





#### How to set up/restore your account for National Steps Challenge<sup>™</sup>



7:30

#### Step 1

\*

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

\*The latest version of the Healthy 365 mobile app requires a minimum of Android 6 and iOS 10.

54	gnin
Sign in to r account	estore your
Access your Healthp Improved experience	oints and dato with an 2.
NEC or FIN	
Hobile number	
5	gn in
Don't have	an account?
a superiore	a se do flat, sino nero

#### Step 2

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

If you are restoring your profile, a 4digit One-Time-Pin (OTP) will be sent via SMS to your registered mobile number.

## Start pairing What would you like to pair? Vou may have a HB tracker or your favourite tracking app to pair PB trackers Heading 366 con pair with testing then interact season PD the filters app the trackers gos

#### Step 3

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:

#### Preferred mobile apps and trackers:

- Actxa®mobile app
- Apple Health mobile app
- Fitbit mobile app with any Fitbit tracker
- Garmin Connect<sup>™</sup>mobile app
- Polar Flow mobile app
- Samsung Health mobile app

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

#### How to sync for family/friends



- Log out of your account by going to the 'Profile' tab and tap on the 'Settings' icon on the top right corner
- Scroll down to the bottom of the page and tap on 'Logout'.
- Next, restore your family/friend's profile.

• Do note that a 4-digit One-Time-Pin (OTP) will be sent via SMS to the mobile number indicated in the user's account with every new log in.









#### How to sign up for National Steps Challenge<sup>™</sup> Season 6 : Corporate Challenge

Challenge period: 3 Jan 2022 – 17 Apr 2022 Registration period: 12 Jul 2021 – 19 Dec 2021



#### Step 1

App Store

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 and iOS 10.



For participants who are using one of the compatible apps and fitness trackers, your device needs to be able to track heart-rate data in order to contribute towards the Moderate to Vigorous Physical Activity (MVPA) category. Applicable to selected fitness tracking devices compatible with Actxa®, Apple Health, Fitbit, Garmin Connect<sup>™</sup>, Polar Flow, or Samsung Health apps.

Participants who have signed up for the Corporate Challenge and have not collected a HPB Fitness Tracker in Season 5 are eligible for the free HPB Fitness Tracker, available on a first come, first served, while stocks last basis. Participants must be an employee of the organisation and at least 17 years old at the time of signing up. Other terms and conditions apply.





1:16

8:08





#### How to make an appointment to collect your free HPB fitness tracker for National Steps Challenge <sup>™</sup>



#### 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.

# Sign In Sign in to restore your account Access your Healthpoints and data with an improved experience. NRIC or FIN Mobile number

n't have an account? a perfect time to get started Sign up

#### Step 2

.al 🗢 🔳

*Create or restore your profile.* 

A 4-digit One-Time-Password (OTP) will be sent via SMS to your registered mobile number. 9:41 ...I 🗢 I Explore

Explore and participate in various Health Promotion Board activities to get healthli and feel great!



Tap on "Explore" under Menu and then tap "Challenges".

Step 3



#### Step 4

atl 46 🔳

Tap on "National Steps Challenge™ Corporate Challenge" and agree to the Terms & Conditions to join the challenge if you have not yet done so.

You may also need to complete the Health Declaration if you have not done so previously.



#### Step 5

(2) Profile

> Go to "Home" page, look for the "Book & Manage an appointment" section. Tap "Book & Manage".









#### How to change fitness tracking mode

#### Do sync all your existing data before changing your fitness tracking mode.



PB trackers Healthy 365 can pair with trackers from latest seasons

\* 🖽 🖡

Other fitness apps

Healthy 365 is compatible with selected fitness apps

screen instructions to complete the pairing process.



Your fitness tracker should sync automatically after the first sync.









#### How to make an appointment to collect your free HPB fitness tracker for National Steps Challenge <sup>™</sup>

Steps

Find a location closest to you

Congratulations! gible to collect HPB Fitne

# Appointment Appointment Appointment Appointment Concernent and Appointment Concernent Conce

#### Step 6

Tap "Collect a HPB fitness tracker". Eligible participants<sup>1</sup> will be redirected to the appointment booking site.

<sup>1</sup>You are eligible if you have a valid NRIC number and (i) did not collect a HPB fitness tracker in Season 5; <u>and/or</u> (ii) completed all 6 "Steps Rewards" tiers in previous seasons.

