

**NATIONAL STEPS CHALLENGE™ SEASON 4
THEMATIC CHALLENGE #6
“CHERRY BLOSSOM CHASE WITH KLOOK @ CHANGI AIRPORT”
FREQUENTLY ASKED QUESTIONS (FAQS)**

General	
1.	<p>What is the Cherry Blossom Chase with Klook @ Changi Airport Challenge?</p> <p>The Cherry Blossom Chase with Klook @ Changi Airport Challenge is a thematic challenge of the National Steps Challenge™ Season 4 (NSC4). It is a physical activity initiative by the Health Promotion Board (HPB) to encourage NSC4 participants to be physically active every day, anytime and anywhere. Participants stand a chance to win attractive prizes when they successfully complete the entire challenge.</p>
2.	<p>Who can sign up for Thematic Challenge #6 – Cherry Blossom Chase with Klook @ Changi Airport Challenge</p> <p>The Cherry Blossom Chase with Klook @ Changi Airport Challenge is open to all NSC4 participants with a valid NRIC or photo identification at the point of registration. Participants must also be 17 years or older at the point of registration. Please note that eligible persons who are below 21 years of age must obtain parental consent before participating in the Cherry Blossom Chase with Klook @ Changi Airport Challenge</p>
3.	<p>How does the Thematic Challenge #6 – Cherry Blossom Chase with Klook @ Changi Airport Challenge work?</p> <p>Participants stand a chance to win attractive prizes by completing the checkpoints and game stations located within Changi Airport during the Challenge period (6 - 10 Mar 2019, 12pm to 10pm).</p> <ul style="list-style-type: none"> • Each participant will be given a challenge passport. • There will be 3 game stations located at the event site. • Completion of each game station entitles a participant to collect 1 unique stamp and a sure-win prize. • In order to earn stamps at the checkpoints and game stations, participants will have to complete a task. • Participants will have to submit their challenge passport on-site in order to redeem the prizes. • Participants must complete the challenge and redeem their prizes before the official event end time. • Participants are also eligible to collect a goodie bag for completing any 1 of the game stations for the challenge. • All prizes are issued on a first come first served, while stocks last basis. • No refunds or exchanges of prizes are allowed.
4.	<p>How does the Lucky Draw work?</p> <p>Participants will be eligible for 1 Lucky Draw Chance if they completed at least 2 game station stamp.</p>

Lucky Draw Prizes:

Prize	Description	No. of winners
1 st prize	<ul style="list-style-type: none"> • \$1,000 Klook Travel Voucher • OSIM uBumBum Lower Back Massager • Timberland Yellow Boots 	1
2 nd prize	<ul style="list-style-type: none"> • \$1,000 Klook Travel Voucher • Timberland Packable Jacket • Timberland Yellow Boots 	1
3 rd prize	<ul style="list-style-type: none"> • \$500 Klook Travel Voucher • OSIM uSqueez Hand Massager • Timberland Lightweight Packable Backpack • Polar A370 Fitness Tracker 	1
4 th prize	<ul style="list-style-type: none"> • \$500 Klook Travel Voucher • OSIM uSqueez Hand Massager • Timberland Lightweight Packable Backpack • \$100 Changi Gift Card 	3
5 th prize	<ul style="list-style-type: none"> • \$500 Klook Travel Voucher 	4

- Only eligible participants of the Cherry Blossom Chase with Klook @ Changi Airport are able to take part in the Lucky draw.
- A lucky draw will be conducted, in descending order (lowest value prize to highest value prize), to select the winners. This means that a lucky draw will be conducted for the 4th prize, followed by the 3rd prize, followed by the 2nd prize and finally the 1st prize.
- Participants are only allowed to win in one category.
- Participants who did not win in the lucky draw of the preceding category will remain eligible to win in the draws of the subsequent categories.
- In the event that a participant wins in a category, their names will be automatically removed from the other subsequent categories.
- HPB may, in its sole and absolute discretion and without prior notice, replace, change or substitute any prizes with another of similar value.
- Prizes are not exchangeable for cash. Any request to exchange prizes will not be entertained.
- If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian.

