

Step-by-Step Guide: How to set up/restore your account for National Steps Challenge™



Step 1

Download or update to the latest version of the Healthy 365 mobile app*.



*The latest version of the Healthy 365 mobile app requires a minimum of Android 6 and iOS 10.



Step 2

Create your profile, or restore your profile if you already have one.

If you are restoring your profile, a 4-digit One-Time-Pin (OTP) will be sent via SMS to your registered mobile number.

Step 3



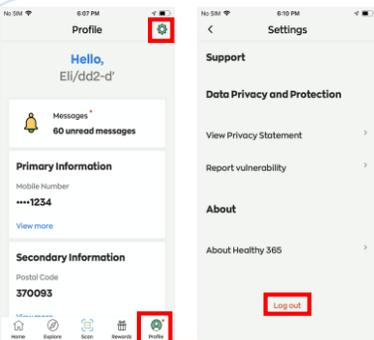
Choose your preferred fitness tracking device. Use the FREE HPB fitness tracker or one of the compatible¹ mobile apps or fitness trackers:

Preferred mobile apps and trackers:

- Actxa® mobile app
- Apple Health mobile app
- Fitbit mobile app with any Fitbit tracker
- Garmin Connect™ mobile app
- Polar Flow mobile app
- Samsung Health mobile app

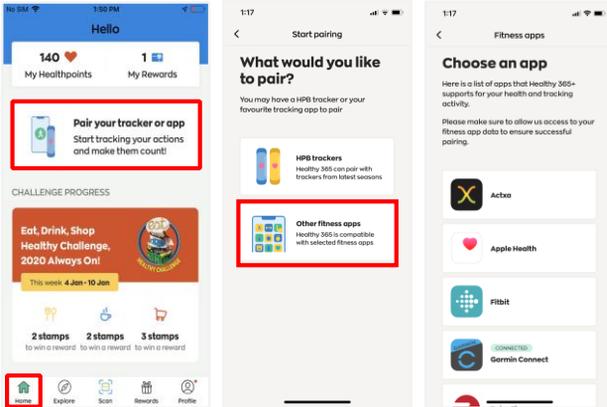
¹ For participants who are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate data in order to contribute towards the MVPA category. Applicable to selected fitness tracking devices compatible with Actxa®, Apple Health, Fitbit, Garmin Connect™ or Polar Flow mobile apps.

A new way to sync for family/friends



- Log out of your account by going to the 'Profile' tab and tap on the 'Settings' icon on the top right corner
- Scroll down to the bottom of the page and tap on 'Log-out'.
- Next, restore your family/friend's profile.
- Do note that a 4-digit One-Time-Pin (OTP) will be sent via SMS to the mobile number indicated in the user's account with every new log in.

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

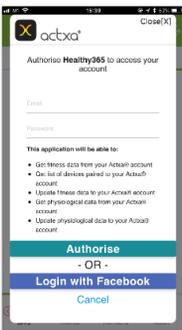


On the 'Home' tab of the Healthy 365 mobile app, select 'Pair your tracker or app'. Next, tap on 'Other fitness apps' to choose your preferred fitness tracking mode:

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

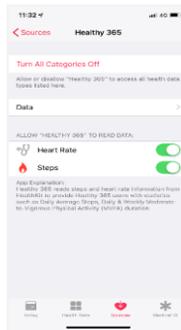
[^]Applicable to selected fitness tracking devices compatible with Actxa®, Fitbit, Garmin Connect™ or Polar Flow mobile apps.

Actxa®



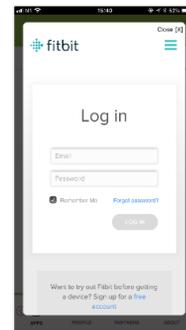
Log in to your Actxa® account and tap on 'Authorise' to allow access for the Healthy 365 mobile app.

Apple Health



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

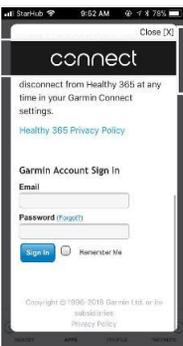
Fitbit



Log in to your Fitbit account.