#### Step 7

On the appointment booking site, eligible participants can enter your postal code to find HPB fitness tracker collection points closest to you. Alternatively, you can also tap "Show all locations" to view all available collection points.

io back All locations	< G0	back	Вс	ook app	oointn	nent
vailable locations	Sel	ect d	ate a	and t	ime	slo
l v	<		Sep	tember	2021	
	Mon	Tue	Wed	Thu	Fri	Saf
Singapore Post - Ang Mo Kio Central Branch			1	2	3	4
727 Ang Mo Kio Ave 6, #01-4246, Singapore 560727	6	7	8	9	10	11
Singapore Post - Bishan Branch 51 Bishan Street 13, Singapore 578799	13 •	14 •	15	16 •	17 •	18 •
Singapore Post - Bukit Panjang Branch	20	21	22	23	24	25
Track 10, 10 Choa Chu Kang Rd, Singapore 689379	27	28	29	30		
Singapore Post - Choa Chu Kang Centrol Branch	-	Available	availa	Not ava	illable	-
Bik 309 Choa Chu Kang Ave 4, #01-03, Singapore 680309	8: 9					
Singapore Post - City Square Branch 180 Kitchener Rd, #82 - 33, Singapore 208539	10: 10	00 AM - :30 AM	Ì	0:30 AM 11:00 AM		11:00 11:3
Singapore Post - Hougang Central Branch	11: 12	30 AM - 100 PM	1	2:00 PM 12:30 PM		12:3 1.0
90 Hougang Avenue 10 #04-15A Hougang Mail, Singapore 538766	Book	'10:00 A	M - 10:3		n'Sep	temb

#### Step 8

*Tap your preferred collection location and select your desired date and timeslot.* 

#### **Step 9 (i)**

Review your appointment details.

#### Step 9 (ii)

*Provide your 'Name' and 'Mobile number' to confirm your appointment and receive updates from HPB.* 

Note: If you wish to receive a confirmation email, do also provide a valid email address.

# Time 30:00 AM - 10:30 AM Tompines Central Performance Location Tompines Central Performance Tompines Central Performance Tompines Central Performance Tompines Central Performance Perfor

Appointment Review



#### Step 9 (iii)

A one-time password (OTP) will be sent to your mobile number. Enter the 6-digit OTP to verify your mobile number.









#### How to make an appointment to collect your free HPB fitness tracker for National Steps Challenge <sup>™</sup>

Hybu Would Hite 5 HPB fitness tracke email address t Appointment Con- this Appointment photo identity car	o burnorsie someone to collect the r on your behalt, please key in their selow to send them a copy of this firmation. They will need to present t Confirmation and a copy of your d (e.g. NRC/Driving License) during collection
🖸 Name (opt	ional)
🖾 Email addr	ess (optional)
	Send email
Appo Please present t	intment details his QR code to collect your HP fitness tracker
🖹 Date	Sep 1, 2021
③ Time	10:00 AM to 10:30 AM
Арро	intment details
Appo lease present th	intment details is GR code to collect your HP threes tracker
Appo lease present t	intment details is GR code to collect your HP interaction interact
Appo ease present if I Date	Intment details Is GR code to collect your HB Is CR code to cod
Appo lease present th E Date Time	intment details is GR code to collect your HE threes tracker Sep 1, 2021 10:00 AM to 10:30 AM Tampines Central post office, 5 artompines Central strampines Central
Appo lease present t	intment details is GR code to collect your HP it reas tracker Step 1, 2021 10:00 AM to 10:30 AM Tampines Central post Office, 5 Singapore 529482 ent type Collection
Appoint the second seco	intment details is QR code to collect your HP is QR code to collect your HP is Collection Sep 1, 2021 10:00 AM to 10:30 AM Tampines Centrol Post Office, S Tampines Centrol Tampines Centrol Post Office, S Tampines Centrol Post Office, S Tampines Centrol Tampines Centrol

Appointment confirmation

#### Step 10 (Optional)

If you would like to authorise someone else to collect your fitness tracker on behalf, please enter their 'Name' and 'Email address' and tap "Send Email" for them to receive the confirmation email.

#### **Step 11**

Check your confirmed appointment details and take note of the instructions and items to bring during collection.

On the day of your appointment, please present your photo ID alongside with either of the following to the staff at the collection location:

- (i) The QR code on the appointment confirmation page on Healthy 365 app (Repeat Step 5 & 6 to view your appointment details) or
- (ii) Appointment confirmation email.

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

#### How to change/cancel an appointment?



Follow Steps 5 & 6 to retrieve your appointment details from Healthy 365 app.

#### Then tap:

- (i) "Reschedule" to change your appointment, or
- (ii) "Cancel appointment" to cancel your appointment.

A new appointment confirmation and QR code will be generated if a new appointment is made. Please use the latest appointment confirmation details when you are collecting your HPB fitness tracker.