5. **When will I be notified if I am one of the winners of the lucky pick/lucky draw?**

The lucky pick and lucky draw will be conducted by end March 2019. All winners will be published on www.stepchallenge.sg and shall be notified through email and phone within 1 month from the date of draw.

6. **Can I indicate/suggest my own preferred prize category for the lucky pick or lucky draw?**

Participants will not be allowed to indicate their preferred prize category.

7.	<p>How do I sign up for the Thematic Challenge #6 – Cherry Blossom Chase with Klook @ Changi Airport Challenge?</p> <p>Step 1: Download or update to the latest version of the Healthy 365 mobile app via Apple App Store or Google Play Store. Create or restore your profile, if you already have one.</p> <p>Step 2: Sign up for the National Steps Challenge™ Season 4 and pre-register for the Cherry Blossom Chase with Klook @ Changi Airport Challenge on the Challenges tab.</p> <p>Step 3: Consent to the Terms and Conditions of the Challenge and select your preferred tracking mode.</p> <p>Step 4: Head to Terminal 3 of Changi Airport, 6 -10 Mar 2018, to check-in and register for a challenge passport at the registration booth.</p> <p>Step 5: Complete the challenge passport by participating in the game stations.</p> <p>Step 6: Upon the completion of the challenge passport, redeem the prizes at the National Steps Challenge™ prize redemption booth.</p> <p>The Challenge will be available for pre-registration on the Challenges tab of Healthy 365 mobile app, from <u>20th February 2019</u> onwards.</p>
8.	<p>Can I pre-register on behalf of my friends or family members for the Thematic Challenge #6 – Cherry Blossom Chase with Klook @ Changi Airport Challenge?</p> <p>No, each person must pre-register individually on a smartphone.</p>
9.	<p>Must I pay to participate in the Thematic Challenge #6 – Cherry Blossom Chase with Klook @ Changi Airport Challenge?</p> <p>No, participation in the Cherry Blossom Chase with Klook @ Changi Airport Challenge is free of charge.</p>
10.	<p>Must I sign up for the National Steps Challenge™ Season 4 as well?</p> <p>Yes, participants of the Cherry Blossom Chase with Klook @ Changi Airport Challenge will need to be a participant of the National Steps Challenge™ Season 4.</p>
11.	<p>Will there be any penalty if I decide to withdraw from the Thematic Challenge #6 – Cherry Blossom Chase with Klook @ Changi Airport Challenge?</p> <p>No penalty will be imposed.</p>
12.	<p>When does the Thematic Challenge #6 – Cherry Blossom Chase with Klook @ Changi Airport Challenge begin?</p> <p>The Cherry Blossom Chase with Klook @ Changi Airport Challenge will begin on 6 Mar 2019 from 12pm to 10pm. Pre-registration on the Health 365 mobile app starts on 20 Feb 2019 at 12.00am. Registration and check-in on-site will begin on 6 Mar 2019 from 12pm onwards. Redemption of the goodie bags will end on 10 Mar 2019 at 10pm sharp.</p>

