

## NATIONAL STEPS CHALLENGE<sup>™</sup> SEASON 4 FREQUENTLY ASKED QUESTIONS

### Section 1: General

**Note: HPB-issued fitness trackers are only available to eligible participants, on a first-come-first-served, while stocks last basis. For eligibility criteria, please refer to [Section 2](#).**

#### 1. What is the National Steps Challenge<sup>™</sup>?

The National Steps Challenge<sup>™</sup> is a physical activity initiative by the Health Promotion Board (HPB) to encourage Singapore residents to be more physically active every day, anytime and anywhere. This is the fourth season of the National Steps Challenge<sup>™</sup>, which was first launched in November 2015.

#### 2. How does the National Steps Challenge work?

For participants who use smartphones, the National Steps Challenge<sup>™</sup> Season 4 (NSC4) will be conducted via the Healthy 365 mobile app which is available for free download on Google Play Store or Apple App Store. Participants will also have the option of selecting different steps tracking modes, including app-based tracking and other compatible fitness tracking devices. Registration for the National Steps Challenge<sup>™</sup> Season 4 will be available on the Healthy 365 mobile app from 14 September 2018 onwards.

Once a profile on Healthy 365 mobile app has been created and the preferred fitness tracking mode has been selected, all participants need to do is to start moving and be physically active to earn Healthpoints. The Healthpoints earned will allow you to redeem sure-win rewards. The daily steps clocked will also earn you up to 3 lucky draw chances per day to participate in our Grand Draw.

Non-smartphone participants can sign up at National Steps Challenge<sup>™</sup> public roadshows from 28 September 2018 onwards. Non-smartphone participants will only be able to participate using the HPB-issued fitness trackers. For list of public roadshows and fitness tracker collection sites, please refer to [Section 3](#).

#### 3. What is new in NSC4?

Other than the number of steps, the Health Promotion Board (HPB) will be nudging Singaporeans towards moderate to vigorous intensity physical activities (MVPA) in NSC4. Targeting to reach 700,000 participants, HPB will be rolling out a new MVPA category and a slew of mini challenges. HPB will also be issuing new fitness trackers in NSC4 to motivate higher engagement in MVPA amongst Singaporeans.

In NSC4, all participants will be given a free heart rate monitoring fitness tracker. This includes the returning participants, i.e. those who have participated in previous seasons of NSC and have already collected their free HPB steps tracker. The new fitness tracker will track steps as well as heart rate to compute MVPA duration.

For information on MVPA, please refer to [Section 4](#).

In addition, new Completers, i.e. those who completed the sixth tier of the steps Sure-win reward in Season 3 will be eligible for a Completer's Kit, which includes the heart rate monitoring fitness tracker, a limited edition Completer's T-shirt and an A5 notebook. Completers who have completed their sixth tier in Season 2 and have already collected their Completer's Kit in Season 3 is not eligible for the Completer's Kit in NSC4 but can still collect the new heart rate monitoring fitness tracker. Completers who have completed their sixth tier in Season 2 and have not collected their Completer's Kit are still eligible to collect the Completer's Kit in Season 4. For Completers-specific FAQs, please refer to [Section 9](#).

#### **4. When does NSC4 start?**

NSC4 will officially kick off on 27 October 2018. While participants may sign up for NSC4 on the Healthy 365 mobile app and collect their fitness tracker earlier, the steps and MVPA duration tracking on the Healthy 365 mobile app will not start before 27 October 2018. Healthpoints may only be earned from 27 October 2018 onwards.

#### **5. What are "Returnees" and "Completers"?**

Returnees, or returning participants, are those who signed up for previous seasons of NSC (NSC1, 2 and/or 3).

Completers are participants who have completed all 6 tiers of the steps Sure-win rewards.

Please note that participants who have finished the Challenge in past seasons, i.e. continued to take part throughout the entire Challenge period but did not complete all 6 tiers of the Steps Sure-win rewards are categorised as returning participants, not Completers.

In NSC4, both Returnees and Completers are eligible to collect the new heart rate monitoring fitness tracker if they meet the eligibility criteria (refer to [Section 2](#)). Completers, in addition, will receive an exclusive NSC4 edition of the Completer's Kit which also include a limited edition Completer's T-shirt and a A5 notebook.

For Returnees or Completers-specific FAQs, please refer to [Section 9](#).

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## Section 2: Registration

### 1. Who can sign-up?

NSC4 is open to all members of public with a valid NRIC or FIN, aged 17 years and above at the point of registration. Please note that eligible persons who are below 18 years of age must obtain parental consent before participating in NSC4. All past participants are welcomed to sign up for NSC4.

### 2. Who is eligible for the free fitness tracker?

The HPB-issued free fitness tracker is available to all **Singaporeans and Permanent Residents**, aged 17 years and above at the point of registration, who signed up for NSC4. This includes returning participants (i.e. past participants in previous seasons) and Completers (i.e. those who have completed all 6 tiers of the sure-win rewards in previous seasons) who are Singaporeans and PR and are 17 years old and above at the point of registration.

### 3. How do I sign up for NSC4?

#### New smartphone participants

Download the Healthy 365 mobile app, create a profile, agree to the Terms and Conditions of National Steps Challenge™ Season 4 and complete your Health Declaration. Select your preferred tracking mode, and start moving! If you haven't collected your HPB fitness tracker, you can refer to the list of roadshows and collection points in [Section 3](#).

#### New non-smartphone participants

You can only sign up at our public roadshows and participate using the HPB fitness tracker. Please visit our roadshows where our recruitment counter staff will help you to sign up and set up your HPB-issued fitness tracker.

#### Returning Season 1, 2 or 3 participants

If you are already a Season 1, 2 or 3 participant, you may sign up for NSC4 by simply tapping on the "Challenges" tab on the Healthy 365 mobile app and selecting "National Steps Challenge™ Season 4". Returning non-smartphone participants can only sign up at the public roadshows. If you haven't collected your new HPB fitness tracker, you can refer to the list of roadshows and collection points in [Section 3](#).

**4. Can I sign up at the Healthy 365 kiosks?**

The [Healthy 365 kiosks](#) will be shut down from 14 September – 26 October 2018 for maintenance to prepare for the return of the National Steps Challenge™ Season 4 on 1 November 2018. Both new and returning non-smart phone participants can only sign up at our public roadshows (refer to [Section 3](#) for roadshows details).

**5. Must I pay to participate in NSC4?**

Participation in NSC4 is free of charge. Each eligible participant can receive one free HPB fitness tracker. Additional fitness trackers may be purchased at participant's own cost.

**6. How do I know if I am a new participant, returning participant or Completer?**

Only new participants are able to create a new profile on the Healthy 365 mobile app. Returning participants and Completers will be asked to restore their profile when they enter their NRIC.

If you cannot recall if you are a Completer, i.e. completed all 6 tiers of the sure-win rewards, and collected your Completer's Kit in previous seasons, you may email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) or call us at 1800 567 2020 for assistance.

At our roadshows, our friendly activity facilitators will also be happy to help you check your participation status.

Alternatively, from 27 October 2018 onwards, you may refer to the Healthy 365 mobile app and tap on National Steps Challenge™ Season 4 on the dashboard to check if have already completed all 6 tiers of the steps Sure-win rewards.

**7. Can I sign up on behalf of my friends/family members using the same smart phone?**

Each smartphone can only be registered to one account. Each person must sign up individually on their own smartphone or at our [roadshows](#) (for individuals without a compatible smartphone). You may sign up on other people's behalf only at our roadshows if they are non-smartphone users and you will need their authorisation and the original or photocopy of their NRIC for verification of eligibility at the point of sign-up. Smartphone users have to sign up on their own smartphone.

Signing up is NOT the same as tracker collection. While you cannot sign up on other smartphone users' behalf, you may collect the HPB fitness trackers on their behalf if they have already signed up on the Healthy 365 mobile app. Refer to [Section 3](#) for more information on trackers collection.

**8. Will I receive an SMS or email to confirming my sign-up after I register on the Healthy 365 app?**

No, there will not be an SMS or email to confirm your sign-up. You will only receive an SMS One-Time Password if you are restoring your profile on the Healthy 365 mobile app.

## **9. How do I withdraw from NSC4 and are there any penalties?**

No penalty will be imposed. You may call our hotline at 1800 567 2020 to withdraw from NSC4. Please note that you will not be entitled to redeem any rewards after you have withdrawn from NSC4. You will not be allowed to join the same challenge again upon withdrawal.

## **10. What is the Health Declaration and why is it needed?**

The Health Declaration is a physical activity readiness questionnaire (PAR-Q) for those between 15 to 69 years of age. It is a simple self-screening tool that should be used by anyone who is planning to start an exercise programme. Regular exercise is associated with many health benefits and increasing physical activity is safe for most people. However, some people, especially those with medical conditions, should check with their doctor before they become more physically active.

In NSC4, the new MVPA category hopes to encourage more participants to embark on higher intensity physical activities. However, participants' safety is always our highest priority and we want to ensure that participants are able to embark on MVPA in a safe and appropriate way. Hence, the Health Declaration is a mandatory component in NSC4, where participants are required to complete and submit the Health Declaration in the Healthy 365 mobile app before they can start NSC4.

Participants who did not pass the Health Declaration, i.e. those who answered "Yes" to one or more of the questions in the Health Declaration, are still able to participate in NSC4 but they will not be able to participate in the MVPA category. These participants are encouraged to consult with their doctor and obtain medical clearance before embarking on higher intensity physical activities.

## **11. How do I redo my Health Declaration?**

You will be prompted by the Healthy 365 mobile app to update your Health Declaration every 6 months.

If you had not passed the Health Declaration previously (i.e. you answered "Yes" to more than one question in the Health Declaration) but have since obtained medical clearance from your doctor to embark on higher intensity physical activities, you may update your Health Declaration form by downloading it from [here](#) and submit to us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg).

