

NATIONAL STEPS CHALLENGE™ SEASON 5: BONUS ROUND

FREQUENTLY ASKED QUESTIONS

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NATIONAL STEPS CHALLENGE[™] SEASON 5: BONUS ROUND

FREQUENTLY ASKED QUESTIONS

Section 1: General

Note: HPB fitness trackers will not be distributed for this Bonus Round. In order to participate in the Challenge, participants are required to use either existing HPB fitness trackers or compatible fitness tracking devices and mobile apps.

1) What is the National Steps Challenge[™]?

The National Steps Challenge[™] was first launched in November 2015 and 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.

2) What is the National Steps Challenge[™] Season 5: Bonus Round about?

Unlike past seasons, this is a standalone Challenge where participants may earn up to \$20 worth of e-Vouchers if they complete the two available Reward Tiers under the Steps and Moderate to Vigorous Physical Activity (MVPA) categories. The Challenge is open to all new and past participants of the National Steps Challenge[™], including those who have completed the sixth Reward Tier of the Steps and/or MVPA category. Due to this being a standalone Challenge, any uncompleted Reward Tiers from the National Steps Challenge[™] Season 5: Bonus Round will not be brought forward to future seasons.

3) How does the National Steps Challenge[™] Season 5: Bonus Round work?

The National Steps Challenge[™] Season 5: Bonus Round will be conducted via the Healthy 365 app which is available for free download on Google Play Store or Apple App Store. Participants will also have the option of selecting different fitness tracking modes, including app-based tracking and other compatible fitness tracking devices. Registration for the National Steps Challenge[™] Season 5: Bonus Round will be available on the Healthy 365 app from 24 March 2021 onwards.

Once a profile on Healthy 365 app has been created and the preferred fitness tracking mode has been selected, all participants need to do is to start moving and be physically active to earn Healthpoints. The Healthpoints earned will allow participants to redeem rewards.

4) When does the National Steps Challenge[™] Season 5: Bonus Round start and end?

National Steps Challenge[™] Season 5: Bonus Round will start on 29 March 2021 and end on 18 July 2021. While participants may sign up for the Challenge on the Healthy 365 app earlier, participants will not be able to earn Healthpoints from clocking steps and MVPA

duration before 29 March 2021. Healthpoints may only be earned from 29 March 2021 onwards up until 18 July 2021.

5) When can I join the National Steps Challenge™ Season 5: Bonus Round?

Participants may register for the National Steps Challenge™ Season 5: Bonus Round on the Healthy 365 app starting from 24 March 2021 and registration will end officially on 31 May 2021. Participants will no longer be able to join the Challenge after 31 May 2021.

6) If I completed all 6 Reward Tiers of the Steps and/or MVPA category in the past seasons, can I still participate and earn Healthpoints from the National Steps Challenge™ Season 5: Bonus Round?

Yes, participants who have completed the 6th Reward Tier of the Steps and/or MVPA categories in previous seasons are eligible to participate and earn Healthpoints by clocking steps and MVPA duration under the Bonus Round during the challenge period between 29 March 2021 – 18 July 2021.

7) Will HPB be issuing fitness trackers for the National Steps Challenge™ Season 5: Bonus Round?

No, HPB will not be issuing new fitness trackers for the Bonus Round. Participants are to use either their existing HPB fitness trackers or their own compatible commercial fitness tracking devices and fitness mobile apps to participate in the Challenge. Participants who have collected their fitness tracker in Season 4 or 5 and whose trackers are faulty may make an appointment to assess if they are eligible for a 1-to-1 exchange of their faulty tracker. [Refer to Section 3.](#)

8) Will there be a National Steps Challenge™ Season 6 this year?

Yes there will be a National Steps Challenge™ Season 6 this year, after the National Steps Challenge™ Season 5: Bonus Round. Do look out for updates on our [website](#).

Section 2: Registration

1) Who can sign-up for National Steps Challenge™ Season 5: Bonus Round?

National Steps Challenge™ Season 5: Bonus is open to all members of public with a valid NRIC or FIN, aged 17 years and above (based on birth year) at the point of registration. Please note that eligible persons who are 17 years of age must obtain parental consent before participating in National Steps Challenge™. All new and past participants are welcome to sign up for National Steps Challenge™ Season 5: Bonus Round.

