

**NATIONAL STEPS CHALLENGE™ COMMUNITY CHALLENGE  
FREQUENTLY ASKED QUESTIONS (FAQs)**

**Note:** This document covers FAQs pertaining to the Community Challenge. For questions on the HPB fitness tracker, other compatible fitness tracking modes, usage of the Healthy 365 app and the National Steps Challenge™, please refer to the [FAQ document](#) at [stepschallenge.gov.sg](http://stepschallenge.gov.sg).

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## Section A: General information

### 1. What is the Community Challenge?

The Community Challenge is an extension of the National Steps Challenge™, a nation-wide physical activity programme aimed at encouraging Singaporeans to sit less and move more and to embark on more physical activity as part of their daily lives.

Health Promotion Board (HPB) is extending the National Steps Challenge™ into the community once again to rally the communities to compete across the 17 Group Representation Constituencies (GRCs) in Singapore. Participants from the overall top 3 performing GRCs in the Steps and MVPA categories are rewarded with Healthpoints after the challenge period. In addition, participants stand a chance to win prizes in the Active Participation Monthly Draw.

### 2. How does the Community Challenge work?

All 17 GRCs in Singapore will compete in the Community Challenge. Each of the 14 Single Member Constituencies (SMCs) will be grouped together with one of the 17 GRCs, for the purpose of the Challenge. The grouping will be based on the table below:

Aljunied GRC (+ Hougang SMC)	Marine Parade GRC (+ Macpherson & Mountbatten SMC)
Ang Mo Kio GRC (+ Kebun Baru & Yio Chu Kang SMC)	Marsiling-Yew Tee GRC
Bishan-Toa Payoh GRC (+ Marymount SMC)	Nee Soon GRC
Chua Chu Kang GRC (+ Hong Kah North SMC)	Pasir Ris-Punggol GRC (+ Punggol West SMC)
East Coast GRC	Sembawang GRC
Holland-Bukit Timah GRC (+ Bukit Panjang SMC)	14. Sengkang GRC
Jalan Besar GRC (+ Potong Pasir SMC)	15. Tampines GRC
Jurong GRC (+ Yuhua & Bukit Batok SMC)	16. Tanjong Pagar GRC (+ Radin Mas SMC)
	17. West Coast GRC (+ Pioneer SMC)

Participants will be automatically grouped into one of the 17 GRCs for the Community Challenge, based on the residential postal code entered on their profile on the Healthy 365

app. Participants without a residential postal code entered on their profile will be required to update their residential postal code in order to join the Challenge.

All 17 GRCs will each have an overall daily average step count and overall weekly MVPA duration at the end of the Challenge, based on the steps taken and duration spent on MVPA by participants in the respective GRCs and synced to the Healthy 365 mobile app during the challenge period. GRCs compete based on the overall daily average step count and weekly average MVPA duration per participant.

Every step taken and every minute spent on higher intensity activities contribute to participants' GRC's daily average step count and weekly MVPA duration. The higher the step count, and the more time spent on higher intensity activities, the greater the rewards participants get when their GRC wins.

### **3. When will Community Challenge start and end?**

The overall Community Challenge period is from **6 December 2021, 0000 hours to 24 April 2022, 2359 hours**.

### **4. Do participants have to register for the National Steps Challenge™ Season 6 after they have registered for Community Challenge?**

As the Community Challenge is an extension of the National Steps Challenge™, all participants of the Community Challenge will automatically be registered for the National Steps Challenge™ Season 6.

### **5. How can I monitor the performance of my GRC?**

The overall leaderboards on the Healthy 365 mobile app will update and list all 17 GRCs on a daily basis. There will be additional monthly leaderboards that will feature all 17 GRCs' Steps and MVPA performance during that month.

Note: The leaderboard is updated as of the previous day's step count and previous week's MVPA data, based on participants who has synced their steps and MVPA to the Healthy 365 mobile app.

## **Section B: Registration**

### **6. Who can sign up for the Community Challenge?**

The Community Challenge is open to all members of public with a valid NRIC or FIN, aged 17 years and above at the point of registration. Please note that eligible persons who are below 17 years of age must obtain parental consent before participating in the Community Challenge.

