

## How to set up/restore your account for National Steps Challenge™

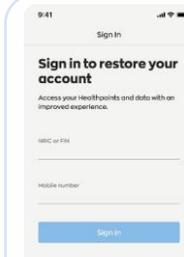


### Step 1

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



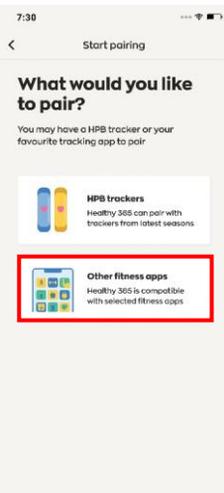
\*The latest version of the Healthy 365 mobile app requires a minimum of Android 6 and iOS 10.



### Step 2

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

If you are restoring your profile, a 4-digit One-Time-Pin (OTP) will be sent via SMS to your registered mobile number.



### Step 3

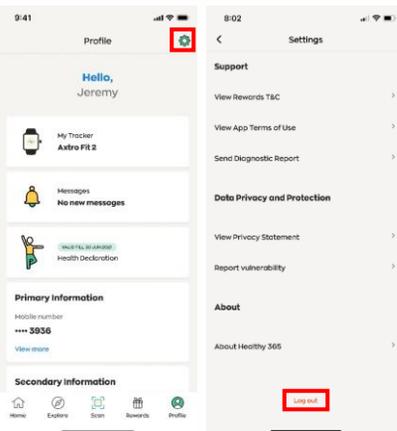
Choose your preferred fitness tracking device. Use the FREE HPB fitness tracker or one of the compatible<sup>1</sup> mobile apps or fitness trackers:

#### Preferred mobile apps and trackers:

- Actxa® mobile app
- Apple Health mobile app
- Fitbit mobile app with any Fitbit tracker
- Garmin Connect™ mobile app
- Polar Flow mobile app
- Samsung Health mobile app

<sup>1</sup> For participants who are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate data in order to contribute towards the MVPA category. Applicable to selected fitness tracking devices compatible with Actxa®, Apple Health, Fitbit, Garmin Connect™ or Polar Flow mobile apps.

## How to sync for family/friends



- Log out of your account by going to the 'Profile' tab and tap on the 'Settings' icon on the top right corner
- Scroll down to the bottom of the page and tap on 'Log-out'.
- Next, restore your family/friend's profile.
- Do note that a 4-digit One-Time-Pin (OTP) will be sent via SMS to the mobile number indicated in the user's account with every new log in.

## How to sign up for National Steps Challenge™ Season 6 : Corporate Challenge

Challenge period: 3 Jan 2022 – 17 Apr 2022  
Registration period: 12 Jul 2021 – 19 Dec 2021



### Step 1

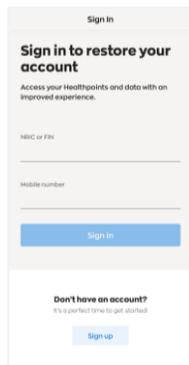
Download or update to the latest version of the Healthy 365 app\*.

\*The latest version of the Healthy 365 app requires a minimum of Android 6 and iOS 10.

### Step 2

Create or restore your profile if you already have one.

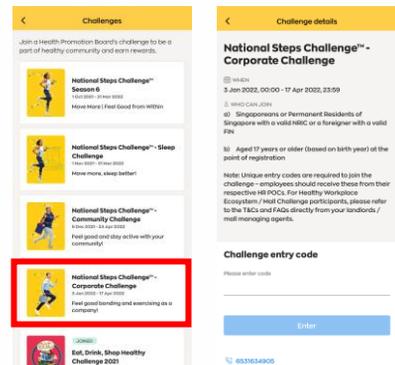
If you are restoring your profile, a 4-digit One-Time-Pin (OTP) will be sent via SMS to your registered mobile number.



### Step 3

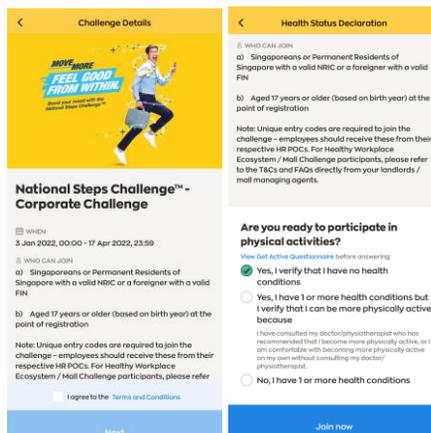
- Click 'Explore',
- Tap on 'Challenges' tab and select 'Corporate Challenge'.
- Key in your organisation's unique 8-digit entry code<sup>^</sup>.

<sup>^</sup>Entry codes are case sensitive



### Step 4

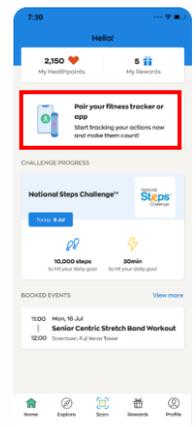
Agree to the Terms & Conditions and complete your Health Declaration status.



### Step 5

Pair your preferred fitness tracking mode with the Healthy 365 app.

Participants will have the option to take part in the Challenge by tracking their physical activities via a Preferred Fitness Tracking Device or Apps



For participants who are using one of the compatible apps and fitness trackers, your device needs to be able to track heart-rate data in order to contribute towards the Moderate to Vigorous Physical Activity (MVPA) category. Applicable to selected fitness tracking devices compatible with Actxa®, Apple Health, Fitbit, Garmin Connect™, Polar Flow, or Samsung Health apps.

Participants who have signed up for the Corporate Challenge and have not collected a HPB Fitness Tracker in Season 5 are eligible for the free HPB Fitness Tracker, available on a first come, first served, while stocks last basis. Participants must be an employee of the organisation and at least 17 years old at the time of signing up. Other terms and conditions apply.



For enquiries, please call 1800 567 2020 or email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) | #moveit150 | #my10ktoday  
Championing: Let's Beat Diabetes

## How to make an appointment to collect your free HPB fitness tracker for National Steps Challenge™

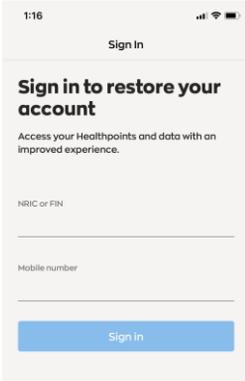
### Step 1



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

\*The latest version of the Healthy 365 app requires a minimum of Android 6 or iOS 10.

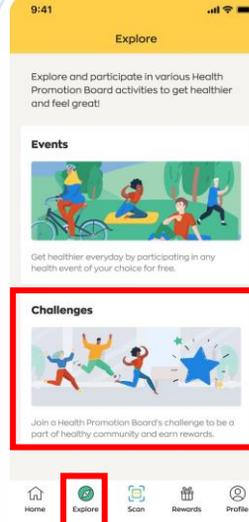
### Step 2



Create or restore your profile.

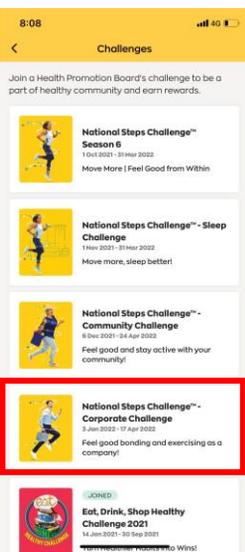
A 4-digit One-Time-Password (OTP) will be sent via SMS to your registered mobile number.

### Step 3



Tap on "Explore" under Menu and then tap "Challenges".

