

## Step-by-Step Guide: How to sign up for Community Challenge

### Step 1



Download or update to the latest version of the Healthy 365 mobile app.

### Step 2



Create your profile, or restore your profile if you already have one.

Make sure your postal code is filled in correctly, as you will be automatically filtered into your GRC based on the postal code entered in your profile.

If you are restoring your profile on the Healthy 365 mobile app, a 4-digit One-Time-Pin (OTP) will be sent via SMS to your registered mobile number. Key in the OTP and your profile will be restored successfully.

### Step 3



Select 'Community Challenge – Sign Up' on the Challenges tab.

Agree to the Terms and Conditions of the Community Challenge.

Community Challenge period:  
26 November 2018 – 31 March 2019

### Step 4



Choose your preferred fitness tracking device. Use the FREE HPB fitness tracker\* or one of the compatible<sup>1</sup> mobile apps or fitness trackers:

**National Steps Challenge<sup>TM</sup> preferred<sup>2</sup> mobile apps and trackers:**

- Actxa<sup>®</sup> mobile app, Garmin Connect<sup>TM</sup> mobile app, or Polar Flow mobile app

**Other mobile apps and trackers:**

- HealthKit mobile app with Apple Watch, Samsung Health mobile app with Samsung Wearables, or Fitbit mobile app with any Fitbit tracker

<sup>1</sup> For participants who are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate data in order to contribute towards the MVPA category.

<sup>2</sup> Applicable to selected fitness tracking devices compatible with Actxa<sup>®</sup>, Garmin Connect<sup>TM</sup> or Polar Flow mobile apps.

\*Only Singaporeans/Permanent Residents who have signed up for Community Challenge (including returning participants from past seasons) are eligible for the free HPB fitness trackers, available on a first-come-first-served, while stocks last basis. The Community Challenge starts on 26 November 2018 and ends on 31 March 2019. Participants must be at least 17 years old at the time of signing up. All Community Challenge participants will also be automatically signed up for the National Steps Challenge<sup>TM</sup> Season 4. Other terms and conditions apply. For full details, please visit [stepschallenge.sg](http://stepschallenge.sg).



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# Step-by-Step Guide: How to set up other steps tracking mode



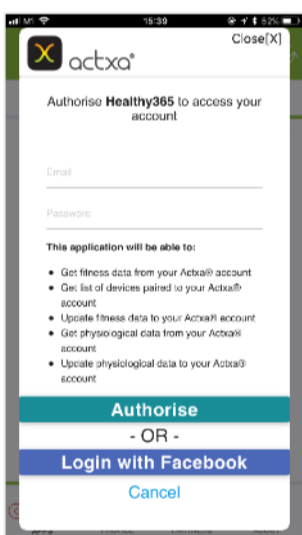
If you are not using the HPB Fitness Tracker, select 'Apps' on the menu bar of the Healthy 365 mobile app and tap on 'Others' to choose your preferred fitness tracking mode:

- Actxa<sup>®</sup> mobile app<sup>^</sup>
- Garmin Connect<sup>™</sup> mobile app<sup>^</sup>
- Polar Flow mobile app<sup>^</sup>
- HealthKit mobile app
- Samsung Health mobile app
- Fitbit mobile app

Visit [stepschallenge.sg](http://stepschallenge.sg) for a full list of compatible fitness trackers and how to update and sync your steps and MVPA if you are a non-smartphone participant.

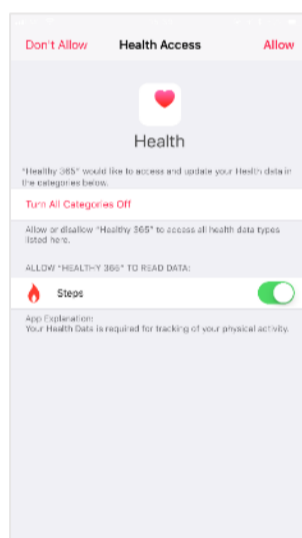
<sup>^</sup>Applicable to selected fitness tracking devices compatible with Actxa<sup>®</sup>, Garmin Connect<sup>™</sup> or Polar Flow mobile apps.