13.	<p>Can I participate more than once?</p> <p>No. Each participant may only take part in the challenge once.</p>
14.	<p>Is the Challenge time-based? I.e. is the timing taken to complete the Challenge is being considered?</p> <p>No. Participants are not limited to time in order to complete their game passports.</p>
15.	<p>What are the different modes of steps tracking?</p> <p>Participants may track their steps using the following trackers or mobile applications compatible with the Healthy 365 mobile app.</p> <p>National Steps Challenge™ preferred mobile apps and trackers:</p> <ul style="list-style-type: none"> • Actxa® mobile app • Garmin Connect mobile app • Polar Flow mobile app <p>Other mobile apps and trackers:</p> <ul style="list-style-type: none"> • HealthKit mobile app with Apple Watch • Samsung Health mobile app with Samsung Wearables • Fitbit mobile app with any Fitbit tracker <p>If you are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate in order to contribute to the time spent on MVPA.</p> <p>Please note that the Healthy 365 mobile app will only retrieve up to seven days of data and you will need to sync your selected tracking mode with the Healthy 365 mobile app at least once every seven days to prevent any data loss. Tap on “Sync” on the “Dashboard” to sync.</p> <p>Note: Steps synced into Healthy 365 mobile app are dependent on the steps recorded from the mobile device itself. Healthy 365 mobile app alone does not do any form of steps tracking.</p>
16.	<p>Will participants of the Thematic Challenge #6 – Cherry Blossom Chase with Klook @ Changi Airport Challenge be given a free HPB steps tracker?</p> <p>HPB fitness trackers will not be distributed for this Challenge.</p> <p>Participants may track their steps and MVPA duration using the following trackers or mobile applications compatible with the Healthy 365 mobile app.</p> <p>National Steps Challenge™ preferred mobile apps and trackers:</p> <ul style="list-style-type: none"> • Actxa® mobile app • Garmin Connect mobile app • Polar Flow mobile app <p>Other mobile apps and trackers:</p> <ul style="list-style-type: none"> • HealthKit mobile app with Apple Watch • Samsung Health mobile app with Samsung Wearables • Fitbit mobile app with any Fitbit tracker

Healthy 365 mobile app	
17.	<p>Is the Healthy 365 mobile app compatible with my smartphone?</p> <p>Please check that both the version of your phone's operating system (OS) and your phone model are compatible with the Healthy 365 mobile app.</p> <p>For smartphone OS versions, the Healthy 365 mobile app requires at least Android 4.4 and iOS 8 and above to operate.</p> <p>To date, the following phone models are known to have compatibility issues with the Healthy 365 mobile app or connection issues with our HPB steps trackers.</p> <ul style="list-style-type: none"> i) LG G2 ii) Samsung S3 iii) iPhone 4 iv) Samsung Note 4 v) Samsung Ace vi) Redmi 2 vii) ASUS viii) ASUS and Alcatel Tablets (as Healthy 365 are designed to work with smartphones) <p>Please note that this is not an exhaustive list and we are currently working on the Healthy 365 mobile app so that it can be compatible with more phone models.</p>
18.	<p>Do I need data or internet connection to use the Healthy 365 mobile app?</p> <p>The Healthy 365 mobile app requires Internet connection (data plan or WI-FI connection) to register for Challenges, update your Healthpoints and redeem rewards. The app does not require Internet connection to sync your steps/MVPA duration on the steps tracker to your smart phone as it uses Bluetooth® technology. However, Internet connection is required for the steps data to be sent to our Internet server for Healthpoints calculation and rewards redemption.</p>
Technical assistance / Troubleshooting	
19.	<p>I cannot click on "I Agree" when I try to register for a challenge.</p> <p>As the Healthy 365 mobile app is built to be time sensitive, you may encounter an error when the time on your phone is different from the time in Singapore. If you are currently in Singapore, please ensure the time on your phone is accurate.</p> <p>Please follow the steps below:</p> <p>For iOS:</p> <ul style="list-style-type: none"> a) Go to your phone's "Settings" page b) Tap on "General", followed by "Date & Time" c) Turn "Set Automatically" option on <p>For Android:</p> <ul style="list-style-type: none"> a) Go to your phone's "Settings" page b) Tap on "Date and Time" c) Turn "Automatic date and time" option on
20.	<p>I am unable to complete registration for a challenge on the Healthy 365 mobile app.</p> <p>You might not have internet connectivity or our servers may be busy/under maintenance at the moment. Please try again later. If the problem persists, please contact us at stepschallenge@hpb.gov.sg for further assistance.</p>

For other enquiries, please contact us at stepschallenge@hpb.gov.sg.