



## Ten Percent Happier (TPH) Frequently Asked Questions (FAQ)

### Eligibility

- 1) How do I know if I am eligible to download this app for free?
- 2) I am eligible for this app. When I tried to download it using my smartphone, it looked like I was going to be charged. What should I do to make sure I won't be charged?
- 3) Why do I have to register with my Harvard email? Why can't I just use my personal email?
- 4) I don't know my Harvard email – I'm not even sure I have one. Now what?

### System Issues

- 5) I am having trouble downloading the app on my phone. What do I do?
- 6) I have an older phone, and it looks like I can't update my operating system to the level needed to download the app. What can I do?
- 7) Can I use the app on the web?

### Existing or Previous Ten Percent Happier Users

- 8) I currently have an active Ten Percent Happier account; how do I get Harvard's free access?
- 9) I let my Ten Percent Happier subscription expire. How do I sign up for Harvard's free access?
- 10) I bought the app less than two weeks ago, and now Harvard is giving it away for free. I am eligible for free access. Can I get my money back?
- 11) About that usage history: Does Ten Percent Happier send any information to Harvard, such as my level of use, favorites, or contact with coaches?
- 12) I had a Ten Percent Happier subscription at one point and really didn't want it reactivated.
- 13) I already have the app using my Harvard email address, but now I do not want it. How do I turn it off?

### Accessibility

- 14) I am eligible for free access to the Ten Percent Happier app through Harvard, but I have a question about its accessibility for people with disabilities. Who do I speak with?

### General Questions

- 15) Can I access the free podcasts and daily Coronavirus Sanity Break without having to download the app?
- 16) What is the difference between Ten Percent Happier's seven-day free trial and this offering?
- 17) I'm not eligible for this app, and neither are others I study or work with. Is there a way for us to be included in this offer?
- 18) I'm already ten percent happier just knowing we have access to this app! Who do I thank?

## Eligibility

### 1) How do I know if I am eligible to download this app for free?

Benefits-eligible faculty and staff on a regular Harvard payroll may download the Ten Percent Happier Meditation app free of charge. Please contact your program administrator or local HR if you have questions regarding your eligibility.

### 2) I am eligible for this app. When I tried to download it using my smartphone, it looked like I was going to be charged. What should I do to make sure I won't be charged?

- a. After downloading and opening the app, you will answer a few questions to set up your preferences and establish a personalized plan. You will then be asked to "Create Account."
- b. Select "Continue with Email." This is where you will enter your Harvard email address and create a password. That should complete the registration of the app as a part of the Harvard employee group's free subscription.
- c. If you are then brought to a screen with a "Try Free & Subscribe" button, do not click on it; something went wrong. You should close out and email [worklife@harvard.edu](mailto:worklife@harvard.edu).
- d. 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 **Type** as "Organization."
- e. If you know you are eligible and still can't sign up for free access, please send an email to [worklife@harvard.edu](mailto:worklife@harvard.edu), and we'll get back to you.

### 3) Why do I have to register with my Harvard email? Why can't I just use my personal email?

The app can only recognize you – and offer you free access via Harvard's account – by your current Harvard email. If you try to register with your personal email, your request will be processed as an outside consumer, and you will only be offered a free trial and purchase options.

### 4) I don't know my Harvard email – I'm not even sure I have one. Now what?

- a. If you aren't sure, check first with your local administrator or HR office to confirm.
- b. If you are sure you don't have a Harvard email, contact us at [worklife@harvard.edu](mailto:worklife@harvard.edu); we'll get back to you with instructions.

## System Issues

### 5) I am having trouble downloading the app on my phone. What do I do?

- a. The Ten Percent Happier app is available for both iOS (on iPhone, iPad, and iPod touch) and Android devices.
- b. To support the app on iOS, a device needs to be running iOS 12.0 or higher, and on Android, it must be running Android 5.0, Lollipop, or higher.
- c. Apple Watch Requires WatchOS 5 or higher.
- d. To update your operating system on an iPhone or iPad, please see these [instructions](#).
- e. To update your operating system on an Android phone, please see these [instructions](#).

**6) I have an older phone, and it looks like I can't update my operating system to the level needed to download the app. What can I do?**

- a. Sorry, we don't have a workaround for that. We selected this app because it has such rich features, including video, audio, timers, history, and more. The app requires a lot of device power to operate.
- b. If you have an iPad, you could consider adding the app to that. The iOS app will run on an iPad if the device has iOS 12.0 or higher.
- c. If you are considering upgrading your phone, be sure to check out your eligibility for personal discounts through [Harvard Strategic Procurement](#) as well as cellular service discount plans through [HUIT](#).

**7) Can I use the app on the web?**

No, but you can use a slightly less robust version of it on an iPad. You can also access some of Ten Percent Happier's free online resources, like their podcasts and the Coronavirus Sanity Guide [here](#).

