

Step-by-Step Guide: How to sign up for National Steps Challenge[™] Season 3

Step 1

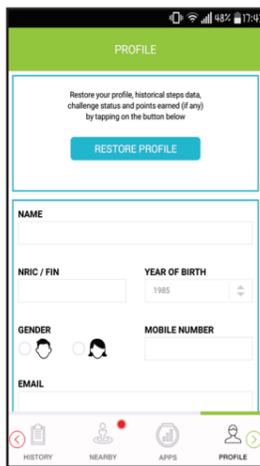


Download or update to the latest version of the Healthy 365 mobile app.

Go through a simple introduction on the app features and agree to the PAR-Q and Terms and Conditions of the Healthy 365 mobile app.



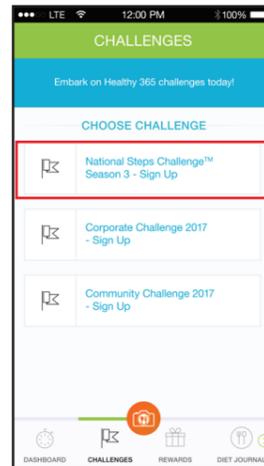
Step 2



Create your profile, or restore your profile if you already have one.

If you are restoring your profile, tap on the 'Restore Profile' button on the Profile tab. A 4-digit One-Time-Pin (OTP) will be sent via SMS to your registered mobile number. Key in the OTP and your profile will be restored successfully.

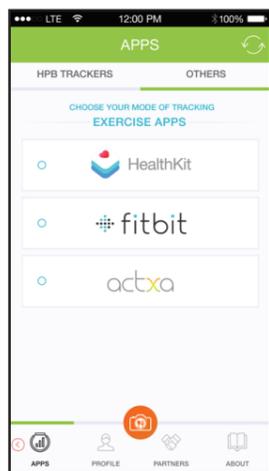
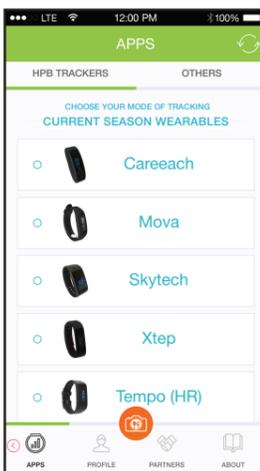
Step 3



Sign up for the National Steps Challenge[™] Season 3 on the Challenge tab.

Challenge period:
28 Oct 2017 - 30 Apr 2018

Step 4



Choose your preferred steps tracking mode and complete set up. Use the FREE HPB steps tracker* or one of these compatible mobile apps and trackers:

National Steps Challenge[™] preferred mobile apps and trackers:

- Actxa[®] mobile app with Actxa[®] Spur[^]
- Samsung Health mobile app with Samsung Gear wearables[^]

Other mobile apps and trackers:

- HealthKit mobile app with Apple Watch
- Fitbit mobile app with any Fitbit tracker

[^]Applicable to selected steps tracking devices compatible with Actxa[®] or Samsung Health mobile apps.

Aim for 10,000 steps or more per day and update your step count with the Healthy 365 mobile app at least once every 7 days to avoid losing your step count data.

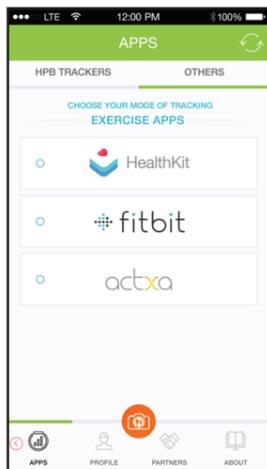
*Only Singaporeans/Permanent Residents who have signed up for National Steps Challenge[™] Season 3 and who have not received the HPB steps tracker previously will be eligible to receive a free HPB steps tracker, available on a first-come-first-served, while stocks last basis. All HPB issued steps trackers will have a warranty period of 12 months from collection date. The warranty will only cover manufacturing defects, excluding accessories. The National Steps Challenge[™] Season 3 starts 28 October 2017 and ends on 30 April 2018. Participants must be at least 17 years old at the time of signing up. For full terms & conditions, please visit stepschallenge.sg.

