

## National Steps Challenge™ Season 2: Frequently Asked Questions

General	
1.	<p><b>What is the National Steps Challenge™?</b></p> <p>The National Steps Challenge™ is a physical activity initiative by the Health Promotion Board (HPB) to encourage Singapore residents to be more physically active every day, anytime and anywhere.</p>
2.	<p><b>How is Season 2 going to be different from Season 1?</b></p> <p>The National Steps Challenge™ Season 2 will continue to encourage participants to walk 10,000 steps daily, albeit with new elements, including:</p> <ol style="list-style-type: none"> <li>i. More rewards tiers – from three tiers in Season 1 to six tiers in Season 2.</li> <li>ii. More flexibility in participation – smartphone users can also participate using their S Health (For Android 4.4 and above with S Health installed) and Health Kit (iPhone 5S and above, with iOS8 and above).</li> <li>iii. More compatible steps trackers – besides HPB-issued steps trackers, participants may also use other compatible trackers. Please visit <a href="http://stepschallenge.sg">stepschallenge.sg</a> for the list of compatible trackers.</li> <li>iv. More convenience – participants using the HPB steps trackers will be able to sync their step count on their family members' or friends' smartphones with the new Sync for Friends function on the Healthy 365 app.</li> <li>v. More Challenges – beside the individual Challenge, a new category – Corporate Challenge – will be introduced for workplaces.</li> <li>vi. More activities for all to get active – on a monthly basis, new Thematic Challenges will be introduced to offer participants more fun &amp; exciting ways to clock steps individually, together with friends and families.</li> </ol> <p>More information on the new features in the National Steps Challenge™ Season 2 will be provided soon. Please visit <a href="http://stepschallenge.sg">stepschallenge.sg</a> for the latest updates.</p>
3.	<p><b>Who can sign up for the National Steps Challenge™ Season 2?</b></p> <p>The National Steps Challenge™ Season 2 is open to all Singaporeans, Permanent Residents and foreigners aged 18 and above at the point of registration with a valid NRIC or FIN.</p> <p>Please note that eligible persons who are below 21 years of age must obtain parental consent before participating in the National Steps Challenge™ Season 2.</p> <p>If you are already a Season 1 participant, you may still sign up for Season 2.</p>
4.	<p><b>How does the National Steps Challenge™ Season 2 work?</b></p> <p>New participants (i.e. those who did not sign up for Season 1) who have successfully signed up for the National Steps Challenge™ Season 2 will be entitled to a free HPB steps tracker on a first come first served, <b>while stocks last basis</b>.</p> <p>For smartphone participants, the National Steps Challenge™ Season 2 will be conducted via the Healthy 365 app which is available for free download on Google Play Store or Apple App Store. Participants will also be offered the option of different steps tracking modes, including app-based (S Health or Health Kit) and other compatible steps tracking devices.</p> <p>Once you have created a profile on Healthy 365 and set up your preferred tracking mode, all you need to do is to start moving to accumulate steps and earn points. The points earned will allow you to redeem sure-win rewards and accumulate lucky draw chances for the Grand Draw. <b>Please note that only steps clocked after registering for the challenge successfully will be used for points accumulation for rewards redemption and lucky draw chances.</b></p> <p>Non-smartphone participants can also participate via registration at National Steps Challenge™ public roadshows and sync their step count at the Healthy 365 kiosks located at partners' outlets or using the new Sync for Friends function on their family members' or friends' smartphone.</p> <p>Please refer to the schedule of our roadshows <a href="#">here</a>.</p>

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5.	<p><b>How do I sign up for the National Steps Challenge™ Season 2?</b></p> <p><u>Smartphone participants</u> Download the Healthy 365 app, create a profile and agree to the terms and conditions of National Steps Challenge™ Season 2. Select your preferred tracking mode, and begin clocking your steps! Visit our roadshows to collect your steps tracker if you are a new participant (i.e. did not participate in Season 1). Alternatively, you may visit our Health Promotion Board Lobby Collection Point* from 3 October 2016 onwards.</p> <p><u>Non-smartphone participants</u> You can only participate using the HPB steps tracker. Visit our roadshows and Customer Care Centre where our customer service officers will help you to sign up and set up your HPB steps tracker.</p> <p>If you require technical assistance with your steps tracker and would like to speak to a customer service officer in person, please visit the Customer Care Centre on the following days and time period:</p> <p><u>Operating Hours for technical support (incl. faulty steps tracker exchange):</u> Mon to Fri, 11am – 8pm Sat, 9am – 1pm (closed on Sundays, eve of Public Holidays and Public Holidays)</p>
6.	<p><b>Must I pay to participate in the National Steps Challenge™ Season 2?</b></p> <p>No, participation in the National Steps Challenge™ Season 2 is free of charge.</p>
7.	<p><b>Can I sign up on behalf of my friends or family members for the National Steps Challenge™ Season 2 using the same smartphone?</b></p> <p>Each person must sign up individually on a smartphone or at our roadshows (for individuals without a compatible smartphone). You may sign up on their behalf if you have their authorization and their NRIC for non-smartphone users. For smartphone users, they have to sign up on their own smartphone.</p> <p>Please note that each smartphone can only be registered with one account. If participants have already signed up on the Healthy 365 app, they may authorise others to collect the trackers on their behalf. Refer to “Steps tracker” section for more information.</p>
8.	<p><b>When does the National Steps Challenge™ Season 2 start?</b></p> <p>The National Steps Challenge™ Season 2 will start on 1 October 2016. The Healthy 365 app will be available for download on Apple App Store and Google Play Store in September 2016. Participants are required to download the Healthy 365 app and create a profile prior to setting up their steps tracker.</p>
9.	<p><b>I have signed up for National Steps Challenge on my smartphone app, will I receive an SMS or email indicating the schedule of collection?</b></p> <p>Unlike Season 1, participants can participate in the challenge via different tracking modes and devices and it is not mandatory to use the HPB steps tracker. Hence, signing up on the app will not guarantee you a free steps tracker and there will not be an allocated slot for collection.</p>
10.	<p><b>Is there an online registration portal where I can arrange an appointment for collection of tracker if I am unable to go for the roadshow?</b></p> <p><u>Appointment system for collection of HPB steps tracker</u></p> <p>Participants who are unable to come down to our roadshows or Customer Care Centre may wish to reserve a HPB steps tracker by scheduling an appointment with us at <a href="https://trackercollection.eventbrite.com">https://trackercollection.eventbrite.com</a>. Collection will only be available from <b>14 November 2016 onwards</b>, at Health Promotion Board Level 1, Lecture Hall. Please print out or save the email confirmation on your mobile phone. If you wish to change your appointment, please proceed to cancel</p>

