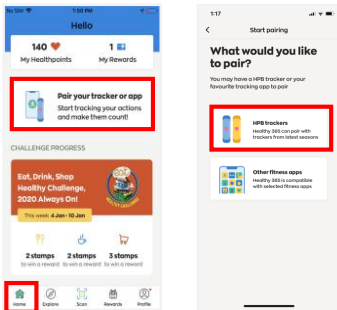


Step-by-Step Guide: How to set up your HPB fitness tracker

Applicable for: (i) purchased HPB fitness tracker, or
(ii) unpaired HPB fitness tracker

If you had collected your HPB fitness tracker at our roadshows or designated collection points, your fitness tracker would have been set up and paired. You need not set it up again.



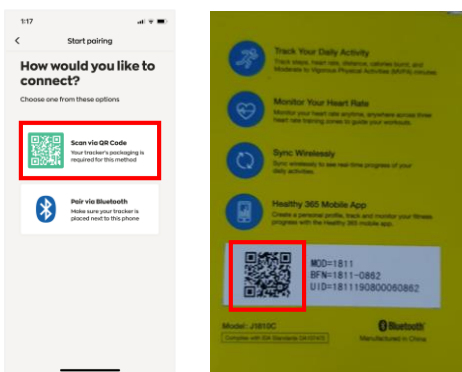
Step 1

- On the 'Home' tab of the Healthy 365 mobile app, tap on 'Pair your tracker or app' and select 'HPB Trackers'.
- If you are connecting via QR Code, you will need your HPB fitness tracker's packaging.
- If you are connecting via Bluetooth, you will need to turn on the Bluetooth® on your smartphone (at least 1.5m radius).

Connect via QR Code:

Step 2

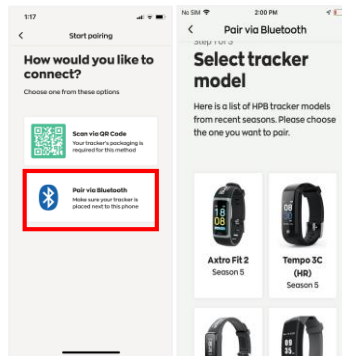
- Select 'Scan via QR code' and scan the QR code on your HPB fitness tracker's packaging.



- Congratulations! You have successfully set up your HPB fitness tracker.

OR

Connect via Bluetooth:

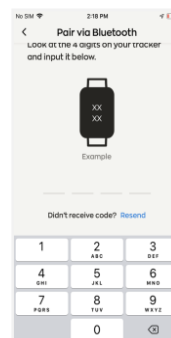


Step 2(i)

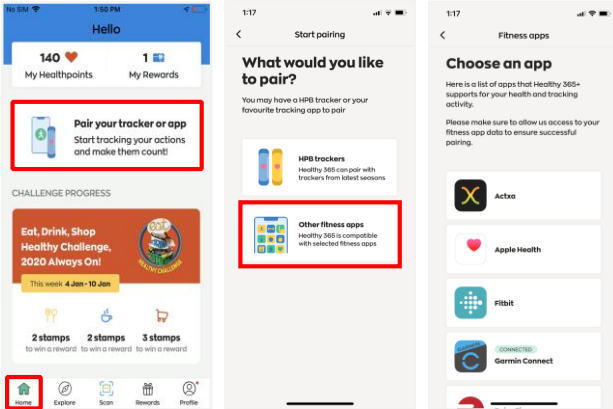
- Select 'Pair via Bluetooth' and chose the model of your HPB fitness tracker.

Step 2(ii)

- You will be prompted to key in a 4-digit code. Tap on your HPB fitness tracker for your 4-digit code.
- Key in the code and tap 'Submit'.
- Congratulations! You have successfully set up your HPB fitness tracker.



Step-by-Step Guide: How to set up other fitness tracking mode (For those not using the HPB Fitness Tracker)

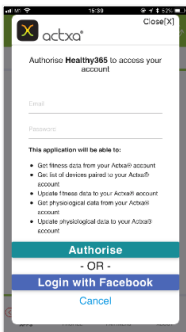


On the 'Home' tab of the Healthy 365 mobile app, select 'Pair your tracker or app'. Next, tap on 'Other fitness apps' to choose your preferred fitness tracking mode:

- Actxa® mobile app[^]
- Apple Health mobile app
- Fitbit mobile app[^]
- Garmin Connect™ mobile app[^]
- Polar Flow mobile app[^]
- Samsung Health mobile app

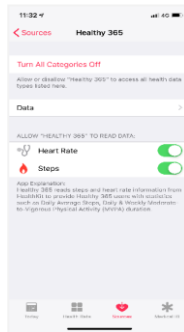
[^]Applicable to selected fitness tracking devices compatible with Actxa®, Fitbit, Garmin Connect™ or Polar Flow mobile apps.

Actxa®



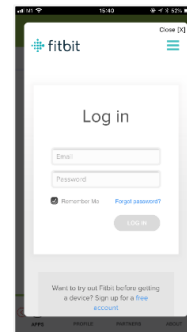
Log in to your Actxa® account and tap on 'Authorise' to allow access for the Healthy 365 mobile app.

Apple Health



Allow the Healthy 365 mobile app to access your fitness data on the Apple Health mobile app.

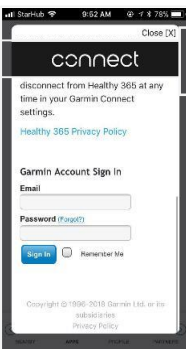
Fitbit



Log in to your Fitbit account.

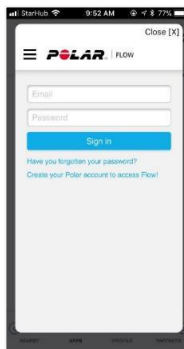
Select your preferred Fitbit tracker to allow the Healthy 365 mobile app to access your fitness data on the Fitbit mobile app.

