

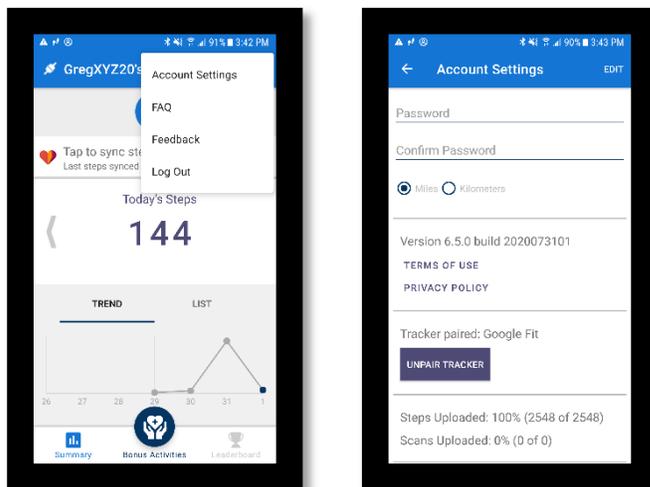
Upgrade to Heka Walk v6.5 for Android Users

Following are instructions for resolving (or avoiding) a Heka Walk login failure on Android devices after an upgrade to v6.5.

- If you have already upgraded to or installed Heka Walk v6.5 2020072802 or 2020073101 and are *experiencing no issue with login*, there is nothing further you need to do.
- If you have already upgraded to or installed Heka Walk v6.5 and are *experiencing a login failure*, first try **Method 1: The Switch**, below. If that does not solve the issue, try **Method 2: Fresh Install**.
- If you have not yet upgraded to v6.5, please follow **Method 2: Fresh Install** to do so.

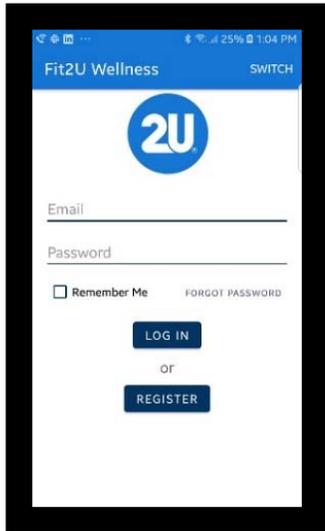
The steps and screenshots below are based on a Samsung Galaxy s7 smartphone running Android 8 (in a Challenge other than MWTM West Chicago). The flow and appearance of screens may vary with other versions of the Android OS, on other Galaxy smartphone models, and on other Android devices, such as the Google Pixel.

You may determine which version of Heka Walk you are currently running in **Account Settings** accessible from the upper right menu in the app. (See pictures below.)

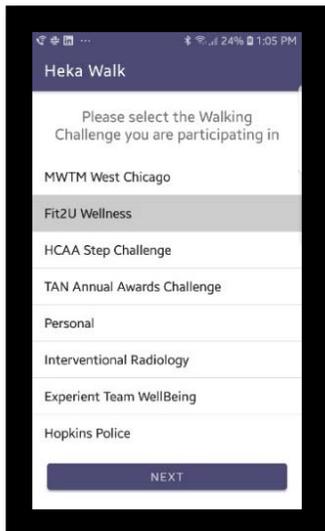


Method 1: The Switch

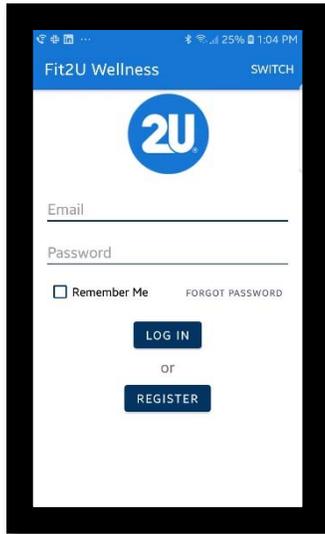
1. **Open** the Heka Walk app. You should see the Challenge login screen. Rather than trying to log in, tap the **SWITCH** button in the upper right.