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### Section 3: HPB fitness tracker collection and usage

#### 1. How many free HPB fitness trackers can I collect?

If you fulfil the collection criteria, you may collect one tracker for yourself.

If you are collecting on behalf of other people, you may collect up to a maximum of 3 trackers (including your own). This does not apply for those in the Pioneer Generation queue who can only collect two trackers: one for themselves and the other one for their spouse.

If you are collecting for yourself only, you will need to bring along your original NRIC or photo ID for collection. If you are collecting on behalf, you will need to provide the original or photocopy of NRIC or photo ID of the person(s) you are collecting on behalf of is required.

#### 2. Where can I collect my free HPB fitness tracker?

You may collect your free HPB fitness tracker by referring to the schedule of public roadshows and collection sites [here](#). Please check our Facebook page [www.facebook.com/HPBsg](http://www.facebook.com/HPBsg) for updates before heading down to our roadshows. Please note that in view of overwhelming responses, queues may be suspended prior to the published closing time if the waiting time at the roadshow exceeds the operating hours.

Please read the collection eligibility carefully before heading down to a collection site. Certain sites might only cater to new participants. Returning participants and Completers are advised to only proceed to the respective collection sites which are clearly indicated as for “Returning participants” or “Completers”. For those sites where an appointment is required, please ensure that you proceed to the collection site on the pre-booked date and time only. Walk-ins at these sites will not be entertained.

No.	Public Roadshows & Collection sites	Start date	Who can collect
1	National Steps Challenge™ Mega Roadshows	28 Sep 2018	<ul style="list-style-type: none"><li>• New participants</li><li>• Returning participants</li><li>• Completers</li></ul>
2	Community Roadshows	28 Sep 2018	<ul style="list-style-type: none"><li>• New participants only</li></ul>
3	SingPost post offices (appointment required)	24 Sep 2018	<ul style="list-style-type: none"><li>• Returning participants (exclude non-smart phone returning participants and Completers)</li></ul>
		29 Oct 2018	<ul style="list-style-type: none"><li>• New participants</li></ul>
4	Health Promoting Malls (appointment required)	24 Sep 2018	<ul style="list-style-type: none"><li>• Completers of NSC3</li></ul>

### Collection by appointment

To schedule an appointment for collection of a HPB fitness tracker, please go to [stepschallenge-appointment.com](https://stepschallenge-appointment.com). A confirmation email will be sent for every successful booking. Please ensure a valid email is used for the booking.

You may reserve up to 3 trackers (including your own tracker). Should you wish to collect on behalf of your family or friends, please ensure that they are already registered for the Challenge and bring along their individual confirmation email as well as their NRIC/ photo ID for verification purposes.

### Non-smartphone participants

Please note that non-smartphone participants may only collect their fitness trackers from our public [roadshows](#).

#### **3. Can I change my appointment?**

Yes. Please change the appointment via [stepschallenge-appointment.com](https://stepschallenge-appointment.com).

#### **4. Can I show softcopy of confirmation letter?**

If you are collecting for yourself only, you may choose to print or provide the softcopy of the confirmation letter and present it with your original NRIC or photo ID for collection.

However, for collection on behalf, the original authorisation letter must be printed and signed and presented together with a copy of the respective NRIC or photo ID for collection.

#### **5. What if I missed my appointment?**

Please change your appointment at [stepschallenge-appointment.com](https://stepschallenge-appointment.com). Please do not attempt to collect from the appointment-based collection sites without an appointment as walk-ins will not be entertained.

#### **6. I have previously made an appointment for 3 HPB fitness trackers but one of them has collected through the roadshow separately. Can I collect the additional fitness tracker under a different NRIC?**

You will need to update your appointment and change the participant details in order to collect under a different NRIC. You will receive a new authorisation letter for the new participant and you will need to bring down the original signed copy of the authorisation letter for the collection.

#### **7. I was able to make an appointment before 29 October even though I'm a new participant. Can I proceed to collect my fitness tracker at my chosen collection site?**

Due to limitations in the booking system, some new participants might be able to make an appointment before 29 October. However, as stated in our collection policies at [stepschallenge.sg](https://stepschallenge.sg), new participants will be not served at designated collection sites, namely the 33 post offices, before 29 October. If you are a new participant and will like to collect your fitness tracker before 29 October, please refer to our roadshow schedule [here](#).

**8. Why are new participants only allowed to collect by appointment from 29 October onwards?**

This is due to availability of the fitness trackers. As the fitness trackers are produced and delivered to HPB in batches, we will only be able to make the fitness trackers available to all participants progressively. To thank our past participants for their early support of the National Steps Challenge™, the fitness tracker collection by appointment is made available to them first.

**9. Am I able to collect a fitness tracker at the roadshow if I have already scheduled an appointment at the mall or Singpost?**

Yes, you may collect a fitness tracker if you have not previously collected one. Please cancel your appointment upon collecting your fitness tracker at the recruitment roadshow.

**10. Is there a Pioneer Generation queue at the roadshows?**

Yes, there will be a Pioneer Generation at the public roadshows. However, the Pioneer Generation participant in queue will only be able to collect a maximum of 2 fitness trackers – one for himself/herself, and the other for his/her spouse. You will need to ensure that you have your original NRIC or photo ID and your spouse's original or photocopy of NRIC for collection of the fitness trackers.

**11. I'm collecting for my parents who are both Pioneer Generation. Can I join the Pioneer Generation queue?**

No, you may not join the Pioneer Generation queue even though you are collecting for your parents who are Pioneer Generation as this is a special expedited queue meant for those who are physically more frail and may not be able to queue for long periods of time.

**12. Why are Pioneer Generation only allowed to collect maximum of two trackers when everyone else can collect up to three trackers?**

In previous seasons of NSC, we have observed Pioneer Generation participants returning repeatedly to the roadshows to collect on others' behalf. We do not wish to encourage such practice as some Pioneer Generation participants may be more frail physically and are not suited to stand or queue for long periods of time.

**13. I am a Pioneer Generation. I do not want the tracker but I will like to collect on behalf of my children. Can I collect for them in the Pioneer Generation queue?**

No, you will not be allowed to collect for your children in the Pioneer Generation queue as this special expedited queue is meant to benefit the seniors who are Pioneer Generation and collecting for themselves, and their spouse. While you may collect for your children in the normal queue, we will like to discourage you from doing so and to urge your children to collect for themselves or to authorise others who are physically better able to stand in queue for extended periods.

**14. I am indisposed to visit the roadshows or Singpost or any of your other tracker collection sites to collect the tracker. Can I request for the tracker to be mailed or delivered to me? I am willing to pay for the mailing or delivery service.**

No, we do not provide mailing or delivery services. Trackers are only available at our published collection sites. Request to mail or delivery the trackers will not be considered.



**15. Can someone else collect the fitness tracker on my behalf?**

If you are unable to collect the HPB fitness tracker personally, you can authorise someone else to collect on your behalf after you have successfully signed up for the NSC4. The authorised person must produce the original or photocopy of your NRIC for verification of eligibility during collection. Each person can only collect up to 3 HPB fitness tracker (including his/her own tracker), except for those in the Pioneer Generation queue at our public roadshows. The original or photocopy of NRIC or photo ID of the person(s) you are collecting on behalf of is required.

If you are queueing at the Pioneer Generation queue at our public roadshows, you are only allowed to collect a maximum of two fitness trackers – one for yourself and one for your spouse. You will need to ensure that you have your original NRIC or photo ID and your spouse's original or photocopy of NRIC for collection of the fitness trackers.

**16. How many models of fitness tracker are there and do I have a choice of preferred models?**

There are several models of HPB fitness trackers for NSC4. Participants will not be offered a choice of fitness trackers models. HPB reserves the right to decide the model of fitness tracker to be distributed at each collection site or [roadshow](#) and to change the model, if necessary, without notice.

**17. If I do not like the fitness tracker offered to me, can I change to a different model?**

Exchange for different fitness tracker model is strictly not allowed.

**18. If the fitness tracker allocated to me is faulty, can I change to a different model?**

If the fitness tracker provided is faulty, you may do a one-for-one exchange for a new fitness tracker of the same model for free. Exchange for a different fitness tracker model is strictly not allowed.

If you would still like to obtain a different model of HPB fitness tracker, you may approach our [authorised service providers](#) to purchase one. Information on our authorised service providers can be found [here](#).

**19. Will HPB be able to publish or announce which model of HPB fitness trackers will be allocated at which roadshows or collection sites?**

The allocation of the HPB fitness trackers depends on stocks availability and delivery schedules of the different models. Therefore, we will not be able to publish or announce the models that will be allocated ahead of time. Please check out our Facebook for real-time updates of roadshow/collection site timing and locations.

**20. I have collected the Tempo steps tracker in Season 3, which can track heart rate. Can I collect another tracker in Season 4?**

Yes, you may collect a new fitness tracker in Season 4 as a returning participant. While you may continue to use the Tempo tracker to track and sync steps to earn Healthpoints for the Steps category, you will not be able to sync your heartrate data to earn Healthpoints for the MVPA category. You are therefore advised to collect a new fitness tracker in Season 4.

**21. I have collected a steps tracker in Season 1, 2 and 3. However my tracker is lost. Can I get the new HPB fitness tracker?**

All eligible NSC4 participants, including returning participants are able to collect a new HPB fitness tracker in NSC4. However, please take care not to lose the new fitness tracker as all subsequent lost fitness trackers will not be replaced. Each eligible participant will only be entitled to one free HPB fitness tracker in NSC4.

## **22. Do I need to charge the fitness tracker?**

Yes, you will need to charge the fitness tracker. Please refer to the charging instructions provided within the fitness tracker packaging for more details as different charging methods and durations apply for different models of fitness tracker.

