

Healthy 365 app Frequently Asked Questions (FAQs)

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A. Signing up or verifying Healthy 365 account with Singpass Myinfo

From 5 January 2023 onwards, all new and existing Healthy 365 accounts must be authenticated with Singpass Myinfo. You are only required to perform this verification process once. After which, you will be able to use your NRIC/FIN and mobile number for subsequent logins to the Healthy 365 app.

1. Why is the Healthy 365 app using Singpass Myinfo?

In line with the Whole of Government movement towards strengthening data governance measures, all existing *Healthy 365* app users must verify their account with Singpass from 5 January 2023.

This one-time Singpass verification of all Healthy 365 accounts will safeguard users against potential fraud (e.g. impersonation).

Additionally, for new users of the Healthy 365 app, signing up for a new Healthy 365 account using Singpass will help you simplify the sign-up process by extracting essential personal details and pre-filling them for you on the Healthy 365 app.

2. What personal information will be retrieved when I verify with Singpass Myinfo?

We will be retrieving your Name, NRIC/FIN, Date of Birth, Sex, Residential Address, Marital Status, Race, Mobile Number and Email Address from Myinfo. Please be assured that all of your personal data submitted to Health Promotion Board will be treated in accordance with our HPB Privacy Statement set out in <https://www.hpb.gov.sg/privacy-statement> (“**Privacy Statement**”) and Healthy 365 Privacy Statement set out in <https://go.gov.sg/h365-privacystatement>.

3. How do I sign up or verify my existing Healthy 365 account with Singpass?

An updated version of the Healthy 365 app will be available on the app store from 5 January 2023. Please download the latest version of the app to verify with Singpass Myinfo.

If you do not have a Singpass account, refer to [A4. What should I do if I do not have a Singpass account?](#)

Follow the on-screen steps to create a new account or verify your existing Healthy 365 account.

Download the step-by-step guide at healthy365.gov.sg under **Your 101 to Healthy 365**.

When completing the one-time Singpass verification on your Healthy 365 app, you can log in to your Singpass account by either i) tapping on the on-screen QR code to open your Singpass app or ii) using your User ID and Password if you do not have the Singpass app installed on your mobile device.

*Please note that only Mobile Number, Email Address and Marital Status are editable fields and your Mobile Number will be used for future logins to the Healthy 365 app. If you encounter difficulties connecting to Singpass or Myinfo service, try again later as the Singpass service may be unavailable at that time.

4. What should I do if I do not have a Singpass account?

Singapore Citizens, Permanent Residents or Foreign Identification Number (FIN) holders aged 15 years old and above can register for a Singpass account. You can check your eligibility and register for a Singpass account at <https://www.Singpass.gov.sg/home/ui/support>.

Alternatively, you may visit any of the Singpass counters in person. You will need to bring the necessary documents for verification, such as your original NRIC or FIN card. List of Singpass counters can be found at <https://www.Singpass.gov.sg/home/ui/counter-locations>.

If you require further assistance, please contact the Singpass Helpdesk at support@Singpass.gov.sg or +65 6335 3533. The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.

5. Do I need to install the Singpass app on my smartphone to complete the Singpass verification?

Downloading the Singpass app on your smartphone is recommended for your convenience. However, if you choose not to or are unable to install the Singpass app on your smartphone, you can complete the one-time Singpass verification on your Healthy 365 app with your Singpass User ID and Password.

6. If I do not have a smartphone but I have a Singpass account, can I create a Healthy 365 account?

A smartphone is required for the creation of a Healthy 365 account. If you do not have a smartphone, you may wish to sign up for a Healthy 365 account using a family member's or friend's smartphone. To do so, your family member or friend will need to log out from their own Healthy 365 account, before you can sign up for a Healthy 365 account under your name.

7. If I am a foreigner, can I register for Singpass and create a Healthy 365 account?

Permanent Residents or Foreign Identification Number (FIN) holders aged 15 years old and above can register for a Singpass account. You can check your eligibility and register for a Singpass account at <https://www.Singpass.gov.sg/home/ui/support>. You will be able to create a Healthy 365 account as long as you have a Singpass account.

If you require further assistance, please contact the Singpass Helpdesk at support@Singpass.gov.sg or +65 6335 3533. The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.

