

BITESIZE FREQUENTLY ASKED QUESTIONS

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Information last updated on 29/01/19 and may subject to change.

A. GENERAL INFORMATION

<p>A1. What is Bitesize?</p> <p>Currently, Bitesize is a beta experimental app that focuses on making being healthy simple, through small achievable steps and will provide you the building blocks to get you to a healthier routine. The first beta release will largely focus on the topic of physical activity.</p> <p>Bitesize in its design is led by a design thinking approach, that looks across our citizen landscape in Singapore to uncover opportunities and understand behavior drivers, motivations and barriers. The design thinking led approach anchors Bitesize’s philosophy to be citizen-centric, and focused on uncovering citizens’ true needs, deeply understanding behaviors to better engage, encourage and unlock opportunities for you to lead a healthier lifestyle and make healthier lifestyle choices.</p> <p>Bitesize focuses on continuous testing and learning for future developments, based on feedback from citizens like yourself. Bitesize focuses on encouraging positive lifestyle changes through a positive user experience to help motivate you to lead a healthier lifestyle.</p>
<p>A2. Who is Bitesize for?</p> <p>Bitesize focuses on the working adults who have busy schedules due to family or work, and are not sure where and how they can start exercising. Bitesize hopes to help them start small, at their own time and at their own pace, so that they can squeeze in some time for simple exercises in their daily routines.</p> <p>Although obesity rate has slowed down, Singaporeans still continue to get bigger. Physical activity time also decreases in all age groups, especially in the 21 to 39 year olds, and particularly the male population in this age group too. Life transition periods like post Full Time National Service and parenthood also see trends of decreasing levels of physical activity.</p>
<p>A3. What are some of the features in Bitesize?</p> <p>Unlike other apps available in the marketplace, Bitesize aims to provide a supportive and a positive user experience by providing knowledge and guiding you to take small steps to complete simple achievable exercises, and in your own time, progress to a routine and harder exercises.</p> <p>Bitesize will provide you with timely encouragements and weekly insights and benefits of your performance to motivate you and hopes to be an encouraging friend in your journey to a healthier lifestyle. You will also be able to customize Bitesize depending on your preferences and profile. Bitesize</p>

will also personalize its recommendations of exercises to you as it gets to know you better. Your feedback matters, as Bitesize's future developments will be based on your experience and your feedback.

In future developments, Bitesize may also include other topics like healthier food, mental well-being and more to help you along in your journey to a healthier you.

B. PARTICIPATION

B1. Am I eligible to use Bitesize?

While Bitesize is open to participation of all Singapore Citizens and permanent residents, Bitesize is primarily targeted at those aged 18 to 40 years old.

All eligible participants must have a smartphone with operating system compatible with the Bitesize app and a Singapore-registered mobile number.

B2. How do I use Bitesize?

Download the free Bitesize app on Apple App Store or Google Play Store. Once you have successfully signed up, you can start using Bitesize.

B3. Can I use Bitesize if I am currently also taking part in other HPB programmes (e.g. National Steps Challenge™)?

Yes, participants of other HPB programmes are welcome to use Bitesize.

B4. Must I pay to use Bitesize?

Bitesize is a free app. Each Bitesize user (if eligible) can receive one free HPB fitness tracker. Additional fitness trackers may be purchased at your own costs.

B5. Can I withdraw my participation in Bitesize?

Yes, you may withdraw your participation from Bitesize at any point in time.

B6. Will there be cash incentives or HPB Healthpoints awarded for participation in Bitesize?

No, currently there will be no incentives in the form of cash or Healthpoints will be awarded for participation in Bitesize.

Bitesize aims to support you through a positive user experience, timely encouragements, weekly insights and benefits of your performance to motivate you.

C. USING BITESIZE

C1. What can I see in Bitesize?

Bitesize has 3 main areas – My Dailys Dashboard, Discover and Profile.

