&well

Manual

&well
App Download
And
Login Manual

It's fun because you're doing it together!
You can keep it up because it's fun!

三井不動産
MITSUI FUDOSAN

Contents

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

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
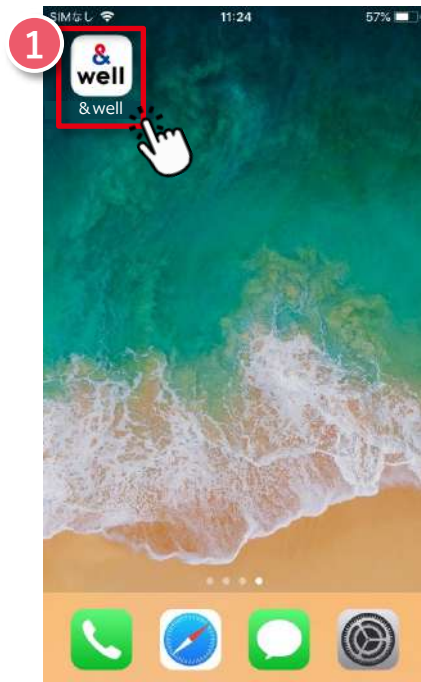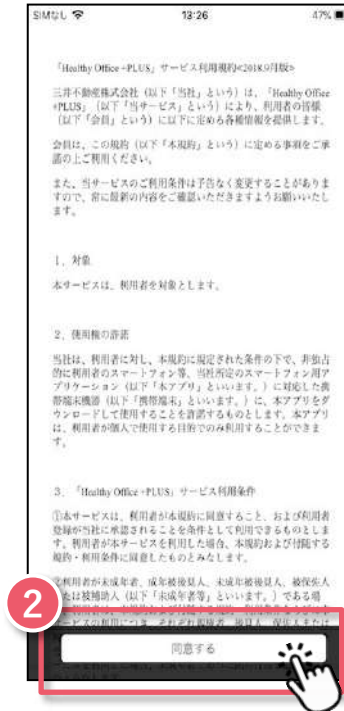

Press ❶ the app icon.

Step2

A splash screen will appear.

Step3

Read the terms of use and privacy policy,

then press ❷ **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
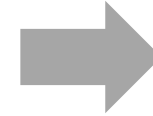
➡ Set your password by referring to
pages 5, 6, and 7.

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.

&well **Manual**
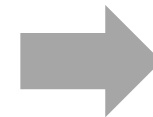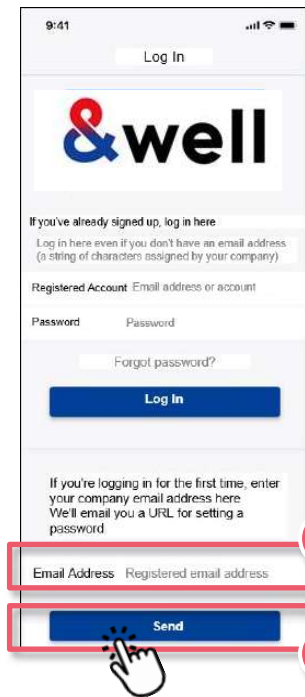&well App Download and Login Manual

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

Step1

Enter your email address in ❶
Please use your company email address.
Press ❷ **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 ❶.

Press ❸ **"Back."**

Step3

Check the email sent to the address you entered in ❶.

Click on ❹ **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 .

