

## NATIONAL STEPS CHALLENGE<sup>™</sup> CORPORATE CHALLENGE FREQUENTLY ASKED QUESTIONS

### Section A: General information

#### 1. What is the Corporate Challenge about?

The Corporate Challenge is a feature of National Steps Challenge<sup>™</sup> where employees will be participating as an “Organisation”, (i.e. corporates, hawker centres, heartland malls, or Healthy Workplace Ecosystems) to challenge working adults to stay active as a team, in their workplaces. Participating Organisations will be eligible to win monthly rewards.

#### 2. When will the Corporate Challenge start and end?

Corporate Challenge is now available all year round and participation can start anytime of the year.

Organisations and participants who joined the National Steps Challenge<sup>™</sup> Season 6 Corporate Challenge will be invited to join the Corporate Challenge by accepting the Terms & Conditions to participate via their Healthy 365 App.

Organisations new to the Corporate Challenge may register anytime. The Organisation Point of Contact (POC) would be required to complete the form via <https://go.gov.sg/corporatechallengecc> to participate in the Challenge. An entry code specific to the Organisation will be sent to the Organisation POC, to be disseminated to employees to participate in the Challenge. If your Organisation chooses to have intra-teams (see Section D), your Organisation will receive multiple unique entry codes, each representing a team in your Organisation.

#### 3. Do employees have to be a participant of the National Steps Challenge<sup>™</sup> to take part in the Corporate Challenge?

It is not compulsory to join the National Steps Challenge<sup>™</sup> to participate in the Corporate Challenge, but you are strongly encouraged to do so! When you join both the National Steps Challenge<sup>™</sup> and the Corporate Challenge, the moves that you clock can contribute to both Challenges. This means you get to enjoy individual rewards when you hit fitness goals in the National Steps Challenge<sup>™</sup> and earn rewards as an Organisation via the Corporate Challenge.

#### 4. Can employees who are LumiHealth participants also take part in the National Steps Challenge<sup>™</sup> Corporate Challenge?

If you are an existing participant of LumiHealth, you will have to withdraw from LumiHealth in order to sign up for the National Steps Challenge<sup>™</sup> Corporate Challenge. If you would like to withdraw from LumiHealth, do note that once you withdraw from LumiHealth programme, you cannot sign up for it again. Do redeem your coins and use your HPB eVouchers, if any, before you withdraw as you will not be able to do so after withdrawal.

#### 5. How can I monitor the performance of my Organisation?

A weekly report with aggregated data (Corporate Weekly Report) on your Organisation’s performance will be emailed to the point of contact (POC) stated in the Corporate Challenge registration form from the start of the challenge or when your Organisation joins the challenge, whichever date is later. In alignment with Personal Data Protection Act policies, HPB will not be able to provide employee-specific data i.e., names, email, contact number.

### Section B1: Registration for companies that are new to Corporate Challenge

## **6. Is my Organisation eligible to register for the Corporate Challenge?**

Regardless of workforce size, all Organisations that are registered and operating in Singapore are eligible to join the Corporate Challenge. Organisations must have their own UEN or ACRA number. Organisations which may not have a UEN or ACRA number may use a nominated representative's UEN or ACRA number to join instead<sup>1</sup> e.g. The Federation of Merchants' Associations.

## **7. Is there a minimum sign-up number to win monthly rewards for the Corporate Challenge?**

To be eligible to win monthly rewards as an Organisation, each Organisation will need to have a minimum of 15 Participants\* or 20% of the Organisation's workforce as declared by the Organisation (whichever is higher), successfully paired a compatible tracking device/app with the Healthy 365 app and collectively achieved a weekly average of at least 150 minutes of MVPA by the end of each calendar month.

*\*A Participant is defined as an employee who has downloaded the Healthy 365 app, signed up for the Corporate Challenge and has completed setting up and pairing his or her preferred mode of fitness tracking device for the Challenge.*

## **8. How do I register my Organisation for the Corporate Challenge?**

Please submit your completed registration form on <https://go.gov.sg/corporatechallengecc>.

## **9. When will I receive my unique company / team entry codes for Corporate Challenge?**

You will receive a confirmation email with your unique company / team Entry Codes (EC) within 5 working days after registration. The Point of Contact of the company can then disseminate the EC to other employees to join Corporate Challenge via the Healthy 365 app.

