

# Healthy 365 app Frequently Asked Questions (FAQs)

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## A. Create or verify Healthy 365 account with Singpass Myinfo

### 1. How do I create or verify my existing Healthy 365 account with Singpass?

Download the Healthy 365 app and follow the on-screen steps to create a new account or verify your existing Healthy 365 account. Download the step-by-step guide at <https://www.healthhub.sg/programmes/healthyliving> under **Your 101 to Healthy 365**.

When completing the one-time Singpass verification on your Healthy 365 app, you can log in to your Singpass account by either i) tapping on the on-screen QR code to open your Singpass app or ii) using your User ID and Password if you do not have the Singpass app installed on your mobile device.

Please note that only Mobile Number, Email Address and Marital Status are editable fields and your Mobile Number will be used for future logins to the Healthy 365 app. If you encounter difficulties connecting to Singpass or Myinfo service, try again later as the Singpass service may be unavailable at that time.

### 2. Why is the Healthy 365 app using Singpass Myinfo?

In line with the Whole of Government movement towards strengthening data governance measures, all Healthy 365 app users must verify their account with Singpass from 5 January 2023. This one-time Singpass verification of all Healthy 365 accounts will safeguard users against potential fraud (e.g. impersonation).

For new users of the Healthy 365 app, creating a new Healthy 365 account using Singpass will simplify the sign-up process by extracting and pre-filling relevant personal details on the Healthy 365 app.

### 3. What personal information will be retrieved when I verify with Singpass Myinfo?

Your Name, NRIC/FIN, Date of Birth, Sex, Residential Address, Marital Status, Race, Mobile Number and Email Address will be retrieved from Myinfo. Please be assured that all of your personal data submitted to Health Promotion Board will be treated in accordance with our HPB Privacy Statement set out in <https://www.hpb.gov.sg/privacy-statement> (“**Privacy Statement**”) and Healthy 365 Privacy Statement set out in <https://go.gov.sg/h365-privacystatement>.

#### 4. Do I have to use my Singpass to log in to my Healthy 365 account?

You are required to perform the Singpass verification process once. After which, you can use your NRIC/FIN and mobile number for subsequent logins to the Healthy 365 app.

#### 5. What should I do if I do not have a Singpass account?

Singapore Citizens, Permanent Residents or Foreign Identification Number (FIN) holders aged 15 years old and above can register for a Singpass account. You can check your eligibility and register for a Singpass account at

<https://www.Singpass.gov.sg/home/ui/support>.

Alternatively, you may visit any of the Singpass counters in person. You will need to bring the necessary documents for verification, such as your original NRIC or FIN card. List of Singpass counters can be found at <https://www.Singpass.gov.sg/home/ui/counter-locations>.

If you require further assistance, please contact the Singpass Helpdesk at [support@Singpass.gov.sg](mailto:support@Singpass.gov.sg) or +65 6335 3533. The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.

#### 6. Do I need to install the Singpass app on my smartphone to complete the Singpass verification?

Downloading the Singpass app on your smartphone is recommended for your convenience. However, if you choose not to or are unable to install the Singpass app on your smartphone, you can complete the one-time Singpass verification on your Healthy 365 app with your Singpass User ID and Password.

#### 7. If I do not have a smartphone but I have a Singpass account, can I create a Healthy 365 account?

A smartphone is required for the creation of a Healthy 365 account. If you do not have a smartphone, you may wish to create a Healthy 365 account using a family member's or friend's smartphone. To do so, your family member or friend will need to log out from their own Healthy 365 account, before you can create a Healthy 365 account under your name.

8. If I am a foreigner, can I register for Singpass and create a Healthy 365 account?

Permanent Residents or Foreign Identification Number (FIN) holders aged 15 years old and above can register for a Singpass account. You can check your eligibility and register for a Singpass account at <https://www.Singpass.gov.sg/home/ui/support>. You will be able to create a Healthy 365 account as long as you have a Singpass account.

If you require further assistance, please contact the Singpass Helpdesk at [support@Singpass.gov.sg](mailto:support@Singpass.gov.sg) or +65 6335 3533. The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.

9. How do I change my Singpass Myinfo information or reset my Singpass password?

- a) You can reset your Singpass password at <https://www.Singpass.gov.sg/home/ui/support>.
- b) To update your mobile number/email address/password with Singpass, visit Singpass website at <https://www.Singpass.gov.sg/main/> and log in to your account. Select 'My Account' and follow the instructions on the screen.

If the information retrieved from Myinfo is incorrect or you require further assistance, please contact the Singpass Helpdesk at [support@Singpass.gov.sg](mailto:support@Singpass.gov.sg) or +65 6335 3533. The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.

