



Manual

&well App Download And Login Manual

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Mitsui Fudosan Co., Ltd.
&well Administration Office



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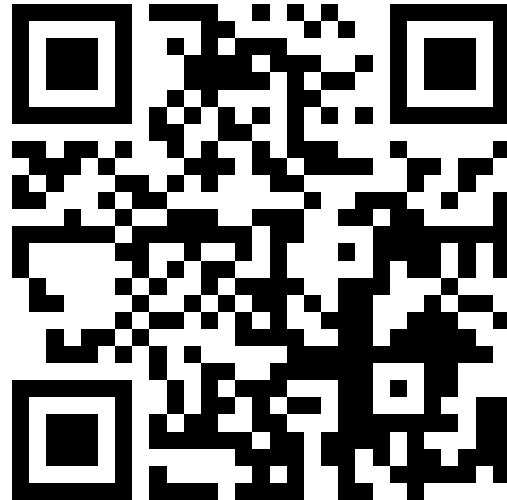
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1. Installing the App

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



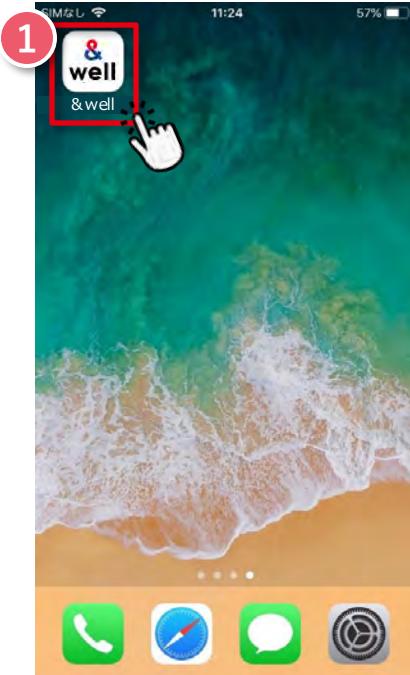
<https://play.google.com/store/apps/details?id=jp.andwell>

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



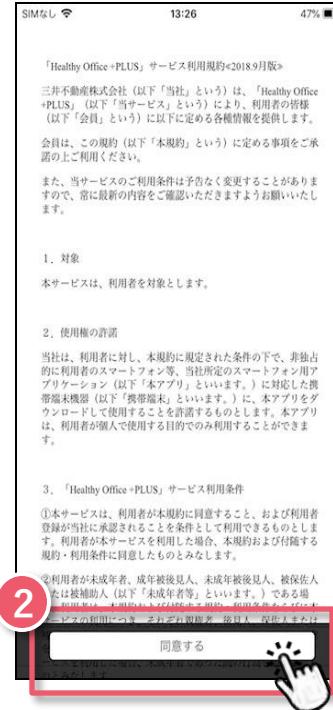
Press ① the app icon.

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."

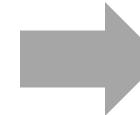
2. Launching the App [Setting a Password]

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



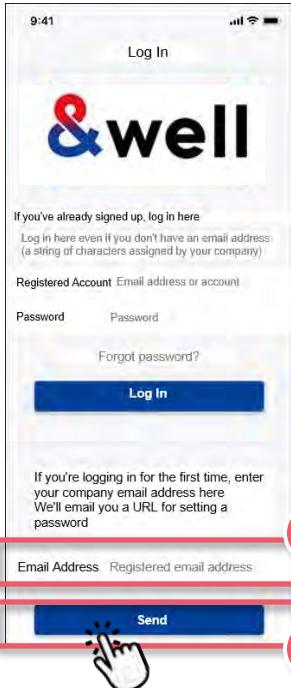
Set your password by referring to
pages 8, 9, and 10.

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

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.

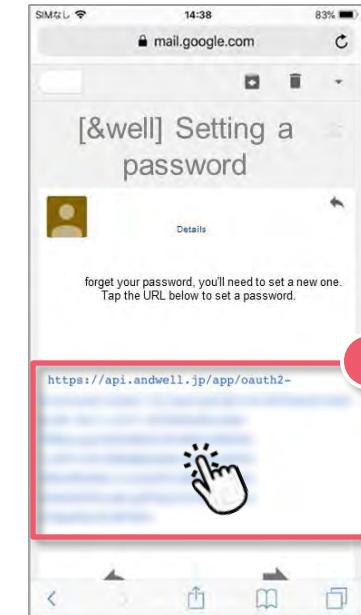
Step2



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



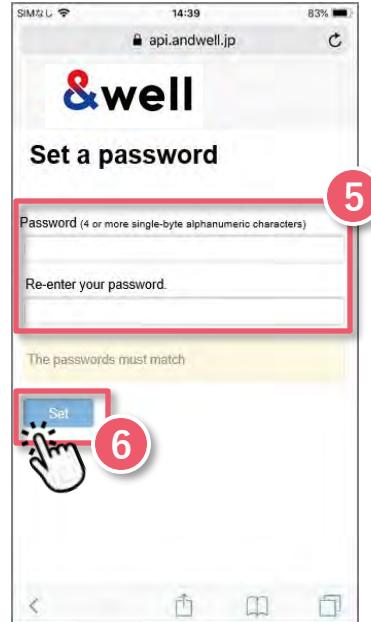
Check the email sent to the address you entered in ①.