## Actxa<sup>®</sup>



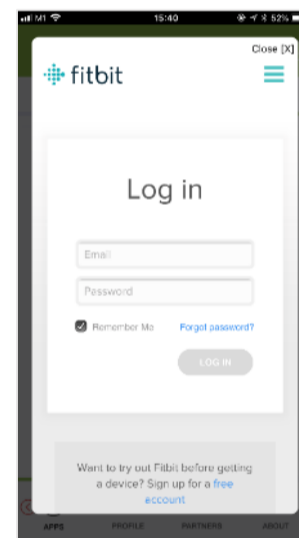
Log in to your Actxa<sup>®</sup> account and tap on 'Authorise' to allow access for the Healthy 365 mobile app.

## HealthKit



Allow the Healthy 365 mobile app to access the step count data on the Healthkit mobile app.

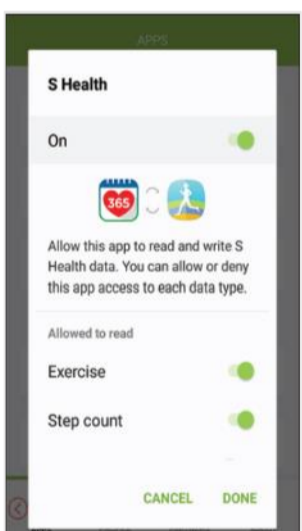
## Fitbit



Log in to your Fitbit account.

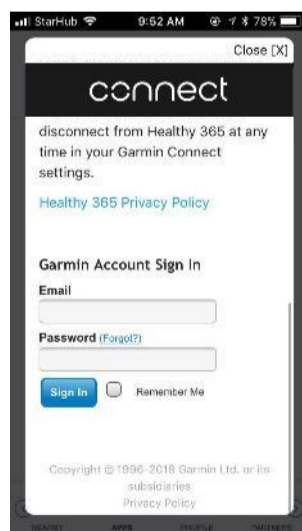
Select your preferred Fitbit tracker to allow the Healthy 365 mobile app to access the step count data on the Fitbit mobile app.

## Samsung Health



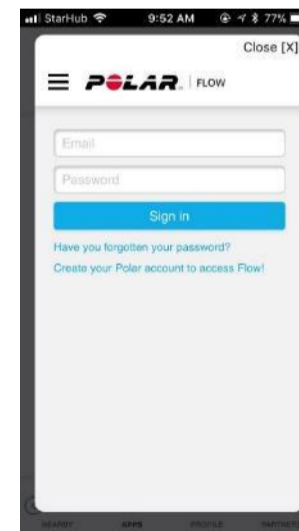
Allow the Healthy 365 mobile app to access the exercise and step count data on the Samsung Health mobile app.

## Garmin Connect<sup>™</sup>



Log in to your Garmin Connect<sup>™</sup> account to allow the Healthy 365 mobile app to access data on the Garmin Connect<sup>™</sup> Mobile app.

## Polar Flow



Log in to your Polar Flow account.

Select your preferred Polar tracker to allow the Healthy 365 mobile app to access the step count data on the Polar Flow mobile app.



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## Step-by-Step Guide: How to use your HPB fitness tracker for the first time after collection

### Were your HPB fitness tracker collected on behalf by your family or friend?

If your HPB fitness tracker were collected on behalf, you will be required to go through these steps before you can start syncing your fitness activity records to the Healthy 365 mobile app.

Note: To avoid losing your fitness activity records, please sync your previous tracking mode before collecting your HPB fitness tracker. Steps and MVPA clocked after successfully changing your fitness tracking mode will be added to your previously synced fitness data.



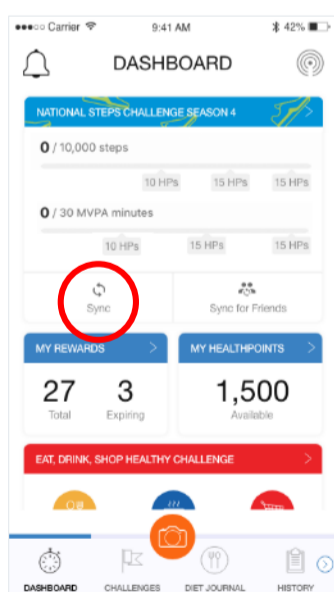
### Step 1

- Turn on Bluetooth®  on your smartphone.
- Tap on the 'Apps' tab. Switch on your HPB fitness tracker and place it next to your smartphone.