10. If my Singpass Myinfo information is updated subsequently, do I have to inform Health Promotion Board?

Subsequent updates to the information in Singpass Myinfo will not be automatically updated to your Healthy 365 account. You can trigger an update by tapping on "Profile" on the Home screen of the Healthy 365 app.

- a) Under Primary Information, tap on "View More".
- b) You can update Mobile Number, Email Address and Marital Status directly on the Healthy 365 app (Note: Your new Mobile Number will be used for future logins to the Healthy 365 app).
- c) To update other information, tap on "Update with Singpass".

- d) Log in to Singpass and give your permission to access the data by selecting “I Agree”.
- e) Tap on “Confirm” to finish – A 4-digit One-Time-Password (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on “Submit”.
- f) Your profile information in your Healthy 365 account will be updated with the latest information from Myinfo upon completion.

#### 11. I have issues with my Singpass. What should I do?

Singpass is an authentication service governed by GovTech. Health Promotion Board is one of the government agencies using Singpass and its 2FA service. If you have any Singpass issues (e.g., unable to log in via Singpass, lost Singpass token, forgot Singpass password, unable to receive SMS OTP), please call the Singpass helpdesk at +65 6335 3533 or email [support@Singpass.gov.sg](mailto:support@Singpass.gov.sg).

#### 12. Can I edit my profile after my Healthy 365 account has been created / verified using Singpass?

Yes, you will be able to edit your Mobile Number, Email Address and Marital Status after Singpass Myinfo verification. Refer to [A10. If my Singpass Myinfo information is updated subsequently, do I have to inform Health Promotion Board?](#)

#### 13. My FIN/NRIC in Singpass is different from my existing Healthy 365 account, what should I do?

Please email us at [HPB\\_mailbox@hpb.gov.sg](mailto:HPB_mailbox@hpb.gov.sg) to notify us. We will follow up with a verification process and assist you accordingly.

#### 14. What will happen if my FIN/NRIC Date-of-Birth (DOB) in my Singpass Myinfo does not have the “day” and/or “month” component?

If your Singpass Myinfo DOB information does not have the “day” component, the Healthy 365 app system will automatically indicate “01” as the day in the DOB found in the Healthy 365 app’s Personal Information section. If your Singpass Myinfo DOB information does not have the “month” component, the Healthy 365 app system will automatically indicate “Jan” as the month in the DOB found in the Healthy 365 app’s Personal Information section. For

example, if your Singpass Myinfo DOB information only shows your Year-of-Birth as 1945, the DOB in your Healthy 365 profile will be reflected as “01 Jan 1945”.

As the “year” component is to facilitate participation in Healthy 365 app events/activities, users whose Singpass Myinfo DOB information do not contain the “day” and/or “month” component will still be allowed to access the Healthy 365 app and use it normally.

#### 15. What happens if I do not verify my Healthy 365 account with Singpass Myinfo?

Unverified users will not have access to Healthy 365 app and unable to sync your fitness data, redeem rewards, scan QR codes, join challenges, participate in events and book appointments for fitness tracker collection or exchanges on the Healthy 365 app.

Please verify your account to continue accessing the Healthy 365 app.

#### 16. I am under 15 years old and I do not have a Singpass account to verify my Healthy 365 account. What should I do?

All new and existing Healthy 365 accounts must be authenticated with Singpass Myinfo. Hence, individuals under 15 years old will not be able to sign up or log in to the Healthy 365 app until he/she turns 15 years old.

You may continue to take part in parent-child events. Refer to [C4. How can I register for Health Promotion Board parent-child events \(e.g., Active Family programme\) since I am under 15 years old and unable to access the Healthy 365 app?](#) for more information.

#### 17. Will I be able to access my Healthy 365 account once I turn 15 years old?

You will be able to access your Healthy 365 account once you have a Singpass account.

Singapore Citizens, Permanent Residents or Foreign Identification Number (FIN) holders aged 15 years old and above can register for a Singpass account. You can check your eligibility and register for a Singpass account at <https://www.Singpass.gov.sg/home/ui/support>.

Once you have a Singpass account, log in to your Healthy 365 account and follow the on-screen steps to verify your Healthy 365 account.



18. I turned 15 years old but have since changed my mobile phone number. How do I update my mobile number to log in to the Healthy 365 app and verify my Healthy 365 account?

If you have changed your mobile number and are unable to receive the One-Time-Password (OTP) to access your profile, please tap on “Need help?” on the Healthy 365 app Log in screen, select “I have changed my mobile number” then follow the on-screen instructions to verify your Healthy 365 account with Singpass Myinfo and update your mobile number. After this, try to log into the app again and you should receive the SMS OTP.

