

Frequently Asked Questions

About Age Strong

1. What is Age Strong about?

Age Strong is a 12-week holistic digital health programme hosted on the Healthy 365 app which aims to empower individuals aged 50 and above to kick-start a healthier lifestyle and build healthy habits, with one simple task a day. Get healthier and earn Healthpoints by completing educational quizzes and customised workouts.

Joining Age Strong

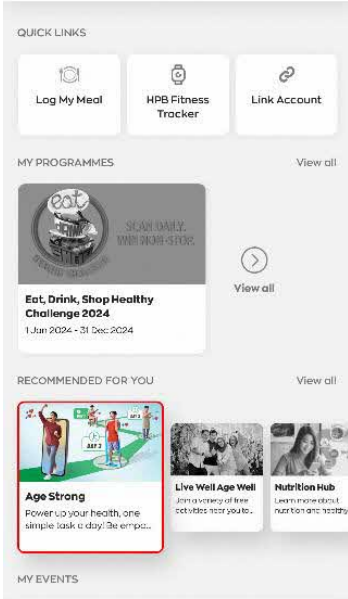
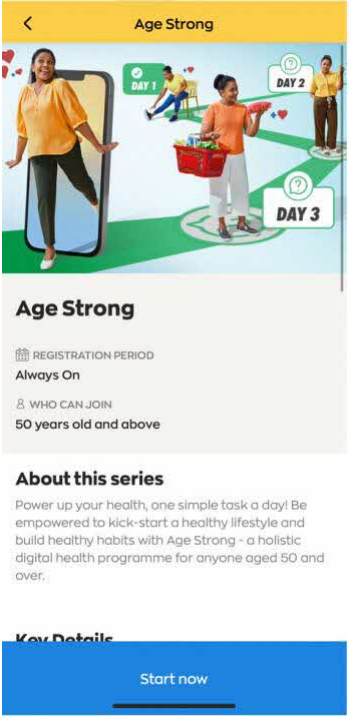
2. Am I eligible to join Age Strong?

Age Strong is open to anyone who:

- is aged 50 years old and above
- has a verified Healthy 365 account
- is not an existing LumiHealth participant
- has a valid health declaration on the Healthy 365 app

3. How do I join Age Strong?

Join Age Strong in three simple steps!

<p>Step 1: Download and open the Healthy 365 app</p>	<p>Step 2: Go to 'Recommended For You' and select 'Age Strong'</p> 	<p>Step 3: Tap 'Start Now'</p> 
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4. I am an existing LumiHealth participant, how do I join Age Strong?

You will need to withdraw from LumiHealth to take part in Age Strong.

5. Do I need to pay to join Age Strong?

You do not need to pay to join Age Strong.

6. Can I join Age Strong if I have 1 or more health conditions?

All participants will need to have a valid health declaration on the Healthy 365 app to assess your readiness to be physically active before joining Age Strong. As your safety is important to us, please evaluate your health condition and consult your doctor or healthcare professional prior to participation.

If you do not have a valid health declaration (i.e. expired, declared not ready to be physically active, or incomplete health declaration), you will not be able to participate in Age Strong. If your health declaration has expired, please update your health declaration.

7. I have completed Age Strong. Can I join again?

We are glad you enjoyed Age Strong. Upon completion of Age Strong, you will not be able to join again. To continue the healthier lifestyle you have kick-started, consider joining HPB's free activities near you under the Live Well, Age Well programme. These include activities such as Steady Lah, Rolling Good Times and Move It, Feel Strong. You may sign up via the Healthy 365 Events page. Find out more [here](#).

8. I no longer wish to participate in Age Strong, how do I withdraw?

You may withdraw from Age Strong by reaching out to our customer service team at HPB_mailbox@hpb.gov.sg or 1800 223 1313. Airtime charges apply for mobile calls to 1800 service lines. Our hotline operates 8am to 6pm Monday to Friday, excluding weekends and public holidays.

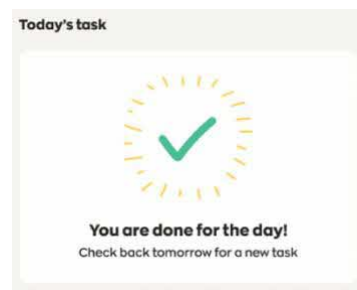
Completing Daily Tasks

9. What does Age Strong encompass?

Complete one simple task a day – either a customised workout or an educational quiz.

10. How would I know if I have completed the task for the day?

A green tick (per the screenshot below) will be shown under Today's task in Age Strong's My Progress tab when you complete the task for the day.



11. My task for the day is the same as yesterday's, what should I do?

You will need to complete Today's task to receive a new task the next day.

However, if you completed yesterday's task and have received the same task again today, you may reach out to our customer service team at HPB_mailbox@hpb.gov.sg or 1800 223 1313. Airtime charges apply for mobile calls to 1800 service lines. Our hotline operates 8am to 6pm Monday to Friday, excluding weekends and public holidays.

12. I answered the quiz incorrectly, can I try again?

You may re-attempt the quiz within the same day until you have answered it correctly.

13. I exited the Healthy 365 app during the workout, can I continue from where I left off?

For maximum benefit from the workout, you are encouraged to complete the workout in one seating or pause the workout when necessary. If you exit the Healthy 365 app, you will not be able to continue from where you left off. Please restart the workout to complete the task.

14. The task I received is different from my friend's. Why?

You may have joined Age Strong on a different date, or you may have completed the tasks at a different pace. Additionally, since the workouts are customised according to your profile and feedback to enable you to get stronger at your own pace, the workout task for you may differ from your friend.

15. Am I able to skip a task?

You will not be able to skip a task. To receive a new task the next day, you will need to complete Today's task.

16. If I am overseas, am I still able to complete my tasks?

You will be able to complete your tasks so long as you have a working internet connection to access the Healthy 365 app.

Earning Healthpoints

17. How can I earn Healthpoints?

Earn Healthpoints when you complete your daily task! 5 Healthpoints for every quiz answered correctly, and 20 Healthpoints for every workout completed.

For every 3 workouts completed, unlock up to 300 Healthpoints with a Bonus Play.

18. I did not receive any Healthpoints after completing my task or Bonus Play, what should I do?

You may reach out to our customer service team at HPB_mailbox@hpb.gov.sg or 1800 223 1313. Airtime charges apply for mobile calls to 1800 service lines. Our hotline operates 8am to 6pm Monday to Friday, excluding weekends and public holidays.

Customer Service Support

19. How can I contact customer service for assistance?

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20. Where can I find more information about the Healthy 365 app?

For further information and user guides on the Healthy 365 app, you may visit this [page](#).