## **10. Is there a deadline for my employees to sign up for the Corporate Challenge?**

There is no deadline for Organisations or employees to sign up for the Corporate Challenge. However, to earn monthly rewards, Organisations will need to have a minimum of 15 Participants or 20% of the Organisation's workforce as declared by the Organisation (whichever is higher) (i.e., registered for the Corporate Challenge via Healthy 365 app) and paired against a preferred mode of tracking device by the end of each month.

Eligible employees can book an appointment on the Healthy 365 app to collect their HPB fitness trackers from Public Collection Points. Collection at Public Collection Points are strictly by appointment only, and while stocks last.

## **11. How will I know what is my Organisation's final Participant sign-up number?**

After your Organisation have signed up for the Challenge, a weekly report with information on the (a) number of Participants who have registered, (b) number of those who have successfully chosen a Challenge tracking mode, can be made available to your Organisation POC through email.

## **12. What if my Organisation does not fulfil the participation criteria to win the monthly rewards?**

There is no minimum number of employees required to be signed-up for any Organisation to participate in the Corporate Challenge. Upon successful registration of your Organisation, you will receive your Organisation's daily average step count for the month, daily average MVPA minutes for the month (with

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<sup>1</sup> A nominated representative is an elected member of the committee or association which looks after an Organisation e.g. hawker centres and wet markets etc. He / she should also be one of the stakeholders of the Organisation e.g. running a stall at the hawker centres and/or wet markets.

effect from 6 March 2023) and daily average step counts and weekly average MVPA minutes from the start of the challenge<sup>2</sup> via a weekly report.

Employees can sign up for the Corporate Challenge via the Healthy 365 app anytime from 4 April 2022. Your organisation can continue to encourage your employees to sign up for the Challenge and be eligible for the monthly rewards when your Organisation fulfils the minimum sign up number of 15 Participants or 20% of the Organisation's workforce as declared by the Organisation (whichever is higher) (i.e., registered for the Corporate Challenge via Healthy 365 app) and paired against a preferred mode of tracking device by the end of each month.

While your Organisation will not be eligible for the Corporate Challenge monthly rewards, your employees can still choose to join the National Steps Challenge™ to earn individual rewards when they meet the fitness goals.

### **13. How do Organisations withdraw from the Corporate Challenge, and will there be any penalty?**

No penalty will be imposed when Organisations withdraw from the Corporate Challenge. To do so, Organisation POC will need to email their withdrawal request to [corporatechallenge@hpb.gov.sg](mailto:corporatechallenge@hpb.gov.sg). If your employees have joined the National Steps Challenge™, withdrawal from the Corporate Challenge does not constitute a withdrawal from the National Steps Challenge™. Once withdrawal is confirmed, all accumulated step counts and MVPA minutes under the Corporate Challenge will be forfeited, and Organisation will not be eligible for any Corporate Challenge rewards. Do note that Organisations that wishes to re-join the Corporate Challenge will need to re-submit a registration form via this link <https://go.gov.sg/corporatechallengecc>.

## **Section B: Registration for Organisations that are on National Steps Challenge™ Season 6 Corporate Challenge**

### **14. How do I register my Organisation for the Corporate Challenge?**

Employees and POC from Organisations that are on National Steps Challenge™ Season 6 Corporate Challenge will be invited to participate in Corporate Challenge via your Healthy 365 app. You will be required to accept the Terms & Conditions of Corporate Challenge, before you can join the Challenge.

### **15. How do new employees from my Organisation join Corporate Challenge?**

An Entry Code will be provided to your Organisation via email, and new employees can use the unique Organisation Entry Code to join Corporate Challenge.

### **16. What if I want to change teams?**

The Organisation POC will need to email their request to [corporatechallenge@hpb.gov.sg](mailto:corporatechallenge@hpb.gov.sg) to process the withdrawal of the participant(s). Once the change is in effect, all accumulated step counts under Corporate Challenge for the team will be forfeited.

