

## HEALTHY 365 APP FREQUENTLY ASKED QUESTIONS (FAQs) FOR SLEEP

**Note:** This document covers FAQs pertaining to syncing sleep on the Healthy 365 app. For questions on the National Steps Challenge™ and compatible fitness tracking modes for Steps and MVPA, please refer to the [National Steps Challenge™ FAQs](#).

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## Section A: General – About Wearables

### 1. Which wearables can I use to sync sleep on the Healthy 365 app?

Sleep duration tracking is supported only with the following wearables:

- HPB fitness trackers: Axtro Fit 3 and Tempo 4C
- Fitbit devices that support sleep tracking

Other fitness tracking devices and mobile apps will be made available at a later time.

### 2. Is the HPB fitness tracker free? How do I collect it?

The HPB fitness tracker (Axtro Fit 3 / Tempo 4C) is free of charge for eligible Singaporeans and Permanent Residents (PRs) on a while stocks last basis. Visit [here](#) to check your eligibility for the tracker and find out how to make an appointment to collect the HPB fitness tracker.

### 3. What are the available models of the HPB fitness trackers, and what features are there?

The HPB fitness trackers currently available are [Axtro Fit 3](#) and [Tempo 4C](#). Selection of model is strictly not allowed and both models come with the same features which include:

- Date/Time
- Steps tracking
- Heart rate tracking
- Workout mode, including walking, running, cycling and others.
- SpO2 measurement
  - SpO2 measures the saturation of oxygen in blood, which represents the percentage of oxygen in your blood.
- Sleep duration tracking
  - Sleep duration is only viewable on the Healthy 365 app after syncing.

### 4. I have just collected the HPB fitness tracker. How do I pair it with my Healthy 365 app?

Upon collection, launch the Healthy 365 app and make sure the new HPB fitness tracker is in proximity. Follow the steps on the screen to pair and sync the new [HPB fitness tracker](#).

### 5. My HPB fitness tracker is faulty. May I exchange it?

To check your eligibility for an exchange, please see [exchange eligibility](#).

**6. My HPB fitness tracker is faulty but it has exceeded the 12 months warranty. Can I collect a new HPB fitness tracker?**

To check your eligibility to collect a new HPB fitness tracker, please see [collection eligibility](#).

**7. I have other queries about the HPB fitness tracker but I can't find it here.**

For more queries on the HPB fitness tracker, please visit [refer to the National Steps Challenge™ FAQs](#) for more information.

**8. Can I track sleep on the Healthy 365 app with my own commercial fitness tracker?**

You can use your Fitbit device (that support sleep tracking) to sync sleep on the Healthy 365 app. Follow the steps on the app to grant permission to access sleep data from your Fitbit.

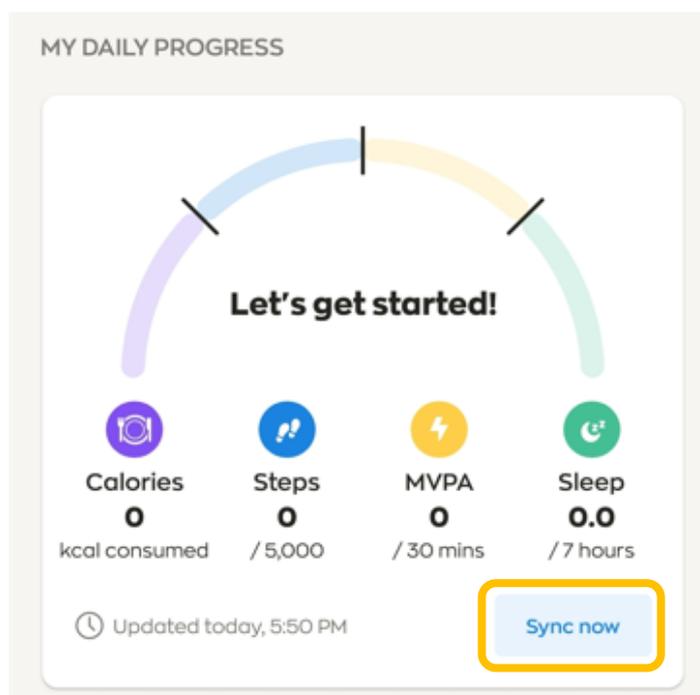
Besides Fitbit, sleep syncing on the Healthy 365 app is currently not available for other commercial fitness trackers.