## **B. Managing your Healthy 365 account/ profile**

1. How do I withdraw from the Healthy 365 app?

You may do so through the Healthy 365 app by choosing “Withdraw from Healthy 365” in settings or email us at [HPB\\_Mailbox@hpb.gov.sg](mailto:HPB_Mailbox@hpb.gov.sg).

2. What is Health Declaration?

The Health Declaration determines an individual’s health status and is based on the Get Active Questionnaire in the Healthy 365 app.

3. What is Get Active Questionnaire (GAQ)?

The Get Active Questionnaire (GAQ) is a self-declared questionnaire intended for all ages, to help you assess your readiness to participate in physical activity. For individuals with health concerns/conditions, advice from a Qualified Exercise Professional or healthcare provider is encouraged before embarking on physical activity.

Your declaration will affect your participation in physical activity programmes and events, including MVPA tracking. For your safety, if you declare that you have 1 or more health conditions, you will not be able to register or attend a physical activity session. You will also not be able to participate and earn Healthpoints in the MVPA category. Your declaration has a validity of 12 months and can be updated through the Healthy 365 app.

#### 4. How do I change my Health Declaration status?

To change your health declaration status, tap on the “Profile” tab. Select the “Health Declaration” card. Select the description that best fits your current health status and tap on “Confirm” to update your health declaration status. Do note that you cannot change your health declaration status more than once a day.

### C. Participating in programmes on the Healthy 365 app

#### 1. How do I sign up for a Programme and/or Challenge?

Please ensure your smartphone is connected to the internet before following the below instructions:

- a) Tap on “Explore” on the Home screen of the Healthy 365 app
- b) Tap on “Programmes” card
- c) Search and select the programme/challenge of your choice
- d) Enter entry code if applicable, otherwise select “Join now”

After you have paired a fitness tracker, you can view the milestone-based challenges by following the below instructions.

- a) Tap on “Home”
- b) Tap on the “My Progress” dashboard to navigate to the “My Progress” screen
- c) On the “My Progress” screen, tap on the “Challenges” tab. Your eligible milestone-based challenges will be displayed and you can start clocking activities to participate.

#### 2. Can I sign up for a challenge on behalf of my friends/family members on the Healthy 365 app using my account?

No, each person must sign up individually. Each smartphone can only be signed in to one account at a time. To sign up for your friend or family member, you will need to log out from your account and sign in with his/her account before signing up for the challenge.

#### 3. Can participants of LumiHealth take part in Healthy 365 programmes?

If you are participating in LumiHealth programme, you will not be eligible for selected challenges. If you would like to withdraw from LumiHealth, do note that once you withdraw

from LumiHealth programme, you cannot sign up for it again. Do redeem your coins and use your HPB eVouchers, if any, before you withdraw as you will not be able to do so after withdrawal.

#### 4. How can I register for Health Promotion Board parent-child events (e.g., Active Family programme) since I am under 15 years old and unable to access the Healthy 365 app?

Simply get your parent to register for an event that allows them to bring a child and you can join them.

Steps to sign up for the parent-child events:

- a) Add child to parent's profile either through the "Event Details" or "Profile" page
- b) Tap on "Explore" on the Home screen of the Healthy 365 app
- c) Tap on "Events"
- d) Select the session of the parent-child event you would like to register for
- e) Tap on "Book Now" and follow the instructions on the screen

Child must be accompanied by the parent who made the booking to attend the session.

You may refer to <https://go.gov.sg/hpbworkoutclasses> for step-by-step guide on how to book parent-child events.

#### 5. Can my relatives or grandparents also register for parent-child events with me since I am under 15 years old and unable to access the Healthy 365 app?

Only parents/legal guardians with the parent-child relationship verified via Singpass MyInfo will be able to book for children under 15 years old for parent-child events.

You may refer to <https://go.gov.sg/hpbworkoutclasses> for the step-by-step guide on how to book parent-child events.

## **D. Goals Setting and Progress Tracking**

### 1. What goals can I set?

You can set daily goal for Steps, MVPA and Sleep. The recommendation is to achieve 5,000 steps and 7 hours of sleep daily, and at least 150 minutes of MVPA every week. Based on

your average steps, sleep hours and MVPA minutes achieved, the app will guide you to set your personal goals to improve and do better. Once you have set the goals, they will be reflected and tracked on the dashboard.


## 2. What is MVPA?

MVPA stands for Moderate to Vigorous Physical Activity. Physical activity is a core component of a healthy lifestyle and covers a range of activities from incidental movement such as commuting to leisure-time physical activity such as sports and exercises that encompasses different intensities (low, moderate, or vigorous).

For more information on physical activities of different intensities, please refer to [here](#).