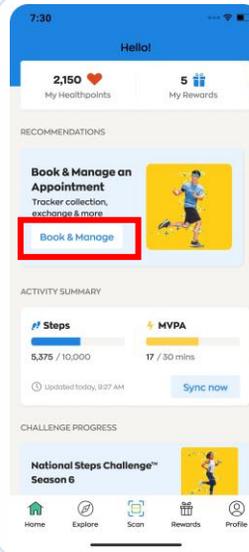
### Step 4



Tap on "National Steps Challenge™ Corporate Challenge" and agree to the Terms & Conditions to join the challenge if you have not yet done so.

You may also need to complete the Health Declaration if you have not done so previously.

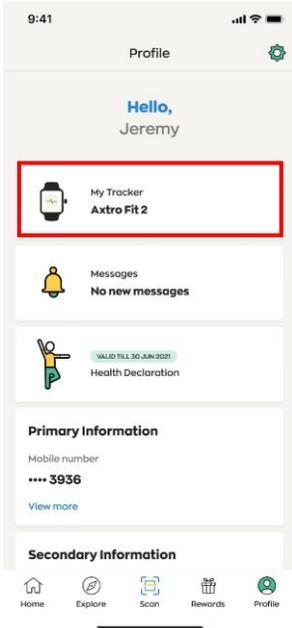
### Step 5



Go to "Home" page, look for the "Book & Manage an appointment" section. Tap "Book & Manage".

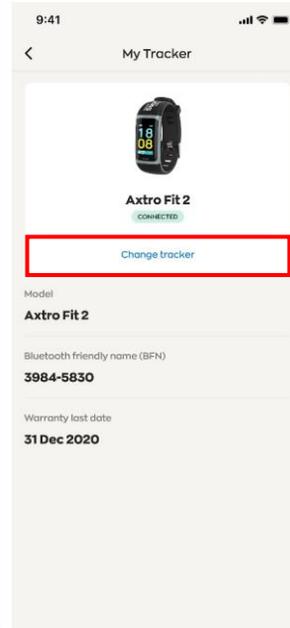
## How to change fitness tracking mode

Do sync all your existing data before changing your fitness tracking mode.



### Step 1

On the 'Profile' tab, tap on the 'My Tracker' card.



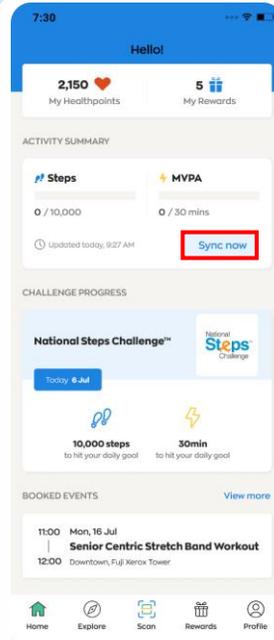
### Step 2

Tap on the 'Change tracker' button. Follow the on-screen instructions to ensure that you have synced all your existing data.



### Step 3

Select your preferred fitness tracking mode and follow the on-screen instructions to complete the pairing process.



### Step 4

Go to 'Home' and tap on the 'Sync' button to sync for the first time.

Your fitness tracker should sync automatically after the first sync.

## How to make an appointment to collect your free HPB fitness tracker for National Steps Challenge™

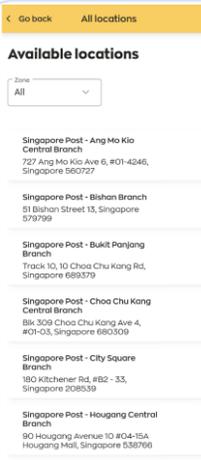
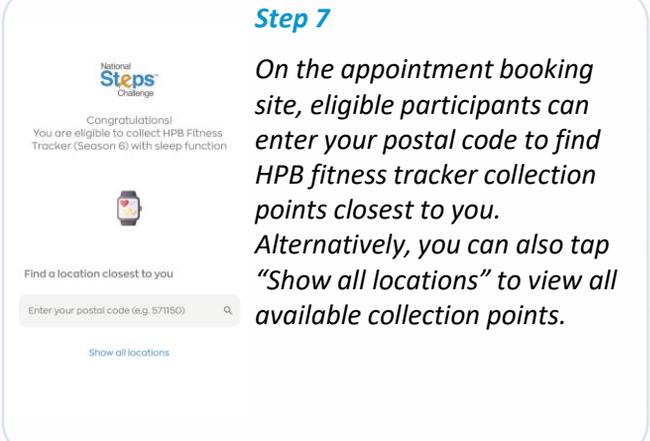
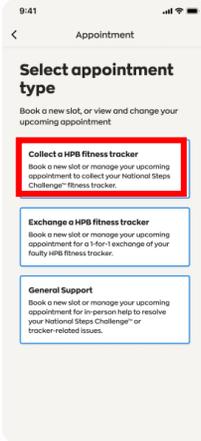
### Step 6

Tap "Collect a HPB fitness tracker". Eligible participants<sup>1</sup> will be redirected to the appointment booking site.

<sup>1</sup> You are eligible if you have a valid NRIC number and (i) did not collect a HPB fitness tracker in Season 5; **and/or** (ii) completed all 6 "Steps Rewards" tiers in previous seasons.

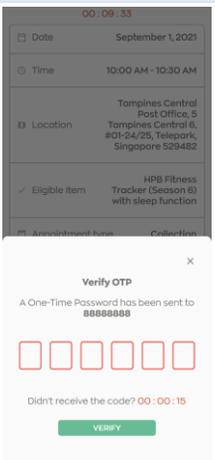
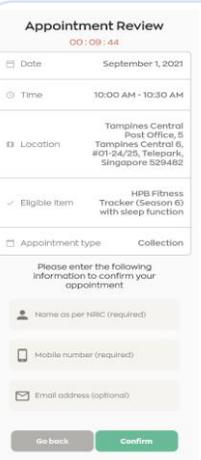
### Step 7

On the appointment booking site, eligible participants can enter your postal code to find HPB fitness tracker collection points closest to you. Alternatively, you can also tap "Show all locations" to view all available collection points.



### Step 8

Tap your preferred collection location and select your desired date and timeslot.



### Step 9 (i)

Review your appointment details.

### Step 9 (ii)

Provide your 'Name' and 'Mobile number' to confirm your appointment and receive updates from HPB.

Note: If you wish to receive a confirmation email, do also provide a valid email address.

### Step 9 (iii)

A one-time password (OTP) will be sent to your mobile number. Enter the 6-digit OTP to verify your mobile number.

## How to make an appointment to collect your free HPB fitness tracker for National Steps Challenge™

**Appointment confirmation**

If you would like to authorise someone to collect the HPB fitness tracker on your behalf, please tap on their email address below to send them a copy of this Appointment Confirmation. They will need to present this Appointment Confirmation and a copy of your photo identity card (e.g. NRIC/Driving License) during collection.

Name (optional)

Email address (optional)

Send email

### Step 10 (Optional)

If you would like to authorise someone else to collect your fitness tracker on behalf, please enter their 'Name' and 'Email address' and tap "Send Email" for them to receive the confirmation email.

**Appointment details**

Please present this QR code to collect your HPB fitness tracker



Date: Sep 1, 2021

Time: 10:00 AM to 10:30 AM

**Appointment details**

Please present this QR code to collect your HPB fitness tracker



Date: Sep 1, 2021

Time: 10:00 AM to 10:30 AM

Location: Tampines Central Post Office, 5 Tampines Central 5, #01-24/25, Telepark, Singapore 529482

Appointment type: Collection

Eligible item: HPB Fitness Tracker (Season 6) with sleep function

Booking ID: 6CWKRYJ3Y1A

Cancel booking Reschedule

### Step 11

Check your confirmed appointment details and take note of the instructions and items to bring during collection.

