

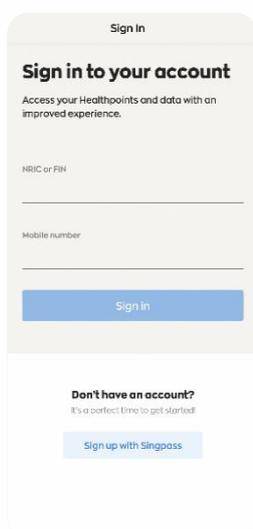
How to make an appointment to seek general support for National Steps Challenge™



Step 1

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

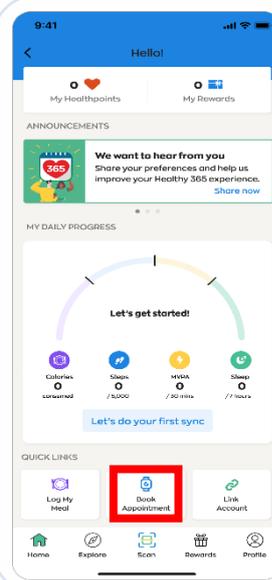
*The latest version of the Healthy 365 app requires a minimum of Android 6 or iOS 10.



Step 2

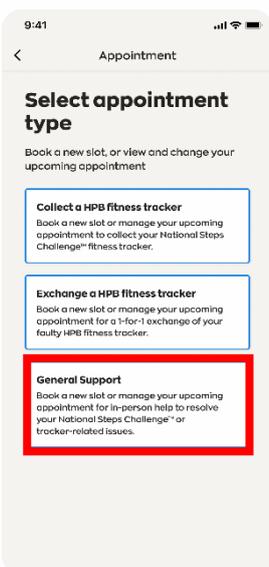
Create or restore your profile by following the on-screen instructions.

Note: All Healthy 365 profiles must be verified using Singpass. Click [here](#) for a step-by-step guide on the Singpass verification process



Step 3

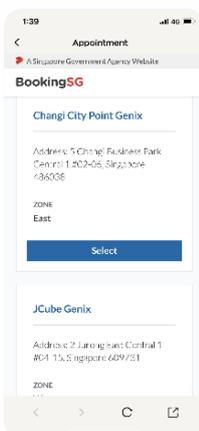
Go to "Home" page, look for the "Quick Links" section. Tap "Book Appointment".



Step 4

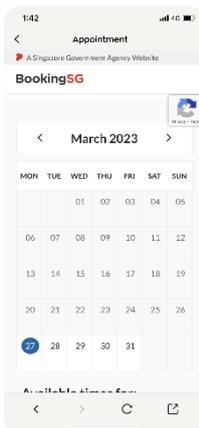
Tap "General Support" to be redirected to the appointment booking site.

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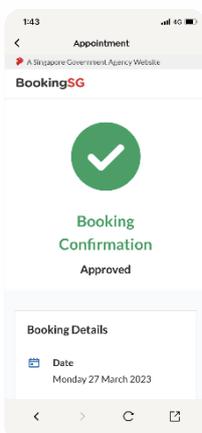
Step 5

On the appointment booking site, eligible participants can select your desired location. Alternatively, you can tap “Apply Filter” to select a booking date and filter locations by zone.



Step 6

Select your desired date and timeslot



Step 7 (i)

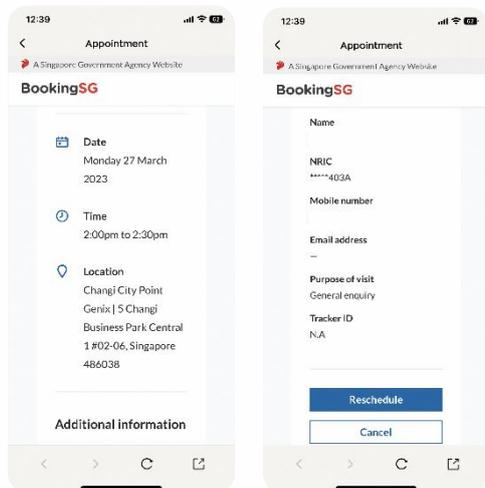
Provide your ‘Mobile number’ to confirm your appointment and receive appointment notifications from BookingSG.

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

Step 7 (ii)

You will receive your booking confirmation details.

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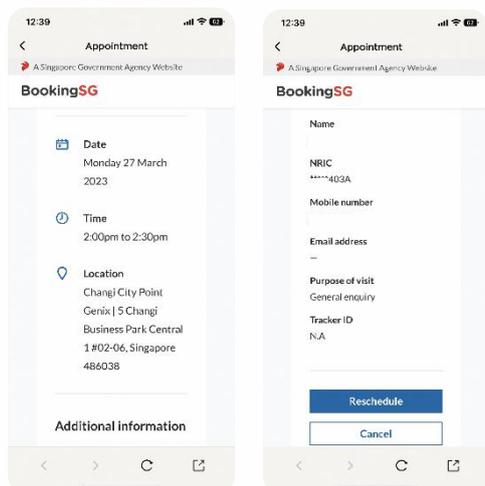


Step 8

On the day of your appointment, bring your photo ID, and either of the following:

- (i) Appointment confirmation page on Healthy 365 app (Repeat Step 3 & 4 to view your appointment details) or
- (ii) Appointment confirmation email.

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



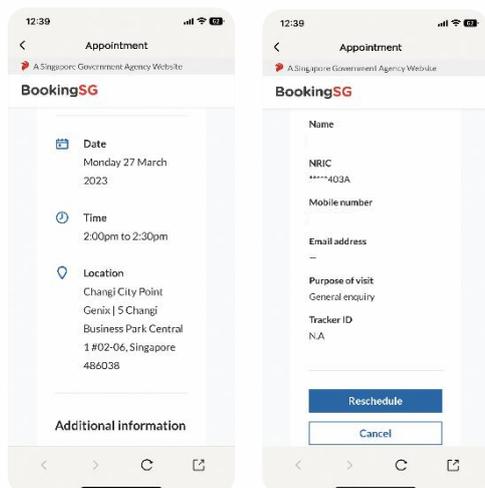
Step 9 (Optional)

If you would like to appoint someone else to seek general support on your behalf, the confirmation details on Healthy 365 app or confirmation email must be presented at the counter.

The following information must be clearly captured in the confirmation slip:

- Name
- Last 4 characters of NRIC
- Location
- Date
- Time

How to change/cancel an appointment?



Follow Steps 3 & 4 to retrieve your appointment details from Healthy 365 app.

Then tap:

- (i) "Reschedule" to change your appointment, or
- (ii) "Cancel" to cancel your appointment.

If you rescheduled your appointment, please refer to the latest appointment confirmation details when coming for your support appointment.