

# Step-by-Step Guide: How to sign up for National Steps Challenge™ Season 4

The Healthy 365 mobile app will have a new outlook, available from 27 October 2018. Before then, please refer to the steps below to sign up and get started! Remember to update your Healthy 365 mobile app to the latest version from 27 October 2018 onwards in order to access the full features and functions.

## Step 1



Download or update to the latest version of the Healthy 365 mobile app.

## Step 2



Create your profile, or restore your profile if you already have one.

If you are restoring your profile on the Healthy 365 mobile app, a 4-digit One-Time-Pin (OTP) will be sent via SMS to your registered mobile number. Key in the OTP and your profile will be restored successfully.

## Step 3



Sign up for National Steps Challenge™ Season 4 / Community Challenge / Corporate Challenge / Youth Challenge on the Challenges tab.

National Steps Challenge™ period:  
27 October 2018 – 30 April 2019

## Step 4



Choose your preferred fitness tracking device. Use the FREE HPB fitness tracker\* or one of the compatible<sup>1</sup> mobile apps or fitness trackers:

### National Steps Challenge™ preferred<sup>2</sup> mobile apps and trackers:

- Actxa® mobile app, Garmin Connect™ mobile app, or Polar Flow mobile app

### Other mobile apps and trackers:

- HealthKit mobile app with Apple Watch, Samsung Health mobile app with Samsung Wearables, or Fitbit mobile app with any Fitbit tracker

<sup>1</sup> For participants who are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate data in order to contribute towards the MVPA category.

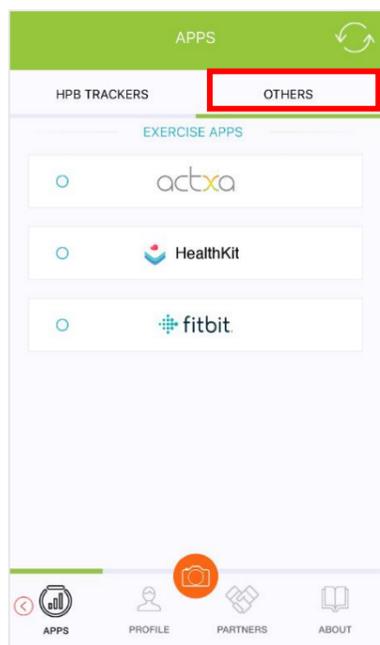
<sup>2</sup> Applicable to selected fitness tracking devices compatible with Actxa®, Garmin Connect™ or Polar Flow mobile apps.

\*Only Singaporeans/Permanent Residents who have signed up for National Steps Challenge™ Season 4 (including returning participants from past seasons) are eligible for the free HPB fitness trackers, available on a first-come-first-served, while stocks last basis. The National Steps Challenge™ starts on 27 October 2018 and ends on 30 April 2019. Participants must be at least 17 years old at the time of signing up. Other terms and conditions apply. For full details, please visit [stepschallenge.sg](http://stepschallenge.sg).



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# Step-by-Step Guide: How to set up other steps tracking mode



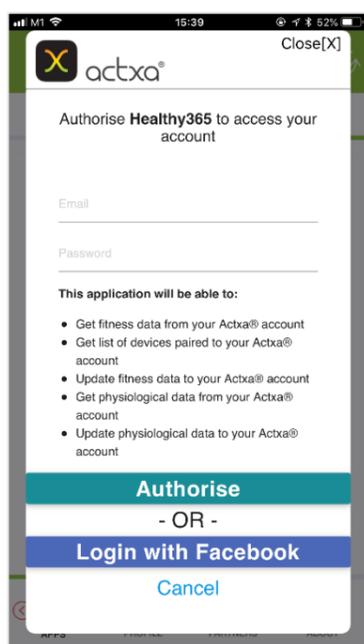
If you are not using the HPB Fitness Tracker, select "Apps" on the menu bar of the Healthy 365 mobile app and tap on "Others" to choose your preferred fitness tracking mode:

- Actxa® mobile app<sup>^</sup>
- Garmin Connect™ mobile app<sup>^</sup>
- Polar Flow mobile app<sup>^</sup>
- HealthKit mobile app
- Samsung Health mobile app
- Fitbit mobile app

Visit [stepschallenge.sg](http://stepschallenge.sg) for a full list of compatible fitness trackers and how to update and sync your steps and MVPA if you are a non-smartphone participant.