#### How to make an appointment to exchange your HPB fitness tracker for National Steps Challenge <sup>™</sup>



#### 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 3 1:16 .ul 🕆 🔳 Step 2 Sign In Go to "Home" page, look Restore your profile. 5 2,150 🤎 Sign in to restore your for the "Book & Manage an account A 4-digit One-Time-Password appointment" section. Tap Access your Healthpoints and data with an (OTP) will be sent via SMS to improved experience "Book & Manage". your registered mobile number. NRIC or FIN MVPA 5.375 / 10.000 17 / 30 min ALLENGE PROGRESS 't have an account? National Steps Chal Sign up Ť

#### Step 4

...l 🕆 🔳

#### Select appointment type

Appointment

9:41

<

Book a new slot, or view and change your upcoming appointment

#### Collect a HPB fitness tracker Book a new slot or manage your upcoming appointment to collect your National Steps Challenge" fitness tracker.

Exchange a HPB fitness tracker Book a new slot or manage your upcoming appointment for a 1-for-1 exchange of your

General Support Book a new slot or manage your upcoming appointment for in-person help to resolve your National Steps Challenge<sup>III</sup> or tracker-related issues. *Tap "Exchange a HPB fitness tracker". Eligible participants*<sup>1</sup> *will be redirected to the appointment booking site.* 

<sup>1</sup> You are eligible if you have joined National Steps Challenge<sup>™</sup> Season 6 and have collected (i) Season 5 fitness tracker between 2019 and 2020 or (ii) Season 6 fitness tracker that is within warranty period









How to make an appointment to exchange your free HPB fitness tracker for National Steps Challenge TM

#### Step 5

On the appointment booking site, eligible participants can enter your postal code to find HPB fitness tracker exchange points closest to you. Alternatively, you can also tap "Show all locations" to view all available exchange points.

< Go back All locations	< Go	back	Bo	ok ap	pointm	ient	
Available locations	Sele	ect d	ate o	and t	ime	slot	
All v	<		Sep	tember	2021		>
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Singapore Post - Ang Mo Kio Central Branch			1	2	3	4	5
727 Ang Mo Kio Ave 6, #01-4246, Singapore 560727	6	7	8	9	10	11 •	12
Singapore Post - Bishan Branch 51 Bishan Street 13, Singapore 579799	13 •	14 •	15 •	16 •	17 •	18 •	19
Singapore Post - Bukit Panjang Branch	20	21	•	23	24	25	26
Track 10, 10 Choa Chu Kang Rd, Singapore 689379	•	0	•	•			
	AVAILABLE TIME SLOTS						
Singapore Post - Choa Chu Kang Central Branch		wailabl		Not ava	illable	Ch	osen
Blk 309 Choa Chu Kang Ave 4, #01-03, Singapore 680309	8:3 9:1		6		č.		M - AM
Singapore Post - City Square Branch	10:0	о ам -	i,	D:30 AM	T	11:00 A	.M-
180 Kitchener Rd, #B2 - 33, Singapore 208539	10:	30 AM		11:00 AN		11:30	ăМ
Singapore Post - Hougang Central Branch	11:3 12:	0 AM - 00 PM	1	2:00 PM 12:30 PN	-	12:30 F 1:00 F	им - Им
90 Hougang Avenue 10 #04-15A Hougang Mall, Singapore 538766	Book '	10:00 A	M - 10:3		on 'Sepi	tember	1, 2021'

Steps

Find a location closest to you

Q

#### Step 6

Tap your preferred exchange location and select your desired date and timeslot.

Note: Timeslots in red are not available for selection.

#### Appointment Review





Review your appointment details.

#### Step 7 (ii)

Provide your 'Name' and 'Mobile number' to confirm your appointment and receive updates from HPB.

Note: If you wish to receive a confirmation email, do also provide a valid email address.

#### Step 7 (iii)

Verify OTP

RRRRRRRR

A one-time password (OTP) will be sent to your mobile number. Enter the 6-digit OTP to verify your mobile number.









#### How to make an appointment to exchange your free HPB fitness tracker for National Steps Challenge <sup>™</sup> Season 6

Appoints If you would like to HPB fitness tracked email address to Appointment this Appointment photo identity car	ment confirmation or attracting someone to solitest the reviver behaving produces with their eleve to send them a copy of this firmation. They will need to present Confirmation and a copy of your dires. NRSC/Phing License) during collection.
🖾 Name (opt	lona0
🖾 Email oddr	ess (optional)
	Send email
Appo Please present t	<b>intment details</b> his QR code to collect your HPB fitness tracker
🖯 Dote	Sep 1, 2021
O Time	10:00 AM to 10:30 AM
Appoin Please present this fit	<b>ntment details</b> s QR code to collect your HPB ness tracker
<u></u>	N - E ■ 2 2 - E = E = E = E = E = E = E = E = E = E

#### Step 8 (Optional)

If you would like to authorise someone else to exchange your fitness tracker on behalf, please enter their 'Name' and 'Email address' and tap "Send Email" for them to receive the confirmation email.