Do note that charging of the fitness tracker should be for only about 1-2 hours. Do not over-charge the tracker as it will damage the battery. Any damage to the battery due to overcharging will not be covered under warranty for exchange.

## **23. Does the tracker have any warranty validity?**

All HPB fitness trackers will have a warranty period of 12 months from collection date. As stated within the product guide, the 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 (if any), detachable straps and strap pins are also not covered within the warranty.

You are strongly encouraged to read the user manual carefully for a better understanding of how to use your fitness tracker. The assessment by our Customer Care officer for exchange of faulty fitness tracker is final and appeals of participants whose trackers are assessed to be ineligible for exchange shall not be considered.

## **24. What do I do if the fitness tracker becomes faulty?**

As long as the fitness tracker is still within the 12-months warranty period, participants may do a one-for-one exchange of their faulty fitness trackers at the [authorised service providers' outlets](#).

Alternatively, you can visit National Steps Challenge™ [Customer Care Centres](#).

Participants are required to bring the faulty fitness tracker as well as the full packaging, if available, to facilitate the exchange.

As stated within the product guide, the 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 (if any), detachable straps and strap pins are also not covered within the warranty.

You are strongly encouraged to read the user manual carefully for a better understanding of how to use your fitness tracker. The assessment by our Customer Care officer for exchange of faulty fitness tracker is final and appeals of participants whose trackers are assessed to be ineligible for exchange shall not be considered.

Non-smartphone participants are strongly encouraged to visit the National Steps Challenge™ [Customer Care Centres](#) to exchange your faulty fitness tracker as you will require our customer care officers' assistance to pair your new tracker to your profile.

**25. How do I charge the fitness tracker?**

Each fitness tracker may have a different way of charging. Please refer to the instruction manual in the tracker packaging for charging instructions.

**26. Where can I purchase the fitness tracker and how much does it cost?**

The fitness trackers are available for purchase from our authorised service providers. Please refer to our [authorised service provider](#) listing for more information on purchase of fitness trackers.

**27. Are there any differences in the fitness trackers for new participants, returnees and Completers?**

All the different models of fitness trackers have the same functions and are able to track steps and heart rate.

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## Section 4: About Heart Rate syncing and MVPA

### 1. What is Moderate to Vigorous Physical Activity (MVPA)?

Physical activity is a core component of a healthy lifestyle and covers a range from incidental movement (such as walking to get to places) to leisure-time physical activity such as sports and exercise that range from moderate intensity to vigorous intensity.

Moderate physical activities refer to those that cause a noticeable increase in breathing rate. For instance, brisk walking at approximately 100 steps per minute should get you to an intensity that you will be able to carry on a conversation but not have enough breath to sing.

Vigorous physical activities refer to those that cause large increases in breathing rate. For instance, you will not be able to carry out a conversation while you are jogging or doing step aerobics, but you are not out of breath.

For more information on MVPA, please refer to [gethealthy.sg/moveit](http://gethealthy.sg/moveit).

### 2. How do I know if my activities are of moderate to vigorous intensity?

MVPA is attained when you reach at least 64% of your maximum heart rate (Source: National Physical Activity Guidelines, Health Promotion Board, 2011). An individual's maximum heart rate is estimated to be 220 minus the individual's age. You can now check your heart rate easily during your activities with our HPB heart rate monitoring fitness tracker. The HPB fitness tracker is able to track your heart rate automatically throughout the day, as long as the tracker is worn correctly on the wrist.

From 27 October 2018 onwards, when you sync your fitness records to the Healthy 365 mobile app, your duration of MVPA will be automatically computed. You may tap on "National Steps Challenge™ Season 4" on the Healthy 365 mobile app dashboard to check your MVPA duration. Please update the Healthy 365 mobile app to the latest version from 27 October 2018 onwards in order to enjoy the full features of NSC4.

### 3. How will my heart rate be recorded by the fitness tracker?

Your HPB-issued fitness tracker can track your heart rate as you move throughout the day and while you sleep at night. Heart rate is measured in beats per minute (bpm) and can vary from person to person depending on factors like age and fitness level.

You do not need to trigger the heart rate function as the tracking is done automatically throughout the day. However, if you would like to monitor your heart rate more accurately in real-time, you may trigger the Exercise Session function manually. To trigger the Exercise Session function, you may tap on the screen of the fitness tracker where the touch sensor is located until a "heart" symbol is displayed. Do a "long tap" (tap and hold) on the touch sensor/tracker screen to trigger an Exercise Session and your real-time heart rate will be displayed.

Kindly note that triggering of the Exercise Session function will drain the fitness tracker's battery power drastically. Do remember to switch off the function after each exercise session in order to ensure sufficient battery power for daily use.

#### **4. Is the heart rate tracking accurate?**

The HPB fitness trackers are meant to provide participants with information to encourage an active and healthy lifestyle.

HPB fitness trackers and compatible fitness tracking devices are intended to be a close estimation of participants' activities and metrics tracked but may not be precisely accurate even though the accuracy is benchmarked to commercially available brands of fitness trackers. The selected models for NSC4 were also subjected to rigorous testing by industry specialists. The HPB fitness trackers are not medical devices and the data provided is not intended to be utilised for medical purposes.

#### **5. What should I do if I reached my max heart rate?**

The max heart rate displayed within Healthy 365 is only an estimation based on your indicated age. It does not take into consideration your current fitness level. You should not exceed your max heart rate when exercising, it is also not encouraged to exercise for long periods of time where your heart rate is very close to the max heart rate as you may put yourself at risk for injury and exhaustion. Do be mindful of your own fitness condition while exercising within the MVPA range as recommended by Healthy 365 app especially if you have not been exercising for a long period of time. Please stop your exercise if you do not feel well at any point in time and consult your doctor.

#### **6. The fitness tracker showed an alert message "Take it easy" / "Watch your limits". What should I do?**

The alert message will be triggered when you are in the vigorous/Near-Maximal intensity zones based on your estimated max heart rate to remind you that your heart rate is elevated. It is best to assess your own condition if you are able to continue to exercise within the vigorous/Near-Maximal intensity zone. If you are feeling out of breath or find it hard to hold a conversation, do stop your exercise to reduce the risk of an injury. Common sense is your best gauge to determine if your personal fitness level is suitable to exercise in high intensities for an extended period of time. When in doubt, do seek advice from medical professionals if exercising within the MVPA range proved to be difficult.

#### **7. How do I start the heart rate recording on the fitness tracker?**

The HPB fitness tracker will track your heart rate continuously as long as it is worn correctly on the wrist while you move throughout the day. There is no need to trigger the heart rate recording.

#### **8. Why does my fitness tracker run out of battery so quickly?**

Your fitness tracker might be depleted of battery faster if you triggered the real-time heart rate monitoring function ("Exercise Session" function) and forgot to turn it off. Your fitness tracker battery might also be depleted faster if you do not charge it correctly. Do not overcharge your tracker by leaving it to charge overnight as this will cause the battery to deteriorate. Fitness trackers which are faulty due to misuse such as over-charging will not be eligible for the one-for-one exchange.

**9. What should I do if I think my fitness tracker is not recording my heart rate accurately?**

Accuracy of the heart rate monitoring function varies with a number of factors. Wearing the fitness tracker properly will reduce occurrences of inaccurate readings. Check that the fitness tracker is worn firmly above your wrist. A good gauge would be two-fingers' width above your wrist bone. The sensor of the fitness tracker has to be in full contact with your skin. Ensure that there are no gaps between the sensor and your skin. You may also wish to wipe off your perspiration, if any, from your skin that is in contact with the tracker sensor for a better reading. To monitor heart rate at greater accuracy during exercise sessions you may also trigger the Exercise Session function within your fitness tracker. To trigger an Exercise Session, you may tap on the screen of the fitness tracker where the touch sensor is located until a "heart" symbol is displayed. Do a "long tap" (tap and hold) on the touch sensor to trigger an exercise session and your real-time heart rate will be displayed.

**10. What should I do if my fitness tracker is not working?**

Check that your fitness tracker is charged. If problem persists, and the fitness tracker is still within the 12-months warranty period, participants can do a one-for-one exchange of their faulty fitness tracker at [authorised service providers' outlets](#) or National Step Challenge™ [Customer Care Centre](#).

**11. Can I track my heart rate while swimming?**

The fitness tracker is water-resistant but not water-proof. While you do not need to remove the fitness tracker while washing your hands, you should not swim or shower with the fitness tracker. Trackers that have stopped functioning due to water seepage as a result of misuse will not be eligible for 1-for-1 exchange.

**12. Why am I not able to participate in the MVPA category?**

To participate in the MVPA category, you must: i) unlock Tier 2 of the Steps category; and ii) have completed the Health Declaration and confirmed that you are fit to participate in physical activities. You will not be able to participate in the MVPA category, i.e. cannot earn Healthpoints for MVPA duration, if you do not fulfil either of the two criteria. You may, however, still sync your heart rate records to the Healthy 365 mobile app. For participants using a compatible fitness tracker or mobile app, your device will need to be able to record heart rate for your MVPA duration to be computed on the Healthy 365 mobile app. For more information on Healthpoints, rewards and prizes, please refer to [Section 7](#).

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## Section 5: Pairing and syncing

### 1. How do I start using the fitness tracker?

Your HPB fitness tracker must be paired before you can start using it. The HPB fitness tracker will be paired to your profile when you collect at our roadshows. Upon receiving the steps tracker at our roadshows, please do a first sync with your smartphone or [kiosk](#) (only from 1 November 2018 onwards) to update the date and time to avoid losing any steps data clocked for the day.