On the day of your appointment, please present your photo ID alongside with either of the following to the staff at the collection location:

- (i) The QR code on the appointment confirmation page on Healthy 365 app (Repeat Step 5 & 6 to view your appointment details) or
- (ii) Appointment confirmation email.

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

## How to change/cancel an appointment?

**Appointment details**

Please present this QR code to collect your HPB fitness tracker



Date: Sep 1, 2021

Time: 10:00 AM to 10:30 AM

Location: Tampines Central Post Office, 5 Tampines Central 5, #01-24/25, Telepark, Singapore 529482

Appointment type: Collection

Eligible item: HPB Fitness Tracker (Season 6) with sleep function

Booking ID: 6CWKRYJ3Y1A

Cancel booking Reschedule

Follow Steps 5 & 6 to retrieve your appointment details from Healthy 365 app.

Then tap:

- (i) "Reschedule" to change your appointment, or
- (ii) "Cancel appointment" to cancel your appointment.

A new appointment confirmation and QR code will be generated if a new appointment is made. Please use the latest appointment confirmation details when you are collecting your HPB fitness tracker.

## How to make an appointment to exchange your HPB fitness tracker for National Steps Challenge™

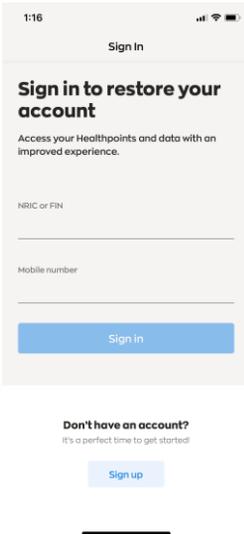
### Step 1



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

\*The latest version of the Healthy 365 app requires a minimum of Android 6 or iOS 10.

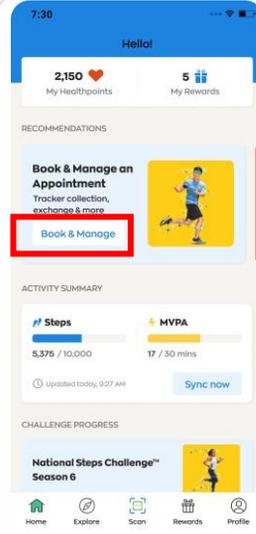
### Step 2



Restore your profile.

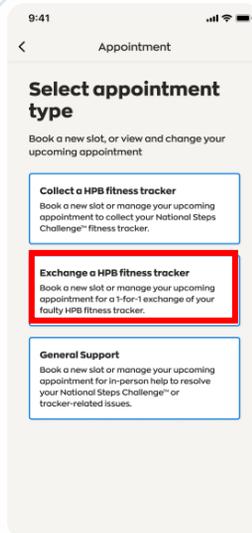
A 4-digit One-Time-Password (OTP) will be sent via SMS to your registered mobile number.

### Step 3



Go to "Home" page, look for the "Book & Manage an appointment" section. Tap "Book & Manage".

### Step 4

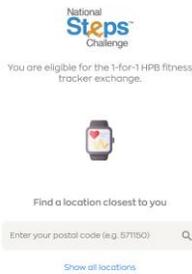


Tap "Exchange a HPB fitness tracker". Eligible participants<sup>1</sup> will be redirected to the appointment booking site.

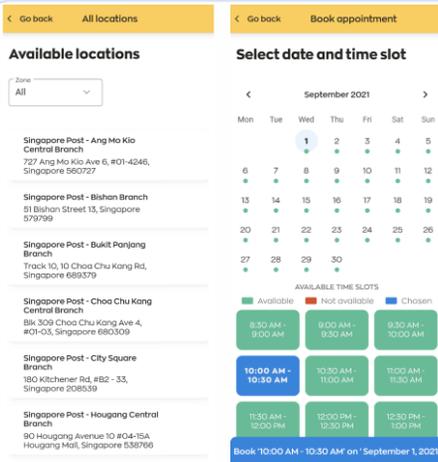
<sup>1</sup> You are eligible if you have joined National Steps Challenge™ Season 6 and have collected (i) Season 5 fitness tracker between 2019 and 2020 or (ii) Season 6 fitness tracker that is within warranty period

## How to make an appointment to exchange your free HPB fitness tracker for National Steps Challenge™

### Step 5



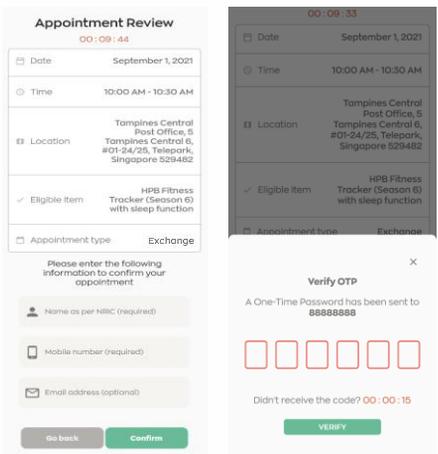
On the appointment booking site, eligible participants can enter your postal code to find HPB fitness tracker exchange points closest to you. Alternatively, you can also tap “Show all locations” to view all available exchange points.



### Step 6

Tap your preferred exchange location and select your desired date and timeslot.

Note: Timeslots in red are not available for selection.



### Step 7 (i)

Review your appointment details.

### Step 7 (ii)

Provide your ‘Name’ and ‘Mobile number’ to confirm your appointment and receive updates from HPB.

Note: If you wish to receive a confirmation email, do also provide a valid email address.

### Step 7 (iii)

A one-time password (OTP) will be sent to your mobile number. Enter the 6-digit OTP to verify your mobile number.

## How to make an appointment to exchange your free HPB fitness tracker for National Steps Challenge™ Season 6

**Appointment confirmation**

If you would like to authorise someone to collect the HPB fitness tracker on your behalf, please key in their email address below to send them a copy of this Appointment Confirmation. They will need to present this Appointment Confirmation and a copy of your photo identity card (e.g. NRIC/Driving License) during collection.

Name (optional)

Email address (optional)

Send email

### Step 8 (Optional)

If you would like to authorise someone else to exchange your fitness tracker on behalf, please enter their 'Name' and 'Email address' and tap "Send Email" for them to receive the confirmation email.

**Appointment details**

Please present this QR code to collect your HPB fitness tracker



Date: Sep 1, 2021

Time: 10:00 AM to 10:30 AM

### Step 9

Check your confirmed appointment details and take note of the instructions and items to bring during exchange.

On the day of your appointment, please present your photo ID and faulty HPB fitness tracker alongside with either of the following to the staff at the exchange location:

- (i) The QR code on the appointment confirmation page on Healthy 365 app (Repeat Step 5 & 6 to view your appointment details) or
- (ii) Appointment confirmation email.

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

**Appointment details**

Please present this QR code to collect your HPB fitness tracker



Date: Sep 1, 2021

Time: 10:00 AM to 10:30 AM

Location: Tampines Central Post Office, 5 Tampines Central 6, #01-24/25, Telepark, Singapore 529482

Appointment type: Exchange

Eligible item: HPB Fitness Tracker (Season 6) with sleep function

Booking ID: 6CWKRYJ3Y1A

Cancel booking Reschedule

## How to change/cancel an appointment?

Follow Steps 5 & 6 to retrieve your appointment details from Healthy 365 app.

Then tap:

- (i) "Reschedule" to change your appointment, or
- (ii) "Cancel appointment" to cancel your appointment.

A new appointment confirmation and QR code will be generated if a new appointment is made. Please use the latest appointment confirmation details when you are exchanging your HPB fitness tracker.