Note that participants who signed up for the Community Challenge and subsequently sign up for the LumiHealth will be automatically withdrawn from both the Community Challenge and the National Steps Challenge™ Season 6. Any rewards that were unlocked prior to joining LumiHealth will still be available for redemption, but they will not be able to earn any additional rewards from the National Steps Challenge™ Season 6 after joining LumiHealth. For participants who have signed up for LumiHealth and would like to sign up for the Community Challenge subsequently, you will need to withdrawal from LumiHealth first.

## 7. How do I sign up for the Community Challenge?

### Smartphone participants

Download the latest version of the Healthy 365 app and create or restore a profile. Make sure a residential postal code is filled in correctly (as per the address on NRIC or FIN card), as it will determine the GRC joined for the challenge. Participants without a residential postal code entered on their profile prior to joining challenge. A 4-digit One-Time-Pin (OTP) will be sent via SMS to the mobile number tied to the profile.

Tap on “Challenges” on the menu bar to sign up for Community Challenge. After agreeing to the Terms and Conditions of Community Challenge, select your preferred fitness tracking mode, and start moving! Eligible participants who have not collected the HPB fitness tracker, may book an appointment on Healthy 365 app to collect at any of the collection points listed.

[Find out how to make an appointment to collect the new HPB fitness tracker.](#)

### Non-smartphone participants

Participants without a compatible smartphone may only participate using the HPB fitness tracker. They will also need to seek assistance from a family or friend to create or restore profile on the Healthy 365 app. Follow steps described above to sign up for the Community challenge before making an appointment to collect a HPB fitness tracker.

For assistance in booking an appointment, visit any of the HPB fitness tracker collection points at selected community centres between 11 September to 28 October 2021. The list of these collection points that may assist with appointment booking is available [here](#).

For participants who are not eligible to collect or exchange a HPB fitness tracker, please set up your existing fitness tracker on your restored or newly created profile using your friend/family’s mobile device.

## 8. Am I eligible to collect a new HPB fitness tracker?

HPB fitness trackers will be available for collection in National Steps Challenge™ Season 6, subject to eligibility:

- Singaporean or PR
- 17 years old and above
- Registered for the National Steps Challenge™ Season 6
- Did not collect a HPB fitness tracker during National Steps Challenge™ Season 5 (Oct 2019 – Mar 2020)

This exception applies:

- Those who completed all 6 tiers of “Steps Rewards” in previous seasons are eligible even if they have collected a HPB fitness tracker during National Steps Challenge™ Season 5 (Oct 2019 – Mar 2020). Note that completion of reward tiers during the Bonus Round or Season 6 is not considered.

## 9. Must I pay to participate in the Community Challenge?

Participation in Community Challenge is free of charge.

## 10. When does registration for Community Challenge start and end?

Registration for the Community Challenge will start on **6 September 2021, 1200 hours**, and end on **5 December 2021, 2359 hours**.

## 11. I have signed up for the Community Challenge. Can I sign up for the Corporate Challenge too?

Participants may sign up for both the Community Challenge and the Corporate Challenge, as long as they are an employee of an organisation participating in the Corporate Challenge. These two challenges are not mutually exclusive.

Find out more about the Corporate Challenge on [stepschallenge.gov.sg/corporate-challenge](https://stepschallenge.gov.sg/corporate-challenge).

## 12. How do I withdraw from the Community Challenge and will there be any penalty?

No penalty will be imposed. Please note that all steps and MVPA data of withdrawn participants will be removed from the GRC.

Withdrawal from the Community Challenge does not constitute a withdrawal from the National Steps Challenge™ Season 6. Please call our hotline at 1800 567 2020 or email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) for assistance.

## Section C: Prizes

## 13. How do I win in the Community Challenge? Are there prizes for winner(s) of the Community Challenge?

There are 3 categories of winners for the Community Challenge:

- 1) Overall top 3 performing GRCs for Steps;
- 2) Overall top 3 performing GRCs for MVPA;
- 3) Active Participation Monthly Draw

The overall top 3 performing GRC for steps are the winning GRCs with the highest overall daily average step count per participant at the end of the Community Challenge. Participants from the overall 3 top performing GRC for steps will receive Healthpoints at the end of the Challenge, based on their own overall daily average step count according to the table below:

STEPS LEADERBOARD		
GRC RANK	PARTICIPANT'S OVERALL DAILY AVERAGE STEP COUNT	
	≥ 10,000 STEPS	LESS THAN 10,000 STEPS*
1 <sup>st</sup>	750 Healthpoints (\$5 value)	375 Healthpoints (\$2.50 value)
2 <sup>nd</sup>	600 Healthpoints (\$4 value)	300 Healthpoints (\$2 value)
3 <sup>rd</sup>	450 Healthpoints (\$3 value)	225 Healthpoints (\$1.50 value)