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

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.

⑤ Set 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.)



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]

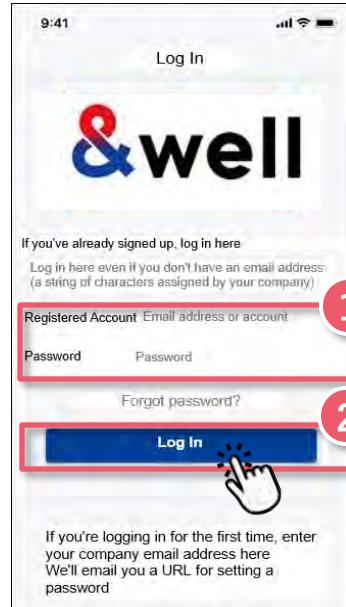
If Your Account is an Alphanumeric Character String Other Than Your Email Address

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



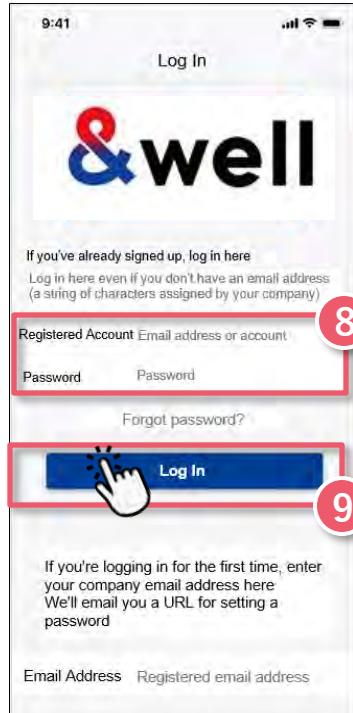
You'll be taken to the password setting screen.

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/

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
Pages 13



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
Pages 16



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.

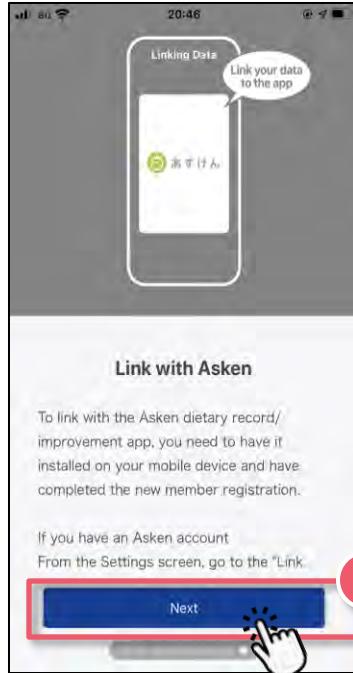
<https://play.google.com/store/apps/details?id=com.fitbit.FitbitMobile>

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.

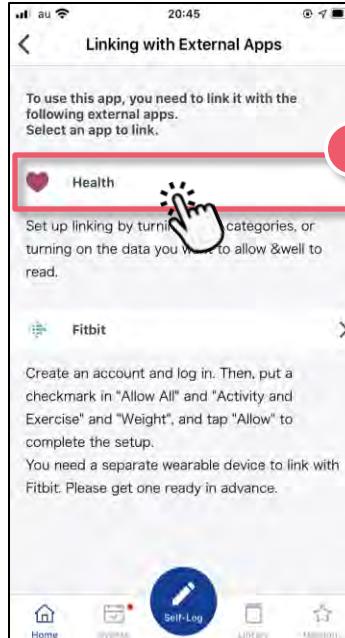
Step1



Tutorial screen

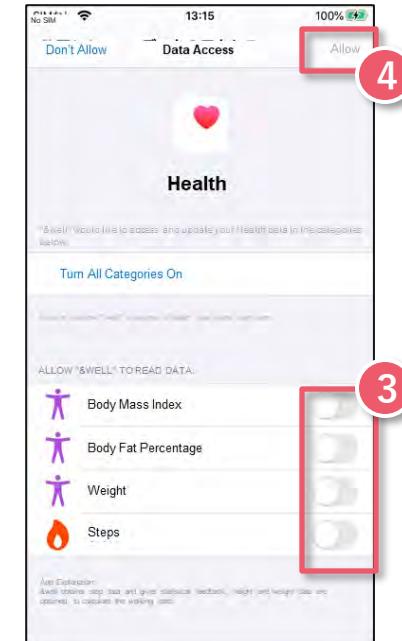
Swipe to the last screen and press ① the "Next" button.