Check your confirmed appointment details and take note of the instructions and items to bring during exchange.

On the day of your appointment, please present your photo ID and faulty HPB fitness tracker alongside with either of the following to the staff at the exchange location:

- The QR code on the appointment confirmation page on Healthy 365 app (i) (Repeat Step 5 & 6 to view your appointment details) or
- (ii) Appointment confirmation email.

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

#### How to change/cancel an appointment?



Follow Steps 5 & 6 to retrieve your appointment details from Healthy 365 app.

#### Then tap:

Step 9

- "Reschedule" to change your appointment, or (i)
- "Cancel appointment" to cancel your appointment. (ii)

A new appointment confirmation and QR code will be generated if a new appointment is made. Please use the latest appointment confirmation details when you are exchanging your HPB fitness tracker.









#### How to make an appointment to seek general support for National Steps Challenge 🌃



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.

1:16		ul ≎ ∎)	Step 2
:	Sign In		
Sign in to I account	restore	your	Create profile
Access your Healthp improved experience	points and data ce.	with an	A 4-dig
NRIC or FIN			your re
Mobile number			numbe
	Sign in		
<b>Don't ha</b> It's a perfect	<b>ve an account</b> t time to get starte	<b>!?</b> Idl	
	Classus		

#### Create or restore your

profile.

A 4-digit One-Time-Password (OTP) will be sent via SMS to your registered mobile number.



#### Go to "Home" page, look for the "Book & Manage an appointment" section. Tap

Step 4

#### Select appointment type Book a new slot, or view and change your upcoming appointment

Appointment

9:41

<

Collect a HPB fitness tracker ock a new slot or manage your upcoming pointment to collect your National Steps allenge™ fitness tracker.

Exchange a HPB fitness tracker a new slot or manage your upcoming ntment for a 1-for-1 exchange of your HPB fitness tracker.

new slot or manage y ment for in-person he tional Steps Challence

Tap "General Support" to be redirected to the appointment booking site.





### WITH NATIONAL CHALLENGE™ SEASON 6



How to make an appointment to seek general support for National Steps Challenge M

#### Step 5

On the appointment booking site, enter your postal code to find the nearest HPB Customer Care Centre (CCC). Alternatively, tap "Show all locations" to view all available CCCs.

Go back All locations Go back Book appointment Select date and time slot Available Locations All September 2021 5 CHANGI BUSINESS PARK CENTRAL 1, #02-06, CHANGI CITY POINT, SINGAPO 8 9 10 11 12 RONG EAST CENTRAL 1, #04-15, JCU APORE 609731 16 15 GO AVENUE 8, #01-17 ROAD, THE CENTREPOINT

Steps

National Steps Challenge<sup>™</sup> General Support appointment booking site

2

Find a location closest to you your postal code (e.g. 571150) Q

#### Step 6

Sat Sun

Verify OTP

assword hc 888888888

receive the code? 00 : 00 : 15

Tap your preferred support location and select your desired date and timeslot.

#### Appointment Review

National

Challenge



#### Step 7 (i)

Review your appointment details.

#### Step 7 (ii)

Provide your 'Name' and 'Mobile number' to confirm your appointment and receive updates from HPB.

Note: If you wish to receive a confirmation email, do also provide a valid email address.

#### Step 7 (iii)

A one-time password (OTP) will be sent to your mobile number. Enter the 6-digit OTP to verify your mobile number.









#### How to make an appointment to seek general support for National Steps Challenge 🌃

If you would like to HEB fitness tracker email address be Appointment Confi this Appointment I photo identity cord	hent confirmation suthorise someone to collect the on your behalf, please key in their low to send them a copy of this motion. They will need to present confirmation and a copy of your (e.g. NRC/Driving License) during collection.
🖸 Name (optic	nat)
Email oddre	ss (optional)
s	end email
Appoi	ntment details
Please present thi fi	s QR code to collect your HP tness tracker
Dote	Sep 9, 2021
C Date	Sep 9, 2021
Dote   Time	Sep 9, 2021

#### Step 8 (Optional)

If you would like to authorise someone else to seek support on your behalf, please enter their 'Name' and 'Email address' and tap "Send Email" for them to receive the confirmation email.

#### Step 9

Please present this Q	R code on your appointmer
🗆 Date	Sep 9, 2021
© Time	11:00 AM to 11:30 AM
© Location	JCube Genix, 2 JURONG EAST CENTRAL 1, #04-15, JCUBE SINGAPORE 609731
= Appointment	type Support
Booking ID	HIKT2QE0JF
Cancel booking	Reschedule

Check your confirmed appointment details and take note of the instructions and items to bring for your appointment.