If you have obtained your fitness trackers through other means (e.g. purchase), you will need to pair your steps tracker to the Healthy 365 mobile app using Bluetooth®. Please refer to our [step-by-step guide](#) for instructions on how to pair your fitness tracker. Once successfully paired, all you need to do is start moving to accumulate steps and MVPA duration to earn Healthpoints. Please note that the HPB fitness tracker can only store up to seven days of data and you will need to sync your HPB fitness tracker with the Healthy 365 mobile app via Bluetooth® at least once every seven days to prevent any data loss.

For non-smartphone participants, your HPB fitness tracker will be paired to your profile during collection at our roadshows or at [Customer Care Centre](#) (whichever applicable). You will need to update your accumulated step count and MVPA duration by syncing your HPB fitness tracker at any of [HPB Healthy 365 Kiosks](#) at least once every seven days, or by using the Sync for Friends function on the Healthy 365 mobile app from your family members' or friends' smartphone to sync your fitness activity records. The kiosks will be available for syncing from 1 November 2018 onwards.

Check out the locations of the Healthy 365 Kiosks [here](#).

### 2. How do I pair my fitness tracker to the Healthy 365 mobile app?

Please refer to our [step-by-step guide](#) for more information on how to set up your HPB fitness tracker on the Healthy 365 mobile app.

### 3. Why is the Healthy 365 mobile app only recording my steps but not my MVPA duration?

The Healthy 365 mobile app will only register MVPA duration for exercise sessions that last more than 10 minutes; and at moderate to vigorous level of intensity. Even if you do not qualify for the MVPA category, the Healthy 365 mobile app will still be able to record your MVPA duration, with no Healthpoints awarded, as long as you are using a HPB fitness tracker or a compatible fitness tracker or mobile app that tracks heart rate. Do that that heart rate/MVPA duration computation will only be available from 27 Oct 2018 onwards. Please ensure that you have updated the latest version of the Healthy 365 mobile app in order to enjoy the full features of NSC4.

### 4. Can I continue to sync using my old steps tracker collected from previous seasons?

Yes, you may continue to use your old steps tracker to clock steps and take part in the Steps Category. However, you will not be able to participate in the MVPA challenge as part seasons' trackers do not have heart-rate monitoring function.

Tempo HR which was provided to Completers in Season 3 is unable to sync heart rate data to Healthy 365 mobile app in Season 4. Participants using Tempo HR in Season 3 are advised to collect the new Season 4 fitness trackers in order to participate in the "MVPA Rewards" category.

**5. I've collected the fitness tracker but I could not sync my fitness records to the Healthy 365 mobile app.**

MVPA data can only be synced from 27 October 2018 onwards. You should be able to sync your steps data on the Healthy 365 mobile app. If you are not able to sync your steps, your tracker may be faulty. Please visit our [authorised service providers' outlets](#) or National Steps Challenge™ [Customer Care Centres](#) to do a one-for-one exchange of the faulty fitness tracker.

Participants are required to bring the faulty fitness tracker as well as the full packaging, if available, to facilitate the exchange.

**6. I am a completer and have collected the Tempo tracker in Season 3. Can I track both my steps and MVPA using the Tempo tracker in NSC4?**

While you may continue to use the Tempo tracker to track and sync steps to earn Healthpoints for the Steps category, you will not be able to sync your heartrate data to earn Healthpoints for the MVPA category. You are therefore advised to collect a new fitness tracker in Season 4.

**7. What happens if I go to a country with different time zone? Will my steps and MVPA duration be counted?**

The Healthy 365 mobile app is a local app that follows the Singapore time-zone. If your mobile phone has been reset to the new time-zone there may be inaccuracies in the steps and MVPA duration synced or you may lose some steps and MVPA duration clocked in the different time-zone. The above is only applicable for HPB-issued fitness trackers.

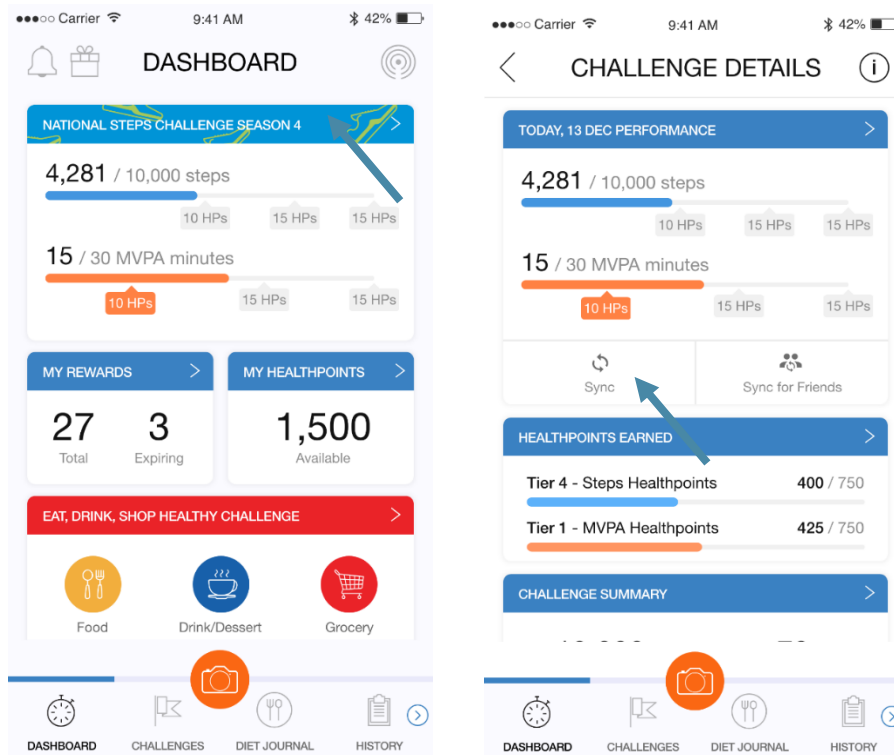
Other compatible tracker/ tracking modes are subjected to the respective tracker/ tracking mode's algorithm.

**8. How do I sync my steps and MVPA duration using the Healthy 365 mobile app?**

Your fitness activity records will be automatically updated when you launch the Healthy 365 mobile app.

Alternatively, the "Sync" function is available at the Challenge details screen when you select National Steps Challenge™ Season 4 on the dashboard.





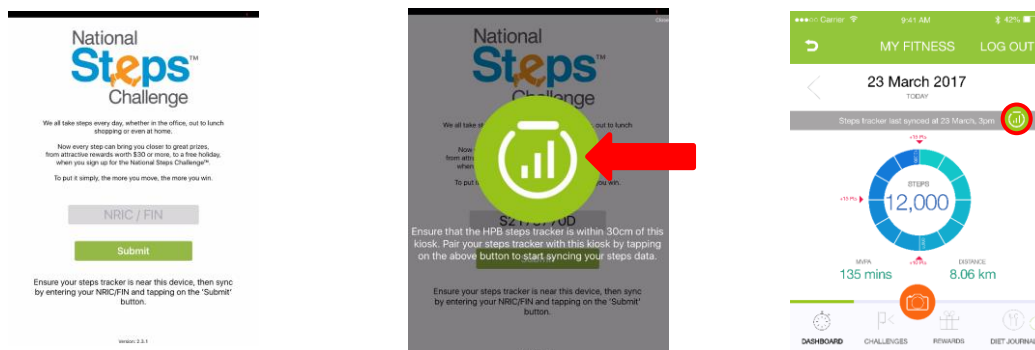
To update your fitness activity records, press the “Sync” button. To update your family and friends’ fitness activity records, press “Sync for Friends” button.

**9. How do I sync my steps and MVPA duration from HPB fitness tracker at the Healthy 365 kiosks?**

Please note that the [Healthy365 kiosks](#) would be closed from 14 Sep – 26 Oct 2018 for maintenance. You may start syncing at the kiosks from 1 November 2018 onwards.

Please check that there are no other Bluetooth® devices nearby and that your HPB fitness tracker is next to the Healthy 365 kiosk. Follow these steps to sync your fitness tracker:

- Enter your NRIC and tap “Submit”.
- Tap on the green button and wait for the connection with your fitness tracker to be made.
- You should be able to access your profile, and the fitness activity data from your fitness tracker should be synced across to the Healthy 365 kiosk.



Please note that you have to sync your fitness data from your fitness tracker to the [Healthy 365 kiosk](#) at least once every 7 days.

**10. Can I update my step count and MVPA duration at Healthy 365 kiosk if I am a smart phone user?**

You can sync to the [Healthy 365 kiosk](#) only if you are using the HPB fitness tracker. However, you will not be able to redeem rewards through the Healthy 365 Kiosk.

**11. Can I update my steps and MVPA duration at the Healthy 365 kiosk if I am not using the HPB fitness tracker?**

No, you will not be able to sync to the Healthy 365 Kiosk if you are not using HPB fitness tracker. The [Healthy 365 Kiosk](#) can only be used for syncing with HPB fitness trackers.

**12. Why are the kiosks not functioning?**

The Healthy 365 kiosks will be shut down from 14 September to 26 October 2018 for maintenance to prepare for the return of the National Steps Challenge™ Season 4 on 27 October 2018. During this period, all functions, including signing up for Challenge and syncing of fitness records, will not be available.

If you are a non-smart phone participant, you may sign up for Challenge at our [public roadshows](#), and sync your fitness records using the Sync For Friends function on the Healthy 365 mobile app. Do note that there are no Healthpoints awarded for the Challenge before the Challenge start date on 27 October 2018. Kiosk operations will resume from 1 November 2018 onwards. For Healthy 365 kiosk locations, [click here](#).

**13. I'm a non-smartphone participant. When can I start redeeming my rewards on the Healthy 365 kiosks?**

While you will be able to sync your fitness records from 1 November 2018 onwards, the rewards redemption feature will only be available on the kiosk from 7 November onwards. Rest assured that your Healthpoints will be not lost as long as you sync your fitness records at least once every 7 days from 27 Oct 2018 onwards.