My Dailys Dashboard:

Exercises in Bitesize are referred to as “Dailys”. As a new user, you will be able to see 3 Dailys in your dashboard that are recommended according to your activity profile. You will be able to view instructions and benefits of each daily. You can also add or remove Dailys on the dashboard.

Discover:

Within the Discover page, you can access a variety of exercises categorized into Cardio, Flexibility and Strength. In each category, exercises are also arranged in order of difficulty/intensity, and lets you know which body parts you are working out on too. You may choose to add these exercises as your Dailys and also customize the intensity that you think is the most suitable for you. If you wish to unlock advanced exercises, you can try out a “Challenge” in the Discovery page.

Profile:

In the profile page, you can update your Profile, view your Exercise History, Challenge Results, ,access your Weekly Reports and send in feedback regarding the app You can also find the Contact information, Terms & Conditions and Tracker Pairing function in the profile page.

C2: What are some key features in Bitesize?

Gain access to a variety of simple-to-do exercises (known as Dailys)

- Build a holistic routine by trying out Dailys in 3 different categories (Cardio, Flexibility, Strength)
- Customise the intensity of each exercise to your preference

Unlock more Dailys (of higher difficulty) by completing a simple fitness challenge

- See where you stand in terms of your current fitness level

Exercise Feedback

- Bitesize can offer you recommendations (increase/lower intensity/alternate Daily) based on how you feel about your completed Daily(preference + perceived intensity).

Weekly Report & Insights

- Allow users to reflect and be encouraged on their effort over the past week
- Provide insights and recommendations to better select their Dailys for next week
- Tailored and supported experience

Notifications

- Affirm, encourage, remind; Targeted at users’ current state of mind
- Morning notification – encouragement
- After work notification – to nudge users based on completed daily
- Inactivity notification – to encourage user to come back after 4 days of inactivity
- Weekly Report notification – to provide users a chance to reflect/recalibrate their efforts in Bitesize on a weekly basis.

C3. Why am I not receiving notifications from Bitesize?

Please ensure that you have enabled Bitesize notification on your smartphone settings.

Even when notification is enabled, certain Android smartphone settings may block push notifications when application is not launched or when the smartphone is on power saving mode. You can find

options about battery optimisation and restrict background data in your smartphone settings. Please disable both options for Bitesize app to make sure that you can receive push notifications promptly.

Below instructions are for your reference. Due to variations among smartphone models, the exact steps could be different.

Samsung

Open Settings, go to Apps then Special Access and then Optimise battery usage. Switch off battery optimisation for Bitesize app.

In addition, go to Settings then Battery. Disable both battery optimisation and restrict background data for Bitesize app.

Huawei

Open Settings, go to Battery then App Launch. Enable Mange Manually for Bitesize app.

In addition, go to Settings then Battery Optimisation. Do not allow battery optimisation for Bitesize app.

Xiaomi

Open Security, go to Permissions then Autostart. Enable for Bitesize app.

Oppo

Open Security Center, go to Privacy Permissions then Startup Manager. Enable start up in the background for Bitesize app.

Vivo

Open iManager, go to App Manager then Autostart Manager. Enable auto-start in the background for Bitesize app.

OnePlus

Open Settings, go to Apps then Gear Icon and then Apps Auto-launch. Enable autolaunch for Bitesize app.

Lenovo

Open Settings, go to Power Manager then Background App Management. Enable allow autostart for Bitesize app.

C4. Is Bitesize compatible with my smartphone?

Please check that both the version of your smartphone’s operating system (OS) and your smartphone model are compatible with Bitesize.

For smartphone OS versions, Bitesize requires at least Android 7.0 and iOS 10.0 and above to operate.

C5. Do I need access to mobile data or internet connection when using Bitesize?

Yes, access to the internet (e.g. Wi-Fi or mobile data) is required for Bitesize to update the exercises and to be able to track your progress and changes you make to your Dailys and Challenge.

C6. What are “Apples”? Can they be converted to Healthpoints?

