

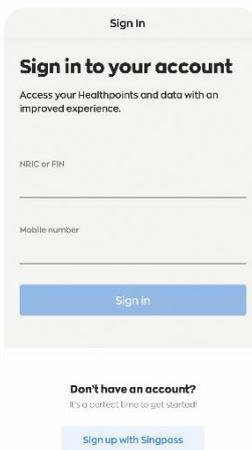
## How to make an appointment to exchange your HPB fitness tracker for National Steps Challenge™



### Step 1

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

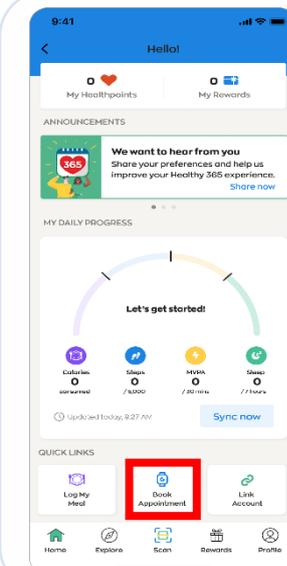
\*The latest version of the Healthy 365 app requires a minimum of Android 6 or iOS 10.



### Step 2

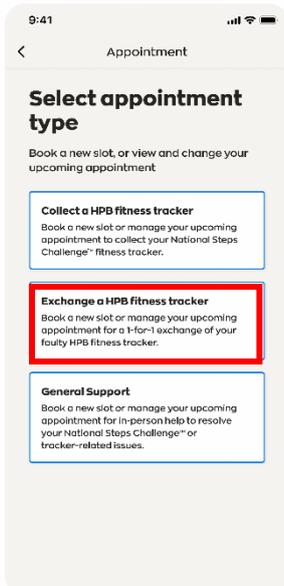
Create or restore your profile by following the on-screen instructions.

Note: All Healthy 365 profiles must be verified using Singpass. Click [here](#) for a step-by-step guide on the Singpass verification process



### Step 3

Go to "Home" page, look for the "Quick Links" section. Tap "Book Appointment".



### Step 4

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

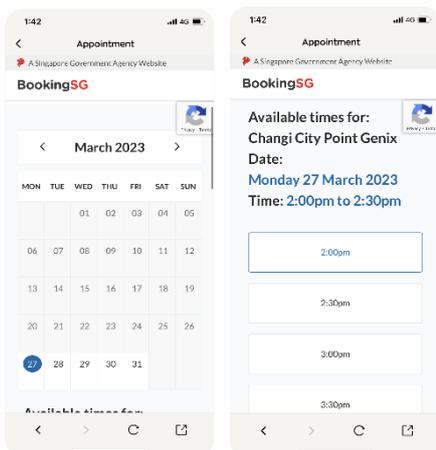
<sup>1</sup> You are eligible if you have joined National Steps Challenge™ and have a faulty Axtro Fit 3, Tempo 4C or Tempo 5C that is within the 1-year warranty period.

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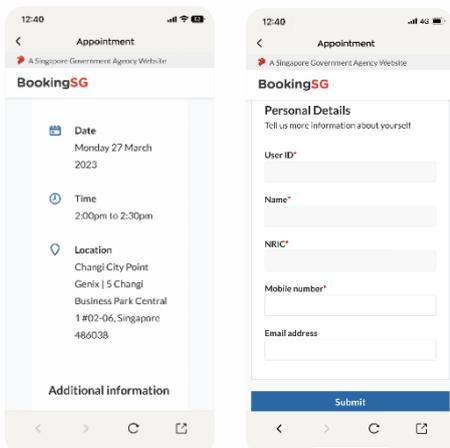
### Step 5

On the appointment booking site, eligible participants can select your desired location. Alternatively, you can tap "Apply Filter" to select a booking date and filter locations by zone.



### Step 6

Select your desired date and timeslot.

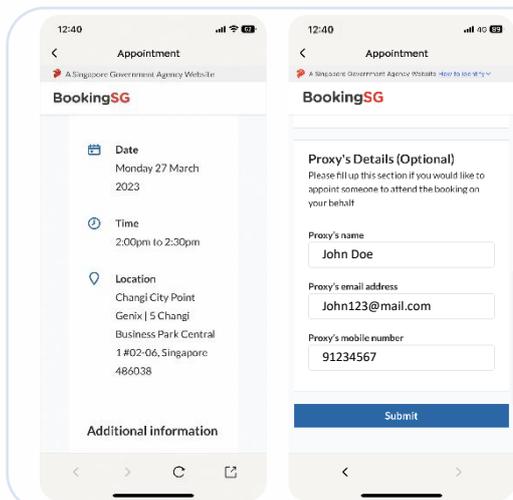


### Step 7

Provide your 'Mobile number' to confirm your appointment and receive appointment notifications from BookingSG.

