

# Guide to Registration for Parents & Caregivers Programmes on H365

Virtual events



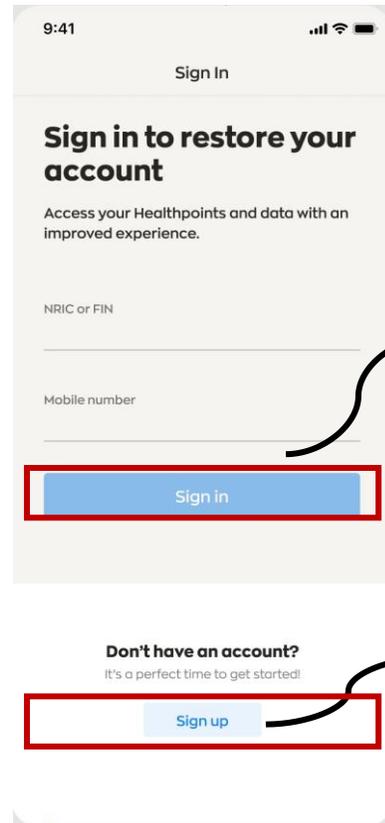
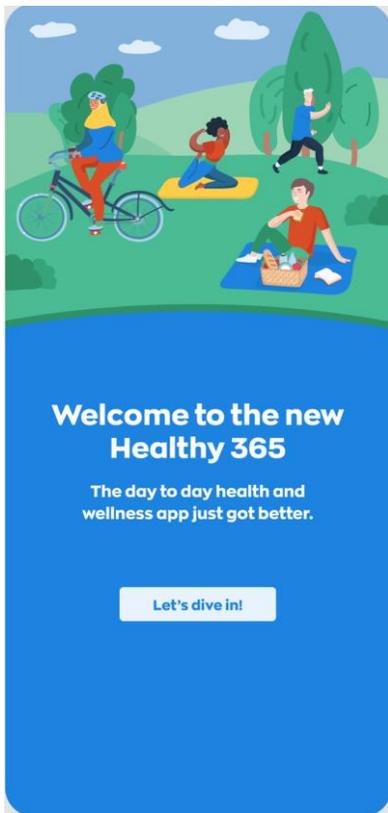
# 1. GETTING STARTED

# Sign In or Sign Up

Download (or update your current Healthy 365 app to) the latest version.

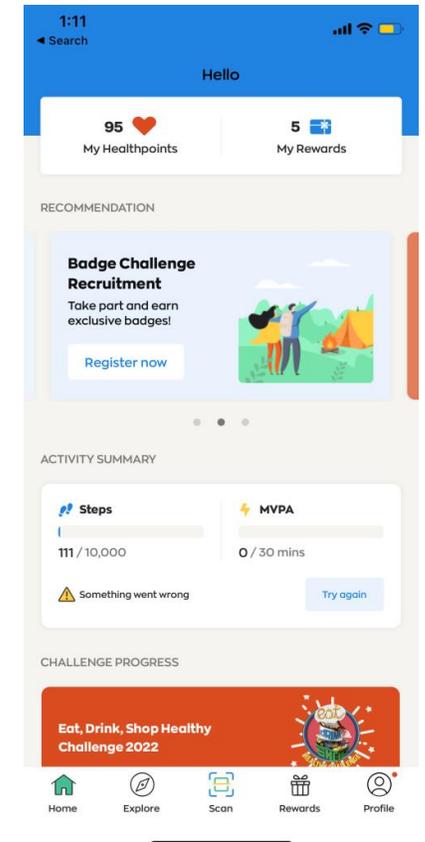
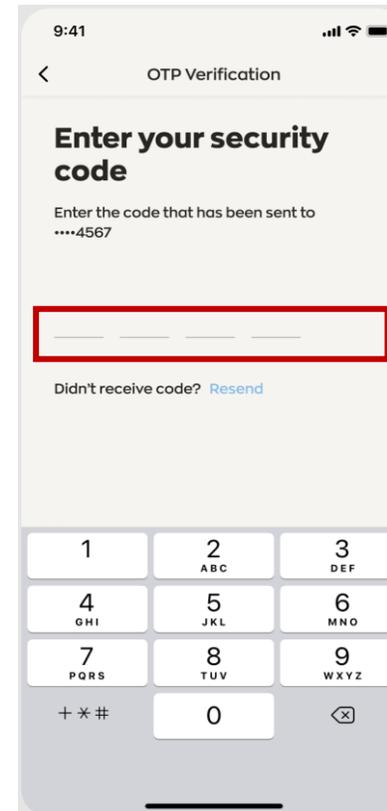
*\*Minimum OS requirement: Android 6 and iOS 10.*

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



If you are an existing user, sign in here.

