

National Steps Challenge™ (NSC) Season 2 Corporate Challenge

Section A: General information

1. What is the Corporate Challenge about?

The Corporate Challenge is a new feature of National Steps Challenge™ Season 2. Employees will represent their respective participating organisations to compete in this nation-wide steps challenge between organisations. The top three organisations with the highest daily average number of steps per participant win!

2. When will it start and end?

The Corporate Challenge officially started on **14 November 2016, 0000 hours** and it will end on **28 February 2017, 2359 hours**.

3. How many categories are there? Why?

There are two categories:

- a. Organisations with < 200 employees
- b. Organisations with \geq 200 employees

This ensures fair competition between bigger and smaller organisations with different staff strength and resources to provide health promoting environment for employees.

4. Do employees have to register for the individual Challenge of the National Steps Challenge™ Season 2 after they have registered for Corporate Challenge?

No. All participants of the Corporate Challenge will automatically be registered as individual participants for the National Steps Challenge™ Season 2.

5. How can I monitor the performance of my organisation?

The leaderboard on the Healthy 365 app (the mobile app that supports National Steps Challenge™ and the Corporate Challenge) will update and list the top five organisations for the respective categories on a daily basis. Apart from the top five organisations, your organisation's position will also be shown on the app. This customised information on your organisation's position will only be made available to employees of your organisation. In addition, a weekly report on aggregated data of your organisation's performance will also be emailed to the point of contact stated in the Corporate Challenge registration form.

Note: The leaderboard is updated as of the previous day's step count data.

Section B: Prizes

6. Are there prizes for winner(s) of the Corporate Challenge?

Yes, the top three organisations with the highest daily average number of steps per participant at the end of the Challenge will win the prizes below:

	REWARDS (FOR workforce size < 200)	REWARDS (FOR workforce size ≥ 200)
1 st position	S\$5,000	S\$10,000
2 nd position	S\$3,000	S\$7,000
3 rd position	S\$2,000	S\$5,000

There are no prizes for organisations participating in the intra-challenge segment. Organisations may provide prize(s) for their employees if they wish to.

Section C: Intra-Challenge

7. What is the intra-challenge?

The intra-challenge is an optional feature of the Corporate Challenge which allows departments/teams within the organisations to compete with each other, based on the daily average number of steps clocked per participant.

8. Can I find out how each team is performing in the challenge?

The leaderboard on the Healthy 365 app (the mobile app that supports National Steps Challenge™ and the Corporate Challenge) will update and list the top five teams within your organisation, as well as one's own team's position within the organisation. Apart from the top five teams, your team's position in your organisation will also be shown on the app. This customised information on your organisation's position will only be made available to employees of your organisation. In addition, a weekly report on aggregated data of your team's performance will also be emailed to the point of contact stated in the Corporate Challenge registration form. The weekly report will list the top 10 employees with the highest daily average steps in every team.

Note: The leaderboard is updated as of the previous day's step count data.

Section D: Challenge statistics

9. What kind of information is accessible to organisations?

On the Healthy 365 mobile app, participants can view Corporate Challenge information on two main pages – the Challenge tab and the leaderboard. The Challenge tab shows the following information:

- Total number of participants in the Corporate Challenge, in your organisation, and in your team.
- Step count statistics:
 - **Individual's** total step count and average daily step count, accumulated from 14 November 2016* onwards until the previous day.
 - **Participant's organisation's** total step count across all participants, and the organisation's average daily step count per participant, accumulated from 14 November 2016* onwards until the previous day.
 - **Participant's team's** total step count across all team members, and the team's average daily step count per participant, accumulated from 14 November 2016* onwards until the previous day.

The Challenge tab is updated as of the previous day's steps.

*Participant(s) must be registered and paired to a tracking mode before 14 November 2016 for this to be true. If there are participants who have not paired to a tracking mode on 14 November 2016, the period of interest for them in particular is the date of registration for the challenge, date of pairing, challenge start date (whichever is latest) until the previous day.

10. How is the inter-challenge and intra-challenge leaderboard computed?

The Healthy 365 app leaderboards rank organisations/ teams based on their average step count per participant per day, accumulated from 14 November 2016* onwards until the previous day. This average step count is cumulative from the start of the Challenge until the end.

The leaderboards are updated as of the previous day's steps.