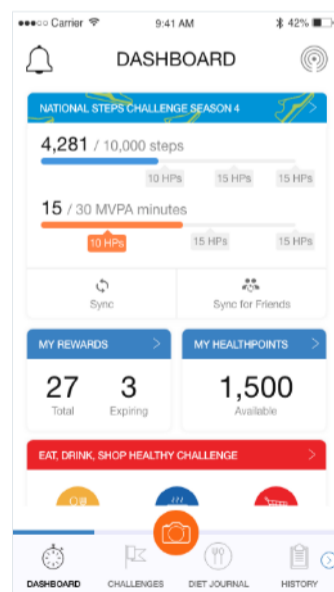
### Step 2

- Tap on the refresh button on top right hand corner to complete the pairing process.
- Once successfully refreshed, your paired HPB fitness tracker will be reflected.



### Step 3

- Tap on the 'National Steps Challenge<sup>™</sup> Season 4' card on the 'Dashboard' tab and tap on the 'Sync' button to sync for the first time.



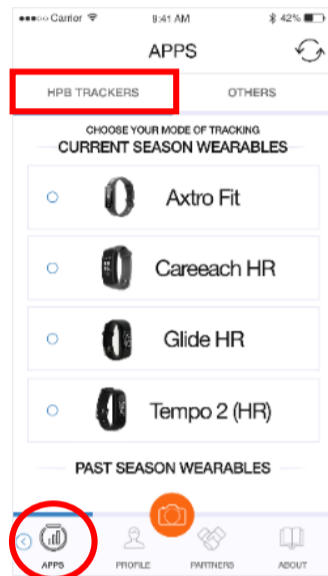
### Step 4

- Congratulations! You have successfully set up your HPB fitness tracker.
- Aim for 10,000 steps or more every day and 150 minutes of moderate to vigorous physical activities (MVPA) every week.




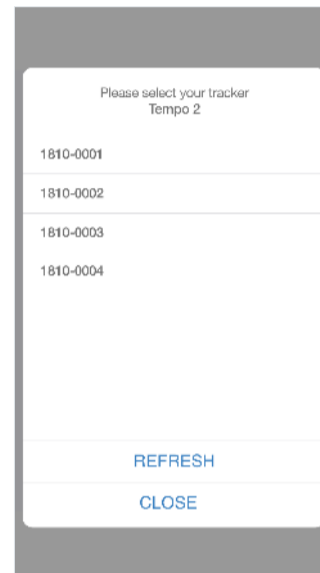
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# Step-by-Step Guide: How to set up your HPB fitness tracker



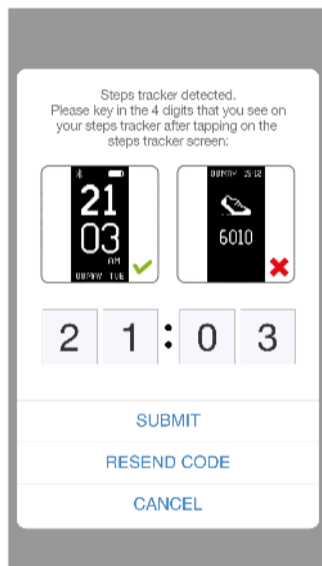
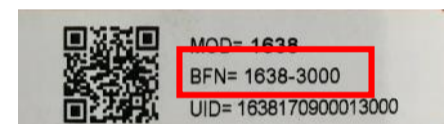
## Step 1

- Turn on Bluetooth®  on your smartphone. Switch on your HPB fitness tracker and place it next to your smartphone.
- Tap on 'Apps' tab and select HPB trackers to choose the model of your HPB fitness tracker.
- Please ensure there are no other HPB fitness trackers nearby (at least 1.5m radius).



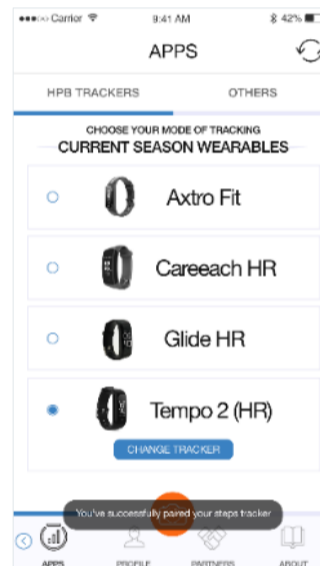
## Step 2

- Select your HPB fitness tracker based on the corresponding Bluetooth® Friendly Name (BFN).
- Your fitness tracker's BFN can be found on the packaging.