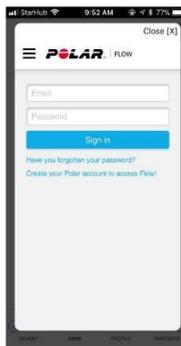
Select your preferred Fitbit tracker to allow the Healthy 365 mobile app to access your fitness data on the Fitbit mobile app.

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.

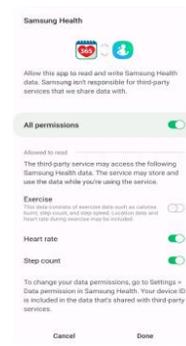
Polar Flow



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

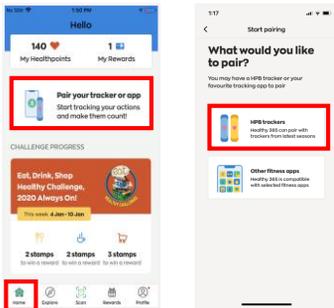


Allow the Healthy 365 mobile app to access your fitness data on the Samsung Health mobile app.

Step-by-Step Guide: How to 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.



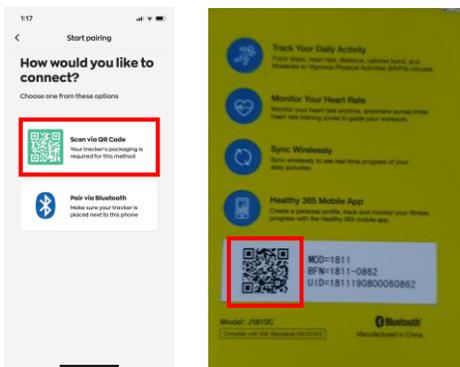
Step 1

- 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.

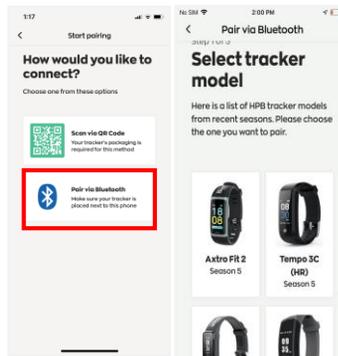


- Congratulations! You have successfully set up your HPB fitness tracker.

Connect via Bluetooth:

Step 2(i)

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



Step 2(ii)

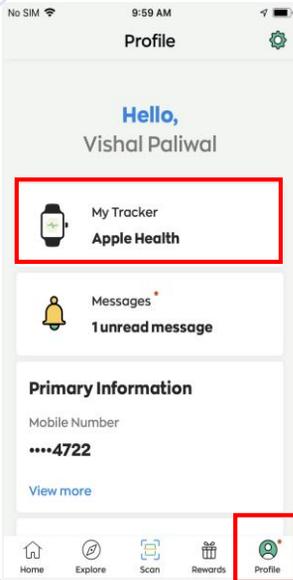
- You will be prompted to key in a 4-digit code. Tap on your HPB fitness tracker for your 4-digit code.
- Key in the code and tap 'Submit'.
- Congratulations! You have successfully set up your HPB fitness tracker.



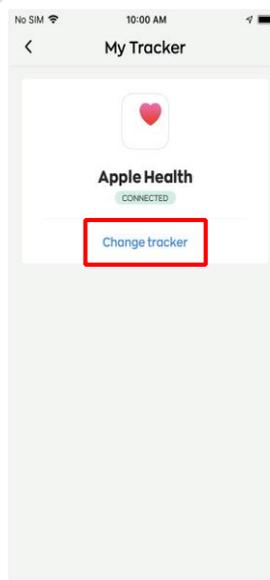
OR

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

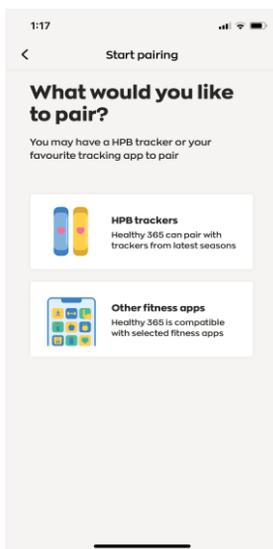
Do sync all your existing data before changing your fitness tracking mode.