For enquiries, please call 1800 567 2020 or email us at stepschallenge@hpb.gov.sg

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Step-by-Step Guide: How to set up other steps tracking mode



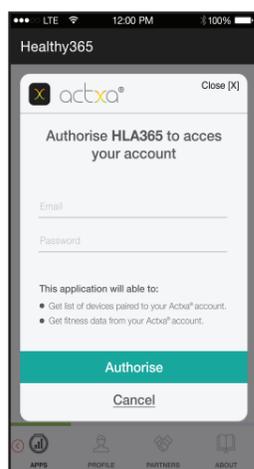
If you are not using the HPB steps tracker*, you may tap on the Apps tab on the Healthy 365 mobile app and select "Others" to choose your preferred mode of tracking steps:

- Actxa[®] mobile app[^]
- Samsung Health mobile app[^]
- HealthKit mobile app
- Fitbit mobile app

Visit stepschallenge.sg for a full list of compatible steps trackers and how to update and sync your step count if you are a non-smartphone participant.

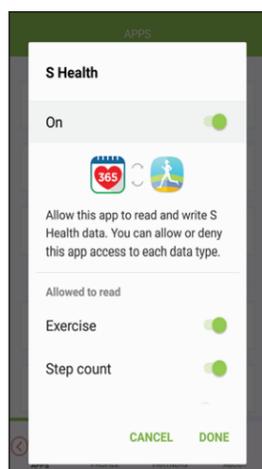
[^]Applicable to selected steps tracking devices compatible with Actxa[®] or Samsung Health mobile apps.

Actxa[®]



Log in to your Actxa[®] account and tap on 'Authorise' to allow access for the Healthy 365 mobile app.

Samsung Health



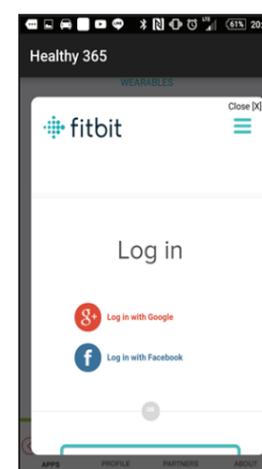
Allow the Healthy 365 mobile app to access the exercise and step count data on the Samsung Health mobile app.

HealthKit



Allow the Healthy 365 mobile app to access the step count data on the Healthkit mobile app.

Fitbit



Log in to your Fitbit account.

Select your preferred Fitbit activity tracker to allow the Healthy 365 mobile app to access the step count data on the Fitbit mobile app.

Aim for 10,000 steps or more per day and update your step count with the Healthy 365 mobile app at least once every 7 days to avoid losing your step count data.

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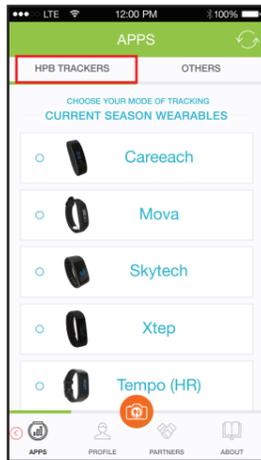
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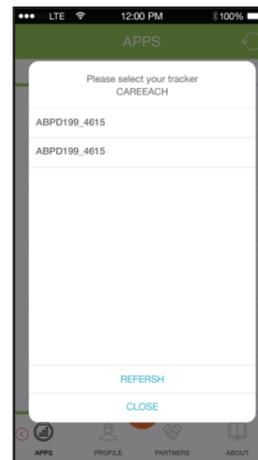
Step-by-Step Guide: How to set up your HPB steps tracker*

Step 1



After you have successfully signed up for the National Steps Challenge[™] Season 3 on the Healthy 365 mobile app, turn on the Bluetooth[®] on your mobile phone and select 'HPB Tracker' to choose the model of your HPB steps tracker*.

Step 2



Tap on your selected model of HPB steps tracker* and place your HPB steps tracker* within 30cm of your mobile phone.

Note: Keep away from other steps tracker located within 1.5m.

Tap on your corresponding steps tracker Bluetooth[®] Friendly Name (BFN) to start pairing. The BFN can be found on the packaging of the HPB steps tracker*.

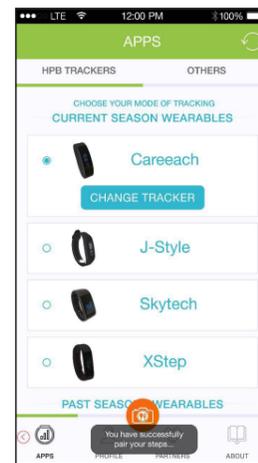
Step 3



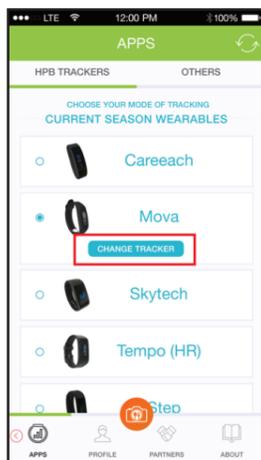
Tap on your HPB steps tracker* to check the Time Display for your 4-digit authentication code and key in the code on the Healthy 365 mobile app. Tap 'Submit' to pair.

If pairing was unsuccessful, tap 'Resend Code' and repeat this step.

Step 4



Congratulations! You've successfully paired your HPB steps tracker* with the Healthy 365 mobile app.



Replacing a HPB steps tracker*?

If you are replacing a HPB steps tracker*, select 'Apps' on the menu bar and tap on 'Change Tracker' button. Repeat Step 1 to Step 3. (Only applicable if you are replacing a HPB steps tracker* of the same model.)

Note: Please sync your step count before changing your preferred steps tracking mode. Steps taken after successfully changing your steps tracking mode will be added to your previously synced step count.

Aim for 10,000 steps or more per day and update your step count with the Healthy 365 mobile app at least once every 7 days to avoid losing your step count data.

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Step-by-Step Guide: How to update your step count via Sync for Friends

Step 1



Ensure Bluetooth is enabled on your friend's smartphone and is connected to the internet.

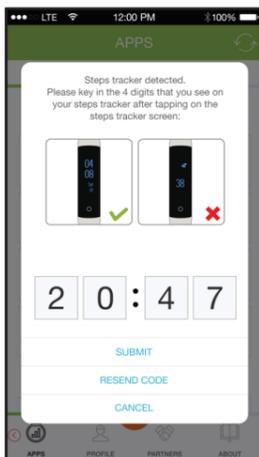
Launch the Healthy 365 mobile app and tap on the Dashboard tab. Swipe to the left for the step count dashboard and tap on the yellow Sync for Friends button.

Step 2



Place your HPB steps tracker* next to your friend's smartphone and tap the button to start syncing.

Step 3



You will be prompted to key in 4-digit code. Tap on the HPB steps tracker for your 4-digit code. Key in the code and tap 'Submit'.

If unsuccessful, tap 'Resend Code' and repeat Step 3.

Step 4



Congratulations! You have successfully updated your step count on your friend's smartphone.

Aim for 10,000 steps or more per day and update your step count with the Healthy 365 mobile app at least once every 7 days to avoid losing your step count data.

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FAQs about your HPB steps tracker*

How do I start using my HPB steps tracker*?

Smartphone users will need to pair their HPB steps tracker* to the Healthy 365 mobile app via Bluetooth®. Once you have done that successfully, all you need to do now is to start moving and accumulate steps to earn points. 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 mobile app or Healthy 365 kiosks for non-smartphone users, via Bluetooth® at least once every 7 days to avoid losing your step count data.

Is the HPB steps tracker* water-resistant?

Yes, as long as the base unit is securely attached to the strap. However, it is not waterproof and cannot be submerged in water.

Do I need to charge the HPB steps tracker*?

Yes, you will need to charge the steps tracker* regularly. Please follow the instructions in the instruction manual which comes along with your HPB steps tracker* to remove the straps or the base unit. This will reveal the USB charger on the HPB steps tracker*. Insert the USB charger into any USB ports connected to a power socket for charging. Please note that each charge should not exceed more than 2 hours as overcharging will damage the battery's lifespan over time.

Can I use someone else's steps tracker* if mine is faulty or lost?

No. Each HPB steps tracker*, once paired, will be uniquely identified to a person's profile hence it cannot be shared or passed onto someone else. Alternatively, you may choose other steps tracking mode with other compatible trackers or mobile apps. Visit stepschallenge.sg for a full list of compatible trackers and mobile apps.

What do I do if my HPB steps tracker* becomes faulty?

Your HPB steps tracker* has a warranty period of 1 year from collection/purchase date. The warranty does not cover normal wear and tear, misuse and damage arising from failure to follow instructions relating to product use. If your HPB steps tracker* is found to be faulty due to a manufacturing defect upon assessment by our Customer Care Officer, please bring along your NRIC, proof of purchase (if applicable) and the defective steps tracker to do a one-for-one exchange.

For full list of Authorised Service Providers' locations where you may do a one-for-one exchange for your HPB steps tracker*, visit stepschallenge.sg

Alternatively, you can visit the National Steps Challenge™ Customer Care Centre located at the Health Promotion Board. Our Customer Care Officers will provide support for one-for-one exchange of faulty HPB steps trackers*.

