

# Guide to Registration for Parents & Caregivers Programmes on H365 Virtual events

As of April 2022

# **1. GETTING STARTED** Sign In or Sign Up

Download (or update your current Healthy 365 app to) the latest version. \*Minimum OS requirement: Android 6 and iOS 10.



Enter the 4 digit OTP that will be sent via SMS to the mobile phone number indicated in the user's account.

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- * #	0	$\otimes$	Eat, Drink, Shop Heal Challenge 2022	thy
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# 1. GETTING STARTED Ensuring your profile is update

Tap on Profile



Tap on Primary Information



Key in your updated number and email and tap on 'Update'

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## 2. EXPLORING EVENTS Events Listing



#### Tap on Events 9:41 .... 🗢 📖 Explore Explore and participate in various Health Promotion Board activities to get healthier and feel great! **Events** Get healthier everyday by participating in any health event of your choice for free. Challenges Join a Health Promotion Board's challenge to be a part of healthy community and earn rewards. Ť $\bigcirc$ Ŵ Home Explore Scan Rewards Profile Home Explor

7:30 📚 🗈
< Events
Q Try 'Zumba Tanjong Pagar'
Today Tomorrow Sat, 18 Apr Sun, 19 Apr Mon,
Today
07:00 CPAP (Seniors)
08:00 Outram Park, Health Promotion Board
07:15 CPAP (Seniors) Hatha Basic Methodist Welfare Services Senior Activity 08:15 Centre, Ang Mo Kio
07:15 CPAP (Seniors) Tai Chi Lions Befrienders Seniors Activity Centre, 08:15 Tampines East
07:30       Healthy Workplace Ecosystem                 Bouldering Open Gym         08:30       Boulder+ Gym, Kallang
08:10 Sunrise in the City FEW SLOTS

Rewards

Profile

### Search bar

Search for a programme, activity or location here.

#### Dates

Scroll and tap on a date to view available events.

#### **Events**

 List of events that falls on the selected date with indication of event status.

# 2. EXPLORING EVENTS Searching for events

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Search bar Tap on the search bar and key in the programme name

Dates Ensure that you scroll and tap on the programme date

### Relevant results will be displayed

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Today	Tomorrow	Sat, 18 Apr	Sun, 19 Apr	Mon, 2
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10:00   11:30	Parents and Car <b>Eat Right,</b> Zoom, Virtual E	<sup>egivers</sup> Feel Right vent		
1 Home	Explore	5can	Rewards	O Profile

### 2. EVENTS BOOKING How to book an event 1/2



#### Tap on an event



#### Tap on "Book now"



#### Parents and Caregivers Eat Right, Feel Right

🛗 WHEN

Saturday 28 May, 10:00 - 11:030

**WHERE** Zoom, Virtual Event

About this event

**Book now** 

### 3. EVENTS BOOKING How to book an event



Participants will be able to view sessions up to 28 days in advance, and make 8 advance bookings in total

### Select your preferred session

7:30 < Ev	••• रू ent Details		
S	45		
Select se	essions to book	×	
<b>Saturday, 28 M</b> 10:00 – 11:30	ay		
_Con	firm booking		

### Tap on "Confirm Booking"



# You have successfully booked the event



### 3. EVENTS BOOKING Booking confirmation

Your booked event will be reflected under "Booked Events" section on home page.



### A confirmation email will be sent to you upon successful registration.

From: no reply healthy365@hpb.gov.sg Date: 7 April 2022 at 6:14:32 PM SGT To: Subject: Parents and Caregivers (Eat Right, Feel Right): Booking Confirmation

Dear Lim,

You have successfully booked for the following session(s):

#### Parents and Caregivers (Eat Right, Feel Right): Booking Confirmation

28 May 2022, 10:00 - 11:30, Zoom, Virtual event

There may be specific instructions under "About this event" in the Healthy 365 app. Participants who do not meet the eligibility criteria (if any) will not be allowed to take part in the session(s).

As the slot is reserved for you, we seek your understanding to cancel via the Healthy 365 app if you are unable to make it. Kindly contact the organiser should you have any enquiries, please refer to the Healthy 365 app for the organiser's email and contact number.

Thank you and we look forward to your participation!

This is an auto-generated email. Please do not reply to this email.

### 3. EVENTS BOOKING Update on event changes



If your booked event is cancelled or has a change in location, you will receive a push notification (if enabled) and email in advance.

Sunrise in the City (Zumba): Session Cancelled for 15 Oct 2020



Healthy365 to you

Dear Jasmine.

Please be informed that the following session has been cancelled. We apologise for the inconvenience caused.

Sunrise in the City (Zumba) 1 May 2020, 08:05 - 08:50 Fitness First, Raffles Place

This is an auto-generated email. Please do not reply to this email. For enquiries, kindly contact the organiser. Refer to the Healthy 365 app for the organiser's email and contact number.

# 4. JOINING VIRTUAL EVENTS How to join virtual events

Tap on "Join Session" on the dashboard 30 minutes before the event start time 12:24 ''II 🕹 😑 Search 5 🔫 ( Updated today, 12:15 PM Sync now CHALLENGE PROGRESS Eat, Drink, Shop Healthy Challenge 2022 This week 4 Apr - 10 Apr OR 2 stamps 15 stamps 2 stamps to win a reward to win a reward BOOKED EVENTS View more 🛗 Sat, 28 May, 10:00 – 11:30 Eat Right, Feel Right Zoom, Virtual Event You can join 30 minutes prior to Join Session event start time

Click on "Join Session" in the email 30 minutes before the event start time to attend the session from any device

From: no reply healthy365@hpb.gov.sg Date: 7 April 2022 at 12:24:21 PM SGT To: Subject: Parents and Caregivers (Eat Right, Feel Right): Booking Confirmation Dear Lim You have successfully booked for the following session(s): Parents and Caregivers (Eat Right, Feel Right) 28 May 2022, 10:00 - 11:30, Zoom, Virtual event | Join session You can use any device to join the event using the link(s) above There may be specific instructions under "About this event" in the Healthy 365 app. Participants who do not meet the eligibility criteria (if any) will not be allowed to take part in the session(s). As the slot is reserved for you, we seek your understanding to cancel via the Healthy 365 app if you are unable to make it. Kindly contact the organiser should you have any enquiries, please refer to the Healthy 365 app for the organiser's email and contact number. Thank you and we look forward to your participation! This is an auto-generated email. Please do not reply to this email An email notification with the access link will be sent out one day before the event. If the booking is made less than one day before the event, you

will receive an email notification immediately.

Virtual event platform will be launched for you to join and participate in the session



### 6. EVENT CANCELLATION How to cancel your booked event

Tap on the booked event



Tap on "Cancel my booking"



#### About this event

### Tap on "Yes, cancel"

#### You have successfully cancelled your selected event.





# 7. POST EVENT FEEDBACK Complete the survey form



Survey Alert At the end of the event, you may be prompted to complete a simple survey to help improve our programmes.

### Start Survey Tap here to share your feedback



### Email us at parents@hpb.gov.sg if you need further assistance