## **Section C: Rewards**

### **17. Are there rewards for the Corporate Challenge?**

Organisations or registered entities with a minimum of 15 employees or 20% of the Organisation's workforce as declared by the Organisation (whichever is higher), have successfully paired a compatible tracking device/app to the Healthy 365 app and achieved a weekly average of at least 150 minutes of MVPA by the end of each calendar month, will be eligible to earn \$200 for that month. If an Organisation registers for the Challenge after the first day of the month, the Organisation's MVPA will be considered from the first day of joining the Challenge to the last day of the month. Organisations will be eligible to

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<sup>2</sup> Definition and calculation logic of each statistic can be found in in Section E: Challenge Statistics

earn \$200 cash reward every month for up to maximum 3 times in a calendar year from 1 May 2023, if they fulfil the criteria mentioned above.

There are no additional rewards for Organisations who are organising their own intra-challenge. Organisations may provide prize(s) for their own intra-challenge if they wish to.

**18. Are there rewards for the top 3 Organisations with the highest weekly MVPA minutes as per Season 6 Corporate Challenge?**

There will be no challenge rewards provided for MVPA. However, Organisations may use your company weekly reports to provide prize(s) for MVPA minutes if they wish to.

**19. How will Organisations be informed of monthly winners?**

An email will be sent to the Organisation POC, with instructions on how to facilitate the crediting of prize money to your corporate bank account. In addition, the Corporate Challenge website will be updated quarterly to showcase our winners.

**20. For monthly winners, how will the \$200 monthly rewards be paid out?**

The rewards will be paid through the Organisation's registered corporate bank account, which is tagged to a supplier ID. Organisations will need to have a supplier ID registered with HPB before payment can be made. HPB will reach out to winners without a supplier ID and facilitate your registration through a Direct Credit Authorisation (DCA) form, which will need to be endorsed by your Organisation's registered bank. More details will be provided in our email to you.

Please expect a processing time of 10-12 weeks for payment to be made from the time an Organisation's POC is informed that they have qualified for the monthly rewards.

**21. What is the Hall of Fame, and how can my Organisation secure a spot?**

The Hall of Fame is introduced in support of Organisations' collective efforts to pursue an active lifestyle and promote workplace health and wellbeing. Organisations that earn monthly rewards 3 times in a calendar year from 1 May 2023 will be recognised in the 2023 Hall of Fame.

Note: Organisations will be eligible to earn monthly rewards for a maximum of 3 times in a calendar year. The list of organisations on the Hall of Fame will be refreshed every calendar year.

**Section D: Intra-Challenge**

**22. What is the intra-challenge?**

The intra-challenge is an optional feature of the Corporate Challenge that allows departments/teams within the Organisations to compete with one another, based on the daily average step counts per Participant and weekly average MVPA minutes per Participant. In alignment with Personal Data Protection Act policies, HPB will not be able to provide employee-specific data i.e., names, email, contact number.

**23. Is there any requirement and limitation for the team joining intra-challenge?**

There is no limitation on the number of teams for each Organisation. Each team name cannot be more than 25 characters and each team must have a minimum of two members. Organisations that opt for intra-challenge need to have their team names ready when registering for Corporate Challenge for their registration to be submitted successfully.

**24. Can I find out how each team is performing in the intra-challenge?**

A weekly report containing aggregated data (Corporate Weekly Report) of your team's performance will be emailed to the Organisation's point of contact stated in the Corporate Challenge registration form.

**25. My Organisation has many mature workers who are concerned about taking part in Moderate to Vigorous Physical Activity (MVPA) as they do not feel confident in doing higher intensity physical activities. How can the MVPA category be made less daunting for those who are more senior?**

MVPA broadly refers to physical activities that are of higher intensity that will increase heart rate and breathing rate. For a sedentary individual who has not been keeping fit, even brisk walking may result in elevated heart rate and breathing rate, hence considered as higher-intensity physical activities. In contrast, it takes a lot more for an athlete to achieve higher heart rate and breathing rate, the computation of MVPA in the Corporate Challenge is customised to the individual based on age and heart rate. Hence seniors would also be able to achieve MVPA simply by taking part in activities that are of higher intensity than their usual activities, or even just by brisk walking during their daily commute. However, Participants with pre-existing conditions, such as cardio-vascular diseases will need to consult their doctor before embarking on higher intensity physical activities. All participants are required to complete the Get Active Questionnaire (GAQ) and the health declaration on the Healthy 365 app to ensure that they are in good fitness condition before attempting MVPA.