Step4

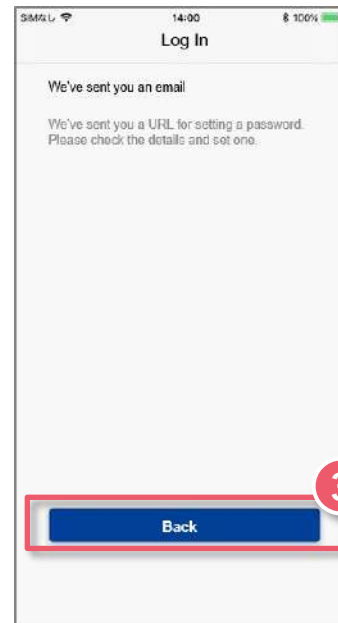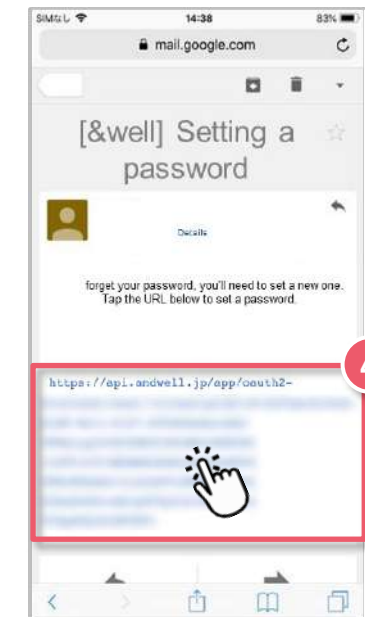You'll be taken to the password setting screen.

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

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

Note: 4 or more half-width alphanumeric characters

Step5

When you're taken to the login page, enter ❼ **"your company email address" and "the password you set."**

Once you've entered them, press ❽ **"Log In."**

After logging in, link with external apps. (Refer to **"How to Link with External Apps"** on 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

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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
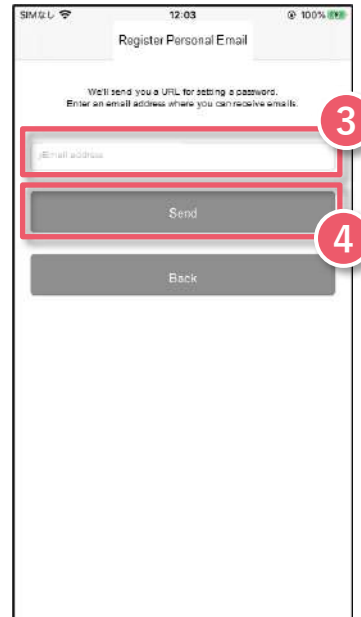
Enter the information in ❶.

Registered Account: The character string you were given by your company

Password: The initial password you were given by your company

Press ❷ the "Log In" button.

Step2

Enter ❸ 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 ❹ "Send."

Step3

Check the email sent to the address you entered in ❸
Click on ❺ the "URL" provided in the email.

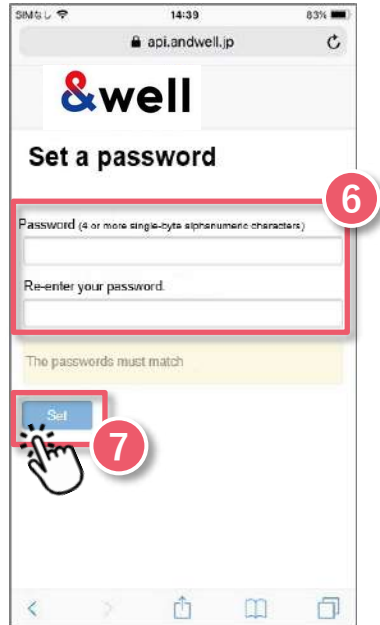You'll be taken to the password setting screen.

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.