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	<p>your original appointment and schedule a new one at <a href="https://trackercollection.eventbrite.com">https://trackercollection.eventbrite.com</a>. Please expect waiting time of approximately 30 minutes during your appointment.</p> <p>Please be informed that you may reserve up to 3 trackers including yourself should you wish to collect on behalf of your family. Please ensure that they are already registered for the challenge and bring along their NRIC/ photo ID for verification.</p> <p><b>*Please note that all steps trackers collection will end on 18 Dec 2016.</b></p>
11.	<p><b>What do I do after I have signed up for the National Steps Challenge™?</b></p> <p>Once you have successfully signed up for the National Steps Challenge™ Season 2 and have set up your preferred mode of steps tracking, all you need to do now is start moving to accumulate steps to earn points. You can earn up to a maximum of 60 points per day with 10,000 steps clocked.</p> <p>Please note that the HPB steps tracker can only store up to 7 days of data and you will need to sync your HPB steps tracker with the Healthy 365 app via Bluetooth® at least once every 7 days. For non-smartphone participants can update their accumulated step count by syncing their HPB steps tracker at least once every 7 days at any of the HPB Healthy 365 Kiosks or by using the new Sync with Friends function on the Healthy 365 app using your family members' or friends' smartphone.</p> <p>Check out the locations of Healthy 365 kiosks <a href="#">here</a>.</p>
12.	<p><b>Will there be any penalty if I decide to withdraw or drop out halfway from the National Steps Challenge™ Season 2?</b></p> <p>No penalty will be imposed. You may call our hotline at 1800 567 2020 to withdraw from the Challenge. Please note that you will not be entitled to redeem any rewards after you have withdrawn from the Challenge. Do note that you are not allowed to join the same challenge again upon withdrawal.</p>
13.	<p><b>Where can I get more information on the National Steps Challenge™ Season 2?</b></p> <p>You can visit <a href="http://stepschallenge.sg">stepschallenge.sg</a>, email us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> or call us at 1800 567 2020 during office hours.</p>
<p><b>Season 1 returning participants</b></p>	
14.	<p><b>Do I need to sign up for Season 2?</b></p> <p>Yes, you will need to sign up for Season 2 to take part in the Challenge.</p>
15.	<p><b>Will I be able to continue from where I left off in Season 1, i.e. keep my accumulated steps and points?</b></p> <p>Returning participants will start on a fresh slate from 1 October 2016 onwards. There will be no roll-over of steps and points.</p>
16.	<p><b>Can I get another HPB steps tracker?</b></p> <p>Returning participants who have already collected their steps trackers will not be eligible for another free HPB steps tracker. You may continue to use your issued steps tracker to clock steps on the Healthy 365 app. You may also choose a new tracking mode, such as app-based tracking, or purchase other compatible steps trackers at an exclusive discount from our partners. Check out our partners' discounts by going to the "Apps" tab and tap on the "Exclusive Partners Discount" banner on the Healthy 365 app*.</p> <p>* "Exclusive Partners Discount" function is available from 27 October onwards. Participants may access "Exclusive Partners' Discounts" on the "Apps" tab between 1 September and 27 October.</p>
17.	<p><b>Do I get the same rewards as a new participant?</b></p>

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	<p>Yes, you are entitled to the same rewards as a new participant. However, you will not get another free HPB steps tracker if you have already collected one.</p> <p>If you sign up at our roadshows, you will receive a loyalty gift exclusively for Season 1 returning participants on a first come first served, while stocks last basis.</p> <p>Please refer to the schedule of our roadshows <a href="#">here</a>.</p> <p>Thank you for your continued support and interest in the National Steps Challenge™.</p>
18.	<p><b>My steps tracker is spoilt. How do I participate in the Challenge?</b></p> <p>You may do a one-for-one exchange (excluding strap) at our National Steps Challenge™ Customer Care Centre if it is still within its one-year warranty.</p> <p>*Tracker will be assessed by the Customer Service Officer if it is valid for exchange. As stated within the product guide, kindly note that the product 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 and breakage shall not be covered.</p> <p>Alternatively, smartphone participants may also choose new modes of tracking, including app-based tracking (using S Health or Health Kit), or other compatible trackers from our partners.</p> <p><u>Operating Hours for technical support (incl. faulty steps tracker exchange):</u>          Mon to Fri, 11am – 8pm          Sat, 9am – 1pm          (closed on Sundays, eve of Public Holidays and Public Holidays)</p>
19.	<p><b>I lost my steps tracker. Can I get a replacement?</b></p> <p>If you would still like to participate in the Challenge using the HPB steps tracker, you may purchase a new HPB steps tracker from our authorised service providers, or a compatible tracker with an exclusive discount from our partners. Check out our partners' discounts by tapping on "Apps" tan and tap on the "Exclusive Partners Discount" banner on the Healthy 365 app*. * "Exclusive Partners Discount" function is available from 27 October onwards. Participants may access "Exclusive Partners' Discounts" on the "Apps" tab between 1 September and 27 October.</p> <p>Information on our authorised service providers is available <a href="#">here</a>. For partners' steps trackers, please refer to the following websites for partners' retail outlets location:</p> <p><u>Samsung</u>  <a href="http://www.samsung.com.sg/retail/retail.html">http://www.samsung.com.sg/retail/retail.html</a></p> <p><u>Sony Store</u>  <a href="http://www.sony.com.sg/section/retailshops?cid=gwt:footer:see-our-location">http://www.sony.com.sg/section/retailshops?cid=gwt:footer:see-our-location</a></p> <p><u>Actxa</u>  <a href="http://www.actxa.com/where-to-buy/">http://www.actxa.com/where-to-buy/</a></p> <p>Alternatively, you may also wish to try out the new tracking modes, i.e. app-based tracking (using S Health or Health Kit) which are free of charge.</p>
20.	<p><b>I am a non-smartphone participant and I have lost my HPB steps tracker. Can I get a replacement?</b></p> <p>Unfortunately, non-smartphone participants can only participate using a HPB steps tracker. Hence, you will need to purchase a new HPB steps tracker from the respective authorised service providers' retail outlets. Information on our authorised service providers is available <a href="#">here</a>.</p>
<p><b>Modes of steps tracking and syncing of step count</b></p>	

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21.	<p><b>What are the different modes of steps tracking?</b></p> <p>In addition to steps trackers issued by HPB, participants may also participate in the Challenge and track their steps using other trackers or mobile applications compatible with the Healthy 365 app.</p> <ul style="list-style-type: none"> <li>• HPB steps tracker</li> <li>• Preferred mobile apps and trackers             <ul style="list-style-type: none"> <li>○ S Health* app with or without Samsung GearFit 2</li> <li>○ Actxa app with or without Actxa Swift</li> </ul> </li> <li>• Other mobile apps and trackers             <ul style="list-style-type: none"> <li>○ HealthKit* app with or without Apple Watch</li> <li>○ Fitbit</li> </ul> </li> </ul> <p><u>*S Health (Android):</u> Android 4.4 and above; <u>HealthKit (iOS):</u> iPhone 5S and above, with iOS 8 and above</p>
22.	<p><b>Why am I unable to use Google Fit app after joining the challenge?</b></p> <p>The Healthy 365 app supports the Google Fit app. However, Google Fit app will no longer be available upon registration in any of HPB's health challenges on the app. As Google Fit allow manual addition of steps, it is disallowed to be used for participation in any challenges to prevent fraud. You can only pair with the selected trackers and apps as mentioned above.</p>
23.	<p><b>How do I pair the other compatible trackers and apps?</b></p> <p>Please refer to our <a href="#">brochure</a> for more information on how to set up your preferred tracking mode on the Healthy 365 app.</p>
24.	<p><b>Can I switch between different modes of steps tracking?</b></p> <p>Yes, smartphone participants can switch between the different modes of steps tracking. Please refer to our <a href="#">brochure</a> for more information on how to switch between different tracking modes available and to always perform a sync first before switching.</p> <p>Please note that non-smartphone participants can only participate in the Challenge using the HPB steps tracker.</p>
25.	<p><b>Will I lose my steps for the day if I change my mode of steps tracking? OR why is my steps count inaccurate after changing my mode of steps tracking?</b></p> <p>No, you will not lose your step count for the day if you switch your preferred tracking mode. Please sync your steps before switching your tracking mode. Steps taken after successfully changing your tracking mode will be added to your previously synced steps.</p>
26.	<p><b>What happens when I go to a country with a different time-zone? Will my steps still be counted?</b></p> <p>The Healthy 365 app is a local app that follows the Singapore time-zone. To ensure most accurate syncing of your steps count, please ensure that your mobile phone is not set to automatic time-setting and remains on Singapore time-zone. If your mobile phone has been reset to the new time-zone and you try to sync your steps count, please note that there may be inaccuracy in the steps count clocked or you may lose the steps clocked in the different time-zone. Please be informed the above is only applicable for HPB steps trackers.</p> <p>For other compatible tracker/ tracking mode, it is subjected to the respective tracker/ tracking mode's algorithm and may not be fully synced to Healthy 365.</p>
27.	<p><b>How do I update my step count?</b></p>

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### For smartphone participants

Launch the Healthy 365 app and go to “Dashboard”. Tap the green button on the right to sync your HPB steps tracker to Healthy 365 app. Please ensure Bluetooth® is switched on for syncing.