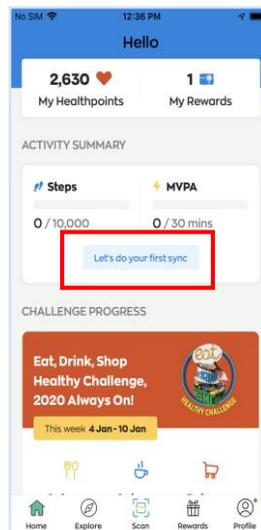
Step 1
Select the 'Profile' tab and tap on the 'My Tracker' card.



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:

How to track your higher intensity physical activities

As you go about your daily activities, the HPB fitness tracker will automatically record your heart rate throughout the day as long as it is turned on, has sufficient battery, and worn correctly on the wrist.

There is no need to activate heart rate tracking. *You will be able to see the duration of your higher intensity physical activities based on your heart rate when you sync your fitness data on the Healthy 365 app.*

However, if you would like to observe changes in your heart rate real-time on the fitness tracker while working out, you can trigger the 'Workout Mode'.

How to trigger the 'Workout Mode'



Step 1

Tap the touch sensor on the tracker until you see the 'heart' symbol.



Step 2

Press and hold on the sensor of the tracker until the 'heart' symbol is animated.

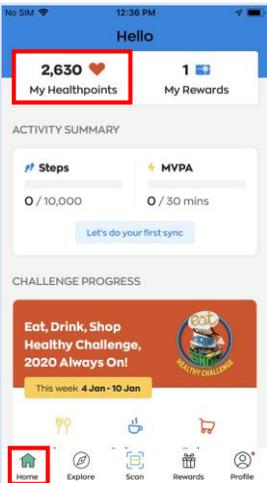


Step 3

To stop the 'Workout Mode', press and hold again. Tap to confirm the end of the session.

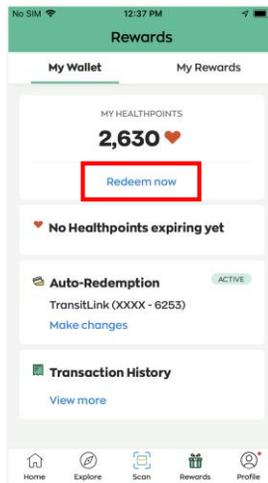
Exiting the 'Workout Mode' does not mean the tracker will stop tracking your heart rate. Remember, the tracker will always be tracking your heart rate and steps, as long as it is turned on, has sufficient battery, and worn correctly on the wrist. *Do also note that staying on the 'Workout Mode' for extended period of time will drain the battery.*

Step-by-Step Guide: How to redeem your Healthpoints for rewards



Step 1

To access your Healthpoints, tap on 'My Healthpoints' card on the Homepage.



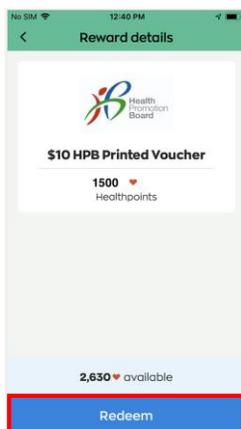
Step 2

Tap on 'Redeem now' once you have sufficient Healthpoints for redemption.



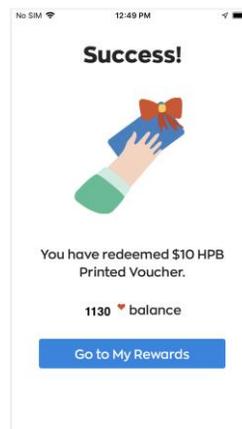
Step 3

Browse through the list of catalogue to view all available vouchers.



Step 4

Select the type of voucher you would like to redeem with your Healthpoints. Confirm selection by tapping on 'Redeem'.