*Participant(s) must be registered and paired to a tracking mode before 14 November 2016 for this to be true. If there are participants who have not paired to a tracking mode on 14 November 2016, the period of interest for them in particular is the date of registration for the challenge, date of pairing, challenge start date (whichever is latest) until the previous day.

11. Why are the average step count figures on my Corporate Challenge leaderboard "0"?

Please ensure that your mobile phone has strong internet connection. Do note that average step count on leaderboard is updated as of the previous day's steps. If the problem persists, please delete, reinstall the app from App Store or Play Store and restore your profile by entering your NRIC and mobile number. You will receive a 4-digit one-time password via SMS. Please key this in to complete profile restoration. You should see step count data on the Challenge page.

12. What is the formula for average step counts?

The average step counts for individuals, organisations and teams are the total number of steps accumulated from 14 November 2016* until the previous day, divided by the total number of participants x total number of days since 14 November 2016*.

The Challenge statistics on the Healthy 365 app is updated as of the previous day's steps. Every morning (between 12am to 5am), the system generates data to update the Healthy 365 app. Steps clocked on the previous day but were not successfully sent to the server before the morning update would be excluded from the average step count displayed on the Healthy 365 app today.

Notwithstanding, as long as the steps are synced within seven days, all step counts of a particular day will be sent to the server within three days and will contribute to the average score computation.

Participants who have not registered, did not set a tracking mode and have not synchronised any steps to the server before are also excluded from the computation.

*Participant(s) must be registered and paired to a tracking mode before 14 November 2016. Participants who did not set a tracking mode by 14 November 2016 will have their steps (numerator) and days in challenge (denominator) count from the date of registration for the challenge, date of pairing, challenge start date (whichever is latest) until the previous day.

13. Why do different pages of the Healthy 365 app display different individual average step count?

- The individual dashboard shows the number of steps you have synchronised to the Healthy 365 on a daily basis.
- The Corporate Challenge summary page shows your average step count per day since the challenge started on 14 November 2016. Every morning (between 12am to 5am), the system generates data to update the Healthy 365 app. Steps clocked on the previous day but were not successfully sent to the server before the morning update would be excluded from the average step count displayed on the Healthy 365 app today.

To ensure all steps are sent to the server each day, all participants are encouraged to sync their steps regularly and daily for updated results, as well as ensure strong internet connection whilst syncing.

- The individual leaderboard (under National Steps Challenge Season 2) will show a different average step count as this is based on the entire period since the National Steps Challenge™ Season 2 launched on 1 October 2016.
- **Notwithstanding, as long as the steps are synced within seven days, all step counts of a particular day will be sent to the server within three days and will contribute to the average score computation.**

14. Why do my individual average step count not tally with the number of steps I have synchronised to the Healthy 365 app?

Please note that your individual average step count shown on the Corporate Challenge summary page takes into account only the period of 14 November 2016* to the previous day. Every morning (between 12am to 5am), the system generates data to update the Healthy 365 app. Steps clocked on the previous day but were not successfully sent to the server before the morning update would be excluded from the average step count displayed on the Healthy 365 app today.

Notwithstanding, as long as the steps are synced within seven days, all step counts of a particular day will be sent to the server within three days.

For example, a participant clocks 20,000 steps by 14 November 2016 2359 hrs. However, by 15 November 2016 0000 hrs, only 10,000 steps have been synced and sent to the server. During the data update occurring from 12am – 4am on 15 November 2016, the system would only recognize that the participant clocked 10,000 steps on 14 November 2016. Therefore, his/her average step count shown on the Healthy 365 app on 15 November 2016 would be lower than expected. Nevertheless, as long as he/she syncs the remaining 10,001st to 20,000th step within 7 days, the server will eventually recognize the full 20,000 steps clocked on 14 November 2016.

*Participant(s) must be registered and paired to a tracking mode before 14 November 2016 for this to be true. If there are participants who have not paired to a tracking mode on 14 November 2016, the period of interest for them in particular is the date of registration for the challenge, date of pairing, challenge start date (whichever is latest) until the previous day.

15. How updated will the aggregated weekly report be?

The aggregated report will be generated as of the previous day and sent to the organisation's point of contact every Monday.

16. Can I change the email address that receives the aggregated weekly report?

Yes. Please email stepschallenge@hpb.gov.sg with your organisation name, the old email address and the new point of contact.