The “Apples” that you earn in Bitesize is a tool to track your progress, celebrate your consistency and recognize your efforts in exercising using Bitesize.

Apples earned in Bitesize cannot be converted to Healthpoints. You may refer to <http://www.healthhub.sg/rewards> for more information on Healthpoints.

C7. Who is eligible to earn Apples? How can I earn Apples?

All participants of Bitesize are eligible to earn Apples. You can earn Apples by completing your Dailys (exercises) in Bitesize.

C8. How do I add or remove a Daily/Exercise in Bitesize?

You can add a Daily from the Dashboard by clicking on the “Add a Daily” button. Alternatively, you can also add a Daily when browsing exercises available in the Discover page.

To remove a Daily from your Dashboard, click on the Daily and click on the “Trash” icon at the top right corner of the screen.

C9. Must I perform Dailys in each of the 3 categories (Cardio, Flexibility and Strength)?

While exercises in Bitesize are categorized into Cardio, Flexibility, Strength, you need not have to perform Dailys in all of the 3 categories every day. You can choose any Daily that you prefer (e.g. if you feel like working on your strength for today, you can choose only Strength Dailys).

For a more holistic exercise routine, we recommend that you attempt different exercises in Cardio, Flexibility and Strength in your Dailys across different days of the week.

C10. Why can't I access some exercises?

Bitesize aims to support you on a progressive fitness journey. Some exercises in Bitesize are more advanced and may be of higher intensity, and will require you to attempt a simple Challenge to make sure you are ready for them.

C11. What is “Challenge” in Discover page?

If you wish to unlock advanced exercises, you may attempt the Challenge by clicking on the “Challenge” button in the Discover page.

The Challenge is made of 5 simple fitness exercises that you can do anywhere in a short period of time. The 5 exercises focus on Cardio, Flexibility, Upper Body Strength, Core Strength and Lower Body Strength. You need not complete all of the exercises at one go. Once you complete all 5 exercises in the Challenge, you can find out how you did!

C12. Can I re-attempt the Challenge?

You can choose to re-attempt each exercises in the Challenge again before you submit your results. Once you complete the Challenge and successfully unlock advanced exercises in Bitesize, you will not be able to attempt the Challenge again.

In future releases of Bitesize, Bitesize may allow you to attempt the Challenge more than once for you to assess and track your progress in your fitness journey.

<p>C13. Why does Bitesize keep prompting me for my feedback after I complete each Daily?</p> <p>With your feedback, Bitesize learns about your preferences and how easy or hard you found the exercises. As Bitesize gets to know you better, Bitesize will be able to better support you to provide you with personalized and customized exercise recommendations to help you progress in your fitness journey, step by step.</p>
<p>C14. I intend to change my smartphone. How do I restore my Bitesize profile and data after changing to new smartphone?</p> <p>If you intend to change your smartphone or reinstall Bitesize on your new smartphone, you can use the “Profile Restoration” function to retrieve your Bitesize profile and data, allowing you to restore your last synced Bitesize profile and data.</p> <p>Please note that the “Profile Restoration” function will not be available in the first release of Bitesize from Feb 2019 to May 2019. If you intend to change your smartphone and/or reinstall Bitesize during this period, you <u>will have to recreate a new Bitesize profile</u> to use Bitesize again. We apologize for any inconvenience caused during this period of time and appreciate your kind understanding.</p>
<p>C15. How can I update my Bitesize profile?</p> <p>You can update your Bitesize profile in the “Profile” section in Bitesize.</p> <p>*Please note that your Gender and Year of Birth are non-editable fields. This is because we take this information into account when evaluating your performance in the Challenge. If you need to update these fields, please email us at bitesize@hpb.gov.sg or call us @ 6435 3769.</p>
<p>C16. Are exercises and recommendations in Bitesize accurate and good for my health?</p> <p>Bitesize’s recommendations of exercises are based on sports science and is subject to constantly evolving knowledge in relation to health and sports science.</p> <p>While Bitesize’s recommendations are based on current studies and knowledge, it may not reflect the most up-to-date research findings or knowledge. Information and recommendations offered by Bitesize do not constitute medical advice or a doctor’s advice. They are not intended as a substitute for medication examination, treatment or any exercise prescription by doctors or physiotherapists, but only as an information resource.</p>
<p>C17. Will there be future updates to Bitesize?</p> <p>Yes, there will be. Currently, Bitesize is a beta experimental app built for continuous testing and learning for future developments, based on feedback from citizens like yourself.</p> <p>We hope to constantly improve and update Bitesize regularly to offer you more variety of exercises, other features and interactions, to improve your experience of using Bitesize.</p>
<p>C18. Do I need to have a HPB fitness tracker before I can use Bitesize?</p> <p>No, it is not mandatory for you to have a fitness tracker to use Bitesize. Bitesize will function as per normal without a tracker. However, a HPB fitness tracker (ACTXA TEMPO2) can be used with Bitesize as a complementary tool to allow you to monitor your heart rate when you perform exercises in Bitesize.</p>