## 3. How do I clock MVPA?

MVPA is attained when an individual reaches  $\geq 64\%$  of their maximum heart rate, Maximum heart rate =  $220 - \text{Age}$ .

The duration of MVPA, or higher intensity physical activities is automatically computed when users sync their fitness records to the Healthy 365 app. Users may tap on  or "View activity history" under the "My Progress" screen to check their MVPA duration. Only MVPA sessions lasting 10 consecutive minutes or more will be taken into consideration for the calculation of MVPA duration.

The HPB fitness tracker can track users' heart rate automatically throughout the day, as long as the tracker is turned on, has sufficient battery and is worn correctly on the wrist.

Some examples of activities you can do to clock MVPA include:

- Brisk walking about 500m in 5-7 min
- Cycling casually on level ground or about 8km in 30 min
- Recreational badminton or doubles tennis game
- Effortful household chores like vacuuming, gardening
- Walking up the stairs

Individuals who are less fit such as those who are just starting an active lifestyle or those with chronic conditions, may require more effort to perform these activities. For example, brisk walking may feel more vigorous than moderate. Therefore, they may want to gradually increase their exercise intensity over time.

Those who have been sedentary or are just starting to be more physically active, can incorporate short, achievable durations of physical activity over the week, such as choosing to alight one bus stop earlier and walk the rest of the way home, or take the stairs instead of the lift. Aim to achieve 5,000 steps and 10 minutes of MVPA are good starting points to work towards.

Individuals who prefer to walk as part of their daily physical activity regime can take up brisk walking and gradually increase the distance and pace of walking daily. Adults with chronic conditions should consult a health professional to determine a suitable exercise regime for them.

#### 4. [Where can I learn more about sleep?](#)

You can visit these pages to learn more:

- [MindSG](#)
- [National Sleep Foundation](#)

#### 5. [Why are the Steps, MVPA and Sleep activity icons greyed out on my dashboard?](#)

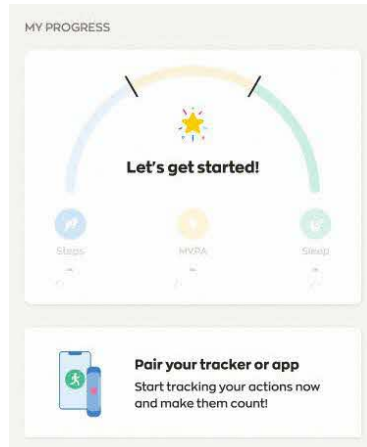
Steps, MVPA and sleep activity icons will be greyed out if you have not set up a HPB fitness tracker or compatible fitness tracking devices/apps. Upon set-up, you will be able to view and start tracking your goals for Steps, MVPA and Sleep on the dashboard.

For more information on setting up your HPB fitness tracker or other tracking devices/apps refer to [H1. I would like to seek help regarding my fitness tracker. What should I do?](#)

#### 6. [What do I need to do to get started to set your goals and track my progress?](#)

You will need to set up your fitness tracking device or fitness mobile app on the Healthy 365 app. Your device needs to be able to track heart rate in order to contribute towards MVPA minutes.

If you have not set up any fitness trackers previously, you will see a prompt on the Healthy 365 app Home screen.



After tapping on the prompt, follow the on-screen instruction to set up your fitness tracker or fitness tracking device/app.

Upon successfully pairing of a HPB fitness tracker or compatible fitness tracking device/app, a pop-up window will appear when you open the app and is logged in. The pop-up window will guide you to set daily goals for Steps, MVPA and Sleep. You can tap on the – and + buttons to decrease or increase the goal target that you wish to set.

To track your progress, wear your fitness tracker and sync your fitness data with the Healthy 365 app by launching the app. Sleep duration tracking is supported on Healthy 365 for these HPB fitness trackers and third-party fitness apps when paired to a compatible tracker, specifically:

- HPB fitness trackers: Axtro Fit 3, Axtro Fit 4, Tempo 4C and Tempo 5C
- Apple Watch (Series 3 or later)
- Samsung Watch (Galaxy Fit2 or later)
- Fitbit, HUAWEI and Polar devices that support sleep tracking



To find out more regarding your fitness tracker, HPB trackers and tracking of your physical activities and sleep duration, refer to [H1. I would like to seek help regarding my fitness tracker. What should I do?](#)

## 7. Why am I not able to set and track goal for MVPA?

Based on your health declaration, you have declared that you have 1 or more health


conditions that restrict you from doing physical exercises. The ability to set MVPA goal is disabled for your safety.

#### 8. How do I edit my goals?

Tap on the “My Progress” dashboard on the Home screen. This will navigate you to the “My Progress” screen where you can find the pencil  icon. Tap on the pencil  icon to edit your goals.

#### 9. How do I view and track my goals' progress?

You can track your progress in a few ways.