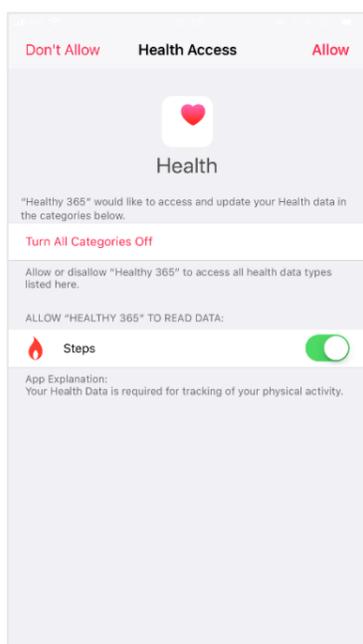
<sup>^</sup>Only available at a later date. Applicable to selected fitness tracking devices compatible with Actxa®, Garmin Connect™ or Polar Flow mobile apps.

## Actxa®



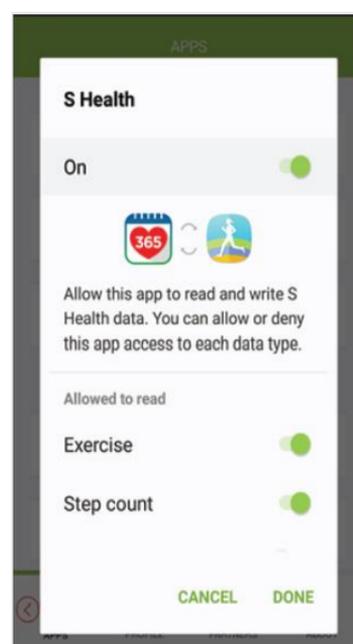
Log in to your Actxa® account and tap on 'Authorise' to allow access for the Healthy 365 mobile app.

## HealthKit



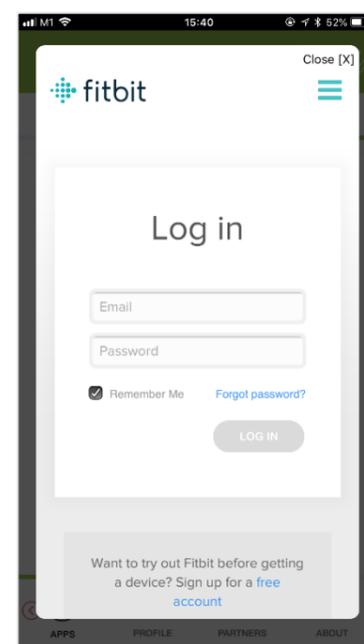
Allow the Healthy 365 mobile app to access the step count data on the Healthkit mobile app.

## Samsung Health



Allow the Healthy 365 mobile app to access the exercise and step count data on the Samsung Health mobile app.

## Fitbit



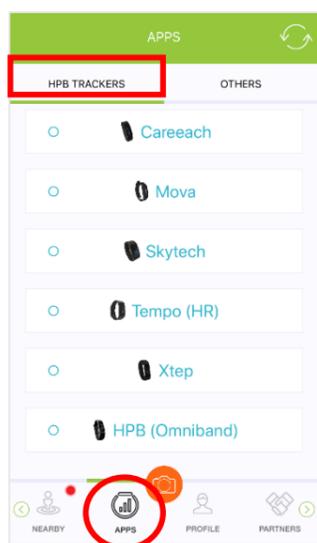
Log in to your Fitbit account.

Select your preferred Fitbit tracker to allow the Healthy 365 mobile app to access the step count data on the Fitbit mobile app.



