# Frequently Asked Questions (FAQs)
## for the Meal Log tool on the Healthy 365 (H365) app

*Updated: Sept 2024*

## Introduction

1. **Why should I use the Meal Log tool?**
   - The tool helps you track your daily calorie intake.
   - By logging what you eat and drink, you can better understand your eating habits over time. You can then choose to make the necessary changes to achieve and/or maintain a healthy balanced diet.

2. **Where can I find the Meal Log tool?**
   - On the home tab of the H365 app, tap on "**Log My Meal**" icon under "Quick Links". This will bring you to the Meal Log tool.
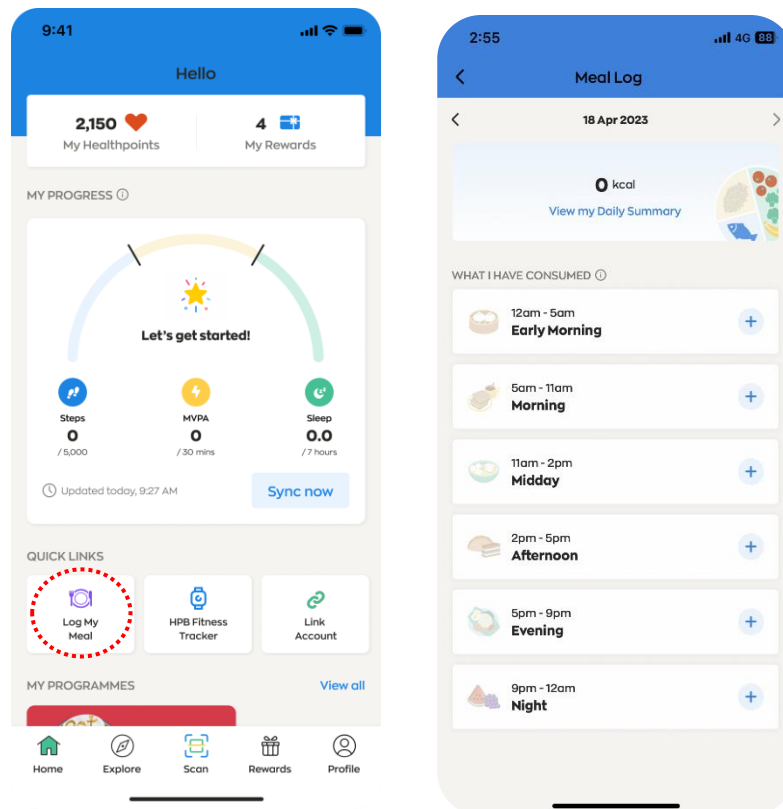


3. **How accurate are the food and drinks nutritional information found in Meal Log tool?**
   - The nutritional information provided by the Meal Log tool serves as a guideline and displays average values. As food and drink items vary in portion sizes and recipes across different dining settings, the actual nutritional composition may vary from the stated information.

## Meal Logging

4. **How do I use the Meal Log tool?**
   - You can use the Meal Log tool to keep track of the estimated calories of **all** the food and drinks that you consumed for the day, and up to the day before.
   - When logging, select the time band when your food or drink was consumed (for e.g., Morning, Midday, Afternoon). Then simply search via keywords, take a photo <u>OR</u> upload a photo of the food or drink item(s), and indicate the serving size (e.g., 0.5 or 1 cup/bowl/piece) before submitting your entry.

5. **What is my recommended daily caloric intake?**
   - The average recommended daily caloric intake is 2,200 calories for males, and 1,800 calories for females. To find out more about your daily calorie intake requirements, try out our easy-to-use [Calorie Calculator](#) on Health Hub.

6. **How do I search for food or drink items when logging?**
   - For a step-by-step detailed guide on how to log your meal, please refer to the [User Guide](#).

7. **Do I need to include water as part of my Meal Log? What food or drink items should I log?**
   - It is not necessary to include regular plain water as part of your Meal Log as it has no calories.
   - The Meal Log tool is designed to help you track what you eat and drink, and how much calories you would consume or have consumed daily.
   - Generally, you are encouraged to focus on logging the foods and drinks that contribute to your daily calorie intake, such as main meals, snacks, fruit and vegetables, and beverages such as coffee, tea, or bubble tea.