Participants using Fitbit trackers are required to sync their step count with their Fitbit app before syncing with the Healthy 365 app.

### Non-smartphone participants

Non-smartphone participants can sync their step count at the Healthy 365 kiosks at our partners' outlets.

Alternatively, non-smartphone participants can use the new Sync for Friends function to sync their step count using their family member's or friend's smartphone, as long as it is compatible with the Healthy 365 app.

Refer to our [brochure](#) for more details on how to use the 'Sync for Friends' function on Healthy 365 app.

**28. Can I update my step count at the Healthy 365 kiosk if I am a smartphone participant?**

You can sync to the Healthy 365 kiosk only if you are using the HPB steps tracker. However, you will not be able to redeem rewards through the Healthy 365 kiosk.

**29. Can I update my step count at the Healthy 365 kiosk if I am not using the HPB step tracker?**

No, you will not be able to sync to the Healthy 365 kiosk if you are not using HPB steps tracker. The Healthy 365 kiosk can only be used for syncing with HPB steps tracker.

**30. Can I sync my count on my family member's or friend's smartphone using the Sync for Friends function on the Healthy 365 app if I am not using the HPB steps tracker?**

No, you cannot update your step count using the Sync for Friends function if you are not using the HPB steps tracker. The 'Sync for Friends' function is only available for HPB steps tracker.

**31. Why is there a difference in the number of steps tracked when I wear 2 different devices/ Why is there varying degrees on accuracy in steps tracking across different models of trackers?**

Do note that every tracking device has its own tracking algorithm and only serves as an estimate to the actual step count taken as it is also affected by each individual's walking gait and arm swing. Hence, like every other fitness tracker in the market, each HPB tracker (which has been tested) will have its own attuned sensitivity that may have varying degrees of accuracy in the steps tracked.

**Points, rewards and prizes**

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### 32. How do I earn points for the National Steps Challenge™?

All you have to do is get active to clock steps on your HPB steps tracker, other compatible trackers or mobile applications (S Health or Health Kit). Then, update your step count by syncing to the Healthy 365 app or Healthy 365 kiosk to earn points. Please note that you will need to sync your HPB steps tracker at least once every seven days.

You can only earn a maximum of 60 Points per day.

Steps per day	Points
5,000	15 Points
7,500	45 Points
10,000	60 Points (Maximum per day)

### 33. When can I start earning points for the National Steps Challenge™?

You can start earning points when the National Steps Challenge™ Season 2 starts on 1 October 2016, 00:00hrs.

### 34. What can I do with my points?

You can redeem them for sure-win rewards comprising of shopping and grocery vouchers worth up to a total of \$35. Once you have earned enough points for each tier, you may select a sure-win reward of your choice. Please note that only one reward can be redeemed per tier and that **once you have submitted your choice of sure-win reward and delivery mode, it cannot be changed.**

	Points	Sure-win Reward
Tier 1	600	\$5
Tier 2	Additional 1,800	\$10
Tier 3	Additional 1,200	\$5
Tier 4	Additional 1,200	\$5
Tier 5	Additional 1,200	\$5
Tier 6	Additional 1,200	\$5

The points you earn also gives you lucky draw chances to winning great prizes in our Grand Draw. Every 750 Points gives you one (1) chance in the Grand Draw.

Please note that all points earned from the start of the National Steps Challenge™ Season 2 will count towards your lucky draw chances, regardless of whether you have redeemed your sure-win rewards.

### 35. When will my points expire?

The sure-win reward points accumulation will end on 28 Feb 2017. The last day of sure-win reward redemption is 19 March 2017.

The Grand Draw points accumulation will end on 30 April 2017. The date to conduct Grand Draw will be announced at a later stage.

### 36. What prizes can I win in the Grand Draw?

Grand draw prizes include Singapore Airlines Business Class tickets for two to Wellington, New Zealand, a cruise package, staycation, electronic gadgets like Sony BRAVIA TV, Samsung GearFit 2 and shopping sprees.

### 37. When will the Grand Draw be held?

The Grand Draw will be held after 30 April 2017. The exact date will be confirmed at a later stage.

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38.	<p><b>How can I redeem the sure-win rewards?</b></p> <p>You can redeem your sure-win rewards through the “Rewards” tab in the Healthy 365 app or Healthy 365 Kiosk (for non-smartphone participants only).</p> <p><u><a href="#">Step by Step guide on rewards redemption</a></u></p> <ol style="list-style-type: none"> <li>1. Select the reward that you would like to redeem from the scroll-down bar and tap on “Done”</li> <li>2. Tap on “Redeem” on the selected tier</li> <li>3. Verify the address on the pop-up message and scroll to the bottom to tap on “Redeem”</li> <li>4. A successful redemption message will appear and the “Redeem” button will be greyed out.</li> </ol> <p>The voucher(s) will be sent out to your stipulated mailing address within 14 working days. However, do note that the actual timeline to receive the voucher may be longer due to delivery schedule of Singpost.</p> <p>Please ensure that you have provided a valid and updated mailing address on the “Profile” tab on Healthy 365 app. HPB reserves the right to reject requests for resending of voucher if it is due to participant’s inaccurate provision of address. The appointed vendor may contact participants for verification of the address with phone number starting with 3152xxxx or 6745xxxx.</p> <p>Please call our hotline at 1800 567 2020 if you need to update your mailing address.</p> <p>You may also choose self-collection via the Healthy 365 app and collect at the redemption centre after 4 working days.</p> <p>Self-collection can be done at the following redemption centre :</p> <p><u><a href="#">Mojito Redemption Centre</a></u>          Plaza Singapura Extension          68 Orchard Road, #04-60/61          Singapore 238839</p> <p>Operating Hours: 11.30am to 8.30pm daily (Closed on Public Holidays)          Contact Number: 6534 8095</p> <p><b>Please note that only one reward can be redeemed per tier and that once you have submitted your choice of sure-win reward and the delivery mode, you will not be able to change the choice of your sure-win reward and the delivery mode.</b></p> <p><b>Pls note that lost mail report will be investigated and resent may not be granted on a case by case basis. The vendors may contact participants for verification</b></p>
39.	<p><b>Will I be able to choose the type of sure-win rewards I want to redeem?</b></p> <p>You may choose between shopping or grocery vouchers as indicated on the Healthy 365 app. HPB’s decision on the type of vouchers is final and requests to change the reward will not be entertained.</p>
40.	<p><b>If I do not have a smartphone, how can I redeem the sure-win rewards?</b></p> <p>You can visit any HPB Healthy 365 Kiosk to select your rewards through the “Rewards” tab. Check out the location of the HPB Healthy 365 kiosks <u><a href="#">here</a></u>.</p>
41.	<p><b>Why am I unable to go down immediately for the self-collection?</b></p> <p>The 4 working days’ lead time is to allow the redemption records to be updated on the backend system as well as for the redemption centre to prepare the necessary rewards vouchers for collection.</p>
42.	<p><b>Can someone collect the sure-win rewards on my behalf?</b></p>