Existing participants of LumiHealth must withdraw from LumiHealth in order to sign up for the National Steps Challenge™ Season 5: Bonus Round. Conversely, participants who are signed up for the Bonus Round will not be able to participate in LumiHealth unless they withdraw from the Bonus Round. HPB reserves the right to claw back rewards if participants are found to be signed onto both Challenges at the same time.

2) How do I sign up for National Steps Challenge™ Season 5: Bonus Round?

New participants

Download the Healthy 365 app, create a profile, agree to the Terms and Conditions of the National Steps Challenge™ Season 5: Bonus Round and complete the Health Declaration. Select a preferred fitness tracking mode, and start moving!

Returning Season 1, 2, 3, 4 or 5 participants

Past participants of Season 1, 2, 3, 4 or 5 may sign up for National Steps Challenge™ Season 5: Bonus Round by first ensuring that you have downloaded or updated to the latest version of the Healthy 365 mobile app. Next, restore profile on the app (a 4-digit One-Time-Pin (OTP) will be sent via SMS to your registered mobile number). Pair preferred fitness tracking mode with the app and tap on the “Challenges” under the “Explore” tab to join “National Steps Challenge™ Season 5: Bonus Round”.

3) Must I pay to participate in the National Steps Challenge™ Season 5: Bonus Round?

Participation in the National Steps Challenge™ Season 5: Bonus Round is free of charge. However, HPB will not be issuing fitness trackers for the Bonus Round. Participants who are interested to purchase a fitness tracker at our authorised service provider’s outlets may find out more [here](#).

4) Can I sign up on behalf of my friends/family members using the same smartphone?

Yes, participants may do so for their friends/family members that do not own a compatible smartphone. Note that each mobile number may be registered to a maximum of **five (5)** Healthy 365 user accounts. In order for participants to sync the fitness records on behalf of their friends/family, they must log out and in again to each individual account(s) to do so.

5) Will I receive an SMS or email to confirm my sign-up after I register on the Healthy 365 app?

No, there will not be an SMS or email to confirm sign-up. Participants may look out a confirmation notice that will appear immediately upon signing up for the Challenge.

6) How do I withdraw from the National Steps Challenge™ Season 5: Bonus Round and are there any penalties?

No penalty will be imposed. Participants may call our hotline at 1800 567 2020 to withdraw from National Steps Challenge™ Season 5: Bonus Round. Please note that individuals who have withdrawn will not be entitled to earn any more Healthpoints from the National Steps Challenge™ Season 5: Bonus Round. Healthpoints from uncompleted Reward Tiers will be forfeited and individuals will not be allowed to join the same Challenge within the same Challenge duration.

7) What is the Health Declaration and why is it needed?

The Health Declaration is a Get Active Questionnaire (GAQ) for those between 17 to 69 years of age. It is a simple self-screening tool that should be used by anyone who is planning to start an exercise programme. Regular exercise is associated with many health benefits and increasing physical activity is safe for most people. However, some people, especially those with medical conditions, should check with their doctor/physiotherapist before they become more physically active.

In the National Steps Challenge™ Season 5: Bonus Round, the MVPA category hopes to encourage more participants to embark on higher intensity physical activities. However, participants' safety is always our highest priority and we want to ensure that participants are able to embark on MVPA in a safe and appropriate way. Hence, it is mandatory for participants to complete and submit the Health Declaration in the Healthy 365 app before they can start participating in the MVPA category.

Participants who did not pass the Health Declaration (i.e. those who answered "No, I have 1 or more conditions") are still able to participate in the National Steps Challenge™ Season 5: Bonus Round 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.

8) What is the validity period of the Health Declaration?

Participants will be prompted by the Healthy 365 app to update their Health Declaration every 9 months.

9) Can I re-submit my Health Declaration?

Participants who had not passed the Health Declaration previously (i.e. you answered "No, I have 1 or more conditions") but have since obtained medical clearance from their doctor/physiotherapist to embark on higher intensity physical activities can re-submit their Health Declaration via the Healthy 365 app by tapping on the "Profile" tab and selecting the "Health Declaration" card. Please note that you are only allowed to re-submit the Health Declaration once a day.



Section 3: HPB fitness tracker

1) Will HPB be issuing fitness trackers in the National Steps Challenge™ Season 5: Bonus Round?

No, HPB will not be issuing fitness trackers in this Bonus Round. Participants are required to own a compatible fitness tracking device or fitness mobile app in order to participate in the Challenge.

2) What can I do if the HPB fitness tracker that I have right now is faulty?