Garmin Connect™



Log in to your Garmin Connect™ account to allow the Healthy 365 mobile app to access your fitness data on the Garmin Connect™ mobile app.

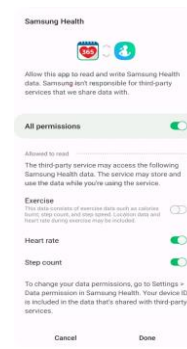
Polar Flow



Log in to your Polar Flow account.

Select your preferred Polar tracker to allow the Healthy 365 mobile app to access your fitness data on the Polar Flow mobile app.

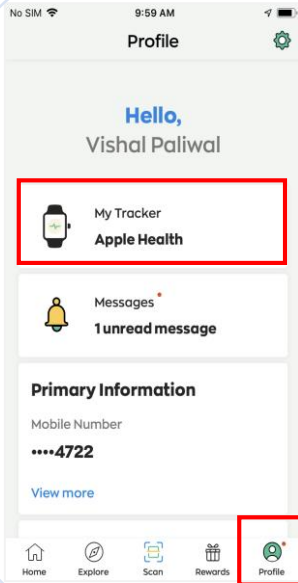
Samsung Health



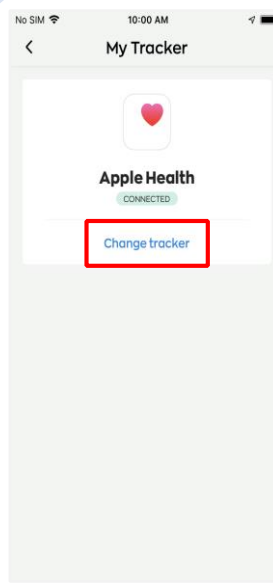
Allow the Healthy 365 mobile app to access your fitness data on the Samsung Health mobile app.

Step-by-Step Guide: How to *change fitness tracking mode*

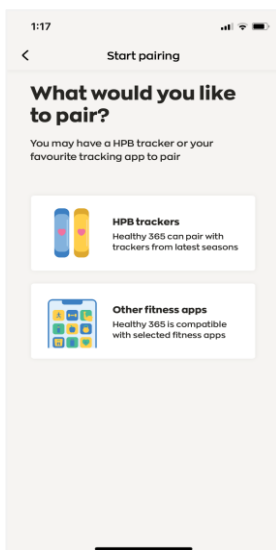
Do sync all your existing data before changing your fitness tracking mode.



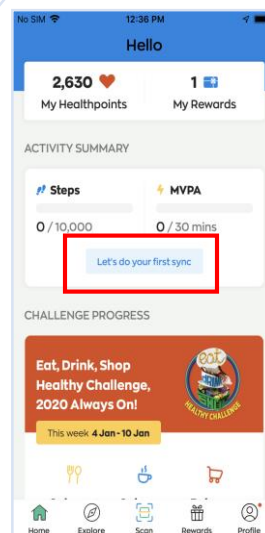
Step 1
Select the 'Profile' tab and tap on the 'My Tracker' card.



Step 2
Tap on the 'Change tracker' button. Select 'Yes' after ensuring that you have synced all your existing data.



Step 3
Select your preferred fitness tracking mode and follow the on-screen instructions to complete the pairing process.



Step 4
Go to 'Home' and tap on the 'Sync' button to sync for the first time.

Your fitness tracker should sync automatically after the first sync.

Step-by-Step Guide: FAQs about your HPB fitness tracker

How do I start using my HPB fitness tracker?

Once the HPB fitness tracker is selected and set up on the Healthy 365 mobile app, all you need to do now is to start moving to accumulate steps and clock the duration of your higher intensity physical activity. The HPB fitness tracker can only store up to 7 days of data. You will need to sync it with the Healthy 365 mobile app via Bluetooth® at least once every 7 days to avoid losing fitness activity records.

Is the HPB fitness tracker water-resistant?

Yes, as long as the base unit is securely attached to the strap. However, it is not waterproof and cannot be submerged in water.

Do I need to charge the HPB fitness tracker?

Yes, you will need to charge the fitness tracker regularly. Please follow the instructions in the instruction manual which comes along with your HPB fitness tracker. Each charge should not exceed 2 hours as overcharging will shorten the battery's lifespan over time. Battery damage as a result of overcharging is not covered under the warranty.

Can I use someone else's fitness tracker if I lose mine?

No. Each HPB fitness tracker, once paired, will be uniquely tagged to a person's profile hence it cannot be shared or passed to someone else. If you lose your fitness tracker, you may choose to continue participating using other steps tracking mode with other compatible trackers or mobile apps. Visit stepschallenge.sg for a full list of compatible trackers and mobile apps.

What do I do if my HPB fitness tracker becomes faulty?

As long as the fitness tracker is still within the 12-month warranty period, participants may do a one-for-one exchange of their faulty tracker at the authorised service providers' outlets or the National Steps Challenge™ Customer Care Centres. Participants are required to bring the faulty fitness tracker as well as the full packaging to facilitate exchange.

How do I check the warranty period of my HPB fitness tracker?

You can go to the 'Profile' tab and click on 'My Tracker' to view your HPB fitness tracker's warranty period.

National Steps Challenge™ Customer Care Centres

Location	Operating hours
Genix Changi City Point, #02-06	11am – 9pm (Daily)
Genix Jcube, #04-15	11am – 9pm (Daily)
Genix Jubilee Square, #01-17	11am – 9pm (Daily)
Genix The CentrePoint, #03-05	11am – 9pm (Daily)