C19. Do I have to re-pair my HPB fitness tracker after reinstalling Bitesize after changing my smartphone/uninstalling Bitesize?

Yes, you will have to re-pair your HPB issued fitness tracker with Bitesize before you can start using the HPB issued fitness tracker.

You will need to pair your HPB fitness tracker to Bitesize via Bluetooth®. You can either pair your HPB fitness tracker during the onboarding phase of Bitesize or you can assess the pairing function in the “Profile” section of Bitesize. You can follow the instructions on Bitesize to pair your HPB fitness tracker.

C20. How do I start using my HPB fitness tracker with Bitesize?

Your HPB fitness tracker must be paired with Bitesize before you can start using the HPB fitness tracker.

You will need to pair your HPB fitness tracker to Bitesize via Bluetooth®. You can either pair your tracker during the onboarding phase of Bitesize or you can assess the pairing function in the “Profile” section of Bitesize. You can follow the instructions on Bitesize to pair your HPB fitness tracker.

1. If you’ve completed onboarding, go to 'Profile' tab - 'Tracker'.
2. Turn on Bluetooth on your smartphone. Switch on your Tempo tracker and place it near your smartphone (within 20cm).
3. Tap 'Scan for tracker' to start tracker pairing. Select your tracker from the list based on the Bluetooth Friendly Name (BFN). Your fitness tracker’s BFN can be found on the packaging or by tapping to the last screen of the tracker.
4. After selecting your tracker, a code is sent to the tracker and displayed as time format. Enter the 4 digit time shown. If unsuccessful, tap 'Resend Code' to try again.
5. You are all set!

Once successfully paired, all you need to do is to put on your HPB fitness tracker while using Bitesize and performing Dailys in Bitesize. Starting a Daily on Bitesize will automatically connect your tracker and trigger the “Exercise Session” function on your HPB fitness tracker to allow you to monitor your heart rate during the exercises. Ending the Daily on Bitesize will also automatically end the “Exercise Session” on your HPB fitness tracker.

C21. Can I pair the same HPB fitness tracker with both Healthy 365 and Bitesize?

Yes, you can pair and use the same HPB fitness tracker with both Healthy 365 and Bitesize. Do take note that Bitesize is only compatible with the HPB fitness tracker, ACTXA TEMPO2, currently.

There may be some moments where you may encounter syncing issues if you swap immediately from Healthy 365 to Bitesize (or vice versa). Please allow some time for the HPB fitness tracker to disconnect with the previous app to allow syncing to happen in the next app. This process will take place in the background.

C22. Do I need to regularly sync my HPB fitness tracker and how do I sync my HPB fitness tracker with Bitesize app?

Unlike the National Steps Challenge™ Season 4, Bitesize does not require you to actively sync your steps or MVPA (Moderate-Vigorous Physical Activity) minutes.