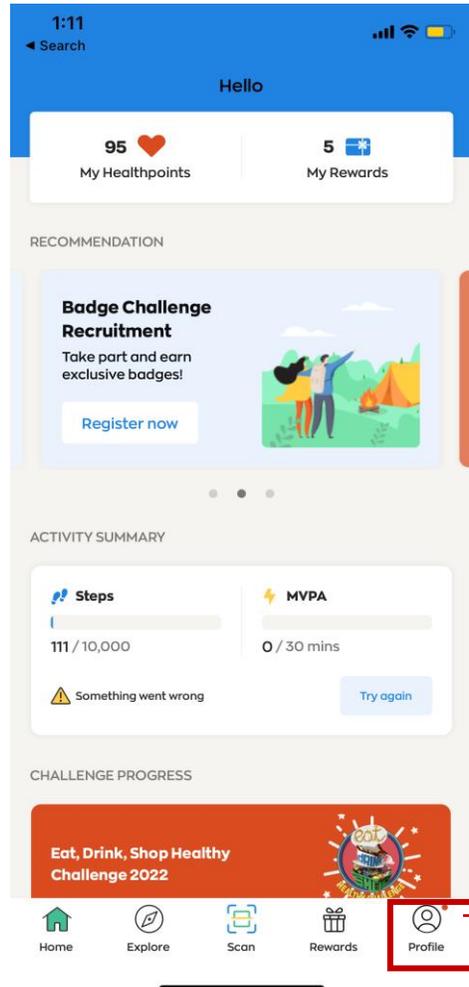
If you are new to Healthy 365, sign up here.