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

Once you've entered it, press ❼ **"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 ❾ **"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

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⚠ **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

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How to Fix It: Whitelist the Domain

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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/

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

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.
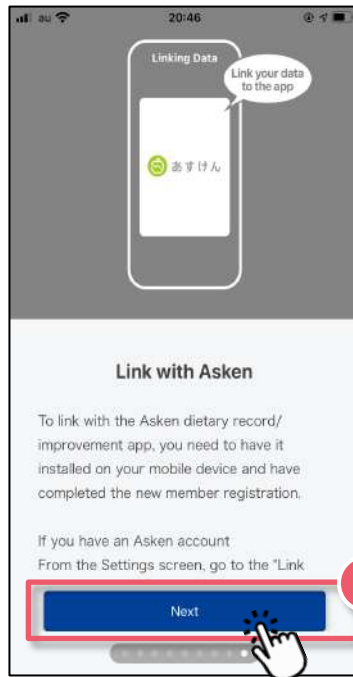You need to sign up as a new member to log in. Install the Fitbit app on your device.
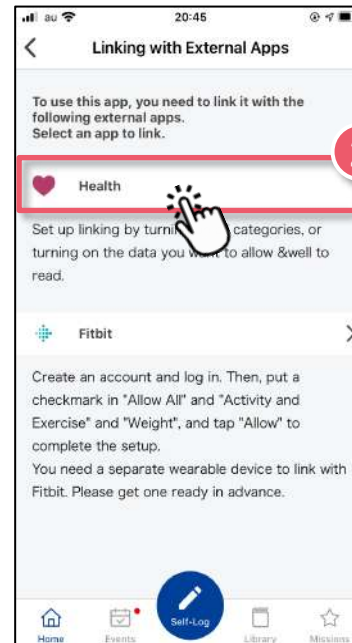https://play.google.com/store/apps/details?id=com.fitbit.FitbitMobile

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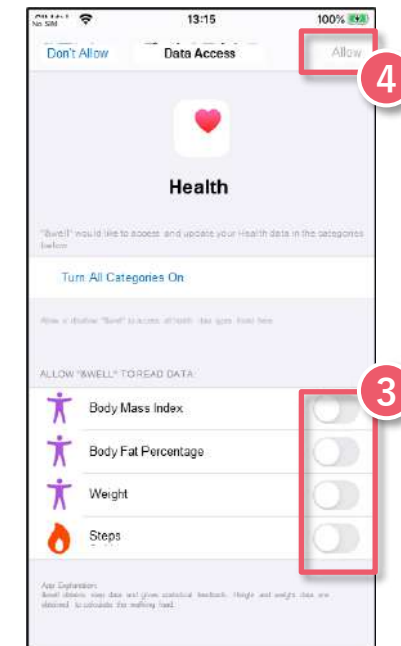Activate Health in advance, and follow the "Next" instructions to get started.

Step1

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

Step2

Select ❷ **Health** to be the external app to link with.

Step3

Select ❸ **Turn all categories on**
❹ **"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
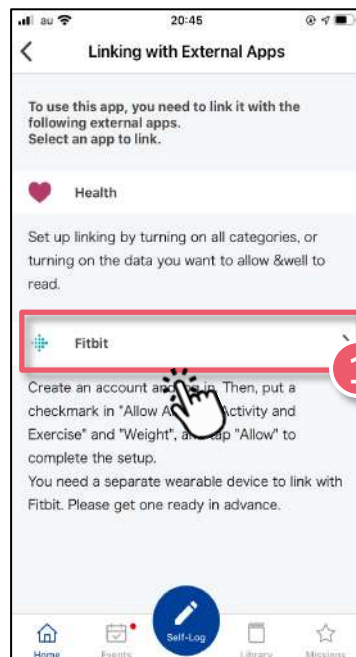
Step1

After going through the tutorial screens in Step 1 on
Page 12, select ❶ **Fitbit** to be the external app to
link with.