**Section E: Challenge Statistics**

**26. What kind of information is accessible to Organisations?**

The Corporate Weekly Report sent to the Organisation POC every week will provide the following data:

- 'Daily Average Step Count for this Month' of the Organisation is the average step counts clocked by all participating employees within that Challenge month
- 'Daily Average MVPA minutes for this Month' of the Organisation, departments and individual level is the average MVPA minutes clocked by all participating employees within that Challenge month
- 'Daily Average Steps' of the Organisation, departments and individual level is the average step count accumulated by all participating employees from the start of the Challenge 'Weekly Average MVPA duration' of the Organisation, departments and individual level is the average weekly MVPA accumulated by all participating employees from the start of the Challenge

**27. Why is there no information about the average step count / MVPA minutes on my Corporate Challenge Leaderboard?**

As there is no inter-organisation challenge for the Corporate Challenge, average step count/ MVPA minutes of Organisations will not be ranked and populated on a Leaderboard in the Healthy 365 app. This format of Corporate Challenge allows the companies to set their own targets and to challenge themselves to achieve the average of 10,000 daily step counts for the month to qualify for the \$200 rewards.

**28. Why am I seeing a static screen on my H365 app?**

As there is no inter-organisation challenge for the Corporate Challenge, information on your Organisation's progress will not be populated on the Healthy 365 app. The information on your Organisation's average step count/ MVPA minutes will be available via the weekly reports sent to your Organisation POC.

**29. What is the formula for "Daily Average Steps" in the Corporate Weekly Report?**

$$\text{Daily Average Steps} = \frac{\text{Total number of steps accumulated by participant/team/organisation during Challenge Period (from date joined)}}{\text{Summation of total number of days in the Challenge for all participants}}$$

The Daily Average Steps is calculated from the start of the Challenge or the date from which the participant has joined the Challenge, whichever is later. Hence, it does not reflect the average steps of

the participant, team or organisation within the week or month, but rather average steps clocked across the Challenge Period.

The Challenge statistics on the Healthy 365 app is updated as of the last-synced steps data prior to midnight. Every morning (between 0000 hr to 0500 hr), the system generates data to update the Healthy 365 app. Steps clocked on the previous day but were not successfully sent to the server before the morning update would be excluded from the average step count displayed on the Healthy 365 app today.

Notwithstanding, if the steps are synced within the seven days, all step counts of a particular day will be sent to the server within three days and will contribute to the average score computation. Participants who have not registered, did not pair a compatible fitness tracking device/app to the Healthy 365 app, or have not synchronised any steps to the server are excluded from the computation.

### **30. What is the formula for “Weekly Average MVPA minutes” in the Corporate Weekly Report?**

$$\text{Weekly average MVPA minutes} = \frac{\text{Total number of MVPA mins accumulated by participant/team/organisation during Challenge Period (from date joined)}}{\text{Summation of total number of days in the Challenge for all participants}} \times 7 \text{ days}$$

The “Weekly Average MVPA minutes” is calculated from the start of the Challenge or the date from which the participant has joined the Challenge, whichever is later. Hence, it does not reflect the average MVPA minutes of the participant, team or organisation within the week or month, but rather average steps clocked across the Challenge Period.

The Challenge statistics on the Healthy 365 app is updated as of the last sync MVPA data prior to midnight. Every morning (between 0000 hr to 0500 hr), the system generates data to update the Healthy 365 app. MVPA clocked on the previous day but were not successfully sent to the server before the morning update would be excluded from the average MVPA displayed on the Healthy 365 app today.

Notwithstanding, if the MVPA minutes are synced within the seven days, all MVPA minutes of a particular day will be sent to the server within three days and will contribute to the average score computation. Participants who have not registered, did not pair a compatible fitness tracking device/app to the Healthy 365 app, or have not synchronised any steps to the server are excluded from the computation.