8. How do I change my Singpass Myinfo information or reset my Singpass password?

- a) You can reset your Singpass password at <https://www.Singpass.gov.sg/home/ui/support>.
- b) To update your mobile number/email address/password with Singpass, visit Singpass website at <https://www.Singpass.gov.sg/main/> and log in to your account. Select 'My Account' and follow the instructions on the page.
- c) If the information retrieved from Myinfo is incorrect or you require further assistance, please contact the Singpass Helpdesk at support@Singpass.gov.sg or +65 6335 3533. The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.

9. If my Singpass Myinfo information is updated subsequently, do I have to inform Health Promotion Board?

Subsequent updates to the information in Singpass Myinfo will not be automatically updated to your Healthy 365 account. You can trigger an update by tapping on “Profile” on the Homepage of the Healthy 365 app.

- a) Under Primary Information, Tap on “View More”.
- b) You can update Mobile Number, Email Address and Marital Status directly on the Healthy 365 app (Note: Your new Mobile Number will be used for future logins to the Healthy 365 app).
- c) To update other information, tap on “Update with Singpass”.
- d) Log in to Singpass and give your permission to access the data by selecting “I Agree”.
- e) Tap “Confirm” to finish – A 4-digit One-Time-Password (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on “Submit”.
- f) Your profile information in your Healthy 365 account will be updated with the latest information from Myinfo upon completion.

10. I have issues with my Singpass. What should I do?

Singpass is an authentication service governed by GovTech. Health Promotion Board is one of the government agencies using Singpass and its 2FA service. If you have any Singpass issues (e.g., unable to log in via Singpass, lost Singpass token, forgot Singpass password, unable to receive SMS OTP), please call the Singpass helpdesk at +65 6335 3533 or email support@Singpass.gov.sg.

11. Can I edit my profile after my Healthy 365 account has been created / verified using Singpass?

Yes, you will be able to edit your Mobile Number, Email Address and Marital Status after Singpass Myinfo verification. Refer to [A9. If my Singpass Myinfo information is updated subsequently, do I have to inform Health Promotion Board?](#)

12. My FIN/NRIC in Singpass is different from my existing Healthy 365 account, what should I do?

Please email us at HPB_mailbox@hpb.gov.sg to notify us. We will follow up with a verification process and assist you accordingly.

13. What will happen if my FIN/NRIC Date-of-Birth (DOB) in my Singpass Myinfo does not have the “day” and/or “month” component?

The DOB field in your Healthy 365 app’s Personal Information section is auto-filled with your DOB information stated in Singpass Myinfo (which is reflective of the DOB information found on your FIN/NRIC).

We understand that there are some users whose Singpass Myinfo DOB information do not contain the “day” and/or “month” component. As only the “year” component is necessary to facilitate participation in Healthy 365 app events/activities, users whose Singpass Myinfo DOB information do not contain the “day” and/or “month” component will still be allowed to access the Healthy 365 app and use it normally.

Note: If the “day” and/or “month” component of your Singpass Myinfo DOB information is missing, the DOB indicated in your Healthy 365 app’s Personal Information section may differ from your actual birthdate. If your Singpass Myinfo DOB information does not have the “day” component, the Healthy 365 app system will automatically indicate “01” as the day in the DOB found in the Healthy 365 app’s Personal Information section. If your Singpass Myinfo DOB information does not have the “month” component, the Healthy 365 app system will automatically indicate “Jan” as the month in the DOB found in the Healthy 365 app’s Personal Information section. For example, if your Singpass Myinfo DOB information only shows your Year-of-Birth as 1945, the DOB in your Healthy 365 profile will be reflected as “01 Jan 1945”. This is a system generated date within the Healthy 365 app, and will not impact your information on other apps.

14. What happens if I do not verify my Healthy 365 account with Singpass Myinfo?

Unverified users will not be able to access the Healthy 365 app. Hence, you will not be able to sync your fitness data, redeem rewards, scan QR codes, join challenges, participate in events and book appointments for fitness tracker collection or exchanges on the Healthy 365 app.

Please verify your account by 7 February 2023 to continue accessing the Healthy 365 app. Refer to [A3. How do I sign up or verify my existing Healthy 365 account with Singpass?](#) for step-by-step guide to verify your account.

