

# How to exchange your HPB fitness tracker





#### Step 1

Download or update to the latest version of the Healthy 365 app\*. \*The latest version of the Healthy 365 app requires a minimum of Android 6 or iOS 10.



### Step 2

Create or restore your profile by following the onscreen instructions.

Note: All Healthy 365 profiles must be verified using Singpass. Click <u>here</u> for a step-by-step guide on the Singpass verification process.



### Step 3

Go to "Home" under the "Quick Links" section, tap on "HPB fitness tracker".

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## Step 5

Select your exchange method, by tapping on "Selfexchange" OR "Appoint someone to exchange on my behalf".

If you are appointing someone to exchange on your behalf, please proceed to step 11.



# Method 1: Self-exchange 9:41 .ul 🗢 🔳 ...l 🕆 🖿 Step 6 K Exchange a HPB Fitness Tracker Tap on "Book and manage appointment". You will be redirected to the booking site You will be redirected to the booking site. How to exchange at HPB appointed centres ok an appointment at your preferred HPB solntea come of ng your faulty HPB fitness tracker, - comment confirmation email or SMS and .ul 🗢 💷 2:57 .ul 🗢 💷 Step 7 <

On the appointment booking site, select your preferred location. Alternatively, you can tap "Apply Filter" to narrow down your search by date range and location zone.

Select your desired date and timeslot.



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User ID

Name

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Mobile number

Email address

BookingSG

Personal Details

Appointment

about yourself

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#### Step 8

Provide your personal details to confirm your appointment.

Note: If you wish to receive a confirmation email, do provide a valid email address.

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### Step 9

Your appointment is successfully created!

You will receive your collection confirmation details via SMS and email, if you provided an email address.

Please check your junk/spam folder if you did not receive the confirmation email in your inbox.





# Method 2: Appoint someone to exchange on your behalf



#### Step 11

To appoint someone to exchange your HPB fitness tracker on your behalf, tap on "Appoint someone to exchange on my behalf".



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### Step 12a

Tap "Next" to book an appointment at our appointed centres.

You will be directed to our booking site.

### Step 12b (optional)

If you have already booked an appointment and appointed someone, tap on "Share QR code". The QR code can be shared to your appointed person via the messaging platform that you have selected.



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2:57

#### 5 Changi Business Park Central 1, #02-06, Changi City Point, Singapore 486038

2:57

1-to-1 exchange of faulty HPB fitness trackers will be subject to assessment by the staff. The warranty does not cover broken strap and wear & tear.



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#### Step 13

On the appointment booking site, select your preferred location. Alternatively, you can tap "Apply Filter" to narrow down your search by date range and location zone.

Select your desired date and timeslot.



#### Step 14

Provide your personal details to confirm your appointment.

You will be required to provide your appointed person's (i.e. proxy) name and mobile number. Your appointed proxy must be registered to Healthy 365 to collect the tracker on your behalf.

Note: If you and/or your appointed person wish to receive a confirmation email, please provide a valid email address.



#### Step 15

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Booking Confirmation

365 QR code with the per

Healthy 365 to share your Health

authorised person will need to present the QR code when attending the appointment on your behalf.

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Your appointment is successfully created!

You and your appointed person will receive the collection appointment confirmation details via SMS and email, if you provided email addresses.

Please check your junk/spam folder if you did not receive the confirmation email in your inbox.

Tap on "<" on the top left of the screen to return to Healthy 365 app.



### Step 16

Share your QR code with your appointed person via your selected messaging platform.

Note: The shared QR code is only valid for 30 days from the date of sharing.

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	Government Technolog From BookingSG: You are appointed as authorised priest as a authorised priest as a Uthorised priest as a Date: Monday 26 Augu Time: 11:00am to 11:30 Purpose of visit: Excha	n Justomer City Point st 2024 am		der ort- ☆ nix mbox ™ ☺ ← …	On : app (i) (ii)
Jolly Janice is inviting you to exchange a HPB fitness track their behaft by 02 Feb 2024. I present the CR code when attending the appointment tooking confirmation email or sms. 28	This is an automated m sether Government.	essage	Support. Below is a confirmation of th details. Appointment status: Accepte		(") (iii)
-		sage 🌒	BookingID: Date: Monday 26 August 20: Time: 11:00am to 11:30am Location: Changi City Point BUSINESS PARK CENTRAL CHANGI CITY POINT, SING Name of appointment owner	Genix   <u>5 CHANG</u> <u>1, #02</u> -06, APORE 486038	(iv)

### Step 17

On the day of the appointment, your appointed person needs to present:

- Your Healthy 365 QR code, which was shared via your preferred messaging platform
- ii) Your appointment confirmation SMS or email
- iii) Their mobile device with the Healthy 365 app installed (Your appointed person will need to present his/her Healthy 365 QR code)
- iv) Your faulty HPB fitness tracker



# How to change or cancel an appointment



Proxy's name -Proxy's email address -Proxy's mobile number To retrieve your appointment details from the Healthy 365 app,

- Go to "Home" under the "Quick Links" section, select on "HPB fitness tracker"
- (ii) Tap on "Exchange a faulty HPB fitness tracker" > "Selfexchange" > "HPB Appointed Centres" > "Book and manage appointment"

You will be redirected to the appointment booking site.

On the appointment booking site, tap on:

- (i) "Reschedule" to change your appointment,
- (ii) "Manage proxy" if you had appointed someone to collect your tracker on your behalf, and wish to change details of your appointed person, or
- (iii) "Cancel" to cancel your appointment.

If you make changes to your appointment, please refer to the latest appointment confirmation details.