

Age Strong

Frequently Asked Questions (FAQs)

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Section A: About Age Strong

1. What is Age Strong about?

Age Strong is a 12-week digital health programme for adults aged 50 and over. It helps you start living healthier and build healthy habits with one simple task a day. You can get stronger and earn Healthpoints by doing quizzes and workouts made just for you.

2. What are the tasks that I will be doing?

- a. Bite-sized quizzes to give you knowledge across four different topics – physical activity, mental well-being, nutrition, and health screening. Each quiz will take around 3 – 5 minutes to complete.
- b. Strength, Balance and Flexibility (SBF) workouts, customised based on your profile and feedback. Each workout will take around 20 – 25 minutes to complete.

3. Who is eligible to join Age Strong?

Age Strong is open to anyone who:

- Is aged 50 years old and above
- Has a verified Healthy 365 Account
- Has a valid health declaration on the Healthy 365 app

Section B: Joining Age Strong

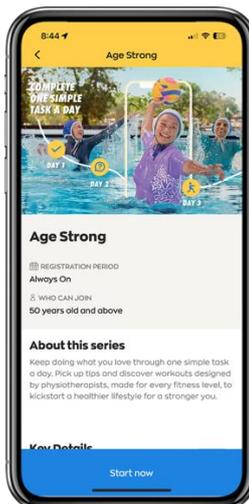
4. How do I join Age Strong?

To join:

1. Download the Healthy 365 App on Google Play or Apple App Store.
2. On the Healthy 365 app, go to **Recommended for you** and select **Age Strong**.
Otherwise, go to **Explore**, tap **Programmes**. Tap **Recommended** and look for **Age Strong**.



3. Tap **Start Now** to join the programme.



5. Why am I unable to find Age Strong on Healthy 365?

Only Healthy 365 users who are aged 50 and above and have a valid declaration on the app, will be able to see Age Strong.

6. Will I be able to join Age Strong with 1 or more health conditions?

You will be required to complete a health declaration on the Healthy 365 app which will help you assess your readiness to participate in physical activity. If you have an existing health condition or injury, please consult your doctor or healthcare professional before participating.

7. Do I need to pay to join Age Strong?

It's free. You do not need to pay to join Age Strong.

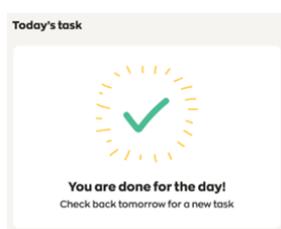
Section C: Completing Daily Tasks

8. What do I need to do after joining Age Strong?

Complete one simple task a day – either a customised workout or an educational quiz.

9. How will I know if I have completed today's task?

Under the section **Today's Task**, there will be a message showing “You are done for the day!” with a green tick.



10. Where can I see how many tasks I have completed?

Under the section **Task Progress**, you will see the number of completed tasks displayed.



11. My task for the day is the same as yesterday's, what should I do?

You will need to complete Today's task to receive a new task the next day.

However, if you have completed yesterday's task and received the same task again today, you may reach out to our customer service team at:

- HPB_mailbox@hpb.gov.sg
- Hotline 1800 223 1313 (8am to 6pm Monday to Friday, excluding weekends and public holidays). Airtime charges apply for mobile calls to 1800 service lines.

12. What happens if I am unable to complete today's task?

If you do not complete the task for the day, you will be shown the same task until you have completed it.

13. Am I able to skip a task?

You will not be able to skip a task. To receive a new task the next day, you will need to complete today's task.

14. I exited the Healthy 365 app during the workout, can I continue from where I left off?

If you exit the Healthy 365 app, you will not be able to continue from where you left off. Please restart the workout to complete the task. For maximum benefit from the workout, you are encouraged to complete the workout in one seating or pause the workout when necessary.

15. Why did I receive a different task from my friend?

You may have joined Age Strong on a different date, or you may have completed tasks at a different pace. Since the workouts are customised according to your profile and feedback to enable you to get stronger at your own pace, the workout task for you may differ from your friend.

16. Can I try the quiz again if I got it wrong for the first time?

Yes, you can try the quiz again within the same day until you have answered the quiz correctly.

17. If I am overseas, am I still able to complete my tasks?

Yes, if you have a working internet connection, you can access the Healthy 365 app to complete your tasks.

18. I have completed Age Strong. Can I join again?

We are glad you enjoyed Age Strong. Upon completion of Age Strong, you will not be able to join again until the next programme release. To continue the healthier lifestyle you have kick-started, you may wish to explore simple home workouts on our [Healthy Ageing Hub](#). Answer a quick question to determine workout videos suitable for you. We would also like to invite you to join HPB's free activities in your neighbourhood under the Live Well, Age Well programme. These include activities such as Rolling Good Times and Move It, Feel Strong. You may sign up via the Healthy 365 Events page.

Section D: Earning Healthpoints

19. Can I earn Healthpoints if I participate in Age Strong?

You can earn 5 Healthpoints for answering the quiz correctly and 20 Healthpoints for completing the workout.

20. How do I earn a bonus play?

After completing every three workouts, you will be eligible for a bonus play to earn up to 300 bonus Healthpoints.

21. What happens if I don't get Healthpoints after completing the daily tasks or bonus play?

For further assistance, you may reach out to the Customer Care hotline at:

- HPB_mailbox@hpb.gov.sg
- Hotline 1800 223 1313 (8am to 6pm Monday to Friday, excluding weekends and public holidays). Airtime charges apply for mobile calls to 1800 service lines.

Section E: Customer Service Support

22. How do I withdraw from Age Strong?

You may withdraw from Age Strong by reaching out via the following channels:

- HPB_mailbox@hpb.gov.sg
- Hotline 1800 223 1313 (8am to 6pm Monday to Friday, excluding weekends and public holidays). Airtime charges apply for mobile calls to 1800 service lines.

23. 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 this [page](#).