The overall top 3 performing GRC for MVPA are the winning GRC with the highest overall weekly MVPA duration per participant at the end of the Community Challenge. Participants from the overall top 3 performing GRCs for MVPA will receive Healthpoints at the end of the Challenge, based on their own overall weekly average MVPA duration according to the table below:

MVPA LEADERBOARD		
GRC RANK	PARTICIPANT'S OVERALL WEEKLY AVERAGE MVPA DURATION	
	≥ 150 MINS	LESS THAN 150 MINS*
1 <sup>st</sup>	750 Healthpoint (\$5 value)	375 Healthpoints (\$2.50 value)
2 <sup>nd</sup>	600 Healthpoints (\$4 value)	300 Healthpoints (\$2 value)
3 <sup>rd</sup>	450 Healthpoints (\$3 value)	225 Healthpoints (\$1.50 value)

*\*Only current participants from the winning GRCs who are still active in the Challenge will be eligible for the rewards for the overall top performing GRC. To qualify as a current participant, participants must have minimally clocked 1,000 steps on any given day in the last 4 weeks of the Challenge.*

All Healthpoints will be credited to eligible participants from the winning GRCs within 2 months from the end of the Challenge.

As for the Active Participation Monthly Draw, participants that attend at least 4 workout sessions each month organised by Community Physical Activity Programme (CPAP), Active Ageing (Group Exercises), Mall Workouts, and Sundays @ the Park will qualify for a chance to win prizes in the Active Participation Monthly Draw (“Monthly Draw”).

Participants who qualify for the monthly draw will also receive an additional lucky draw chance if they are either new participants who did not participate in any of these programmes between 1 Jan 2021 to 5 Dec 2021, or if they are seniors aged 50 years old and above. Seniors who are also new participants will receive a total of 2 additional chances.

There will be 5 rounds for the Monthly Draw, with the number of workout sessions attended being refreshed for all participants a monthly basis:

Monthly Draw	Duration
December 2021	6 Dec 2021 – 2 Jan 2022
January 2022	3 Jan 2022 – 30 Jan 2022
February 2022	31 Jan 2022 – 27 Feb 2022
March 2022	28 Feb 2022 – 27 Mar 2022
April 2022	28 Mar 2022 – 24 Apr 2022

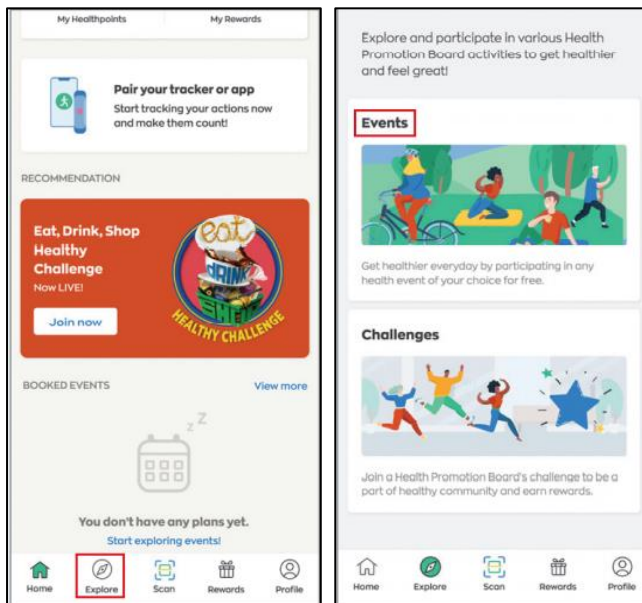
Each month, there will be up to 300 Monthly Draw prizes, or based on the number of eligible participants that meet the criteria of having attended 4 workout sessions in that month, whichever is lower.