8. **I had a buffet or home-cooked dishes with rice. How do I go about logging what I had?**
   - The Meal Log database contains about 1,800 food items, ranging from single dishes such as stir-fried vegetables, keema curry and ayam masak merah to meal items such as economic rice and burger sets.
   - If you had a buffet, you may log each food or drink item you consumed individually. This can be done easily as the tool allows you to add multiple food or drink items at one go and adjust portion sizes (e.g., 0.5 or 1 cup/bowl/piece).
   - If you are having home-cooked dishes with rice, you can either log it as one dish of 'Economic Rice (2 meat 1 veg)' for instance, or you may choose to log home-cooked dish individually as 'Sambal eggplant', 'Ikan masak pedas', 'Aloo gosht' and 'White rice' and adjust the portion sizes (e.g., 0.5 or 1 cup/bowl/piece) accordingly.

9. **I cannot seem to find a particular item using the Meal Log tool. How can I log it then?**
   - The Health Promotion Board (HPB) periodically reviews the tool's database to ensure that popular new foods or drinks are added to enhance the overall logging experience for our users.

- Given Singapore's vibrant food innovation scene, there may be new food and drink choices that have yet to be entered into the database.
- If you are unable to find an item, you may try doing a keyword search for a food or drink item that is largely **similar to** what you had.
- You could also try performing a keyword search without the use of hyphens, spaces and other special characters e.g., "wholegrain" instead of "whole-grain" or "whole grain".
- You may also submit new items to HPB via this link: https://go.gov.sg/suggest-new-food-drinks and this will be taken into consideration during subsequent database reviews.

10. **I have keyed in my food or drink incorrectly. Am I able to edit or delete logs that have been submitted?**
    - Yes! You can edit or delete your logs that you have previously submitted today and the day before. You would <u>not</u> be able to edit or delete logs that you have submitted 2 days ago or earlier.
    - **Editing your logs**
        a. You can only update portion size or portion type for your previously logged items.
        b. You would <u>not</u> be able to edit portion size lower than 0.25 or higher than 99.
        c. For a step-by-step guide on how to edit your portion size for previously logged food and drink items, please refer to the User Guide.
    - **Deleting your logs**
        a. You can delete your logs but there must be **at least 1 item left** in each previously logged time band.
        b. For instance, if you have logged 2 items in the 'Morning' time band and wish to delete the items, you are allowed to only delete 1 out of 2 items.
        c. For a step-by-step guide on how to delete your previously logged food and drink items, please refer to the User Guide.
    - To minimise the chances of submitting incorrect items, do remember to check the following before saving them for submission:
        a. Day <u>and</u> time band that you are logging under – you can view the time band at the top of the logging screen.
        b. Accuracy of food or drinks item(s) and the portion size consumed (e.g., 0.5 or 1 cup/bowl/piece) – you can review this under the 'My Logged Items' tab <u>before</u> you tap on "Save item(s)".

11. **How do I view the past food or drink item(s) that I have logged?**
    - For a step-by-step detailed guide on how to view your past items logged, please refer to the User Guide.

12. **I consume a particular food or drink item regularly as part of my Meal Logs. How do I save it as one of "My Favourites"?**
    - For a step-by-step detailed guide on how to save a food or drink item under "My Favourites", please refer to the User Guide.

13. **How do I remove an item from "My Favourites"?**
    - For a step-by-step detailed guide on how to remove a saved food or drink item under "My Favourites", please refer to the User Guide.

14. **Am I able to sync or integrate my data on other food / calorie logging apps I use with the Healthy 365 Meal Log tool?**
    - Unfortunately, the Meal Log tool on the Healthy 365 app is unable to integrate with any applications currently, so you would not be able to link your food intake data.
    - HPB will consider this during subsequent reviews and enhancements of the Meal Log tool.

## Uploaded Images

15. **How will the photos I've uploaded using the photo logging function in the Meal Log tool be used?**
    - Image(s) uploaded via the Meal Log tool will be used to identify the food or drink for meal logging purposes. Images will be stored and used to train and improve the accuracy of the Meal Log tool in future.

## Customer Service Support

16. **What are the operating hours for the customer service hotline and how can I contact them for assistance?**
    - You may contact 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, Mondays to Fridays, excluding weekends and public holidays.
    - Please ensure that you contact us within 7 calendar days from the meal logged date for further assistance.

17. **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.