**Appointment details**

Please present this QR code to collect your HPB fitness tracker



Date: Sep 1, 2021

Time: 10:00 AM to 10:30 AM

Location: Tampines Central Post Office, 5 Tampines Central 6, #01-24/25, Telepark, Singapore 529482

Appointment type: Exchange

Eligible item: HPB Fitness Tracker (Season 6) with sleep function

Booking ID: 6CWKRYJ3Y1A

Cancel booking Reschedule

## How to make an appointment to seek general support for National Steps Challenge™

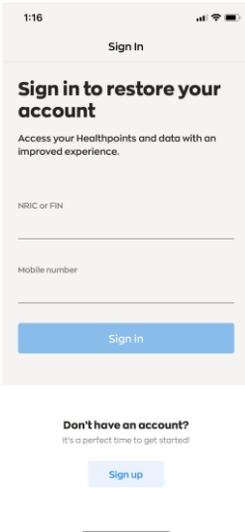
### Step 1



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

\*The latest version of the Healthy 365 app requires a minimum of Android 6 or iOS 10.

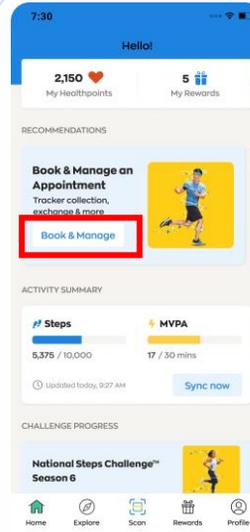
### Step 2



Create or restore your profile.

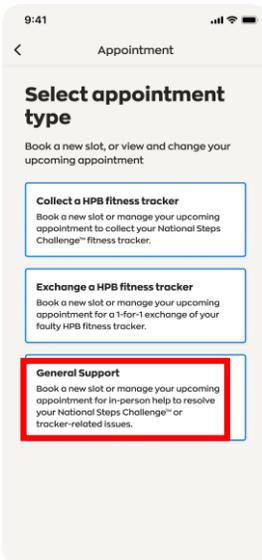
A 4-digit One-Time-Password (OTP) will be sent via SMS to your registered mobile number.

### Step 3



Go to "Home" page, look for the "Book & Manage an appointment" section. Tap "Book & Manage".

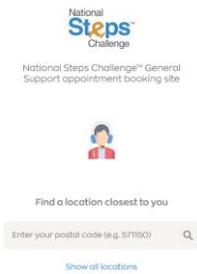
### Step 4



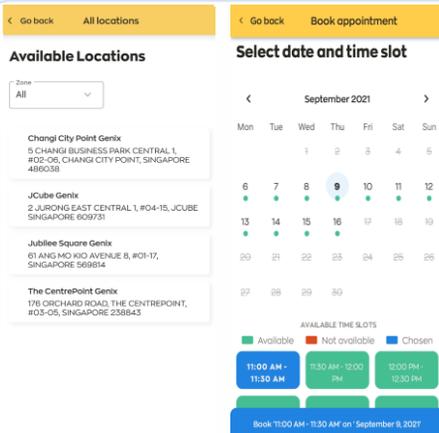
Tap "General Support" to be redirected to the appointment booking site.

## How to make an appointment to seek general support for National Steps Challenge™

### Step 5

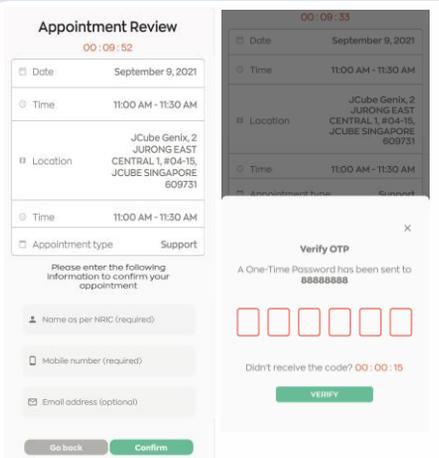


On the appointment booking site, enter your postal code to find the nearest HPB Customer Care Centre (CCC). Alternatively, tap “Show all locations” to view all available CCCs.



### Step 6

Tap your preferred support location and select your desired date and timeslot.



### Step 7 (i)

Review your appointment details.

### Step 7 (ii)

Provide your ‘Name’ and ‘Mobile number’ to confirm your appointment and receive updates from HPB.

Note: If you wish to receive a confirmation email, do also provide a valid email address.

### Step 7 (iii)

A one-time password (OTP) will be sent to your mobile number. Enter the 6-digit OTP to verify your mobile number.

## How to make an appointment to seek general support for National Steps Challenge™

**Appointment confirmation**

If you would like to authorise someone else to collect their HR fitness tracker on your behalf, please key in their email address below to send them a copy of this Appointment Confirmation. They will need to present this Appointment Confirmation and a copy of your photo identity card (e.g. NRIC/Driving License) during collection.

Name (optional)

Email address (optional)

Send email

### Step 8 (Optional)

If you would like to authorise someone else to seek support on your behalf, please enter their 'Name' and 'Email address' and tap "Send Email" for them to receive the confirmation email.

**Appointment details**

Please present this QR code to collect your HR fitness tracker



Date: Sep 9, 2021

Time: 11:00 AM to 11:30 AM

### Step 9

**Appointment details**

Please present this QR code on your appointment



Date: Sep 9, 2021

Time: 11:00 AM to 11:30 AM

Location: JCube Genix, 2 JURONG EAST CENTRAL 1, #04-15, JCUBE SINGAPORE 609731

Appointment type: Support

Booking ID: HIKT2QE0JF

Cancel booking Reschedule

Check your confirmed appointment details and take note of the instructions and items to bring for your appointment.

On the day of your appointment, please present your photo ID alongside with either of the following to the staff at the collection location:

- (i) The QR code on the appointment confirmation page on Healthy 365 app (Repeat Step 5 & 6 to view your appointment details) or
- (ii) Appointment confirmation email.

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

### How to change/cancel an appointment?

**Appointment details**

Please present this QR code on your appointment



Date: Sep 9, 2021

Time: 11:00 AM to 11:30 AM

Location: JCube Genix, 2 JURONG EAST CENTRAL 1, #04-15, JCUBE SINGAPORE 609731

Appointment type: Support

Booking ID: HIKT2QE0JF

Cancel booking Reschedule

Follow Steps 5 & 6 to retrieve your appointment details from Healthy 365 app.

Then tap:

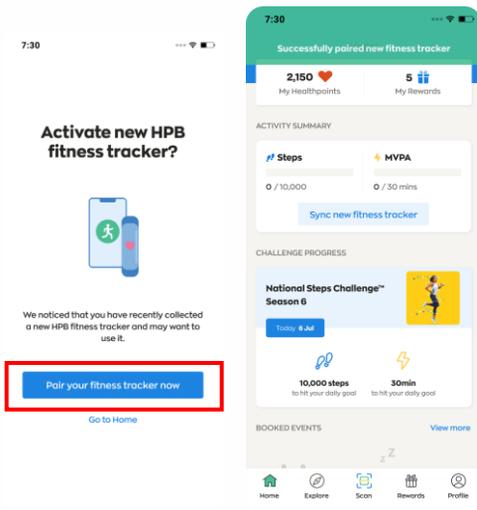
- (i) "Reschedule" to change your appointment, or
- (ii) "Cancel appointment" to cancel your appointment.

A new appointment confirmation and QR code will be generated if a new appointment is made. Please use the latest appointment confirmation details for your support appointment.

## How to set up your HPB fitness tracker for the first time after collection

### For new participants

If you have not previously paired any fitness device with the Healthy 365 app, turn your new HPB fitness tracker on and keep it near your mobile phone with the Healthy 365 app turned on. Then tap "Pair your fitness tracker now" to activate your HPB fitness tracker when you are prompted.