17. Can I request for individualised data of all my employees?

Individualised data for all employees will not be provided due to personal data protection concerns. Nevertheless, the weekly report will list the top 10 employees with the highest daily average steps in your organisation. Organisations participating in the intra-challenge segment will also be informed of the top 10 employees with the highest daily average steps for each participating team. The report will be emailed to the point of contact stated in the Corporate Challenge registration form. This will enable organisations to reward the top performers, if they would like to.

Section E: Registration

UPDATE: APPLICATION FOR CORPORATE CHALLENGE HAS CLOSED ON 16 OCTOBER 2016.

18. Is my organisation eligible to register for the Corporate Challenge?

All organisations that are registered and operating in Singapore are eligible to join the Corporate Challenge.

19. Is there a minimum sign up number for Corporate Challenge?

Yes. The following will apply:

- Organisations with workforce size < 200 = 25 participants*
- Organisations with workforce size \geq 200 = 100 participants* or 15% of the workforce size, whichever is lower.

**A participant is defined as an employee who has downloaded the Healthy365 app, signed up for the Corporate Challenge and has set up his or her preferred mode of tracking steps for the Challenge.*

20. How do I register my organisation for the Corporate Challenge?

The registration for the Corporate Challenge has closed. However, interested employees of the National Steps Challenge™ Season 2 may sign up as individual participants and they would still be eligible for the \$35 worth of sure-win rewards. Please visit www.stepschallenge.sg for more information.

21. When is the last day to register for the Corporate Challenge?

Registration for the Corporate Challenge has closed on 16 October 2016 2359 hours. Thank you for the overwhelming response!

22. Is there a deadline for my employees to sign up for Corporate Challenge?

The registration for the Corporate Challenge has closed. All employees must sign up for the Corporate Challenge via the Healthy 365 app and set up their preferred mode of tracking steps by 6 November 2016 2359 hours in order to be eligible for the Corporate Challenge. Organisations must fulfil the minimum sign up number who have set up their steps tracking modes, to be eligible for the Corporate Challenge.

23. Can the deadline for my employees to sign up for Corporate Challenge be extended?

The registration for the Corporate Challenge has closed. However, interested employees of the National Steps Challenge™ Season 2 may sign up as individual participants and they would still be eligible for the \$35 worth of sure-win rewards. Please visit www.stepschallenge.sg for more information.

24. How will I know what is the final sign up number?

A weekly report on aggregated data for registration and average steps taken per employee has been emailed to your organisation's point of contact since October.

25. What if my organisation does not meet the minimum sign up number by 6 November 2016?

We apologise that we have removed your organisation from the Corporate Challenge and your organisation's name is not reflected on the leaderboard. Your employees can continue to participate as individuals in National Steps Challenge™ Season 2.

Section H: Technical Support for Corporate Challenge

26. One of my employees just keyed in the wrong unique 6-digit code, what do I do?

Please consolidate all cases of wrong entry code, and after verification with HR records, contact HPB at stepschallenge@hpb.gov.sg with a list of participants (by NRIC) and the correct entry codes and team names for each participant.

Changes will be reflected within three to five working days, after which all step count data from that participant will be removed from the old organisation or department's average step count and added to the new organisation or department.

27. An employee registered in the Corporate Challenge has left the organisation, what do I do?

Please consolidate all similar cases. After verification with HR records, contact HPB at stepschallenge@hpb.gov.sg with a list of participants (by NRIC) who have left the organisation.

Changes will be reflected within three to five working days upon the HR's request, after which all step count data from that participant will be removed from the organisation and/or department's average step count.

28. An employee registered in the intra-challenge has changed department/team. What do I do?

Please consolidate all cases of staff movements. After verification with HR records, contact HPB at stepschallenge@hpb.gov.sg with a list of participants (by NRIC) and the new entry codes and team names for each participant.

Changes will be reflected within three to five working days upon the HR's request, after which all step count data from that participant will be removed from the old department's average step count and added to the new department.

29. What if employees in my organisation have technical issues/queries about the steps tracker?

For more information on technical issues regarding the HPB steps tracker, visit <http://www.healthhub.sg/programmes/73/nsc-FAQs> and click on the "Steps Tracker" tab. For further enquiries, please contact us at 6586-7717 or email us at stepschallenge@hpb.gov.sg.

Section H: Modes of participation – HPB steps tracker

30. How do the employees in my organisation pair their HPB steps tracker?

Please refer to our website <https://www.healthhub.sg/programmes/37/nsc> for a step-by-step guide on how to sync your trackers.

