

Frequently Asked Questions (FAQs) for the Meal Log tool and Meal Log Challenge on the Healthy 365 (H365) app

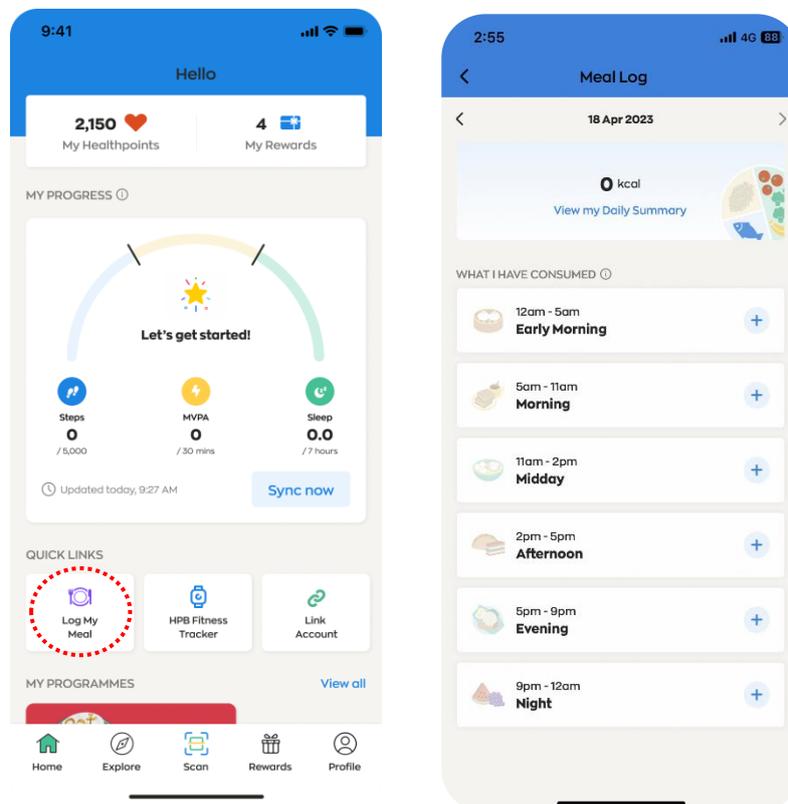
Introduction

1. Why should I use the Meal Log tool?

- The tool helps you track your daily calorie intake.
- By logging what you eat and drink, you can better understand your eating habits over time. You can then choose to make the necessary changes to achieve and/or maintain a healthy balanced diet.

2. Where can I find the Meal Log tool?

- On the home tab of the H365 app, tap on “Log My Meal” icon under “Quick Links”. 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.

Meal Logging

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.
- When logging, select the time band when your food or drink was consumed (for e.g., Morning, Midday, Afternoon). Then simply search via keywords, take a photo OR upload a photo of the food or drink item(s), and indicate the serving size (e.g., 0.5 or 1 cup/bowl/piece) before submitting your entry.

5. What is my recommended daily caloric intake?

- The average recommended daily caloric intake is 2,200 calories for males, and 1,800 calories for females. To find out more about your daily calorie intake requirements, try out our easy-to-use [Calorie Calculator](#) on Health Hub.

6. How do I search for food or drink items when logging?

- For a step-by-step detailed guide on how to log your meal, please refer to the [User Guide](#).

7. Do I need to include water as part of my Meal Log? What food or drink items should I log?

- It is not necessary to include regular plain water as part of your Meal Log as it has no calories.
- The Meal Log tool is designed to help you track what you eat and drink, and how much calories you would consume or have consumed daily.
- Generally, you are encouraged to focus on logging the foods and drinks that contribute to your daily calorie intake, such as main meals, snacks, fruit and vegetables, and beverages such as coffee, tea, or bubble tea.

8. I had a buffet or home-cooked dishes with rice. How do I go about logging what I had?

- The Meal Log database contains about 1,800 food items, ranging from single dishes such as stir-fried vegetables, keema curry and ayam masak merah to meal items such as economic rice and burger sets.
- If you had a buffet, you may log each food or drink item you consumed individually. This can be done easily as the tool allows you to add multiple food or drink items at one go and adjust portion sizes (e.g., 0.5 or 1 cup/bowl/piece).
- If you are having home-cooked dishes with rice, you can either log it as one dish of 'Economic Rice (2 meat 1 veg)' for instance, or you may choose to log home-cooked dish individually as 'Sambal eggplant', 'Ikan masak pedas', 'Aloo gosht' and 'White rice' and adjust the portion sizes (e.g., 0.5 or 1 cup/bowl/piece) accordingly.