2. This will bring you back to the Challenge selection screen. Select **MTWM West Chicago** (again). Tap **Next**.



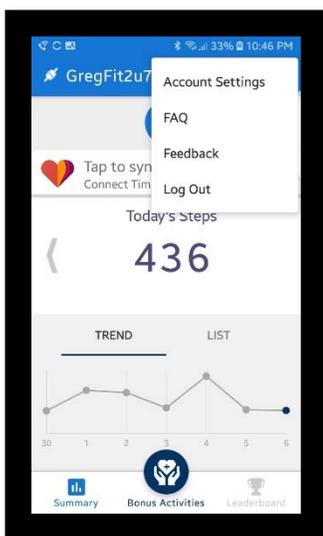
3. This takes you back to the Login screen. Fill in your original credentials (the email and password you entered when you first registered for the Challenge) if they are not pre-loaded and **LOG IN**.



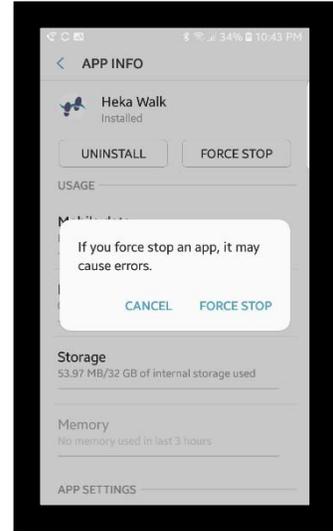
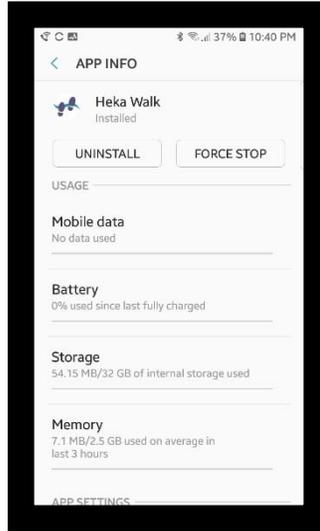
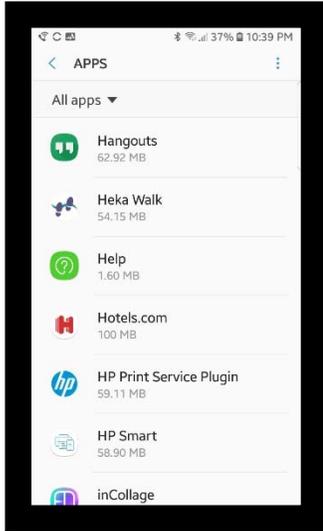
Method 2: Fresh Install

Uninstall:

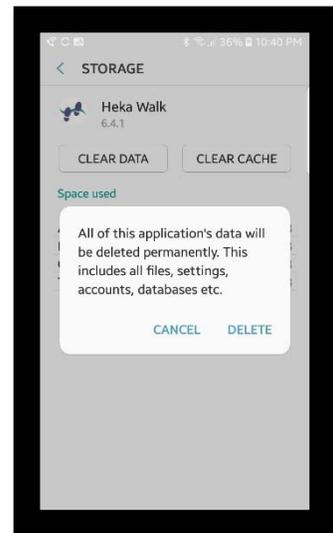
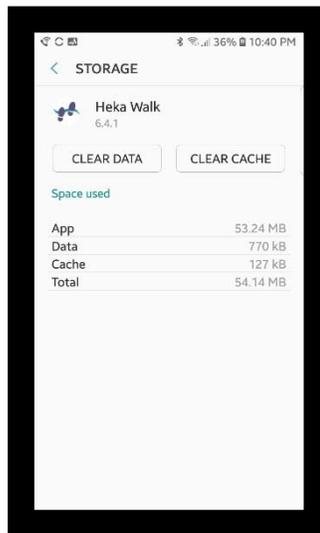
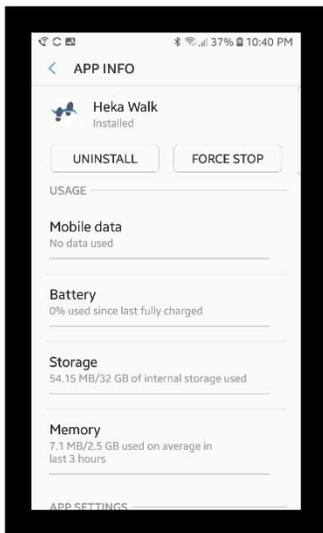
1. **Log out** of the Heka Walk app: Menu > **Log Out**