On the day of your appointment, please present your photo ID alongside with either of the following to the staff at the collection location:

- (i) The QR code on the appointment confirmation page on Healthy 365 app (Repeat Step 5 & 6 to view your appointment details) or
- (ii) Appointment confirmation email.

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

#### Appointment details 🗇 Date Sep 9, 2021 11:00 AM to 11:30 AM © Time JCube Genix, 2 JURONG EAST CENTRAL 1, #04-15 JCUBE SINGAPORE 609731 Appointment type Support

HIKT2QE0JF

Booking ID

#### How to change/cancel an appointment?

*Follow Steps 5 & 6 to retrieve your appointment details from Healthy 365 app.* 

#### Then tap:

- "Reschedule" to change your appointment, or (i)
- (ii) "Cancel appointment" to cancel your appointment.

A new appointment confirmation and QR code will be generated if a new appointment is made. Please use the latest appointment confirmation details for your support appointment.









#### How to set up your HPB fitness tracker for the first time after collection



#### For new participants

If you have not previously paired any fitness device with the Healthy 365 app, turn your new HPB fitness tracker on and keep it near your mobile phone with the Healthy 365 app turned on. Then tap "Pair your fitness tracker now" to activate your HPB fitness tracker when you are prompted.

#### For returning participants

*If you have recently collected your new HPB fitness tracker and have an existing fitness device paired with the Healthy 365 app, follow either option below to confirm the pairing of your new HPB fitness tracker.* 

#### **Option 1: Through the Auto Prompt Pop-Up Message.**



Step 2
 Change to new HPB fitness tracker? to confirm the pairing of HPB fitness tracker with the pairing of HPB fitness tracker with the app.









#### How to set up your HPB fitness tracker for the first time after collection

#### **Option 2: Through the Profile page**



#### Having trouble syncing?



If your syncing attempts are unsuccessful with your current fitness device after 3 tries, tap "Get Support" and try the troubleshooting steps under "Guidelines".

*If the issue persists, please contact our Customer Care at 1800 567 2020 or stepschallenge@hpb.gov.sg* 









#### How to set up your HPB fitness tracker

#### Applicable for: (i) purchased HPB fitness tracker, or (ii) unpaired HPB fitness tracker

If you had collected your HPB fitness tracker at our roadshows or designated collection points, your fitness tracker would have been set up and paired. You need not set it up again.



#### Step 1

Ο

R

On the 'Home' tab of the Healthy 365 app, tap on 'Pair your tracker or app' and select 'HPB Trackers'.

- If you are connecting via QR Code, you will need your HPB fitness tracker's packaging.
- If you are connecting via Bluetooth, you will need to turn on the Bluetooth<sup>®</sup> on bur smartphone (Place your fitness tracker within 30cm of your smartphone).

#### Connect via QR Code:

#### Step 2

Tap 'Scan via QR code' and scan the QR code on your HPB fitness tracker's packaging.



up your HPB fitness tracker.

## Connect via Bluetooth: How would you like to connect? Select tracker model











#### Step 2(i)

Tap 'Pair via Bluetooth' and choose the model of your HPB fitness tracker.

#### Step 2(ii)

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'.

Congratulations! You have successfully set up your HPB fitness tracker.









#### How to set up other fitness tracking mode (For those not using the HPB Fitness Tracker)



Fitnes opps

On the 'Home' tab of the Healthy 365 app, select 'Pair your tracker or app'. Next, tap on 'Other fitness apps' to choose your preferred fitness tracking mode:

- Actxa<sup>®</sup> mobile app^
- Apple Health mobile app
- Fitbit mobile app^

Allow the Healthy

365 app to access

the Apple Health

mobile app.

your fitness data on

Log in to your Polar

Select your preferred

Flow account.

Polar tracker to

allow the Healthy

365 app to access

the Polar Flow mobile app.

your fitness data on

- Garmin Connect<sup>™</sup> mobile app^
- Polar Flow mobile app^
- Samsung Health mobile app

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

#### Actxa®



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

#### Apple Health



#### Fitbit



Log in to your Fitbit account.

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

#### Garmin Connect<sup>™</sup>



Log in to your Garmin Connect<sup>™</sup> account to allow the Healthy 365 app to access your fitness data on the Garmin Connect<sup>™</sup> Mobile app.





#### Samsung Health



CANCEL DONE

Allow the Healthy 365 app to access your fitness data on the Samsung Health mobile app.









#### How to change fitness tracking mode

#### Do sync all your existing data before changing your fitness tracking mode.





Select your preferred fitness tracking mode and follow the onscreen instructions to complete the pairing process.