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.

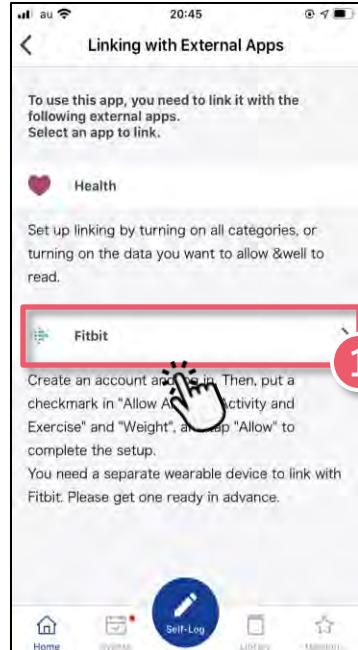
Settings → Health → Data Access & Devices → &well → "Turn All Categories Off" is displayed

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



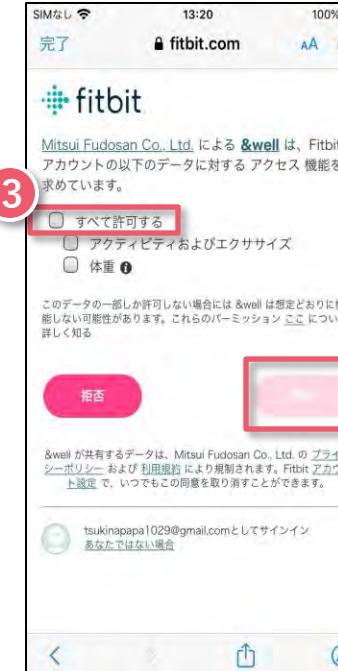
After going through the tutorial screens in Step 1 on [Page 12](#), select ① **Fitbit** to be the external app to link with.

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



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

You need to log in with a Google account.

After installing Google Fit, you need to link it using the procedure below that's for your OS.

- Link Google Fit and Health Connect
- Link the &well app and Health Connect

For Android 14 and higher

1) Preliminary preparation

→ Link Google Fit and Health Connect

2) Link from within the &well app

→ Link the &well app and Health Connect

For Android 14 and higher
[Pages 15-16](#)

For Android 13 and lower

1) Link from within the &well app

→ Link Google Fit and Health Connect

2) Link from within the &well app

→ Link the &well app and Health Connect

! Change of supported OSs

• The &well app supports Android 9 or higher.

→ As an environment where Health Connect can be used

For Android 13 and lower
[Pages 17-19](#)

■ How to check your operating system

- On your smartphone, enter "Version" in the search box in "Settings," then tap on the relevant destination in the search results.
- On your smartphone, go to "Settings" > "Device Information."

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

P1) Preliminary preparation: Grant Fit access to Health Connect: For Android 14 and higher

- Grant it permission from “Health Connect” in “Settings” on your smartphone.



On your smartphone go to “Settings” > “Apps” > “Security & Privacy,” then press ① “Health Connect.”

In Health Connect, press ② “App permissions.”

In “App permissions,” press ③ “Fit.”