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	<p>You can authorize someone else to collect your sure-win rewards after you have redeemed on your Healthy 365 app. The authorized personnel will need to bring down their original NRIC/ photo ID (eg. driving license) and your original NRIC for the collection. Each authorized personnel can only collect for maximum 3 persons including themselves.</p>
43.	<p><b>Can I still redeem sure-win rewards after end Feb 2017?</b></p> <p>You may redeem your sure-win rewards via the Healthy 365 app or kiosk after end Feb 2017. The last day for redemption is 19 March 2017, 2359hrs.</p>
44.	<p><b>If I have selected self-collection, when is the last day I can collect my sure-win rewards?</b></p> <p>For participants who have selected self-collection, please note that all sure-win rewards must be collected by 31 March 2017. Any uncollected sure-win rewards will be forfeited after 31 March 2017.</p>
<p><b>Steps tracker</b></p>	
45.	<p><b>I have signed up for National Steps Challenge™ Season 2. How do I collect my HPB steps tracker?</b></p> <p>HPB steps trackers* can be collected at the National Steps Challenge™ Season 2 roadshows on a first come first served, <b>while stocks last basis</b>. Please refer to the schedule of our roadshows <a href="#">here</a>.</p> <p><u>Health Promotion Board Lobby Collection Point</u></p> <p><u>Venue:</u> Health Promotion Board, 3 Second Hospital Avenue, Singapore 168937, Level 1 Lobby (next to 7-11 store)</p> <p><u>Operating Hours for tracker collection :</u> Mon to Fri, 5pm – 9pm Sat to Sun, 9am – 7pm (closed on eve of Public Holidays and Public Holidays)</p> <p>#Last day for collection on 18 Dec 2016</p> <p><u>Operating Hours for technical support (incl. faulty steps tracker exchange):</u> Mon to Fri, 11am – 8pm Sat, 9am – 1pm (closed on Sundays, eve of Public Holidays and Public Holidays)</p> <p>*Only Singaporeans and PRs new participants (i.e did not collect a free HPB steps tracker previously) who have successfully signed up for the National Steps Challenge™ Season 2 will be entitled to a free HPB steps tracker on a first come first served, <b>while stocks last basis</b>.</p>
46.	<p><b>Can someone else collect the HPB steps tracker on my behalf?</b></p> <p>If you are unable to collect the HPB steps tracker personally, you can authorise someone else to collect on your behalf after you have successfully registered for the National Steps Challenge™ Season 2.</p> <p>The authorised person must produce the original or photo of your NRIC (limited to a maximum of 3 HPB steps trackers to be collected by 1 person, including himself or herself) for verification of eligibility during collection.</p> <p>The same process applies to priority ticket holders. Each priority ticket holder will also be allowed to collect up to 3 HPB steps trackers as long as he/she can produce the original or photo of the NRICs for the other 2 persons and they are already registered to the Challenge.</p>
47.	<p><b>How do I start using my HPB steps tracker?</b></p> <p>Smartphone participants will need to pair their HPB steps tracker to the Healthy 365 app using Bluetooth®. Please refer to our <a href="#">brochure</a> for instructions on how to pair your HPB steps tracker. Once you have done that successfully, all you need to do now is start moving to accumulate steps to earn points.</p>

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	<p>Please note that the HPB steps tracker can only store up to seven days of data and you will need to sync your HPB steps tracker with the Healthy 365 app via Bluetooth® at least once every seven days.</p> <p>For non-smartphone participants, your HPB steps tracker will be paired to your profile during collection at our roadshows or at Customer Care Centre (whichever applicable). You will need to update your accumulated step count by syncing your HPB steps tracker at any of HPB Healthy 365 Kiosks at least once every seven days, or using the new Sync for Friends function on the Healthy 365 app from your family members' or friends' smartphone to sync your step count.</p> <p>Check out the locations of the Healthy 365 kiosks <a href="#">here</a>.</p>
48.	<p><b>Do I need to charge the HPB steps tracker?</b></p> <p>Yes, you will need to charge the steps tracker regularly using the USB cable provided within the steps tracker packaging. Please refer to the charging instructions provided within the step tracker packaging for more details.</p> <p>For the Stride+ tracker, do note that if the battery is completely flat, it will take 5- 10 minutes to charge up for the first time and to charge for 1-2 hours for the first charge.</p> <p>For Omniband, you will need to ensure that the tracker is inserted correctly and tightly for the charging to start. The battery bar will flash upon charging. Do note that you will need to charge at least 1 hour for a full charge.</p>
49.	<p><b>Do I need to charge the HPB steps tracker?</b></p> <p>Yes, you will need to charge the steps tracker regularly using the USB cable provided within the steps tracker packaging. Please refer to the charging instructions provided within the step tracker packaging for more details.</p>
50.	<p><b>What do I do if my HPB steps tracker becomes faulty?</b></p> <p>Your steps tracker has a warranty period of one year. You are strongly encouraged to read the user manual carefully for a better understanding of how to use your steps tracker.</p> <p>Smartphone participants may do a one-for-one exchange for their <b>faulty</b> steps trackers (<b>excluding strap</b>) at the authorised service providers' outlets. Please call their respective hotline available on <a href="http://www.stepschallenge.sg">www.stepschallenge.sg</a> to check if there are any stocks before making your way down.</p> <p>*Authorised Service Providers only provide sales and exchange services. They do not provide any form troubleshooting, registration and pairing services for smartphone users. Tracker will be assessed by the Customer Service Officer if it is valid for exchange. Kindly note that it is stated within the product guide that the product 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 and breakage shall not be covered</p> <p>Alternatively, you can visit National Steps Challenge™ Customer Care Centre located at HPB.</p> <p>Participants are required to bring the faulty steps tracker and the booklet found in the steps tracker packaging to facilitate the exchange.</p> <p>Non-smartphone participants are required to visit the National Steps Challenge™ Customer Care Centre at HPB to exchange your faulty steps tracker as you will require our customer care officers' assistance to pair your new steps tracker to your profile.</p> <p><u>Operating Hours for technical support (incl. faulty steps tracker exchange):</u> Mon to Fri, 11am – 8pm Sat, 9am – 1pm (closed on Sundays, eve of Public Holidays and Public Holidays)</p>