## Existing or Previous Ten Percent Happier Users

**8) I currently have an active Ten Percent Happier account; how do I get Harvard's free access?**

- a. If you signed up with your Harvard email, you will automatically be added to the Harvard account. Until your current subscription ends, you will have one account with two subscriptions. Don't worry – your usage history (favorites, etc.) will carry over to your new subscription.
- b. If you signed up with a personal 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." Now you can register using your Harvard email.
- c. If you would like to carry over your history, email TPH at [HU@tenpercent.com](mailto:HU@tenpercent.com). Provide the email you originally used to register, and the Harvard email you will use going forward. TPH will confirm your eligibility and change your subscription to reflect your Harvard email address.

**9) I let my Ten Percent Happier subscription expire. How do I sign up for Harvard's free access?**

- a. Don't worry, if you are currently eligible and had previously signed up with your Harvard email, just log in, and you are on your way – with your usage history intact.
- b. If your expired subscription was linked to a personal email, reach out to the TPH support team at [HU@tenpercent.com](mailto:HU@tenpercent.com) using your Harvard email. Provide them with the email you originally used to register, and the Harvard email you will use going forward. TPH will confirm your eligibility and change your subscription to reflect your Harvard email address.

**10) I bought the app less than two weeks ago, and now Harvard is giving it away for free. I am eligible for free access. Can I get my money back?**

- a. That's a tricky one, because if you are an iOS user, odds are you purchased it through the App Store, not directly from Ten Percent Happier. You can reach out to Apple itself to request a refund. That might work if you made the purchase in the past couple of weeks. You can check out TPH's [refund article](#) or Apple's [support article](#).
- b. Android users may have it easier. If you purchased it through the Google Store, send an email to TPH at [HU@tenpercent.com](mailto:HU@tenpercent.com). TPH will confirm your eligibility and let you know if they can refund your money.
- c. If you purchased a subscription directly through TPH, please send an email to [HU@tenpercent.com](mailto:HU@tenpercent.com), so they can confirm your eligibility and let you know if they can refund your money.

**11) About that usage history: Does Ten Percent Happier send any personal information to Harvard, such as my level of use, favorites, or contact with coaches?**

No. TPH will send the Office of Work/Life aggregated information only – meaning that we will be able to see things like how well distributed subscriptions are across the University, and how well the app is being used. We will have insight into the kinds of features that are most frequently used, but individual usage history will never be shared with the University. We won't ask, and TPH won't tell us.

**12) I had a Ten Percent Happier subscription at one point and really didn't want it reactivated.**

Don't worry, just send an email to [worklife@harvard.edu](mailto:worklife@harvard.edu), and we can cancel your free subscription. It's entirely up to you!

**13) I already have the app using my Harvard email address, but now I do not want it. How do I turn it off?**

Too many apps? We will be happy to cancel your subscription. Concerned about privacy? Please be assured that Ten Percent Happier does not share any information with Harvard about individual usage. Just not sure you'll use it? We encourage you to explore the app to see what's new – whenever you are ready. If you still want to cancel your subscription, send an email to [worklife@harvard.edu](mailto:worklife@harvard.edu). We'll take it from there and confirm with you once your subscription is ended.

## **Accessibility**

**14) I am eligible for free access to the Ten Percent Happier app through Harvard, but I have a question about its accessibility for people with disabilities. Who do I speak with?**

Both Harvard and Ten Percent Happier are committed to ensuring that the app is fully accessible for individuals with disabilities. If you have any questions or wish to request a reasonable accommodation, please contact us at [worklife@harvard.edu](mailto:worklife@harvard.edu).

## General Questions

**15) Can I access the free podcasts and daily Coronavirus Sanity Break without having to download the app?**

Yes, these are available via the Ten Percent Happier [website](#) and [YouTube](#). You do not need the app to access these free resources.

**16) What is the difference between Ten Percent Happier's seven-day free trial and this offering?**

Harvard University is supplying all benefits-eligible employees with a full membership to the app. No free trial, no hoops, and no waiting. Just sign up with your Harvard email. If you get to a point in registration where you are offered a free trial, decline that and reach out to [worklife@harvard.edu](mailto:worklife@harvard.edu).

**17) I'm not eligible for this app, and neither are others I study or work with. Is there a way for us to be included in this offer?**

- a) Sorry, not at this point. The Ten Percent Happier app is primarily a consumer product, which means anyone can subscribe for a fee. The free access is limited to our defined population of benefits-eligible staff and faculty.
- b) That said, if you believe there is significant interest, please ask your local administrator or HR office to send us an email at [worklife@harvard.edu](mailto:worklife@harvard.edu). We want to be aware of the demand so that if an opportunity arises to meet it, we'll be ready!
- c) In the meantime, please see [HARVie](#) for other free resources.

**18) I'm already ten percent happier just knowing we have access to this app! Who do I thank?**

Tell your dean, your department director, or your HR office. Please copy us on your email at [worklife@harvard.edu](mailto:worklife@harvard.edu). We'll pass it along to Harvard's senior leadership; they deserve to know when the initiatives they support are helping the people that they lead.

---