- a) Refer to the “My Progress” dashboard on the Home screen to view your daily progress.
- b) Tap on the dashboard to navigate to the “My Progress” screen to view your weekly progress.
- c) On the “My Progress” screen, tap on the calendar icon  to view past progress (older than a week).

NOTE: You need to do at least 10 minutes of MVPA continuously per session in order for your MVPA minutes to be recorded. Each day's sleep duration is monitored from 12 pm to 11.59 am the following day and will be recorded only if there are at least 2 consecutive hours of sleep clocked.


#### 10. Why am I unable to see my sleep session on the dashboard for today although I have synced my data to the Healthy 365 app?

Sleep sessions will be synced 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.

Daily sleep record is captured between 12 noon to 11:59 am (next day) and your sleep records on the dashboard resets at 12 noon daily. If you have synced your wearable only after 12 noon, it will not be reflected on the dashboard for today.


Please click [here](#) for sleep tracking FAQs.

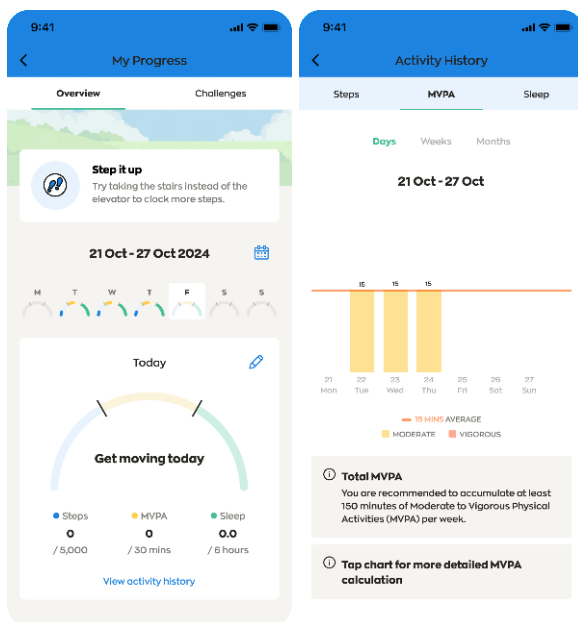
## 11. Can I sync my progress for days prior to today?

Yes, your fitness tracker will store your activity data for 7 days since your last sync. Data from days prior to today can be viewed by tapping on the calendar icon  under "My Progress", or under the "Activity History" screen.

## 12. How do I view my activity history?

On the "My Progress" dashboard on your Home Screen, tap on the activity icons to view the respective activity history.

For example, to view your activity history for MVPA, tap on  and you will be navigated to the MVPA Activity History screen.



## 13. Why do I see an error message on the Healthy 365 app?

It could be due to connectivity issue. Ensure that your mobile phone is connected to the internet with a stable connection.

If the error message persists, try closing and relaunching the Healthy 365 app.



#### 14. Why am I being prompted to review my goals?

You will be prompted periodically to review your current goals to ensure they are still relevant. Your average data based on your activity history is provided as a guide to assist you in reviewing your goals. You can tap on “X” or check “Retain current goals” to skip and keep your current set goals.

#### 15. Do I get rewarded for meeting my own set goals?

No rewards are given for setting or meeting your own set goals. The new goal setting feature allows you to set steps, MVPA and sleep goals that fit your lifestyle and for you to track your progress over time. Rewards are given when you take part in the challenges and achieve the milestones that are pre-set for everyone.

### E. Challenges

#### 1. How will I be rewarded under the milestone-based challenges?

You may use your HPB fitness tracker or compatible tracking device or app to clock steps, sleep and MVPA and sync your activity data to the Healthy 365 app. Healthpoints are automatically awarded when daily steps and sleep milestones, and weekly MVPA milestones are achieved based on the reward structure shown below.

Weekly MVPA is accumulated on a Monday-to-Sunday basis and the weekly progress will reset to zero every Monday.

<b>Steps: Level of activity synced to the Healthy 365 app per day</b>	<b>Healthpoints (Daily)</b>
5,000 and more	10 (daily maximum)

<b>Sleep: Level of activity synced to the Healthy 365 app per day</b>	<b>Healthpoints (Daily)</b>
6 – 6.4 hours	5
6.5 – 6.9 hours	10
7 hours and more	15 (daily maximum)

<b>MVPA: Level of activity synced to the Healthy 365 app per week</b>	<b>Healthpoints (weekly)</b>
30 – 59 minutes	20
60 – 89 minutes	40
90 – 119 minutes	60
120 – 149 minutes	80
150 minutes and more	100 (weekly maximum)

## 2. How do I view my progress for the milestone-based challenges?

To view your progress, tap on the dashboard to navigate to the “My Progress” screen then tap on “Challenges” tab to view the challenges.

