

National Steps Challenge™ Season 3: Frequently Asked Questions

Section 1- General	
1.	<p>What is the National Steps Challenge™?</p> <p>The National Steps 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.</p>
2.	<p>How does the National Steps Challenge™ Season 3 work?</p> <p>Singaporeans/Permanent Residents (PRs) who have signed up for the National Steps Challenge™ Season 3 and have not received the HPB steps tracker previously (i.e. in National Steps Challenge™ Season 1 or 2 or any past challenges associated with the National Steps Challenge™) will be eligible for a free HPB steps tracker on a first-come-first-served, while stocks last basis.</p> <p>Foreigners with valid Fin number may sign up to participate for the challenge but WILL NOT be eligible to receive a free HPB Steps trackers.</p> <p>For smartphone participants, the National Steps Challenge™ Season 3 will be conducted via the Healthy 365 mobile app which is available for free download on Google Play Store or Apple App Store. Participants will also have the option of selecting different steps tracking modes, including app-based tracking and other compatible steps tracking devices. Registration for the National Steps Challenge™ Season 3 will be available on the Healthy 365 mobile app from 29 September 2017 onwards.</p> <p>Non-smartphone participants can sign up at National Steps Challenge™ public roadshows. Non-smartphone participants will only be able to participate using the HPB steps trackers.</p> <p>Once you have created a profile on Healthy 365 mobile app and set up your preferred steps tracking mode, start moving to accumulate steps and earn Healthpoints. The Healthpoints earned will allow you to redeem sure-win rewards. The daily steps clocked will also earn you up to 3 lucky draw chances per day to participate in our Grand Draw. Please note that only steps clocked after successfully registering for the Challenge will be considered for rewards redemption and lucky draw chances accumulation.</p>
3.	<p>When does the National Steps Challenge™ Season 3 start?</p> <p>The National Steps Challenge™ Season 3 will start on 28 October 2017. The National Steps Challenge™ Season 3 will be available for registration on the Healthy 365 mobile app from 29 September 2017 onwards. Participants are required to download the Healthy 365 mobile app and create a profile prior to collecting and/or setting up their steps tracker*.</p> <p>The key recruitment events will commence in end September 2017 and eligible participants* may collect the free HPB steps tracker at these events. The recruitment event schedule may be found in Section 3, as well as on our webpage.</p> <p><i>* Only for eligible participants, on a first-come-first-served, while stocks last basis. Participants who have already collected a HPB steps tracker in National Steps Challenge™ Season 1 and 2 will not be eligible for another free HPB steps tracker.</i></p>
Section 2- Registration for Challenge	
4.	<p>Who can sign up for the National Steps Challenge™ Season 3?</p> <p>The National Steps Challenge™ Season 3 is open to all members of public with a valid NRIC or FIN, aged 17 years and above at the point of registration.</p> <p>Please note that eligible persons who are below 21 years of age must obtain parental consent before participating in the National Steps Challenge™ Season 3.</p> <p>Season 1 and/or Season 2 returning participants are eligible to sign up for Season 3.</p>
5.	<p>How do I sign up for the National Steps Challenge™ Season 3?</p>

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	<p><u>Smartphone participants</u> Download the Healthy 365 mobile app, create a profile and agree to the Terms and Conditions of National Steps Challenge™ Season 3. Select your preferred tracking mode, and begin clocking your steps! Visit our roadshows to collect your free HPB steps tracker*.</p> <p><u>Non-smartphone participants</u> You can only participate using the HPB steps tracker. Please visit our roadshows where our recruitment counter staff will help you to sign up and set up your HPB steps tracker*.</p> <p>Returning Season 1 and/or Season 2 participants If you are already a Season 1 and/or Season 2 participant, you may still sign up for Season 3 by simply tapping on the “Challenges” tab on the Healthy 365 mobile app and selecting “National Steps Challenge™ Season 3”. Existing non-smartphone participants from Season 1 and 2 may sign up at the Healthy 365 kiosks located at our partners’ outlets island-wide. This feature is only available for returning participants, and will be available from 5 October 2017.</p> <p><i>* Only for eligible participants, on a first-come-first-served, while stocks last basis.</i></p>
6.	<p>Must I pay to participate in the National Steps Challenge™ Season 3?</p> <p>No, participation in the National Steps Challenge™ Season 3 is free of charge.</p>
7.	<p>Can I sign up on behalf of my friends or family members for the National Steps Challenge™ Season 3 using the same smartphone?</p> <p>Each smartphone can only be registered with one account. Each person must sign up individually on their own smartphone or at our roadshows (for individuals without a compatible smartphone). You may sign up on other people’s behalf at our roadshows if they are non-smartphone users and you will need their authorization and NRIC. Smartphone users have to sign up on their own smartphone.</p> <p>If participants have already signed up on the Healthy 365 mobile app, they may authorise others to collect the HPB steps trackers on their behalf. Refer to Section 3 for more information on trackers collection.</p>
8.	<p>I have signed up for National Steps Challenge™ on my smartphone app. Will I receive an SMS or email indicating the schedule of collection or confirmation of sign-up?</p> <p>No, there will not be an SMS or email to confirm your sign-up or to schedule a collection slot for the HPB steps trackers. It is also not mandatory to collect the HPB steps tracker as there are other tracking modes available.</p>
9.	<p>How do I withdraw from the National Steps Challenge™ Season 3 and will there be any penalty?</p> <p>No penalty will be imposed. You may call our hotline at 1800 567 2020 to withdraw from the Challenge. Please note that you will not be entitled to redeem any rewards after you have withdrawn from the Challenge. You will not be allowed to join the same challenge again upon withdrawal.</p>
10.	<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 automatically updated by following the steps below:</p> <p><u>For iOS</u></p> <ol style="list-style-type: none"> Go to your phone’s “Settings” page Tap on “General”, followed by “Date & Time” Turn “Set Automatically” option on <p><u>For Android</u></p> <ol style="list-style-type: none"> Go to your phone’s “Settings” page Tap on “Date and Time”

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	c) Turn “Automatic date and time” option on
11.	<p>I am unable to complete registration for a Challenge on the Healthy 365 app.</p> <p>You may not have Internet connection or our servers 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>
12.	<p>My Challenge summary does not reflect the correct total number of steps. Why is that so?</p> <p>Please note that the total step count on the challenge summary is accurate as of previous day. You may continue to sync normally for the steps to be reflected by the next day after syncing.</p>
<p>Section 3- HPB steps tracker collection and usage</p>	
13.	<p>I am a first-timer participating in the National Steps Challenge™. Where can I collect my free HPB steps tracker?</p> <p>HPB steps trackers* can be collected at the National Steps Challenge™ Season 3 roadshows on a first come first served, while stocks last basis. Please refer to the schedule of our roadshows under Contact Us in the website.</p> <p>Alternatively, you can also collect the HPB step tracker* from Health Promotion Board as follows:</p> <p><u>Health Promotion Board (HPB) Lobby Collection Point (from 30 October till 30 November 2017)</u> Health Promotion Board, 3 Second Hospital Avenue, Singapore 168937 (located near Outram Park MRT station) Level 1 Lobby</p> <p><u>Operating Hours for tracker collection :</u> Mon to Sat 12pm – 8pm (closed on Sundays, eve of Public Holidays and Public Holidays)</p> <p><i>* Singaporeans/Permanent Residents (PRs) who have signed up for the National Steps Challenge™ Season 3 and have not received the HPB steps tracker previously (i.e. in National Steps Challenge™ Season 1 or 2 or any past challenges associated with the National Steps Challenge™) will be eligible for a free HPB steps tracker on a first-come-first-served, while stocks last basis.</i></p>
14.	<p>Can someone else collect the free HPB steps tracker on my behalf at the roadshows or HPB Lobby?</p> <p>If you are unable to collect the HPB steps tracker personally, you can authorise someone else to collect on your behalf after you have successfully registered for the National Steps Challenge™ Season 3.</p> <p>The authorised person must produce the original or photocopy of your NRIC for verification of eligibility during collection. Each person can only collect up to 3 HPB steps tracker (including his/her own tracker).</p>
15.	<p>How many models of HPB steps trackers are there and do I have a choice of preferred model?</p> <p>While there are several models of HPB steps trackers for Season 3, HPB will only offer one stipulated steps tracker model on a per event basis. Eligible participants will not be offered a choice of different steps trackers models. HPB reserves the right to decide the model of tracker to be distributed and to change the model, if necessary, without notice. Your kind understanding and cooperation is appreciated.</p>
16.	<p>If I do not like the HPB steps tracker offered to me, can I change to a different model?</p> <p>Exchange for different steps tracker model is strictly not allowed.</p>
17.	<p>If the HPB steps tracker allocated to me is faulty, can I change to a different model?</p>

