

## Step-by-Step Guide: How to book an *appointment for Tracker Exchange*

### Step 1

Visit <https://stepschallengesupport.sg/booking> to book an appointment.

### Step 2

Please provide your full name (as per your Healthy 365 profile) and the last 4 characters of your NRIC to make an appointment with us.

FULL NAME

For participants carrying out HPB Tracker exchanges on behalf of others, please enter the HPB Tracker owner's full name and last 4 characters of their NRIC.

LAST 4 CHARACTERS OF NRIC E.G. 123G

If you have an existing appointment booking, please key in the exact same info used in the booking in order to retrieve the booking details.

Continue

Enter your full name registered in the **Healthy 365 account\*** and the last 4 characters of your NRIC.

*\*If you are exchanging on behalf of others, enter the **tracker owner's** details instead.*

### Step 3

Tracker Exchange and Other Support

Click on the button below to start making an appointment with us.

Tracker Exchange

Other Support

Click on “Tracker Exchange”

### Step 4 (i)

Select your preferred date and location\*.

Select Date or Location

Select Date or Location

Date

Location

### Step 4 (ii)

Select your preferred timeslot\*.

*\*Note that greyed out slot(s) indicate that locations/timeslots are full. Refer to the **tracker exchange guide** for the full list of available locations and fitness tracker models for exchange.*

Location

NEX Serangoon - 23 Serangoon Central

19030201

Available Time Slot

08:00 AM - 09:00 AM	10:00 AM - 11:00 AM	11:00 AM - 12:00 PM
01:00 PM - 02:00 PM	02:00 PM - 03:00 PM	03:00 PM - 04:00 PM
05:00 PM - 06:00 PM	06:00 PM - 07:00 PM	

Ⓞ Greyed out slots are unavailable.

### Step 5

Confirm your appointment details.

Select “**Exchange of own HPB Tracker**” if you are exchanging for yourself.

*If you are appointing someone else to do so, or if you are exchanging on behalf of someone, Select “**Appoint a proxy to exchange on behalf**”.*

appointment booking details below

19 Mar 2021 / 01:00 PM - 02:00 PM

Location: NEX Serangoon

Booking Ref No: ST0000300

Exchange of own HPB Tracker

Appoint a proxy to exchange on behalf

Please provide a valid email address to receive the confirmation email. If you do not have an email address, please proceed to click submit.

Email address

Confirm email address

Submit

Cancel

## Step-by-Step Guide: How to make an **appointment for Tracker Exchange**

### Step 6

Fill in your email address (if exchanging your own tracker) or the **tracker owner's email address\*** to receive the booking confirmation via email and click Submit.

\*This is an optional step; if you do not have a valid email address, you may still proceed to click Submit. You will be able to retrieve your booking details by entering your **Full Name and last 4 characters of your NRIC** via the portal link.

### Step 6 (ii)

If you are exchanging the tracker on behalf of others, it is **mandatory** to fill in the **appointed proxy's full name and email address** for them to receive the confirmation email.

### Step 7

Be sure to check your booking details\*.

Take note of the instructions and items to bring during the tracker exchange.

For verification of booking confirmation, you may present either of the following to the staff at counter:

- i) A screenshot of this page with QR code (sample on the left)
- ii) Booking confirmation email\*

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

## Step-by-Step Guide: How to make an *appointment* for Customer Support

### Step 1

Visit <https://stepschallengesupport.sg/booking> to book an appointment for customer support.

### Step 2

Enter in your full name registered in the **Healthy 365** account\* and the last 4 characters of your NRIC.

National Steps Challenge

Please provide your full name (as per your Healthy 365 profile) and the last 4 characters of your NRIC to make an appointment with us.

FULL NAME

For participants carrying out HPB Tracker exchanges on behalf of others, please enter the HPB Tracker owner's full name and last 4 characters of their NRIC.

LAST 4 CHARACTERS OF NRIC E.G. 123G

If you have an existing appointment booking, please key in the exact same info used in the booking in order to retrieve the booking details.