**14. Can I sync my steps and MVPA duration on my family member's or friend's smartphone using the sync for friends function the healthy 365 app if I am not using the HPB fitness tracker?**

No, you cannot update your step count and MVPA duration using the Sync for Friends function if you are not using the HPB fitness tracker. The 'Sync for Friends' function is only available for HPB fitness trackers.

**15. Why are there varying degrees of accuracy in steps tracking and/or heart rate tracking across different models of trackers?**

Do note that every tracking device has its own tracking algorithm and only serves as an estimate to the actual step count and MVPA duration as it is affected by each individual's walking gait and arm swing. Hence, like all fitness trackers in the market, each HPB tracker will have its own attuned sensitivity that may have varying degrees of accuracy in the steps/heart-rate tracked.

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## Section 6: Other modes of tracking

### 1. What are the different modes of steps tracking and/or heart rate recording and compatible trackers?

In addition to fitness trackers issued by HPB, participants may also participate in the Challenge and track their steps and MVPA duration using other trackers or mobile applications compatible with the Healthy 365 mobile app.

National Steps Challenge™ preferred mobile apps and trackers:

- ✓ Actxa® mobile app
- ✓ Garmin Connect mobile app (coming soon)
- ✓ Polar Flow mobile app (coming soon)

Other mobile apps and trackers:

- ✓ HealthKit mobile app with Apple Watch
- ✓ [Samsung Health mobile app with Samsung Wearables\\*](#)
- ✓ Fitbit mobile app with any Fitbit tracker

If you are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate in order to contribute towards the MVPA category.

#### **\*Important notice:**

Healthy 365's access to heart rate data is restricted by Samsung Health. Participants using Samsung Health as their mode of fitness tracking can only participate in "Steps Rewards" Category until further notice. Please collect the free HPB heart-rate monitoring fitness tracker<sup>^</sup> from our [roadshows and designated collection sites](#) to participate in the "MVPA Rewards" Category.

<sup>^</sup>Applicable to eligible participants only. Please refer to [Section 3](#) for more information on HPB fitness tracker collection and eligibility.

### 2. Is XiaoMi's Mi Band a compatible device with the Healthy 365 mobile app?

XiaoMi's Mi Band is not directly compatible with the Healthy 365 mobile app but you can still participate in NSC4 using Mi Band via HealthKit mobile app (i.e. iOS user).

### 3. Am I able to take part in the MVPA category if I am using HealthKit?

Participants can take part in the MVPA category if they have a fitness tracker that is able to track heart rate and they can sync this heart rate data back to HealthKit.

If participants do not have a fitness tracker that is able to track heart rate, they will not be able to take part in the MVPA category.

Participants who are using app-based tracking only, i.e. using HealthKit mobile app without a compatible fitness tracker or wearable device, they will only be able to take part in the Steps category, but not the MVPA category of the National Steps Challenge™ Season 4

**4. Am I able to take part in the MVPA category if I am using Samsung Health?**

Healthy 365's access to heart rate data is restricted by Samsung Health. Participants using Samsung Health as their mode of fitness tracking can only participate in "Steps Rewards" Category until further notice.

Please collect the free HPB heart-rate monitoring fitness tracker\* from our [roadshows and designated collection sites](#) to participate in the "MVPA Rewards" Category.

\*Applicable to eligible participants only. Please refer to [Section 3](#) for more information on HPB fitness tracker collection and eligibility.

**5. How do I pair the other compatible trackers and mobile apps?**

Please refer to our [step-by-step guide](#) for more information on how to set up your preferred tracking mode on the Healthy 365 mobile app.

**6. Can I switch between different modes of tracking (e.g. app-based to tracker or vice versa) or different trackers if I have more than one compatible tracker?**

Yes, smart phone participants can switch between the different modes of activities tracking or different fitness trackers. Please note that you will need to sync your original paired tracking device before any switch to prevent loss of fitness activity data.

To switch your tracking mode, tap on the new mode of tracking (if it is a different tracking mode) or "change tracker" (if it is the same tracking mode but new device). Proceed to pair and authorise the new tracking mode according to the prompt (different tracking modes may show different pop-up prompts). You may start clocking steps and MVPA duration using the new tracking mode upon successful pairing.

Please note that non-smartphone participants can only participate in the Challenge using the HPB-issued fitness trackers.

**7. Will I lose my steps/MVPA duration for the day if I change my mode of steps tracking? OR why is my steps count inaccurate after changing my mode of steps tracking?**

You will not lose your step count/MVPA duration for the day if you synced the original paired fitness tracker before switching your preferred tracking mode.

Steps /MVPA duration clocked after successfully changing your tracking mode will be added to your previously synced steps/MVPA duration.

**8. Why is my steps/MVPA duration on Health Kit/Samsung Health is different from what is reflected on Healthy 365 mobile app?**

The Healthy 365 mobile app can only retrieve fitness data from one tracking device at any one point in time. If you have other device(s) paired to Samsung Health or HealthKit on your smart phone, you will be prompted on the Healthy 365 mobile app to select the device for pairing (Device 1 or Device 2 for Samsung Health/ Watch or Phone for Health Kit).

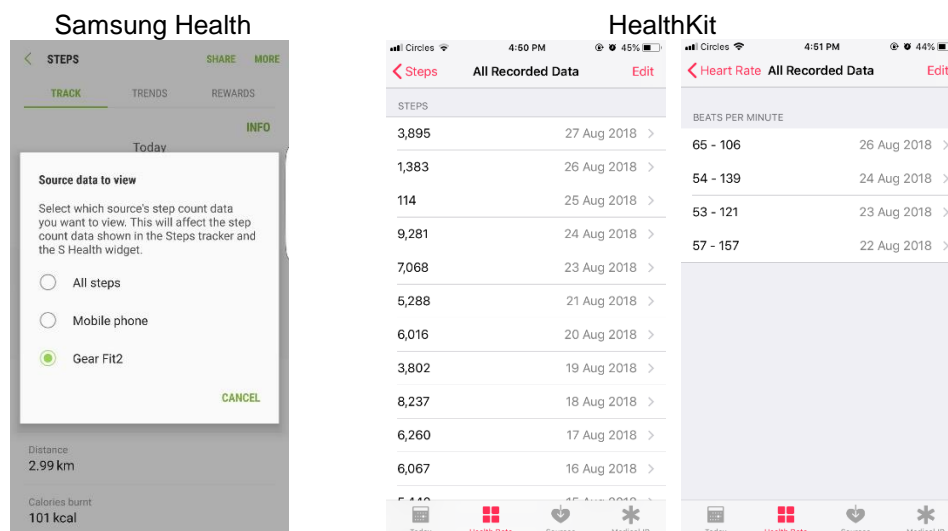
Only fitness activities tracked by the selected device will be synced to Healthy 365 mobile app although your own HealthKit mobile app will reflect your heart rate and the total number of steps clocked by both devices. This may result in the number of steps/MVPA duration reflected on the Healthy 365 mobile being different from the number of steps/MVPA duration on your HealthKit app.

As Healthy 365's access to heart rate data is restricted by Samsung Health, participants using Samsung Health as their mode of fitness tracking can only participate in "Steps Rewards" Category until further notice. Hence only steps tracked by the selected Samsung device (Samsung Health or Watch) will be synced to the Healthy 365 mobile app. Likewise, this may result in the number of steps reflected on the Healthy 365 mobile being different from the number of steps on your Samsung Health app

To see the steps clocked by the selected device, you may select the source to view on Samsung Health/ HealthKit (see screen shot).

HealthKit → Health Data → Activity → Steps → Show All Data

Samsung Health → Steps dashboard → More → Source data to view



Should there still be discrepancies in the synced steps/MVPA duration, please send in the screenshot from the selected tracking device to [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) for verification.

**9. How do I sync my steps and MVPA duration with the Healthy 365 mobile app if I am using other tracking modes besides the HPB fitness tracker?**

If you are using preferred fitness trackers from partners like Actxa, or other tracking modes such as HealthKit, please ensure that the respective mode of tracking has been set up successfully on the Healthy 365 mobile app. Please refer to our [step-by-step guide](#) for pairing instructions. Steps and MVPA duration should be auto-synced when you launch the Healthy 365 mobile app. You may also manually sync your fitness activities at the Challenge details screen when you select National Steps Challenge™ Season 4 on the dashboard.

All compatible trackers' users are required to sync their fitness activities to their respective mobile apps before syncing to the Healthy 365 mobile app.

If you are still unable to sync your fitness activities using other tracking modes, please contact us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg), or call us at 1800 567 2020 for further assistance.

**\*Important notice:**

Healthy 365's access to heart rate data is restricted by Samsung Health. Participants using Samsung Health as their mode of fitness tracking can only participate in "Steps Rewards" Category until further notice. Please collect the free HPB heart-rate monitoring fitness tracker<sup>^</sup> from our [roadshows and designated collection sites](#) to participate in the "MVPA Rewards" Category.

<sup>^</sup>Applicable to eligible participants only. Please refer to [Section 3](#) for more information on HPB fitness tracker collection and eligibility.

**10. What do I do if I encounter problems with my Actxa, Fitbit, Garmin or Polar device?**

Please contact the respective [authorised service providers](#) if you encounter problems with your devices. For issues related to Healthy 365 mobile app, such as set-up of steps tracking mode, pairing of devices or syncing of steps, please email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) or call us at 1800 567 2020.

**11. Why are other brands of tracker not compatible with Healthy 365?**

For tracker compatibility, there needs to be mutual agreement between the 3<sup>rd</sup> party supplier and HPB for integrating new devices so that comprehensive support can be provided to our participants. For organisations who are not partners with HPB at the moment, we are unable to integrate their tracker to our Healthy 365 mobile app for this coming Season. However, do be assured that the National Steps Challenge team is constantly reviewing the feedback and bringing in more compatible devices.