### **31. What is the formula for “Daily Average Steps for this Month” in the Corporate Weekly Report?**

$$\text{Daily Average Steps for this Month} = \frac{\text{Total number of steps accumulated by all participants in the organisation during the month}}{\text{Summation of total number of active days in the month for all participants}}$$

The “Daily Average Steps for this Month” is calculated based on the total number of steps accumulated by participants in the Organisation within a Challenge month. The number of active days in the month is tabulated from the date the participant joined the Challenge or the start date of the Challenge, whichever is later, within the Challenge month. The “Daily Average Steps for this Month” reflected in the report is tabulated from the 1<sup>st</sup> day of the challenge month to the day before the report is received.

### **32. What is the formula for “Daily Average MVPA mins in the Month” in the Corporate Weekly Report?**

$$\text{Daily Average MVPA for this Month} = \frac{\text{Total number of MVPA minutes accumulated by all participants in the organisation/team during the month}}{\text{Summation of total number of active days in the month for all participants}}$$

The “Daily Average MVPA for this Month” is calculated based on the total number of MVPA minutes accumulated by participants in the Organisation within a Challenge month. The number of active days in the month is tabulated from the date the participant joined the Challenge or the start date of the Challenge, whichever is later, within the Challenge month. The “Daily Average MVPA for this Month” reflected in the report is tabulated from the 1<sup>st</sup> day of the challenge month to the day before the report is received.

In order to derive the Weekly Average MVPA for the month, user may multiply the “Daily Average MVPA for this Month” value by 7 to obtain the weekly average MVPA value.

### **33. What does “No. of Registered Participants” refer to in the Corporate Weekly Report?**

“No of Registered Participants” accounts for all the participants who have registered for the Corporate Challenge in Season 6 and new participants who have registered for the current Challenge. This value does not reflect the number of participants who are currently enrolled and actively participating in the Challenge as the aforementioned value includes participants who have registered for Corporate Challenge Season 6 but yet to agree to the Terms and Conditions to join the current Challenge.

For information on the accurate number of enrolled participants within the Organisation, the Organisation’s POC can email HPB at [corporatechallenge@hpb.gov.sg](mailto:corporatechallenge@hpb.gov.sg) with your Organisation name to find out more.

#### **34. How updated will the Corporate Weekly Report to the Organisations be?**

The Corporate Weekly Report will be generated as of the last sync data until the previous day and sent to the Organisation’s POC at the start of the week.

#### **35. Can I change the email address that receives the Corporate Weekly Report?**

Please email HPB at [corporatechallenge@hpb.gov.sg](mailto:corporatechallenge@hpb.gov.sg) with your Organisation name, the old email address, and the email of the new POC.

#### **36. Can I request for individualised data of all my employees?**

In alignment with Personal Data Protection Act policies, HPB will not be able to provide employee-specific data i.e., names, email, contact number. Organisation POC may want to consider obtaining the relevant information directly from their employees.

### **Section F: Technical Support for Corporate Challenge**

#### **37. Why am I receiving a pop-up message in the Healthy 365 app to join the Challenge instead of the usual registration process?**

To streamline the registration process for existing Corporate Challenge participants who joined Season 6, we have enabled joining of Corporate Challenge via a simple click in the Healthy 365 app from 22 April 2022. For participants who did not register for Season 6, the usual registration process on the Healthy 365 app still applies by tapping Explore > Challenges > National Steps Challenge™ Corporate Challenge, then keying in your assigned Entry Code.

#### **38. I am an existing Corporate Challenge Participant but did not receive the pop-up message to join the Corporate Challenge in the Healthy 365 app.**

The pop-up message to join the Corporate Challenge will only appear for Corporate Challenge Season 6 Participants from 22 April 2022. If you still do not receive the pop-up message after 1 May 2022, please consider registering through the usual process on the Healthy 365 app by tapping Explore > Challenges > National Steps Challenge™ Corporate Challenge then keying in your assigned Entry Code. You may also email HPB at [corporatechallenge@hpb.gov.sg](mailto:corporatechallenge@hpb.gov.sg) with your Organisation name, full name, and email address for our investigation.

#### **39. What happens if I accidentally close the pop-up message but wish to join the Corporate Challenge?**

You can still join Corporate Challenge by tapping Explore > Challenges > National Steps Challenge™ Corporate Challenge. The prompt will appear again, and you can then accept the Terms & Conditions and successfully join the Corporate Challenge.