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

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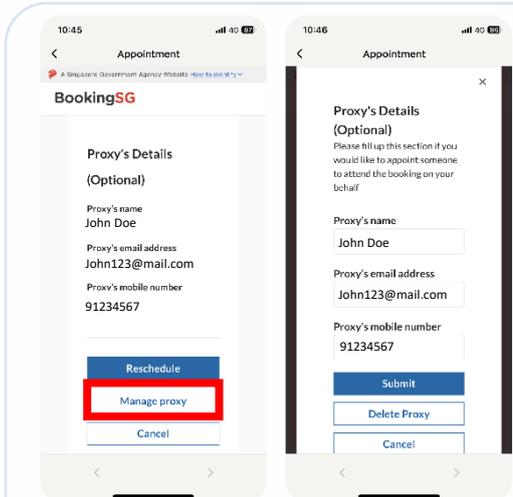


### Step 8 (Optional)

If you would like to appoint someone else to exchange your fitness tracker on your behalf, please fill in your proxy's details\* below.

You and your appointed proxy will receive your exchange appointment confirmation details via SMS and email, if valid mobile numbers and email addresses are provided.

\*Note that your appointed proxy must register to Healthy 365 to collect the tracker on your behalf.

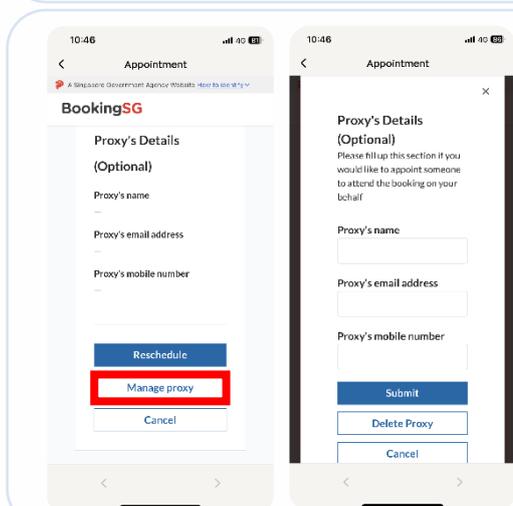


### Step 9 (Optional)

Your appointed proxy's details will be shown at the bottom of the page. If you wish to change or remove your appointed proxy, please select "Manage proxy".

After changing your appointed proxy's details, press "Submit".

To remove your proxy, select "Delete Proxy".



### Step 10 (Optional)

If you have already made a collection appointment, and would like to appoint a proxy, repeat steps 3 and 4 to retrieve your appointment details.

Select "Manage proxy" and fill in your appointed proxy's details\*

You and your appointed proxy will receive your collection appointment confirmation details via SMS and email, if valid mobile numbers and email addresses are provided.

\*Note that your appointed proxy must register to Healthy 365 to collect the tracker on your behalf.

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### Step 11a (Self-exchange)

On the day of your appointment, bring your photo ID, and either of the following:

- (i) Appointment confirmation page on Healthy 365 app (Repeat Steps 3 & 4 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.



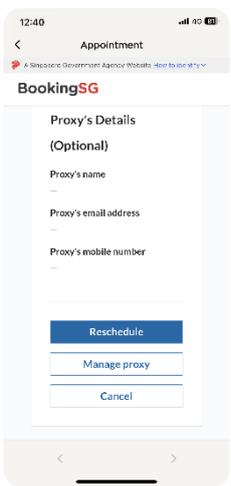
### Step 11b (Exchange by appointed proxy)

On the day of your appointment, your proxy will have to present the following:

- (i) Appointment confirmation email sent to your appointed proxy\*, and
- (ii) A valid photo ID (physical or digital NRIC, driving license, etc.) of the appointment holder

\*Note that your appointed proxy must register to Healthy 365 to collect the tracker on your behalf.

## How to change/cancel an appointment?



Follow Steps 3 & 4 to retrieve your appointment details from Healthy 365 app.

Then tap:

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

If you reschedule your appointment, please refer to the latest appointment confirmation details when exchanging your HPB fitness tracker.