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## Section 7: Healthpoints, rewards and prizes

### 1. How do I win Healthpoints in NSC4?

All you have to do is get active to clock steps/ MVPA duration on your HPB fitness tracker, other compatible trackers or mobile applications (Samsung Health or HealthKit). Then, update your fitness records by syncing to the Healthy 365 mobile app or [Healthy 365 kiosk](#) to earn Healthpoints. Please note that you will need to sync your HPB fitness tracker at least once every seven days.

You can only earn a maximum of 40 Healthpoints per day per category. You earn up to a maximum of 80 Healthpoints if you are participating in both categories.

Here's how you can earn Healthpoints with Steps:

STEP COUNT	HEALTHPOINTS (DAILY)
5,000 - 7,499	10
7,500 - 9,999	25
10,000 and more	40 (max)

Here's how you can earn Healthpoints with MVPA:

MVPA DURATION <sup>6</sup>	HEALTHPOINTS (DAILY)
10 - 19 min	10
20 - 29 min	25
30 min and more	40 (max)

#### \*Important notice:

Healthy 365's access to heart rate data is restricted by Samsung Health. Participants using Samsung Health as their mode of fitness tracking can only participate in "Steps Rewards" Category until further notice. Please collect the free HPB heart-rate monitoring fitness tracker<sup>6</sup> from our [roadshows and designated collection sites](#) to participate in the "MVPA Rewards" Category.

<sup>6</sup>Applicable to eligible participants only. Please refer to [Section 3](#) for more information on HPB fitness tracker collection and eligibility.

### 2. Why am I unable to accumulate Healthpoints for the MVPA Sure-win rewards?

The MVPA category will be unlocked only when you complete Tier 2 of the Steps category. To participate in the MVPA category, you will also have to complete the Health Declaration and confirm that you are fit to participate in physical activities.



**3. Can I choose to only take part in Steps/MVPA sure-win category and not the other?**

By signing up for the National Steps Challenge™ Season 4, you will be taking part in the Steps sure-win category. MVPA category will be unlocked after you completed Tier 2 of the Steps challenge. To opt out of the MVPA category, you can indicate that you are NOT fit to participate during the Health Declaration (Physical Activity Readiness Questionnaire) when prompted on the Healthy 365 mobile app when you sign up for the Challenge.

**4. I have previously participated in Season 1/2/3. Will I be able to continue from where I left off in previous season(s), i.e. keep my accumulated steps and points?**

Points from previous season will not be rolled over. Returning participants will therefore start with zero points but their rewards tier will start at their last unlocked tier in Season 3. For example, participant has unlocked Tier 2 in Season 3 and was in the process of completing Tier 3 at the end of Season 3. In Season 4, the participant will start with no points and will work towards completing Tier 3.

**5. When can I start earning Healthpoints for NSC4?**

You can start earning Healthpoints when the National Steps Challenge™ Season 4 starts on 27 October 2018, 00:00hrs upon registration for the Challenge.

**6. What can I do with my Healthpoints?**

You can redeem them for sure-win rewards comprising HPB vouchers that can be used at various merchants, as well as digital e-vouchers from various merchants. Once you have earned enough Healthpoints for each tier, you may select a Sure-win reward of your choice. **Once you have submitted your choice of Sure-win reward, it cannot be changed.**

Please note that all rewards will have a validity of 3 months only. No extension of validity date will be allowed.

MVPA REWARDS	HEALTHPOINTS (TOTAL)	REWARDS VALUE <sup>3</sup>
Tier 1	750 <sup>4</sup>	\$5
Tier 2	Additional 750	\$5
Tier 3	Additional 1500 <sup>4</sup>	\$10
Tier 4	Additional 1500 <sup>4</sup>	\$10

STEPS REWARDS	HEALTHPOINTS (TOTAL)	REWARDS VALUE <sup>3</sup>
Tier 1	750 <sup>4</sup>	\$5
Tier 2	Additional 1500 <sup>4</sup>	\$10
Tier 3 - 6	Additional 750 per tier	\$5

**7. When will my Healthpoints expire?**

The Healthpoints accumulation for NSC4 Sure-win rewards for both Steps and MVPA categories will end on 31 March 2019. All Healthpoints earned through the National Steps Challenge™ Season 4 will expire in end June 2019.

## **8. How can I redeem the Sure-win rewards?**

You can redeem your Sure-win rewards through the “Rewards” tab in the Healthy 365 mobile app or [Healthy 365 kiosk](#) (for non-smartphone participants only).

[Step by Step guide on rewards redemption](#)

- a) Tap on “My Healthpoints” on Dashboard
- b) Tap on “Redeem Health points” at the bottom of the Healthpoint Summary page
- c) Select your preferred rewards and add to Cart
- d) Go to “Redemption Cart” after completing your selection
- e) The redemption will be redirected to the e-wallet. You may use the e-voucher directly at the merchant’s outlets.

Please note that Healthpoints will only be available for redemption upon unlocking the tiers. Once you have submitted your choice of sure-win reward, you will not be able to change the choice of your sure-win reward.

## **9. Will I be able to choose the type of sure-win rewards I want to redeem?**

You may choose from the Rewards catalogue upon clicking on “My Healthpoints” and “Redeem Healthpoints”. HPB’s decision on the type of digital vouchers available is final and requests to change the reward after submitting your selection will not be considered.

## **10. If I do not have a smartphone, how can I redeem the sure-win rewards?**

You can visit any [HPB Healthy 365 Kiosk](#) to select your rewards through the “Rewards” tab. Check out the location of the HPB Healthy 365 kiosks [here](#).

## **11. Why am I unable to select the self-collect option when redeeming my rewards?**

The self-collect option is no longer available in Season 4. All printed vouchers will be mailed to your residence on record so please ensure that your mailing address is correct. From 1 January 2019 onwards, all HPB printed vouchers will no longer be available for redemption on the Healthy 365 mobile app. Opt for e-voucher redemption for a quicker and more convenient experience

## **12. When is the last day I can redeem my Healthpoints?**

You may redeem your Healthpoints as long as they are not expired. Please check the Health 365 mobile app for your Healthpoints expiry date.

The last day you can earn Healthpoints for your participation in the Steps and MVPA categories of NSC4 is 31 March 2019.

## **13. When is the last day I can use my rewards?**

E-voucher will be credited immediately into your e-Wallet after every transaction, and have a validity period of 90 days from the date of transaction.

## **14. Am I entitled to the same rewards if I use app-based tracking?**

Yes, both tracker-based and app-based participants are entitled to the same rewards.

## **15. How do I accumulate lucky draw chances to participate in the Grand Draw?**

Earn 1 chance when you clock 10,00 steps a day and 2 chances with 30 minutes of MVPA a day. If you are taking part in both categories, you can earn up to a maximum of 3 chances per day.

**16. When will the Grand Draw be held?**

The Grand Draw will be held after 30 April 2019. The exact date will be confirmed at a later stage.

**17. Points are not awarded/not awarded accurately when I have clocked enough steps/accumulated enough MVPA duration. The reward tier remains unlocked even though I have accumulated enough points to unlock it.**

The Healthy 365 mobile app requires Internet connection (data plan or WI-FI connection) to update total points accumulated and for steps/MVPA duration and Healthpoints to be sent to our Internet server. Please also check that you have downloaded the latest version of the Healthy 365 mobile app. Update the app if there is a newer version. **(Note: Do not delete or uninstall the app)**

Please also check that you have synced your fitness tracker at least once every seven days. Step count/MVPA duration that is not updated within seven days will not be recorded on Healthy 365 mobile app and Healthpoints will not be awarded. It is participants' responsibility to ensure that their fitness trackers are synced at least once every seven days. HPB will not entertain any appeal for reinstatement of points due to user's oversight.

If the problem persists, please email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) or call us at 1800 567 2020 for further assistance.

**18. I am unable to complete the rewards redemption process.**

Please ensure that your smart phone has Internet connection in order to redeem rewards. As the Healthy 365 mobile app is built to be time sensitive, you may encounter an error when the time on your phone is different from the time in Singapore. If you are currently in Singapore, please ensure the time on your phone is accurate.

Please follow the steps below:

For iOS

Go to your phone's "Settings" page

- a) Tap on "General", followed by "Date & Time"
- b) Turn "Set Automatically" option on

For Android

a) Go to your phone's "Settings" page

b) Tap on "Date and Time"

c) Turn "Automatic date and time" option on

If the problem persists, please restart the Healthy 365 mobile app and try again. Please email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) or call us at 1800 567 2020 for further assistance.

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## Section 8: Healthy 365 mobile app

### 1. Is the Healthy 365 app compatible with my smart phone?

Please check that both the version of your phone's operating system (OS) and your phone model are compatible with the Healthy 365 mobile app.

For smartphone OS versions, the Healthy 365 mobile app requires **at least Android 4.4 and iOS 8 and above** to operate.

To date, the following phone models are known to have compatibility issues with the Healthy 365 mobile app or connection issues with our HPB steps trackers.

- i) LG G2
- ii) Samsung S3
- iii) iPhone 4
- iv) Samsung Note 4
- v) Samsung Ace
- vi) Redmi 2
- vii) ASUS
- viii) ASUS and Alcatel Tablets (as Healthy 365 are designed to work with smartphones)

Please note that this is not an exhaustive list and we are currently working on the Healthy 365 mobile app so that it can be compatible with more phone models.

