

How to exchange your HPB fitness tracker





Step 1

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



Step 2

Create or restore your profile by following the onscreen instructions.

Note: All Healthy 365 profiles must be verified using Singpass. Click <u>here</u> for a step-by-step guide on the Singpass verification process.



Step 3

Go to "Home" under the "Quick Links" section, tap on "HPB fitness tracker".



Step 5

Select your exchange method, by tapping on "Selfexchange" OR "Appoint someone to exchange on my behalf".

If you are appointing someone to exchange on your behalf, please proceed to step 11.



Method 1: Self-exchange







Method 2: Appoint someone to exchange on your behalf



Step 11

To appoint someone to exchange your HPB fitness tracker on your behalf, tap on "Appoint someone to exchange on my behalf".



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You will be redirected to the booking site

Go Back



Step 12a

Tap "Next" to book an appointment at our appointed centres.

You will be directed to our booking site.

Step 12b (optional)

If you have already booked an appointment and appointed someone, tap on "Share QR code". The QR code can be shared to your appointed person via the messaging platform that you have selected.



9:41

HPB Fitness Tracke

oint someone to exchange on my behalf

It takes 2 easy steps to appoint some look an appointment for the person you ippoint to exchange the HPB fitness racker on your behalf

2. Share your QR code with the person you

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Step 13

On the appointment booking site, select your preferred location. Alternatively, you can tap "Apply Filter" to narrow down your search by date range and location zone.

Select your desired date and timeslot.



Step 14

Provide your personal details to confirm your appointment.

You will be required to provide your appointed person's (i.e. proxy) name and mobile number. Your appointed proxy must be registered to Healthy 365 to collect the tracker on your behalf.

Note: If you and/or your appointed person wish to receive a confirmation email, please provide a valid email address.



Step 15

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Booking Confirmation

365 QR code with the per

Healthy 365 to share your Health

authorised person will need to present the QR code when attending the appointment on your behalf.

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Your appointment is successfully created!

You and your appointed person will receive the collection appointment confirmation details via SMS and email, if you provided email addresses.

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

Tap on "<" on the top left of the screen to return to Healthy 365 app.



Step 16

Share your QR code with your appointed person via your selected messaging platform.

Note: The shared QR code is only valid for 30 days from the date of sharing.

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	1143051	ر با	From BookingSG:		Changi City Poi	nt Genix Inbox	
	54 B		You are appointed as an authorised person for Customer Care Support - Changi City Point Conix by		to me ~	ort 300 PM 😳 🕤 🚥	(i)
	- E		Detail Mandau 26 August 2024		Dear Son Samuel,		
	0535	明	Time: 11:00am to 11:30am Purpose of visit: Exchange of tracker		You are appointed as (Proxy) by Support.	an authorised person for Customer Care	(ii)
	Jolly Janice is inviting y exchange a HPB fitness their behalf by 02 Feb 3 present the QR code w attending the appointm	ou to tracker on 2024. Please hen ent together	This is an automated message sent by the Singapore		Below is a confirmat details.	ion of the appointment	(iii)
0	with the appointment b confirmation email or s	ns. 2:55 PM -//	Government.		Appointment status:	Accepted	
		star.			BookingID:		
CARS.		PANE			Date: Monday 26 Au	gust 2024	
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			🔹 🕗 🔘 🕞	🦔 🕘 🛛	Name of appointmen	t owner:	• •

Step 17

On the day of the appointment, your appointed person needs to present:

- Your Healthy 365 QR code, which was shared via your preferred messaging platform
- ii) Your appointment confirmation SMS or email
- iii) Their mobile device with the Healthy 365 app installed (Your appointed person will need to present his/her Healthy 365 QR code)
- iv) Your faulty HPB fitness tracker



How to change or cancel an appointment



Proxy's name -Proxy's email address -Proxy's mobile number To retrieve your appointment details from the Healthy 365 app,

- Go to "Home" under the "Quick Links" section, select on "HPB fitness tracker"
- (ii) Tap on "Exchange a faulty HPB fitness tracker" > "Selfexchange" > "HPB Appointed Centres" > "Book and manage appointment"

You will be redirected to the appointment booking site.

On the appointment booking site, tap on:

- (i) "Reschedule" to change your appointment,
- (ii) "Manage proxy" if you had appointed someone to collect your tracker on your behalf, and wish to change details of your appointed person, or
- (iii) "Cancel" to cancel your appointment.

If you make changes to your appointment, please refer to the latest appointment confirmation details.