However, you are encouraged to put on your HPB fitness tracker with Bitesize while performing exercises in Bitesize. Connection and syncing will happen automatically when you start and end the exercises. With this, Bitesize will be able to better track your progress and provide you with more personalized recommendations as Bitesize gets to know you better over time.

C23. I lost my HPB fitness tracker. Can I use my friend's HPB fitness tracker of the same model (ACTXA TEMPO 2) when I am using Bitesize?

Yes, you may pair another HPB Fitness Tracker (ACTXA TEMPO 2). If you have completed the onboarding process - Go to 'Profile' tab - 'Tracker'. If you have already paired a tracker previously, you can tap on "Change another tracker" and follow the instructions on screen.

D. HPB FITNESS TRACKER COLLECTION AND USAGE

D1. Am I eligible to collect the free HPB free fitness tracker?

Each Bitesize user can collect one (1) free HPB fitness tracker. Users must be 17 years old and above and must be a Singaporean or Permanent Resident, aged 17 years old and above at the point of registration and participation in Bitesize.

Foreigners can use Bitesize too but are not eligible to collect the free HPB fitness tracker.

HPB fitness trackers (ACTXA Tempo 2) for Bitesize are limited and are available on a first-come-first-served, while stocks last basis. Once issued, the free HPB fitness tracker is non-transferrable and non-assignable.

D2. I have collected a HPB Fitness tracker in National Steps Challenge™ Season 4. Can I collect another free HPB fitness tracker as a Bitesize user?

National Steps Challenge™ participants who have collected their HPB free fitness tracker from National Steps Challenge™ Season 4 will not be able to collect another free HPB fitness tracker from Bitesize. Similarly, Bitesize users who have collected their free HPB fitness tracker from Bitesize will not be able to collect another free HPB fitness tracker from National Step Challenge™ Season 4.

D3. Where and how do I collect my free HPB fitness tracker for Bitesize?

You may collect your free HPB fitness tracker (ACTXA Tempo 2) for Bitesize ONLY AT **National Steps Challenge™ Customer Care Centre @ Bugis Challenger Outlet (Basement)**. Information on our National Steps Challenge™ Customer Care Centre (Bugis Challenger Outlet (Basement)) can be found at <https://www.healthhub.sg/programmes/37/nsc>. Please read the eligibility criteria (refer to D1) carefully before heading down to collect your free HPB fitness tracker (ACTXA Tempo 2).

Please note that collection of Bitesize trackers at NSC Customer Care Centre @ Bugis Challenger Outlet (Basement) will only be available from 18th Feb 2019 onwards.

You will need to ensure that you have your original NRIC or photo ID with you, as well as your mobile phone with Bitesize app downloaded (with profile created) for collection of HPB Fitness Tracker for Bitesize. Please note that there is strictly no collection on-behalf.