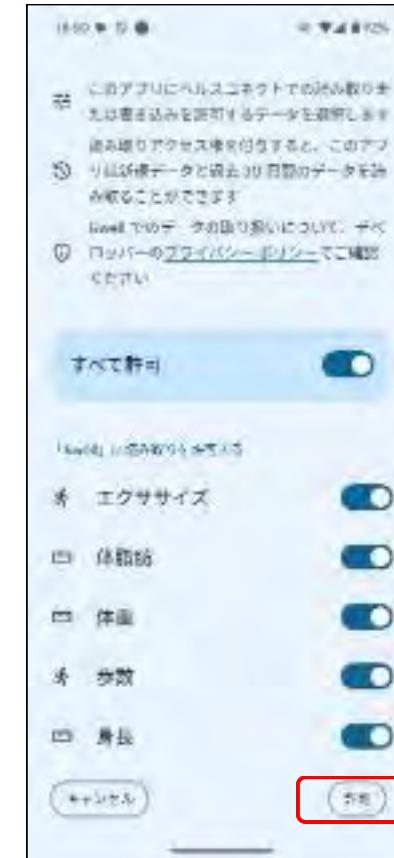
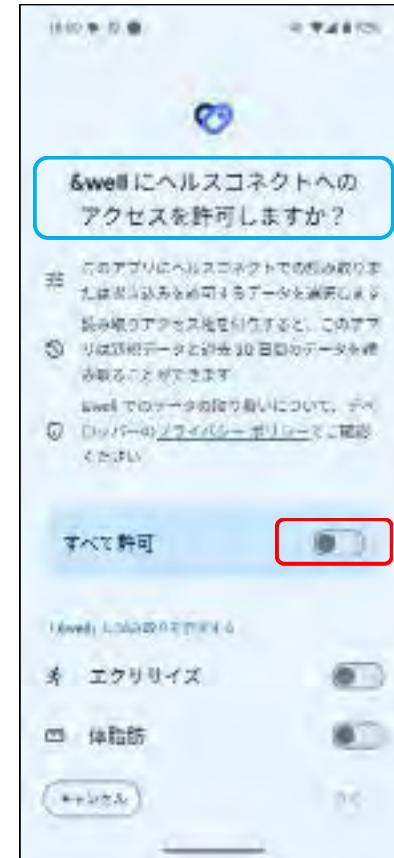
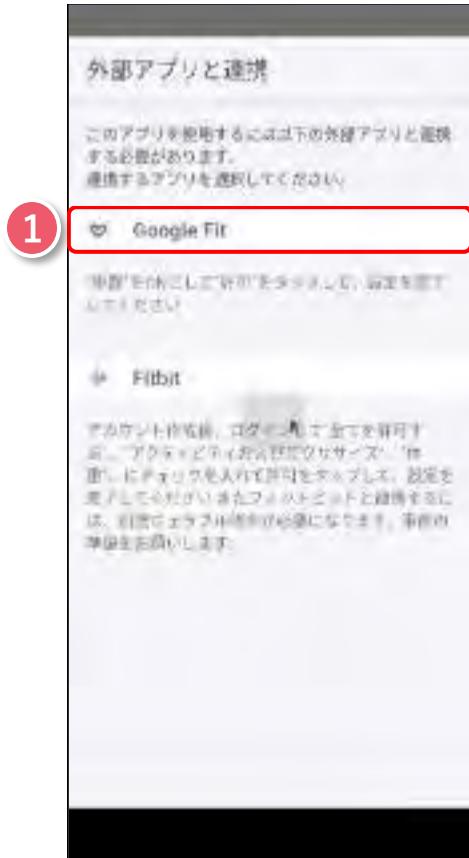
In “App access permissions,” tick ④ “Allow all.”

In “App permissions,” ⑤ “Fit” will appear in the list of apps that access has been granted for.

This screen means that Fit has been granted access to Health Connect, so now, launch the &well app.
After logging in, grant the &well app access to Health Connect on the external app linkage screen. Next section.

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

2) Link from the &well app: Grant the &well app access to Health Connect: For Android 14 and higher



On the external app linking screen, press ① "Google Fit."

For the permissions for Health Connect, press ② "Allow all."

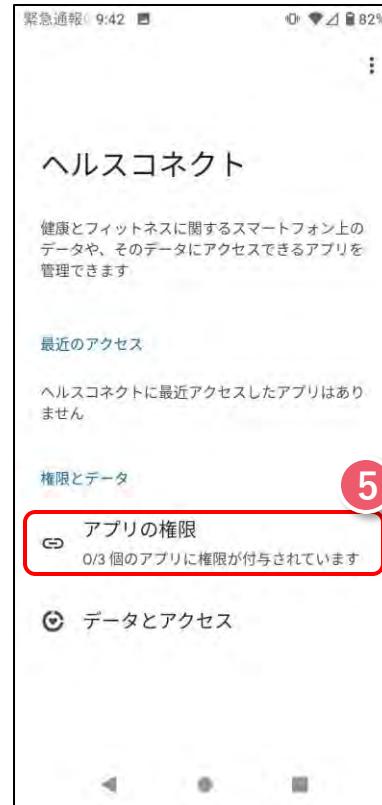
③ "Allow" at the bottom right will become active, so press it.

When ④ Home is displayed, the procedure is complete.

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

1) Linking from the &well app: Grant Fit access to Health Connect: For Android 10 to 13

- Grant Google Fit access to **Health Connect**.



On the &well app's external app linkage screen, press **① "Google Fit."**

Go to the Google Play store, display "Health Connect," and press **② "Install."**

Press **③ "Open"** to launch Health Connect.

For a tutorial, press **④ "Give it a try."**

In Health Connect, press **⑤ "App permissions."**

In "App permissions, press **⑥ "Fit."**
Continue to the next section.