HPB is providing a special one-time exchange for faulty HPB fitness trackers that were issued in Seasons 4 and 5, for participants who have signed up for the Bonus Round. The HPB tracker exchanges are available while stocks last. Participants are required to bring the faulty fitness tracker to facilitate the exchange. Refer to the table below for the exchange period for specific models of HPB fitness trackers.

NSC Season	HPB Fitness Tracker Models Eligible for Exchange	Exchange Period
Season 4	 <p data-bbox="464 607 1134 629">Tempo 2 (HR) Glide HR Careeach (HR) AxtroFit</p>	24 March – 13 June 2021
Season 5	 <p data-bbox="480 1003 751 1025">Tempo 3C AxtroFit 2</p>	24 March – 29 August 2021

3) How do I go about doing the exchange for my faulty Season 4 or Season 5 fitness tracker?

First, participants must have their faulty HPB tracker with them as it will be handed over to our service agents during the exchange.

Second, participants are to download the Healthy 365 app and log in to their account and sign up for the National Steps Challenge™ Season 5: Bonus Round.

Third, refer to the list of available tracker exchange locations [here](#). Thereafter, [book an appointment](#) to make the exchange. All tracker exchanges are strictly by appointment-basis, walk-ins will not be accepted.

Fourth, participants must bring along the following for the HPB tracker exchange appointment:

- The original/copy of their valid photo ID/ NRIC
- The faulty HPB tracker to be exchanged
- The appointment booking confirmation
- A smartphone with the Healthy 365 app installed. Participants are to ensure that they are logged in to their Healthy 365 account.

For more information on how to go about doing the tracker exchange, refer to the [guide](#) for how to do so.

4) Where can I purchase the HPB fitness tracker and how much does it cost?

The HPB fitness trackers are available for purchase from our authorised service providers. Please refer to our [authorised service provider](#) listing for more information on purchase of fitness trackers.

5) I have lost/thrown away my HPB fitness tracker. Am I still eligible for the tracker exchange?

If participants have lost/thrown away their fitness tracker, they are no longer eligible for the tracker exchange. Faulty HPB trackers must be presented in order to exchange for a new tracker.

6) Can I do a HPB fitness tracker exchange on behalf of someone else (e.g. elderly parents)?

Yes, exchanges on-behalf are allowed. Participants will need to make a separate appointment booking per tracker exchange (i.e. if a participant is exchanging faulty HPB trackers for self and 2 elderly parents = 3 faulty HPB trackers, he/she will need to make 3 appointment bookings in total).

For a tracker exchange on behalf of someone else, participants will be required to bring along the following for their HPB tracker exchange appointment:

- The original/copy of their valid photo ID/ NRIC
- The original/copy of a valid photo ID/ NRIC of the HPB tracker owner
- The faulty HPB fitness tracker to be exchanged
- The appointment booking confirmation
- A smartphone with the Healthy 365 app installed. Participants will be required to log in to the Healthy 365 account of the person they are making the exchange for on your smartphone. Please log in to their account in advance or ensure that the login SMS OTP from the other person may be obtained during the tracker exchange.

7) Can I exchange more than 1 faulty HPB fitness tracker in a single appointment slot?

No, each appointment slot only allows for exchange of one (1) faulty HPB fitness tracker.

8) What do I do if my newly exchanged HPB fitness tracker is still faulty?

We have strict quality control measures to ensure that our HPB fitness trackers are functioning. However, participants whose newly exchanged HPB fitness tracker are faulty may book a new appointment for a tracker exchange and bring their newly exchanged HPB fitness tracker to the appointment. Do note that exchanges under such circumstances will be assessed on a case-by-case basis.

9) If I collected both the Season 4 and Season 5 fitness tracker, which HPB tracker is eligible for exchange?

The objective of the special tracker exchange is to ensure that participants would be able to participate in the Bonus Round and other National Steps Challenge-related activities. Hence, participants may only exchange one tracker and in this case, only the faulty Season 5 HPB fitness tracker is eligible for exchange.

10) If I exchange my faulty HPB tracker, will I still be eligible to collect the new HPB trackers in the upcoming National Steps Challenge Season 6?

Exchanging a faulty tracker will not affect participants' eligibility to collect a Season 6 fitness tracker. HPB fitness tracker collection eligibility for Season 6 will be announced at a later date.

Section 4: About Heart-Rate syncing and MVPA

1) What is Moderate to Vigorous Physical Activity (MVPA)?

Physical activity is a core component of a healthy lifestyle and covers a range from incidental movement such as commuting to leisure-time physical activity such as sports and exercises that range from moderate-intensity to vigorous-intensity.

Moderate-intensity physical activities refer to those that cause a noticeable increase in breathing rate and heart rate. For instance, individuals who brisk walk at approximately 100 steps per minute should get to an intensity where they would be able to carry on a conversation but do not have enough breath to sing.

Vigorous-intensity physical activities refer to those that cause large increases in breathing rate and heart rate. For instance, one would typically not be able to carry out a conversation while jogging or doing step aerobics but is not out of breath.

For more information on MVPA or higher intensity physical activity, please refer to our [website](#).

2) How do I know if my activities are of moderate-to-vigorous intensity?

Moderate-to-vigorous intensity is attained at least 64% of the maximum heart rate (Source: National Physical Activity Guidelines, Health Promotion Board, 2011). An individual's maximum heart rate is estimated to be 220 minus the individual's age. The HPB fitness tracker is able to track participants' heart rate automatically throughout the day, as long as the tracker is worn correctly on the wrist.

The duration of MVPA, or higher intensity physical activities is automatically computed when participants sync their fitness records to the Healthy 365 app. Participants may tap on "Activity Summary" on the Healthy 365 app dashboard to check their MVPA duration.

3) How will my heart rate be recorded by the HPB fitness tracker?

The HPB fitness tracker can track participants' heart rate as they move throughout the day. Heart rate is measured in beats per minute (bpm) and can vary from person to person depending on factors like age and fitness level.

It is not necessary to trigger the heart rate function as the tracking is done automatically throughout the day. However, participants who wish to monitor their heart rate more accurately in real-time 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 a “heart” symbol (Tempo 3) or the word “Workout” (Axtrofit2) is displayed. Do a “long tap” (tap and hold) on the touch sensor/tracker screen to trigger the Workout Mode to view real-time heart rate tracking.

Kindly note that triggering of the Workout Mode function will drain the fitness tracker’s battery power drastically. Do remember to switch off the function after each exercise session in order to ensure sufficient battery power for daily use.

4) Is the heart rate tracking accurate?

The HPB fitness tracker is meant to provide participants with information to encourage an active and healthy lifestyle.

The HPB fitness tracker or compatible fitness tracking devices and fitness mobile apps are intended to be a close estimation of participants’ activities and metrics tracked but may not be precisely accurate even though the accuracy is benchmarked to commercially available brands of fitness trackers.

The selected models for the National Steps Challenge™ were subjected to rigorous testing by industry specialists.

Do note that the HPB fitness trackers are not medical devices and the data provided is not intended to be utilised for medical purposes.

5) What should I do if I reached my max heart rate?

The max heart rate displayed within Healthy 365 app is only an estimation based on the participant’s reported age. It does not take into consideration the participant’s current fitness level. Participants are advised not to exceed your max heart rate when exercising. It is also not advisable to exercise for long periods of time where the heart rate is very close to the max hear rate as risk of injury and exhaustion is higher. Participants are reminded to be mindful of their own fitness condition while exercising within the MVPA range as recommended by Healthy 365 app especially if they have not been exercising for a long period of time, or just started on being physically active. Participants must stop their exercise and consult with their doctor if they do not feel well at any point in time.

6) The fitness tracker showed an alert message “Take it easy”/ “Watch your limits”. What should I do?

In the “Workout” mode, the alert message would be triggered when participants are in the vigorous/Near-Maximal intensity zones based on their estimated max heart rate. Participants should assess if they are able to continue to exercise within the vigorous/Near-Maximal intensity zone based on their condition. Participants who are feeling out of breath or find it hard to hold a conversation should stop the exercise to reduce the risk of an injury. When in doubt, do seek advice from medical professionals if exercising within the MVPA range proves to be difficult.

7) How do I start the heart rate recording on the HPB fitness tracker?

The HPB fitness tracker will track participants' heart rate continuously as long as it is worn correctly on the wrist throughout the day. There is no need to trigger the heart rate recording.

8) Why does my HPB fitness tracker run out of battery so quickly?

The HPB fitness tracker might be depleted of battery faster if the real-time heart-rate monitoring function ("Workout Mode" function) is triggered and remains activated throughout the day. The HPB fitness tracker battery might also be depleted faster if it is not charged correctly. Do not overcharge the HPB fitness tracker by leaving it to charge overnight as this will cause the battery to deteriorate.

9) What should I do if I think my fitness tracker is not recording my heart-rate accurately?

Accuracy of the heart-rate monitoring function varies with a number of factors. Wearing the fitness tracker properly will reduce occurrences of inaccurate readings. Check that the fitness tracker is worn firmly above the wrist. A good gauge would be two-fingers' width above the wrist bone. The sensor of the HPB fitness tracker has to be in full contact with the skin. Ensure that there are no gaps between the sensor and the skin. Consider wiping off perspiration, if any, from skin that is in contact with the tracker sensor for a better reading.

10) Can I track my heart rate while swimming?

The HPB fitness tracker is water-resistant but not water-proof. Please do not swim or shower with the fitness tracker. Trackers that have stopped functioning due to water seepage as a result of misuse will not be eligible for one-for-one exchange.

11) Why am I not able to participate in the MVPA category?

Please ensure that the Health Declaration is completed. Participants who have answered "No, I have 1 or more conditions" in the Health Declaration will not be able to participate in the MVPA category (i.e. cannot earn Healthpoints for MVPA duration). For participants using a compatible fitness tracker, other than HPB fitness tracker, or mobile app, your device will need to be able to record heart rate for MVPA duration to be computed on the Healthy 365 app.

For more information on Healthpoints, rewards and prizes, please refer to [Section 6](#).

Section 5: Pairing and syncing

1) How do I start using the fitness tracker?

The HPB fitness tracker must be paired to the participant's account before they can start using it. Once the HPB fitness tracker is paired, participants just need to start moving and sync their fitness records to the Healthy 365 app at least once every 7 days.

Please refer to our [step-by-step guide](#) for instructions on how to pair the HPB fitness tracker using Bluetooth®.

2) How do I pair my fitness tracker to the Healthy 365 app?

Please refer to our [step-by-step guide](#) for more information on how to set up the HPB fitness tracker on the Healthy 365 app.

3) How do I help my friends/family that do not have a compatible smartphone to sync their fitness records to their H365 user account?

Participants may help their friends/family that do not have a compatible smartphone to sync their fitness records by logging in to their user account via the Healthy 365 mobile app. Follow the simple steps below to do so:

- 1) Participants are to log out of their account on the Healthy 365 mobile app before assisting to log in to the H365 account of their friends/family
- 2) Key in the 4-digit One-Time-Pin (OTP) sent to the mobile number that is tied to the user's H365 account
- 3) Pair the compatible fitness tracking device in order to sync the fitness records to the user's H365 account
- 4) Upon pairing, fitness records will be updated to the user's H365 account.

4) Why is the Healthy 365 app only recording my steps but not my MVPA duration?

The Healthy 365 app will only register MVPA duration for exercise sessions that last more than 10 minutes; and at moderate to vigorous level of intensity. Even if participants do not qualify for the MVPA category, the Healthy 365 app will still be able to record their MVPA duration, with no Healthpoints awarded, as long as they are using a HPB fitness tracker or a compatible fitness tracking device or fitness mobile app that tracks heart rate.

5) Can I continue to sync using my old fitness tracker?

HPB fitness trackers collected during National Steps Challenge™ Season 1, Season 2 and Season 3 will be phased out and participants will not be able to sync them to the Healthy 365 app. The models are namely Stride (Season 1), Stride+ (Season 2), Omniband (Season 2), AB Fitness (Season 2), Careeach (Season 3), Mova (Season 3), Skytech (Season 3), Tempo (Season 3) and Xstep (Season 3).

Participants may continue to use their fitness tracker collected from Season 4 (AxtroFit, Careeach HR, Glide HR, Tempo HR 2) and Season 5 (AxtroFit 2, Tempo 3C).

Overview of HPB fitness trackers

National Steps Challenge™ HPB Fitness Tracker Model

Season 1



Stride

Season 2



AB Fitness



Omniband



Stride+

Season 3



Careeach



Mova



Skytech



Tempo



Xtep

Season 4



Tempo 2 (HR)



Glide HR



Careeach (HR)



AxtraFit

Season 5



Tempo 3C



AxtraFit 2

6) What happens if I go to a country with different time zone? Will my steps and MVPA duration be counted?

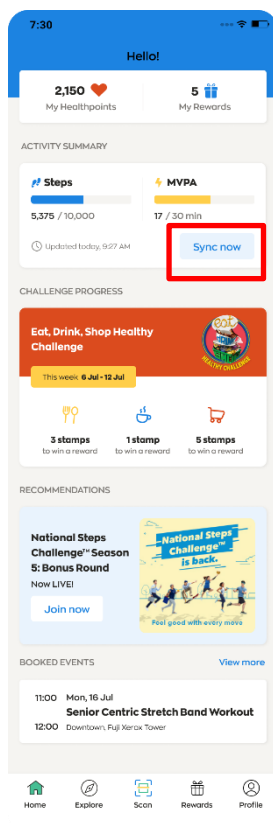
The Healthy 365 app is a local app that follows the Singapore time-zone. If the mobile phone has been reset to the new time-zone, there may be inaccuracies in the steps and MVPA duration synced or participants may lose some steps and MVPA duration clocked in the different time-zone. The above is only applicable for HPB fitness trackers.

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

7) How do I sync my steps and MVPA duration using the Healthy 365 app?

Your fitness activity records will be automatically updated when you launch the Healthy 365 app as long as there is internet connection and Bluetooth® is turned on.

Alternatively, the “Sync Now” function is available at the “Activity Summary” card on the dashboard.



8) Why are there varying degrees of accuracy in steps tracking and/or heart rate tracking across different models of trackers?

Do note that every tracking device has its own tracking algorithm and only serves as an estimate to the actual step count and MVPA 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 tracked.

Section 6: Other modes of tracking

1) What are the different modes of steps tracking and/or heart rate recording and compatible trackers?

In addition to fitness trackers issued by HPB, participants may also participate in the Bonus Round and track their steps and MVPA duration using other trackers or mobile applications 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 participants are using one of the above compatible fitness tracking devices or fitness mobile apps, their device needs to be able to track heart rate in order to contribute towards the MVPA category.

2) Is XiaoMi's Mi Band a compatible device with the Healthy 365 app?

Unfortunately, XiaoMi's Mi Band is not compatible with the Healthy 365 app.

3) Am I able to take part in the MVPA category if I am using Apple Health?

Participants who are using Apple Health as their preferred tracking mode can take part in the MVPA category if they have an Apple Watch that is able to track both steps and heart rate.

Participants who are solely using app-based tracking (i.e. using Apple Health mobile app without the Apple Watch) will only be able to take part in the Steps category, but not the MVPA category of the National Steps Challenge™ Season 5: Bonus Round.

4) How do I pair the other compatible trackers and mobile apps?

Please refer to our [step-by-step guide](#) for more information on how to set up your preferred tracking mode on the Healthy 365 app.

5) Can I switch between different modes of tracking (e.g. app-based to tracker or vice versa) or different trackers if I have more than one compatible tracker?

Yes, participants can switch between the different modes of activities tracking or different fitness trackers. Please note that you will need to sync your original paired tracking device before any switching modes to prevent loss of fitness activity data.

To switch your tracking mode, select “Profile” tab and tap on “My Tracker”, followed by “Change tracker”. Proceed to pair and authorise the new tracking mode according to the prompt (different tracking modes may show different pop-up prompts). You may start clocking steps and MVPA duration using the new tracking mode upon successful pairing.

6) Will I lose my steps/MVPA duration for the day if I change my mode of steps tracking? OR why is my steps count inaccurate after changing my mode of steps tracking?

You will not lose your step count/MVPA duration for the day if you synced the original paired fitness tracker before switching your preferred tracking mode.

Step count/MVPA duration clocked after successfully changing your tracking mode will be added to your previously synced steps/MVPA duration on the Healthy 365 app. Hence, the reading on the fitness tracker might differ from what is reflected on the Healthy 365 app.

7) Why is my steps/MVPA duration on Apple Health is different from what is reflected on Healthy 365 app?

The Healthy 365 app has its own internal logic and algorithm for calculating and retrieving fitness data from Apple Health and other device(s) paired to Apple Health on participants’ smartphone (e.g Apple Watch).

Only fitness activities calculated and retrieved by the Healthy 365 app will be synced across, although participant’s own Apple Health mobile app will reflect their heart rate and the total number of steps clocked by both devices. This may result in the number of steps/MVPA duration reflected on the Healthy 365 app being different from the number of steps/MVPA duration on their Apple Health mobile app.

8) How do I sync my steps and MVPA duration with the Healthy 365 app if I am using other tracking modes besides the HPB fitness tracker?

Participants using compatible tracking devices from partners like Polar, or other tracking modes such as Apple Health or Samsung Health, please ensure that the respective mode of tracking has been set up successfully on the Healthy 365 app and all permissions for the Healthy 365 app to access the relevant fitness data has been allowed. Please refer to our [step-by-step guide](#) for pairing instructions.

All compatible tracking device users are required to sync their fitness activities to their respective mobile apps 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.

Participants that face issues trying to sync their fitness activities using other tracking modes may contact us at stepschallenge@hpb.gov.sg, or call us at 1800 567 2020 for further assistance.

9) What do I do if I encounter problems with my Fitbit or Polar device?

Participants should contact the respective [authorised service providers](#) if they encounter problems with their devices. For issues related to Healthy 365 app, such as set-up of steps tracking mode, pairing of devices or syncing of steps, participants may email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020.

10) Why are other brands of fitness tracker not compatible with Healthy 365 app?

For tracker compatibility, there needs to be mutual agreement between the 3rd party tracker suppliers and HPB for integrating new devices so that comprehensive support can be provided to our participants. For organisations who are not partners with HPB at the moment, we are unable to integrate their tracker to our Healthy 365 app for this Season. However, do be assured that the National Steps Challenge™ team is constantly reviewing the feedback and bringing in more partners and compatible devices.

Section 7: Healthpoints, rewards and prizes

1) How do I win Healthpoints in National Steps Challenge™ Season 5: Bonus Round?

All participants have to do is get active to clock steps/ MVPA duration on your HPB fitness tracker, other compatible trackers or mobile apps. Then, update their fitness records by syncing to the Healthy 365 app to earn Healthpoints. Please note that participants will need to sync your HPB fitness tracker or your compatible fitness tracking device/fitness mobile app at least once every seven days.

Participants can only earn a maximum of 40 Healthpoints per day per category. They may earn up to a maximum of 80 Healthpoints if they are participating in both categories.

Move, sync, and earn rewards in the National Steps Challenge™ Season 5: Bonus Round.

Clock steps



Clock MVPA minutes
(Moderate to Vigorous Physical Activities)



Clock steps to earn up to \$10 worth of eVouchers. Additionally, be rewarded with up to \$10 worth of eVouchers when you clock MVPA minutes!

TIER	STEPS REWARDS	MVPA REWARDS
1	750 Healthpoints = \$5 eVoucher	750 Healthpoints = \$5 eVoucher
2	Next 750 Healthpoints = \$5 eVoucher	Next 750 Healthpoints = \$5 eVoucher



350 BONUS HEALTHPOINTS

Simply sign up now and you are already halfway through Tier 1 of the challenge!

HOW TO EARN HEALTHPOINTS?

To earn Healthpoints, start clocking steps and MVPA minutes daily. The more you move, the more you earn.

STEP COUNT	HEALTHPOINTS (DAILY)
5,000-7,499	10
7,500-9,999	25
10,000 and more	40 (max)

MVPA DURATION	HEALTHPOINTS (DAILY)
10-19 mins	10
20-29 mins	25
30 mins and more	40 (max)

2) What are bonus Healthpoints?

Bonus Healthpoints are additional Healthpoints given at the start of the National Steps Challenge™ Season 5: Bonus Round to give participants a boost as they regain their physical activity levels. A participant who is taking part in both Steps and MVPA category can get two opportunities for bonus Healthpoints:

- a) At the start of National Steps Challenge™ Season 5: Bonus Round: +350 Healthpoints awarded to Tier 1 of Steps category (which is half the Healthpoints required to complete Tier 1)
- b) At the start of National Steps Challenge™ Season 5: Bonus Round: +350 Healthpoints awarded to Tier 1 of MVPA category (which is half the Healthpoints required to complete Tier 1)

The bonus Healthpoints are automatically credited into the Reward Tiers and will be available for redemption when the Reward Tier is cleared.

3) Why am I unable to earn Healthpoints for the MVPA category rewards?

To participate in the MVPA category, participants will have to complete the Health Declaration and confirm that you are fit to participate in physical activities.

Participants would also need to have a compatible device that is able to track heart rate in order to contribute towards the MVPA category.

4) Can I choose to only take part in either Steps or MVPA category and not both?