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	<p>If the steps tracker provided is faulty, you may do a one-for-one exchange for a new tracker of the same model for free. Exchange for a different steps tracker model is strictly not allowed.</p> <p>If you would still like to obtain a different model of HPB steps tracker, the steps trackers are available for sale by our authorised service providers. Information on our authorised service providers is under Contact Us in our website.</p>
18.	<p>Will HPB be able to publish or announce which model of HPB steps tracker will be allocated at which roadshows?</p> <p>The allocation of the HPB steps trackers depends on stocks availability and delivery schedules of the different models of trackers. Therefore, we will not be able to publish or announce the models that will be allocated ahead of time. Please check out our Facebook for real-time updates of roadshow timing and location.</p>
19.	<p>Is there an online registration portal where I can make an appointment for collection of tracker if I am unable to go for the roadshow?</p> <p>Yes, there is an online registration portal available this season. You may schedule an appointment for collection of a HPB steps tracker at the selected Singapore Post Offices via http://stepschallenge-appointment.com. A confirmation email will be sent for every successful booking. Please ensure a valid email is used for the booking.</p> <p>You may reserve* up to 3 trackers (including your own tracker). Should you wish to collect on behalf of your family, please ensure that they are already registered for the Challenge and bring along the authorization letter and their NRIC/ photo ID for verification purposes.</p> <p>Please note that the e-booking portal will only be available from 27 October 2017 onwards and appointment collection will commence from 13 November 2017.</p> <p><i>* Note: Eligibility criteria applies and steps tracker reservation is on while stocks last basis.</i></p>
20.	<p>Am I able to collect at the recruitment roadshow if I have already scheduled an appointment?</p> <p>Yes, you may collect if you have not previously collected the HPB steps tracker. Please cancel your appointment upon collecting at the recruitment roadshow.</p>
21.	<p>I am unable to go down at the scheduled appointment date. Can I change the appointment?</p> <p>Yes. Please change the appointment via the booking URL http://stepschallenge-appointment.com.</p>
22.	<p>I do not have a printer. Is it okay if I show the softcopy of the confirmation letter?</p> <p>If you are collecting for yourself only, you may choose to print or provide the softcopy of the confirmation letter and present it with your original NRIC or photo ID for collection.</p> <p>However, for collection on behalf, the original authorization letter must be printed and signed and presented together with a copy of the respective NRIC or photo ID for collection.</p>
23.	<p>I have previously made an appointment for 3 HPB steps tracker collection, however one of them has collected through the roadshow separately. Can I collect the additional steps tracker under a different NRIC?</p> <p>You will need to update your appointment details and change the participant details in order to collect under a different NRIC. You will receive a new authorization letter for the new participant and you will need to bring down the original signed copy of the authorization letter for the collection.</p>
24.	<p>I have previously collected a free HPB steps tracker in Season 1/ Season 2. However, my steps tracker is lost. Can I get another HPB steps tracker?</p>

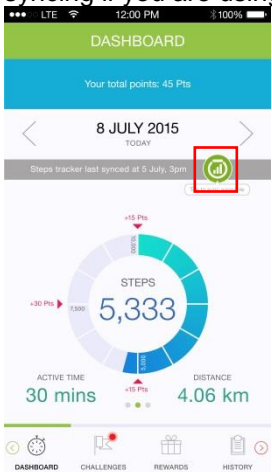
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	<p>Returning participants who have already collected their steps trackers will not be eligible for another free HPB steps tracker.</p> <p>As non-smartphone participants can only participate using a HPB steps tracker, they will need to purchase a new HPB steps tracker from the respective authorised service providers' retail outlets if your steps tracker is lost. Information on our authorised service providers is available are available on our website.</p> <p>Smartphone participants who have lost their steps tracker may choose a new tracking mode, such as app-based tracking, or purchase compatible steps trackers at an exclusive discount from our partners. Check out our partners' discounts* by going to the "Rewards" tab and tap on "Deals and Discounts".</p> <p>You may also purchase new a HPB steps tracker from the respective authorised service providers' retail outlets.</p>						
25.	<p>I heard that there is a new Heartrate tracker and Completer's kit. How can I collect it?</p> <p>The Completer's kit is a special gift Health Promotion Board has prepared for the active participants from NSC Season 2. The Completer's kit includes a new heartrate tracker, an exclusive Completer's T shirt and a HPB desktop calendar. The Completer's kit is only available for National Steps Challenge Season 2 participants who have completed all 6 tiers of Sure-win rewards before 28 February 2017.</p> <p>Collection of the Completers' Kit will be from 27 Oct 2017 till 16 Dec 2017 on first come first served, while stocks last basis.</p> <p>Collection venue as follows:</p> <table border="1" data-bbox="284 1081 1445 1464"> <tr> <td data-bbox="284 1081 794 1182">27– 29 Oct 2017 11 am – 8 pm</td> <td data-bbox="794 1081 1445 1182">National Steps Challenge™ Roadshow – Punggol Open field beside Punggol MRT station</td> </tr> <tr> <td data-bbox="284 1182 794 1261">11 – 12 Nov 2017 11 am – 8 pm</td> <td data-bbox="794 1182 1445 1261">National Steps Challenge™ Roadshow – Sports Hub OCBC Arena</td> </tr> <tr> <td data-bbox="284 1261 794 1464">Mon – Sat, 12pm- 6.30pm (from 30 Oct – 16 Dec) Closed on eve of Public Holidays and Public Holidays. Also closed on 11-12 Nov.</td> <td data-bbox="794 1261 1445 1464">National Steps Challenge™ HPB Collection point Health Promotion Board 3 Second Hospital Avenue Singapore 168937 Level 2 Garden Terrace</td> </tr> </table>	27– 29 Oct 2017 11 am – 8 pm	National Steps Challenge™ Roadshow – Punggol Open field beside Punggol MRT station	11 – 12 Nov 2017 11 am – 8 pm	National Steps Challenge™ Roadshow – Sports Hub OCBC Arena	Mon – Sat, 12pm- 6.30pm (from 30 Oct – 16 Dec) Closed on eve of Public Holidays and Public Holidays. Also closed on 11-12 Nov.	National Steps Challenge™ HPB Collection point Health Promotion Board 3 Second Hospital Avenue Singapore 168937 Level 2 Garden Terrace
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26.	<p>Can someone else collect the Completer's kit on my behalf at the roadshows or HPB Lobby?</p> <p>No. The Completer's kit is a customized gift that we would need all eligible National Steps Challenge Season 2 Completers to collect personally as they would receive information brief on how to use the heart rate tracker and how to track moderate-vigorous physical activity, as well as to choose the size of their own Completer's T shirt.</p> <p>There will also be special activities at the major roadshows for the Completers to participate and win attractive prizes.</p>						
27.	<p>I have the free steps tracker from Season 1 and/or 2. Does it mean I cannot use it anymore after I pair to the new J Style Tempo in the Completer's Kit?</p> <p>You may only use one steps tracker at any one time. We encourage you to use J Style Tempo as it can also monitor your heart rate, helping you to better track the intensity of your physical activities.</p>						

