





# How to make an appointment to exchange your HPB fitness tracker for National Steps Challenge™



### Step 1

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

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



### Step 4

# Select appointment type

Appointment

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Book a new slot, or view and change your upcoming appointment

Collect a HPB fitness tracker Book a new slot or manage your upcoming appointment to collect your National Steps Challenge™ fitness tracker.

Exchange a HPB fitness tracker Book a new slot or manage your upcoming appointment for a 1-for-1 exchange of your fourth HPB fitness tracker

General Support Book a new slot or manage your upcoming appointment for in-person help to resolve your National Steps Challenge<sup>m</sup> or tracker-related issues. *Tap "Exchange a HPB fitness tracker". Eligible participants*<sup>1</sup> *will be redirected to the appointment booking site.* 

<sup>1</sup> You are eligible if you have joined National Steps Challenge<sup>™</sup> Season 6 and have collected (i) Season 5 fitness tracker between 2019 and 2020 or (ii) Season 6 fitness tracker that is within warranty period



Aim for .-. 10,000 --steps per day For enquiries, please call 1800 567 2020 or email us at stepschallenge@hpb.gov.sg stepschallenge.gov.sg | #moveit150 | #my10ktoday Championing: Let's Beat Diabetes







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#### Step 5

On the appointment booking site, eligible participants can enter your postal code to find HPB fitness tracker exchange points closest to you. Alternatively, you can also tap "Show all locations" to view all available exchange points.

Go back All locations	< Go	< Go back Book appointment					
vailable locations	Sel	ect d	late (	and t	ime	slot	
All ~	<		Sep	tember	2021		>
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Singapore Post - Ang Mo Kio Central Branch			1	2	3	4	5
727 Ang Mo Kio Ave 6, #01-4246, Singapore 560727	6	7	8	9	10	11	12
Singapore Post - Bishan Branch 51 Bishan Street 13, Singapore 579799	13	14 •	15 •	16 •	17 •	18 •	19 •
Singapore Post - Bukit Panjang Branch	20	21	22	23	24	25	26
rack 10, 10 Choa Chu Kang Rd, Ingapore 689379	27	28	29	30			
Singapore Post - Choa Chu Kang Central Branch	AVAILABLE TIME SLOTS						
Blk 309 Choa Chu Kang Ave 4, #01-03, Singapore 680309	8: 9:	8:30 AM - 9:00 AM		9:00 AM - 9:30 AM			
Singapore Post - City Square Branch	10.	00.44		0.70 AM		1200 /	м.
180 Kitchener Rd, #B2 - 33, Singapore 208539	10	10:30 AM		11:00 AM		11:30 AM	
Singapore Post - Hougang Central Branch	11:	11:30 AM - 12:00 PM		12:00 PM - 12:30 PM		12:30 PM - 1:00 PM	
90 Hougang Avenue 10 #04-15A Hougang Mall, Singapore 538766	Book	10:00 /	M = 102	O AM' C	n 'Sen	tember	1 202

Steps

Find a location closest to you

Q

#### Step 6

*Tap your preferred exchange location and select your desired date and timeslot.* 

Note: Timeslots in red are not available for selection.

#### Appointment Review



### Step 7 (i)

Review your appointment details.

#### Step 7 (ii)

*Provide your 'Name' and 'Mobile number' to confirm your appointment and receive updates from HPB.* 

Note: If you wish to receive a confirmation email, do also provide a valid email address.

#### Step 7 (iii)

Verify OTP

RRRRRRRRR

A one-time password (OTP) will be sent to your mobile number. Enter the 6-digit OTP to verify your mobile number.



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# How to make an appointment to exchange your free HPB fitness tracker for National Steps Challenge™ Season 6

Appointn If you would like to HEE fitness tracker email address be Appointment this Appointment photo identity card	nent confirmation authorise someone to collect the on your behalt, please key in their back to send them a case of this mation. They will need to present confirmation and a case of your legs INRC/Orthong Loense) during collection
Name (optio	inat)
🖾 Email oddre	ss (optional)
S	end email
Appoi	ntment details
Please present th	s QR code to collect your HPB triess tracker
🗇 Date	Sep 1, 2021
⊙ Time	10:00 AM to 10:30 AM
Appoin	tment details
Please present this fitr	GR code to collect your HPB ess tracker

### Step 8 (Optional)

If you would like to authorise someone else to exchange your fitness tracker on behalf, please enter their 'Name' and 'Email address' and tap "Send Email" for them to receive the confirmation email.





*Check your confirmed appointment details and take note of the instructions and items to bring during exchange.* 

On the day of your appointment, please present your photo ID and faulty HPB fitness tracker alongside with either of the following to the staff at the exchange location:

- (i) The QR code on the appointment confirmation page on Healthy 365 app (Repeat Step 5 & 6 to view your appointment details) or
- (ii) Appointment confirmation email.

*Please check your junk/spam folder if you did not receive the confirmation email in your inbox.* 

# How to change/cancel an appointment?



Appointment details

Follow Steps 5 & 6 to retrieve your appointment details from Healthy 365 app.

## Then tap:

Step 9

- (i) "Reschedule" to change your appointment, or
- (ii) "Cancel appointment" to cancel your appointment.

A new appointment confirmation and QR code will be generated if a new appointment is made. Please use the latest appointment confirmation details when you are exchanging your HPB fitness tracker.



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