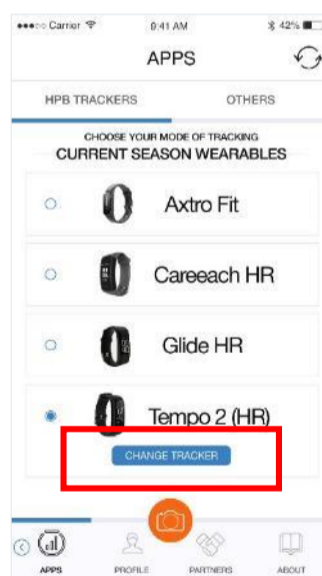
## Step 3

- You will be prompted to key in a 4-digit code. Tap on your HPB fitness tracker for your 4-digit code.
- Key in the code and tap 'Submit'.
- If unsuccessful, tap 'Resend Code' and repeat Step 3.



## Step 4

- Congratulations! You have successfully set up your HPB fitness tracker.
- Aim for 10,000 steps or more every day and 150 minutes of moderate to vigorous physical activities (MVPA) every week.



## Replacing a HPB fitness tracker?

If you are replacing a HPB fitness tracker, select 'Apps' on the menu bar and tap on 'Change Tracker' button. Repeat Step 1 to Step 3. (Only applicable if you are replacing a HPB Fitness Tracker of the same model.)

**Note: To avoid losing your fitness activity records, please sync your previous tracking mode before changing your preferred tracking mode. Steps and MVPA clocked after successfully changing your fitness tracking mode will be added to your previously synced fitness data.**



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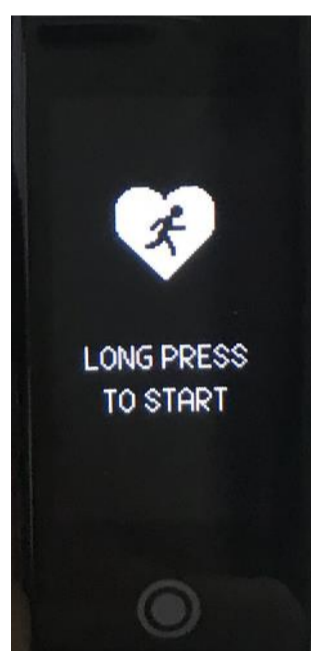
## Step-by-Step Guide: How to track your Moderate to Vigorous Physical Activities (MVPA) using your HPB fitness tracker

As you go about your daily activities, the HPB fitness tracker will automatically record your heart rate throughout the day, as long as it is charged and worn correctly on the wrist.

There is no need to activate heart rate tracking.

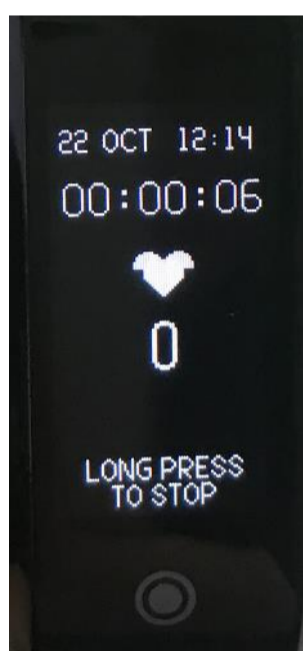
However, if you would like to observe changes in your heart rate real-time on the fitness tracker while working out, you can trigger an 'Exercise Session'.

### How to trigger an 'Exercise Session'



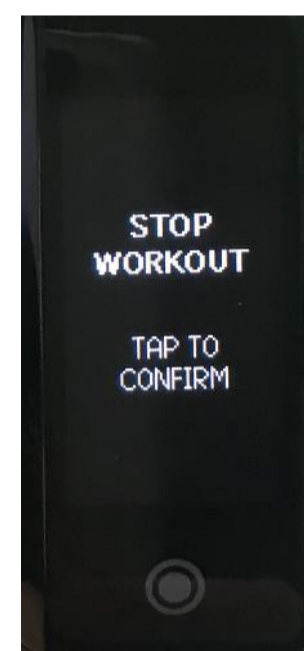
#### Step 1:

Tap the touch sensor on the tracker until you see the 'heart' symbol.