Continue

### Step 3

Click on "Other Support"

National Steps Challenge

Feel good as you slip the quote

Tracker Exchange and Other Support

Click on the button below to start making an appointment with us

Tracker Exchange

Other Support

### Step 4 (i)

Select your preferred date and location\*. There are **four customer support centre locations** available.

National Steps Challenge

Please select location & date / time for the appointment

Select Date or Location

Select Date or Location

Date

Location

### Step 4 (ii)

Select your preferred timeslot\*.

\*Note that greyed out slot(s) indicate that locations/timeslots are full.

National Steps Challenge

Location

NEX Serangoon - 23 Serangoon Central

19030201

Available Time Slot

08:00 AM - 10:00 AM	10:00 AM - 11:00 AM	11:00 AM - 12:00 PM
01:00 PM - 03:00 PM	03:00 PM - 05:00 PM	05:00 PM - 06:00 PM
06:00 PM - 08:00 PM	08:00 PM - 07:00 PM	

\*Optional slots are available.

### Step 5

Be sure to check your appointment details

Fill in a valid email address\* to receive a confirmation email and click "Submit".

\*This is an optional step; if you do not have a valid email address, you may still proceed to click Submit. You will be able to retrieve your booking details by entering your **Full Name, last 4 characters of your NRIC** via the portal link.

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

National Steps Challenge

Please confirm your appointment booking details below

19 Mar 2021 / 01:00 PM - 02:00 PM

Location: Jubilee Square Centre

Booking Ref No: S7000301

Please provide a valid email address to receive the confirmation email. If you do not have an email address, please proceed to click Submit.

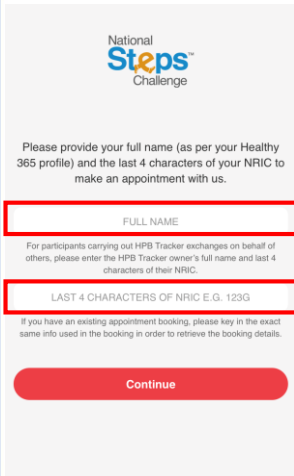
Email address

Confirm email address

Submit

Cancel


## Step-by-Step Guide: How to *cancel/change* an appointment



**Step 1**

Visit <https://stepschallengesupport.sg/booking> to access appointment booking system

Enter in the **same** full name and the last 4 characters of NRIC as per previous booking.

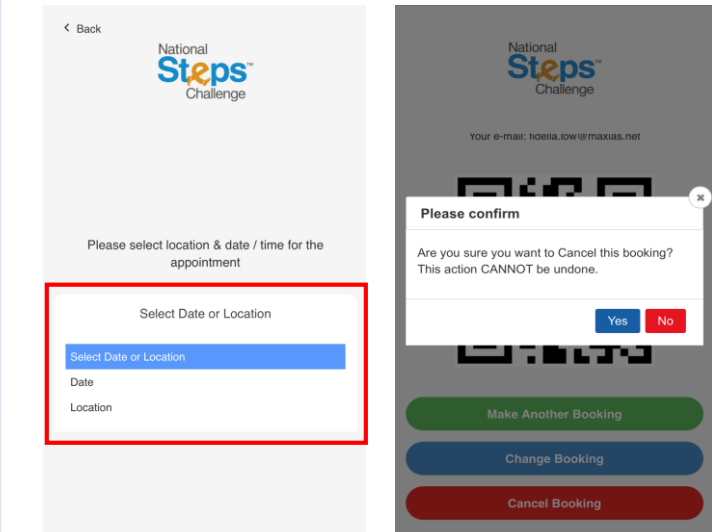


**Step 2 (i)**

Click on “Change Booking” if you would like to change your appointment.

**Step 2 (ii)**

Click on “Cancel Booking” if you would like to cancel your appointment.



**Step 3 (i)**

To change\* an appointment, select a different date or location.

Follow the same steps for making an appointment (refer to guide pages 1 and 2)

\*A new booking confirmation and QR code will be generated after a new appointment is made. Use the latest booking confirmation for the appointment.

**Step 3 (ii)**

You will receive a prompt if you would like to cancel your previous appointment. To cancel, click “Yes”.