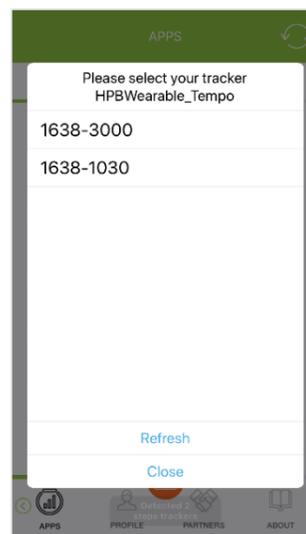
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# Step-by-Step Guide: How to set up your HPB fitness tracker



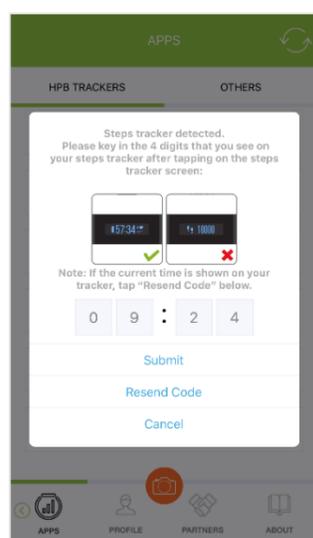
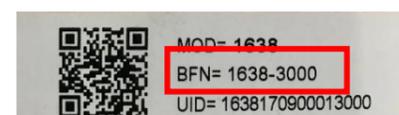
## Step 1

- Turn on Bluetooth® on your smartphone. Switch on your HPB fitness tracker and place it next to your smartphone.
- Tap on Apps tab and select HPB trackers to choose the model of your HPB fitness tracker.
- Please ensure there are no other HPB fitness trackers nearby (at least 1.5m radius).



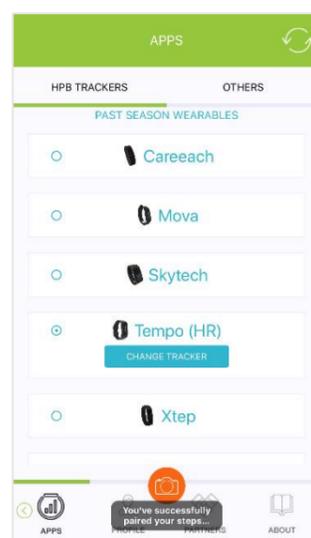
## Step 2

- Select your HPB fitness tracker based on the corresponding Bluetooth® Friendly Name (BFN).
- Your fitness tracker's BFN can be found on the packaging.



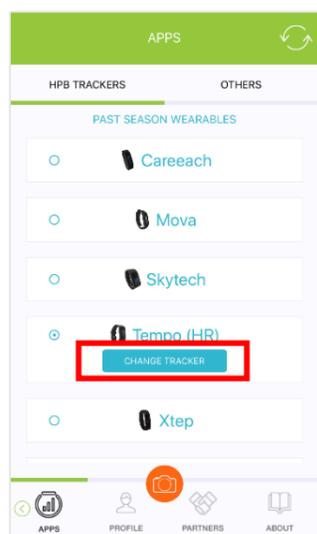
## Step 3

- You will be prompted to key in a 4-digit code. Tap on your HPB fitness tracker for your 4-digit code.
- Key in the code and tap 'Submit'.
- If unsuccessful, tap 'Resend Code' and repeat Step 3.



## Step 4

- Congratulations! You have successfully set up your HPB fitness tracker.
- Aim for 10,000 steps or more every day and 150 minutes of moderate to vigorous physical activities (MVPA) every week.



## Replacing a HPB fitness tracker?

If you are replacing a HPB fitness tracker, select 'Apps' on the menu bar and tap on 'Change Tracker' button. Repeat Step 1 to Step 3. (Only applicable if you are replacing a HPB Fitness Tracker of the same model.)

Note: To avoid losing your fitness activity records, please sync your previous tracking mode before changing your preferred tracking mode. Steps and MVPA clocked after successfully changing your fitness tracking mode will be added to your previously synced fitness data.