#### Step 2:

Press and hold on the sensor of the tracker until the 'heart' symbol is animated.



#### Step 3:

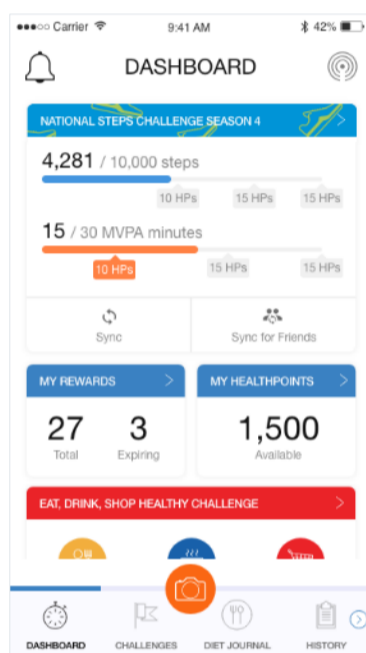
To stop the 'Exercise Session', do a 'long tap' again. Tap to confirm the end of the session.

Exiting the 'Exercise Session' doesn't mean the tracker will stop tracking your heart rate. Remember, the tracker will always be tracking your heart rate and steps, as long as it is switched on and charged.




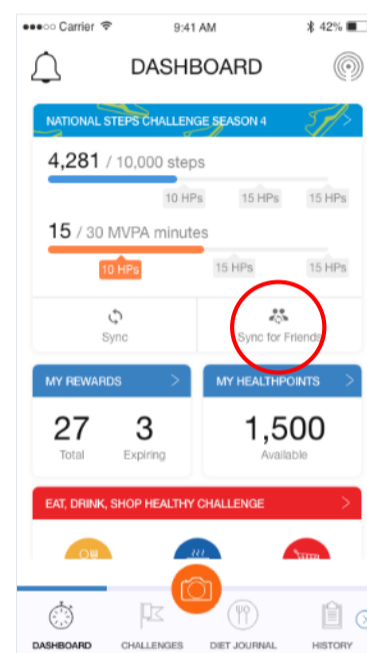
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## Step-by-Step Guide: How to update your fitness records via Sync for Friends



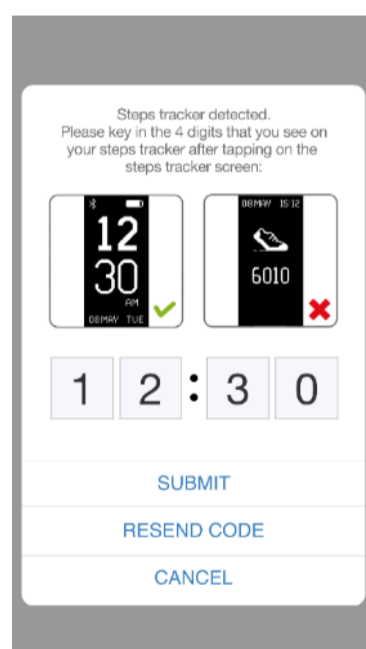
### Step 1

- Ensure Bluetooth<sup>®</sup>  is enabled on your friend's smartphone and is connected to the internet.
- Launch the Healthy 365 mobile app and go to 'Dashboard'.



### Step 2

- Place your HPB fitness tracker next to your friend's phone.
- Tap on the 'Sync for Friends' button to start syncing.



### Step 3

- You will be prompted to key in a 4-digit code. Tap on your HPB fitness tracker for your 4-digit code.
- Key in the code and tap 'Submit'.
- If unsuccessful, tap 'Resend Code' and repeat Step 3.



### Step 4

- Congratulations! You have successfully updated your fitness records on your friend's smartphone.
- Aim for 10,000 steps or more every day and 150 minutes of moderate to vigorous physical activities every week.