### 2. Do I need internet connection to use the Healthy 365 mobile app?

The Healthy 365 mobile app requires Internet connection (data plan or WI-FI connection) to register for Challenges, update your Healthpoints and redeem rewards. The app does not require Internet connection to sync your steps/MVPA duration on the steps tracker to your smart phone as it uses Bluetooth® technology. However, Internet connection is required for the steps data to be sent to our Internet server for Healthpoints calculation and rewards redemption. Steps/MVPA data not sent to our server will not be captured in the event if you perform a reinstallation or profile restoration on the Healthy 365 app.

### 3. Why is my profile and data missing even though I have previously registered for a challenge?

This might happen if you have deleted and reinstalled the Healthy 365 mobile app, or if you have switched phones midway through a Challenge. Simply use the profile restoration feature to retrieve your data and Challenge progress. It allows you to restore the data that was last synced to the server.

#### **4. How do I restore my profile and data?**

Before restoring your profile, please ensure that you have synchronised your latest step count/MVPA duration on the Healthy 365 mobile app.

Please follow the below instructions:

- a) Tap on "Profile" on the menu bar of the Healthy 365 mobile app.
- b) Tap on the "Restore profile" button at the top of the page.
- c) Key in your NRIC and mobile number (as entered during registration) and tap on "Restore Now".
- d) A 4-digit One-Time-PIN (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on "Submit". Your data should appear on the profile page.

Note: Should you not receive the OTP, please tap on "Resend" for a new OTP. Do note that if you tap on the "Resend" button multiple times, you may overload the server and receive multiple OTP subsequently.

#### **5. My past steps/MVPA data are missing after I restore my profile.**

Do note that for steps/MVPA data to be reflected in the history, the data needs to be sent to the backend server before any reinstallation or profile restoration. Do ensure you have internet connection during syncing for the steps data to be uploaded to our server. Otherwise, please ensure you send a diagnostic log prior to any reinstallation or profile restoration to avoid loss of data.

To ensure the Healthy 365 mobile app runs smoothly, steps/MVPA data are migrated to the archive system annually. As such, if you have restored your profile from 1 August 2018, all past steps data will be archived and will no longer be reflected on your Healthy 365 app history. Only steps/MVPA records successfully synced and sent to server after 1 August 2018 will be reflected in the history and dash board page.

#### **6. How do I update my profile?**

Before updating your profile, please ensure that you have synchronised your latest step count on the Healthy 365 mobile app.

Please follow the below instructions:

- a) Tap on "Profile" on the menu bar of the Healthy 365 mobile app.
- b) Tap on the "Update profile" button at the top of the page.
- c) Key in your NRIC and mobile number (as entered during registration) and tap on "Request OTP".
- d) A 4-digit One-Time-PIN (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on "Submit". Your data should appear on the profile page for updating.

Note: Should you not receive the OTP, please tap on "Resend" for a new OTP. Do note that if you tap on the "Resend" button multiple times, you may overload the server and receive multiple OTP subsequently.

\*Please note that NRIC and birth year are non-editable fields.

#### **7. My fitness tracker/Samsung Health/HealthKit is able to track distance and active time. Why is the data for these indicators on the Healthy 365 app different from my device/app?**

Each type of device has a different algorithm for tracking distance and active time. For the National Steps Challenge™, only steps data is synchronised with the Healthy 365 mobile app. To compute calories, distance and active time, steps data are converted on the Healthy 365 mobile app, using a pre-defined formula. Therefore, distance and active time on your device may appear different on the Healthy 365 mobile app.

**8. What is the send Diagnostic Report function for?**

The function is to allow HPB to diagnose what issues your mobile device has encountered. You should send diagnostic report only if you are advised to do so by our customer care officer. To report technical issues, please email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) or call us at 1800 567 2020.

**9. I accidentally deleted the Healthy 365 mobile app and now my Challenge data is missing.**

Please use the profile restoration feature to retrieve your Challenge data.

**10. When should I reinstall Healthy 365 mobile app and what should I do after re-installing?**

You should not re-install the app unless specifically instructed to do so based on scenarios highlighted in the Challenge FAQ or advised by the technical team to do so. To avoid any data loss, please always send a diagnostic log prior to uninstalling the app. To send a diagnostic log, go to the "About" tab on the Healthy 365 mobile app. After reinstallation and profile restoration, you will need to re-pair to your tracking mode.

**Re-pairing process if you are using the same mobile phone**

Before 27 October 2018

HPB-issued fitness trackers/ Samsung Health/HealthKit - Go to "Dashboard", swipe once to the next page and tap on the big green button on the steps dashboard. You should be re-paired directly.

Actxa/Fitbit trackers - Go to "Dashboard", swipe once to the next page and tap on the big green button on the steps dashboard. You will be re-directed to "Apps" tab. Tap on the "change tracker" and you will need to re-login and re-authorise the pairing for Healthy 365 mobile app. Allow the re-authorisation.

After 27 October 2018

HPB-issued fitness trackers/ Samsung Health/HealthKit - Go to "Dashboard", tap on the "National Steps Challenge™ Season 4" tab and tap on "Sync" button. You should be re-paired directly.

Actxa/Fitbit trackers - Go to 'Dashboard' and tap on the "Apps" tab. Tap on the "change tracker" and you will need to re-login and re-authorise the pairing for Healthy 365 mobile app. Allow the re-authorisation.

**Re-pairing process if you have switched your mobile phone**

Before 27 October 2018

HPB-issued fitness trackers - Go to "Dashboard", swipe once to the next page and tap on the big green button on the steps dashboard. You should be re-paired directly.

Samsung Health/HealthKit - Go to "Apps" tab and tap on "change tracker". Enable the permissions to pair.

Actxa/Fitbit trackers - Go to "Dashboard", swipe once to the next page and tap on the big green button on the steps dashboard. You will be re-directed to "Apps" tab. Tap on the "change tracker" and you will need to re-login and re-authorise the pairing for Healthy 365 mobile app. Allow the re-authorisation.

After 27 October 2018

HPB-issued fitness trackers - Go to "Dashboard", tap on the "National Steps Challenge™ Season 4" tab and tap on "Sync" button. You should be re-paired directly.

Samsung Health/HealthKit, Actxa/Fitbit trackers - Go to 'Dashboard' and tap on the "Apps" tab. Tap on the "change tracker" and you will need to re-login and re-authorise the pairing for Healthy 365 mobile app. Allow the re-authorisation.

Do note that for Samsung Health/ HealthKit users, every new mobile phone is considered as a new tracking device with a different ID hence the need to switch tracker.

For Actxa/ Fitbit users, please DO NOT tap on "Change tracker" directly without going to the "Dashboard" as the delta logic will cause the loss of steps data if you have new un-synced steps after reinstalling the Healthy 365 mobile app and restoring your profile.

**11. Can I change my smartphone mid-way through a Challenge?**

If you would like to retain the steps/MVPA data and Healthpoints you have previously earned, please do the following:

- a) If you have a new phone number, please update your new phone number on the Healthy 365 mobile app "Profile" tab.
- b) Sync your steps/MVPA on the dashboard.
- c) Uninstall the Healthy 365 mobile app from your old smartphone.
- d) Install the Healthy 365 mobile app on your new smartphone.
- e) Launch the Healthy 365 mobile app on your new smartphone and use the profile restoration feature on the "Profile" tab to restore your data that was last synced to the server.

Please do this as soon as you set up your new smartphone.

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## Section 9: FAQ (based on participant status)

### New participants – signing up for NSC for the first time

#### 1. Do I need the HPB fitness tracker to take part in the challenge?

Participants may use other compatible mobile apps or fitness trackers with the Healthy 365 mobile app to take part in the challenge.

National Steps Challenge™ preferred mobile apps and trackers:

- ✓ Actxa® mobile app
- ✓ Garmin Connect mobile app (available at a later date to be announced)
- ✓ Polar Flow mobile app

Other mobile apps and trackers:

- ✓ Health Kit mobile app with Apple Watch
- ✓ Samsung Health mobile app with Samsung Wearables
- ✓ Fitbit mobile app with any Fitbit tracker

Participants who are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate in order to contribute towards the MVPA category.

#### 2. Where can I collect the HPB fitness tracker?

You may collect your free HPB fitness tracker by referring to the schedule of roadshows and collection sites [here](#). Please check our Facebook page [www.facebook.com/HPBsg](http://www.facebook.com/HPBsg) for updates before heading down to our roadshows. Please note that in view of overwhelming responses, queues may be suspended prior to the end of the roadshow at 8pm if the waiting time at the roadshow exceeds the operating hours.

**Please read the collection eligibility carefully before heading down to a collection site.**

For those sites where an appointment is required, please ensure that you proceed to the collection site on the pre-booked date and time only. Walk-ins at these sites will not be entertained.



### Collection by appointment

To schedule an appointment for collection of a HPB fitness tracker, please go to [stepschallenge-appointment.com](https://stepschallenge-appointment.com). A confirmation email will be sent for every successful booking. Please ensure a valid email is used for the booking. The collection by appointment will be available for new participants from 29 October onwards.

You may reserve up to 3 trackers (including your own tracker), unless you are in the Pioneer Generation. Should you wish to collect on behalf of your family, please ensure that they are already registered for the Challenge and bring along the authorisation letter and their NRIC/ photo ID for verification purposes.

#### **3. How do I make an appointment to collect the fitness tracker?**

To schedule an appointment for collection of a HPB fitness tracker, please go to [stepschallenge-appointment.com](https://stepschallenge-appointment.com). A confirmation email will be sent for every successful booking. Please ensure a valid email is used for the booking. Please note that new participants or collection on behalf of new participants will strictly not be allowed at SingPost before 29 Oct 2018 even with a valid confirmation email.

#### **4. How do I know if I've signed up for the Challenge before?**

The Challenge will appear on your Dashboard if you have signed up previously.

#### **5. If I do not have a smart phone, how do I sign up?**

Non-smart phone participants can sign up for the Challenge at our [public roadshows](#).