### For returning participants

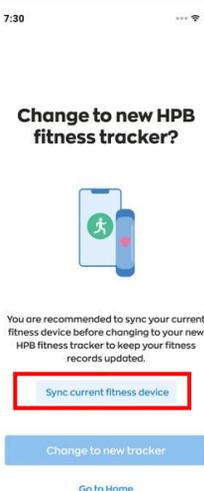
If you have recently collected your new HPB fitness tracker and have an existing fitness device paired with the Healthy 365 app, follow either option below to confirm the pairing of your new HPB fitness tracker.

### Option 1: Through the Auto Prompt Pop-Up Message.

#### Step 1

Upon detecting the new fitness tracker, an auto pop-up message will appear to prompt you with the change.

When prompted, tap "Sync existing fitness tracker" to sync your existing fitness records. This prevents data loss.



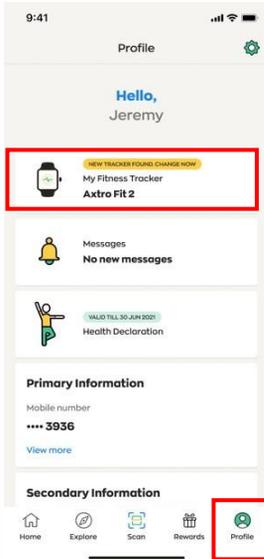
#### Step 2

Tap "Change new fitness tracker" to confirm the pairing of HPB fitness tracker with the app.



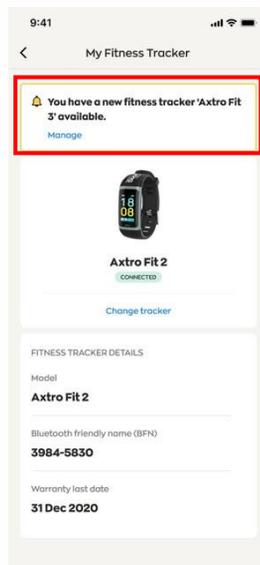
## How to set up your HPB fitness tracker for the first time after collection

### Option 2: Through the Profile page

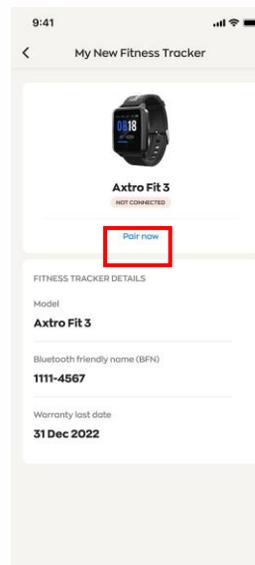


**Step 1**  
Turn your new HPB Fitness tracker on and have it nearby.

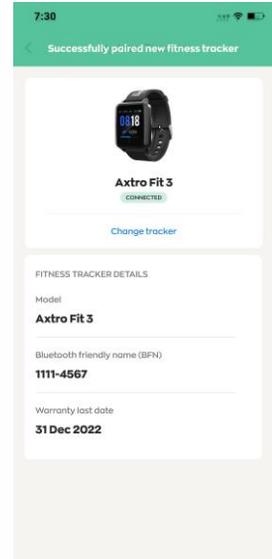
Go to 'Profile' and tap "My Fitness Tracker".



**Step 2**  
Tap "Manage"

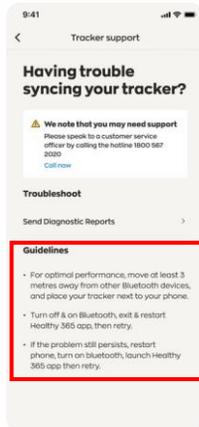


**Step 3**  
Tap "Pair Now" and follow the on-screen instructions. to confirm the pairing of your new HPB fitness tracker.



**Step 4**  
A confirmation message will appear in the green bar to inform that your new tracker is successfully paired.

### Having trouble syncing?



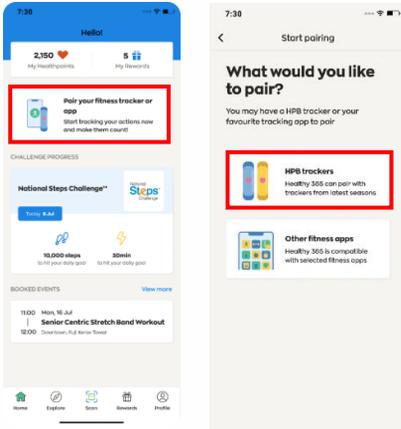
If your syncing attempts are unsuccessful with your current fitness device after 3 tries, tap "Get Support" and try the troubleshooting steps under "Guidelines".

If the issue persists, please contact our Customer Care at 1800 567 2020 or [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg)

## How to set up your HPB fitness tracker

Applicable for: (i) purchased HPB fitness tracker, or  
(ii) unpaired HPB fitness tracker

If you had collected your HPB fitness tracker at our roadshows or designated collection points, your fitness tracker would have been set up and paired. You need not set it up again.



### Step 1

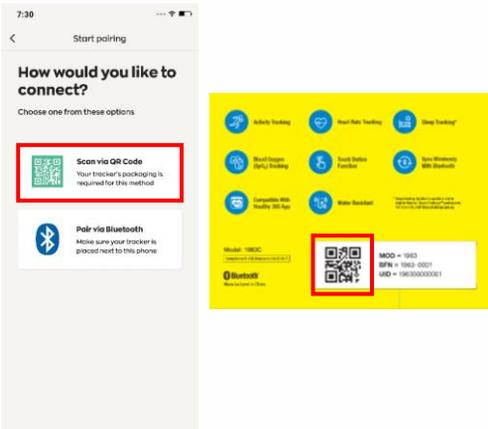
On the 'Home' tab of the Healthy 365 app, tap on 'Pair your tracker or app' and select 'HPB Trackers'.

- If you are connecting via QR Code, you will need your HPB fitness tracker's packaging.
- If you are connecting via Bluetooth, you will need to turn on the Bluetooth® on your smartphone (Place your fitness tracker within 30cm of your smartphone).

### Connect via QR Code:

#### Step 2

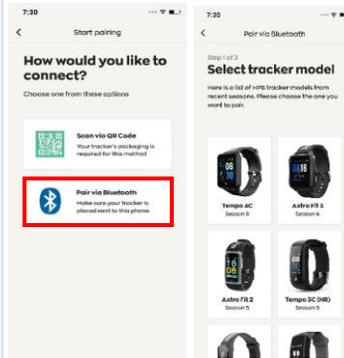
Tap 'Scan via QR code' and scan the QR code on your HPB fitness tracker's packaging.



**Congratulations! You have successfully set up your HPB fitness tracker.**

O  
R

### Connect via Bluetooth:



#### Step 2(i)

Tap 'Pair via Bluetooth' and choose the model of your HPB fitness tracker.



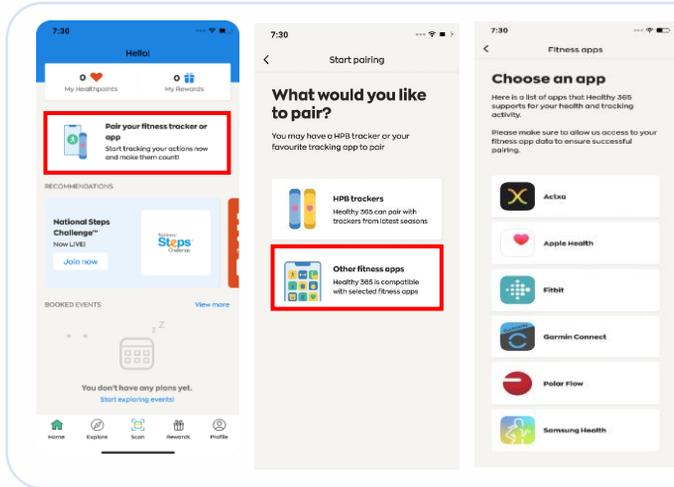
#### Step 2(ii)

You will be prompted to key in a 4-digit code. Tap on your HPB fitness tracker for your 4-digit code.