## National Steps Challenge™ Season 2: Frequently Asked Questions

51.	<p><b>Besides the HPB steps tracker, what are the other compatible trackers?</b></p> <p>The other compatible trackers include <b>Samsung</b> devices which have steps tracking function and are compatible with S Health as well as <b>Actxa Swift</b>. Check out our partners' discounts by going to the "Apps" tab and tap on the "Exclusive Partners Discount" banner on the Healthy 365 app*.          * "Exclusive Partners Discount" function is available from 27 October onwards. Participants may access "Exclusive Partners' Discounts" on the "Apps" tab between 1 September and 27 October.</p> <p>Please refer to the respective partners website for the retail outlets locations:</p> <p><u>Samsung</u>  <a href="http://www.samsung.com/sg/retail/retail.html">http://www.samsung.com/sg/retail/retail.html</a></p> <p><u>Actxa</u>  <a href="http://www.actxa.com/where-to-buy/">http://www.actxa.com/where-to-buy/</a></p> <p>Apple I-watch and Fitbit trackers are also compatible with Healthy 365. Participants must have an existing Fitbit account and Fitbit app to use Fitbit trackers for the National Steps Challenge™ Season 2.</p> <p>Alternatively, you may also wish to try out the new tracking modes, i.e. app-based tracking (using S Health or Health Kit) which is available for free in your smartphone.</p>
52.	<p><b>Can I switch between trackers if I have more than one compatible tracker?</b></p> <p>Yes, you may switch between compatible trackers. Please sync your steps before switching tracking mode. Steps taken after successfully switching your tracking mode will be added to your previously synced steps. Please refer to <a href="#">our brochure</a> for instructions on switching your preferred tracking mode.</p>
53.	<p><b>How are my steps computed after I've changed trackers?</b></p> <p>Steps taken after successfully switching your tracking mode will be added to your previously synced steps on the day of change.</p>
54.	<p><b>How many models of HPB steps trackers are there and do I have a choice of preferred model?</b></p> <p>While there are several models of HPB steps trackers for Season 2, HPB will only offer one stipulated steps tracker model to any eligible participant at any point in time. Eligible participants will not be offered a choice of different steps trackers models. Your kind understanding and cooperation will be appreciated.</p>
55.	<p><b>If I do not like the HPB steps tracker offered to me, can I change to a different model?</b></p> <p>Exchange for different steps tracker model is strictly not allowed.</p>
56.	<p><b>If the HPB steps tracker allocated to me is faulty, can I change to a different model?</b></p> <p>If the steps tracker provided to you is faulty, you may do a one-for-one exchange for a new tracker of the same model for free. Exchange for a different steps tracker model is strictly not allowed.</p> <p>If you will still like to obtain a different HPB steps tracker model, the steps trackers are available for sale by our authorised service providers.</p>
57.	<p><b>Will HPB be able to publish or announce which model of HPB steps tracker will be allocated at which roadshows?</b></p> <p>The allocation of the HPB steps trackers depend on stocks availability and delivery schedules of the different models. Therefore we will not be able to publish or announce the models that will be allocated ahead of time.</p>

### App-based Steps Tracking

## National Steps Challenge™ Season 2: Frequently Asked Questions

58. **What are the apps that can be used to track steps for the National Steps Challenge™ Season 2?**

The apps are S Health (for Android users) and Health Kit (for iOS users). Please note that the minimum technical specifications are as follows:

- S Health – Android 4.4 and above. S Health must be installed on phone. To check Android version, please go to “Settings” on your phone and tap on “About device”.
- Health Kit – iPhone 5S and above, with iOS 8 and above. To check iOS version, please go to “Settings” on your phone and tap on “General” then “About”.
- Please ensure that there are steps clocked on your S Health or Health Kit for pairing to be successful.

Please sync your step count once every 7 days to prevent loss of steps data. Tap on the green button on “Dashboard” tab to sync.

Note: Steps synced into Healthy 365 are dependent on the steps recorded from the mobile device itself. Healthy 365 alone does not do any form of steps tracking.

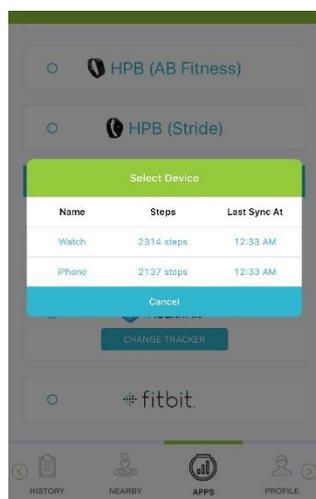
59. **Am I entitled to the same rewards if I use app-based steps tracking?**

Yes, both tracker-based and app-based participants are entitled to the same rewards.

60. **How do I set up S Health or HealthKit as my preferred mode of steps tracking?**

Please refer to [our brochure](#) for more information on how to set up S Health or HealthKit as your preferred tracking mode.

Do note that if you have other devices (eg Samsung Gear Fit, Apple Watch etc) connected to your S-Health or Healthkit, you will be prompted to select either the device or the app for tracking (eg of screenshot below). The Healthy 365 app will ONLY sync steps from the selected device/app. **\* MiBand/ Garmin is compatible to Health Kit but may not always be compatible to H365 hence if participant is using either of the 2 devices, the steps may not be fully synced to H365.**



61. **I am unable to pair to S-Health. Error message of “ Not registered on whitelist” always prompt even after allowing the permissions.**

You may either delete and re-install S-Health and try to pair again. Alternatively, please go to S-Health → Settings → About S Health → Tap on the S-Health version until it is converted to Developer Mode. After which, try to pair again.

62. **Can I change from app-based to tracker-based tracking?**

## National Steps Challenge™ Season 2: Frequently Asked Questions

	<p>Yes, you can switch from app-based to tracker-based tracking, and vice versa, anytime. Please sync your steps before switching tracking mode. Steps taken after successfully switching your tracking mode will be added to your previously synced steps. Please refer to our <a href="#">brochure</a> for more information on how to switch the tracking mode.</p>
63.	<p><b>How are my steps computed after I've changed from app-based to tracker based tracker, and vice versa?</b></p> <p>Steps taken after successfully switching your tracking mode will be added to your previously synced steps on the day of change.</p>
<b>Healthy 365 app</b>	
64.	<p><b>Is the Healthy 365 app compatible with my smartphone?</b></p> <p>Please check that both the version of your phone's operating system (OS) and your phone model are compatible with the Healthy 365 app.</p> <p>For smartphone OS versions, the Healthy 365 app requires <b>at least Android 4.4 and iOS 8 and above</b> to operate.</p> <p>To date, the following phone models are incompatible with the Healthy 365 app:</p> <ol style="list-style-type: none"> <li>1. Mercury A3S</li> <li>2. LG G Pro Lite</li> <li>3. LG G2</li> <li>4. ASUS (All models)</li> <li>5. Samsung S3</li> <li>6. Umi Hammer</li> <li>7. Acer Liquid X1</li> <li>8. iPhone 4</li> </ol> <p>Please note that this is not an exhaustive list and we are currently working on the Healthy 365 app so that it can be compatible with more phone models.</p>
65.	<p><b>Do I need Internet connection to use the Healthy 365 app?</b></p> <p>The Healthy 365 app requires Internet connection (data plan or WI-FI connection) to register for Challenges, update the points that you have earned and for you to redeem your rewards. The app does not require Internet connection to sync your steps tracker to your smart phone as it uses Bluetooth® technology. However, Internet connection is required for the steps data to be sent to our Internet server for points calculation and rewards redemption.</p>
66.	<p><b>How do I sign up for the National Steps Challenge™ Season 2 on the Healthy 365 app?</b></p> <p>Please refer to <a href="http://www.stepschallenge.sg">www.stepschallenge.sg</a> on how to sign up for the Challenge via the Healthy 365 app. Participants are encouraged to download the app and create a profile first before heading down to the <a href="#">roadshows</a> or the National Steps Challenge™ Customer Care centre to collect your tracker*.</p> <p>*Only new participants (i.e. those who did not sign up for Season 1) who have successfully signed up for the National Steps Challenge™ Season 2 will be entitled to a free HPB steps tracker on a first come first served, <b>while stocks last basis</b>.</p> <p>Please refer to the schedule of our roadshows <a href="#">here</a>.</p> <p><u>Health Promotion Board Lobby Collection Point</u></p> <p><u>Venue:</u> Health Promotion Board, 3 Second Hospital Avenue, Singapore 168937, Level 1 Lobby (next to 7-11 store)</p> <p><u>Operating Hours for tracker collection :</u> Mon to Fri, 5pm – 9pm Sat to Sun, 9am – 7pm</p>