#### **40. What should I do in the following scenario?**

- a. One of my employees just keyed in the wrong unique 8-digit code**
- b. An employee registered in the Corporate Challenge has left the Organisation**
- c. An employee registered in a team has changed department/team**

#### **d. A team would like to change their name or be removed before the start of the Corporate Challenge**

Please consolidate all cases of staff movements and team details and contact HPB at [corporatchallenge@hpb.gov.sg](mailto:corporatchallenge@hpb.gov.sg) with a list of Participants (by NRIC/ FIN), the correct entry codes and team names for each Participant, or new team name and the team members of the affected team. Please ensure that any file containing Personal Identifiables (i.e., NRIC/FIN) of individuals is password-protected before sending it across. Note that it may take up to 4 weeks to process such requests, and POCs will be notified as soon as the request is successfully processed. The weekly report will continue to reflect details from previously registered Participants/ Teams until the request is successfully processed.

#### **41. Can employees in my Organisation get a replacement for their old HPB fitness tracker?**

The HPB fitness trackers come with a warranty period of 12 months from collection date. Your employees can do a one-for-one exchange of their faulty fitness tracker at our Customer Care Centres or Authorised Service Providers if:

- Their fitness tracker is within 12 months of the warranty period from collection date
- Fault falls within warranty conditions (i.e., manufacturer's defects and defects in materials and workmanship)
- This does not cover accessories such as charging cable and straps

Please note that the fitness tracker is only guaranteed against manufacturer's defects and covers defects in materials and workmanship. The warranty does not cover wear and tear, excessive abuse or misuse and damage arising from failure to follow instructions relating to product use. This means decreased battery life due to constant over charging, scratches, broken straps, screen cracks, water seepage and breakage shall not be covered. Accessories such as charging cable, detachable straps and strap pins are also not covered within the warranty.

Please read the user guide within the fitness tracker packaging carefully for a better understanding of how to use the HPB fitness tracker. Exchanges for damage arising out of misuse will not be facilitated.

Participants may book an appointment on the Healthy 365 app to exchange their faulty HPB fitness trackers at our Customer Care Centres if it is within warranty period. Kindly note that exchanges are by appointment basis only.

You can visit the Support page on [stepschallenge.gov.sg](https://www.stepschallenge.gov.sg) (<https://www.healthhub.sg/programmes/37/nsc/support#home>) for a step-by-step guide on how to book an exchange appointment on the Healthy 365 app.

If your fitness tracker has exceeded the 12-month warranty period, you will not be able to proceed to book an exchange appointment at the appointment booking site. To check if you are eligible to collect a new HPB fitness tracker, refer to Q43 for more information on collection eligibility.

#### **42. What if employees in my Organisation have other technical issues/queries about the HPB fitness tracker?**

For technical issues regarding the HPB fitness tracker, please contact us at 1800 567 2020 (Mon-Fri 8am-5pm, Sat 8am-1pm) or email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg).

### **Section G: Fitness tracker Collection**

#### **43. Am I eligible to collect a HPB fitness tracker?**

All Corporate Challenge participants are eligible to collect a new HPB fitness tracker if they are a Singaporean or Permanent Resident of Singapore with a valid NRIC or a foreigner residing in Singapore with a valid FIN, are participating in National Steps Challenge™, and did not collect an Axtro Fit 3 or Tempo 4C HPB fitness tracker.

If you are unsure about your eligibility, you can log on your Healthy 365 app and tap “Book & Manage an Appointment”, followed by “Collect a HPB fitness tracker” button. If you are eligible to collect a HPB fitness tracker, you will be redirected to the booking page. If you are not eligible to collect a HPB fitness tracker, you cannot proceed further. You can then go back to the previous page and tap on “Exchange a HPB fitness tracker” button if you wish to do a 1-for-1 fitness tracker exchange. Please refer to Q32 for more information on the replacement of HPB fitness tracker.

You can visit the Support page on [stepschallenge.gov.sg \(https://www.healthhub.sg/programmes/37/nsc/support#home\)](https://www.healthhub.sg/programmes/37/nsc/support#home) for a step-by-step guide on how to book a fitness tracker collection appointment on the Healthy 365 app.

#### **44. How do I participate in the Corporate Challenge if I do not have a HPB fitness tracker?**

Aside from using the fitness trackers issued by HPB, you may also participate in Corporate Challenge using other fitness trackers or mobile applications that are compatible with the Healthy 365 app.