## Section B: Sleep Tracking

### (i) How to sync

**9. After pairing my wearable, how can I sync my sleep on the Healthy 365 app?**

If your wearable has been paired with the Healthy 365 app and it supports sleep syncing, you can click on the 'Sync now' button (as shown below) on the dashboard to sync your sleep:

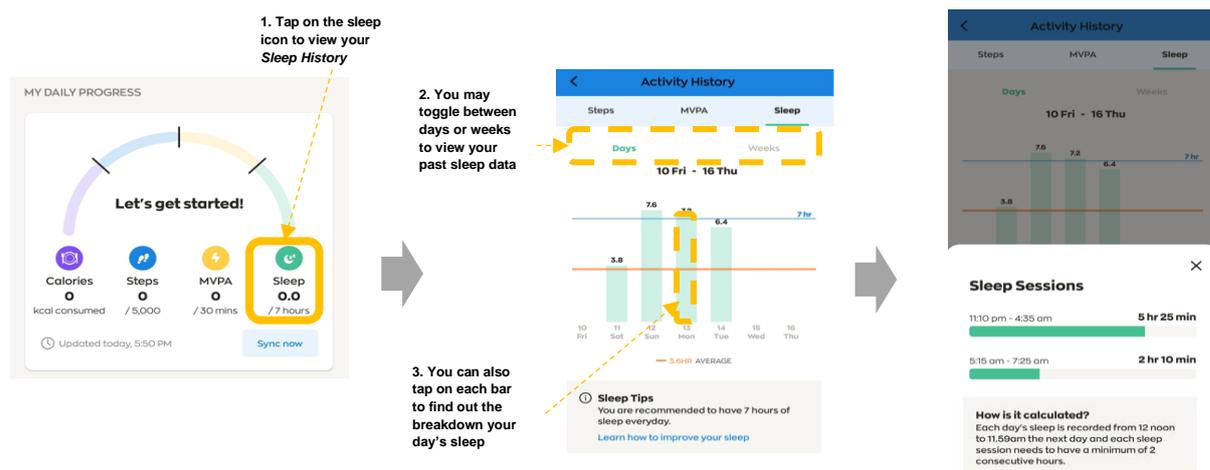


For Fitbit users, please sync your watch with your Fitbit app first before launching the Healthy 365 app to sync.

## (ii) Where can I view my sleep records after syncing

### 10. How do I view my *Sleep History* / check my sleep records on the Healthy 365 app?

Tap on the sleep icon to view your *Sleep History*. *Sleep History* includes previous sleep sessions synced. Sleep records are viewable on the app for up to 3 months.



### How can I see my sleep duration on my wearable?

- For HPB fitness trackers:

Sleep duration will not be shown on the HPB fitness trackers. To view sleep duration, go to the Healthy 365 app and view "My Daily Progress". [To view your \*Sleep History\*](#), tap on the Sleep icon. Note that sleep duration can only be recorded if there are at least 2 consecutive hours of sleep clocked. Daily sleep record is captured between 12 noon to 11.59 am (following day).

- For Fitbit users, please visit

[https://help.fitbit.com/articles/en\\_US/Help\\_article/1314.htm?Highlight=sleep%20tracking](https://help.fitbit.com/articles/en_US/Help_article/1314.htm?Highlight=sleep%20tracking) for more information on tracking sleep with your Fitbit device.

### 11. How long does my HPB fitness tracker store my sleep data for? How often should I sync my sleep to the Healthy 365 app?

The HPB fitness tracker can store up to 7 days of sleep data. Remember to sync your tracker to the app once every 7 days to avoid losing your sleep records.

**12. I can't see my sleep session on the dashboard even though I have synced my data to the Healthy 365 App.**

Sleep sessions can only be synced on the Healthy 365 app if there was a minimum of 2 consecutive hours of sleep detected by your tracker. Remember to sync your tracker to the app once every 7 days to avoid losing your sleep records.

Do note that your sleep records on the dashboard resets at 12 noon daily and these records will be saved under *Sleep History* for viewing. Daily sleep record is captured between 12 noon to 11:59 am (following day). If you have synced your wearable only after 12 noon, it will not be reflected on the dashboard but will be available under your *Sleep History*. Tap on the sleep icon on your Healthy 365 app dashboard to view your *Sleep History*.

For example, if you wore your device to sleep on Sunday night and synced your sleep the next morning at 10 am, you would be able to see sleep synced on your Healthy 365 dashboard. However, if you synced or viewed your Healthy 365 app after 12 noon, you will need to tap on the sleep icon to view your *Sleep History* for the previous day.