## 14. Which are the eligible workouts for the Active Participation Monthly Draw?

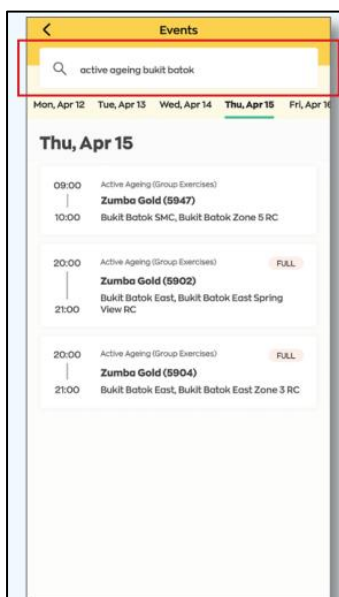
The eligible workouts include: Community Physical Activity Programme (CPAP), Active Ageing (Group Exercises), Mall Workouts, and Sundays @ the Park. Participants may sign up for these workouts via the Healthy 365 mobile app.

## 15. How do I sign up for the eligible workouts for the Active Participation Monthly Draw?

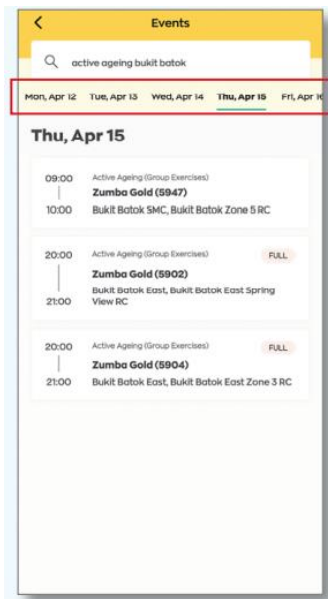
**Step 1:** Swipe the bottom bar of your Healthy 365 mobile app and click on “Explore” to view all upcoming events. Click on “Events”.



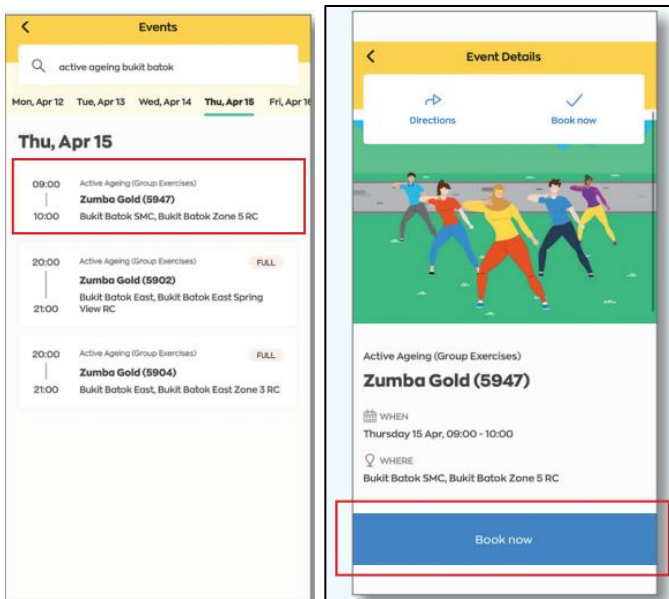
**Step 2:** Type ‘Active Ageing’, ‘Community Physical Activity Programme’, ‘Sundays at the Park’ or ‘Mall Workout’ into the search bar to filter for events eligible for the Monthly Draw. Add on the area you live (e.g. Bukit Batok, Teck Ghee) to filter for events near your home



**Step 3:** Swipe towards the right and select your preferred date to see events available that day.

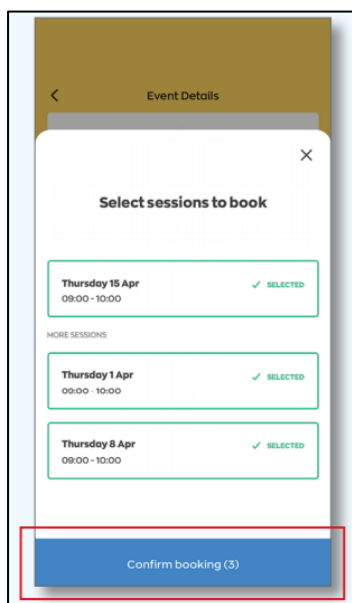


**Step 4:** Select the event to view more details. Click on 'Book now' to sign up.





**Step 5:** Choose the preferred session(s). Selection of more than 1 session is allowed. Tap on 'Confirm booking'.



#### **16. What prizes can I win from the Active Participation Monthly Draw? Will the prizes be the same for each Active Participation Monthly Draw?**

Stay tuned for updates on the prizes for each month! Do note that the type of prizes may differ from month to month, but the value of the prizes across the months will be similar.

