

Frequently Asked Questions

General	
1.	<p>What is the 520 Million Steps for the Nation Challenge?</p> <p>The 520 Million Steps for the Nation Challenge 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 challenge specifically aims to spur our nation's collective effort to clock 520 million steps, in celebration of Singapore's 52nd birthday.</p>
2.	<p>Who can sign up for the 520 Million Steps for the Nation Challenge?</p> <p>The 520 Million Steps for the Nation Challenge is open to all Singaporeans, Permanent Residents and foreigners with a valid NRIC or FIN at the point of registration. Please note that eligible persons who are below 21 years of age must obtain parental consent before participating in the 520 Million Steps for the Nation Challenge.</p> <p>If you were a past Season 1 or Season 2 participant, you may still sign up for 520 Million Steps for the Nation Challenge.</p>
3.	<p>How does the 520 Million Steps for the Nation Challenge work?</p> <p>Participants are encouraged to sign up for the Challenge and choose a preferred tracking mode to track their steps. Together as a nation, we aim to achieve the target of 520 million steps during the official Challenge period of 11 to 18 August 2017.</p>
4.	<p>How do I sign up for the 520 Million Steps for the Nation Challenge?</p> <p><u>Smartphone participants</u> Download the Healthy 365 mobile app, create a profile and agree to the terms and conditions of the 520 Million Steps for the Nation Challenge. Select your preferred tracking mode, and begin clocking your steps!</p> <p><u>Non-smartphone participants</u> Please contact us at 1800 567 2020 to sign up for the Challenge. You can only participate if you already own a HPB-issued steps tracker. We encourage non-smartphone users to sync their steps regularly using the Sync For Friends feature on the Healthy 365 mobile app, using their friend's or relatives' smartphone.</p> <p>If you require technical assistance with your steps tracker and would like to speak to a customer service officer in person, please visit the Customer Care Centre on the following days and time period:</p> <p><u>Operating Hours for technical support:</u> Mon to Fri, 11am – 8pm Sat, 9am – 1pm (Closed on Sundays, eve of Public Holidays and Public Holidays)</p>
5.	<p>Must I pay to participate in the 520 Million Steps for the Nation Challenge?</p> <p>No, participation in the 520 Million Steps for the Nation Challenge is free of charge.</p>
6.	<p>Can I sign up on behalf of my friends or family members for the 520 Million Steps for the Nation Challenge?</p> <p>No, each person must sign up individually on a smartphone or by contacting us at 1800 567 2020 (for individuals without a compatible smartphone).</p>
7.	<p>When does the 520 Million Steps for the Nation Challenge start?</p> <p>The 520 Million Steps for the Nation Challenge will start on 11 August 2017, 0000 hrs and last until 18 August 2017, 2359 hrs. The Challenge will be available for pre-registration on the Healthy 365 mobile app, Challenges tab, from early August 2017 onwards. Participants are required to</p>

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	download the Healthy 365 mobile app, create a profile and select a preferred tracking mode prior to the Challenge.
8.	<p>What do I do after I have signed up for the 520 Million Steps for the Nation Challenge?</p> <p>Once you have successfully signed up for the 520 Million Steps for the Nation Challenge and have set up your preferred mode of steps tracking, all you need to do now is start moving to accumulate steps.</p> <p>Please sync your steps with the Healthy 365 mobile app every day to update the Challenge total step count.</p> <p>For non-smartphone participants, we encourage you to sync your steps using the Sync For Friends feature on the Healthy 365 mobile app, using your relative's or friend's smartphone.</p> <p>As a nation, we aim to achieve the target of 520 million steps by 18 August 2017, 2359 hrs!</p>
9.	<p>Where can I get more information on the 520 Million Steps for the Nation Challenge?</p> <p>You can visit stepschallenge.sg, email us at stepschallenge@hpb.gov.sg, or call us at 1800 567 2020 during office hours.</p>
10.	<p>My steps tracker is spoilt. How do I participate in the Challenge?</p> <p>You may do a one-for-one exchange (excluding strap) at our National Steps Challenge™ Customer Care Centre if it is still within its one-year warranty period.</p> <p>Alternatively, participants with smartphones may also choose new modes of tracking, including app-based tracking (using S Health or Health Kit), or other compatible trackers from our partners.</p> <p><u>Operating Hours for technical support (incl. faulty steps tracker exchange):</u> Mon to Fri, 11am – 8pm Sat, 9am – 1pm (Closed on Sundays, eve of Public Holidays and Public Holidays)</p> <p>*Tracker will be assessed by the Customer Service Officer if it is valid for exchange. As stated within the product guide, kindly note that the product 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 and breakage shall not be covered.</p>
11.	<p>I lost my steps tracker. Can I get a replacement?</p> <p>If you would still like to participate in the Challenge using the HPB steps tracker, you may purchase a new HPB steps tracker from the Customer Care Centre at less than S\$20.</p> <p><u>Operating Hours for technical support (incl. faulty steps tracker exchange):</u> Mon to Fri, 11am – 8pm Sat, 9am – 1pm (Closed on Sundays, eve of Public Holidays and Public Holidays)</p> <p>Alternatively, you may also wish to try out the new tracking modes, i.e. app-based tracking (using S Health or Health Kit) which are free of charge (only applicable to smartphone users).</p>
12.	<p>What are the different modes of steps tracking?</p> <p>Participants may track their steps using the following trackers or mobile applications compatible with the Healthy 365 mobile app.</p> <ul style="list-style-type: none"> • HPB steps tracker • S Health app (Android 4.4 and above) with Samsung GearFit 2