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# Step-by-Step Guide: How to track challenge progress for Community Challenge

Overall challenge period: 26 November 2018 to 31 March 2019

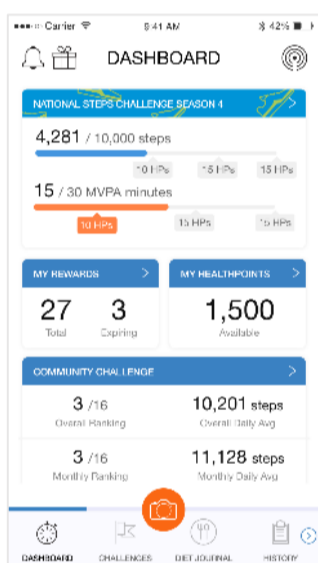
Monthly challenge period: 1-31 December 2018; 1-31 January 2019; 1-28 February 2019; 1-31 March 2019

Every step you take contributes to your GRC's daily average step count. Get rewarded when your GRC clinches the top spot with the highest overall daily average step count, and stand to win in the Community Challenge Monthly Lucky Draw when your GRC emerges as the top 2 GRCs of the month. Find out how you can track your challenge progress by following these steps.

## Step 1

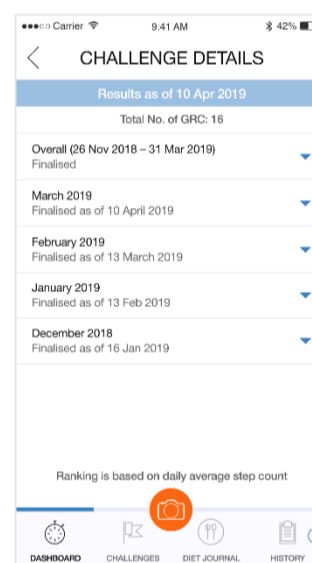
To find out how your GRC is doing for the Community Challenge, launch the Healthy 365 mobile app and go to the "Community Challenge" card on the Dashboard.

You will be able to see the overall ranking and daily average step count for your GRC, as well as the ranking and daily average step count of your GRC for the current month. To view the full challenge summary, tap on "Community Challenge".



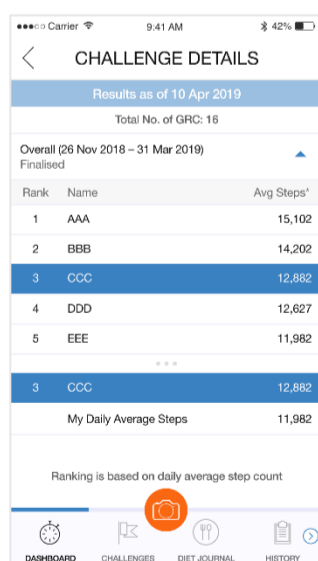
## Step 2

You can view the overall and monthly challenge performance by tapping on the arrow button to reveal the respective leaderboards.



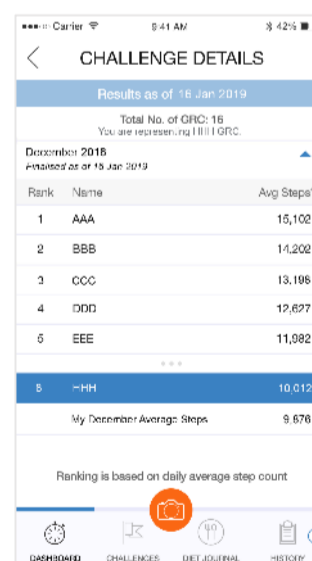
## Step 3

Under the overall challenge leaderboard, you will be able to see the top 5 GRCs and their respective overall daily average step count. You will also be able to see your own overall daily average step count, as well as your GRC's.



## Step 4

Under the monthly challenge leaderboard, you will be able to see the top 5 GRCs and their respective daily average step count for the month. You will also be able to see your own daily average step count for the month, as well as your GRC's.



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## Step-by-Step Guide: How to redeem **Tap & Win**



### Step 1

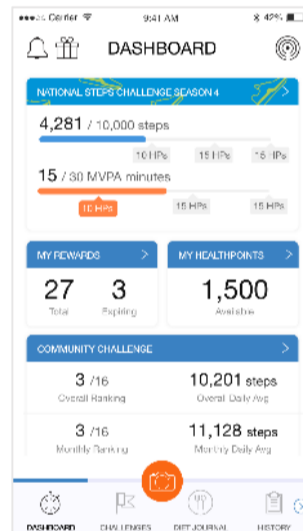
Clock 10,000 steps or more and sync your steps to the Healthy 365 mobile app.

You get 1 chance at the Tap & Win game for each day of 10,000 steps synced. To play the Tap & Win game, select the gift box icon at the top of the screen on the Dashboard, and click "Play Now".