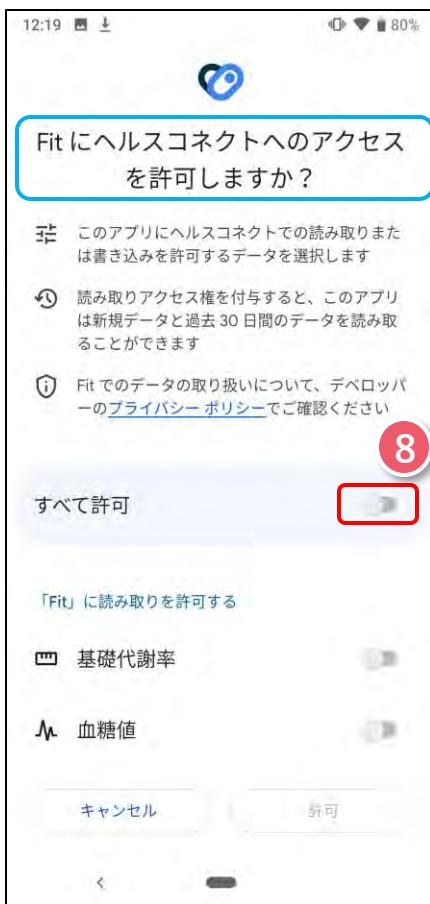
3-3. How to Link with External Apps [Android] Google Fit

1) Linking from the &well app: Grant Fit access to Health Connect: For Android 10 to 13

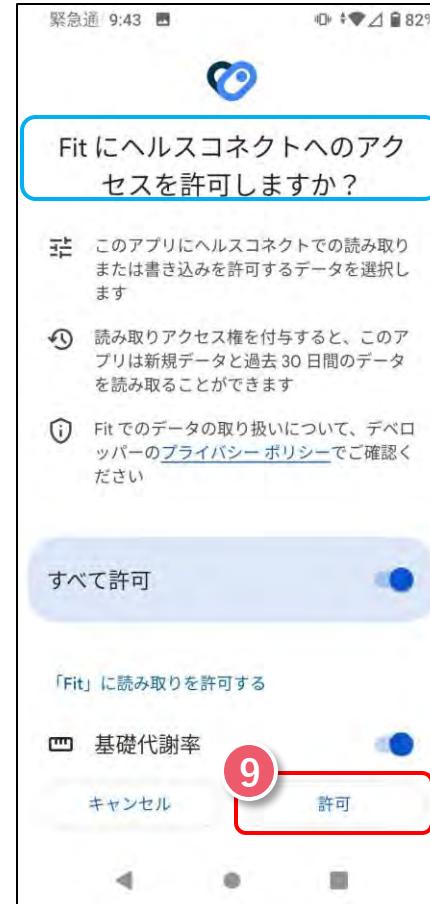
- Grant Google Fit access to **Health Connect**.



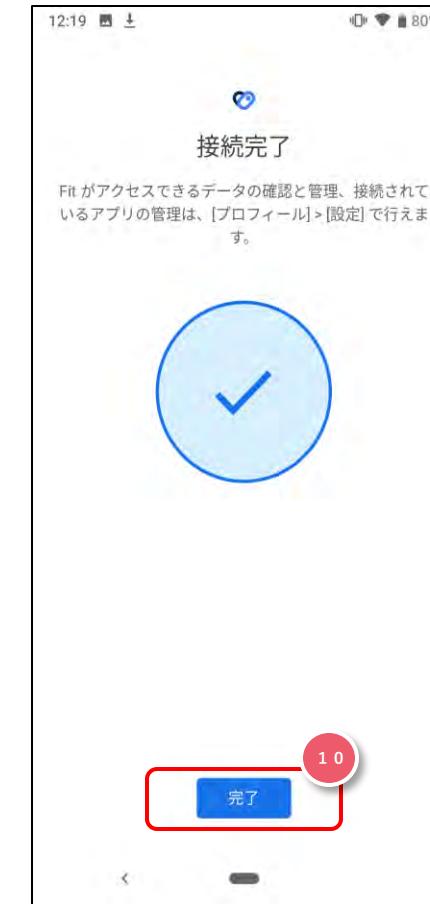
On the "Synchronize Fit and Health Connect" screen, press **⑦ "Set."**



On the "Grant Fit access to Health Connect?" screen, tick **⑧ "Allow all."**



On the "Grant Fit access to Health Connect?" screen, press **⑨ "Allow."**



On the "Connection complete" screen, press **⑩ "Done."**



In "App permissions," **⑪ "Fit"** will appear in the list of apps that access has been granted for.