**13. My sleep bar was filled this morning but when I launched my Healthy 365 app this afternoon, the sleep bar is now unfilled.**

The sleep arc on the dashboard resets at 12 noon daily and daily sleep record is captured between 12 noon to 11.59 am (following day). To view your sleep for the previous day, please tap on the sleep icon to view your *Sleep History*, toggle to view by 'Days'. You should see a sleep bar for the previous day's date. You can also tap on the bar to view further details of the day's sleep.

**14. I participated in the Sleep Challenge pilot in 2021. Will my past sleep data be carried over to this year?**

Your past sleep data will not be carried over as sleep records are retained on the H365 app for up to 3 months.

**(iii) How to ensure accurate sleep tracking?**

**15. What can I do for accurate sleep tracking?**

- For HPB fitness trackers:  
The tracker will automatically track sleep duration based on changes in body movement and heart rate.

For accurate sleep tracking, please take note of the following:

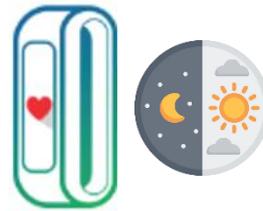
1. Ensure that the tracker has sufficient battery. Turn on the tracker, there is no need to activate sleep tracking function.
2. Make sure the sensor on the back of the tracker is clean, dry, and free from foreign objects.

3. Wear the tracker snugly on your wrist at least 1 finger width away from the wrist bone. Tighten the band so the tracker is snug but not too tight. This helps ensure sensor on the bottom of the device stay in contact with your skin.



4. Wear your tracker for at least 30 minutes before sleep. Continue to wear your tracker for at least 30 minutes as you go about your daily activities after waking up from sleep.

However, please do not swim or shower with the tracker as it is not waterproof.



5. When not wearing the fitness tracker, place it with the **screen facing down** to avoid affecting the sensor on the back of the tracker.



For Fitbit users, please visit

[https://help.fitbit.com/articles/en\\_US/Help\\_article/1314.htm?Highlight=sleep%20tracking](https://help.fitbit.com/articles/en_US/Help_article/1314.htm?Highlight=sleep%20tracking) for more information on tracking sleep with your Fitbit device.

## **16. Is the sleep duration tracking by the HPB fitness tracker accurate?**

The HPB fitness trackers are provided as a public service and are meant to provide participants with information to encourage an active and healthy lifestyle. Third party testing has been carried out, and as with any commercial devices, the trackers are intended to be a close estimation of sleep metrics but may not be 100% accurate. Do also note that HPB fitness trackers are not medical devices and the data provided is not intended to be utilised and/or relied on for medical purposes. For tips on how to track sleep accurately using the HPB fitness tracker, please [refer to Q15](#).

## **17. What should I do if the HPB fitness tracker is not accurately tracking sleep?**

Note that daily sleep record is captured between 12 noon to 11.59 am (following day). Sleep duration can only be recorded if there are at least 2 consecutive hours of sleep. Make sure the sensor on the back of the HPB fitness tracker is clean, dry, and free from foreign objects. If you still experience problems with tracking sleep on your HPB fitness tracker, email [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) or call **1800 567 2020**.

## **18. I am using a Fitbit tracker to sync sleep. Why is the sleep duration different on my Fitbit app and Healthy 365 app?**

The sleep duration currently reflected on the Healthy 365 app displays the total time the user is recorded to be in bed. Hence, the sleep session might appear to be slightly longer in the Healthy 365 app for Fitbit users as compared to sleep recorded on the Fitbit app.

## **Section C: Benefits for Sleep Tracking**

### **19. Why should I track my sleep?**

There are several benefits to tracking your sleep using a sleep tracker. It is similar to keeping a sleep diary, except that your wearable will do the tracking for you, and you can access your sleep records anytime, anywhere on your phone app. Here are some other benefits of tracking your sleep using a wearable:

- **Monitor your sleep patterns:** A sleep tracker can provide you with detailed information about your sleep patterns, such as how long you slept and how many times you woke up during the night. Some commercial brand wearables can allow you to find out how much time you spent in [each stage of sleep](#) (light, deep, and REM). By monitoring your sleep patterns, you can make adjustments to improve the quality of your sleep.

- Increase awareness of sleep habits: Tracking your sleep can help you become more aware of your sleep habits. For example, you may notice that you're not getting enough sleep after a night of binge watching. This increased awareness can give you a better understanding to help you make changes to your sleep habits and prioritise getting better sleep.

## **Section D: Understanding Sleep**

### **20. Where can I learn more about sleep?**

You can visit [this page](#) to learn more about sleep.

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