15. What will happen to the Healthpoints/eVouchers in my Healthy 365 account while my account remains unverified?

Existing Healthpoints/eVouchers in your account will remain valid until the date of expiration.

Please verify your account by 7 February 2023 to continue to redeem your Healthpoints/eVouchers. Refer to [A3. How do I sign up or verify my existing Healthy 365 account with Singpass?](#) for a step-by-step guide to verify your account.

16. What will happen to my event bookings in my Healthy 365 account while my account remains unverified?

Existing event registrations will remain valid in your Healthy 365 account. However, if you are unable to subsequently log in to the Healthy 365 app and register your attendance, you will incur the no show penalty as you will not be able to scan attendance via the Healthy 365 app.

As of 12 July 2021, a penalty will be imposed on participants who do not turn up for any on-ground event they have registered for via the Healthy 365 app. The penalty, which will disallow no-show participants from booking any on-ground event on the Healthy 365 app for a period of 7 days, will take effect from the time of the last missed session. If you miss multiple sessions you have registered for within this 7-day period, the penalty period will be extended by another 7 days from when you last failed to show up.

To continue using the Healthy 365 app, we would highly recommend you to update your Healthy 365 app to the latest version at your earliest convenience, from 5 January 2023. Refer to [A3. How do I sign up or verify my existing Healthy 365 account with Singpass?](#) for a step-by-step guide to verify

your account.

B. Change in the Healthy 365 app eligibility for minors under 15 years old

From 5 January 2023 onwards, all new and existing Healthy 365 accounts must be authenticated with Singpass Myinfo. The eligible age to create and use the Healthy 365 app has been changed. Hence, individuals under 15 years old will not be able to sign up or log in to the Healthy 365 app until he/she turns 15 years old.

1. How can I register for Health Promotion Board parent-child events (e.g., Active Family programme) since I am under 15 years old and unable to access the Healthy 365 app?

Simply get your parent to register for an event that allows them to bring a child and you can join them.

Steps to sign up for the parent-child events:

- a) Tap on "Explore" on the Homepage of the Healthy 365 app.
- b) Tap on "Events".
- c) Select the session of the parent-child event you would like to register for.
- d) Tap on "Book Now".

Each parent-child event booking caters for 1 adult and 1 child. Child must be accompanied by the parent who made the booking to attend the session.

Please note that a new registration process for parent-child event will be available from early February 2023 onwards. You may refer in-app or

<https://www.healthhub.sg/programmes/letsmoveit#home> (click on MOVE IT Classes) for the new registration details nearer the date.

2. Can my relatives or grandparents also register for parent-child events with me since I am under 15 years old and unable to access the Healthy 365 app?

As long as they are a verified Healthy 365 app user, they will be able to book for parent-child event and bring you along to the session. However, do note that with the new registration process that will be available from early February 2023 onwards, only parents/legal guardians with the relationship verified via Singpass MyInfo will be able to book for children under 15 years old for parent-child events.

You may refer in-app or <https://www.healthhub.sg/programmes/letsmoveit#home> (click on MOVE IT Classes) for the new registration details nearer the date.

3. Will I be able to access my Healthy 365 account once I turn 15 years old?

You will be able to access your Healthy 365 account once you have a Singpass account.

Singapore Citizens, Permanent Residents or Foreign Identification Number (FIN) holders aged 15 years old and above can register for a Singpass account. You can check your eligibility and register for a Singpass account at <https://www.Singpass.gov.sg/home/ui/support>.

Once you have a Singpass account, follow the step-by-step guide in [A3. How do I sign up or verify my existing Healthy 365 account with Singpass?](#) to log in to your Healthy 365 account.

4. I turned 15 years old but have since changed my mobile phone number. How do I access the Healthy 365 app and update my profile details?

If you have changed your mobile number and are unable to receive the One-Time-Password (OTP) to access your profile, please contact our customer care hotline at 1800 223 1313 to update your mobile number. Our hotline operating hours are from Monday – Friday, 8am to 6pm. Thereafter, refer to [A3. How do I sign up or verify my existing Healthy 365 account with Singpass?](#) to log in to your Healthy 365 account.