<p>HPB fitness trackers (ACTXA Tempo 2) for Bitesize are limited and are available on a first-come-first-served, while stocks last basis. Once issued, the free HPB fitness tracker is non-transferrable and non-assignable.</p>
<p>D4. Do I need to have a HPB fitness tracker before I can start using Bitesize?</p>
<p>No, it is not mandatory for you to have a fitness tracker to use Bitesize. Bitesize will function normally without a tracker. However, a HPB fitness tracker (ACTXA TEMPO2) can be used with Bitesize as a complementary tool to allow you to monitor your heart rate when you perform exercises in Bitesize.</p>
<p>D5. Which fitness tracker brand and model is compatible with Bitesize? Can I use other health trackers or devices for Bitesize?</p>
<p>Currently, Bitesize is only compatible with the HPB fitness tracker, ACTXA TEMPO2. In future releases, Bitesize may be exploring integrating with other fitness tracker brands and models.</p>
<p>D6. Can someone else collect the HPB fitness tracker on my behalf for Bitesize?</p>
<p>Unfortunately, Bitesize does not allow you to collect the HPB fitness tracker on behalf of others as it is an experimental beta app currently. We seek your kind understanding and apologize for any inconvenience caused.</p> <p>Please note that collection of Bitesize trackers at NSC Customer Care Centre @ Bugis Challenger Outlet (Basement) will only be available from 18th Feb 2019 onwards. HPB fitness trackers (ACTXA Tempo 2) for Bitesize are limited and are available on a first-come-first-served, while stocks last basis.</p>
<p>D7. I am indisposed to visit the HPB fitness tracker collection sites. Can I request for the HPB fitness tracker to be mailed or delivered to me? I am willing to pay for the mailing or delivery service.</p>
<p>Unfortunately, no, we do not provide mailing or delivery services. The collection of HPB fitness trackers for Bitesize users are <u>ONLY AVAILABLE AT <i>National Steps Challenge™ Customer Care Centre @ Bugis Challenger Outlet (Basement)</i></u>. Information on our National Steps Challenge™ Customer Care Centre (Bugis Challenger Outlet (Basement)) can be found at https://www.healthhub.sg/programmes/37/nsc.</p> <p>Please note that collection of Bitesize trackers at NSC Customer Care Centre @ Bugis Challenger Outlet (Basement) will only be available from 18th Feb 2019 onwards. HPB fitness trackers (ACTXA Tempo 2) for Bitesize are limited and are available on a first-come-first-served, while stocks last basis.</p>
<p>D8. If I do not like the HPB fitness tracker offered to me, can I change it to a different model?</p>
<p>Exchange for different HPB fitness tracker model is strictly not allowed.</p>
<p>D9. My HPB fitness tracker is faulty, can I change it to a different model?</p>
<p>If your HPB fitness tracker is faulty, you may do a one-for-one exchange for a new HPB fitness tracker of the same model for free, within stipulated warranty period. Exchange for a different fitness tracker model is strictly not allowed.</p> <p>Please note that Bitesize is currently only compatible with HPB's fitness tracker (ACTXA TEMPO2).</p> <p>If you would still like to obtain a different model of HPB fitness tracker, you may approach our Customer Care Centre at Bugis Challenger Outlet (Basement) to purchase one. Information on our National Steps Challenge™ Customer Care Centre (Bugis Challenger Outlet (Basement)) can be found at</p>

<https://www.healthhub.sg/programmes/37/nsc>. Please note that purchase of HPB Fitness Trackers is only available at Customer Care Centre @ Bugis Challenger Outlet (Basement).

D10. Does the tracker have any warranty validity?

All HPB fitness trackers will have a warranty period of 12 months from collection date. As stated within the product guide, the tracker is only guaranteed against manufacturer's defects and covers defects in materials and workmanship. The warranty does not cover wear and tear, excessive abuse or misuse and damage arising from failure to follow instructions relating to product use. This means decreased battery life due to constant over charging, scratches, broken straps, screen cracks, water seepage and breakage shall not be covered. Accessories such as charging cable (if any), detachable straps and strap pins are also not covered within the warranty.

You are strongly encouraged to read the user manual carefully for a better understanding of how to use your HPB fitness tracker. The assessment by our Customer Care officer for exchange of faulty HPB fitness tracker is final and appeals of participants whose trackers are assessed to be ineligible for exchange shall not be considered.

D11. What do I do if my HPB fitness tracker becomes faulty?

Check that your HPB fitness tracker is charged. If the problem persists, and your HPB fitness tracker is still within the 12-months warranty period, you may do a one-for-one exchange at the **National Steps Challenge™ Customer Care Centre @ Bugis Challenger Outlet (Basement)**. Information on our National Steps Challenge™ Customer Care Centre (Bugis Challenger Outlet (Basement)) can be found at <https://www.healthhub.sg/programmes/37/nsc>.

You will need to bring along your faulty HPB fitness tracker, and are encouraged to bring along the full packaging, if available, to facilitate the exchange.