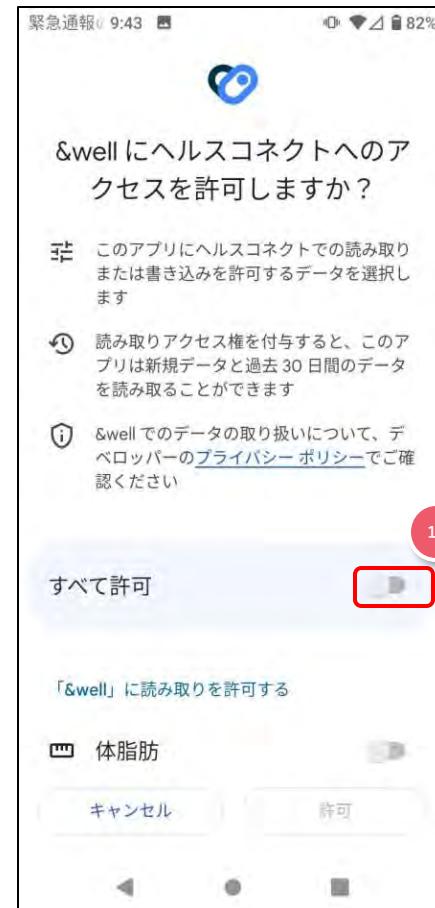
3-3. How to Link with External Apps [Android] Google Fit

1) Linking from the &well app: Grant &well access to Health Connect: For Android 10 to 13

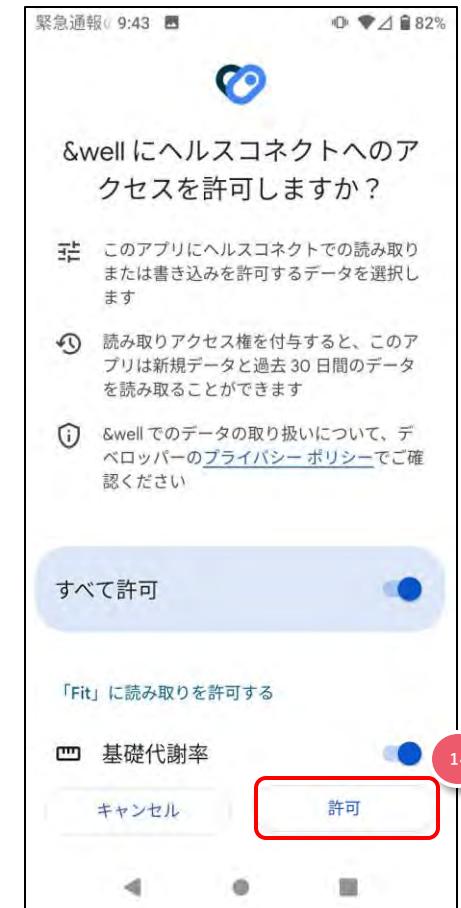
- Grant the &well app access to **Health Connect**.



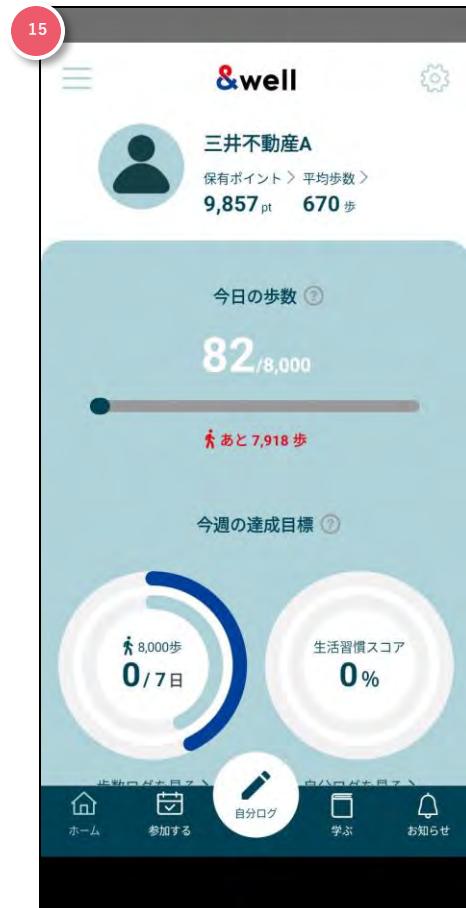
On the &well app's external app linkage screen, press ⑫ "Google Fit."



On the "Grant &well access to Health Connect?" screen, tick ⑬ "Allow all."



On the "Grant Fit access to Health Connect?" screen, press ⑭ "Allow."



When the procedure is complete, **Home** is displayed.

3-4. How to Link with External Apps [Android] Fitbit



New member registration is required to log in to Fitbit.