9. I cannot seem to find a particular item using the Meal Log tool. How can I log it then?

- The Health Promotion Board (HPB) periodically reviews the tool's database to ensure that popular new foods or drinks are added to enhance the overall logging experience for our users.
- Given Singapore's vibrant food innovation scene, there may be new food and drink choices that have yet to be entered into the database.

- If you are unable to find an item, you may try doing a keyword search for a food or drink item that is largely **similar to** what you had.
- You could also try performing a keyword search without the use of hyphens, spaces and other special characters e.g., “wholegrain” instead of “whole-grain” or “whole grain”.
- You may also submit new items to HPB via this link: <https://go.gov.sg/suggest-new-food-drinks> and this will be taken into consideration during subsequent database reviews.

10. I have keyed in my food or drink incorrectly. Am I able to edit or delete logs that have been submitted?

- Yes! You can edit or delete your logs that you have previously submitted today and the day before. You would not be able to edit or delete logs that you have submitted 2 days ago or earlier.
- **Editing your logs**
 - a. You can only update portion size or portion type for your previously logged items.
 - b. You would not be able to edit portion size lower than 0.25 or higher than 99.
 - c. For a step-by-step guide on how to edit your portion size for previously logged food and drink items, please refer to the [User Guide](#).
- **Deleting your logs**
 - a. You can delete your logs but there must be **at least 1 item left** in each previously logged time band.
 - b. For instance, if you have logged 2 items in the ‘Morning’ time band and wish to delete the items, you are allowed to only delete 1 out of 2 items.
 - c. For a step-by-step guide on how to delete your previously logged food and drink items, please refer to the [User Guide](#).
- To minimise the chances of submitting incorrect items, do remember to check the following before saving them for submission:
 - a. Day and time band that you are logging under – you can view the time band at the top of the logging screen.
 - b. Accuracy of food or drinks item(s) and the portion size consumed (e.g., 0.5 or 1 cup/bowl/piece) – you can review this under the ‘My Logged Items’ tab before you tap on “Save item(s)”.

11. How do I view the past food or drink item(s) that I have logged?

- For a step-by-step detailed guide on how to view your past items logged, please refer to the [User Guide](#).

12. I consume a particular food or drink item regularly as part of my Meal Logs. How do I save it as one of “My Favourites”?

- For a step-by-step detailed guide on how to save a food or drink item under “My Favourites”, please refer to the [User Guide](#).

13. How do I remove an item from “My Favourites”?

- For a step-by-step detailed guide on how to remove a saved food or drink item under “My Favourites”, please refer to the [User Guide](#).

14. Am I able to sync or integrate my data on other food / calorie logging apps I use with the Healthy 365 Meal Log tool?

- Unfortunately, the Meal Log tool on the Healthy 365 app is unable to integrate with any applications currently, so you would not be able to link your food intake data.
- HPB will consider this during subsequent reviews and enhancements of the Meal Log tool.

Uploaded Images

15. How will the photos I've uploaded using the photo logging function in the Meal Log tool be used?

- Image(s) uploaded via the Meal Log tool will be used to identify the food or drink for meal logging purposes. Images will be stored and used to train and improve the accuracy of the Meal Log tool in future.

About The Meal Log Challenge 2024

16. What is the Meal Log Challenge 2024 about?

- The Meal Log Challenge 2024 ("Challenge") is a pilot programme organised by the Health Promotion Board (HPB) to better understand a selected group of Healthy 365 participants' calorie intake vs their calorie allowances. Eligible participants will receive a eating personality at the end of the Challenge and earn up to \$5 worth of Healthpoints.

17. When is the Challenge held?

- The Challenge starts from 03 June 2024 and ends on 30 June 2024.

Joining The Challenge

18. Who is eligible for the Challenge?

- The Challenge is currently run as a pilot programme, only for a selected group of Healthy 365 participants.
- Selected participants will be notified of their eligibility via SMS, Healthy 365 app push notification and email from 30 May onwards. They will also be able to locate the Challenge under "My Programmes" within the Healthy 365 app.

19. I received notice that I am selected for the Challenge. What should I do next?

- You will be automatically enrolled into the Challenge if you are selected. Simply log **all** the food and drinks that you consume each day during the Challenge period to start earning stamps and Healthpoints! You will also receive a eating personality based on the meals logged if you meet the meal logging criteria (see point 22).

20. I do not wish to join the Meal Log Challenge. How do I opt out from it?

- If you wish to withdraw from the Challenge, you may contact our Health Promotion Board hotline at 1800 223 1313* or email hpb_mailbox@hpb.gov.sg for assistance.

Eating Personality Eligibility

21. What is the eating personality and when will I receive it?

- The eating personality contains useful information such as positive aspects of your diet, the areas for improvement, as well as practical and actionable tips to help you make the necessary changes to achieve and/or maintain a healthy and balanced diet.
- You will receive your eating personality about 1 week after the Challenge if you qualify for it.

22. What should I do to be eligible for a eating personality?

- You will need to log at least one day's worth of calorie intake between 1,000 – 5,000 kcal during the Challenge period. You are strongly encouraged to log your meals as accurately as possible to receive a eating personality which will be of closer relevance of you.

23. Why is the eating personality only for those who log a total daily calorie intake between 1,000 – 5,000 kcal?

- The 1,000 – 5,000 calorie range captures most individuals' range of daily calorie intake. Data logged outside of this range may indicate incomplete or inaccurate* Meal Logs which will affect the accuracy of the eating personality. To find out more about your daily calorie intake requirements, try out the [Calorie Calculator](#) on Health Hub.

** Based on the average Body Mass Index (BMI) and activity level of Singaporeans, males require around 2,200 kcals, and females require 1,800 kcals daily.*

24. What if my daily calorie intake falls outside of the 1,000 – 5,000 kcal range?

- The eating personality profiling only uses data from food and drinks logged on days that are within the calorie range; days where the calorie intake is outside of this range will not be taken into consideration.
- Participants will need to have at least one day of meal logged within the calorie range in order to receive a eating personality.

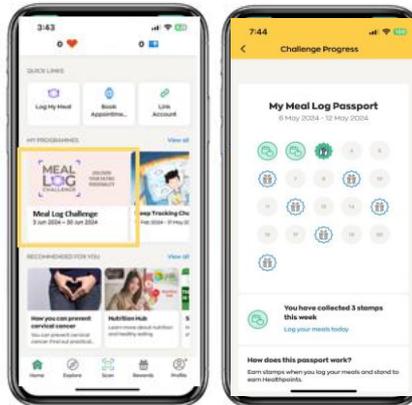
Earning Digital Stamps and Healthpoints

25. Will I earn digital stamps and Healthpoints for the Challenge?

- Yes! You will earn 1 digital stamp on your Meal Log Passport per time band when you log your food and/or drink(s), and a maximum of 3 digital stamps per day. Healthpoints will be awarded on every 3rd digital stamp collected, which is reflected as a reward icon on your Meal  Passport.
- To check the amount of Healthpoints that you can earn, tap on the stamps with the reward icon. If there is more than one reward listed, you will win one of the rewards on a randomised basis, upon collecting sufficient stamps to land on the reward icon.

26. How do I check the progress of my Meal Log Passport?

- Go to **Home** tab of your Healthy 365 app, look under **MY PROGRAMMES** and click on the **Meal Log Challenge Jun 2024** banner to access your Meal Log Passport.

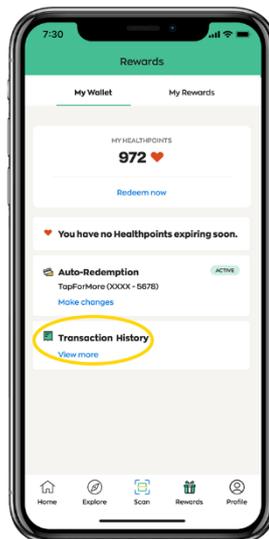


27. How many Healthpoints can I earn from this Challenge?

- You can earn up to \$5 worth of Healthpoints (750 Healthpoints) if you log your meals across 3-time bands, every day, for the entire period of the Challenge from 03 June 2024 to 30 June 2024.

28. How can I view the Healthpoints that I have earned from the Challenge?

- To view your Healthpoints, tap on “My Wallet” under the “Rewards tab”. All your past transactions can be viewed under “Transaction History”



Customer Service Support

29. What should I do if my stamps and/or Healthpoints were not credited to my account?

- For assistance and/or request on reimbursement for your Challenge, please contact our customer service team at hpb_mailbox@hpb.gov.sg or 1800 223 1313* **within 7 calendar days** from the date of your Meal Log, indicating the date and time band of the Meal Log where stamps/Healthpoints and/or rewards were not credited.

30. What are the operating hours for the customer service hotline and how can I contact them for assistance?

- You may contact our customer service team at hpb_mailbox@hpb.gov.sg or 1800 223 1313 (*Airtime charges apply for mobile calls to 1800 service lines). Our hotline operates 8am to 6pm, Mondays to Fridays, excluding weekends and public holidays.
- Please ensure that you contact us within 7 calendar days from the date of the Meal Log for further assistance.

31. Where can I find more information about the Healthy 365 app?

- For further information and user guides on the Healthy 365 app, you may visit [here](#).

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