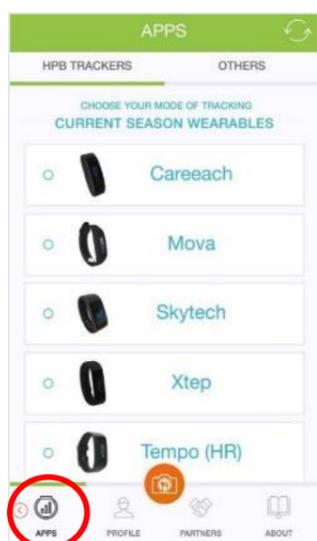
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# Step-by-Step Guide: How to use your HPB fitness tracker for the first time after collection

## Were your HPB fitness tracker collected on behalf by your family or friend?

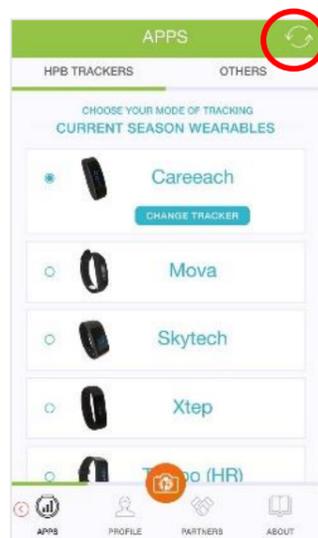
If your HPB fitness tracker were collected on behalf, you will be required to go through these steps before you can start syncing your fitness activity records to the Healthy 365 mobile app.

Note: To avoid losing your fitness activity records, please sync your previous tracking mode before collecting your HPB fitness tracker. Steps and MVPA clocked after successfully changing your fitness tracking mode will be added to your previously synced fitness data.



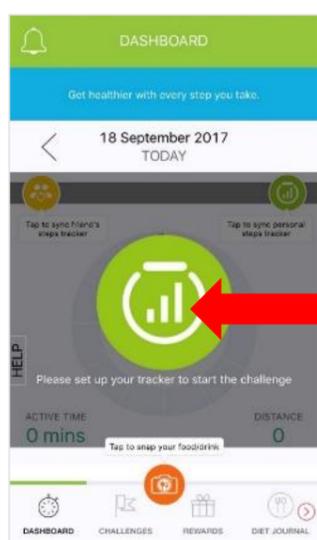
### Step 1

- Turn on Bluetooth® on your smartphone.
- Tap on the Apps tab. Switch on your HPB fitness tracker and place it next to your smartphone.



### Step 2

- Tap on the refresh button on top right hand corner to complete the pairing process.
- Once successfully refreshed, your paired HPB fitness tracker will be reflected.



### Step 3

- Tap on 'My Fitness' card on the Dashboard tab and tap on the big green button for to sync for the first time.



### Step 4

- Congratulations! You have successfully set up your HPB fitness tracker.
- Aim for 10,000 steps or more every day and 150 minutes of moderate to vigorous physical activities (MVPA) every week.



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## Step-by-Step Guide: How to update your step count via Sync for Friends



### Step 1

- Ensure Bluetooth<sup>®</sup>  is enabled on your friend's smartphone and is connected to the internet.
- Launch the Healthy 365 mobile app and tap on the Dashboard tab.
- Tap on the 'My Fitness' card for the steps count dashboard and tap on the yellow Sync for Friends button.



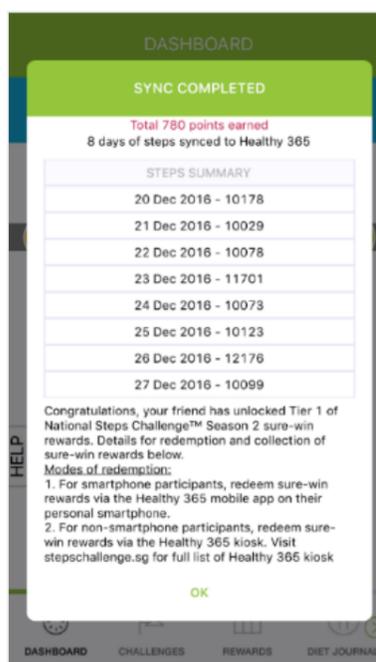
### Step 2

- Place your HPB fitness tracker next to your friend's phone.
- Tap the button to start syncing.