Step 5

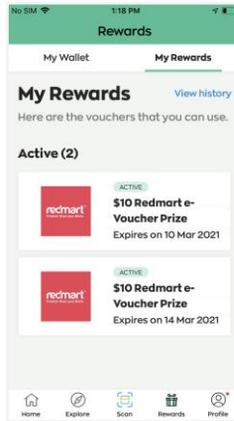
A message will appear to confirm a successful redemption.

Step-by-Step Guide: How to use your eVouchers



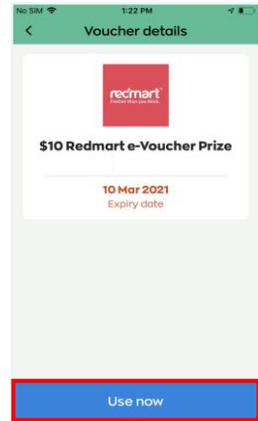
Step 1

To access your eVouchers, tap on 'My Rewards' card on the Homepage



Step 2

The full list of your eVouchers will be shown under 'My Rewards'. Tap on the eVoucher you intend to use when you are ready to pay at the cashier.



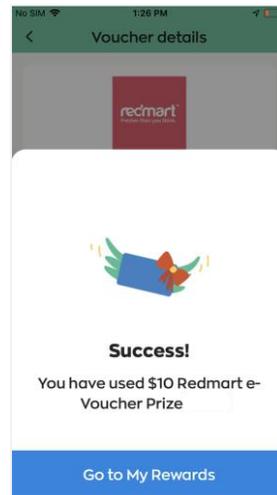
Step 3

Confirm with the cashier before proceeding. Tap on 'Use Now'. This action is irreversible, i.e. even if you did not scan the eVoucher eventually, it will be taken as used.



Step 4

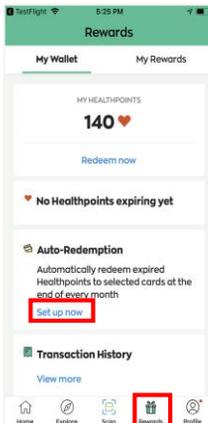
Show your screen to the cashier for scanning. Click 'Completed' after transaction.



Step 5

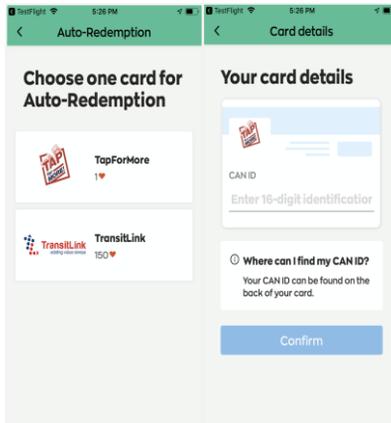
A message will appear to confirm a successful redemption.

Step-by-Step Guide: How to set up auto-redemption for your rewards



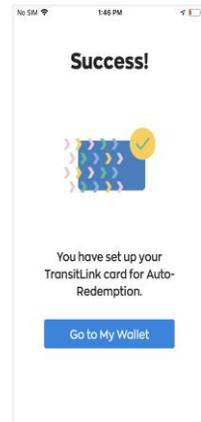
Step 1

Select the 'Rewards' tab and find the 'Auto-Redemption' card. Tap on 'Set up now'.



Step 2

Opt for TransitLink or Passion Card TapForMore redemption. Key in your 16-digit CAN ID (located at the reverse side of the card) and click 'Confirm'.



Step 3

Congratulations! You have successfully set up auto-redemption. Allow up to 30 days to process your expiring Healthpoints for auto-redemption.

How to obtain your rewards after setting-up auto-redemption

TransitLink eVouchers



Auto-redemption can only be processed with a minimum of 150 Healthpoints. If your expiring Healthpoints fall below 150, they will be forfeited.

Proceed to any TransitLink Kiosk or Add Value Machine to top-up your registered travel card. 150 Healthpoints = \$1

Passion Card TapforMore points



Expiring Healthpoints will be automatically credited to your TapforMore account.

1 Healthpoint = 1 TapforMore point

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)