Venue:

Health Promotion Board
3 Second Hospital Ave
Singapore 168937
Level 1 Lobby (next to escalator)
Note: HPB is located within walking distance of Outram Park MRT station.

Operating Hours:

Monday to Friday, 11am - 8pm
Saturday, 9am - 1pm
(Closed on Sundays, Eve of Public Holidays, and Public Holidays)



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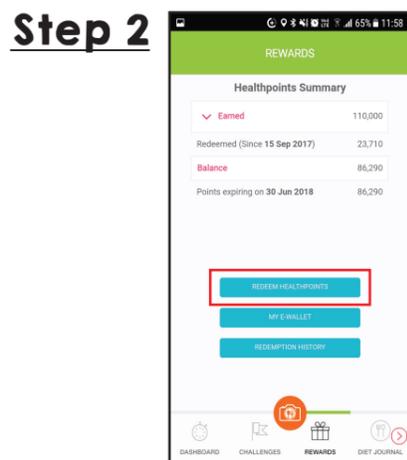
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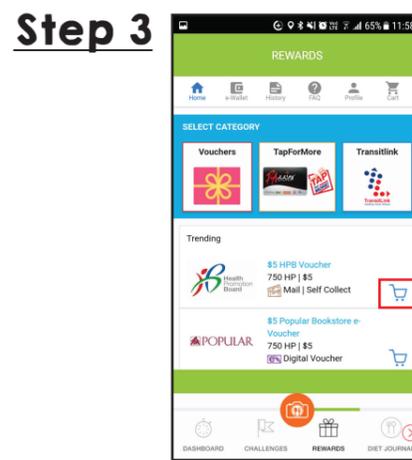
Step-by-Step Guide: How to redeem sure-win rewards



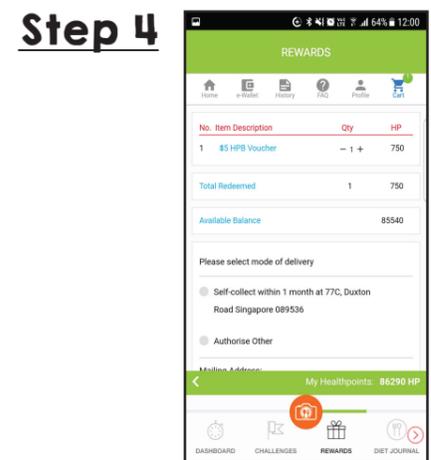
Once you've earned sufficient Healthpoints to unlock each sure-win reward tier, tap on the 'Healthpoints Summary' in the Rewards tab on the Healthy 365 mobile app.



Tap on 'Redeem Healthpoints'.



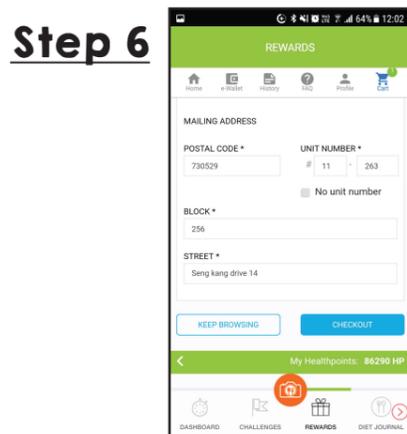
Select the sure-win reward(s) of your choice by adding them to your Redemption Cart.



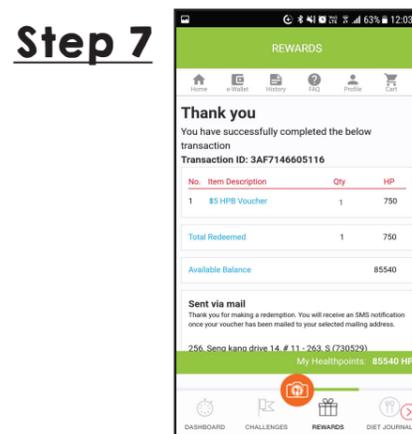
Select your preferred mode of delivery for your sure-win reward(s).



For your first redemption, key in your personal details to confirm profile.



Confirm your mailing address or authorisation details to allow someone else to collect your sure-win reward(s) on your behalf.



Congratulations! You have successfully redeemed your sure-win reward(s)!



For redemption via **mail**, do ensure that your mailing address is updated correctly. Selected rewards will be mailed out within 14 working days upon redemption.



For **self-collection**, you will be notified via SMS on the collection date and location details once the voucher is ready for collection.

Rewards must be collected within one month from notification date. Otherwise, selected rewards will be forfeited.

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