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	<p>However, you can switch to your other compatible steps tracker(s) or apps any time. Do remember to sync your steps before you switch to other devices or app-based tracking to avoid losing your steps.</p>
28.	<p>Do I need to charge the HPB steps tracker?</p> <p>Yes, you will need to charge the steps tracker. Please refer to the charging instructions provided within the step tracker packaging for more details as different charging method and duration apply for different model of steps tracker.</p> <p>Do note that you will need to charge the steps tracker for 1-2 hours for the first charge. Do not over-charge the steps trackers as it will damage the battery. Any damage to battery due to overcharging will not be covered under warranty for exchange.</p>
29.	<p>Does the HPB steps tracker have any warranty validity?</p> <p>All HPB issued steps trackers will have a warranty period of 12 months from collection date.</p> <p>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, water seepage and breakage shall not be covered. Accessories such as charging cable (if any), detachable straps and strap pins are also not covered within the warranty.</p> <p>You are strongly encouraged to read the user manual carefully for a better understanding of how to use your steps tracker.</p>
30.	<p>What do I do if my HPB steps tracker becomes faulty?</p> <p>As long as the steps tracker is still within the 12-months warranty period, participants may do a one-for-one exchange of their faulty steps trackers at the authorised service providers' outlets.</p> <p>Alternatively, you can visit National Steps Challenge™ Customer Care Centre located at HPB.</p> <p>Participants are required to bring the faulty steps tracker to facilitate the exchange. You are also encouraged to bring the full steps tracker packaging in case required.</p> <p>Non-smartphone participants are strongly encouraged to visit the National Steps Challenge™ Customer Care Centre at HPB to exchange your faulty steps tracker as you will require our customer care officers' assistance to pair your new steps tracker to your profile.</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>Please note that queue may close earlier in case of overwhelming crowd.</p> <p>*Authorised Service Providers only provide sales and exchange services. They do not provide any form troubleshooting, registration and pairing services (except for non-smartphone users). A Customer Service Officer (at both authorized service provider outlets and HPB Customer care centre) will assess if a tracker is valid for exchange according to the warranty coverage stated above.</p>
<p>Section 4- Pairing and Syncing</p>	
31.	<p>How do I start using my HPB steps tracker?</p> <p>Your HPB steps tracker must be paired before you can start using it. The steps tracker will be paired to your profile when you collect at our roadshows. Upon receiving the steps tracker at our roadshows, please do a first sync with your smartphone or kiosk to update the date and time to avoid losing any steps data clocked for the day.</p>

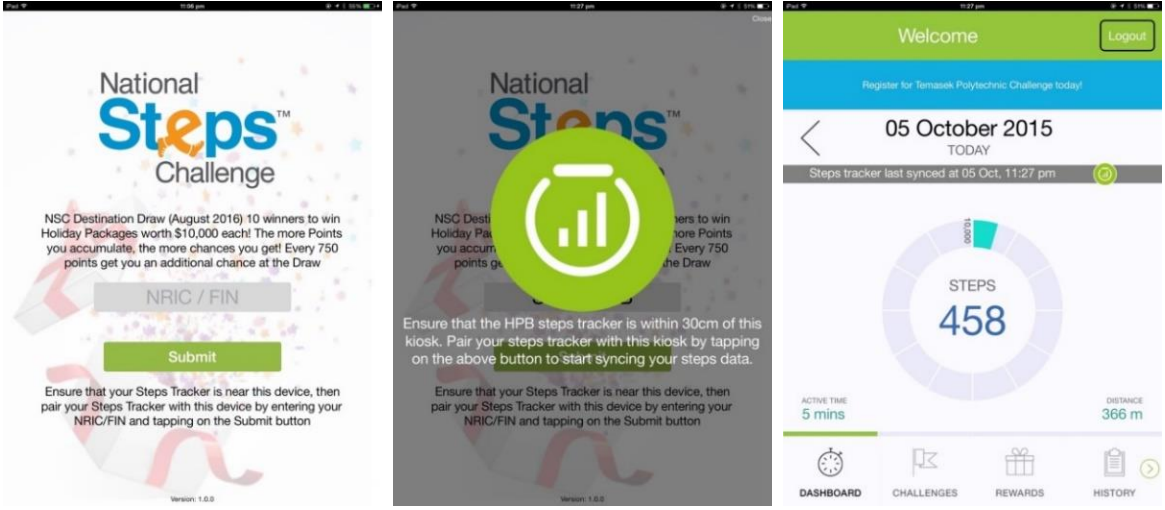
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	<p>If you have obtained the HPB steps trackers through other means (eg. purchase), you will need to pair your steps tracker to the Healthy 365 mobile app using Bluetooth®. Please refer to our step-by-step guide for instructions on how to pair your HPB steps tracker. Once successfully paired, all you need to do is start moving to accumulate steps to earn points.</p> <p>Please note that the HPB steps tracker can only store up to seven days of data and you will need to sync your HPB steps tracker with the Healthy 365 mobile app via Bluetooth® at least once every seven days to prevent any data loss.</p> <p>For non-smartphone participants, your HPB steps tracker will be paired to your profile during collection at our roadshows or at Customer Care Centre (whichever applicable). You will need to update your accumulated step count by syncing your HPB steps tracker at any of HPB Healthy 365 Kiosks at least once every seven days, or by using the Sync for Friends function on the Healthy 365 mobile app from your family members' or friends' smartphone to sync your step count.</p> <p>Check out the locations of the Healthy 365 Kiosks here.</p>
32.	<p>How do I pair the HPB Steps tracker if I have purchased them separately?</p> <p>Please refer to our step-by-step guide for more information on how to set up your HPB Steps tracker on the Healthy 365 mobile app.</p>
33.	<p>What happens when I go to a country with a different time-zone? Will my steps still be counted?</p> <p>The Healthy 365 mobile app is a local app that follows the Singapore time-zone. If your mobile phone has been reset to the new time-zone there may be inaccuracies in the steps synced or you may lose some steps clocked in the different time-zone. The above is only applicable for HPB steps trackers.</p> <p>Other compatible tracker/ tracking modes are subjected to the respective tracker/ tracking mode's algorithm.</p>
34.	<p>How do I update my step count?</p> <p><u>For smartphone participants</u> Launch the Healthy 365 mobile app and go to "Dashboard". Swipe once to the next page and tap the green button on the right to sync your HPB steps tracker to Healthy 365 mobile app. This step is required regardless which mode of steps tracking you are using. Please ensure Bluetooth® is switched on for syncing if you are using HPB steps trackers.</p>  <p>The screenshot shows the app's dashboard with a green bar at the top labeled 'DASHBOARD'. Below it, it says 'Your total points: 45 Pts' and '8 JULY 2015 TODAY'. A notification bar indicates 'Steps tracker last synced at 5 July, 3pm'. A central circular gauge shows 'STEPS 5,333' with a red arrow pointing to '+15 Pts' and a green arrow pointing to '+30 Pts'. Below the gauge, it shows 'ACTIVE TIME 30 mins' and 'DISTANCE 4.06 km'. At the bottom, there are icons for 'DASHBOARD', 'CHALLENGES', 'REWARDS', and 'HISTORY'. A red box highlights a green sync button in the notification bar.</p> <p>Participants using other compatible trackers are required to sync their step count with their respective mobile apps before syncing with the Healthy 365 mobile app (eg. Fitbit with Fitbit app, Actxa Swift with Actxa App, Samsung Gearfit with Samsung Health).</p> <p><u>Non-smartphone participants</u></p>

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	<p>Non-smartphone participants can sync their steps at the Healthy 365 kiosks at our partners' <u>outlets</u>.</p> <p>Alternatively, non-smartphone participants can use the Sync for Friends function to sync their steps using their family member's or friend's smartphone, as long as their phone is compatible with the Healthy 365 mobile app.</p> <p>Refer to our <u>step-by-step guide</u> for more details on how to use the 'Sync for Friends' function on Healthy 365 app.</p>
35.	<p>Can I update my step count at the Healthy 365 Kiosk if I am a smartphone participant?</p> <p>You can sync to the Healthy 365 Kiosk only if you are using the HPB steps tracker. However, you will not be able to redeem rewards through the Healthy 365 Kiosk.</p>
36.	<p>Can I update my step count at the Healthy 365 Kiosk if I am not using the HPB step tracker?</p> <p>No, you will not be able to sync to the Healthy 365 Kiosk if you are not using HPB steps tracker. The Healthy 365 Kiosk can only be used for syncing with HPB steps trackers.</p>
37.	<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 trackers.</p>
38.	<p>Why is there a difference in the number of steps tracked when I wear 2 different steps tracking devices/ Why are there varying degrees of accuracy in steps tracking across different models of trackers?</p> <p>Do note that every tracking device has its own tracking algorithm and only serves as an estimate to the actual step count as it is affected by each individual's walking gait and arm swing. Hence, like all fitness trackers in the market, each HPB tracker will have its own attuned sensitivity that may have varying degrees of accuracy in the steps tracked.</p>
39.	<p>How do I sync my steps from my HPB steps tracker at the Healthy 365 Kiosk?</p> <p>Please check that there are no other Bluetooth® devices nearby and that your HPB steps tracker is next to the Healthy 365 Kiosk. Follow these steps to sync your steps tracker:</p> <ol style="list-style-type: none"> a) Enter your NRIC and tap "Submit". b) Tap on the green button and wait for the connection with your steps tracker to be made. c) You should be able to access your profile, and the steps data from your steps tracker should be synced across to the Healthy 365 Kiosk.