Key in the code and tap 'Submit'.

**Congratulations! You have successfully set up your HPB fitness tracker.**

## How to set up other fitness tracking mode (For those not using the HPB Fitness Tracker)

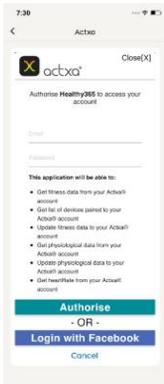


On the 'Home' tab of the Healthy 365 app, select 'Pair your tracker or app'. Next, tap on 'Other fitness apps' to choose your preferred fitness tracking mode:

- Actxa® mobile app<sup>^</sup>
- Apple Health mobile app
- Fitbit mobile app<sup>^</sup>
- Garmin Connect™ mobile app<sup>^</sup>
- Polar Flow mobile app<sup>^</sup>
- Samsung Health mobile app

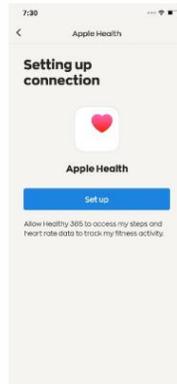
<sup>^</sup>Applicable to selected fitness tracking devices compatible with Actxa®, Fitbit, Garmin Connect™ or Polar Flow apps.

### Actxa®



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

### Apple Health



Allow the Healthy 365 app to access my steps and heart rate data to track my fitness activity.

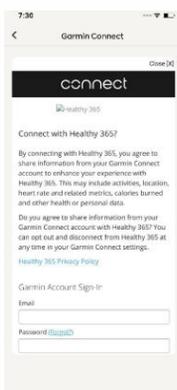
### Fitbit



Log in to your Fitbit account.

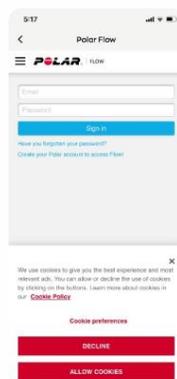
Select your preferred Fitbit tracker to allow the Healthy 365 app to access your fitness data on the Fitbit mobile app.

### Garmin Connect™



Log in to your Garmin Connect™ account to allow the Healthy 365 app to access your fitness data on the Garmin Connect™ Mobile app.

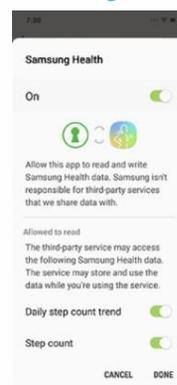
### Polar Flow



Log in to your Polar Flow account.

Select your preferred Polar tracker to allow the Healthy 365 app to access your fitness data on the Polar Flow mobile app.

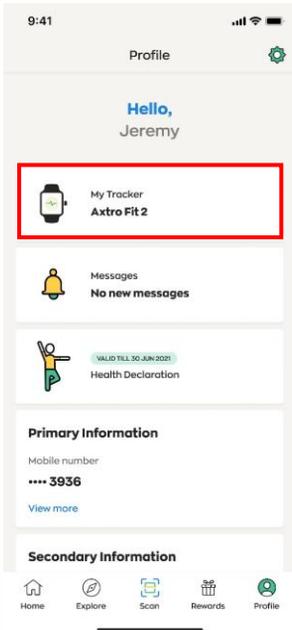
### Samsung Health



Allow the Healthy 365 app to access your fitness data on the Samsung Health mobile app.

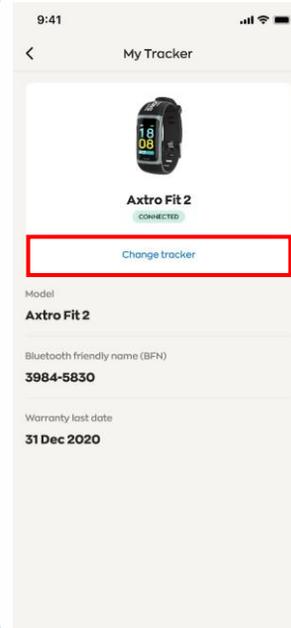
## How to change fitness tracking mode

Do sync all your existing data before changing your fitness tracking mode.



### Step 1

On the 'Profile' tab, tap on the 'My Tracker' card.



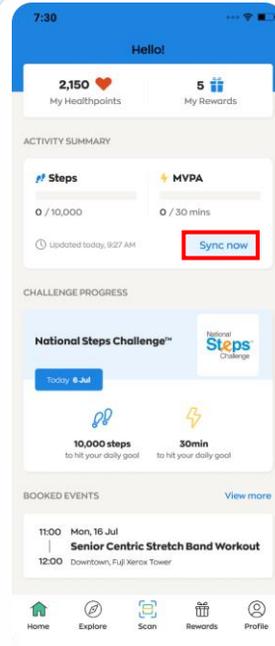
### Step 2

Tap on the 'Change tracker' button. Follow the on-screen instructions to ensure that you have synced all your existing data.



### Step 3

Select your preferred fitness tracking mode and follow the on-screen instructions to complete the pairing process.



### Step 4

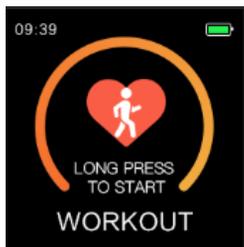
Go to 'Home' and tap on the 'Sync' button to sync for the first time.

Your fitness tracker should sync automatically after the first sync.

## How to track your heart rate and MVPA minutes Axtro Fit 3

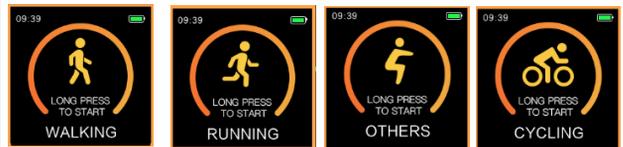
As you go about your daily activities, the HPB fitness tracker will automatically record your heart rate throughout the day as long as it is turned on, has sufficient battery and worn correctly on the wrist. There is no need to activate heart rate tracking. However, if you would like to observe changes in your heart rate real-time on the fitness tracker, you can trigger the 'Workout Mode'.

### How to trigger 'Workout Mode'



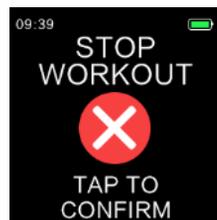
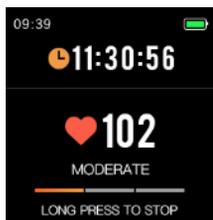
#### Step 1

Tap the touch sensor on the HPB fitness tracker until you see the workout screen. Then, press and hold to view the list of workout modes available.



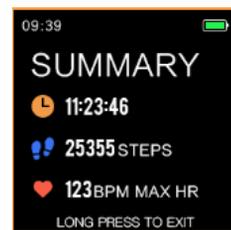
#### Step 2

Tap to toggle between 4 different workout modes: walking, running, cycling and others. Press and hold to start the workout of your choice.



#### Step 3

To stop the 'Workout Mode', press and hold again. Tap to confirm the end of your workout session.



#### Step 4

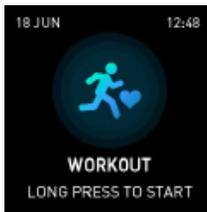
Your workout summary will be displayed. To exit, press and hold again.

Exiting the 'Workout Mode' does not mean the fitness tracker will stop tracking your heart rate. The fitness tracker will always be tracking your heart rate and steps as long as it is turned on, has sufficient battery and worn correctly on the wrist. Note that staying in 'Workout Mode' for extended periods of time will drain the battery.

