



## Ten Percent Happier Meditation (TPH) App Download and Installation Instructions

Getting started			
Types of devices you can use	<p>The Ten Percent Happier Meditation app is available for both iOS (on iPhone, iPad, iPod touch, and Apple <a href="#">Watch</a>) and Android devices.</p> <p>The app is not available on computers. However, the Ten Percent Happier <a href="#">website</a> has other free resources that can be accessed by a computer.</p>		
Minimum operating system needed	<p>To support the app on iOS, a device needs to be running iOS 12.0 or higher. On Android, it must be running Android 5.0, Lollipop, or higher. To support the iOS app, Apple Watch Requires WatchOS 5 or higher.</p> <p>To update your operating system on an iPhone or iPad, please see these <a href="#">instructions</a>.</p> <p>To update your operating system on an Android phone, please see these <a href="#">instructions</a>.</p>		
If you've used the app before...	<p>Eligibility is confirmed by your <i>current</i> Harvard email address. You will need to know the email address you used for your TPH account <b>before</b> you begin. To verify, go to "Profile" and select the "Settings" (gear icon) in the top right-hand corner. Then select "Account." You will see the <b>Email</b> address you have previously or are currently enrolled.</p>		
Select one of the 3 user scenarios	<b><u>A</u></b> Completely New User, never downloaded	<b><u>B</u></b> Previous User, Harvard email	<b><u>C</u></b> Previous User, non-Harvard email



<b>A</b>	<b>If you are new to Ten Percent Happier and have never downloaded and opened an account</b>
Download the app	You can download the iOS app in the <a href="#">Apple App Store</a> or the Android app in the <a href="#">Google Play store</a> . Select the Ten Percent Happier Meditation app.
Subscribe	<p>When you first open the app, you will answer a few initial questions to set up your preferences and establish a personalized plan.</p> <p>You will then be asked to “Create Account.” Select “Continue with Email.” This is where you will <b>enter your current Harvard email address</b> and create a password. Your Harvard email address verifies your eligibility. You cannot use a personal email address for this Harvard-supported offer.</p> <p>This should complete the registration of the app as a part of the Harvard employee group’s free subscription.</p>
Skip the free trial	If you are brought to a screen with a “Try Free & Subscribe” button, do not click on it; something went wrong. You should close out and email <a href="mailto:worklife@harvard.edu">worklife@harvard.edu</a> .
Confirm your subscription	To confirm that your subscription is set up correctly in the app: go to “Profile” and select the “settings” (gear icon) in the top right-hand corner, then select “Subscription.” It will show <b>Type</b> as “Organization” and <b>Expires</b> as “Jun 30, 2023.” If you do not see this, email <a href="mailto:worklife@harvard.edu">worklife@harvard.edu</a> .
Questions?	Check out the <a href="#">FAQ</a> or email <a href="mailto:worklife@harvard.edu">worklife@harvard.edu</a>



<b>B</b>	<b>If you currently have or had the Ten Percent Happier app using your Harvard email address</b>	
Confirm your subscription	Your <i>current</i> Harvard email address confirms your eligibility with TPH. To confirm that your free subscription is set up correctly in the app, go to “Profile” and select the “Settings” (gear icon) in the top right-hand corner. Then select “Subscription.” It should show <b>Type</b> as “Organization” <b>Expires</b> as “Jun 30, 2023.” If the Type and Expiration dates are different, you most likely did not sign up with your <i>current</i> Harvard email.	
If the <b>Type</b> is not “Organization”	Verify your email address by going to “Profile” and select the “Settings” (gear icon) in the top right-hand corner and select “Account.”	
After verifying the email address	You can do one of two things:	
Options	1. If you <b>do not want</b> to carry over the history from your previous subscription:	2. If you <b>do</b> want to carry the history over from your previous subscription:
Please note that personal usage history will never be shared with the University.		
Step 1	If you signed up with a Harvard email that is different from your current Harvard email, you can start fresh and open a new account using your current Harvard email. To do so, go into your current account’s profile/settings/account and “Sign Out.”	Email <a href="mailto:worklife@harvard.edu">worklife@harvard.edu</a> ; we will give you instructions.
Step 2	You can now establish a new subscription by following the instructions for a “New User” <b>(Scenario A)</b> above.	
Confirm your subscription	To confirm that your subscription is set up correctly in the app: go to “Profile” and select “Settings” (the gear icon) in the top right-hand corner, then select “Subscription.” It will show <b>Type</b> as “Organization” and <b>Expires</b> as “Jun 30, 2023.” If you do not see this, email <a href="mailto:worklife@harvard.edu">worklife@harvard.edu</a> .	
Questions?	Check out the <a href="#">FAQ</a> or email <a href="mailto:worklife@harvard.edu">worklife@harvard.edu</a>	



<b>C</b>	<b>If you currently have or previously had the Ten Percent Happier app and your account is your personal email address</b>	
	You can do one of two things:	
Options	1. If you <b>do not want</b> to carry over the history from your previous subscription:	2. If you <b>do</b> want to carry the history over from your previous subscription:
Please note that personal usage history will never be shared with the University.		
Step 1	If you signed up with a non-Harvard email, you can start fresh and open a new account using your Harvard email. To do so, go into your current account's profile/settings/account and "Sign Out."	If you would like to carry over your history, email TPH at HU@tenpercent.com. Provide the <b>email</b> you originally used to register, and the Harvard email you will be using going forward. TPH will confirm your eligibility and change your subscription to reflect your Harvard email address.
Step 2	You can now establish a new subscription by following the instructions for a "New User" <b>(Scenario A)</b> above.	
Confirm your subscription	To confirm that your subscription is set up correctly in the app: go to "Profile" and select the "settings" (gear icon) in the top right-hand corner and select "Subscription." It will show <b>Type</b> as "Organization" and <b>Expires</b> as, "Jun 30, 2023." If you do not see this, email <a href="mailto:worklife@harvard.edu">worklife@harvard.edu</a> .	
Questions?	Check out the <a href="#">FAQ</a> or email <a href="mailto:worklife@harvard.edu">worklife@harvard.edu</a>	