## National Steps Challenge™ Season 2: Frequently Asked Questions

	<p>(closed on eve of Public Holidays and Public Holidays)</p> <p>#Last day for collection on 18 Dec 2016</p>
<b>Technical assistance / Troubleshooting</b>	
<b>67. I cannot click on “I Agree” when I try to register for a Challenge.</b>	<p>As the Healthy 365 app is built to be time sensitive, you may encounter an error when the time on your phone is different from the time in Singapore. If you are currently in Singapore, please ensure the time on your phone is accurate.</p> <p>Please follow the steps below:</p> <p><u>For iOS</u></p> <ol style="list-style-type: none"><li>Go to your phone’s “Settings” page</li><li>Tap on “General”, followed by “Date &amp; Time”</li><li>Turn “Set Automatically” option on</li></ol> <p><u>For Android</u></p> <ol style="list-style-type: none"><li>Go to your phone’s “Settings” page</li><li>Tap on “Date and Time”</li><li>Turn “Automatic date and time” option on</li></ol>
<b>68. I am unable to complete registration for a Challenge on the Healthy 365 app.</b>	<p>You may not have Internet connection or our servers are may be busy or under maintenance at the moment. Please try again later. If the problem persists, please email us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> or call us at 1800 567 2020 for further assistance.</p>
<b>69. My Healthy 365 app crashed when I try to input my Year of Birth (YOB) after I input my name and NRIC when I try to create a profile.</b>	<p>Try selecting your correct YOB first then input your name and NRIC. The YOB drop-down selection will then appear again, simply tap on “Done” to continue with the profile creation.</p> <p>If the problem persists, please email us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> or call us at 1800 567 2020 for further assistance after a diagnostic report has been sent.</p>
<b>70. I am unable to pair my HPB Stride steps tracker with the Healthy 365 app.</b>	<p>Please ensure that the steps tracker is charged by checking the power bar on the steps tracker. Please also ensure that your smart phone’s Bluetooth® is switched on.</p> <p>If the above fails to resolve the issue, please try the following:</p> <p><u>Method 1</u></p> <p>For optimal performance, please ensure that there are no other Bluetooth® devices within a 3m radius, and that your HPB steps tracker is next to your smart phone.</p>  <p><u>Method 2</u></p> <p>Check that you have downloaded the latest version of the Healthy 365 app from the App Store or Google Play Store. Update your app if there is a newer version.</p>

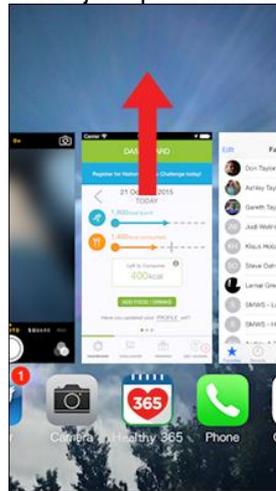
## National Steps Challenge™ Season 2: Frequently Asked Questions

### Method 3

The HPB steps tracker uses Bluetooth® Low Energy (BLE) to pair and synchronise data with the Healthy 365 app. The Bluetooth® scan does not run continuously and will stop-start every few seconds. Because of this stop-start mechanism, there is a chance that your steps tracker may fail to transmit data to the Healthy 365 app when the Bluetooth® is temporarily off. This can cause a few seconds of delay before the steps tracker is paired with the app.

Please try the following the steps:

- a) Turn off your smartphone's Bluetooth® and terminate the Healthy 365 app from the running applications on your phone (Note: do not just push it to the background)



OR



- b) Open your smartphone's "Settings"
- c) Switch on Bluetooth®
- d) Tap Scan for devices
- e) Check if your device name is listed under the device list
- f) Launch the Healthy 365 app and try to sync again

### Method 4 (For Android only)

Some Android users have reported that turning OFF an advanced Wi-Fi setting called Wi-Fi optimisation helps to improve Bluetooth® connectivity.

To turn OFF this setting,

- a) Open "Settings" on your Android operating system
- b) Select "Wi-Fi" then select "Options" / "Settings"

## National Steps Challenge™ Season 2: Frequently Asked Questions

- c) Select “Advanced”
- d) Un-tick “Wi-Fi Optimisation”

### Method 5

Ensure Power Saving Mode is turned OFF on the phone. To help ensure the pairing process is smooth, it is highly recommended to have the phone’s battery power to be above 50%.

### Method 6

As the Healthy 365 app is built to be time sensitive, you may encounter an error when the time on your phone is different from the time in Singapore. If you are currently in Singapore, please ensure the time on your phone is accurate.

Please follow the steps below:

#### For iOS

- a) Go to your phone’s “Settings” page
- b) Tap on “General”, followed by “Date & Time”
- c) Turn “Set Automatically” option on

#### For Android

- a) Go to your phone’s “Settings” page
- b) Tap on “Date and Time”
- c) Turn “Automatic date and time” option on

### Method 7 (For users on Android 6.0 and above only)

Users with phones on Android 6.0 and above may encounter pairing issues, if location services are turned-off.

To ensure pairing is successful, before beginning the pairing process:

#### Permission to access Location Services

- a) On the first launch of the Healthy 365, a pop-up will appear to request for permission to allow Healthy 365 to access Location services. Select “Allow”.
- b) If you did not select “Allow” during first launch, open “Settings” on your Android operating system
- c) Select “Applications”
- d) Select “Applications Manager”
- e) Select “Healthy 365”
- f) Select “Permissions”
- g) Ensure the “Location” setting is “On”

#### Turning On Location Services

- a) Open “Settings” on your Android operating system
- b) Select “Privacy and Safety” then select “Location”
- c) Ensure the setting is “On”

### Method 8

Restart the phone, turn on Bluetooth®, launch Healthy 365 app, then retry.



## National Steps Challenge™ Season 2: Frequently Asked Questions

	<p>If the problem persists, please email us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> or call us at 1800 567 2020 for further assistance.</p>								
71.	<p><b>I am unable to pair my HPB Omniband steps tracker with the Healthy 365 app.</b></p> <p>Please tap on the touch key for 30 times to trigger the Bluetooth. After which, on the steps tracker, go to calories burned page and press the touch key for 10 seconds. This deletes the connection that the tracker may be having to other devices. After which, turn on your smartphone, turn on Bluetooth and retry the pairing process.</p>								
72.	<p><b>The steps that are synced from my HPB steps tracker are inaccurate.</b></p> <p>Please try to manually sync by tapping on the green button on the second page of the “Dashboard”. You may need to re-launch the app the next day to see a correct reflection of steps and points.</p> <p>Alternatively, please go to the Diagnostic report page and tap on “Sync Now”. Leave the app running for about 2-3 minutes for all the past data to be sent up.</p> <p>If the problem persists, please restart the app and try again. Please email us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> or call us at 1800 567 2020 for further assistance.</p>								
73.	<p><b>Points are not awarded/ not awarded accurately when I have clocked enough steps. The reward tier remains unlocked even though I have accumulated enough points to unlock it.</b></p> <p>Please check if you have clocked the correct number of daily steps for the corresponding points:</p> <table border="1" data-bbox="434 1003 1243 1229"> <thead> <tr> <th>Steps per day</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>5,000</td> <td>15 Points</td> </tr> <tr> <td>7,500</td> <td>45 Points</td> </tr> <tr> <td>10,000</td> <td>60 Points (Maximum per day)</td> </tr> </tbody> </table> <p>Please note that the Healthy 365 app requires Internet connection (data plan or WI-FI connection) to update total points accumulated and for steps and points to be sent to our Internet server. Please also check that you have downloaded the latest version of the Healthy 365 app. Update the app if there is a newer version. <b>(Note: Do not delete or uninstall the app)</b></p> <p>Please also check that you have synced your steps tracker at least once every seven days. Step count that is not updated within seven days will not be recorded on Healthy 365 app and points will not be awarded. It is the participant’s responsibility to ensure that their steps trackers are synced at least once every seven days. HPB will not entertain any appeal for reinstatement of points due to user’s oversight.</p> <p>If the problem persists, please email us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> or call us at 1800 567 2020 for further assistance.</p>	Steps per day	Points	5,000	15 Points	7,500	45 Points	10,000	60 Points (Maximum per day)
Steps per day	Points								
5,000	15 Points								
7,500	45 Points								
10,000	60 Points (Maximum per day)								
74.	<p><b>There are no rewards available on the “Rewards” page.</b></p> <p>Please ensure that you have signed up for a Challenge in order to view rewards. Please also note that the Healthy 365 app requires Internet connection (data plan or WI-FI connection) for rewards redemption.</p>								