Step2

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

Step3

After logging in, select ❸ **"Allow all"** and
press ❹ **"Allow."**

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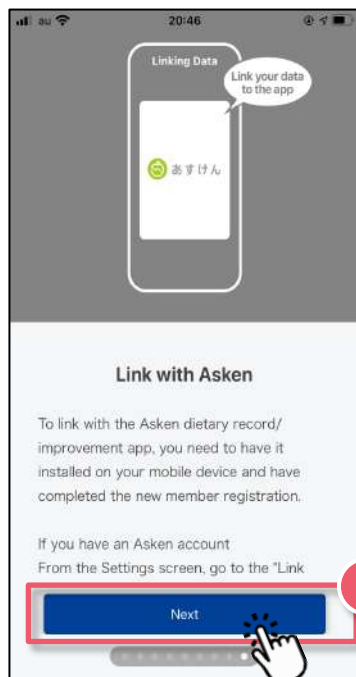other initial setup, please refer to Page 18,19
onward.

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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.

Step1

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

Step2

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

Step3

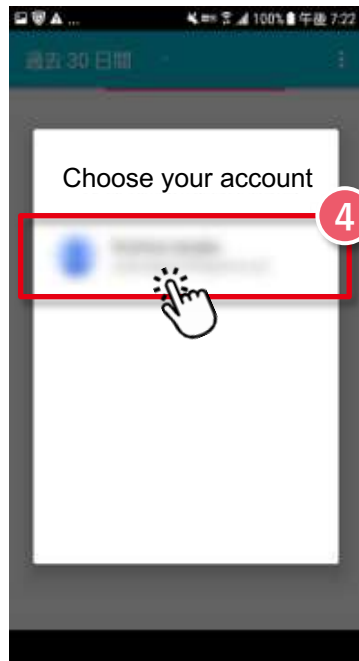When you select linking with Google Fit, you'll be asked to ❸**"log into Google."**

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

Step4

Choose your account

④

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

Step5

Request

⑤

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

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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
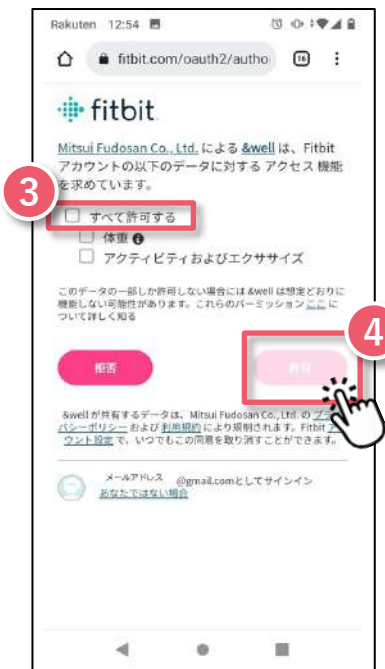
Step1

After going through the tutorial screens in Step 1 on Page 14, select ❶ **Fitbit** to be the external app to link with.

Step2

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

Step3

After logging in, select ❸ **"Allow all"** and press ❹ **"Allow."**

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

Enter your attribute information.

Step

❶ **Please enter your gender, year of birth, and height.**

Press ❷ **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 ❶ your "account".

Press ❷ the "account icon" at the top right.

Press ❸ "Set Up a Device."

❹ "Select your tracker" and press it.

Press ❺ "Set Up."

