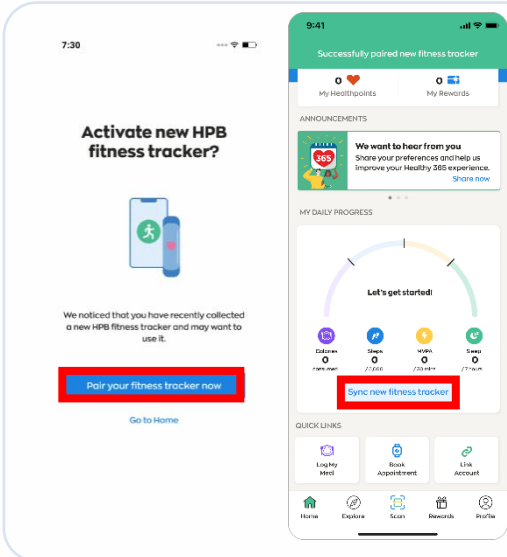


How to set up your HPB fitness tracker for the first time after collection



For new participants

If you have not previously paired any fitness device with the Healthy 365 app, turn your new HPB fitness tracker on and keep it near your mobile phone with the Healthy 365 app turned on.

Tap on “Pair your fitness tracker now” to activate your HPB fitness tracker when you are prompted.

On the ‘Home’ tab of the Healthy 365 app, tap on ‘Sync new fitness tracker’.

For returning participants

If you have recently collected your new HPB fitness tracker and have an existing fitness device paired with the Healthy 365 app, follow either option below to pair your new HPB fitness tracker.

Option 1: Through the Auto Prompt Pop-Up Message.

Change to new HPB fitness tracker?

You are recommended to sync your current fitness device before changing to your new HPB fitness tracker to keep your fitness records updated.

Sync current fitness device

Change to new tracker

Go to Home

Step 1

Upon detecting the new fitness tracker, an auto pop-up message will appear to prompt you with the change in fitness tracker.

When prompted, tap “Sync current fitness tracker” to sync your existing fitness records. This prevents data loss.

Change to new HPB fitness tracker?

You are recommended to sync your current fitness device before changing to your new HPB fitness tracker to keep your fitness records updated.

Sync completed

Change to new tracker

Go to Home

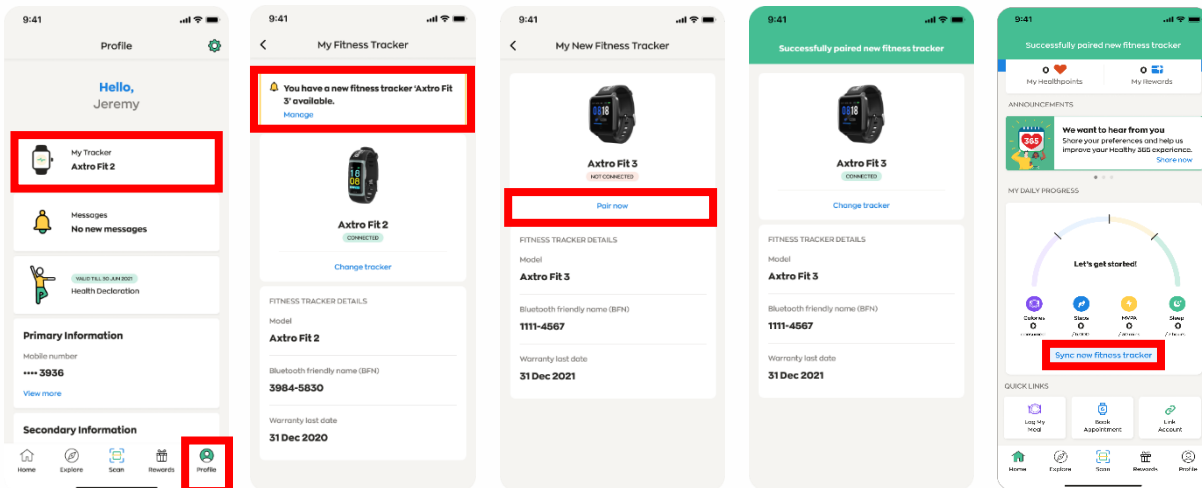
Step 2

Tap “Change to new tracker” to confirm the pairing of HPB fitness tracker with the app.

On the ‘Home’ tab of the Healthy 365 app, tap on ‘Sync new fitness tracker’.

How to set up your HPB fitness tracker for the first time after collection

Option 2: Through the Profile page



Step 1

Turn on your new HPB Fitness tracker and have it nearby.

Go to 'Profile' and tap "My Fitness Tracker".

Step 2

Tap "Manage".

Step 3

Tap "Pair now" and follow the on-screen instructions to pair your new HPB fitness tracker.

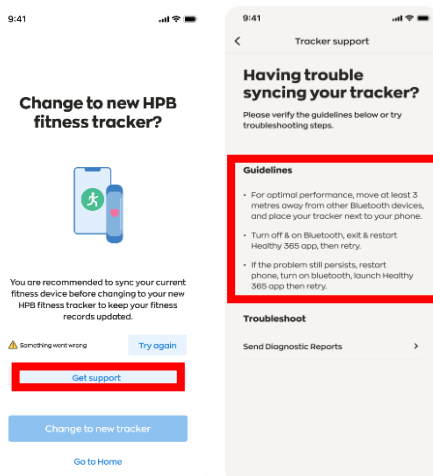
Step 4

A confirmation message will appear in the green bar to indicate that your new tracker is successfully paired.

Step 5

Go to 'Home' and tap 'Sync new fitness tracker'.

Having trouble syncing?



If your syncing attempts are unsuccessful with your current fitness device after 3 tries, tap "Get Support" and try the troubleshooting steps under "Guidelines".

If the issue persists, please contact our Customer Care at 1800 223 1313* or HPB_Mailbox@hpb.gov.sg

*Airtime charges apply for mobile calls to 1800 service lines.