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	 <p>Please note that you have to sync your step count from your steps tracker to the Healthy 365 Kiosk at least once every 7 days.</p>
40.	<p>After entering my NRIC and tapping the green button, I am unable to sync my step count from my HPB steps tracker to the Healthy 365 Kiosk.</p> <p>Please try to manually sync your steps by tapping on the green button on the top-right hand corner of the second page of the “Dashboard” tab.</p> <p>If the problem persists, please log out of your profile and try to sync again. Please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.</p>
41.	<p>The steps that are synced from my HPB steps tracker are inaccurate.</p> <p>Please try to manually sync by tapping on “Dashboard” and swipe once for the steps dashboard page. Tap on the green button on the steps dashboard to manually sync your steps. You may need to re-launch the app the next day to see a correct reflection of steps and points.</p> <p>Alternatively, please go to the “About” tab and scroll down to select “Diagnostic report”. Tap on “Sync Now”. Leave the app running for about 2-3 minutes for all the past data to be sent to our server. Please ensure you have got internet or Wi-Fi connection during this process.</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>
42.	<p>I am unable to pair my HPB steps tracker with the Healthy 365 app.</p> <p>Please ensure that the steps tracker is charged by checking the power bar on the steps tracker. Please also ensure that your smart phone’s Bluetooth® is switched on.</p> <p>If the above fails to resolve the issue, please try the following:</p> <p><u>Step 1</u> For optimal performance, please ensure that there are no other Bluetooth® devices within a 3m radius, and that your HPB steps tracker is next to your smart phone.</p>

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***Note:**

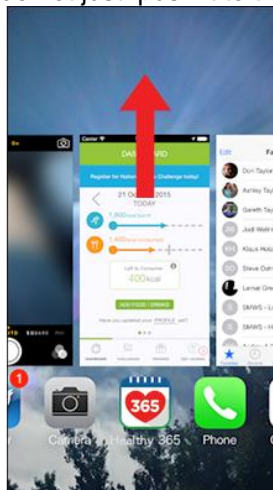
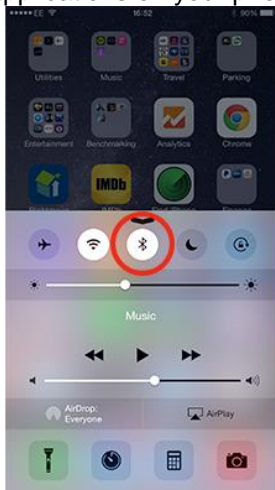
The HPB steps tracker uses Bluetooth® Low Energy (BLE) to pair and synchronise data with the Healthy 365 mobile app. The Bluetooth® scan does not run continuously and will stop-start every few seconds. Because of this stop-start mechanism, there is a chance that your steps tracker may fail to transmit data to the Healthy 365 mobile app when the Bluetooth® is temporarily off. This can cause a few seconds of delay before the steps tracker is paired with the app.

Step 2

Check that you have downloaded the latest version of the Healthy 365 mobile app from the App Store or Google Play Store. Update your app if there is a newer version.

Step 3:

- a) Turn off your smartphone's Bluetooth® and terminate the Healthy 365 mobile app from the running applications on your phone (Note: do not just push it to the background)



OR



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- b) Open your smartphone's "Settings"
- c) Switch on Bluetooth®
- d) Tap Scan for devices
- e) Check if your device name is listed under the device list
- f) Launch the Healthy 365 mobile app and try to sync again

Step 4 (For Android only)

Some Android users have reported that turning OFF an advanced Wi-Fi setting called Wi-Fi optimisation helps to improve Bluetooth® connectivity.

To turn OFF this setting,

- a) Open "Settings" on your Android operating system
- b) Select "Wi-Fi" then select "Options" / "Settings"
- c) Select "Advanced"
- d) Un-tick "Wi-Fi Optimisation"

Step 5

Ensure Power Saving Mode is turned OFF on the phone. To help ensure the pairing process is smooth, it is highly recommended to have the phone's battery power to be above 50%.

Step 6

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.

Please follow the steps below:

For iOS

- a) Go to your phone's "Settings" page
- b) Tap on "General", followed by "Date & Time"
- c) Turn "Set Automatically" option on

For Android

- a) Go to your phone's "Settings" page
- b) Tap on "Date and Time"
- c) Turn "Automatic date and time" option on

Step 7 (For users on Android 6.0 and above only)

Users with phones on Android 6.0 and above may encounter pairing issues if location services are turned-off.

To ensure pairing is successful, before beginning the pairing process:

Permission to access Location Services


- a) On the first launch of the Healthy 365 mobile app, a pop-up will appear to request for permission to allow Healthy 365 to access Location services. Select "Allow".
- b) If you did not select "Allow" during first launch, open "Settings" on your Android operating system
- c) Select "Applications"
- d) Select "Applications Manager"
- e) Select "Healthy 365"
- f) Select "Permissions"
- g) Ensure the "Location" setting is "On"

Turning On Location Services

- a) Open "Settings" on your Android operating system
- b) Select "Privacy and Safety" then select "Location"
- c) Ensure the setting is "On"

Step 8

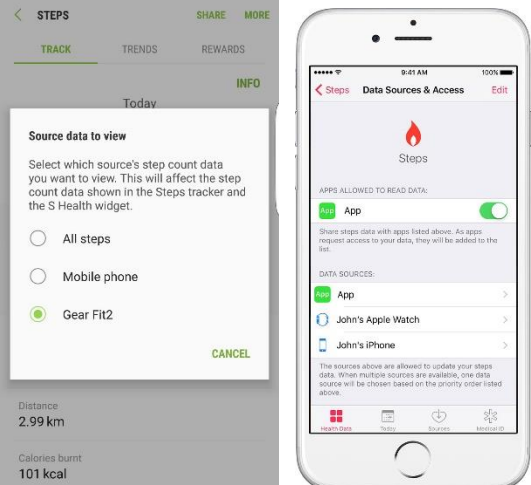
National Steps Challenge™ Season 3: Frequently Asked Questions

	<p>Restart the phone, turn on Bluetooth®, launch Healthy 365 mobile app, and then retry.</p>  <p style="text-align: center;">OR</p> <p>If the problem persists, please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.</p>
<h3>Section 5- Other Modes of Steps Tracking</h3>	
<p>43.</p>	<p>What are the different modes of steps tracking and compatible steps trackers?</p> <p>In addition to steps trackers issued by HPB, participants may also participate in the Challenge and track their steps using other trackers OR mobile applications compatible with the Healthy 365 mobile app.</p> <p>National Steps Challenge™ preferred mobile apps and trackers:</p> <ul style="list-style-type: none"> ✓ Actxa® mobile app with Actxa® activity trackers ✓ Samsung Health mobile app with Samsung Gear wearables <p>Other mobile apps and trackers:</p> <ul style="list-style-type: none"> ✓ Health Kit mobile app with Apple Watch ✓ Fitbit mobile app with any Fitbit tracker <ul style="list-style-type: none"> - Samsung Health – Android 5.0 and above. Samsung Health must be installed on phone. To check Android version, please go to “Settings” on your phone and tap on “About device”. - Health Kit – iPhone 5S and above, with iOS 8 and above. To check iOS version, please go to “Settings” on your phone and tap on “General” then “About”. - Please ensure that there are steps clocked on your Samsung Health or Health Kit for pairing to be successful. - Participants must have an existing Fitbit/ Actxa account and Fitbit/Actxa app to use Fitbit/ Actxa trackers for the National Steps Challenge™ Season 3. <p>Please note that the Healthy 365 mobile app will only retrieve up to seven days of data and you will need to sync your selected tracking mode with the Healthy 365 mobile app at least once every seven days to prevent any data loss. Tap on the Green button on the “Dashboard” to sync.</p> <p>Note: Steps synced into Healthy 365 mobile app are dependent on the steps recorded from the mobile device itself. Healthy 365 mobile app alone does not do any form of steps tracking.</p>
<p>44.</p>	<p>Why am I unable to use Google Fit app after joining the challenge?</p> <p>Google Fit app is not available on the Healthy 365 mobile app.</p>
<p>45.</p>	<p>How do I pair the other compatible trackers and apps?</p> <p>Please refer to our step-by-step guide for more information on how to set up your preferred tracking mode on the Healthy 365 mobile app.</p>
<p>46.</p>	<p>Can I switch between different modes of steps tracking (eg. app-based to tracker or vice versa) or different steps trackers if I have more than one compatible tracker?</p>