## National Steps Challenge™ Season 2: Frequently Asked Questions

75.	<p><b>I have selected my sure-win reward but I can only see a screen with my mailing address. How do I proceed to redeem?</b></p> <p>You will need to adjust the font settings of your phone. Please follow these instructions:</p> <p><u>For iOS</u></p> <ul style="list-style-type: none"><li>a) Go to your phone's "Settings"</li><li>b) Tap on "General", followed by "Accessibility"</li><li>c) Turn OFF the option for "Larger Text"</li></ul> <p><u>For Android</u></p> <ul style="list-style-type: none"><li>a) Go to your phone's "Settings"</li><li>b) Tap on "Accessibility"</li><li>c) Change the font size to medium or small</li></ul>
76.	<p><b>I am unable to complete the rewards redemption process.</b></p> <p>Please ensure that your smart phone has Internet connection in order to redeem rewards and that all address fields, including unit number, are completed before tapping on "Redeem". As the Healthy 365 app is built to be time sensitive, you may encounter an error when the time on your phone is different from the time in Singapore. If you are currently in Singapore, please ensure the time on your phone is accurate.</p> <p>Please follow the steps below:</p> <p><u>For iOS</u></p> <p>Go to your phone's "Settings" page</p> <ul style="list-style-type: none"><li>a) Tap on "General", followed by "Date &amp; Time"</li><li>b) Turn "Set Automatically" option on</li></ul> <p><u>For Android</u></p> <ul style="list-style-type: none"><li>a) Go to your phone's "Settings" page</li><li>b) Tap on "Date and Time"</li><li>c) Turn "Automatic date and time" option on</li></ul> <p>If the problem persists, please restart the Healthy 365 app and try again. Please email us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> or call us at 1800 567 2020 for further assistance.</p>
77.	<p><b>I have just replaced my faulty HPB steps tracker. How do I pair a new HPB steps tracker to the Healthy 365 app?</b></p> <p>Please refer to <a href="http://www.stepschallenge.sg">www.stepschallenge.sg</a> for the pairing instructions for "HPB steps trackers".</p>
78.	<p><b>How do I restore my profile and data?</b></p> <p>Please follow the below instructions:</p> <ul style="list-style-type: none"><li>a) Tap on "Profile" on the menu bar of the Healthy 365 app.</li><li>b) Tap on the "Restore profile" button at the top of the page.</li><li>c) Key in your NRIC and mobile number (as entered during registration) and tap on "Restore Now".</li><li>d) A 4-digit One-Time-PIN (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on "Submit". Your data should appear on the profile page.</li></ul> <p>Note: Should you not receive the OTP, please tap on "Resend" for a new OTP. Do note that if you tap on the "Resend" button multiple times, you may overload the server and receive multiple OTP subsequently.</p>
79.	<p><b>How do I update my profile (eg. gender, height, weight, mobile number etc)</b></p> <p>Please follow the below instructions:</p> <ul style="list-style-type: none"><li>e) Tap on "Profile" on the menu bar of the Healthy 365 app.</li></ul>

## National Steps Challenge™ Season 2: Frequently Asked Questions

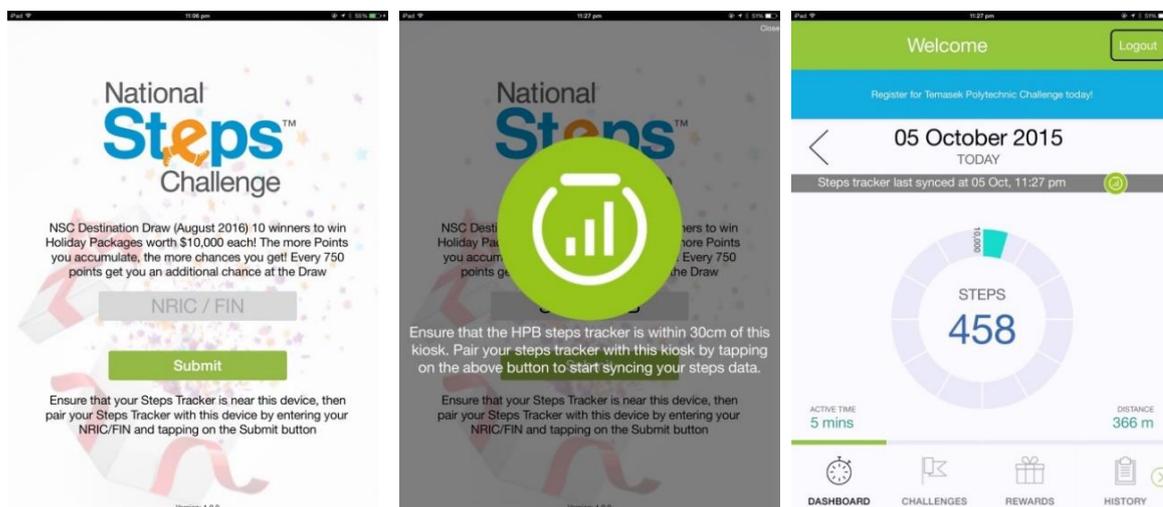
	<p>f) Tap on the “Update profile” button at the top of the page.</p> <p>g) Key in your NRIC and mobile number (as entered during registration) and tap on “Request OTP”.</p> <p>h) A 4-digit One-Time-PIN (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on “Submit”. Your data should appear on the profile page for updating.</p> <p>Note: Should you not receive the OTP, please tap on “Resend” for a new OTP. Do note that if you tap on the “Resend” button multiple times, you may overload the server and receive multiple OTP subsequently.</p> <p>*Pls note that NRIC and birth year is a non-editable field.</p>
80.	<p><b>Why is my profile and data missing even though I have previously registered for a Challenge?</b></p> <p>This might happen if you have deleted and reinstalled the Healthy 365 app, or if you have switched phones midway through a Challenge. Simply use the data restoration feature to retrieve your data and Challenge progress. It allows you to restore the data that was last synced to the server.</p>
81.	<p><b>I accidentally deleted the Healthy 365 app and now my data is missing.</b></p> <p>Please use the data restoration feature to retrieve your data and Challenge progress.</p>
82.	<p><b>Can I change my smartphone phone mid-way through a Challenge?</b></p> <p>If you would like to retain the steps data and points you have previously earned and retrieve them on your new smartphone, please do the following:</p> <ol style="list-style-type: none"> <li>Uninstall the Healthy 365 app from your old smartphone.</li> <li>Install the Healthy 365 app to your new smartphone.</li> <li>Use the data restoration feature to restore your data that was last synced to the server.</li> </ol> <p>Please do this as soon as you set up your new smartphone.</p>
83.	<p><b>Why can't I restore my data?</b></p> <p>Please ensure that you have previously created a profile on the Healthy 365 app. If you did not, your data cannot be restored. Please also check that you have Internet connection in order to restore your previously saved data.</p> <p>If the problem persists, please restart the app and try again. Please email us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> or call us at 1800 567 2020 for further technical assistance.</p>
84.	<p><b>Is the information in the Healthy 365 app accurate? I found a facility/ eatery/ event that is not reflect in the Healthy 365 app.</b></p> <p>Thank you for bringing this to our attention. We will investigate and include any relevant data as soon as possible.</p> <p>HPB strives to make healthy living easy and simple for all. We appreciate your kind understanding that we are still updating our databases and are working to have the latest information up as soon as possible. Please email us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> if you wish to inform us of a facility/eatery/event that is not reflected in the app.</p>
85.	<p><b>I am using the built-in accelerometer in my smartphone to track my steps. Why does my active time not tally with my number of steps?</b></p> <p>In some rare situations, the phone's tracking technology is unable to determine the type of physical activity performed. This may result in miscalculation of active time.</p>