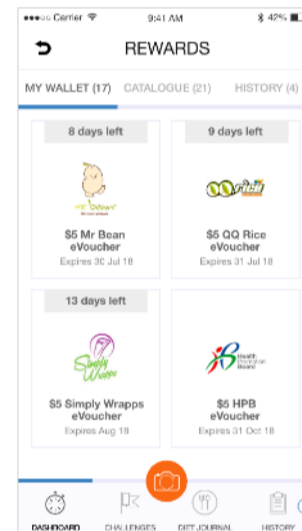
### Step 2

Select a gift box by tapping on it to see if you have won a prize. Good luck!



### Step 3

Tap on "My Rewards" on the Dashboard to view your prizes.



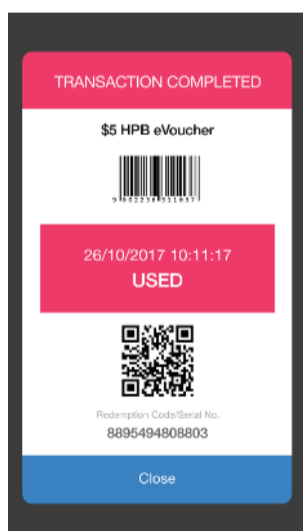
### Step 4

Prizes won will be reflected under "My Wallet". Click on the eVoucher you intend to use when you are ready to pay at the cashier.



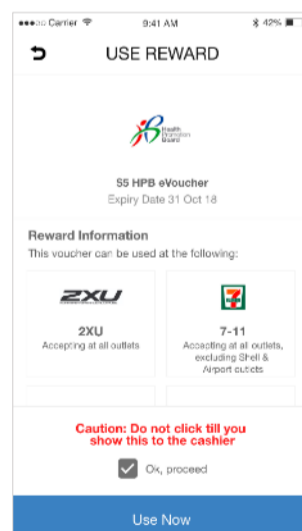
### Step 5

Confirm with the cashier before proceeding. Click 'Use Now'.



### Step 6

Countdown timer starts. Show your screen to the merchant for scanning. Click 'Done' after transaction.



### Step 7

Once the countdown timer ends, it will automatically go to this screen. The screen will show transaction completed status with date and time.



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## Step-by-Step Guide: FAQs about your HPB fitness tracker

### How do I start using my HPB fitness tracker?

Smartphone users will need to pair their HPB fitness tracker to the Healthy 365 mobile app via Bluetooth®. Once you have done that successfully, all you need to do now is to start moving to accumulate steps and moderate to vigorous physical activities (MVPA) to earn Healthpoints. Please note that the HPB fitness tracker can only store up to 7 days of data and you will need to sync your HPB fitness tracker with the Healthy 365 mobile app or Healthy 365 kiosk for non-smartphone users, via Bluetooth® at least once every 7 days to avoid losing your step count data.

### Is the HPB fitness tracker water-resistant?

Yes, as long as the base unit is securely attached to the strap. However, it is not waterproof and cannot be submerged in water.

### Do I need to charge the HPB fitness tracker?

Yes, you will need to charge the fitness tracker regularly. Please follow the instructions in the instruction manual which comes along with your HPB fitness tracker to remove the strap or the base unit. This will reveal the USB charger on the HPB fitness tracker. Insert the USB charger into any USB ports connected to a power socket for charging. Please note that each charge should not exceed more than 2 hours as overcharging will damage the battery's lifespan over time.

### Can I use someone else's fitness tracker if mine is faulty or lost?

No. Each HPB fitness tracker, once paired, will be uniquely identified to a person's profile hence it cannot be shared or passed onto someone else. Alternatively, you may choose other steps tracking mode with other compatible trackers or mobile apps. Visit [stepschallenge.sg](http://stepschallenge.sg) for a full list of compatible trackers and mobile apps.

### What do I do if my HPB fitness tracker becomes faulty?

Your HPB fitness tracker has a warranty period of 1 year from collection/purchase date. The warranty does not cover normal wear and tear, misuse and damage arising from failure to follow instructions relating to product use. If your HPB fitness tracker is found to be faulty due to a manufacturing defect upon assessment by our Customer Care Officer, please bring along your NRIC, proof of purchase (if applicable) and the defective fitness tracker to do a one-for-one exchange for the same model of tracker.

For full list of Authorised Service Providers' locations where you may do a one-for-one exchange for your HPB fitness tracker, visit [stepschallenge.sg](http://stepschallenge.sg).