Your fitness tracker should sync automatically after the first sync.









#### How to track your heart rate and MVPA minutes Axtro Fit 3

As you go about your daily activities, the HPB fitness tracker will automatically record your heart rate throughout the day as long as it is turned on, has sufficient battery and worn correctly on the wrist. There is <u>no need</u> to activate heart rate tracking. However, if you would like to observe changes in your heart rate real-time on the fitness tracker, you can trigger the 'Workout Mode'.



#### Step 1

Tap the touch sensor on the HPB fitness tracker until you see the workout screen. Then, press and hold to view the list of workout modes available.



#### Step 2

Tap to toggle between 4 different workout modes: walking, running, cycling and others. Press and hold to start the workout of your choice.



To stop the 'Workout Mode', press and hold again. Tap to confirm the end of your workout session.

Your workout summary will be displayed. To exit, press and hold again.

Exiting the 'Workout Mode' does not mean the fitness tracker will stop tracking your heart rate. The fitness tracker will always be tracking your heart rate and steps as long as it is turned on, has sufficient battery and worn correctly on the wrist. Note that staying in 'Workout Mode' for extended periods of time will drain the battery.





For enquiries, please call 1800 567 2020 or email us at stepschallenge@hpb.gov.sg stepschallenge.gov.sg | #moveit150 | #my10ktoday Championing: Let's Beat Diabetes

#### How to trigger 'Workout Mode'







#### How to track your heart rate and MVPA minutes Tempo 4C

As you go about your daily activities, the HPB fitness tracker will automatically record your heart rate throughout the day as long as it is turned on, has sufficient battery and worn correctly on the wrist. There is <u>no need</u> to activate heart rate tracking. However, if you would like to observe changes in your heart rate real-time on the fitness tracker, you can trigger the 'Workout Mode'.

How to trigger 'Workout Mode'



#### Step 1

Tap the touch sensor on the HPB fitness tracker until you see the workout screen. Then, press and hold to view the list of workout modes available.



#### Step 2

Tap to toggle between 4 different workout modes: walking, running, cycling and others. Press and hold to start the workout of your choice.



#### Step 3

*To stop the 'Workout Mode', press and hold again. Tap to confirm the end of your workout session.* 

#### Step 4

Your workout summary will be displayed. Tap to toggle between the summary screens. To exit, press and hold again.

Exiting the 'Workout Mode' does not mean the fitness tracker will stop tracking your heart rate. The fitness tracker will always be tracking your heart rate and steps as long as it is turned on, has sufficient battery and worn correctly on the wrist. Note that staying in 'Workout Mode' for extended periods of time will drain the battery.









#### How to track your sleep duration (For eligible participants\* only)

The HPB fitness tracker will automatically track your sleep duration as long as it is turned on, has sufficient battery and worn correctly on the wrist when you go to sleep. There is no need to activate sleep tracking on your fitness tracker. <u>Your sleep data can only be viewed through the Healthy 365</u> <u>app when you sync your fitness tracker on the Healthy 365 app.</u> You will not be able to view the sleep data through your fitness tracker.

Having good sleep is a vital part of a healthy lifestyle. Try to clock at least 7 hours of sleep a day!

#### How to access your sleep duration records on the Healthy 365 app



**Step 1** Log in to your Healthy 365 account and sync your Season 6 HPB fitness tracker.



**Step 2** On the activity summary card, tap on your sleep progress bar.

		9:41					
Cholleng	e Progress	<		Acti	лту ні	story	
Sleep Pilo	t Challenge	Sheps			маяа		
Today	Nonexcited from			heyes		1100	1.5
No. Law				28/	kpr - 4	мау	
BerThein / Ter							
Yesterday			**				
L'EAD							
Neis / Nr an Dolman mary should	nite of the second						
How to progress in the second seco	this challenge?						
It show the next day		100	29 Thur	80	-	-	1000
						015.212	
		C Sie To g and bod	np tip et a gr avoid time.	n pod nig ubirg d	it's sier loctroni	p, exert c devica	uise reș ni befo

#### Step 3

On the activity history page, you will be able to view your sleep duration records based on days or weeks.

Each day's sleep will be counted from 12 pm to 11.59 am the next day. Only sleep of at least 2 hours will be recorded and counted towards each day's total sleep duration.

#### Tips for accurate sleep tracking:

- Wear the HPB fitness tracker snugly on the wrist, at least 1 finger width away from the wrist bone.
- Continue to wear the HPB fitness tracker as you go about your daily activities before and after sleep. The fitness tracker will automatically track your sleep duration based on changes in your body movements and heart rate.
- Make sure the sensor on the back of the HPB fitness tracker is clean, dry and free from foreign objects.
- When not wearing the fitness tracker, place it with the screen facing down to avoid affecting the sensor on the back of the fitness tracker.