### Step 3

- You will be prompted to key in a 4-digit code. Tap on your HPB fitness tracker for your 4-digit code.
- Key in the code and tap 'Submit'.
- If unsuccessful, tap 'Resend Code' and repeat Step 3



### Step 4

- Congratulations! You have successfully updated your step count on your friend's smartphone.
- Aim for 10,000 steps or more every day and 150 minutes of moderate to vigorous physical activities (MVPA) every week.



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## Step-by-Step Guide: FAQs about your HPB fitness tracker

### How do I start using my HPB fitness tracker?

Smartphone users will need to pair their HPB fitness tracker to the Healthy 365 mobile app via Bluetooth®. Once you have done that successfully, all you need to do now is to start moving to accumulate steps and moderate to vigorous physical activities (MVPA) to earn Healthpoints. Please note that the HPB fitness tracker can only store up to 7 days of data and you will need to sync your HPB fitness tracker with the Healthy 365 mobile app or Healthy 365 kiosk for non-smartphone users, via Bluetooth® at least once every 7 days to avoid losing your step count data.

### Is the HPB fitness tracker water-resistant?

Yes, as long as the base unit is securely attached to the strap. However, it is not waterproof and cannot be submerged in water.

### Do I need to charge the HPB fitness tracker?

Yes, you will need to charge the fitness tracker regularly. Please follow the instructions in the instruction manual which comes along with your HPB fitness tracker to remove the strap or the base unit. This will reveal the USB charger on the HPB fitness tracker. Insert the USB charger into any USB ports connected to a power socket for charging. Please note that each charge should not exceed more than 2 hours as overcharging will damage the battery's lifespan over time.

### Can I use someone else's fitness tracker if mine is faulty or lost?

No. Each HPB fitness tracker, once paired, will be uniquely identified to a person's profile hence it cannot be shared or passed onto someone else. Alternatively, you may choose other steps tracking mode with other compatible trackers or mobile apps. Visit [stepschallenge.sg](http://stepschallenge.sg) for a full list of compatible trackers and mobile apps.

### What do I do if my HPB fitness tracker becomes faulty?

Your HPB fitness tracker has a warranty period of 1 year from collection/purchase date. The warranty does not cover normal wear and tear, misuse and damage arising from failure to follow instructions relating to product use. If your HPB fitness tracker is found to be faulty due to a manufacturing defect upon assessment by our Customer Care Officer, please bring along your NRIC, proof of purchase (if applicable) and the defective fitness tracker to do a one-for-one exchange for the same model of tracker.

For full list of Authorised Service Providers' locations where you may do a one-for-one exchange for your HPB fitness tracker, visit [stepschallenge.sg](http://stepschallenge.sg).

Alternatively, you can visit the National Steps Challenge<sup>™</sup> Customer Care Centres. Our Customer Care Officers will provide support for one-for-one exchange of faulty HPB fitness trackers\*.

| Venue                                                                                                                                         | Operating hours                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Health Promotion Board</b><br>Level 1 Lobby (Next to escalator)<br>Note: HPB is located within walking distance of Outram Park MRT Station | Monday to Friday, 11am – 8pm<br>Saturday, 9am – 1pm<br>(Closed on Sundays, Eve of Public Holidays, and Public Holidays) |
| <b>Challenger Electronic Stores</b>                                                                                                           |                                                                                                                         |
| Tampines 1, #04-024/25                                                                                                                        | 11am – 9.30pm (Daily)                                                                                                   |
| Jurong Point Shopping Centre, #B1-94/95/96                                                                                                    | 11am – 9.30pm (Mon to Fri, Sun & PH)<br>11am – 10am (Sat)                                                               |
| Sun Plaza, #02-06                                                                                                                             | 11am – 9.30pm (Daily)                                                                                                   |



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