### **Returning participants who have not completed all 6 tiers of the sure-win rewards**

#### **1. How do I know if I've completed all 6 tiers of the sure-win rewards?**

If you cannot recall if you are a Completer, i.e. completed all 6 tiers of the sure-win rewards, and collected your Completer's Kit in previous seasons, you may email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) or call us at 1800 567 2020 for assistance.

Alternatively, from 27 October 2018 onwards, you may refer to the Healthy 365 mobile app and tap on National Steps Challenge™ Season 4 on the dashboard to check if have already completed all 6 tiers of the steps sure-win rewards.

#### **2. Can my unredeemed Healthpoints from the last season carried over?**

No, your unredeemed Healthpoints from the last season cannot be carried over.

#### **3. If I complete the 6<sup>th</sup> tier during NSC4, am I considered a Completer and can I collect the Completer's Kit?**

You will be considered a Completer in NSC4 but you will not be eligible to collect the Completer's Kit in NSC4. The availability of the Completer's Kit in subsequent seasons will be announced in due course.

#### **4. I've already collected my free steps tracker in Season 1/2/3. Can I still collect the new tracker in Season 4?**

The HPB-issued free fitness tracker is available to all Singaporeans and PRs, aged 17 years and above at the point of registration, who signed up for NSC4. This includes returning participants (i.e. past participants in previous seasons) and Completers (i.e. those who have

completed all 6 tiers of the sure-win rewards in previous seasons) who are Singaporeans and PR and are 17 years old and above at the point of registration.

**5. Why are returning participants who have collected the free steps tracker in previous seasons allowed to collect the tracker again when in previous seasons they are not allowed to do so?**

In NSC4, a new Moderate to Vigorous Physical Activity (MVPA) category will be introduced. To participate in the MVPA category, participants will need to have a fitness tracker that can monitor heart rate. Therefore, all participants are entitled to a new fitness tracker this season.

**6. Where can I collect the free fitness tracker?**

You may collect your free HPB fitness tracker by referring to the schedule of roadshows and collection sites [here](#). Please check our Facebook page [www.facebook.com/HPBsg](http://www.facebook.com/HPBsg) for updates before heading down to our roadshows. Please note that in view of overwhelming responses, queues may be suspended prior to the end of the roadshow at 8pm if the waiting time at the roadshow exceeds the operating hours.

**Please read the collection eligibility carefully before heading down to a collection site.**

Certain sites might only cater to new participants. Returning participants are advised to only proceed to the respective collection sites which are clearly indicated as for "Returning participants". For those sites where an appointment is required, please ensure that you proceed to the collection site on the pre-booked date and time only. Walk-ins at these sites will not be entertained.

Collection by appointment

To schedule an appointment for collection of a HPB fitness tracker, please go to [stepschallenge-appointment.com](http://stepschallenge-appointment.com). A confirmation email will be sent for every successful booking. Please ensure a valid email is used for the booking. The collection by appointment for returning participants will be available from 24 September 2018 onwards.

You may reserve\* up to 3 trackers (including your own tracker), unless you are in the Pioneer Generation queue. Should you wish to collect on behalf of your family or friends, please ensure that they are already registered for the Challenge and bring along their individual confirmation email as well as their NRIC/ photo ID for verification purposes.

**7. Can I continue to use past seasons HPB steps tracker to take part in NSC4?**

Yes, you may continue to use past seasons' HPB steps tracker to track your steps and take part in the Steps category. However, you will not be able to participate in the MVPA category of the challenge as past seasons' trackers are not able to track heart rate.

Tempo HR which was provided to Completers in Season 3 is unable to sync heart rate data to Healthy 365 mobile app in Season 4. Participants using Tempo HR in Season 3 are advised to collect the new Season 4 fitness trackers in order to participate in the "MVPA Rewards" category.

**8. Can I pass off my old trackers from previous seasons to other people?**

No, each tracker is tagged to an individual's NRIC.

## Completers – returning participants who have completed all 6 tiers of the sure-win rewards

### 1. What is the Completer's Kit?

To celebrate the achievements of the participants who have completed all 6 tiers of the steps sure-win rewards and have clocked at least 960 kilometres, a limited edition Completer's Kit will be provided for all new Completers, i.e. those who have completed all 6 tiers in previous seasons of NSC and have not collected their Completer's Kit in NSC3/2017. In addition to the heart rate monitoring fitness tracker, the NSC4 edition of the Completer's Kit also comprise a Completer's T-shirt and a A5 notebook.

The following Completers are **not** eligible for the NSC4 edition of the Completer's Kit:

- Completers in NSC2 who has already collected their Completer's Kit in NSC3/2017
- New completers in NSC4, i.e. those who only completed the sixth tier from 27 October 2018 onwards

### 2. I took part in NSC2 but I only completed my 6<sup>th</sup> tier in NSC3. Am I considered a completer and what will I be able to collect from HPB for NSC4?

Yes, you are a Completer and you are eligible to collect the NSC4 Completer's Kit comprising of a heart-rate monitoring fitness tracker, a limited edition Completer's T-shirt and an A5 size notebook.

Completers can collect their Completer's Kit by referring to the schedule of roadshows and collection sites [here](#).

**Please read the collection eligibility carefully before heading down to a collection site.** Certain sites might only cater to new participants. Completers are advised to only proceed to the respective collection sites which are clearly indicated as for "Completers".

To schedule an appointment for collection of a Completer's Kit, please go to [stepschallenge-appointment.com](http://stepschallenge-appointment.com). A confirmation email will be sent for every successful booking. Please ensure a valid email is used for the booking. The collection by appointment for Completers will be available from 24 September 2018 onwards.

### 3. Can I collect a Completer's Kit on someone's behalf?

#### For appointment-based collection

If you are a Completer collecting for yourself, you may also collect on someone's behalf, on the condition that the person you are collecting on behalf of is also a Completer. You may collect up to 3 Completer's Kits. Please ensure that they are already registered for NSC4 and bring along the authorisation letter and their NRIC/ photo ID for verification purposes.

If you are not a Completer but collecting for a Completer, you just need to bring along the authorisation letter and the Completer's NRIC/photo ID.

Please note that new and returning participants will not be able to collect at the collection sites for Completers (i.e. Health Promoting Malls).

#### For roadshow collection

You may collect up to 3 fitness trackers and/or Completer's Kits at the National Steps Challenge™ Mega Roadshows, unless you are in the Pioneer Generation queue. Please note that Completer's Kits are only available at the National Steps Challenge™ Mega Roadshows. Completer's Kits are not available at all other public roadshows.

**4. I completed my 6<sup>th</sup> tier in NSC2 and collected my Completer's Kit. Am I still eligible for the Completer's Kit?**

No, each completer are only entitled to 1 Completer's Kit.

**5. I completed my 6<sup>th</sup> tier in NSC2 but I did not collect my Completer's Kit. Am I still eligible for the Completer's Kit?**

Yes, you may collect your Completer's Kit by referring to the schedule of roadshows and collection sites [here](#).

Please read the collection eligibility carefully before heading down to a collection site. Certain sites might only cater to new participants. Completers are advised to only proceed to the respective collection sites which are clearly indicated as for "Completers".

**6. I cannot remember if I have completed all 6 tiers. How can I check if I am a Completer?**

If you cannot recall if you are a Completer, i.e. completed all 6 tiers of the sure-win rewards, and collected your Completer's Kit in previous seasons, you may email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) or call us at 1800 567 2020 for assistance.

Alternatively, from 27 October 2018 onwards, you may refer to the Healthy 365 mobile app and tap on National Steps Challenge™ Season 4 on the dashboard to check if have already completed all 6 tiers of the steps sure-win rewards.

**7. Is there a special mechanics only for Completers?**

No, the mechanics are similar for all participants. As Completers have already completed all 6 tiers of the Steps sure-win rewards, they will not be able to earn any more Healthpoints from steps and may only earn Healthpoints from MVPA if they fulfil the participation criteria.

**8. Is the Pledge & Win still available for Completers?**

Pledge & Win will not be available this season.

**9. Can I change the size of the T-shirt in the Completer's Kit?**

Once collected, you will not be able to change the size of the T-shirt. Please ensure that you chose the correct size during your collection. The availability of the T-shirt size is also subjected to our stocks availability. Should your preferred size run at the point of collection, please choose another size.

**10. The tracker in my Completer's Kit is not working. Can I exchange for a new one?**

As long as the fitness tracker is still within the 12-months warranty period, participants may do a one-for-one exchange of their faulty fitness trackers at the [authorised service providers' outlets](#).

Alternatively, you can visit National Steps Challenge™ [Customer Care Centres](#).

Participants are required to bring the faulty fitness tracker as well as the full packaging, if available, to facilitate the exchange.

As stated within the product guide, the 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 (if any), detachable straps and strap pins are also not covered within the warranty.

You are strongly encouraged to read the user manual carefully for a better understanding of how to use your fitness tracker. The assessment by our Customer Care officer for exchange of faulty fitness tracker is final and appeals of participants whose trackers are assessed to be ineligible for exchange shall not be considered.

Non-smartphone participants are strongly encouraged to visit the National Steps Challenge™ [Customer Care Centres](#) to exchange your faulty fitness tracker as you will require our customer care officers' assistance to pair your new tracker to your profile.

**11. I am a Completer in Season 2 and have already collected my Completer's Kit with a Tempo steps tracker. Do I need to collect the new fitness tracker to take part in NSC4?**

The Tempo steps tracker collected in NSC3 will only allow you to track steps in NSC4. To take part in the MVPA category in NSC4, you will need to collect a new HPB fitness tracker. You may make an appointment to collect at SingPost post offices or go the National Steps Challenge™ Mega Roadshows. Please refer to the roadshow schedule [here](#).