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	<ul style="list-style-type: none"> • Actxa app with Actxa Swift • HealthKit app (iPhone 5S and above, iOS 8 and above) with Apple Watch • Fitbit app with any Fitbit tracker
13.	<p>How do I pair the other compatible trackers and apps?</p> <p>Please refer to our brochure for more information on how to set up your preferred tracking mode on the Healthy 365 mobile app.</p>
14.	<p>Can I switch between different modes of steps tracking?</p> <p>Yes, smartphone participants can switch between the different modes of steps tracking. Please refer to our brochure for more information on how to switch between different tracking modes available and remember to sync your steps before switching to a different tracking mode.</p> <p>Please note that non-smartphone participants can only participate in the Challenge using the HPB steps tracker.</p>
15.	<p>Will I lose my steps 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?</p> <p>No, you will not lose your step count for the day if you switch your preferred tracking mode as long as you sync your steps before switching your tracking mode.</p> <p>Steps taken after successfully changing your tracking mode will be added to your previously synced steps.</p>
16.	<p>How do I update my step count?</p> <p>For smartphone participants Launch the Healthy 365 mobile app and go to “Dashboard”. Tap the green button on the right to sync your HPB steps tracker to Healthy 365 mobile app. Please ensure Bluetooth® is switched on for syncing.</p>  <p>The screenshot shows the app's dashboard for July 8, 2015. At the top, it displays 'Your total points: 45 Pts'. Below that, the date '8 JULY 2015 TODAY' is shown. A green button with a sync icon is highlighted with a red box. The main display features a circular progress indicator for 'STEPS' with a current count of 5,333. Below the steps counter, it shows 'ACTIVE TIME 30 mins' and 'DISTANCE 4.06 km'. At the bottom, there are navigation icons for Dashboard, Challenges, Rewards, and History.</p> <p>Participants using Fitbit trackers are required to sync their step count with their Fitbit app before syncing with the Healthy 365 mobile app.</p> <p><u>Non-smartphone participants</u> Non-smartphone participants can sync their step count using the Sync for Friends function on the Healthy 365 mobile app, using their relative's or friend's smartphone, as long as it is compatible with the Healthy 365 mobile app.</p> <p>Refer to our brochure for more details on how to use the 'Sync for Friends' function on the Healthy 365 mobile app.</p>

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17.	<p>Can I sync my step count on my family member's or friend's smartphone using the Sync for Friends function on the Healthy 365 mobile app if I am not using the HPB steps tracker?</p> <p>No, you cannot update your step count using the Sync for Friends function if you are not using the HPB steps tracker. The 'Sync for Friends' function is only available for HPB steps tracker.</p>
18.	<p>Is the Healthy 365 mobile app compatible with my smartphone?</p> <p>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.</p> <p>For smartphone OS versions, the Healthy 365 mobile app requires at least Android 4.4 and iOS 8 and above to operate.</p> <p>To date, the following phone models are <u>incompatible</u> with the Healthy 365 mobile app:</p> <ol style="list-style-type: none">1. Mercury A3S2. LG G Pro Lite3. LG G24. ASUS (All models)5. Samsung S36. Umi Hammer7. Acer Liquid X18. iPhone 4 <p>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.</p>
19.	<p>Do I need Internet connection to use the Healthy 365 mobile app?</p> <p>The Healthy 365 mobile app requires Internet connection (data plan or WI-FI connection) to register for Challenges, update the points that you have earned and for you to redeem your rewards. The app does not require Internet connection to sync your steps tracker to your smartphone as it uses Bluetooth® technology. However, Internet connection is required for the steps data to be sent to our Internet server for points calculation and rewards redemption.</p>
Technical assistance / Troubleshooting	
20.	<p>I cannot click on "I Agree" when I try to register for a Challenge.</p> <p>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.</p> <p>Please follow the steps below:</p> <p><u>For iOS</u></p> <ol style="list-style-type: none">a) Go to your phone's "Settings" pageb) Tap on "General", followed by "Date & Time"c) Turn "Set Automatically" option on <p><u>For Android</u></p> <ol style="list-style-type: none">a) Go to your phone's "Settings" pageb) Tap on "Date and Time"c) Turn "Automatic date and time" option on
21.	<p>I am unable to complete registration for a Challenge on the Healthy 365 mobile app.</p> <p>You may not have Internet connection or our servers are may be busy or under maintenance at the moment. Please try again later. If the problem persists, please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.</p>

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22.	<p>The steps that are synced from my HPB steps tracker are inaccurate.</p> <p>Please try to manually sync by tapping on the green button on the second page of the “Dashboard”.</p> <p>If the problem persists, please restart the app and try again. Please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.</p>
23.	<p>How do I restore my profile and data?</p> <p>Please follow the below instructions:</p> <ol style="list-style-type: none">Tap on “Profile” on the menu bar of the Healthy 365 mobile app.Tap on the “Restore profile” button at the top of the page.Key in your NRIC and mobile number (as entered during registration) and tap on “Restore Now”.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. <p>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.</p>
24.	<p>I accidentally deleted the Healthy 365 mobile app and now my data is missing.</p> <p>Please use the “Restore profile” feature in “Profile” tab on the menu bar of the Healthy 365 mobile app to retrieve your data and Challenge progress.</p>
25.	<p>Why can’t I restore my data?</p> <p>Please ensure that you have previously created a profile on the Healthy 365 mobile app. If you did not, your data cannot be restored. Please also check that you have Internet connection in order to restore your previously saved data.</p> <p>If the problem persists, please restart the app and try again. Please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further technical assistance.</p>