Alternatively, you can visit the National Steps Challenge<sup>™</sup> Customer Care Centres. Our Customer Care Officers will provide support for one-for-one exchange of faulty HPB fitness trackers\*.

Venue	Operating hours
<b>Health Promotion Board</b> Level 1 Lobby (Next to escalator) Note: HPB is located within walking distance of Outram Park MRT Station	Monday to Friday, 11am – 8pm Saturday, 9am – 1pm (Closed on Sundays, Eve of Public Holidays, and Public Holidays)
<b>Challenger Electronic Stores</b>	
Tampines 1, #04-024/25	11am – 9.30pm (Daily)
Jurong Point Shopping Centre, #B1-94/95/96	11am – 9.30pm (Mon to Fri, Sun & PH) 11am – 10am (Sat)
Sun Plaza, #02-06	11am – 9.30pm (Daily)



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## Step-by-Step Guide: How to charge your HPB fitness tracker

To charge the HPB fitness tracker, firmly remove the strap by pulling outwards with both hands to reveal the USB connector on the tracker.

The USB connector can be identified by the metal contact points.

Plug the tracker into any USB port such as your mobile phone charging port or your computer to charge.

Do not overcharge your tracker as it will damage the battery's lifespan over time. As a gauge, do not charge more than 2 hours.

### How to reveal the USB connector on the tracker:



Careeach HR



Glide HR



Tempo 2 HR

For the following HPB fitness trackers,

- Identify the USB word / lightning symbol on the back of the tracker
- Place one hand on each side of the tracker
- Start pulling left and right slowly with some strength
- The strap and tracker will be separated



Axtro Fit

For the following HPB fitness tracker,

- Identify the 'Open' word behind the tracker
- Place one hand on the strap and one hand on the tracker
- Push the tracker upwards while pulling the strap down
- The strap and the tracker will be separated

Refer to video for demonstration: <https://youtu.be/WNsT101uhTo>



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## Step-by-Step Guide: Cautionary Messages on your HPB fitness tracker

To ensure that you do not over-exert, the HPB fitness tracker will vibrate and remind you with an alert message when you have entered the moderate to vigorous activity heart rate zones during your physical activities.

While you can still continue if you feel fine, do remember not to exceed your maximum heart rate as it could be dangerous!

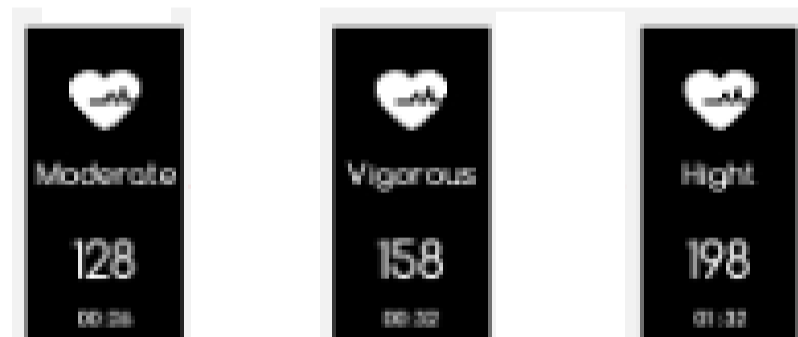
Sometimes, you might notice that the alert messages are triggered even when you are stationary or not doing moderate to vigorous physical activities (MVPA). When this happens, take off your fitness tracker, wipe the sensors on the back and strap it back on.

If the problem persists, please visit our Customer Care Centre for assistance.

### Display on Axtro Fit



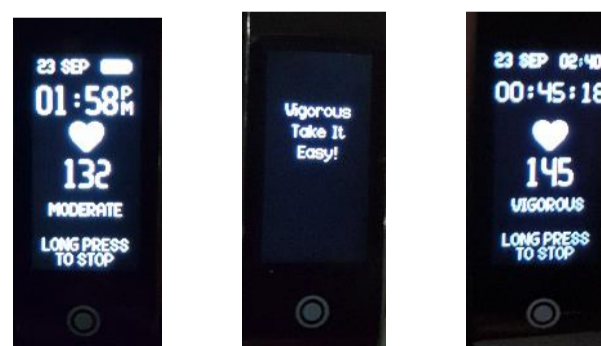
### Display on Careeach HR



### Display on Glide HR



### Display on Tempo 2 HR



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