For the avoidance of doubt, a one-for-one exchange may only be effected for any manufacturer's defects in the workmanship and material used in respect of the fitness tracker. An exchange shall not be allowed in instances of wear and tear, excessive use or misuse and/or any damage resulting from the failure to use the fitness tracker in accordance with the product instructions/manual. Examples of instances where exchanges will not be allowed include but are not limited to decreased battery life due to inappropriate charging, scratches, broken straps, screen cracks, water seepage and breakage. For the avoidance of doubt, accessories to the fitness tracker, including but not limited to the charging cable (if any), detachable strap and strap pins are not covered under the warranty for the one-for-one exchange

You are strongly encouraged to read the user manual carefully for a better understanding of how to use your HPB fitness tracker. The assessment by our Customer Care officer for exchange of faulty HPB fitness tracker is final and appeals of participants whose trackers are assessed to be ineligible for exchange shall not be considered.

D12. Do I need to charge the HPB fitness tracker? How do I charge it?

Yes, you will need to charge the HPB fitness tracker before using it. Please refer to the instruction manual provided within the HPB fitness tracker packaging for more details.

Do note that charging of the fitness tracker should be for only about 1-2 hours. Do not over-charge the tracker as it will damage the battery. Any damage to the battery due to overcharging will not be covered under warranty for exchange.

D13. Where can I purchase extra HPB fitness trackers? How much does it cost?

The HPB fitness trackers are available for purchase **ONLY AT** our NSC Customer Care Centre at Bugis Challenger Outlet (Basement). Information on our National Steps Challenge™ Customer Care Centre (Bugis Challenger Outlet (Basement)) can be found at <https://www.healthhub.sg/programmes/37/nsc>. Please note that purchase of HPB Fitness Trackers is only available at Customer Care Centre @ Bugis Challenger Outlet (Basement).

Please note that Bitesize is currently only compatible with HPB’s fitness tracker (ACTXA TEMPO2).

D14. Can I collect a HPB fitness tracker for Bitesize at National Steps Challenge™ roadshows?

Unfortunately, no you may not. Bitesize users will only be able to collect HPB fitness trackers from the National Steps Challenge™ Customer Care Centre at Bugis Challenger Outlet (Basement).

Please note that collection of Bitesize trackers at Customer Care Centre @ Bugis Challenger Outlet (Basement) will only be available from 18th Feb 2019 onwards. HPB fitness trackers (ACTXA Tempo 2) for Bitesize are limited and are available on a first-come-first-served, while stocks last basis.

D15. How will my heart rate be recorded by the HPB fitness tracker?

Your HPB fitness tracker can track your heart rate as you move throughout the day and while you sleep at night. Heart rate is measured in beats per minute (bpm) and can vary from person to person depending on factors like age and fitness level.

You do not need to trigger the heart rate function as the tracking is done automatically throughout the day. However, if you would like to monitor your heart rate more accurately in real-time, you may trigger the “Exercise Session” function manually on the HPB fitness tracker. To trigger the “Exercise Session” function, you may tap on the screen of the HPB fitness tracker where the touch sensor is located, until a “heart” symbol is displayed. Do a “long tap” (tap and hold) on the touch sensor/fitness tracker screen to trigger an “Exercise Session” and your real-time heart rate will be displayed.

Kindly note that triggering of the “Exercise Session” function will drain the HPB fitness tracker’s battery power drastically. Do remember to switch off the function after each exercise session in order to ensure sufficient battery power for daily use.

If your HPB fitness tracker is connected while using Bitesize, starting a Daily on Bitesize will automatically trigger an “Exercise Session”. Ending the Daily on Bitesize will also automatically end the “Exercise Session” on your HPB fitness tracker.

D16. Are the steps and heart rate tracking accurate?

The HPB fitness trackers are meant to provide participants with information to encourage an active and healthy lifestyle. Every tracking device has its own tracking algorithm and only serves as an estimate to the actual step count as it is affected by each individual’s walking gait and arm swing, thus the HPB fitness trackers may have their own attuned sensitivity that may have varying degrees of accuracy in steps and heart-rate tracked.