## 3. Why is the challenge design for MVPA a weekly format?

The intent of a challenge is to encourage users to reach and sustain the recommended activity level stated in guidelines and advisories. The Singapore Physical Activity Guidelines (SPAG) recommends adults and older adults to engage in at least 150 minutes of MVPA per week to optimise health benefits. The MVPA challenge has been revised to a weekly mechanic to align with the SPAG recommendation. The weekly mechanic provides participants with the flexibility to clock and accumulate MVPA throughout the week in the way that best suits their lifestyle to meet the recommended 150 minutes of MVPA every week.

NOTE: A minimum of 10 consecutive minutes of MVPA is required for your MVPA minutes to be recorded on the Healthy 365 app.

## 4. Why is the challenge designed to get me to sleep for 7 hours daily?

Healthy 365 challenges aim to help users reach and sustain the recommended activity levels for a healthy lifestyle. The challenge for sleep supports users in progressively increasing their sleep duration to meet the recommended sleep duration of 7 hours for adults, which is the recommended sleep duration based on guidelines by the US National Sleep Foundation.

## 5. What is the Starter Challenge about and how will I know if I am eligible for it?

Healthy 365 is progressively evolving to be more personalised to empower users to adopt a healthier lifestyle. Starter Challenges aim to provide additional support to users who may need more help to kickstart a healthier lifestyle, and encourage them to take steps towards it.

Eligible users are identified based on their recent activity levels tracked on the Healthy 365 app. They will automatically receive the relevant Starter Challenge(s) most suited to support them in improving their current lifestyle behaviours. If you are eligible, a Starter Challenge banner will be displayed on the “Challenges” screen on your Healthy 365 app. To view the “Challenges” screen, tap on the dashboard to navigate to the “My Progress” screen then tap on the “Challenges” tab to view the challenges.

## 6. How do I participate and track my progress in the Starter Challenge?

If you have received a Starter Challenge, you can immediately begin to participate by completing the activity shown on the Starter Challenge banner. You will be required to sync your fitness tracker data to the app to have your progress tracked in meeting the required activity. Healthpoints are automatically awarded when you have completed the required activity.

Your Starter Challenge activity will be displayed on the app 1 week at a time. You will have Monday to Sunday of that week to complete the activity and your weekly progress resets every Monday. Your Starter Challenge will then automatically end after 4 weeks.

## F. “My Tasks” feature

### 1. What is “My Tasks” about?

The "My Tasks" feature consists of tasks personalised to you, to support you in achieving a healthier lifestyle. You can view tasks that can help you stay motivated and on track with your health journey.

It currently features health and wellness tasks. Tasks from other programmes will be included into the feature at a later stage.

## 2. What are health and wellness tasks?

Health and wellness tasks include recommended content and actions designed to help you build healthier habits. You will receive up to three tasks each week, covering health topics like physical activity, nutrition, mental well-being and more. Learn tips through bite-sized information, test your knowledge with a quiz, or try out the suggested activities for you.

Complete your weekly tasks in any sequence by Sunday, 11.59 pm, before new tasks are served to you every Monday at 12am.

## 3. Do I earn rewards for completing health and wellness tasks?

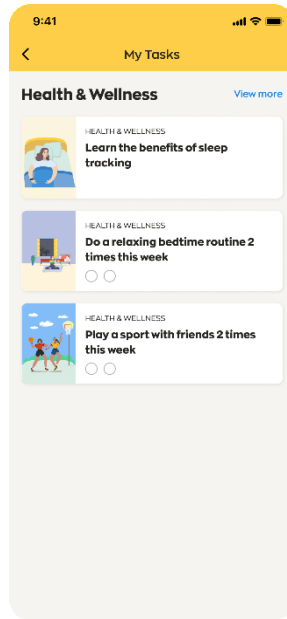
There are no rewards for completing health and wellness tasks.

## 4. Why do I need to choose my health motivation to start receiving health and wellness tasks?

Choosing your health motivation will allow Healthy 365 to show tasks that are more relevant to you. Once you have chosen your health motivation, you will start receiving health and wellness tasks weekly. Currently, your selection of health motivation cannot be changed.

## 5. How do I view my health and wellness tasks?

Under “My Tasks” section, tap on [View all](#) to view your uncompleted health and wellness tasks. You can tap on [View more](#) beside Health and Wellness to view all your health and wellness tasks for the week. Health and wellness tasks served to you in the previous weeks will not be available for viewing.