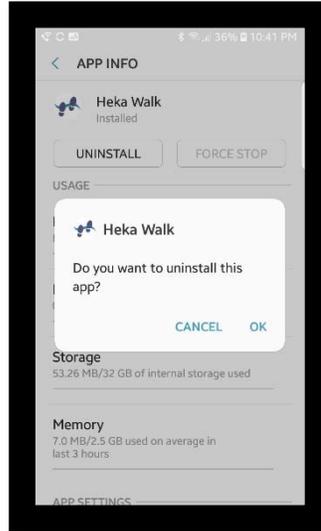
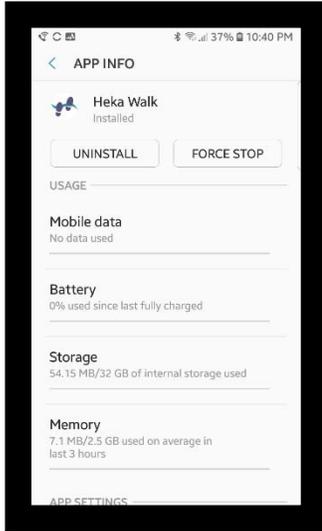
2. **Stop the app:** Settings > Apps > Heka Walk > Force Stop > Force Stop



3. **Remove all stored files:** Settings > Apps > Heka Walk > Storage > Clear Data > Delete



4. **Uninstall:** Settings > Apps > Heka Walk > **Uninstall** > **OK**

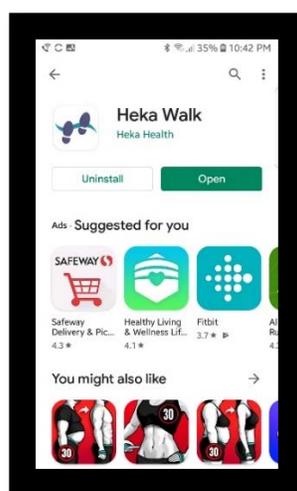
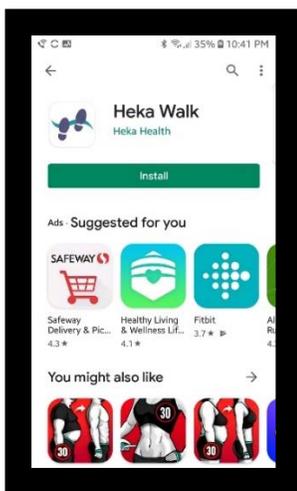


5. **Restart phone**

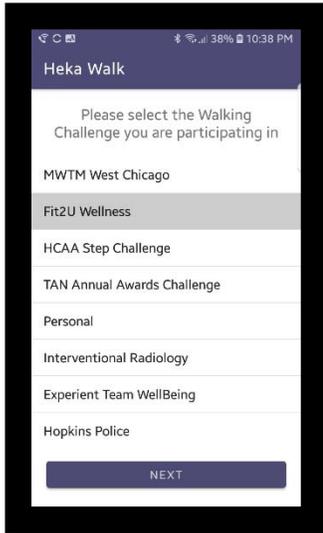
Install:

1. **Install** the Heka Walk app from Google Play and **Open**

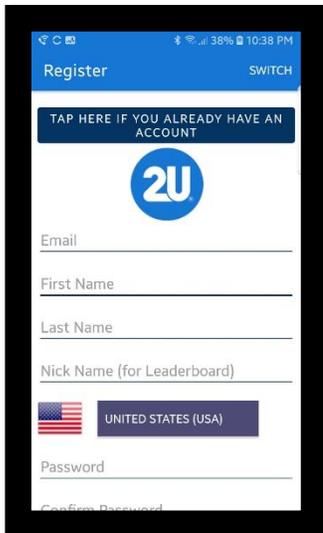
<https://play.google.com/store/apps/details?id=com.hekahealth.walkingchallenge.app&hl=en>



2. You should now see the Heka Walk Challenge list screen. Select **MWTM West Chicago**. Tap **Next**.



3. Tap here if you already have an account. (Or complete the registration for a new account only.)



4. Login with the email and password you used to register for the Challenge.