C. Managing your Healthy 365 account

1. How can I withdraw from the Healthy 365 app?

You may do so through the Healthy 365 app by choosing “Withdraw from Healthy 365” in settings or email us at HPB_Mailbox@hpb.gov.sg.

D. Participating in programmes on the Healthy 365 app

1. How do I sign up for a Challenge?

Please ensure that your smartphone is connected to the internet before following the below instructions:

- a) Tap on “Explore” on the Homepage of the Healthy 365 app.
- b) Tap on “Challenges” card
- c) Select the challenge of your choice
- d) Enter entry code if applicable, otherwise select “Join now”

2. Can I sign up for a challenge on behalf of my friends/family members on the Healthy 365 app using my account?

No, each person must sign up individually. Each smartphone can only be signed in to one account at a time. To sign up for your friend or family member, you will need to log out from your account and sign in with his/her account before signing up for the challenge.

E. Healthy 365 app technical queries

1. Do I need an internet connection to use the Healthy 365 app?

The Healthy 365 app requires an internet connection (data plan or WI-FI connection) for all features, including but not limited to registering for challenges, syncing your fitness tracker to your smartphone, updating the points that you have earned and redeeming rewards.

2. I accidentally deleted the Healthy 365 app. What should I do?

Please download the app again from your Apple or Android app store and sign in using your Healthy 365 account to retrieve the data and your progress.

3. What is the "Send Diagnostic Report" feature for?

The feature is to allow Health Promotion Board to diagnose what issues your mobile device has encountered.

You should send diagnostic report only if you are advised to do so by our customer care officer.

4. I am unable to log in to the Healthy 365 app. What should I do?

You may be on the older version of the Healthy 365 app. Please download the latest version of the Healthy 365 app on the app store and follow the on-screen instructions.

If you have changed your mobile number and are unable to receive the One-Time-Password (OTP) to access your profile, please contact our customer care hotline at 1800 223 1313 to update your mobile number. Our hotline operating hours are from Monday – Friday, 8am to 6pm.

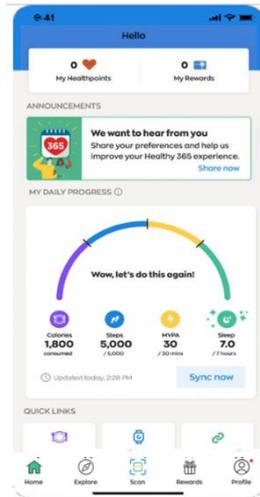
F. Understand Home Screen and Navigation

1. Why does the home screen look different?

The home screen has been updated to enhance the in-app experience with two new features - "My Daily Progress" and "Recommended For You".

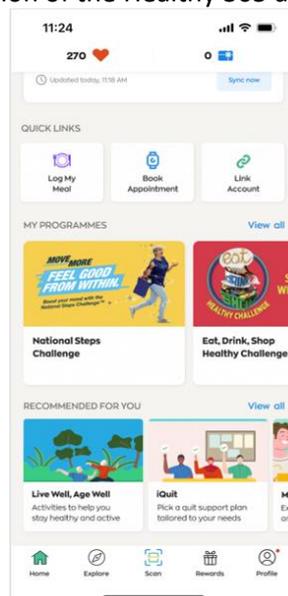
2. Where can I find "My Daily Progress"?

When you open the Healthy 365 app, "My Daily Progress" will show up as an integrated dashboard that tracks your calories, steps, MVPA and sleep on the Homepage. If you do not see it, make sure you have updated to the most recent version of the Healthy 365 app.



3. Where can I find “Recommended For You”?

When you open the Healthy 365 app, "Recommended For You" will show up as a carousel of recommended programmes and resources on the Home page. If you do not see it, make sure you have updated to the most recent version of the Healthy 365 app.



4. How do I book an appointment for tracker collection or exchange?

On the homepage under “Quick Links” Tap on “Book Appointment” to select an appointment type.