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

Step1



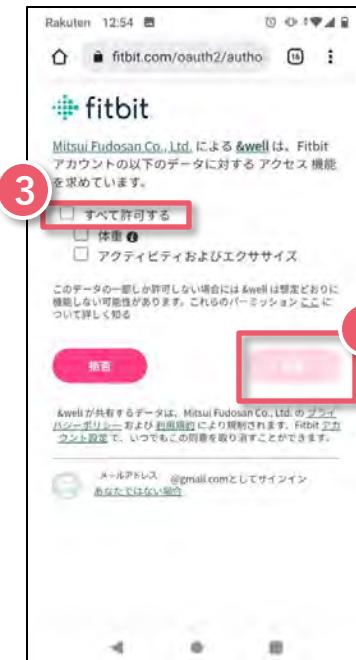
After going through the tutorial screens in Step 1 on [Page 14](#), select ① **Fitbit** to be the external app to link with.

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 22,23](#) onward.

4. Basic Information [Attribute Information Registration]

Enter your attribute information.

Step



① Please select or

enter [sex, year of birth, height, weight, menstrual management].

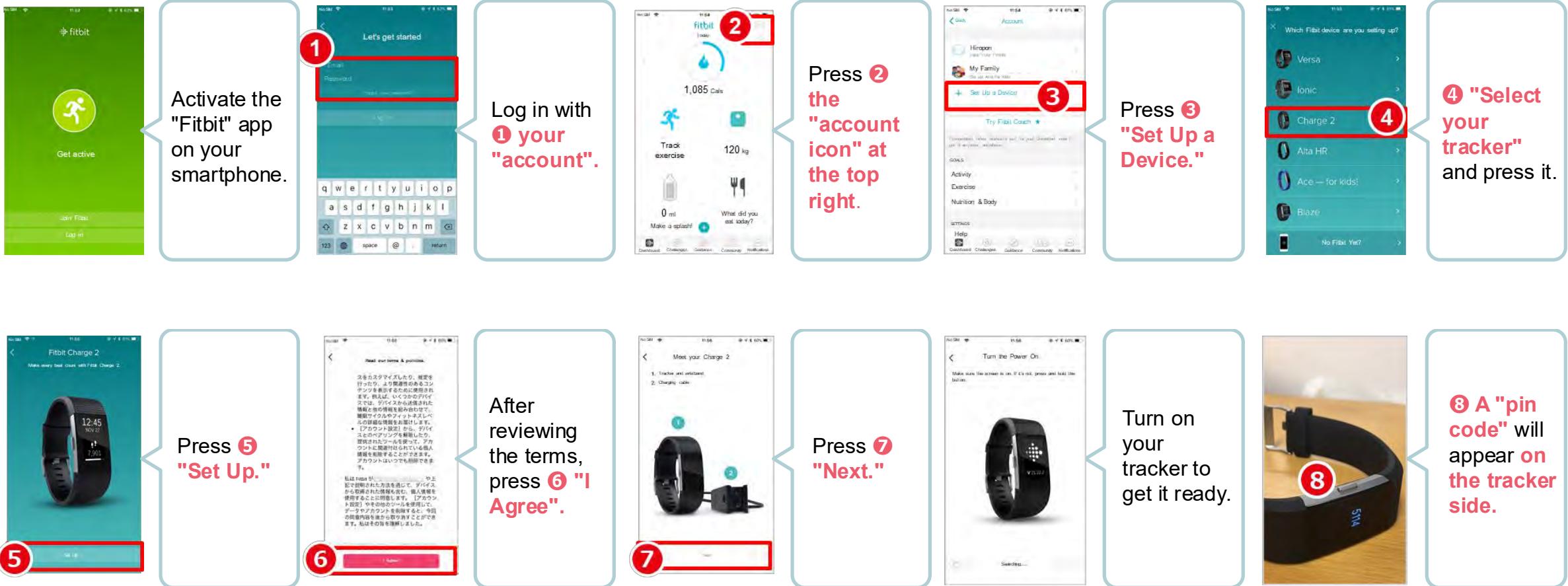
Gender, year of birth, height, and weight must be entered.

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)