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	<p>Yes, smartphone participants can switch between the different modes of steps tracking or different steps trackers. Please note that you will need to sync your original paired tracking device before any switch to prevent loss of steps data.</p> <p>To switch successfully, tap on the new mode of tracking (if it is a different tracking mode) or “change tracker” (if it is the same tracking mode but new device). Proceed to pair and authorize the new tracking mode according to the prompt (different tracking modes may show different pop-up). You may start clocking steps using the new tracking mode upon successful pairing.</p> <p>Please note that non-smartphone participants can only participate in the Challenge using the HPB steps tracker.</p>
47.	<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>You will not lose your step count for the day if you synced the original paired steps tracker before switching your preferred tracking mode.</p> <p>Steps taken after successfully changing your tracking mode will be added to your previously synced steps.</p>
48.	<p>My steps on Health Kit/ Samsung Health is different from what is reflected on Healthy 365.</p> <p>The Healthy 365 mobile app can only retrieve steps data from one tracking device at any one point in time. If you have other device(s) paired to Samsung Health or Health Kit on your smartphone, you will be prompted on the Healthy 365 mobile app to select the device for pairing (Device 1 or Device 2 for Samsung Health/ Watch or Phone for Health Kit).</p> <p>Only steps tracked by the selected device will be synced to Healthy 365 mobile app although your own Health Kit mobile app or Samsung Health mobile app will reflect the total number of steps clocked by both devices. This may result in the number of steps reflected on the Healthy 365 mobile being different from the number of steps on your Health Kit app or Samsung Health app.</p> <p>Note: MiBand and Garmin are compatible to Health Kit but are not compatible to Healthy 365 mobile app. Hence participants using these 2 devices will not be able to sync their steps on the Healthy 365 mobile app.</p> <p>To see the steps clocked by the selected device, you may select the source to view on Samsung Health/ Health Kit (see screen shot). Should there still be discrepancies in the synced steps, please send in the screenshot from the selected tracking device to stepschallenge@hpb.gov.sg for verification.</p> <p>Health Kit → Health Data → All → Steps → Data source</p> <p>Samsung Health → Steps dashboard → More → Source data to view</p>

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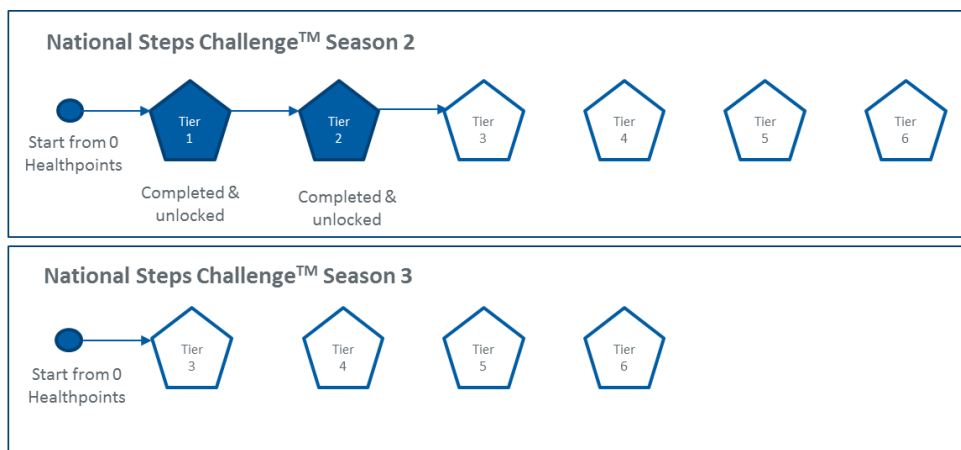
	
49.	<p>I am unable to pair to Samsung Health. Error message of “Not registered on whitelist” always prompt even after allowing the permissions.</p> <p>You may delete and re-install Samsung Health and try to pair again or go to Samsung Health→Settings→About Samsung Health → Tap on the Samsung Health version repeatedly until it is converted to Developer Mode. Try to pair again after that.</p>
50.	<p>How do I sync my steps with the Healthy 365 mobile app if I am using other tracking modes besides the HPB steps tracker?</p> <p>If you are using preferred steps trackers from partners, namely Samsung, and Actxa, or other tracking modes such as Health Kit, please ensure that the respective mode of tracking has been set up successfully on the Healthy 365 mobile app. Please refer to our step-by-step guide for pairing instructions. Steps should be auto-synced when you launch the Healthy 365 mobile app. You may also manually sync your steps by tapping on the green button on steps dashboard.</p> <p>All compatible trackers’ users are required to sync their steps to their respective mobile apps before syncing to the Healthy 365 mobile app.</p> <p>If you are still unable to sync your steps using other tracking modes, please contact us at stepschallenge@hpb.gov.sg, or call us at 1800 567 2020 for further assistance.</p>
51.	<p>Who do I approach if I encounter problems with my Samsung, Actxa or Fitbit device?</p> <p>Please contact the respective authorised service providers if you encounter problems with your devices. For issues related to Healthy 365 mobile app, such as set-up of steps tracking mode, pairing of devices or syncing of steps, please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020.</p>
52.	<p>Why is Sony Lifelog no longer available in the “Apps” page?</p> <p>Sony has decommissioned the Lifelog app API since 31 May 2017 hence Healthy 365 is no longer able to obtain steps data from Lifelog app. As this is a business decision from Sony, we regret to inform that the Sony Lifelog App and all Sony step tracking wearables will no longer be compatible with Healthy 365. For existing Sony Lifelog users, please consider switching to other compatible apps such as S-Health or Health Kit.</p>
53.	<p>Why are other brands of tracker not compatible with Healthy 365 app?</p> <p>For tracker compatibility, there needs to be mutual agreement between the 3rd party supplier and HPB for integrating new devices so that comprehensive support can be provided to our participants. For organizations who are not partners with HPB at the moment, we are unable to integrate their tracker to our Healthy 365 app for this coming Season. However, do be assured that the National Steps Challenge team is constantly reviewing the feedback and bringing in more compatible devices.</p>

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Section 6- Healthpoints, rewards and prizes

54. **I have previously participated in Season 2. Will I be able to continue from where I left off in Season 2, i.e. keep my accumulated steps and points?**

Points from Season 2 will not be rolled over to Season 3. Returning participants will therefore start with zero points but their rewards tier will start at their last unlocked tier in Season 2. For example, participant has unlocked Tier 2 in Season 2 and was in the process of completing Tier 3 at the end of Season 2. In Season 3, the participant will start with no points and will work towards Tier 3.



55. **I have previously participated in Season 2. Why am I not allowed to start from Tier 1 since I am also newly registered for Season 3?**

Participation in the National Steps Challenge™ is a journey towards a more physically active lifestyle. As you have started the journey with us in previous seasons, you will be continuing on this journey by starting from the Tier you last unlocked in Season 2. The continuation will allow returning participants to review their progress and work towards greater rewards and more fun activities in plan for them.

56. **How do I earn points for the National Steps Challenge™?**

All you have to do is get active to clock steps on your HPB steps tracker, other compatible trackers or mobile applications (Samsung Health or Health Kit). Then, update your step count by syncing to the Healthy 365 mobile app or Healthy 365 Kiosk to earn Healthpoints. Please note that you will need to sync your HPB steps tracker at least once every seven days.

You can only earn a maximum of 40 Health points per day.

Steps per day	Health points (HP)
5,000	10 HP
7,500	25 HP
10,000	40 HP (Maximum per day)

57. **When can I start earning Healthpoints for the National Steps Challenge™?**

You can start earning Healthpoints when the National Steps Challenge™ Season 3 starts on 28 October 2017, 00:00hrs upon registration for the challenge.