For more information:

- [Step-by-step guide on how to make an appointment to collect your free HPB fitness tracker](#)
- [Step-by-step guide on how to make an appointment to exchange your HPB fitness tracker](#)

G. "My Daily Progress" Feature

1. What is the "My Daily Progress" feature?

The "My Daily Progress" is a dashboard on the Healthy 365 app that records and tracks various activities you perform throughout the day to help you to meet your health goals. For existing users of the Healthy 365 app, "My Daily Progress" is an enhancement of the "Activity Summary" which tracks steps and moderate to vigorous physical activities (MVPA) minutes. With "My Daily Progress", you can now track your daily calories consumed by logging your meals, as well as tracking your steps, MVPA minutes, and sleep duration.

Four activity bands in different colours track and summarise your progress. The goal is to be mindful of the food you eat, move more, get some exercise, and have sufficient sleep every day.

2. What activities are being tracked in "My Daily Progress"?

The "My Daily Progress" feature displays four activity bands.

- The **purple** Meal band indicates you have logged meals in different time bands for the day and displays the calories consumed for the meal(s) logged
- The **blue** Steps band shows how many steps you have taken
- The **yellow** MVPA band shows how many MVPA minutes you have achieved
- The **green** Sleep band shows how many hours you have slept

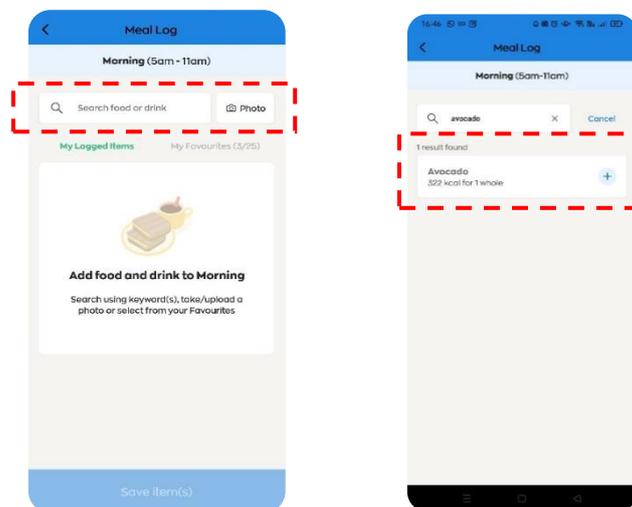
3. How do I meet my daily target for each band?

- Complete your **Meal** band by logging meals in at least 3 different time bands for the day. The corresponding calories will be displayed based on meals you have logged.
- Complete your **Steps** band by clocking 5,000 steps for the day.
- Complete your **MVPA** band by clocking at least 30 minutes of MVPA for the day.
- Complete your **Sleep** band by sleeping at least 7 hours for the day. Each day's sleep is counted from 12 noon to 11.59am the following day. Only sleep duration of at least 2 consecutive hours will be recorded.



4. How do I log meals?

- a. The meal log tool's search function is powered by a database of over 3,000 commonly consumed local food and drinks.
- b. Navigate to the day that you had your food or drink. You can log items for today or yesterday.
- c. Select the relevant time band when you had your food or drink.
- d. You can search for your food or drink item(s) in 2 ways:
 - i. **Manually search by typing keyword(s) in the search bar.** A list of food or drink items that best matches your keyword(s) will be displayed for you to choose from.
 - ii. **Take/upload a photo of your food or drink item using the "Photo" function.** Up to 5 food or drink items that best match the photo you have submitted will be displayed. If the search results do not match your photo, you may have to do a keyword search instead.
- e. Based on the search results, you can then review the number of calories for your item(s).



- f. Add your food or drink items to the time band in 2 ways:
 - i. **Click on the "+" next to the item that you want to add when search results are displayed** [see (d) above on how to search items]
 - ii. **On "My Favourites" tab, click on the "+" next to the item.**
This is provided you have previously added Favourite items under "My Favourites" tab.

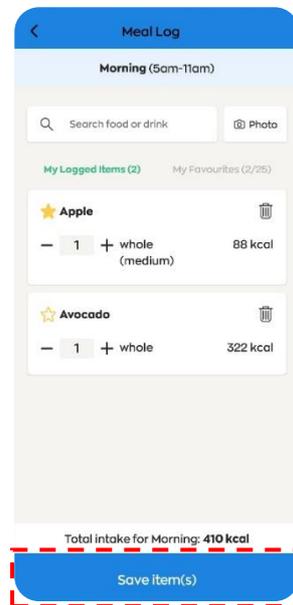
How to make an item your 'favourite':

- Select the relevant time band when you had your food or drink.
- Perform a search of the food or drink item.
- Click on the "+" next to the item to add it under "My Logged Items" tab.
- Click on the star icon next to the item to add it as your favourite. You should see it appearing under the "My Favourites" tab and the count should increase by one.

How to remove a favourite item:

- Select the relevant time band when you had your food or drink.
- Navigate to the "My Favourites" tab.

- Click on the star icon next to the item to remove it as your favourite. You should not be able to see it under the “My Favourites” tab and the count should reduce by one.
- g. Tap on the “+” and/or “-” icon to change the quantity or portion size of your food or drink.
- h. Once you have added your items, click on “Save item(s)”.

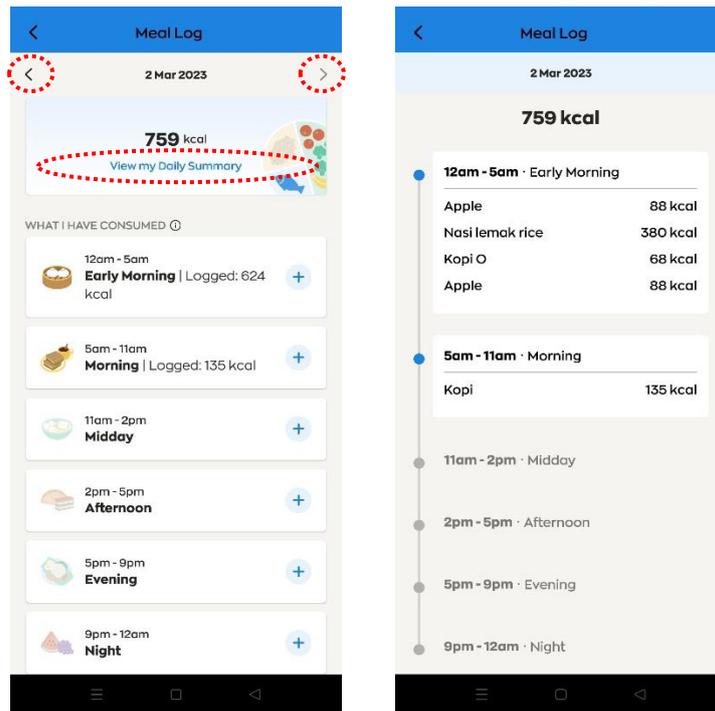


- i. There would be a prompt for you to either add a drink or log more items.
- j. Once you submit your log, a **green** “success” banner will be displayed at the top of the app and calories of your food or drink item(s) will be recorded in the time band selected.
- k. You should also see the total accumulated calorie count at the top of the Meal Log tool.

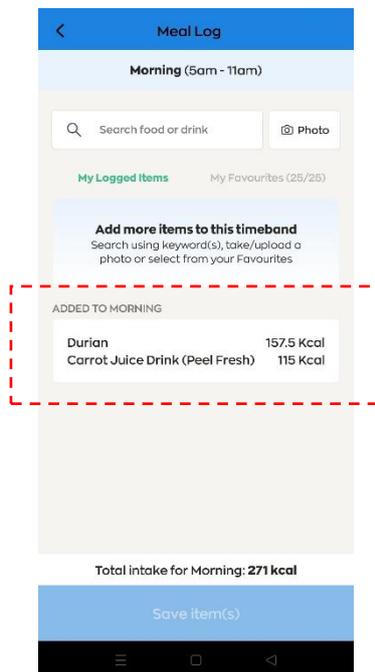
5. How do I track my calories consumed?

You can review your calorie intake and previous logs in 2 ways:

- a. Navigate to the specific date using the “< >” date arrows at the top and go to: “View my Daily Summary”. You can navigate **up to past 30 days** from the current date.



- b. For recent logs that you have made **yesterday or today**, you can navigate to the specific time band and view your food or drink items under “**My Logged Items**” tab > “**Added to <time band>**” section.



6. How do I track my steps, MVPA minutes and sleep duration?

First, set up your fitness tracker on the Healthy 365 app.

The following HPB fitness tracker models are supported by the Healthy 365 app:



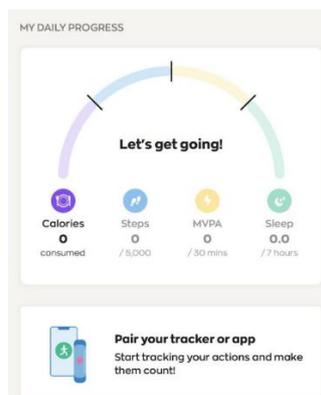
If your HPB fitness tracker is no longer supported by the Healthy 365 app, please check your eligibility to collect a new HPB fitness tracker.

Aside from using the fitness trackers issued by HPB, you may also track your steps and MVPA duration using other trackers or mobile applications that are compatible with the Healthy 365 app:

- Actxa® mobile app
- Apple Health mobile app
- Fitbit mobile app with any Fitbit tracker
- Garmin Connect™ mobile app
- HUAWEI Health mobile app
- Polar Flow mobile app
- Samsung Health mobile app

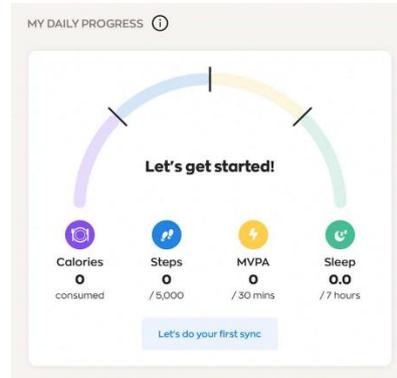
If you are using one of the above compatible fitness tracking devices or fitness mobile apps, your device needs to be able to track heart rate in order to contribute towards MVPA minutes.

If you have not set up any fitness trackers previously, you will see a prompt on the Healthy 365 app home page.



After tapping on the prompt, follow the on-screen instruction to set up your fitness tracker.

Once your fitness tracker is set up, wear it as you embark on your physical activities and synchronise your fitness data with the Healthy 365 app by tapping on the “Sync now” button.



Once your data is successfully synchronised, you will see the band(s) for steps and/or MVPA on the dashboard under “My Daily Progress” move and eventually close if you meet the goals set.

To track sleep, your fitness tracker must be supported for sleep syncing on the Healthy 365 app.

Sleep duration tracking is supported only with the following wearables:

- HPB fitness trackers: Axtro Fit 3 and Tempo 4C
- Fitbit devices that support sleep tracking

Other fitness tracking devices and mobile apps will be made available at a later time.

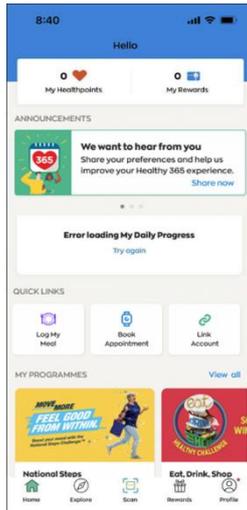
For more information on using the fitness trackers and tracking of physical activities and sleep duration, please refer to:

- [National Steps Challenge™](#)
- [Sleep duration tracking](#)

7. Why is there an error loading my dashboard?

Ensure that your mobile phone is connected to the internet with a stable connection.

If your dashboard still fails to load, try restarting the Healthy 365 app.

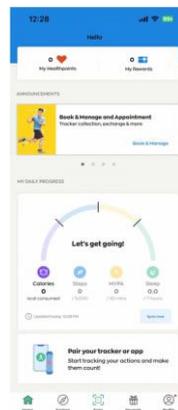


8. Why are the Steps, MVPA and Sleep activity icons on my dashboard greyed out?

Steps, MVPA and sleep activity icons will be greyed out if you have not set up a HPB fitness tracker or compatible fitness tracking devices/apps. Upon set-up, you will be able to view activity data for Steps, MVPA and Sleep on your dashboard.

For more information on setting up your HPB fitness tracker or other tracking devices/apps:

- [Step-by-step guide on how to set up your HPB fitness tracker](#)
- [Step-by-step guide on how to set up other tracking modes on the Healthy 365 app](#)



9. Do I get rewarded for tracking my daily activities?

To be rewarded for clocking steps and MVPA, you must join the National Steps Challenge™. There are currently no rewards for meal logging and sleep tracking.