Prizes may come in the form of a digital voucher, with terms and conditions which may be applicable depending on the retail partner providing the voucher. All prizes are not exchangeable nor redeemable for cash.

#### **17. How will I receive the prizes from Community Challenge?**

Overall top 3 performing GRC for Steps or MVPA: Eligible participants from the winning GRCs will receive Healthpoints which will be credited directly their Healthy 365 e-wallets within 2 months from the end of the Challenge.

Active Participation Monthly Draw: Winners of the Monthly Draw will receive the prizes, in the form of a digital voucher, directly into "Rewards" on the Healthy 365 app at an appropriate time after the lucky draw has been conducted.

### **Section D: Challenge statistics**

#### **18. What kind of information is accessible to Community Challenge participants?**

On the Healthy 365 app, participants can view Community Challenge information by tapping the "Community Challenge" card on the Challenge Progress under Home.

The card will provide the following information:

- **Participant's GRC's** overall daily average step count per participant, accumulated from 6 December 2021 onwards until the previous day.

- **Participant's GRC's** overall weekly average MVPA duration per participant, for full weeks (i.e. Monday to Sunday), accumulated from 6 December 2021 onwards until the previous week.

The leaderboard is updated as of the previous day's step count data, and previous week's MVPA data. Participants who have not registered, did not set a tracking mode and have not synced any steps to the server are excluded from the computation.

### **19. How are the overall steps and MVPA leaderboards computed?**

The overall steps leaderboard rank GRCs based on their daily average step count per participant, accumulated from 6 December 2021 onwards until the previous day. The positions of all 17 GRCs are also reflected on the same page.

The overall MVPA leaderboard rank GRCs based on their weekly average MVPA duration per participant, accumulated from 6 December 2021 onwards until the previous week. The positions of all 17 GRCs are also reflected on the same page.

The leaderboards are updated as of the previous day's step count data, and previous week's MVPA data. Participants who have not registered, did not set a tracking mode and have not synced any steps to the server are excluded from the computation.

### **20. Why are the average step count / MVPA figures on my Community Challenge leaderboard "0"?**

Participants should ensure that their mobile phone has good internet connection. Do note that average step count on leaderboard is updated as of the previous day's data and average MVPA minutes is updated as of previous week's data. If the problem persists, please delete, reinstall the app from App Store or Play Store and restore profile.

### **21. What is the formula for daily average step count?**

Daily average step count = total number of steps accumulated by all participants in the GRC, divided by summation of total number of days in the challenge for all participants in the GRC.

The Challenge statistics on the Healthy 365 app is updated as of the last sync steps data prior to midnight. Every morning (between 12am to 5am), the system generates data to update the Healthy 365 mobile app. Steps clocked on the previous day but were not successfully sent to the server before the morning update would be excluded from the daily average step count displayed on the Healthy 365 mobile app today.

Notwithstanding, as long as the steps are synced within seven days, all step counts of a particular day will be sent to the server within three days and will contribute to the daily average step count computation for the overall and monthly challenge.

Participants who have not registered, did not set a tracking mode and have not synced any steps to the server are excluded from the computation.

## **22. What the formula for weekly average MVPA minutes?**

Weekly average MVPA duration = total number of MVPA minutes accumulated by all participants in the GRC, divided by the summation of total number of full weeks in the challenge amongst all participants in the GRC.

The Challenge statistics on the Healthy 365 app is updated as of the last sync MVPA minutes data prior to midnight. Every morning (between 12am to 5am), the system generates data to update the Healthy 365 mobile app. MVPA minutes clocked on the previous week but were not successfully sent to the server before the morning update would be excluded from the average MVPA minutes displayed on the Healthy 365 mobile app today.

Notwithstanding, as long as the MVPA minutes are synced within seven days, all MVPA minutes of a particular day will be sent to the server within three days and will contribute to the average score computation.

Participants who have not registered, did not set a tracking mode and have not synchronised any steps to the server are excluded from the computation.

### **Section E: Technical Support for Community Challenge**

## **23. What should I do if I change my address during the Community Challenge? Can I just change the postal code on my profile for the change in GRC to be registered?**

Participants who update their postal code on the Healthy 365 after the Community Challenge has started (i.e. 6 December 2021, 0000 hours onwards) will **not** be regrouped into another GRC.

## **24. What should I do if I need further assistance?**

For further assistance, please contact us at **1800 567 2020** or email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg).