

The National Steps Challenge[™] Frequently Asked Questions (FAQs)

Contents

Challenge Registration and Participation Eligibility	3
Am I eligible to take part in the National Steps Challenge [™] ?	3
Can participants of LumiHealth join the National Steps Challenge [™] ?	3
Can I join LumiHealth after signing up for the National Steps Challenge [™] ?	3
How do I sign up for the National Steps Challenge [™] ?	3
I do not have a compatible mobile phone. How do I participate in the National Steps Challenge [™] ?	4
Will my challenge progress from past seasons be carried over to the refreshed National Steps Challenge [™] starting 1 April 2022?	4
Can I withdraw from the National Steps Challenge [™] ?	4
What is the Health Declaration for? Can I re-submit my Health Declaration?	5
HPB Fitness Tracker - Collection	5
Can Foreigners collect HPB fitness trackers?	6
How do I know if I am eligible to collect a HPB fitness tracker?	6
Does HPB mail or deliver trackers?	7
HPB Fitness Tracker – Features and Usage Tips	7
What features do the latest HPB Fitness Trackers have?	7
Do the HPB Fitness Trackers come with warranty?	8
How do I properly wear my HPB Fitness Tracker?	8
How to Pair and Sync my HPB Fitness Tracker?	8
Troubleshooting: Pairing and syncing issues	9
Can I pair and sync fitness data on behalf of others?	9
How long does my HPB fitness tracker store my fitness data for?	10
How do I use the Heart Rate Tracking function on my HPB fitness tracker?	10
How do I charge my HPB fitness tracker?	10
What can I do to conserve battery life on my HPB fitness tracker?	10
How do I adjust the time on my HPB fitness tracker?	10
Is my HPB fitness tracker water resistant?	10
Why do different models of HPB fitness trackers appear to track my fitness data differently?	11
HPB Fitness Tracker - Exchange and Purchase	11

My Axtro Fit 3 or Tempo 4C tracker is faulty. May I exchange it?	11
My Axtro Fit 2 or Tempo 4C tracker is faulty. May I exchange it?	11
My Season 1/2/3/4 HPB Fitness Tracker is faulty. May I exchange it?	12
What do I have to do to get my HPB Fitness Tracker exchanged?	12
I have lost or disposed of my old HPB tracker. Can I collect a new tracker for the National Steps Challenge™ ?	12
Where can I purchase a HPB Fitness Tracker?	12
I purchased a HPB fitness tracker from an Authorised Service Provider. It became faulty. Can I exchange the faulty fitness tracker at HPB's Customer Care Centres?	12
Other Healthy365 Compatible Tracking Devices and Apps	12
Apple Health	13
Samsung Health	13
How do I pair and sync compatible fitness tracking devices/apps with the Healthy365 app?	13
How do I switch between different modes of tracking?	13
I lost my fitness data. How did it happen?	13
Why is there a difference between the fitness data shown on my Healthy 365 app and other fitness apps?	14
What should I do if I encounter problems with my tracking device or app?	14
Healthy 365 app – Usage Tips	14
How can I update my Healthy 365 Profile Information?	14
I changed my mobile phone number and cannot log into my profile. How do I update my Healthy 365 profile details?	15
Customer Care Support	15

Challenge Registration and Participation Eligibility

Am I eligible to take part in the National Steps Challenge™?

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.

After 6 seasons, the National Steps Challenge™ is now moving into an always-on mode where rewards can be earned on a daily basis all year round. Participants are encouraged to stay active daily and are rewarded instantly for meeting steps and moderate-to-vigorous physical activity (MVPA) milestones in this refreshed National Steps Challenge™. Even completers of past seasons of the National Steps Challenge™ who were no longer able to earn Healthpoints may now do so again.

The refreshed National Steps Challenge™ runs from 01 April 2022 onwards. It is open to members of public who are:

- (a) Residing in Singapore with a valid NRIC or FIN
- (b) Aged 17 years and above (based on birth year). Please note that eligible persons who are below 18 years of age must obtain parental consent before participating in the challenge.
- (c) If you are an existing participant of LumiHealth, you must withdraw from LumiHealth in order to sign up for the National Steps Challenge™. If you would like to withdraw from LumiHealth, do note that once you withdraw from LumiHealth programme, you cannot sign up for it again. Be sure to redeem your coins and use your HPB eVouchers before you withdraw, if applicable. You will not be able to do this after you withdraw.

New and past participants of the National Steps Challenge™ are welcome to sign up for this refreshed challenge starting 1 April 2022.

Can participants of LumiHealth join the National Steps Challenge™?

If you are a current participant of LumiHealth, you must withdraw from LumiHealth in order to sign up for the National Steps Challenge™. If you would like to withdraw from LumiHealth, do note that once you withdraw from LumiHealth programme, you cannot sign up for it again. Do redeem your coins and use your HPB eVouchers, if any, before you withdraw as you will not be able to do so after withdrawal.

Can I join LumiHealth after signing up for the National Steps Challenge™?

If you sign up for LumiHealth while still signed up to the National Steps Challenge™, you will be automatically withdrawn from the latter. Any rewards that were earned prior to joining LumiHealth will still be available for redemption via the Healthy 365 app, but you will not be able to earn any additional rewards from the National Steps Challenge™.

How do I sign up for the National Steps Challenge™?

Participants can start to register for the challenge from 24 Mar 2022 and earn Healthpoints once the challenge officially commences from 1 April 2022. To participate:

1. Download the Healthy 365 app on Google Play or Apple App Store. A minimum OS of Android 6 or iOS 10 is required.
2. Create or restore your profile on the Healthy 365 app.
3. A One Time Password (OTP) will be sent to your profile's registered mobile number.
4. Pair your fitness tracking mode with the Healthy 365 app.
5. Find the "National Steps Challenge™" on the home page and tap "Join Now".
6. Agree to the Terms and Conditions and complete your Health Declaration status. [Click here](#) for a step-by-step guide on how to sign up for the challenge.

I do not have a compatible mobile phone. How do I participate in the National Steps Challenge™?

If you do not have a compatible mobile phone, you can seek the assistance of your family or friends to sign up for the challenge, sync fitness data and redeem rewards on your behalf by logging into your profile through their Healthy 365 app. Your family or friend can do so by following these steps:

1. Log out of the current profile on the Healthy 365 app by selecting "Profile" > "Settings" > "Log out".
2. Create a new profile or restore your profile.
3. Key in the One-Time-Password (OTP) that will be sent to the profile's registered mobile number.
4. Find the "National Steps Challenge™" on the home page and tap "Join Now".
5. Agree to the Terms and Conditions and complete your Health Declaration status.

You can also visit our Customer Care Centres if you require assistance with registration. Do note that services at our Customer Care Centres are by appointment basis only. For more information on how to make an appointment, see [Section G: Customer Care Support](#).

Will my challenge progress from past seasons be carried over to the refreshed National Steps Challenge™ starting 1 April 2022?

Progress from previous seasons of the National Steps Challenge™ will not be carried over as the tier reward structure for the steps and MVPA categories will be removed in the refreshed National Steps Challenge™.

The challenge progress for all participants will start afresh for the refreshed National Steps Challenge™. Steps and MVPA clocked will contribute towards daily milestones from 01 Apr 2022 or the time participants join the refreshed National Steps Challenge™ on the Healthy 365 app, whichever is later.

Participants of the National Steps Challenge™ Season 6 who have earned Healthpoints in the "Steps and/or MVPA Rewards" category, but yet to complete the tier before the end of the challenge will have the Healthpoints credited directly into their e-wallets within 3 months from 31 Mar 2022.

Can I withdraw from the National Steps Challenge™?

You may withdraw from the National Steps Challenge™ by calling our hotline at 1800 567 2020 or emailing in to stepschallenge@hpb.gov.sg.

When you withdraw from the National Steps Challenge™, you will also be automatically withdrawn from other Challenges under the National Steps Challenge™, such as Corporate Challenge, Thematic Challenges etc.

Individuals who have withdrawn are allowed to re-join the challenge. HPB reserves the right to revoke an individual's ability to rejoin the Challenge under circumstances as determined by HPB.

What is the Health Declaration for? Can I re-submit my Health Declaration?

The Health Declaration is a self-declared Get Active Questionnaire (GAQ) to help you assess your readiness to participate in physical activity. In the refreshed National Steps Challenge™, the MVPA category hopes to encourage more participants to embark on higher intensity physical activities. As participants' safety is always our highest priority, we would like to ensure that eligible participants embark on MVPA in a safe and appropriate way.

Hence, it is mandatory for you to complete and submit the Health Declaration in the Healthy 365 app before you can start participating in the MVPA category. Participants who answered "No, I have 1 or more health conditions" are still able to participate in the National Steps Challenge™ but they will not be able to participate and earn Healthpoints in the MVPA category. These participants are encouraged to consult with their doctor/physiotherapist and obtain medical clearance before embarking on higher intensity physical activities.

If there is a change in your health status, you can re-submit your Health Declaration via the Healthy 365 app.

1. Select "Profile" > "Health Declaration".
2. Select the status of your health condition and tap "confirm".

Please note that you are only allowed to re-submit the Health Declaration once a day.

HPB Fitness Tracker - Collection

Who is eligible to collect a new HPB Fitness Tracker for the National Steps Challenge™?

HPB fitness trackers will be available for collection in the refreshed National Steps Challenge™. All participants who meet all of the following eligibility conditions can collect a new HPB fitness tracker:

- (a) You must be a Singaporean or Permanent Resident of Singapore with a valid NRIC.
- (b) You must be 17 years or older (based on birth year) at the point of registration. Eligible persons who are 17 years of age must have obtained the necessary parental consent to register for the Challenge.
- (c) You have signed up for the National Steps Challenge™ at the point of fitness tracker collection; and
- (d) Did not collect an Axtro Fit 2 or Tempo 3C HPB fitness tracker in Season 5 (2019-2020)
- (e) Did not collect an Axtro Fit 3 or Tempo 4C HPB fitness tracker in Season 6 (2021-2022)

This exception applies:

- (f) Returning participants who completed all 6 tiers under the "Steps Rewards" category

in previous seasons, up to Season 5 (2019-2020) and have collected an Axtro Fit 2 or Tempo 3C. (Note: these participants (“Completers”) are eligible to collect a new fitness tracker. However, Completers who have already collected the new fitness tracker; either Axtro Fit 3 or Tempo 4C - in the recent Season 6 (2021-2022) will not be able to collect another fitness tracker under the refreshed National Steps Challenge™ unless otherwise explicitly stated.

Eligible participants may collect 1 free HPB fitness tracker each. For more information on how to book a collection appointment, click [here](#)

If you are not eligible to collect a HPB fitness tracker, you may make a 1-for-1 exchange for your faulty HPB fitness tracker, while stocks last. For information on how to make a tracker exchange, click [here](#). If you have lost your HPB fitness tracker (Axtro Fit 2 or Tempo 3C), click [here](#).

Can Foreigners collect HPB fitness trackers?

Foreigners residing in Singapore with a valid FIN are eligible to participate in the Challenge but not eligible to collect the free HPB fitness tracker, unless they completed all 6 tiers under the “Steps Rewards” category in previous seasons of the National Steps Challenge™ (up until Season 5 (2019-2020)) or are participants of the Corporate Challenge who have not yet collected the Axtro Fit 3 or Tempo 4C tracker.

How do I know if I am eligible to collect a HPB fitness tracker?

Eligible participants will be able to book an appointment to collect a new HPB fitness tracker on the Healthy 365 app.

If you are not eligible, you will not be able to proceed to the appointment booking site. Please contact our Customer Care Support at 1800 567 2020 or email stepschallenge@hpb.gov.sg if you require further assistance.

Does HPB mail or deliver trackers?

HPB does not provide mailing or delivery services. Collection is only available at collection points through appointment booking via the Healthy 365 app. Click [here](#) to see the list of collection points.

HPB Fitness Tracker – Features and Usage Tips

Which HPB fitness tracker models are currently supported on the Healthy 365 app?

The following HPB fitness tracker models are supported by the Healthy 365 app for the National Steps Challenge™:



Tempo 2 (HR)

Glide HR

Careeach (HR)

AxtroFit



Tempo 3C

AxtroFit 2



Axtro Fit 3

Tempo 4C

If your HPB fitness tracker is no longer supported by the Healthy 365 app, please check your [eligibility](#) to collect a new HPB fitness tracker for the National Steps Challenge™.

What features do the latest HPB Fitness Trackers have?

The latest HPB fitness trackers come with the following features:

1. Date/Time
2. Steps tracking
3. Heart rate tracking
4. Workout mode, including walking, running, cycling and others
5. Blood Oxygen (SpO₂) measurement
 - SpO₂ measures the saturation of oxygen in blood, which represents the percentage of oxygen in your blood.
6. Sleep tracking (Note: Sleep tracking function is currently unavailable. It will be made available at a later date)

For more information on how to pair and sync your fitness tracker, please refer to your fitness tracker's user guide, or see [the step-by-step guide](#).

Do the HPB Fitness Trackers come with warranty?

All HPB fitness trackers come with a warranty period of 12 months from the date of collection.

As stated within the user guide, the tracker 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, water seepage and breakage shall not be covered. Accessories such as charging cable, detachable straps and strap pins are also not covered within the warranty.

Click [here](#) for more information on how to exchange your faulty HPB fitness tracker.

How do I properly wear my HPB Fitness Tracker?

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. The HPB fitness tracker will automatically track steps, heart rate and sleep duration (for eligible participants) based on changes in body movement.

Make sure the sensor of the HPB fitness tracker is in full contact with the skin. Consider wiping off perspiration, if any, from skin that is in contact with the tracker sensor for a better reading.

When not wearing the fitness tracker, place it with the screen facing down to avoid affecting the sensor on the back of the HPB fitness tracker.

How to Pair and Sync my HPB Fitness Tracker?

Click here for a [step-by-step guide](#) on how to set up the HPB fitness tracker on the Healthy 365 app. Please note that fitness data on your tracker will only be recorded after pairing and carrying out a first sync on the Healthy 365 app.

To change your fitness tracking mode, see [switching between different modes of tracking](#).

Troubleshooting: Pairing and syncing issues

Pairing and syncing issues can arise under the following conditions:

Problem	Solution
You have paired the tracker directly to your phone's Bluetooth (Android only).	Go to "Settings > Bluetooth > Select the connected fitness tracker > Proceed to Forget Device/Unpair" to unpair.
Your Healthy 365 app is not updated to the latest version.	Update your Healthy 365 app through the app store.
You did not turn on your phone's Bluetooth.	Activate your phone's Bluetooth through your phone's settings.
The fitness tracker is placed far away from the phone.	Place the tracker in close proximity of your phone.
The fitness tracker is paired to another profile.	On Healthy 365 under "Profile", "My Tracker", check if your tracker is currently paired to your profile by verifying the Bluetooth Friendly Number (BFN) on your app against your fitness tracker. Check if the fitness tracker has been paired to your family or friend's Healthy 365 profile.

If you can sync steps but not MVPA, check the following:

- You tracking device is compatible and can measure heart rate.
- Your Health Declaration status is declared as physically active. To change your Health Declaration status, see [how to re-submit the Health Declaration](#).
- You have clocked ≥ 10 mins of continuous moderate-to-vigorous physical activity (MVPA) where heart rate is $\geq 64\%$ of your maximum heart rate. Here is a formula to calculate your maximum heart rate: $220 - \text{Age}$.

Click here for a [troubleshooting guide](#), or approach our [Customer Care Channels](#) for further assistance.

Can I pair and sync fitness data on behalf of others?

Participants may help their friends or family who do not have a compatible smartphone to sync their fitness records and redeem rewards by logging in to their profile through the Healthy 365 app.

1. Log out of your profile on the Healthy 365 app by selecting "Profile" > "Settings" > "Log out".
2. Let your family or friend log into their account via your phone.
3. Key in the One-Time-Password (OTP) that will be sent to the profile's registered mobile no.
4. Pair the compatible fitness tracking device and sync the fitness records to the user's H365 profile.
5. Upon syncing, fitness records will be updated to the user's Healthy 365 profile.

How long does my HPB fitness tracker store my fitness data for?

The HPB fitness tracker can store up to 7 days of fitness data. To avoid losing fitness records, sync your fitness tracker with the Healthy 365 app at least once every 7 days.

How do I use the Heart Rate Tracking function on my HPB fitness tracker?

The HPB fitness tracker automatically tracks heart rate throughout the day, as long as the tracker is turned on, has sufficient battery and is worn correctly on the wrist. Heart rate is measured in beats per minute (bpm). If you wish to monitor your heart rate more accurately in real-time, you may trigger the “Workout Mode” function manually.

To trigger the “Workout Mode” function, tap on the screen of the HPB fitness tracker where the touch sensor is located until the word “Workout” is displayed. Do a “long tap” (tap and hold) on the touch sensor to trigger the “Workout Mode” to view real-time heart rate tracking.

Do note that staying on “Workout Mode” for extended periods of time will drain the fitness tracker’s battery. Please remember to switch off the function after each exercise session to conserve battery power.

How do I charge my HPB fitness tracker?

The battery indicator is displayed on the home screen of your HPB fitness tracker. Charge when the indicator is low. The charging process takes approximately 2 hours.

Please refer to the charging instructions provided within the HPB fitness tracker user guide for more details. Do not over-charge the tracker as it will cause the battery performance to deteriorate over time. Any damage to the battery due to overcharging will not be covered under warranty for exchange.

What can I do to conserve battery life on my HPB fitness tracker?

The HPB fitness tracker battery depletes faster if “Workout Mode” is triggered (real-time heart-rate monitoring) and remains activated throughout the day.

The battery life might also deplete faster if it is charged incorrectly. Charge the tracker for no longer than 2 hours. Charging the fitness tracker overnight will cause the battery performance to deteriorate overtime.

How do I adjust the time on my HPB fitness tracker?

To change the time on the fitness tracker, pair and sync your tracker to the Healthy 365 app. The Healthy 365 app follows the Singapore time-zone (GMT +8). The time on your fitness tracker will automatically be updated to Singapore time.

Will my fitness data be counted if I go to a country with a different time zone?

The Healthy 365 app follows the Singapore time-zone. If your mobile phone has been reset to the new time-zone, you may lose steps and MVPA duration clocked in the different time-zone. This applies to HPB fitness trackers.

Other compatible tracker/ tracking modes are subjected to the respective fitness tracker/ tracking mode’s algorithm.

Is my HPB fitness tracker water resistant?

The HPB fitness tracker is water-resistant but not waterproof. Please do not swim or shower with the fitness tracker. Fitness trackers that have stopped functioning due to water seepage will not be covered by the product warranty.

Why do different models of HPB fitness trackers appear to track my fitness data differently?

Every tracking device has its own tracking algorithm and only serves as an estimate to the actual step count, MVPA and sleep duration as it is affected by each individual's walking gait and arm swing. Hence, like all commercial fitness trackers, each model of HPB fitness tracker will have its own attuned sensitivity that may have varying degrees of accuracy in the steps/heart rate/sleep duration tracked.

To reduce occurrences of inaccurate readings, ensure that the tracker is worn properly on the wrist. For more information on how to wear your HPB fitness tracker, refer to [this section](#).

HPB Fitness Tracker - Exchange and Purchase

My Axtro Fit 3 or Tempo 4C tracker is faulty. May I exchange it?

The Axtro Fit 3 and Tempo 4C fitness trackers come with a warranty period of 12 months from collection date. You can do a one-for-one exchange of your faulty tracker at our [Customer Care Centres](#) or [Authorised Service Providers](#) if:

- Your tracker is within 12 months of the warranty period from collection date
- Fault falls within warranty conditions (i.e., manufacturer's defects and defects in materials and workmanship)
- Does not cover accessories such as charging cable and straps

Please note that the tracker 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, water seepage and breakage shall not be covered. Accessories such as charging cable, detachable straps and strap pins are also not covered within the warranty.

Please read the user guide within the fitness tracker packaging carefully for a better understanding of how to use the HPB fitness tracker. Exchanges for damage arising out of misuse will not be facilitated.

You can book a tracker exchange appointment on the Healthy 365 app to exchange your faulty HPB fitness tracker. Please see our [appointment booking guide](#) for more information.

My Axtro Fit 2 or Tempo 3C tracker is faulty. May I exchange it?

You can exchange your Season 5 HPB Fitness Tracker at our Customer Care Centres if:

- You collected a tracker during Season 5 of the National Steps Challenge™ (October 2019 – April 2020) and are holding on to a faulty fitness tracker (Axtro Fit 2 or Tempo 3C).

Do note that exchanges are subject to stock availability. HPB reserves the right to cease the exchange of Axtra Fit 2 and Tempo 3C trackers, when stocks run out, or at its discretion without prior notice to Participants.

To check your HPB fitness tracker model, please see [Healthy 365 supported HPB fitness trackers](#). To check your eligibility to collect a new HPB fitness tracker, see [collection eligibility](#).

My Season 1/2/3/4 HPB Fitness Tracker is faulty. May I exchange it?

Exchanges for Season 1 – 4 trackers will no longer be facilitated (i.e. all other HPB fitness tracker models which are not Axtra Fit 2, Axtra Fit 3, Tempo 3C or Tempo 4C).

To check your HPB fitness tracker model, please see [Healthy 365 supported HPB fitness trackers](#). To check your eligibility to collect a new HPB fitness tracker, see [collection eligibility](#).

What do I have to do to get my HPB Fitness Tracker exchanged?

Participants may book an appointment on the Healthy 365 app to exchange their faulty HPB fitness trackers at our Customer Care Centres. Please check [exchange conditions](#) before making an appointment. Do note that exchanges are by appointment basis only.

[Click here](#) for a step-by-step guide on how to book an exchange appointment on the Healthy 365 app.

I have lost or disposed of my old HPB tracker. Can I collect a new tracker for the National Steps Challenge™ ?

If you have lost or disposed of your past season's trackers, and would like a new one, you can check if you are eligible to collect a new HPB fitness tracker by viewing your [collection eligibility](#).

Where can I purchase a HPB Fitness Tracker?

Fitness trackers are available for purchase from our authorised service providers. Please refer to our [authorised service provider listing](#) for more information.

I purchased a HPB fitness tracker from an Authorised Service Provider. It became faulty. Can I exchange the faulty fitness tracker at HPB's Customer Care Centres?

If you have purchased a HPB Fitness Tracker from an Authorised Service Provider and it becomes faulty, you can exchange it at the same Authorised Service Provider if the faulty tracker is within the warranty period. At the point of exchange, you will need to provide the faulty fitness tracker and purchase receipt. Please note that these faulty fitness trackers may not be exchanged at HPB's Customer Care Centres.

Other Healthy365 Compatible Tracking Devices and Apps

What other fitness tracking devices/apps are compatible with the Healthy 365 app?

Aside from using the fitness trackers issued by HPB, you may also track your steps and MVPA duration using other trackers or mobile applications that are compatible with the Healthy 365 app.

Compatible fitness tracking devices and mobile apps:

- 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

If you are using one of the above compatible fitness tracking devices or fitness mobile apps, your device needs to be able to track heart rate in order to contribute towards the MVPA category.

Apple Health

Apple Health can be paired to multiple tracking devices. Please note that the Healthy 365 app only draws steps and heart rate data from Apple Watch and the phone.

Samsung Health

Samsung Health can be paired to multiple devices. As Healthy 365 draws steps and heart rate from a single tracking device on Samsung Health, please ensure that your preferred tracking device is selected when pairing to the Healthy 365 app.