10. Do I have to take part in HPB's challenges like the National Steps Challenge™ and Eat, Drink, Shop Healthy Challenge for my meal logs, steps, MVPA and sleep duration to be tracked on My Daily Progress?

You do not need to join the National Steps Challenge and/or Eat Drink Shop Healthy Challenge to track your daily activities. However, these challenges may support you in making healthier food choices, increasing your physical activity, and achieving optimal sleep duration.

For more information:

- [Eat, Drink, Shop Health Challenge](#)
- [National Steps Challenge™](#)

11. How are the targets of my daily activities determined?

Calories/Meal log

The Meal Log tool is designed to help you track your daily calorie intake.

For a start, users can aim to log **3 meals across 3 different time bands**, since this is a common eating pattern. However, we would encourage users to log **all** that you eat and drink every day, as it will help you better understand your eating habits over time. Once you know this, you can then make lifestyle changes accordingly to improve your diet or achieve your ideal weight.

The average recommended daily calorie intake is 2,200 kcal for males and 1,800 kcal for females. Individual requirements will differ depending on personal health goals, conditions, and physical activity levels.

Steps & MVPA

The Singapore Physical Activity Guidelines recommend that adults engage in at least 150 minutes of MVPA per week. Meeting this recommendation is associated with reduced risk of premature death, incidence of coronary heart disease, type 2 diabetes, depression, stroke, high blood pressure, colon cancer and breast cancer. The daily 30 minutes MVPA target supports individuals to incorporate achievable durations of physical activity over the week to meet the recommendation.

The 5,000 steps target is to motivate individuals who are starting out on physical activity, or those who are unable to undertake MVPA.

Sleep

While there are no local guidelines on the sleep duration recommendation for the adult population, the recommended sleep duration of 7 hours is based on the US National Sleep Foundation, which was set up by an expert panel of 18 people from different fields of science and medicine. The panel reviewed hundreds of validated research studies, voted, and discussed extensively before putting forth the set of recommended sleep duration.

12. Can I change the targets of my daily activities?

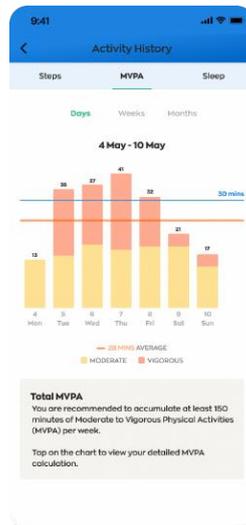
Currently, you will not be able to change the activity targets indicated on the dashboard.

H. View Activity History

1. How do I view my activity history?

Under "My Daily Progress", tap each of the Activity icons.

For example, to keep track of your progress on MVPA, tap  to view your MVPA history for days, weeks, or months.



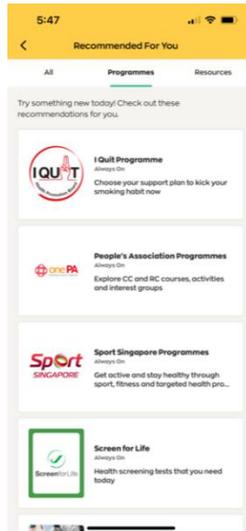
I. "Recommended For You" Feature

1. What is this "Recommended For You" feature about?

You can now get recommendations to programmes and resources that are customised just for you. These recommendations consider your individual health profile, demographic information (such as age or sex) and your preferences and include offerings from the Health Promotion Board and its partners like SportSG and the People's Association.

2. How do I view all the programmes and resources recommended to me?

Under "Recommended For You", tap [View all](#) to view all programmes and resources that are recommended to you.



3. How can I stop a programme/resource from being recommended to me?

Currently, you will not be able to stop a programme from being recommended to you.

4. How do I see a programme/resource that is not recommended to me?

Under “Recommended For You”, tap on the ‘All’ tab to view all programmes that you have not joined and resources, including those that have not been recommended to you.



5. Why do I see different recommended programmes and/or resources from my family/friends?

Programmes and resources are personalised and recommended to you based on information you have shared with the Healthy 365 app. These include your individual health profile, demographic information (such as age and sex) and your preferences. We may also recommend website links to partners like SportSG and People’s Association where you may find other relevant programmes and offerings.