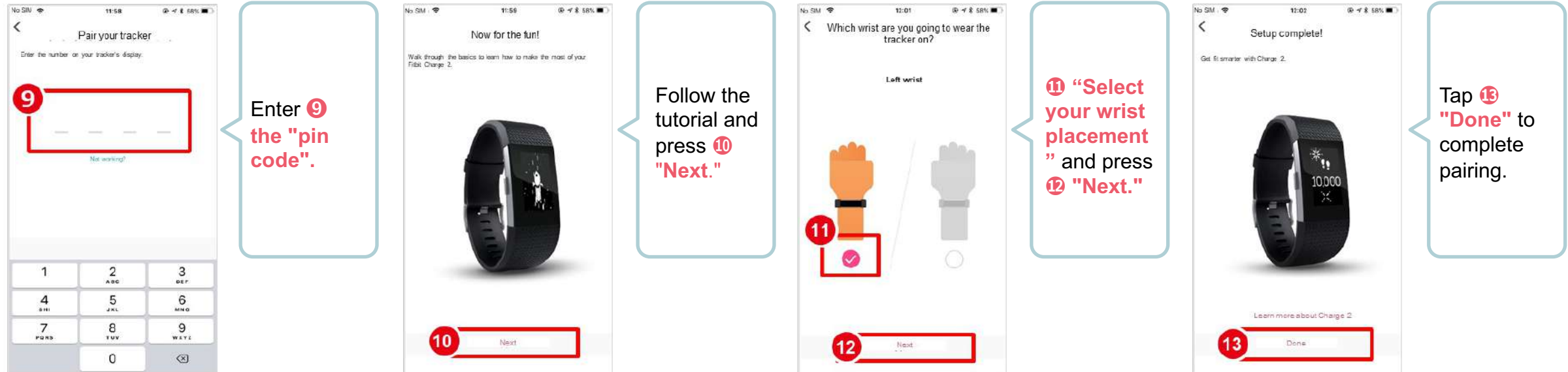After reviewing the terms, press ❻ "I Agree".

Press ❼ "Next."

Turn on your tracker to get it ready.

❽ 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

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How to pair with a Fitbit wearable device (tracker)

Enter ❾ the "pin code".

Follow the tutorial and press ❿ "Next."

⓫ "Select your wrist placement" and press ⓬ "Next."

Tap ⓭ "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.
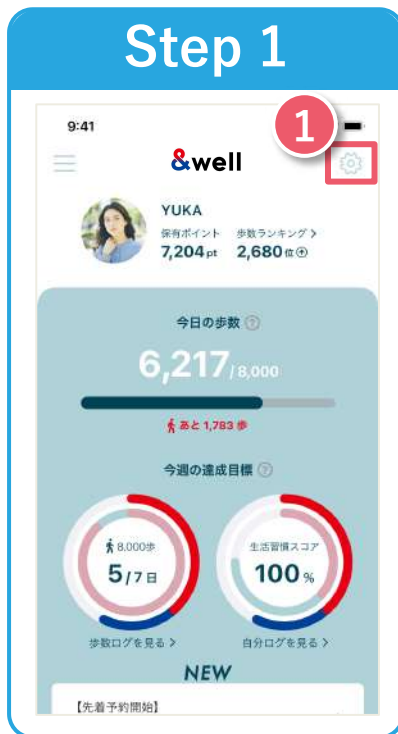
In this case, you'll need a separate connector app. For how to link your wearable device with Health or Google Fit, please ask the device manufacturer or check their website, etc.

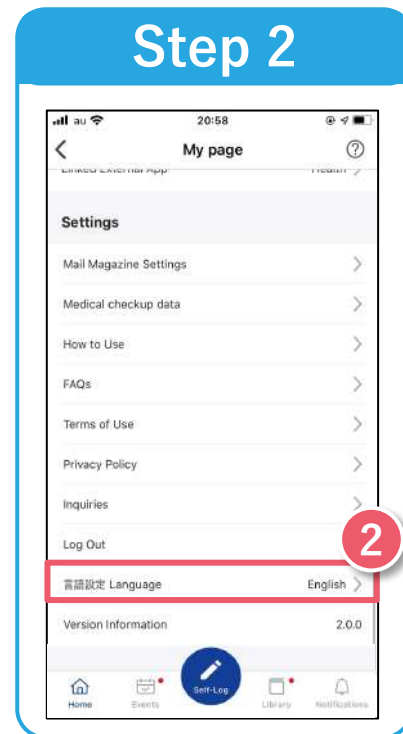**Frequently asked questions are listed on the right URL**

URL：https://go.andwell.jp/faq

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

Step 1

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

Step 2

❷Press "Inquiries."

The personal information entered will only be used to send prizes for this event. We'll destroy it one month after the prizes have been sent. Please note that we may also share it with third parties as we deem necessary to deliver the prizes.

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.