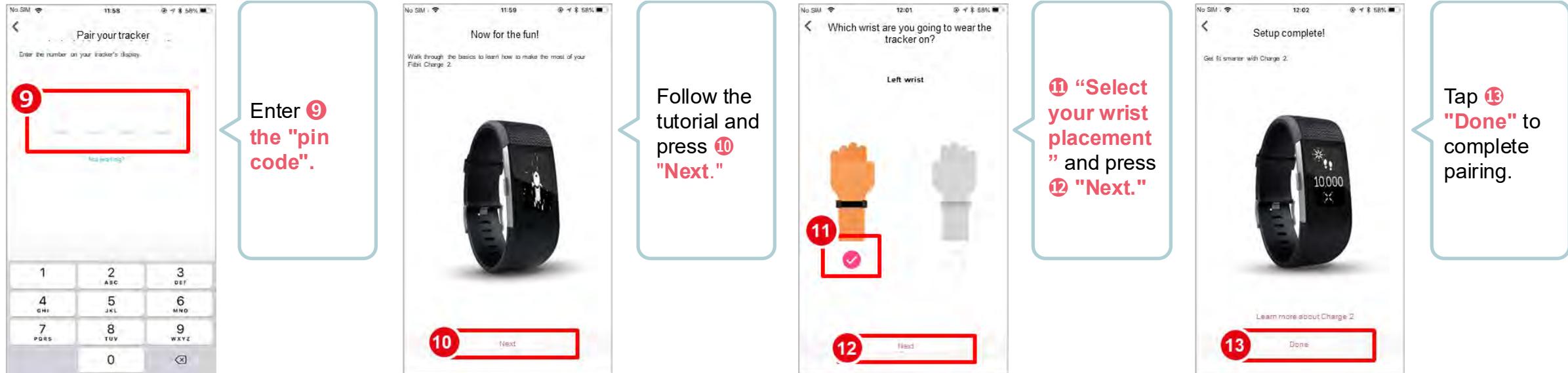


The data acquired by your wearable device needs to be paired by activating the Fitbit app on the smartphone side.
Note: Your smartphone's Bluetooth needs to be turned on.

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.

6. Reference

Settings on your Fitbit after switching to a Google account . Similar to iPhone (iOS) and Android



Only users with Fitbit terminals can use this service.

This is the procedure for those who transferred their Fitbit account to a Google account.

Step 1



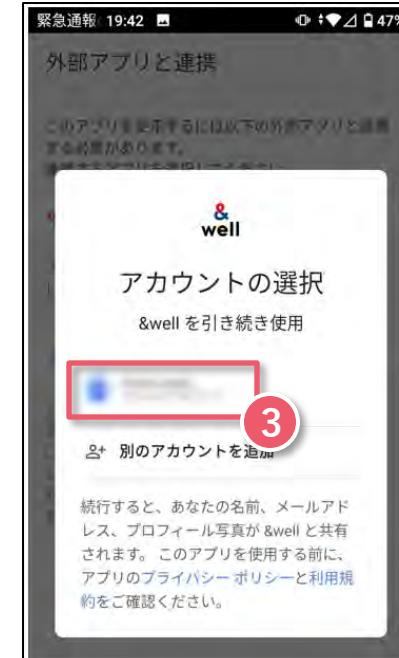
After navigating the tutorial screen described in Step 1 on [page 14](#), select ①Fitbit as the external application to link.

Step 2



When you select Fitbit, you will be asked to log in. Select ② Continue with Google.

Step 3



Select ③[Google Account to link].

* Please refer to [pages 18 to 19](#) for the initial settings to link with Fitbit.

6. Reference

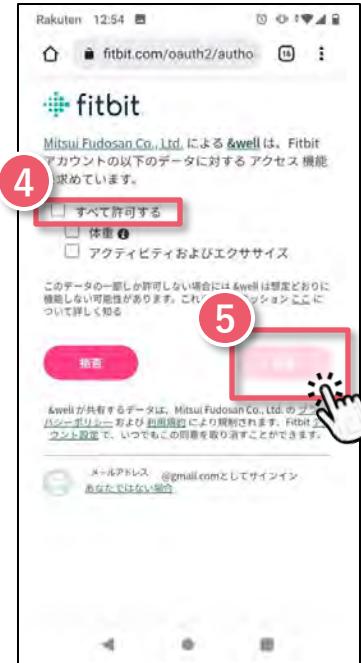
Settings on your Fitbit after switching to a Google account . Similar to iPhone (iOS) and Android



Only users with Fitbit terminals can use this service.

This is the procedure for those who transferred their Fitbit account to Google account.

Step 4



After logging in, select ④ [Allow All] and
press ⑤ [Allow].

* Please refer to [pages 18 to 19](#) for the initial
settings to link with Fitbit.

7. FAQs / Contact for Inquiries

Frequently asked questions are listed on the right URL

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

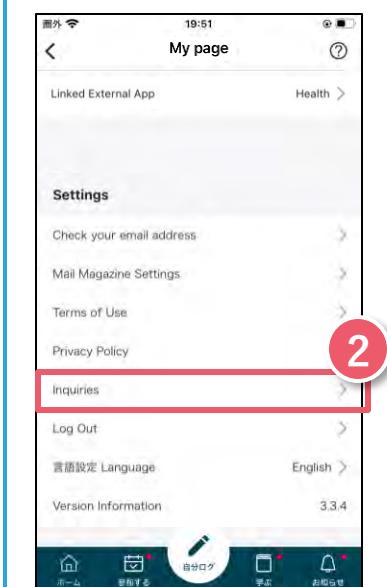


If the FAQ doesn't resolve your issues, please contact us via the &well app

Step 1



Step 2



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

②Press "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.