58. **What can I do with my Healthpoints?**

You can redeem them for sure-win rewards comprising HPB vouchers that can be used at various merchants, as well as digital e-vouchers from various merchants worth up to a total of \$35. Once you

National Steps Challenge™ Season 3: Frequently Asked Questions

	<p>have earned enough Healthpoints for each tier, you may select a sure-win reward of your choice. Only one reward can be redeemed per tier and once you have submitted your choice of sure-win reward and delivery mode, it cannot be changed.</p> <p>Please note that all rewards will have a validity of 3 months only. No extension of validity date will be allowed.</p> <table border="1" data-bbox="464 409 1326 629"> <thead> <tr> <th></th> <th>Health points</th> <th>Sure-win Reward</th> </tr> </thead> <tbody> <tr> <td>Tier 1</td> <td>750</td> <td>\$5</td> </tr> <tr> <td>Tier 2</td> <td>Additional 1,500</td> <td>\$10</td> </tr> <tr> <td>Tier 3</td> <td>Additional 750</td> <td>\$5</td> </tr> <tr> <td>Tier 4</td> <td>Additional 750</td> <td>\$5</td> </tr> <tr> <td>Tier 5</td> <td>Additional 750</td> <td>\$5</td> </tr> <tr> <td>Tier 6</td> <td>Additional 750</td> <td>\$5</td> </tr> </tbody> </table> <p>Please note that Healthpoints can only be earned when the National Steps Challenge™ Season 3 starts and upon registration for the Challenge.</p>		Health points	Sure-win Reward	Tier 1	750	\$5	Tier 2	Additional 1,500	\$10	Tier 3	Additional 750	\$5	Tier 4	Additional 750	\$5	Tier 5	Additional 750	\$5	Tier 6	Additional 750	\$5
	Health points	Sure-win Reward																				
Tier 1	750	\$5																				
Tier 2	Additional 1,500	\$10																				
Tier 3	Additional 750	\$5																				
Tier 4	Additional 750	\$5																				
Tier 5	Additional 750	\$5																				
Tier 6	Additional 750	\$5																				
59.	<p>I can see my Healthpoints earned in the Rewards page. However, when I clicked on “Healthpoint Summary”, it shows zero balance.</p> <p>For National Steps Challenge™ accumulated Healthpoints, you can only use them upon unlocking the rewards tier. As such, the points will only be reflected on the “Healthpoint Summary” after you have unlocked a tier. For example, you have earned 700 Healthpoints to date, the points will be shown on the Rewards tab but not under “Healthpoint Summary”. However, after hitting 750 Healthpoints and unlocking Tier 1, the 750 Healthpoints will then be reflected on the “Healthpoint Summary”.</p>																					
60.	<p>When will my Healthpoints expire?</p> <p>The Healthpoints accumulation for sure-win rewards will end on 31 March 2018. All Healthpoints earned through the National Steps Challenge™ Season 3 expire in end June 2018.</p>																					
61.	<p>How can I redeem the sure-win rewards?</p> <p>You can redeem your sure-win rewards through the “Rewards” tab in the Healthy 365 mobile app or Healthy 365 Kiosk (for non-smartphone participants only).</p> <p><u>Step by Step guide on rewards redemption</u></p> <ol style="list-style-type: none"> Tap on “Healthpoints Summary” on the Rewards page Tap on “Redeem Health points” at the bottom of the Healthpoints Summary page Select your preferred rewards and add to Cart Go to “Redemption Cart” after completing your selection Select your mode of delivery (self collection or by mail) and click on “Check out” For first redemption, you will need to verify your profile and you may key in your Passion Card or Tap For More details for conversion on unredeemed points (Non-mandatory). If you have selected mailing as your mode of delivery, you will be prompted to verify your mailing address. You may also add alternative mailing address. If you have selected self-collection or authorize someone for self-collection, you will be prompted to fill in details of the authorized person. You will receive an SMS notification after 5-10 working days to collect your rewards from the redemption centre. A successful redemption message with the redeemed rewards details will appear after your confirmation If you have selected an e-voucher, the redemption will be redirected to the e-wallet. You may use the e-voucher directly at the merchant’s outlets. <p>The voucher(s) will be sent out to your indicated mailing address within 14 working days. Do note that the actual duration to receive the voucher may be longer due to delivery schedule of Singpost. An SMS notification will be sent to your registered mobile number when the voucher is mailed out.</p>																					

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	<p>Please ensure that you have provided a valid and updated mailing address on the “Profile” tab on Healthy 365 mobile app. HPB reserves the right to reject requests for resending of voucher if it is due to participant’s inaccurate provision of address. The appointed vendor may contact participants for verification of the address.</p> <p>For updating of your mailing address, you may do so via the Healthy 365 mobile app directly.</p> <p>You may also choose self-collection and collect at the redemption centre. The processing and preparation will take 5 to 10 working days. An SMS notification with the redemption address will be sent to you when the vouchers are ready for collection.</p> <p>Self-collection have to be done at the following redemption centre within 30 days after receiving the SMS notification:</p> <p>77C Duxton Road Singapore 089536</p> <p>Please note that healthpoints will only be available for redemption upon unlocking the tiers. Once you have submitted your choice of sure-win reward and the delivery mode, you will not be able to change the choice of your sure-win reward and the delivery mode.</p> <p>Please note that lost mail report will be investigated and no resend of vouchers will be done. For all approved lost mail exceptions, only e-vouchers will be issued.</p>
62.	<p>Will I be able to choose the type of sure-win rewards I want to redeem?</p> <p>You may choose from the Rewards catalogue upon clicking on the “Redeem Healthpoints” tab. HPB’s decision on the type of vouchers available is final and requests to change the reward will not be entertained.</p>
63.	<p>If I do not have a smartphone, how can I redeem the sure-win rewards?</p> <p>You can visit any HPB Healthy 365 Kiosk to select your rewards through the “Rewards” tab. Check out the location of the HPB Healthy 365 Kiosks here.</p>
64.	<p>Why am I unable to go down immediately for the self-collection?</p> <p>The lead time is required to allow the redemption records to be updated on the system as well as for the redemption centre to prepare the necessary rewards vouchers for collection as all physical vouchers will only be serialized and printed upon redemption confirmation. Hence the redemption centre will not hold any extra vouchers.</p>
65.	<p>Can someone collect the sure-win rewards on my behalf?</p> <p>You can authorize someone to collect your sure-win rewards and you may select “Authorize someone” indicate the details during redemption on the Healthy 365 mobile app. The authorized person will need to bring along their original NRIC/ photo ID (eg. driving license) and your original NRIC for the collection.</p>
66.	<p>Can I still redeem sure-win rewards after 31 March 2018?</p> <p>You may redeem your sure-win rewards via the Healthy 365 mobile app or Healthy 365 kiosk after 31 March 2018 as long as your Healthpoints have not expired. Please check the Health 365 mobile app for your Healthpoints expiry date.</p>
67.	<p>If I have selected self-collection, when is the last day I can collect my sure-win rewards?</p> <p>For participants who have selected self-collection, please note that all sure-win rewards must be collected within 30 days from the date of SMS notifications. Any uncollected sure-win rewards will be forfeited due to validity issues.</p>
68.	<p>Am I entitled to the same rewards if I use app-based steps tracking?</p>

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	Yes, both tracker-based and app-based participants are entitled to the same rewards.								
69.	<p>How do I accumulate lucky draw chances to participate in the Grand Draw?</p> <p>Every day of 5,000 steps, 7,500 steps or 10,000 steps will earn you 1, 2 or 3 chances respectively.</p> <table border="1" data-bbox="491 409 1299 636"> <thead> <tr> <th>Steps per day</th> <th>Lucky Draw chances</th> </tr> </thead> <tbody> <tr> <td>5,000</td> <td>1</td> </tr> <tr> <td>7,500</td> <td>2</td> </tr> <tr> <td>10,000</td> <td>3</td> </tr> </tbody> </table>	Steps per day	Lucky Draw chances	5,000	1	7,500	2	10,000	3
Steps per day	Lucky Draw chances								
5,000	1								
7,500	2								
10,000	3								
70.	<p>When will the Grand Draw be held?</p> <p>The Grand Draw will be held after 31 April 2018. The exact date will be confirmed at a later stage.</p>								
71.	<p>What is Pledge and Win?</p> <p>Exclusively for Completers, you can pledge to achieve a daily target number of steps over a stipulated number of days to win special prizes worth up to \$70. The more days you pledge and achieve, the greater the value of rewards you can redeem!</p>								
72.	<p>Who are Completers?</p> <p>Completers are participants who have completed 6 tiers of Sure-win rewards National Steps Challenge Season 2 or in Season 3. All participants will be eligible to commit to one pledge upon completion of all 6 tiers of Sure-win rewards.</p>								
73.	<p>How do I know if I am a Completer?</p> <p>From 28 October 17 onwards, go to “Challenges” on your Healthy 365 mobile app and choose National Steps Challenge™ Season 3. Tap on “Rewards” at the top of the page. If you are a Completer, you will see that all 6 tiers of sure-win rewards have been unlocked.</p>								
74.	<p>I completed all three tiers in Season 1. Why am I not a Completer?</p> <p>A Completer has to be a participant of National Steps Challenge™ Season 2 and unlocked all 6 tiers of sure-win rewards. Taking part in both Season 1 and Season 2 also does not qualify you as a Completer.</p>								
75.	<p>How many Pledges can each Completer pledge for?</p> <p>Each Completer can only select one pledge throughout the campaign and once pledged, it cannot be changed. If the number of days pledged are not fulfilled, no prize will be given. This is to motivate the Completers to challenge themselves and achieve regular physical activity.</p>								
76.	<p>Must I achieve consecutive days of targeted steps in order to meet the Pledge committed?</p> <p>No it is not necessary to achieve consecutive days of target number of steps as long as you achieved the target within the campaign period, i.e. if you selected a pledge of 30 days of 10,000 steps, you will just need to hit any 30 days between 28 Oct 2017 or from the date you signed up, whichever is later, till 31 March 2018 to win the prize.</p>								
77.	<p>How do I redeem the prize from Pledge and Win?</p> <p>Once you have completed your pledge, tap on the prize in the Pledge and Win tab and you will be directed to the redemption page.</p>								