The HPB fitness trackers are intended to be a close estimation of your activities and metrics tracked but may not be precisely accurate even though the accuracy is benchmarked to commercially available brands of fitness trackers. The selected HPB fitness tracker model for Bitesize is also subjected to rigorous testing by industry specialists. Please note that the HPB fitness trackers are not medical devices and the data provided is not intended to be utilized for medical purposes.

D17. What should I do if I think my HPB fitness tracker is not recording my heart rate accurately?

Accuracy of the heart rate monitoring function varies with a number of factors. Wearing the HPB fitness tracker properly will reduce occurrences of inaccurate readings. Check that your HPB fitness tracker is worn firmly above your wrist. A good gauge would be two-fingers' width above your wrist bone. The sensor of the HPB fitness tracker has to be in full contact with your skin. Ensure that there are no gaps between the sensor and your skin. You may also wish to wipe off your perspiration, if any, from your skin that is in contact with the HPB fitness tracker sensor for a better reading. To monitor heart rate at greater accuracy during exercise sessions you may also trigger the Exercise Session function in your HPB fitness tracker. To trigger an Exercise Session, you may tap on the screen of the fitness tracker where the touch sensor is located until a "heart" symbol is displayed. Do a "long tap" (tap and hold) on the touch sensor to trigger an exercise session and your real-time heart rate will be displayed.

If your HPB fitness tracker is connected while using Bitesize, starting a Daily on Bitesize will automatically trigger an "Exercise Session". Ending the Daily on Bitesize will also automatically end the "Exercise Session" on your HPB fitness tracker.

D18. My HPB fitness tracker showed an alert message "Take it easy"," Watch your limits". What should I do?

The alert message will be triggered when you are in the vigorous/Near-Maximal intensity zones based on your estimated maximum heart rate to remind you that your heart rate is elevated. It is best to assess your own condition if you are able to continue to exercise within the vigorous/Near-Maximal intensity zone. If you are feeling out of breath or find it hard to hold a conversation, do stop your exercise to reduce the risk of an injury. Common sense is your best gauge to determine if your personal fitness level is suitable to exercise in high intensities for an extended period of time. When in doubt, do seek advice from medical professionals if exercising within the intensity prove to be difficult.

D19. How do I start the heart rate recording on the HPB fitness tracker?

The HPB fitness tracker will track your heart rate continuously as long as it is worn correctly on the wrist while you move throughout the day. There is no need to trigger the heart rate recording.

D20. Why does my HPB fitness tracker run out of battery so quickly?

Your HPB fitness tracker might be depleted of battery faster if you triggered the real-time heart rate monitoring function ("Exercise Session" function) and forgot to turn it off. Your HPB fitness tracker battery might also be depleted faster if you do not charge it correctly. Do not overcharge your HPB fitness tracker by leaving it to charge overnight as this will cause the battery to deteriorate. HPB fitness trackers which are faulty due to misuse such as over-charging will not be eligible for the one-for-one exchange.

D21. Can I wear my HPB fitness tracker for swimming?

The HPB fitness tracker is water-resistant but not water-proof. While you do not need to remove the HPB fitness tracker while washing your hands, you should not swim or shower with the HPB fitness tracker. HPB fitness trackers that have stopped functioning due to water seepage as a result of misuse will not be eligible for one-for-one exchange.

E. DATA PROTECTION & CONFIDENTIALITY

E1. How will HPB protect my data and ensure my privacy?

HPB places paramount importance on the protection of your data and information. All data and information provided by you and collected by Bitesize will be managed in accordance to the guidelines stated in HPB's Privacy Statement (refer to <https://www.hpb.gov.sg/privacy-statement> for more details).

F. OTHERS

F1. What if my questions are not answered in this FAQ?

For any other queries or assistance, please email us at bitesize@hpb.gov.sg or call us at 6435 3769.