If you are using a Samsung tracker, please ensure that exercise mode is manually activated when clocking MVPA.

How do I pair and sync compatible fitness tracking devices/apps with the Healthy 365 app?

[Click here](#) for a step-by-step guide on how to set up other tracking modes on the Healthy 365 app.

Please ensure that:

- Both the Healthy 365 app and compatible fitness app have been updated to the latest version.
- All permissions for the Healthy 365 app to access the relevant fitness data have been enabled.
- The compatible fitness app is reading and displaying fitness data from your preferred tracking device.
- You have synced your fitness data to the respective tracking app before syncing to the Healthy 365 app. For example, Fitbit users are required to launch the Fitbit mobile app first to sync their fitness records, then launch the Healthy 365 app. This will allow the Healthy 365 app to pull the latest fitness records from Fitbit.

[Click here](#) for a troubleshooting guide or approach our [Customer Care Channels](#) for further assistance.

How do I switch between different modes of tracking?

[Click here](#) for a step-by-step guide on how to switch between different modes of tracking.

To prevent loss of fitness data, please ensure that you have synced your existing fitness data before changing your tracking mode.

I lost my fitness data. How did it happen?

Loss of fitness data can occur under the following conditions:

- [Changing tracking modes](#)
- [Clocking fitness data in a different time-zone from Singapore](#)

- [Syncing your tracking device or app after 8 or more days](#)
- Changing your phone without syncing your fitness data

For more information on how to prevent the loss of fitness data, please click on the respective scenarios above.

Why is there a difference between the fitness data shown on my Healthy 365 app and other fitness apps?

The Healthy 365 app has its own internal logic and algorithm for retrieving and calculating fitness data from other tracking apps, such as Apple Health or Samsung Health. This may result in a difference in the number of steps or MVPA duration reflected on the Healthy 365 app when compared to other fitness apps.

For example, you might be paired to multiple fitness tracking devices on Samsung Health. While your Samsung Health app will reflect the total number of steps and heart rate clocked by various devices, only fitness data retrieved and calculated by the Healthy 365 app will be synced across.

If you face issues trying to sync your fitness data, you may check our [troubleshooting guide](#) or approach our [Customer Care channels](#) for further assistance.

What should I do if I encounter problems with my tracking device or app?

Please contact your respective authorised service provider if you encounter problems with your tracking devices.

For issues related to Healthy 365 app, such as set-up of fitness tracking mode, pairing of devices or syncing of fitness data, you may contact our hotline at 1800 567 2020 or email us at stepschallenge@hpb.gov.sg.

Healthy 365 app – Usage Tips

Do I need an Internet Connection to use the Healthy 365 app?

An internet connection is required to use the Healthy 365 app, which allows participants to register for Challenges, sync fitness data, as well as update Healthpoints and redeem rewards.

How can I update my Healthy 365 Profile Information?

To update your Healthy 365 profile information:

1. Tap on “Profile” on the menu bar of the Healthy 365 app.
2. Tap on “View more” on either the “Primary Information” or “Secondary Information” cards.
3. Tap on the field that you wish to edit and key in the updated information.
4. A 4-digit One-Time-Password (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.

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.

Please note that NRIC and birth year are non-editable fields.

I changed my mobile phone number and cannot log into my profile. How do I update my Healthy 365 profile details?

If you have changed your mobile number and are unable to receive the One-Time-Password (OTP) to access your profile, please contact our customer care hotline at 1800 567 2020 to update your mobile number.

Customer Care Support

Customer Care Channels

We are here to assist. You may reach out to our Customer Care hotline at 1800 567 2020 or email us at stepschallenge@hpb.gov.sg. Our hotline operating hours are from Monday - Friday, 8am to 5pm and on Saturday, 8am to 1pm.

Participants who require hands-on assistance navigating the Healthy 365 app, registering for challenges, redeeming rewards or troubleshooting fitness tracker related issues may book an appointment through the Healthy 365 app for general support at our Customer Care Centres.

[Click here](#) for a step-by-step guide on how to book a general support appointment on the Healthy 365 app.