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	<p>a) Select your mode of delivery (self-collection or by mail) based on your prize and click on “Check out”</p> <p>b) If you have selected mailing as your mode of delivery, you will be prompted to verify your mailing address. You may also add alternative mailing address.</p> <p>c) If you have selected self-collection or authorize someone for self-collection, you will be prompted to fill in details of the authorized person. You will receive an SMS notification after 5-10 working days to collect your rewards from the redemption centre.</p> <p>d) A successful redemption message with the redeemed rewards details will appear after your confirmation</p> <p>e) If you have selected an e-voucher, the redemption will be redirected to the e-wallet. You may use the e-voucher directly at the merchant’s outlets.</p>
78.	<p>What is Crack and Win?</p> <p>Crack & Win is an exclusive feature for participants participating in the Community Challenge 2017 or in the intra-challenge under the Corporate Challenge 2017.</p> <p>Each day of 10,000 steps or more synced to the Healthy 365 mobile app or Healthy 365 kiosk during the official challenge period of the Community Challenge (26 November 2017 to 31 March 2018) or Corporate Challenge 2017 (i.e. from 15 January 2018 to 30 April 2018) will entitle participants to unlock Crack & Win once. The game will be unlocked at the point of syncing. Once unlocked, the game cannot be carried over to the next day even if participant chooses not to play the game at that point in time.</p> <p>As Crack and Win is a chance-based game, the prize won, if any, is revealed only at the point of playing the game. The prizes won are not exchangeable nor redeemable for cash. The prizes can be vouchers, products or Healthpoints and merchant’s terms and conditions applies.</p> <p>The more days of 10,000 steps or more synced, the more opportunities to play Crack & Win, and the more prizes you stand to win. Opportunities to play Crack and Win can be accumulated for those participants who do not sync their steps daily as long as the participants have clocked 10,000 steps or more on their mode of tracking and synced the steps on the Healthy 365 mobile app or Healthy 365 kiosk. Participants need to sync their steps at least once every seven days so that the maximum number of accumulated opportunities to play Crack and Win is no more than seven. All accumulated chances will expire by the end of the same day.</p>
79.	<p>Does the Crack and Win prizes have validity date?</p> <p>Different prizes won will have their respective validity date according to the merchant’s terms and conditions. All prizes will have minimally one month’s validity for redemption.</p>
80.	<p>How do I redeem my Crack and Win prizes?</p> <p>You may go to the Rewards tab, select National Steps Challenge™ Season 3 to view the Crack and Win prizes that you have won. To redeem, tap on the prize’s hyperlink and you will be redirected to the redemption page. For discounts and promo codes, it will appear on your Deals and Discount tab upon redemption. For vouchers, it will either be found in your rewards e-wallet for e-vouchers or be directed to select the mode of delivery (by postal or by self-collection) upon redemption. For physical prizes, only self-collection is allowed and you will need to collect from the self-collection centre within 30 days from receiving the confirmation SMS. The confirmation SMS will be sent within 10 to 14 working days after redemption is completed.</p> <p>For non-smartphone users, you will need to redeem the prizes via the kiosk. Should you win a digital voucher, please note that you will need to restore your profile on a smartphone to utilize the voucher otherwise, you may choose to forgo the prize. There will strictly be no exchange for Crack and Win prizes.</p>

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81.	<p>What is Scan & Win?</p> <p>Scan & Win is part of the physical activity initiative by the Health Promotion Board (HPB) to encourage Singaporeans to be physically active every day, anytime and anywhere. Participants will need to go to the participating parks* with QR codes and scan the QR codes to earn Health points.</p> <p>A maximum of 2 QR codes can be scanned per day and participant can earn 80 health points for every 10 QR codes scanned. Points will only be reflected after completing 10 scans.</p> <p>*List of participating parks currently:</p> <ul style="list-style-type: none"> a) Bishan-AMK park b) Choa Chu Kang park c) East Coast park d) Punggol Waterway park e) Sunplaza park
82.	<p>How do I join Scan and Win?</p> <p>ONLY <u>smartphone users</u> are able to participate as Scan & Win” mechanics require participant to scan the QR code using the Healthy 365 mobile app. Launch your Healthy 365 app with the GPS/ Location services and mobile data turned on. Select “Nearby” tab and click on List View to view the park you are located at. Tap on the Scan QR code icon and proceed to scan. You can check the successful scans under “Challenge listing” -> “Scan and Win”.</p>
83.	<p>What can I use the Scan and Win health points for?</p> <p>The Health points earned from Scan and Win will be accumulated together with all other Health points earned from other HPB programmes you are participating in and you can redeem your preferred rewards from the Rewards catalogue if you have sufficient points. Every 750 points is equivalent to \$5 voucher.</p>
84.	<p>What will happen if I do not complete the 10 QR scans?</p> <p>The QR codes scanned will not expire. The Health points will remain locked until you have completed the 10th scan and 80 Health points will then be credited to you. However, once the Health points are credited, they will need to be redeemed before the expiry date. The expiry date will be reflected on the Health point summary page based on date credited.</p>
85.	<p>Why am I not earning Healthpoints when I sync my step?</p> <p>For Completers, you are no longer eligible to earn Healthpoints to redeem for sure-win rewards as you have already unlocked all 6 tiers of rewards in Season 2. However, you can win fantastic prizes in the Completers-exclusive Pledge & Win! Your step count can also earn you 1, 2 or 3 Grand Draw chances daily for 5,000, 7,500 and 10,000 steps respectively.</p>
86.	<p>Points are awarded / not awarded accurately when I have clocked enough steps. The reward tier remains unlocked even though I have accumulated enough points to unlock it.</p> <p>The Healthy 365 mobile app requires Internet connection (data plan or Wi-Fi connection) to update total points accumulated and for steps and points to be sent to our server. Please also check that you have downloaded the latest version of the Healthy 365 mobile app. Update the app if there is a newer version. (Note: Do not delete or uninstall the app)</p> <p>Please also check that you have synced your steps tracker at least once every seven days. Step count that is not updated within seven days will not be recorded on Healthy 365 mobile app and points will not</p>

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	<p>be awarded. It is participants' responsibility to ensure that their steps trackers are synced at least once every seven days. HPB will not entertain any appeal for reinstatement of points due to user's oversight.</p> <p>If the problem persists, please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.</p>
87.	<p>There are no rewards available on the "Rewards" page.</p> <p>Please ensure that you have signed up for a Challenge in order to view rewards. To redeem rewards, please select "Health Points summary" followed by "Redeem Health points". You will be redirected to the rewards catalogue to select your preferred rewards.</p> <p>Do note that if you are kiosk user, please only select "HPB Printed voucher" as you will not be able to utilize the e-vouchers without smartphone.</p>
88.	<p>I am unable to complete the rewards redemption process.</p> <p>Please ensure that your smart phone has Internet connection in order to redeem rewards. 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> Go to your phone's "Settings" page a) Tap on "General", followed by "Date & Time" b) Turn "Set Automatically" option on</p> <p><u>For Android</u> a) Go to your phone's "Settings" page b) Tap on "Date and Time" c) Turn "Automatic date and time" option on</p> <p>If the problem persists, please restart the Healthy 365 mobile app and try again. Please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.</p>
<p>Section 7- Healthy 365 mobile app</p>	
89.	<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 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 known to have compatibility issues with the Healthy 365 mobile app or connection issues with our HPB steps trackers.</p> <ul style="list-style-type: none"> i) LG G2 ii) Samsung S3 iii) iPhone 4 iv) Samsung Note 4 v) Samsung Ace vi) Redmi 2 vii) ASUS viii) ASUS and Alcatel Tablets (as Healthy 365 are designed to work with smartphones) <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>