## How to track your heart rate and MVPA minutes Tempo 4C

As you go about your daily activities, the HPB fitness tracker will automatically record your heart rate throughout the day as long as it is turned on, has sufficient battery and worn correctly on the wrist. There is no need to activate heart rate tracking. However, if you would like to observe changes in your heart rate real-time on the fitness tracker, you can trigger the 'Workout Mode'.

### How to trigger 'Workout Mode'



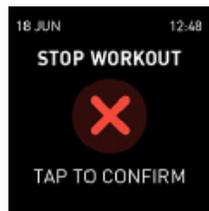
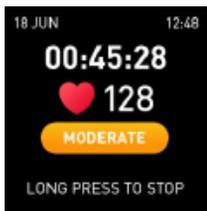
#### Step 1

Tap the touch sensor on the HPB fitness tracker until you see the workout screen. Then, press and hold to view the list of workout modes available.



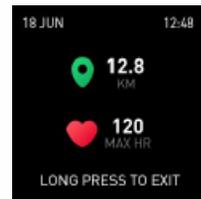
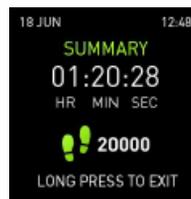
#### Step 2

Tap to toggle between 4 different workout modes: walking, running, cycling and others. Press and hold to start the workout of your choice.



#### Step 3

To stop the 'Workout Mode', press and hold again. Tap to confirm the end of your workout session.



#### Step 4

Your workout summary will be displayed. Tap to toggle between the summary screens. To exit, press and hold again.

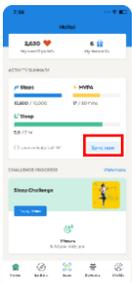
Exiting the 'Workout Mode' does not mean the fitness tracker will stop tracking your heart rate. The fitness tracker will always be tracking your heart rate and steps as long as it is turned on, has sufficient battery and worn correctly on the wrist. Note that staying in 'Workout Mode' for extended periods of time will drain the battery.

## How to track your sleep duration (For eligible participants\* only)

The HPB fitness tracker will automatically track your sleep duration as long as it is turned on, has sufficient battery and worn correctly on the wrist when you go to sleep. There is no need to activate sleep tracking on your fitness tracker. Your sleep data can only be viewed through the Healthy 365 app when you sync your fitness tracker on the Healthy 365 app. You will not be able to view the sleep data through your fitness tracker.

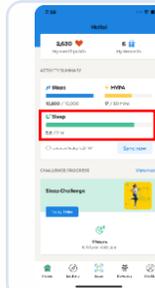
Having good sleep is a vital part of a healthy lifestyle. Try to clock at least 7 hours of sleep a day!

### How to access your sleep duration records on the Healthy 365 app



#### Step 1

Log in to your Healthy 365 account and sync your Season 6 HPB fitness tracker.



#### Step 2

On the activity summary card, tap on your sleep progress bar.



#### Step 3

On the activity history page, you will be able to view your sleep duration records based on days or weeks.

Each day's sleep will be counted from 12 pm to 11.59 am the next day. Only sleep of at least 2 hours will be recorded and counted towards each day's total sleep duration.

#### Tips for accurate sleep tracking:

- Wear the HPB fitness tracker snugly on the wrist, at least 1 finger width away from the wrist bone.
- Continue to wear the HPB fitness tracker as you go about your daily activities before and after sleep. The fitness tracker will automatically track your sleep duration based on changes in your body movements and heart rate.
- Make sure the sensor on the back of the HPB fitness tracker is clean, dry and free from foreign objects.
- When not wearing the fitness tracker, place it with the screen facing down to avoid affecting the sensor on the back of the fitness tracker.

\*Sleep tracking function is available only to eligible National Steps Challenge™ participants. For more info, visit [Stepschallenge.gov.sg](http://Stepschallenge.gov.sg).

## How to measure your Blood Oxygen Levels (SpO<sub>2</sub>)

SpO<sub>2</sub> measures the saturation of oxygen in blood, which represents the percentage of oxygen in your blood. For more info on SpO<sub>2</sub>, visit [stepschallenge.gov.sg](http://stepschallenge.gov.sg)

### How to trigger 'SpO<sub>2</sub> Measurement'



#### Step 1

Tap the touch sensor on the HPB fitness tracker until you see the blood oxygen screen. Press and hold to trigger the 'Blood Oxygen' measurement.



#### Step 2

Your SpO<sub>2</sub> reading will be measured after a 3 second countdown. To get an accurate reading, it is recommended that you remain seated and still.



#### No reading?

Tap to try again and ensure that the HPB fitness tracker is worn correctly on the wrist, with the screen facing upwards. Repeat Step 1 & 2.

### How does the HPB fitness tracker measure SpO<sub>2</sub> ?

The HPB fitness tracker uses light sensor to measure SpO<sub>2</sub>. Light is shined through the skin and the sensor uses the amount of reflected light to compute the oxygen level in the blood.

Note: The SpO<sub>2</sub> reading on the HPB fitness tracker should not be used for medical purposes. If you are concerned about your readings, please consult a doctor.

## Unable to pair your HPB fitness tracker with the Healthy 365 app?

### Try these troubleshooting steps!



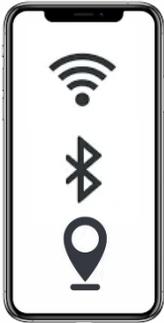
#### Step 1

Check that the Healthy 365 app is updated to the latest version and ensure your mobile phone and HPB fitness tracker are in close proximity to each other.



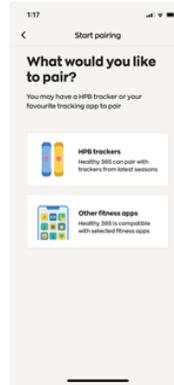
#### Step 2

Make sure that your HPB fitness tracker is not mistakenly paired directly to your phone's Bluetooth. If so, go to "Settings" > "Bluetooth" > Select the connected HPB fitness tracker > Proceed to "Forget Device/Unpair" to unpair from your mobile phone.



#### Step 3

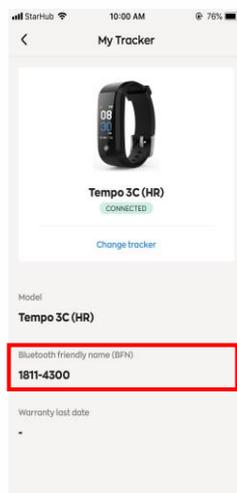
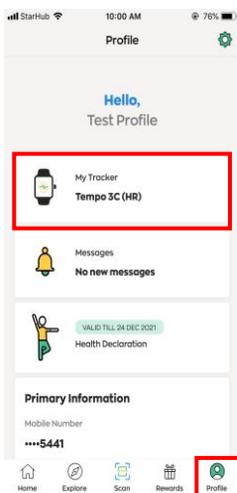
Turn your mobile phone's Bluetooth off and then turn it on again. Ensure that your mobile phone's Internet and location services are both turned on too.



#### Step 4

Try pairing your HPB fitness tracker to the Healthy 365 app again.

### How do I identify which fitness tracker I am paired to.



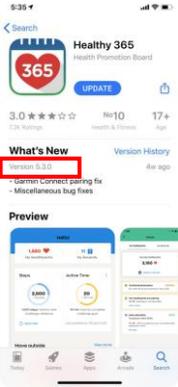
#### Step 1

On the "Profile" page of the Healthy 365 app, tap on "My Tracker".

#### Step 2

Verify that the Bluetooth Friendly Name (BFN) of the paired HPB fitness tracker matches the BFN that appears on the Healthy 365 app. Toggle between screens on your HPB fitness tracker to find your BFN.