\*Sleep tracking function is available only to eligible National Steps Challenge<sup>™</sup> participants. For more info, visit Stepschallenge.gov.sg.









#### How to measure your Blood Oxygen Levels (SpO<sub>2</sub>)

SpO<sub>2</sub> measures the saturation of oxygen in blood, which represents the percentage of oxygen in your blood. For more info on SpO<sub>2</sub>, visit stepschallenge.gov.sg

#### How to trigger 'SpO, Measurement'



#### Step 1

Tap the touch sensor on the HPB fitness tracker until you see the blood oxygen screen. Press and hold to trigger the 'Blood Oxygen' measurement.



#### Step 2

Your SpO<sub>2</sub> reading will be measured after a 3 second countdown. To get an accurate reading, it is recommended that you remain seated and still.



#### No reading?

Tap to try again and ensure that the HPB fitness tracker is worn correctly on the wrist, with the screen facing upwards. Repeat Step 1 & 2.

#### How does the HPB fitness tracker measure $SpO_2$ ?

The HPB fitness tracker uses light sensor to measure  $SpO_2$ . Light is shined through the skin and the sensor uses the amount of reflected light to-compute the oxygen level in the blood.

Note: The  $SpO_2$  reading on the HPB fitness tracker should not be used for medical purposes. If you are concerned about your readings, please consult a doctor.









#### Unable to pair your HPB fitness tracker with the Healthy 365 app? Try these troubleshooting steps!



#### Step 1

Check that the Healthy 365 app is updated to the latest version and ensure your mobile phone and HPB fitness tracker are in close proximity to each other.



#### Step 2

Make sure that your HPB fitness tracker is not mistakenly paired directly to your phone's Bluetooth. If so, go to "Settings" > "Bluetooth" > Select the connected HPB fitness tracker > Proceed to "Forget Device/Unpair" to unpair from your mobile phone.



**Step 3** Turn your mobile phone's Bluetooth off and then turn it on again. Ensure that your mobile phone's Internet and location services are

1:17			- 1 Y III)
<	Sb	ort pairing	
Who to p	at wo air?	uld you	like
You may favourit	/ have a H e tracking	PB tracker or y popp to pair	our
		PB trackers ealthy 365 can pa ackers from lates	ir with t seasons
		ther fitness app ealthy 365 is com th selected fitnes	95 potible 5 0005

#### Step 4

*Try pairing your HPB fitness tracker to the Healthy 365 app again.* 

#### mobile phone's Interne and location services o both turned on too.

#### How do I identify which fitness tracker I am paired to.



#### Step 1

On the "Profile" page of the Healthy 365 app, tap on "My Tracker".

#### Step 2

Verify that the Bluetooth Friendly Name (BFN) of the paired HPB fitness tracker matches the BFN that appears on the Healthy 365 app. Toggle between screens on your HPB fitness tracker to find your BFN.









#### Unable to update your step count and MVPA minutes? Try these troubleshooting steps for HPB fitness trackers



Step 1

Check that the Healthy 365 app is updated to the latest version and ensure your mobile phone and HPB fitness tracker are in close proximity to each other.



#### Step 2

Make sure that your HPB fitness tracker is not mistakenly paired directly to your phone's Bluetooth. If so, go to "Settings" > "Bluetooth" > Select the connected HPB fitness tracker > Proceed to "Forget Device/Unpair" to unpair from your mobile phone.



#### Step 3

Turn your mobile phone's Bluetooth off and then turn it on again. Ensure that your mobile phone's Internet and location services are both turned on too.



#### Step 4

Confirm that the BFN on your HPB fitness tracker matches the one listed on your "Profile" page of the Healthy 365 app.

	1220
2,150 💖	5 👬
My Healthpoints	a My Reworth
CTIVITY SUMMARY	
# Steps	+ мура
0 / 10,000	0./30 mins
() unstations \$2	Sync now
NALLENGE PROGRES	
National Steps C	hollenge" Steps
National Steps C	hollenge" Steps
National Steps C	hellenge" Steps
National Steps C	Anallenge" Store
Netional Steps C	Andfenger Sonie Sonie Sonie Sonie Sonie Sonie Sonie Sonie Sonie
National Steps C Total Ball 90,000 de IsoStynor dela CONCO EVENTS ISOO Men, 10 Juli Senior Ce 1200 Dowton, 10	Anderson Transformation of the second

#### Step 5

Tap "Sync Now" on the "Home" page of the Healthy 365 app. Your "Activity Summary" will update the latest step count, MVPA minutes.



