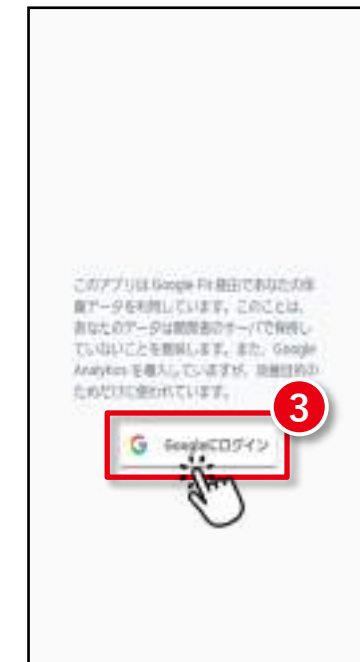
Swipe to the last screen and press ① the "Next" button.

#### Step2



Select ② **Google Fit** to be the external app to link with.

#### Step3



When you select linking with Google Fit, you'll be asked to ③ **"log into Google."**

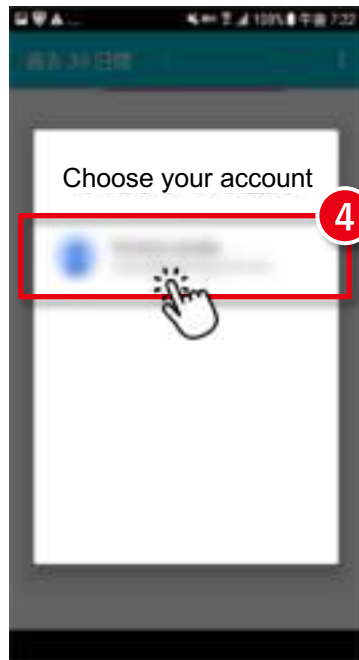
### 3-3. How to Link with External Apps [Android] Google Fit



<https://play.google.com/store/apps/details?id=com.google.android.apps.fitness>

You need to log in with a Google account.

#### Step4



Select ④ the "Google account you want to link."

#### Step5



When you press ⑤ "Allow," the link between the app and Google Fit will start.



### 3-3. How to Link with External Apps [Android] 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>

#### Step1



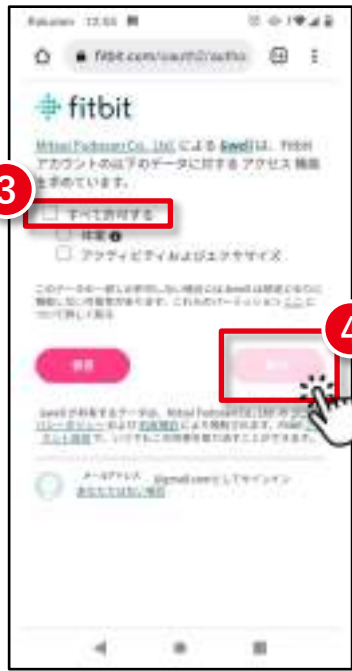
After going through the tutorial screens in Step 1 on [Page 14](#), select **1 Fitbit** to be the external app to link with.

#### Step2



When you select linking with Fitbit, you'll be asked to **2 log in**.

#### Step3



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](#).

## 4. Basic Information [Attribute Information Registration]

Enter your attribute information.

### Step

あなたの属性をお聞かせください

取得したデータはダイエットチャレンジや、お知らせも配信するために使用させていただきます。入力には任意です。  
自分の属性のプロフィール情報から入力・変更することもできます。

性別	女
生年	1990年
身長	158.5cm

設定する


① Please enter your gender, year of birth, and height.

Press ② the "Set" button, and you'll be taken to the app's home screen.


The initial setup is now complete.

# 5. Reference Fitbit Initial Setup: iPhone (iOS) / Android


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.



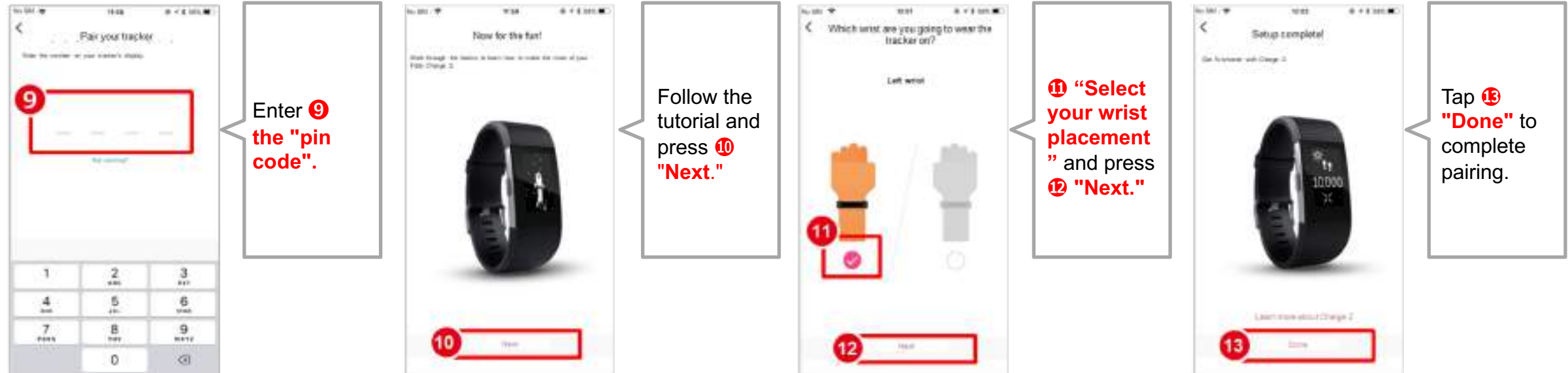
**8** A "pin code" will appear on the tracker side.

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

## 5. Reference Fitbit Initial Setup: iPhone (iOS) / Android

How to pair with a Fitbit wearable device (tracker)



### 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

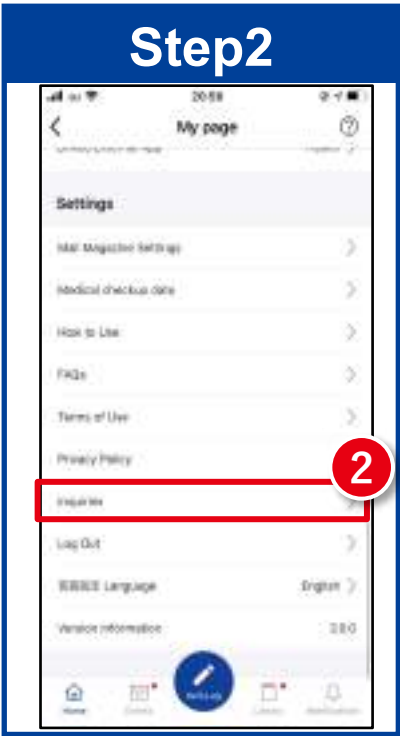
URL : <https://go.andwell.jp/faq>



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



Start the &well app. Once it's started up, press ① the "gear icon" in the top right corner of the screen.



Press ② "Inquiries."

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.