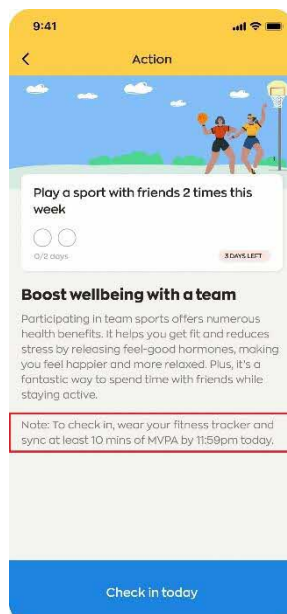


## 6. Why do I see different health and wellness tasks from my family/friends?

Health and wellness tasks are personalised and recommended to you based on your Healthy 365 app user information, including your lifestyle data such as steps, MVPA minutes, and sleep duration.

## 7. Why am I unable to “check in” my action task?

For tasks that are action based, you can only check in once a day. You can refer to the task information for details on how to check in.



Here are some examples on how you can check in the tasks:

1. Sync at least 1,000 steps within the current day;
2. Sync at least 10 minutes of MVPA within the current day;
3. Sync at least 2 hours of sleep between 12 noon on the previous day and 11:59am of the current day;
4. Log a meal for the current day.

## 8. Why am I not able to complete certain tasks that are marked “Ineligible”?

Based on your health declaration, you have declared that you have 1 or more health conditions that restrict you from doing physical exercises. These tasks are disabled for your safety.

## G. Meal Logging

### 1. Why should I use the Meal Log tool?

The meal log tool helps you track your daily calorie intake. By logging what you eat and drink, you can better understand your eating habits over time and work towards making changes to achieve and/or maintain a healthy balanced diet.

### 2. Where can I find the Meal Log tool?

On the H365 app “Home” screen, tap on “Log My Meal” icon under the “Quick Links” section. This will bring you to the Meal Log tool.

### 3. How accurate are the food and drinks nutritional information found in Meal Log tool?

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

#### 4. How do I use the Meal Log tool?

You can use the Meal Log tool to keep track of the estimated calories of all the food and drinks that you consumed for the day, and up to the day before. Refer to the [User Guide](#) for a step-by-step guide on how to add, edit or delete a meal log.

#### 5. How do I track my calories consumed?

You can review your daily calorie intake for the past 30 days under “View my Daily Summary” screen. Refer to the [User Guide](#) for a step-by-step guide for more information.

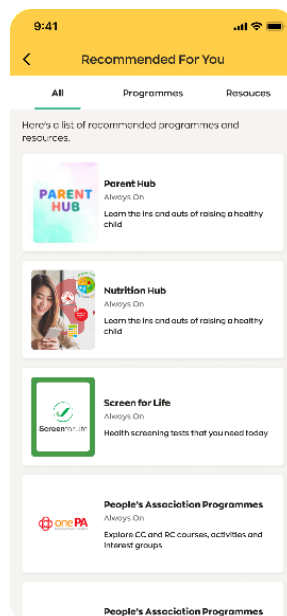
### H. “Recommended For You” Feature

#### 1. What is the “Recommended For You” feature about?

You can get recommendations to programmes and resources that are customised just for you. These recommendations consider your individual health profile, demographic information (such as age or sex) and your preferences and include offerings from the Health Promotion Board and its partners like SportSG and the People's Association.

#### 2. How do I view all the programmes and resources recommended to me?

Under "Recommended For You" section, tap on [View all](#) to view all programmes and resources that are recommended to you.



### 3. How can I stop a programme/resource from being recommended to me?

Currently, you will not be able to stop a programme from being recommended to you.

### 4. How do I see a programme that is not recommended to me?

Under “My Programmes”, tap on [View all](#) to view all programmes, including those that have not been recommended to you.



### 5. Why do I see different recommended programmes and/or resources from my family/friends?

Programmes and resources are personalised and recommended to you based on information you have shared with the Healthy 365 app. These include your individual health profile, demographic information (such as age and sex) and your preferences. We may also recommend website links to partners like SportSG and People's Association where you may find other relevant programmes and offerings.

### 6. What is the “Recommended” tab under “My Events” about?

The “Recommended” tab gives you customised event recommendations based on your preferences and/or areas of interest.



To receive recommendations, tap on “Complete Now” under the “Recommended” tab of the “My Events” section in your Healthy 365 app Home screen. You will be led to a questionnaire that allows you to rank your preferences and/or interests. Based on your ranking and availability of events, the top four choices will be listed under the “Recommended” tab. You can tap on a specific topic or choose “View all recommended events” to see the complete list. Alternatively, you may also explore all recommended listings under the "Recommended" tab by following this sequence: Home screen >> Explore >> Events >> Recommended.