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90.	<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 your Healthpoints and redeem rewards. The app does not require Internet connection to sync your steps on the steps tracker to your smart phone as it uses Bluetooth® technology. However, Internet connection is required for the steps data to be sent to our Internet server for Healthpoints calculation and rewards redemption. Steps data not sent to our server will not be captured in the event if you perform a reinstallation or profile restoration on the Healthy 365 app.</p>
91.	<p>My Healthy 365 mobile app crashed when I try to input my Year of Birth (YOB) after I input my name and NRIC when I try to create a profile.</p> <p>Try selecting your correct YOB first before entering your name and NRIC. The YOB drop-down selection will then appear again. Simply tap on “Done” to continue with the profile creation.</p> <p>If the problem persists, please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.</p>
92.	<p>Why is my profile and data missing even though I have previously registered for a Challenge?</p> <p>This might happen if you have deleted and reinstalled the Healthy 365 mobile app, or if you have switched phones midway through a Challenge. Simply use the profile restoration feature to retrieve your data and Challenge progress. It allows you to restore the data that was last synced to the server.</p>
93.	<p>How do I restore my profile and data?</p> <p>Before restoring your profile, please ensure that you have synchronised your latest step count on the Healthy 365 mobile app.</p> <p>Please follow the below instructions:</p> <ol style="list-style-type: none"> a) Tap on “Profile” on the menu bar of the Healthy 365 mobile app. b) Tap on the “Restore profile” button at the top of the page. c) Key in your NRIC and mobile number (as entered during registration) and tap on “Restore Now”. d) 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>
94.	<p>My past steps data are missing after I restore my profile.</p> <p>Do note that for steps data to be reflected in the history, the data needs to be sent to the backend server before any reinstallation or profile restoration. Do ensure you have internet connection during syncing for the steps data to be uploaded to our server. Otherwise, please ensure you send a diagnostic log prior to any reinstallation or profile restoration to avoid loss of steps data.</p> <p>To ensure the Healthy 365 app runs smoothly, steps data are migrated to the archive system annually. As such, if you have restored your profile from 1 August 2017, all past steps data will be archived and will no longer be reflected on your Healthy 365 app history. Only steps records successfully synced and sent to server after 1 August 2017 will be reflected in the history and dash board page.</p>
95.	<p>How do I update my profile (eg. gender, height, weight, mobile number etc.)</p> <p>Before updating your profile, please ensure that you have synchronised your latest step count on the Healthy 365 mobile app.</p> <p>Please follow the below instructions:</p> <ol style="list-style-type: none"> a) Tap on “Profile” on the menu bar of the Healthy 365 mobile app. b) Tap on the “Update profile” button at the top of the page.

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	<p>c) Key in your NRIC and mobile number (as entered during registration) and tap on “Request OTP”.</p> <p>d) 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 for updating.</p> <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> <p>*Please note that NRIC and birth year are non-editable fields.</p>
96.	<p>Is the information in the Healthy 365 mobile app accurate? I found a facility/ eatery/ event that is not reflected in the Healthy 365 mobile app.</p> <p>Thank you for bringing this to our attention. We will investigate and include any relevant data as soon as possible.</p> <p>HPB strives to make healthy living easy and simple for all. We appreciate your kind understanding that we are still updating our databases and are working to have the latest information up as soon as possible. Please email us at stepschallenge@hpb.gov.sg if you wish to inform us of a facility/eatery/event that is not reflected in the app.</p>
97.	<p>My steps tracker/Samsung Health/ /Health Kit is able to track calories, distance and active time. Why is the data for these indicators on the Healthy 365 app different from my device/app?</p> <p>Each type of device has a different algorithm for tracking calories, distance and active time. For the National Steps Challenge™, only steps data is synchronised with the Healthy 365 mobile app. To compute calories, distance and active time, steps data are converted on the Healthy 365 mobile app, using a pre-defined formula. Therefore, calories, distance and active time on your device may appear different on the Healthy 365 mobile app.</p>
98.	<p>What is the “Send Diagnostic Report” function for?</p> <p>The function is to allow HPB to diagnose what issues your mobile device has encountered. You should send diagnostic report only if you are advised to do so by our customer care officer. To report technical issues, please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020.</p>
<p>Section 8-Technical troubleshooting</p>	
99.	<p>Can I change my smartphone phone mid-way through a Challenge?</p> <p>If you would like to retain the steps data and Healthpoints you have previously earned, please do the following:</p> <ol style="list-style-type: none"> If you have a new phone number, please update your new phone number on the Healthy 365 mobile app “Profile” tab. Sync your steps on the steps dashboard. Uninstall the Healthy 365 mobile app from your old smartphone. Install the Healthy 365 mobile app on your new smartphone. Launch the Healthy 365 mobile app on your new smartphone and use the profile restoration feature on the “Profile” tab to restore your data that was last synced to the server. <p>Refer to Section 7 for information on Profile Restoration.</p> <p>Please do this as soon as you set up your new smartphone.</p>
100.	<p>I accidentally deleted the Healthy 365 mobile app and now my Challenge data is missing.</p> <p>Please use the profile restoration feature to retrieve your Challenge data.</p>
101.	<p>Why can't I restore my data?</p>

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	<p>Please ensure that you have previously created a profile on the Healthy 365 mobile app and the mobile number entered to restore your profile is the same as per your last update on the Healthy 365 mobile app. Please also check that you have Internet connection when restoring your data.</p> <p>If the problem persists, please restart the Healthy 365 mobile app and try again. Please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further technical assistance.</p>
102.	<p>When should I reinstall Healthy 365 mobile app and what should I do after re-installing?</p> <p>You should not re-install the app unless specifically instructed to do so based on scenarios highlighted in the Challenge FAQ or advised by the technical team to do so. To avoid any data loss, please always send a diagnostic log prior to uninstalling the app. To send a diagnostic log, go to the “About” tab on the Healthy 365 mobile app.</p> <p>After reinstallation and profile restoration, you will need to re-pair to your tracking mode. Refer to Section 7 for information on Profile Restoration.</p> <p><u>Re-pairing process if you are using the same mobile phone</u></p> <p>HPB Steps trackers/ Samsung Health/ Health Kit- Go to ‘Dashboard’, swipe once to the next page and tap on the big green button on the steps dashboard. You should be re-paired directly.</p> <p>Actxa/ Fitbit trackers^ - Go to ‘Dashboard’, swipe once to the next page and tap on the big green button on the steps dashboard. You will be re-directed to Apps tab. Tap on the ‘change tracker’ and you will need to re-login and re-authorize the pairing for Healthy 365 mobile app. Allow the re-authorization.</p> <p><u>Re-pairing process if you have switched your mobile phone</u></p> <p>HPB Steps trackers - Go to ‘Dashboard’, swipe once to the next page and tap on the big green button on the steps dashboard. You should be re-paired directly.</p> <p>Samsung Health/ Health kit* - Go to Apps tab and tap on ‘change tracker’. Enable the permissions to pair. Actxa/ Fitbit trackers- Go to ‘Dashboard’, swipe once to the next page and tap on the big green button on the steps dashboard. You will be re-directed to Apps tab. Tap on the ‘change tracker’ and you will need to re-login and re-authorize the pairing for Healthy 365 mobile app. Allow the re-authorization.</p> <p>*Do note that for Samsung Health/ Health Kit users, every new mobile phone is considered as a new tracking device with a different ID hence the need to switch tracker.</p> <p>^For Actxa/ Fitbit users, please DO NOT tap on “Change tracker” directly without going to the “Dashboard” as the delta logic will cause the loss of steps data if you have new un-synced steps after reinstalling the Healthy 365 mobile app and restoring your profile.</p>