## National Steps Challenge™ Season 2: Frequently Asked Questions

### 86. How do I sync my step count from my HPB steps tracker at the Healthy 365 Kiosk?

Please check that there are no other Bluetooth® devices nearby and that your HPB steps tracker is next to the Healthy 365 kiosk. Follow these steps to sync your steps tracker:

- Enter your NRIC and tap “Submit”.
- Tap on the green button and wait for the connection with your steps tracker to be made.
- You should be able to access your profile, and the steps data from your steps tracker should be synced across to the Healthy 365 kiosk.



Please note that you have to sync your step count from your steps tracker to the Healthy 365 kiosk at least once every 7 days.

### 87. After entering my NRIC and tapping the green button, I am unable to sync my step count from my HPB steps tracker to the Healthy 365 kiosk.

Please try to manually sync your step count by tapping on the green button on the top-right hand corner of the second page of the “Dashboard” tab.

If the problem persists, please log out of your profile and try to sync again. Please email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) or call us at 1800 567 2020 for further assistance.

### 88. How do I sync my steps with the Healthy 365 app if I am using other tracking modes besides the HPB steps tracker?

If you are using preferred steps trackers from partners, namely Samsung, Sony and Actxa, or other tracking modes such as HealthKit, please ensure that the respective mode of tracking has been set up successfully on the Healthy 365 app. Please refer to our [brochure](#) for pairing instructions. Steps should be auto-synced when you launch the Healthy 365 app. But if steps are not auto-synced, you may manually sync your steps by tapping on the green button on the top-right hand corner of the second page of “Dashboard” tab.

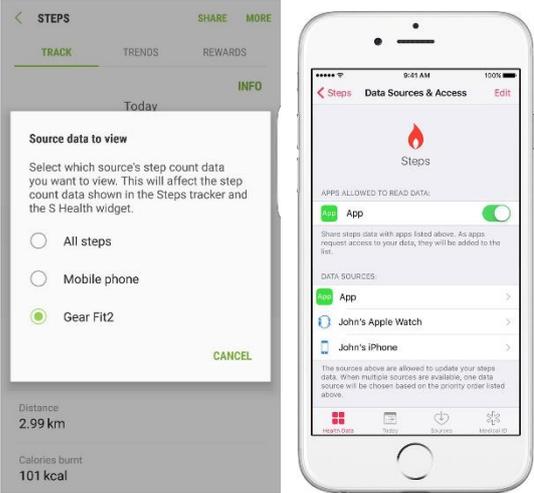
Fitbit users are required to sync their steps to their Fitbit app first, then sync to the Healthy 365 app.

If you are still unable to sync your steps using other tracking modes, please contact us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg), or call us at 1800 567 2020 for further assistance.

### 89. Who do I approach if I encounter problems with my Samsung, Sony, Actxa or Fitbit device?

Please contact the respective authorised service providers if you encounter problems with your devices. For issues related to Healthy 365, such as set-up of steps tracking mode, pairing of

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	<p>devices or syncing of steps, please email us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> or call us at 1800 567 2020.</p>
90.	<p><b>My steps tracker/S Healthy/HealthKit is able to track calories, distance and active time. Why is the data for these indicators on the Healthy 365 app different from my device/app?</b></p> <p>Each type of device has a different algorithm for tracking calories, distance and active time. For the National Steps Challenge™, only steps data is synchronised with the Healthy 365 app. To compute calories, distance and active time, steps data are converted on the Healthy 365 app, using a pre-defined formula. Therefore, calories, distance and active time on your device may appear different on the Healthy 365 app.</p>
91.	<p><b>My steps on Health Kit/ S Health is different from what is reflected on Healthy 365.</b></p> <p>Please check if you have paired your Health Kit or S Health to any other tracking device such as Apple Watch or Samsung Gearfit. As Healthy 365 can only retrieve steps data from one tracking device, you will be prompted to select the tracking mode upon pairing with S Health (Device 1 or Device 2) or Health Kit (Watch or Phone) and only steps tracked by the selected device will be synced to Healthy 365 although Health Kit and S Health will reflect the total number of steps clocked by both devices. This is to prevent duplicate counting of steps.</p> <p>To see the steps clocked by the selected device, you may select the source to view on S Health/ Health Kit (see screen shot). Should there be discrepancies in the synced steps, pls send in the screenshot from the selected tracking device for verifications.</p> <p>Health Kit → Health Data → All → Steps → Data source</p> <p>S Health → Steps dashboard → More → Source data to view</p> 
92.	<p><b>What is the “Send Diagnostic Report” function for?</b></p> <p>The function is to allow HPB to diagnose what issues your mobile device has encountered. You should send diagnostic report on if you are advised to do so by our customer care officer. To report technical issues, please email us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> or call us at 1800 567 2020.</p>
93.	<p><b>When should I reinstall Healthy 365 app and what should I do after re-installing?</b></p> <p>You should not re-install the app unless advised by technical team to do so and to avoid any data loss, please always send a diagnostic log prior to uninstalling the app.</p>

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In the event if you need to re-install or you have switch mobile phones, after re-installation and profile restoration, you will need to re-pair to your tracking mode via the following depending on your tracking mode:

### If you are using the same mobile phone

HPB Steps trackers/ S Health/ Health Kit- Go to 'Dashboard' and tap on the big green button.

Actxa/ Fitbit trackers^- Go to 'Dashboard' and tap on the big green button. You will be re-directed to Apps tab. Tap on the 'change tracker' and you will need to re-login and re-authorize the pairing for Healthy 365. Allow the re-authorization.

### If you have switched your mobile phone

HPB Steps trackers - Go to 'Dashboard' and tap on the big green button.

S Health/ Health kit\*- Go to Apps tab and tap on 'change tracker'. Enable the permissions to pair (do ensure that you have synced on your old phone before the switch to prevent loss of data)

Actxa/ Fitbit trackers- Go to 'Dashboard' and tap on the big green button. You will be re-directed to Apps tab. Tap on the 'change tracker' and you will need to re-login and re-authorize the pairing for Healthy 365. Allow the re-authorization.

\*Do note that for S Health/ Health Kit users, every new mobile phone is considered as a new tracking device with a different ID hence the need to switch tracker.

^For Actxa/ Fitbit users, pls DO NOT tap on "Change tracker" directly without going to the "Dashboard" as the delta logic will cause the loss of steps data.