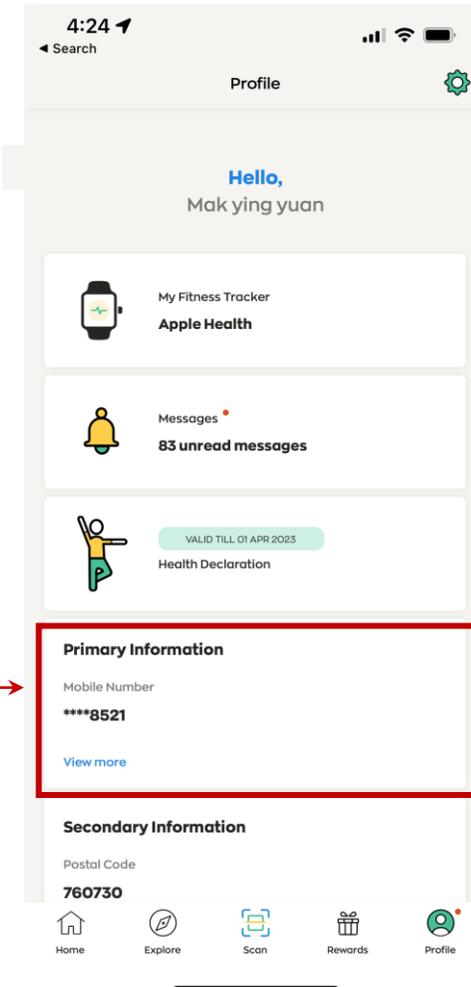
# 1. GETTING STARTED

# Ensuring your profile is update

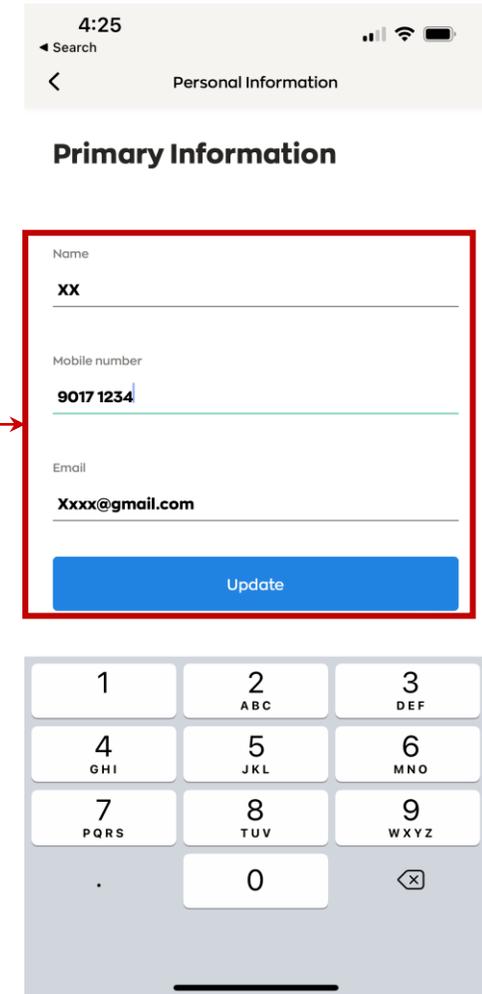
Tap on Profile



Tap on Primary Information



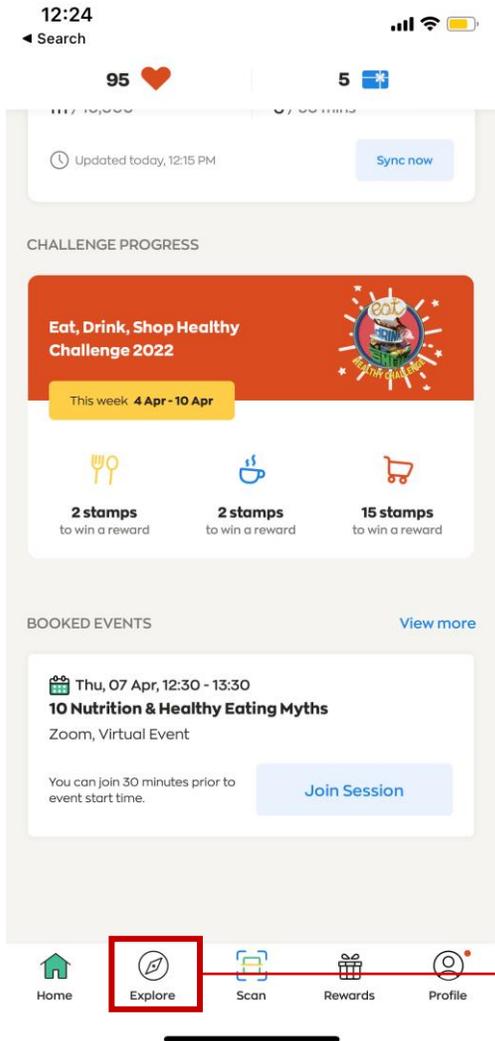
Key in your updated number and email and tap on 'Update'



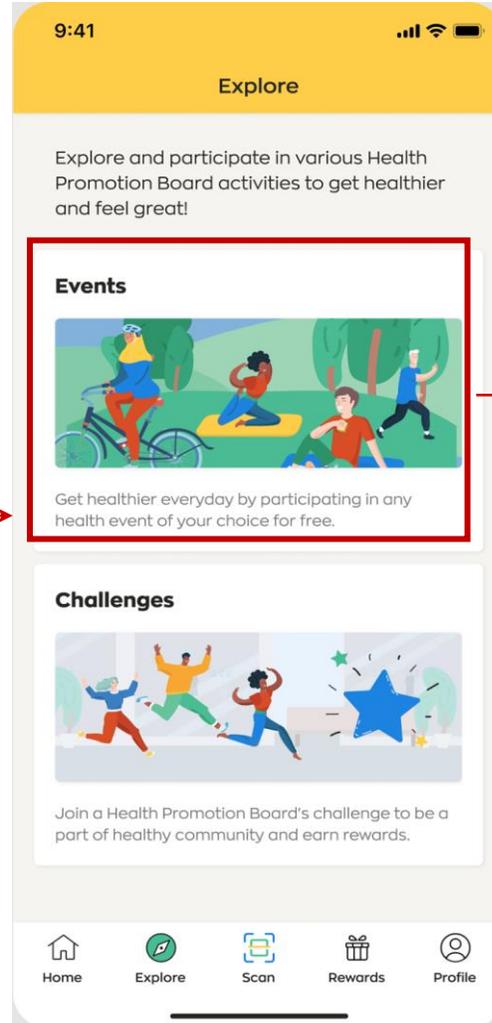
## 2. EXPLORING EVENTS

# Events Listing

Tap on Explore



Tap on Events



Search bar

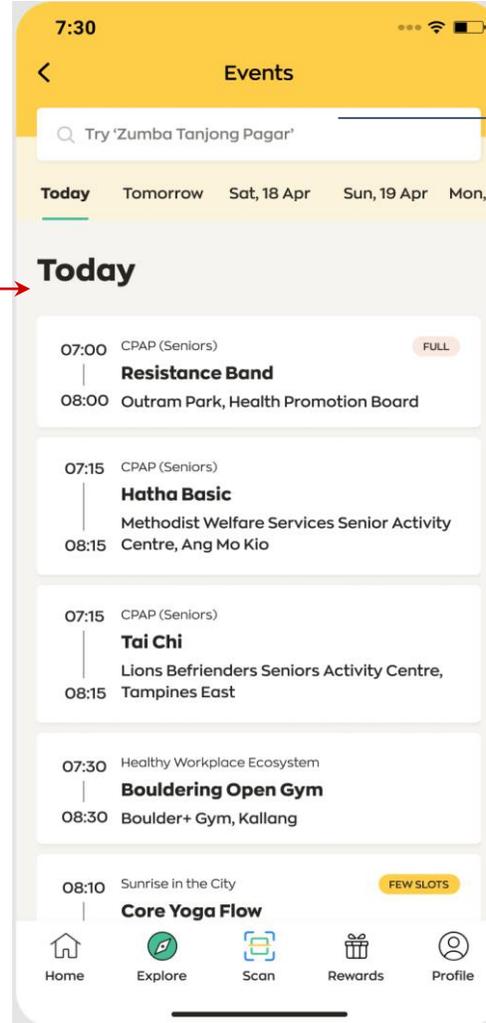
Search for a programme, activity or location here.

Dates

Scroll and tap on a date to view available events.

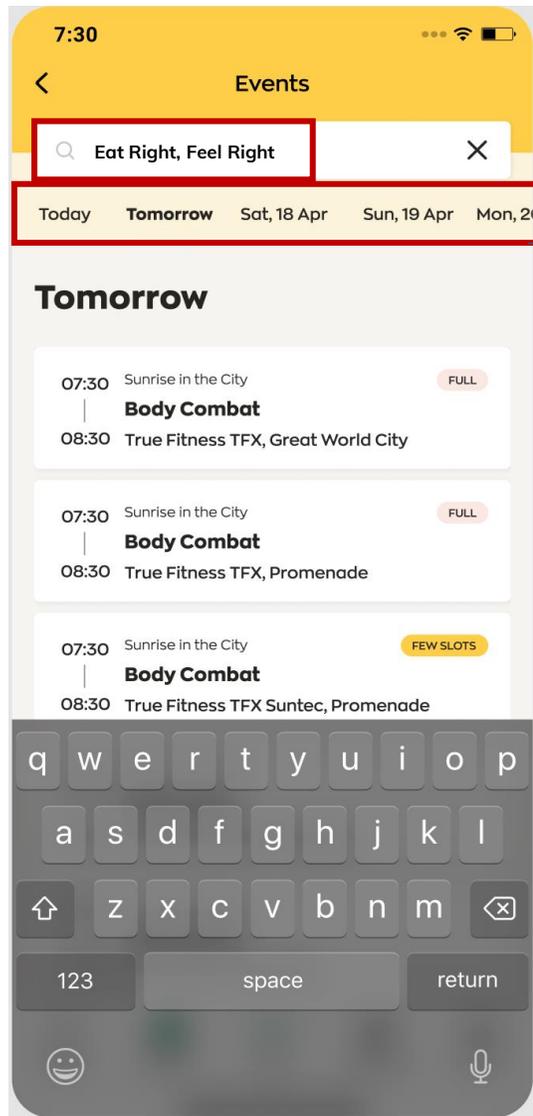
Events

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



## 2. EXPLORING EVENTS

# Searching for events



### Search bar

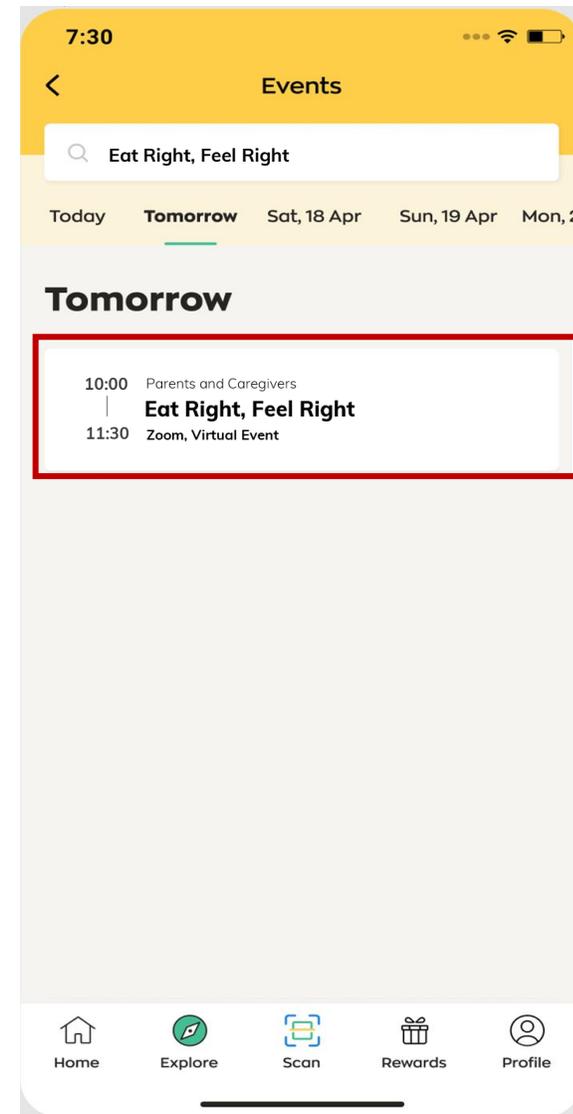
Tap on the search bar and key in the programme name



### Dates

Ensure that you scroll and tap on the programme date

Relevant results will be displayed

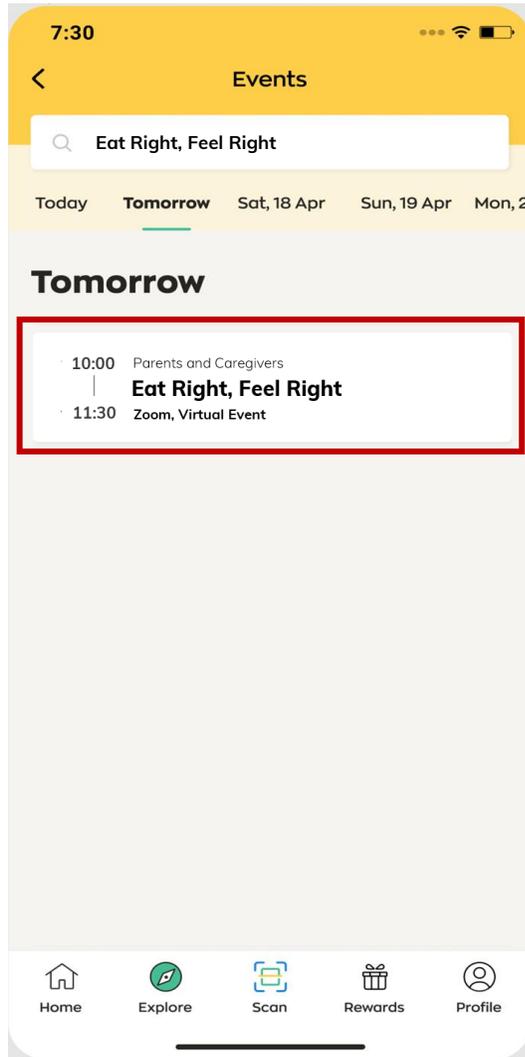


## 2. EVENTS BOOKING

# How to book an event

1/2

Tap on an event



Tap on "Book now"



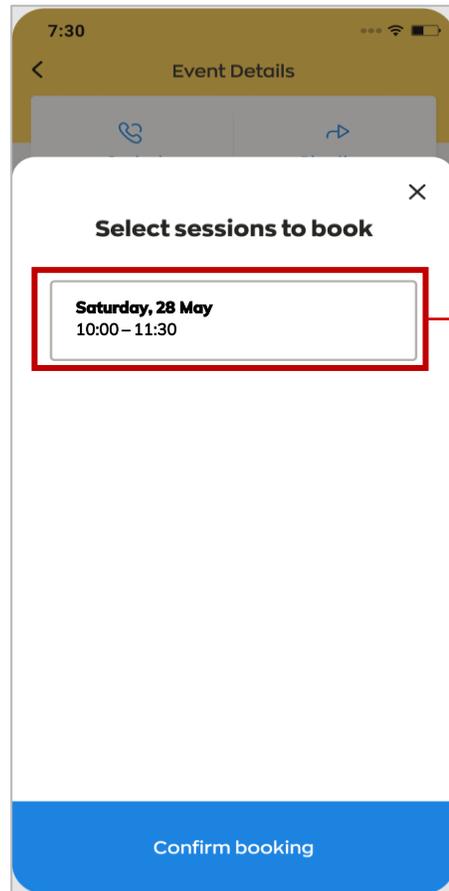
### 3. EVENTS BOOKING

# How to book an event

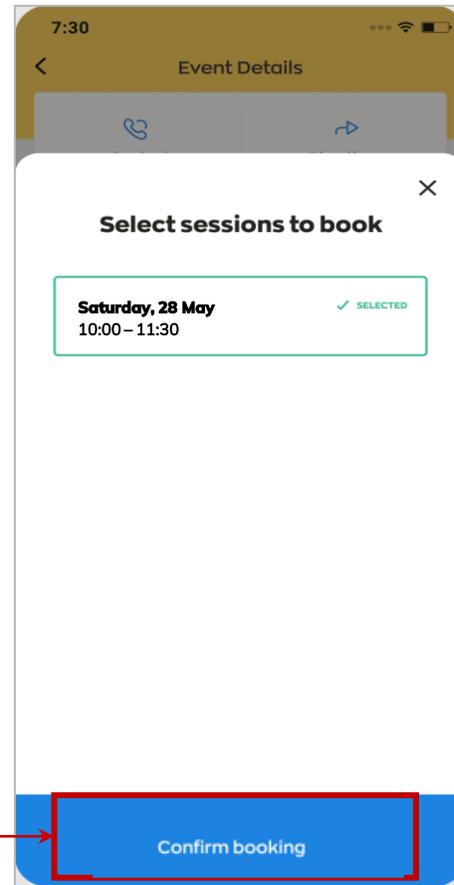
2/2

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

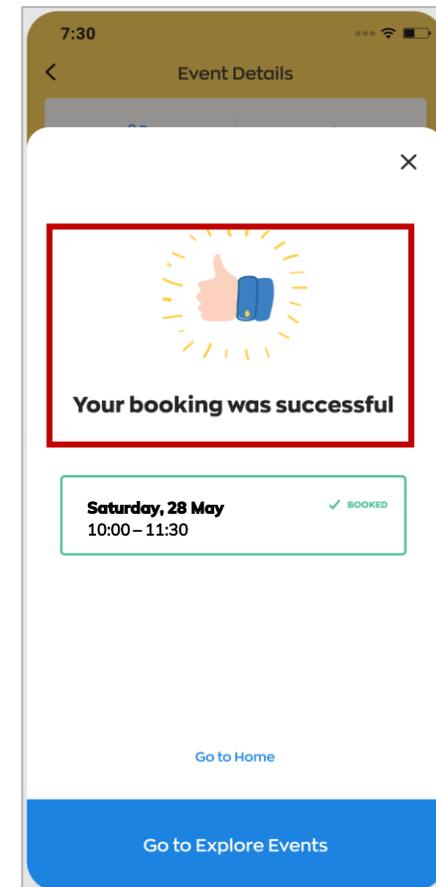
Select your preferred session



Tap on "Confirm Booking"



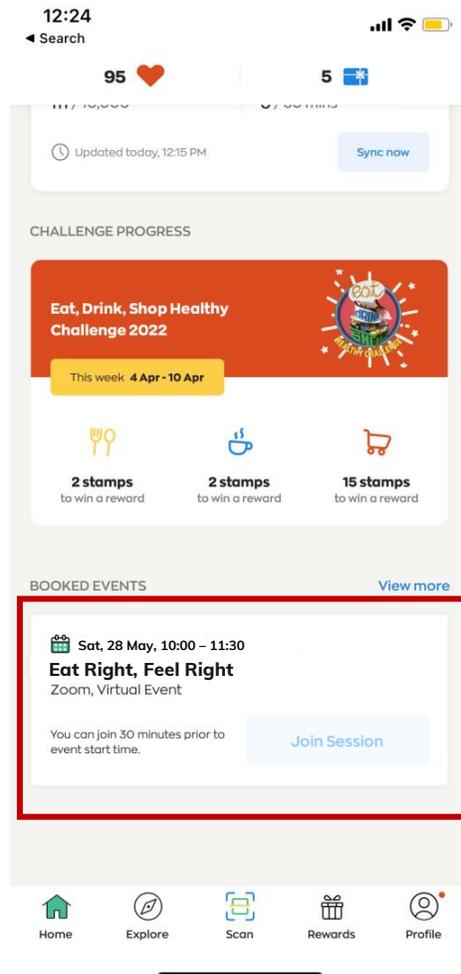
You have successfully booked the event



### 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](mailto: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).

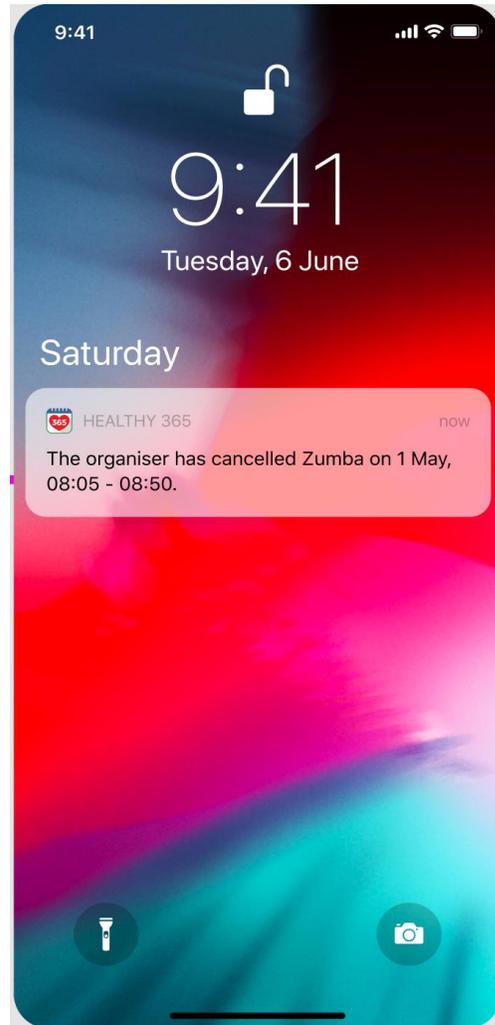
As the slot is reserved for you, we seek your understanding to cancel via the Healthy 365 app if you are unable to make it. Kindly contact the organiser should you have any enquiries, please refer to the Healthy 365 app for the organiser's email and contact number.

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.

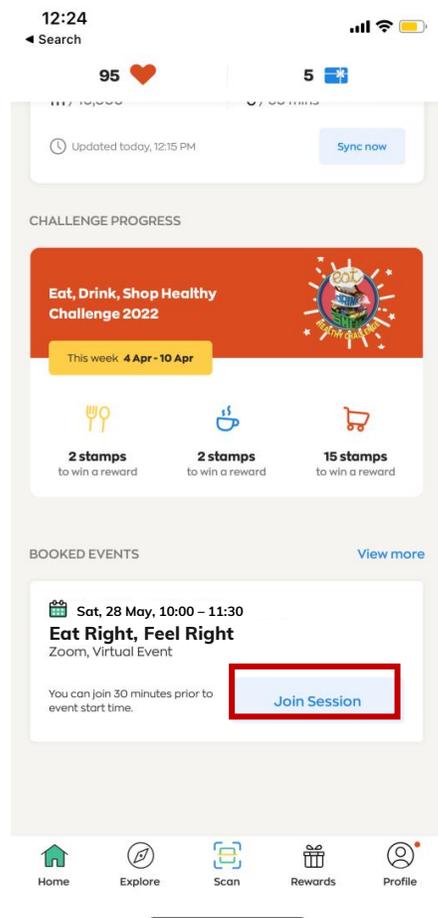
**Sunrise in the City (Zumba)**  
1 May 2020, 08:05 - 08:50  
Fitness First, Raffles Place

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



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

OR

**From:** [no\\_reply\\_healthy365@hpb.gov.sg](mailto: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) - Booking Confirmation**  
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).

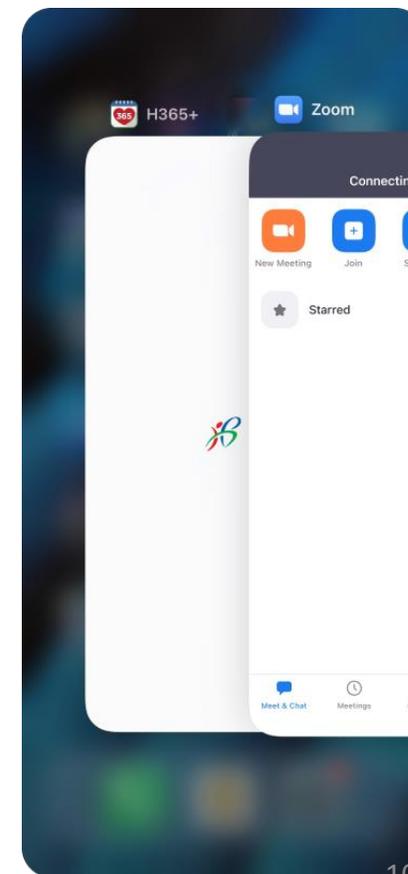
As the slot is reserved for you, we seek your understanding to cancel via the Healthy 365 app if you are unable to make it. Kindly contact the organiser should you have any enquiries, please refer to the Healthy 365 app for the organiser's email and contact number.

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.***

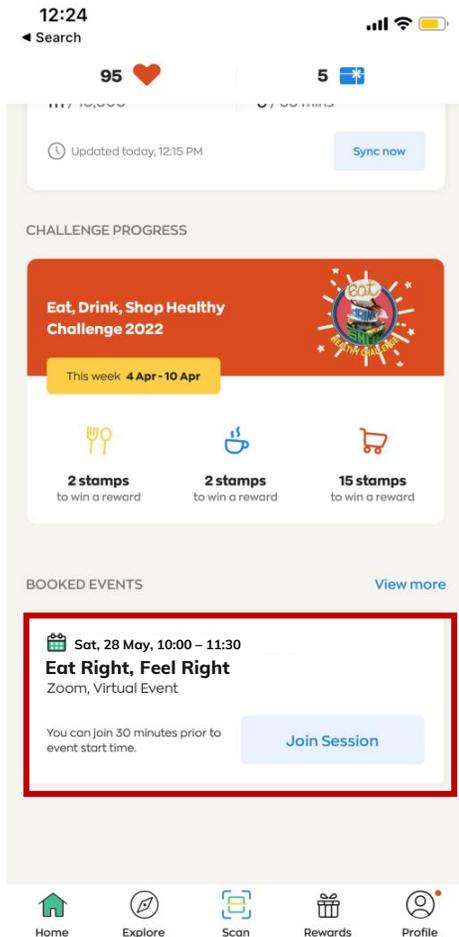
Virtual event platform will be launched for you to join and participate in the session



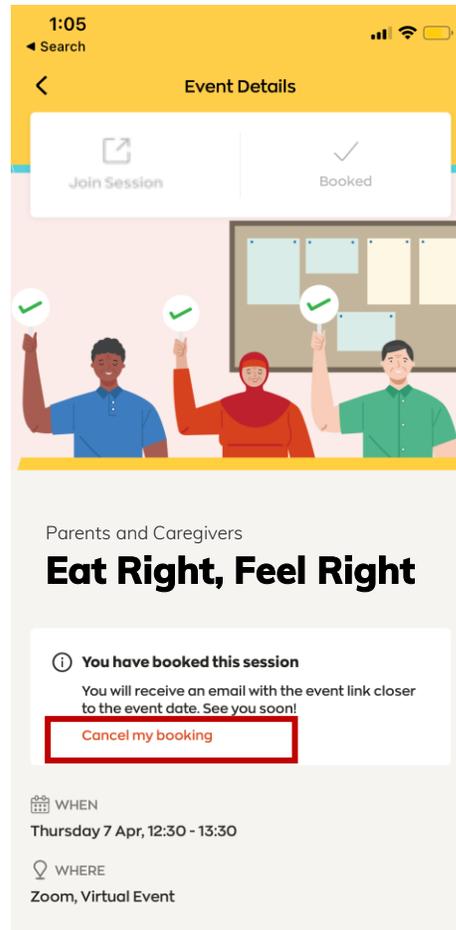
## 6. EVENT CANCELLATION

# How to cancel your booked event

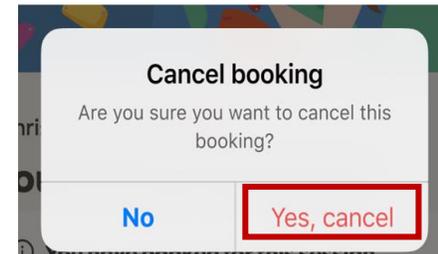
Tap on the booked event



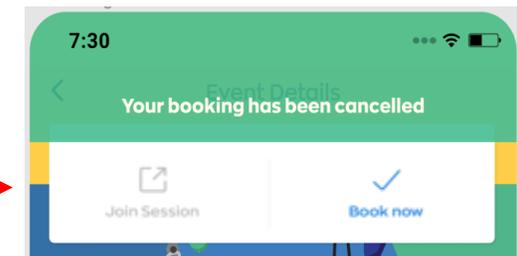
Tap on "Cancel my booking"



Tap on "Yes, cancel"



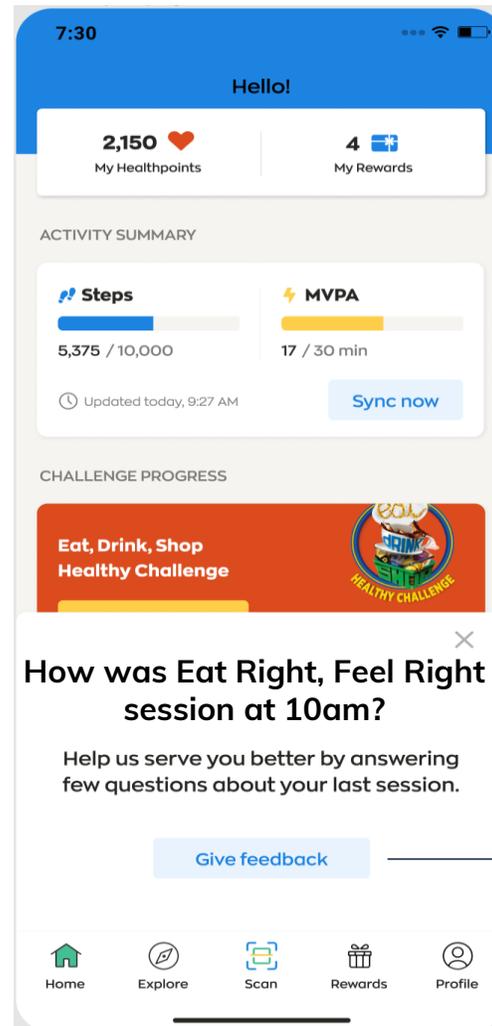
You have successfully cancelled your selected event.



About this event

## 7. POST EVENT FEEDBACK

# Complete the survey form

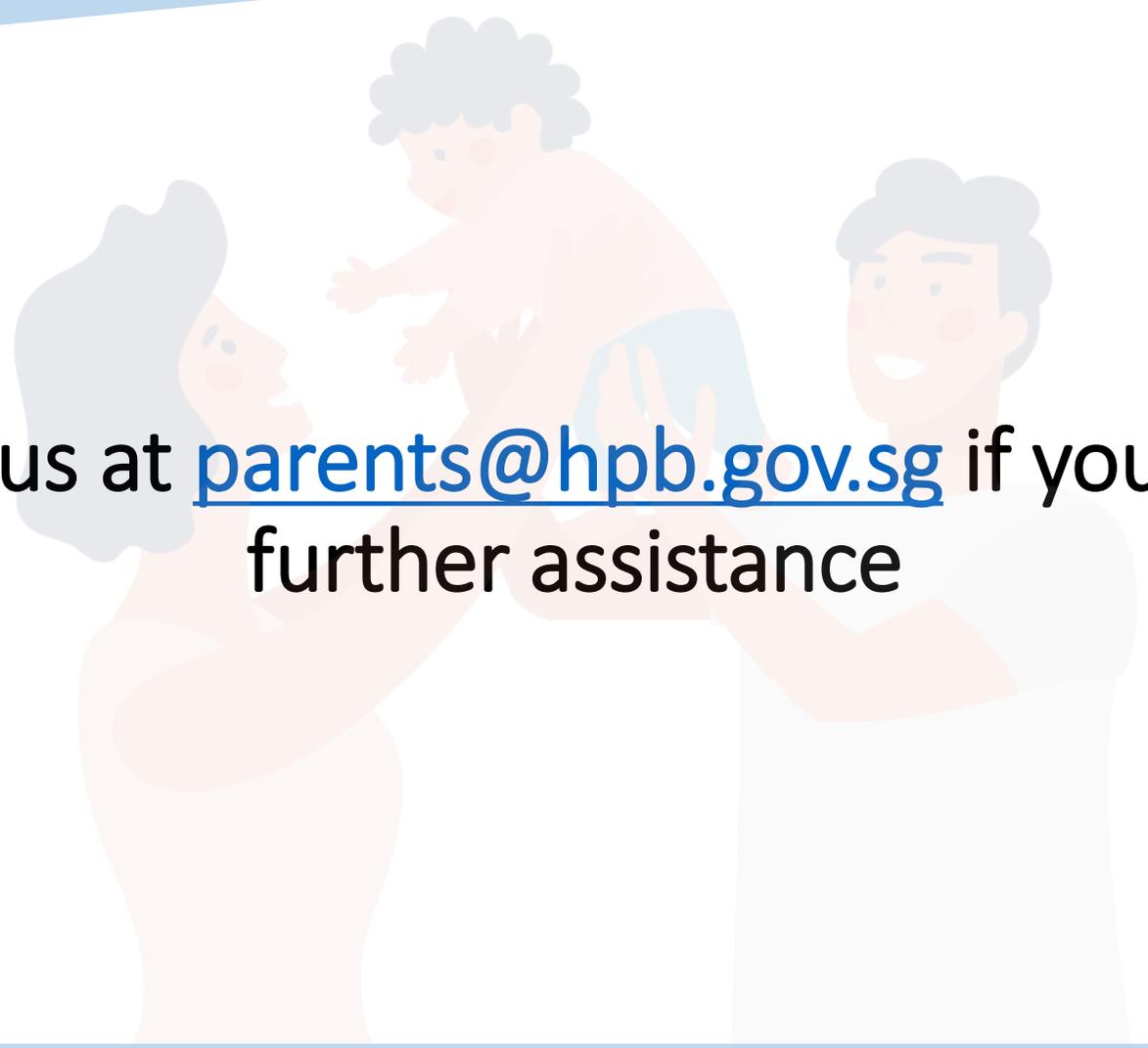


### Survey Alert

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](mailto:parents@hpb.gov.sg) if you need  
further assistance