Compatible fitness tracking devices and mobile apps:

- Actxa® mobile app
- Apple Health mobile app
- Fitbit mobile app with any Fitbit tracker
- Garmin Connect™ mobile app
- HUAWEI Health mobile app
- Polar Flow mobile app
- Samsung Health mobile app

##### **Apple Health**

Apple Health can be paired to multiple tracking devices. Please note that the Healthy 365 app only draws steps and heart rate data from Apple Watch and the phone.

##### **HUAWEI Health**

HUAWEI Health can be paired to multiple devices. Please note that the Healthy 365 app only draws steps and heart rate data from compatible wearables paired to HUAWEI Health and the phone.

##### **Samsung Health**

Samsung Health can be paired to multiple devices. As the Healthy 365 app draws steps and heart rate from a single tracking device on Samsung Health, please ensure that your preferred tracking device is selected when pairing to the Healthy 365 app.

#### **45. What do I need to do as an Organisation POC?**

As the Organisation POC, you will be required to disseminate the assigned Corporate Challenge entry codes to your employees and rally them to register for the Challenge on the Healthy 365 app.

If your Organisation does not have the Private Fitness Tracker Distribution arrangements that ended on 30 September 2022, you would need to provide your employees with the instructions on how to book an appointment via the Public Collection Points to collect their trackers at a location nearest to them.

You can visit the Support page on [stepschallenge.gov.sg \(https://www.healthhub.sg/programmes/37/nsc/support#home\)](https://www.healthhub.sg/programmes/37/nsc/support#home) for a step-by-step guide on how to book a fitness tracker collection appointment on the Healthy 365 app.

#### **46. How should my employees collect a HPB fitness tracker at public collection points?**

Please inform your employees to register for Corporate Challenge using the assigned Corporate Challenge entry codes on their Healthy 365 app, as soon as possible. They will be able to find out their HPB fitness tracker collection eligibility status through the Healthy 365 app and eligible employees can book an appointment to collect their fitness trackers at a location nearest to them, if they like. Collection at the Public Collection Points are strictly by appointment only, and while stocks last.

#### **47. Can foreign participating employees collect their fitness trackers at the public collection points?**

Yes, any eligible individual can collect a fitness tracker at the public collection points, if they sign up for both the Corporate Challenge and National Steps Challenge™. Foreign employees must sign up for the Corporate Challenge by entering the organisation's assigned entry code via the Healthy 365 app. They can then find out their fitness tracker collection eligibility status through the Healthy 365 app by checking if they are allowed to book a tracker collection appointment. Foreign employee participants who are eligible to collect a fitness tracker can book an appointment to do the collection at a location nearest to them. Please note that fitness tracker collection at public collection points are strictly by appointment only on a first-come-first-served, while stocks last basis for all Participants.

### **Section H: Others**

#### **48. Will I be able to choose my tracker model?**

The available HPB fitness trackers in the National Steps Challenge™ are Axtro Fit 3 and Tempo 4C. Both models come with the same features, and selection of models is strictly not allowed.

#### **49. I made an appointment and would like to change the date/time/location of my fitness tracker collection. How do I do that?**

Under appointment booking on the Healthy 365 app, click on 'Collect a HPB fitness tracker' and rebook within the system.

#### **50. Can I collect on behalf of my colleagues through any of the public collection points?**

If you are unable to collect your HPB fitness tracker in person, you may authorise someone to collect it on your behalf. To authorise someone else to collect on your behalf, enter the collector's name and email address on the booking confirmation page. A confirmation email will be sent to their email address. A soft copy or photocopy of your NRIC/FIN, and the appointment QR code or confirmation email, must be presented for verification during collection at the public collection points.

- 1) Each person may collect a maximum of 3 HPB fitness trackers (including their own). Note that valid appointments are required for all 3 collections at the public collection points.
- 2) Collection of HPB fitness tracker at the public collection points are strictly by appointment only, and while stocks last.

#### **51. Is there any deadline for booking an appointment to collect at these Public Collection Points?**

There is no deadline for booking an appointment. You may collect fitness trackers from the Public Collection Points throughout the year. Collection at the Public Collection Points are strictly by appointment only, and while stocks last.