#### 7. What kind of event recommendations are there?

Event recommendations are currently based on the exercises classes and workshops available, based on your indicated preferences. These include Aerobic, Strength, Balance and/or Flexibility exercises for Physical Activity, as well as Nutrition and Mental Health related workshops.

#### 8. Why are there no recommended events based on my indicated preferences?

Recommendations are highlighted based on the availability of sessions in the next 28 days. If there are no upcoming sessions available within the next 28 days based on all your indicated preferences, no recommended events will be shown under the “Recommended” tab. You are encouraged to explore and consider joining other events available on Healthy 365 app by tapping on the “All” tab.

### I. Healthy 365 app trackers and technical queries

#### 1. I would like to seek help regarding my fitness tracker. What should I do?

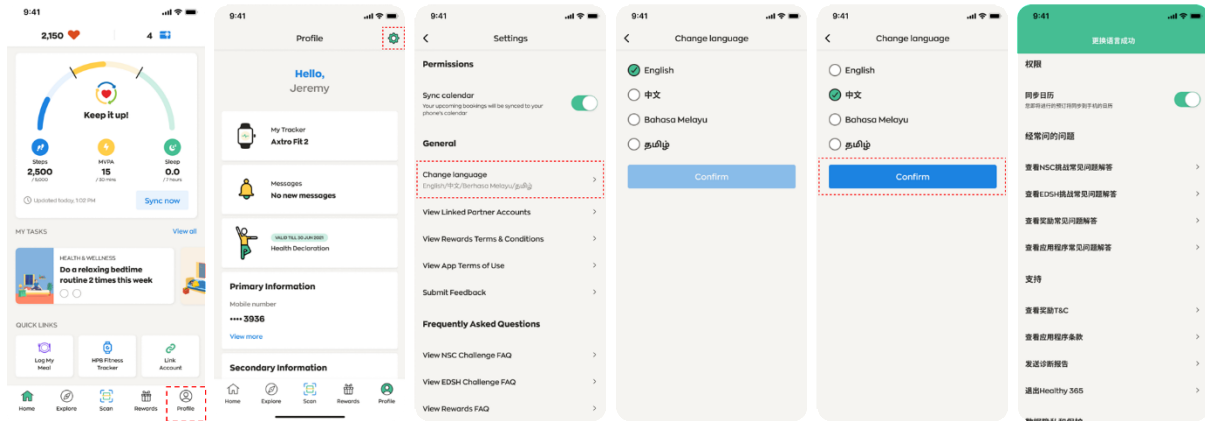
Please click [here](#) for trackers FAQs and user guides.

#### 2. How do I activate my preferred language on the Healthy 365 app?

Please ensure that you have updated your Healthy 365 app to the latest version from the Apple App Store or Google Playstore. Follow the steps below to activate your preferred language on the app:

- a) Tap on “Profile” on the Home screen

- b) Tap on the Gear icon (on top right corner of the screen)
- c) Tap on “Change language”
- d) Select the language of your choice
- e) Tap on “Confirm”



### 3. Why are only some parts of the Healthy 365 app translated?

Selected screens on the Healthy 365 app are made available in Chinese, Malay and Tamil so more users can feel comfortable using the app to embrace healthy lifestyle habits. We regularly monitor user feedback about the app and may translate more screens in future to better support our users.

### 4. Do I need an internet connection to use the Healthy 365 app?

The Healthy 365 app requires an internet connection (data plan or WI-FI connection) for all features, including but not limited to registering for challenges, syncing your fitness tracker to your smartphone, updating the points that you have earned and redeeming rewards.

### 5. I accidentally deleted the Healthy 365 app. What should I do?

Please download the app again from your Apple App Store or Google Playstore and sign in using your Healthy 365 account to restore the data and your progress.

### 6. What is the "Send Diagnostic Report" feature for?

The feature is to allow Health Promotion Board 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.

## 7. I am unable to log in to the Healthy 365 app. What should I do?

You may be on an older version of the Healthy 365 app. Please download the latest version of the Healthy 365 app and follow the on-screen instructions.

If you have changed your mobile number and are unable to receive the One-Time-Password (OTP), please tap on “Need help?” on the Healthy 365 app Log in screen, select “I have changed my mobile number”, then follow the on-screen instructions to verify your Healthy 365 account with Singpass Myinfo and update your mobile number. After this, try to log into the app again and you should receive the SMS OTP.

## J. General Enquiries and Assistance

### 1. Who can I contact should I require further assistance?

You may reach out to our Customer Care hotline at 1800 2231313\* or email us at [hpb\\_mailbox@hpb.gov.sg](mailto:hpb_mailbox@hpb.gov.sg). Our hotline operating hours are from Monday - Friday, 8am to 6pm excluding weekends and public holidays.

\*Airtime charges apply for mobile calls to 1800 service lines.