31. How do my employees who are non-smartphone users / do not have a compatible smartphone sync their steps from the HPB steps tracker?

Employees who are non-smartphone users may sync their steps by visiting the Healthy 365 Kiosks located at selected Guardian and Sportslink outlets island-wide to sync their steps, at least once every seven days. Please visit <http://www.healthhub.sg/programmes/44/Healthy365-Kiosk> for more information on the locations of Healthy 365 Kiosks.

Alternatively, non-smartphone participants can use the new Sync for Friends function to sync their step count using their family member's or friend's smartphone, as long as it is compatible with the Healthy 365 app.

Refer to our [brochure](#) for more details on how to use the 'Sync for Friends' function on Healthy 365 app.

32. Can I sync my steps when I am overseas?

The Healthy 365 app is a local app that follows the Singapore time-zone. To ensure most accurate syncing of your steps count, please ensure that your mobile phone is not set to automatic time-setting and remains on Singapore time-zone. If your mobile phone has been reset to the new time-zone and you try to sync your steps count, please note that there may be inaccuracy in the steps count clocked or you may lose the steps clocked in the different time-zone. Please be informed the above is only applicable for HPB steps trackers.

For other compatible tracker/ tracking mode, it is subjected to the respective tracker/ tracking mode's algorithm and may not be fully synced to Healthy 365.

33. An employee in my organisation lost the HPB steps tracker collected. What can he/ she do?

If you would still like to participate in the Challenge using the HPB steps tracker, you may purchase a new HPB steps tracker from our authorised service providers, or a compatible tracker with an exclusive discount from our partners. Check out our partners' discounts by tapping on "Apps" and tap on the "Exclusive Partners Discount" banner on the Healthy 365 app*.

Information on our authorised service providers is available [here](#). For our partners' steps trackers, please refer to the following websites for their retail outlets location:

Samsung: <http://www.samsung.com/sg/retail/retail.html>

Sony Store: <http://www.sony.com.sg/section/retailshops?cid=gwt:footer:see-our-location>

Actxa: <http://www.actxa.com/where-to-buy/>

Alternatively, you may also wish to try out the new tracking modes, i.e. app-based tracking (using S Health or Health Kit) which are free of charge.

34. I am a non-smartphone participant and I have lost my HPB steps tracker. Can I get a replacement?

Unfortunately, non-smartphone participants can only participate using a HPB steps tracker. Hence, you will need to purchase a new HPB steps tracker from the respective authorised service providers' retail outlets. Information on our authorised service providers is available [here](#).

35. An employee in my organisation has a faulty HPB steps tracker from Season 1, can he/she collect another free tracker?

Your steps tracker has a warranty period of one year. You are strongly encouraged to read the user manual carefully for a better understanding of how to use your steps tracker.

Smartphone participants may do a one-for-one exchange for their **faulty** steps trackers (**excluding strap**) at the authorised service providers' outlets. Please call their respective hotline available on www.stepschallenge.sg to check if there are any stocks before making your way down.

*Authorised Service Providers only provide sales and exchange services. They do not provide any form troubleshooting, registration and pairing services for smartphone users. Tracker will be assessed by the Customer Service Officer if it is valid for exchange. Please note that it is stated within the product guide 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 and breakage shall not be covered.

Alternatively, you can visit National Steps Challenge™ Customer Care Centre located at Health Promotion Board. Participants are required to bring the faulty steps tracker and the booklet found in the steps tracker packaging to facilitate the exchange.

Non-smartphone participants are required 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.

Venue:

Health Promotion Board, 3 Second Hospital Avenue, Singapore 168937, Level 1 Lobby (next to 7-11 store)

Operating Hours for technical support (incl. faulty steps tracker exchange):

Mon to Fri, 11am – 9pm

Sat, 9am – 1pm

(Closed on Sundays, eve of Public Holidays and Public Holidays)

Section I: Modes of participation – Other modes of tracking steps

36. Do I need a HPB steps tracker to participate in the Corporate Challenge?

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 app.

- HPB steps tracker
- Preferred mobile apps and trackers
 - S Health* app with or without Samsung GearFit 2
 - Lifelog app with Sony SmartWatch 3
 - Actxa app with or without Actxa Swift
- Other mobile apps and trackers
 - HealthKit* app with or without Apple Watch
 - Fitbit

*S Health (Android): Android 4.4 and above; HealthKit (iOS): iPhone 5S and above, with iOS 8 and above.