#### Step 6

*If syncing fails, try restarting both your mobile phone and HPB fitness tracker.* 

Be sure to check if your <u>GAQ</u> is active. Note that MVPA minutes will only be reflected if you have clocked  $\geq$ 10mins of continuous <u>MVPA</u> where heart rate is  $\geq$ 65% of max heart rate.

#### For Android Users Only

Clear cache on your mobile phone by going to "Settings" > "Apps" > "Healthy 365" > "Storage" > "Clear Data & Cache"









#### Unable to update your step count and MVPA minutes? Try these troubleshooting steps for 3<sup>rd</sup> party apps



#### Step 2

Check that all permissions to access steps and heart rate data are granted for the Healthy 365 app.

7:30 ···· ♥ ■) < Actxo	7:30 ↔ ♥ ♥ > < Fitbit	7:30 ♥ ■ → < Apple Health	2.30	5:17 ut ₹ ■) < Polar Flow	7:30 ↔ ♥ L> < Garmin Connect
	+ fitbit	Setting up connection	Samsung Health	E POLAR, How	connect
account	Log In Continue with Facebook			Personal of L. Stype in	Connect with Healthy 365?
Passanti This application will be able to: • Def timess data from your Actuall	Continue with Google	Apple Health	Allow this app to read and write Samsung Health data. Samsung isn't responsible for third-party services that we share data with	Constant years' Politier and count in accounts Placet	share information from your Garmin Connect account to enhance your experience with Healthy 365. This may include activities, location, heart rate and related metrics, calories burned and other health or personal data.
account Gentilat of devices paired to your Actually account Update timess data to your Actually account Gentifyerscholated data from your	INSSECTIO	Allow Healthy 365 to occess my steps and heart nate data to track my fitness activity.	Allowed to read		Do you agree to share information from your Garmin Connect account with Healthy 365? You can opt out and disconnect from Healthy 365 at any time in your Garmin Connect settings.
Actualit account • Update physiclopical data to your Actualit account • Get Invertifiate throm your Actualit account	Keep me logged in     Forgot password?     Login		the following Samsung Health data. The service may store and use the data while you're using the service.	We use cookes to give you the best expension and most relevant ads. You can allow or decline the use of cookes by relating on the batters. Lawn more allow cookes in our Cooke Patier	Heathy 365 Privacy Policy Garmin Account Sign-In Imail
Authorise - OR - Login with Facebook	Water to by and PMb87 Sign up		Daily step count trend C	Cookie geeferences	Password (Eccppt2)
Cancel	About Us		CANCEL DONE	ALLOW COOKIES	



#### Step 3

Ensure that your mobile phone is connected to the Internet. Sync your tracking device to your 3<sup>rd</sup> party app before syncing your 3<sup>rd</sup> party app with the Healthy 365 app.

Do take note that the Healthy 365 app draws data from the relevant 3<sup>rd</sup> party app's server and not directly from your fitness tracker. There might be occasional delays in syncing or processing the most updated data from the 3<sup>rd</sup> party app server.









## What to do if there is a discrepancy in your fitness data with the Healthy 365 app?

- Each 3<sup>rd</sup> party app has a different algorithm for tracking steps and active time/MVPA minutes. This may potentially lead to a discrepancy in fitness data.
- Sync your tracking device to your 3<sup>rd</sup> party app before syncing your 3<sup>rd</sup> party app with the Healthy 365 app. Do note that you will need to sync your fitness data with the Healthy 365 app at least once every 7 days to avoid losing fitness activity records.

#### Additional note for Samsung Watch Users

You must manually activate workout mode on your fitness tracker to allow Healthy 365 app to read your MVPA data.

#### Additional note for Apple Watch Users

*Check the priority list to ensure that your Apple Watch is prioritised over the phone.* 



**Step1** Open the "Apple Health" app, tap the subcategory "Steps".

5:15		• <b>1</b>   46 🔳
< Summa	ry Steps	
Steps Apps		
<b>*</b>	Pacer Pedometer & Step Tracker Pacer Health, Inc	
	Pokémon GO Niantic, Inc.	
<b>1</b>	Pedometer++ Cross Forward Consulting, LLC	
<b>*</b>	Runkeeper-Distance Run Tracker FitnessKeeper, Inc.	
adicas	adidas Runtastic Running / adidas	App 🕕
Options		
Add to Favourites 📩 📩		
Steps wil		
Show All Data >		
Data So	ources & Access	>
Su	mmary Br	<b>Conse</b>

Step 2 Scroll down, then tap "Data Sources & Access".



#### Step 3

Tap "Edit". After which, touch and hold the "Change Order" button next to a data source, and drag it up or down the list.



Aim for 10,000 --steps challenge Championing: I