## Unable to update your step count and MVPA minutes? Try these troubleshooting steps for HPB fitness trackers



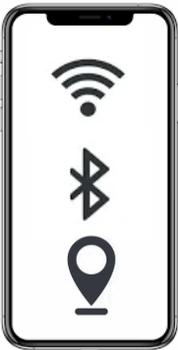
### Step 1

Check that the Healthy 365 app is updated to the latest version and ensure your mobile phone and HPB fitness tracker are in close proximity to each other.



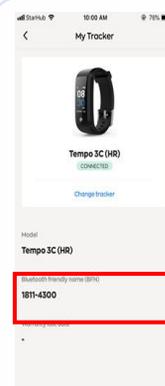
### Step 2

Make sure that your HPB fitness tracker is not mistakenly paired directly to your phone's Bluetooth. If so, go to "Settings" > "Bluetooth" > Select the connected HPB fitness tracker > Proceed to "Forget Device/Unpair" to unpair from your mobile phone.



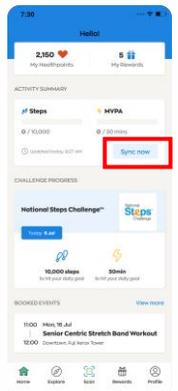
### Step 3

Turn your mobile phone's Bluetooth off and then turn it on again. Ensure that your mobile phone's Internet and location services are both turned on too.



### Step 4

Confirm that the BFN on your HPB fitness tracker matches the one listed on your "Profile" page of the Healthy 365 app.



### Step 5

Tap "Sync Now" on the "Home" page of the Healthy 365 app. Your "Activity Summary" will update the latest step count, MVPA minutes.



### Step 6

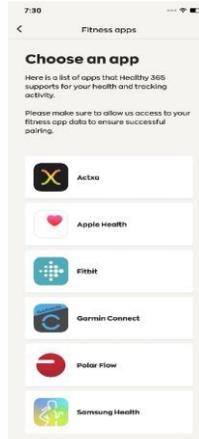
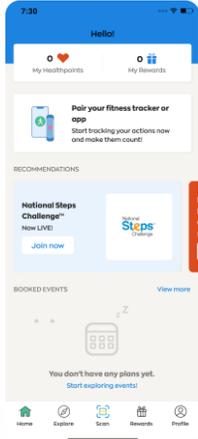
If syncing fails, try restarting both your mobile phone and HPB fitness tracker.

Be sure to check if your [GAQ](#) is active. Note that MVPA minutes will only be reflected if you have clocked  $\geq 10$  mins of continuous [MVPA](#) where heart rate is  $\geq 65\%$  of max heart rate.

### For Android Users Only

Clear cache on your mobile phone by going to "Settings" > "Apps" > "Healthy 365" > "Storage" > "Clear Data & Cache"

## Unable to update your step count and MVPA minutes? Try these troubleshooting steps for 3<sup>rd</sup> party apps



### Step 1

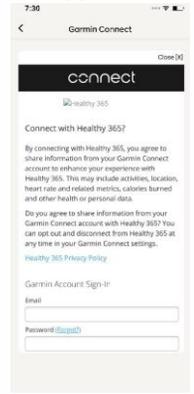
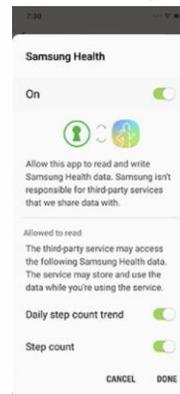
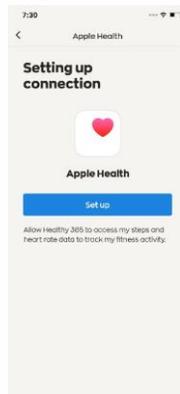
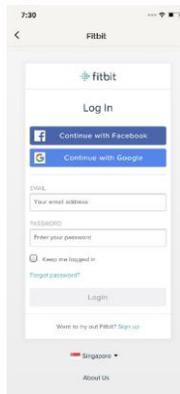
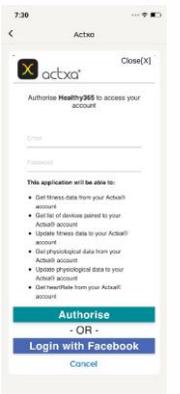
Check if your Healthy 365 app is paired to any of the compatible 3<sup>rd</sup> party apps listed below:

- Actxa® mobile app
- Apple Health mobile app
- Fitbit mobile app
- Garmin Connect™ mobile app
- Polar Flow mobile app
- Samsung Health mobile app

Ensure that both your Healthy 365 and 3<sup>rd</sup> party apps are updated to their latest app versions.

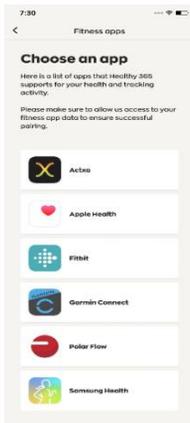
### Step 2

Check that all permissions to access steps and heart rate data are granted for the Healthy 365 app.



### Step 3

Ensure that your mobile phone is connected to the Internet. Sync your tracking device to your 3<sup>rd</sup> party app before syncing your 3<sup>rd</sup> party app with the Healthy 365 app.



Do take note that the Healthy 365 app draws data from the relevant 3<sup>rd</sup> party app's server and not directly from your fitness tracker. There might be occasional delays in syncing or processing the most updated data from the 3<sup>rd</sup> party app server.

## What to do if there is a discrepancy in your fitness data with the Healthy 365 app?

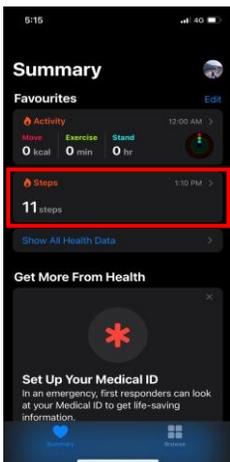
- Each 3<sup>rd</sup> party app has a different algorithm for tracking steps and active time/MVPA minutes. This may potentially lead to a discrepancy in fitness data.
- Sync your tracking device to your 3<sup>rd</sup> party app before syncing your 3<sup>rd</sup> party app with the Healthy 365 app. Do note that you will need to sync your fitness data with the Healthy 365 app at least once every 7 days to avoid losing fitness activity records.

### Additional note for Samsung Watch Users

You must manually activate workout mode on your fitness tracker to allow Healthy 365 app to read your MVPA data.

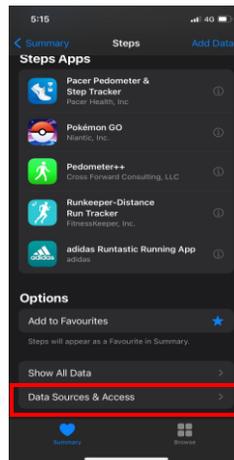
### Additional note for Apple Watch Users

Check the priority list to ensure that your Apple Watch is prioritised over the phone.



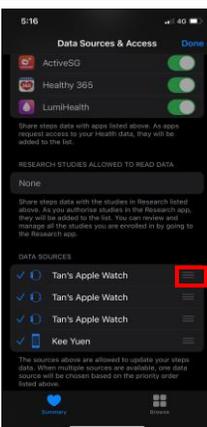
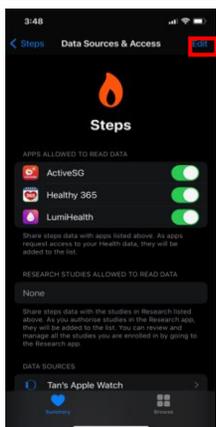
#### Step 1

Open the "Apple Health" app, tap the subcategory "Steps".



#### Step 2

Scroll down, then tap "Data Sources & Access".



#### Step 3

Tap "Edit". After which, touch and hold the "Change Order" button next to a data source, and drag it up or down the list.