There is no opt-out option for the Steps category. To opt out of the MVPA category, participants can indicate that they “have 1 or more health conditions” during the Health Declaration (Get Active Questionnaire) when prompted on the Healthy 365 app when they sign up for the Challenge.

Should participant’s doctor/physiotherapist advise them to stop higher intensity activities due to health conditions midway through the challenge, they may redo their Health Declaration by selecting the “My Profile” tab and tapping on the “Health Declaration” card.

5) I have previously participated in Season 1/2/3/4/5. Will I be able to continue from where I left off in previous season(s) for the Bonus Round, i.e. keep my accumulated steps and points?

National Steps Challenge™ Season 5: Bonus Round is a standalone challenge and any completed tier(s) previous seasons will not be carried over nor affect the Bonus Round. All participants will start at Tier 1 for both Steps and MVPA reward categories in the Bonus Round. Additionally, any uncompleted tier(s) from the Bonus Round will also not be carried forward to subsequent seasons.

6) When can I start earning Healthpoints for National Steps Challenge™ Season 5: Bonus Round?

Participants can start earning Healthpoints when the National Steps Challenge™ Season 5: Bonus Round starts on 29 March 2021, 00:00 hours upon registration for the Challenge.

7) What can I do with my Healthpoints?

Participants can redeem them for rewards comprising HPB e-Vouchers that can be used at various merchants, as well as e-Vouchers from various merchants. Once participants have earned enough Healthpoints for each tier, they may select a reward of their choice. Once the choice of reward has been submitted, it cannot be changed.

Please note that all rewards will have a validity of 3 months only. No extension of validity date will be allowed.

8) When will my Healthpoints expire?

The Healthpoints accumulation for National Steps Challenge™ Season 5: Bonus Round for both Steps and MVPA categories will end on 18 July 2021. All Healthpoints have a validity of 6 months from the month of issuance.

9) How can I redeem the rewards from the Steps and MVPA categories?

Participants can redeem their rewards by tapping on “My Healthpoints” located at the “Home” tab in the Healthy 365 app.

Please refer to the [step-by-step guide](#) on the redemption of Healthpoints for rewards.

10) Will I be able to choose the type of rewards I want to redeem?

Participants may choose from the Rewards catalogue upon clicking on “My Healthpoints” and “Redeem Now”. HPB’s decision on the type of digital vouchers available is final and requests to change the reward after submission of selection will not be considered.

11) Can I use my Healthpoints to redeem HPB printed vouchers?

From 1 January 2019 onwards, all HPB printed vouchers will no longer be available for redemption on the Healthy 365 app. Opt for e-voucher redemption for a quicker and more convenient experience

12) When is the last day I can redeem my Healthpoints?

You may redeem your Healthpoints as long as they are not expired. All Healthpoints have a validity of 6 months from month of issuance. Please check the Health 365 app under “My Healthpoints” for your Healthpoints expiry date.

13) When is the last day I can use my rewards?

E-Vouchers will be credited immediately into your e-Wallet after every transaction, and have a validity period of 90 days from the date of transaction.

14) Am I entitled to the same rewards if I use app-based tracking?

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

15) Will there be a grand draw held for the National Steps Challenge™ Season 5: Bonus Round?

There will be no grand draw for this Bonus Round.

16) Points are not awarded/not awarded accurately when I have clocked enough steps/accumulated enough MVPA duration.

The Healthy 365 app requires Internet connection (data plan or WI-FI connection) to update total points accumulated and for steps/MVPA duration and Healthpoints to be sent to our Internet server. Participants are to ensure that they have downloaded the latest version of the Healthy 365 app and to update the app should a newer version be available.

(Note: Do not delete or uninstall the app)

Participants should also ensure that they have synced their fitness tracker at least once every seven days. Step count/MVPA duration that is not updated within seven days will not be recorded on Healthy 365 app and Healthpoints will not be awarded. It is participants' responsibility to ensure that their fitness trackers are synced at least once every seven days. HPB will not entertain any appeal for reinstatement of points due to participant's oversight.

If the problem persists, participants may email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.

17) I have managed to earn Healthpoints from clocking steps and MVPA. But why am I unable to redeem the Healthpoints? I can see the Healthpoints in my Reward Tiers but not in my Healthpoint summary.

In the Steps and MVPA categories of the National Steps Challenge™, Healthpoints will only be credited into your e-wallet when the Reward Tier is unlocked. There is no partial awarding of Healthpoints when the Reward Tier is still in progress.

18) I am unable to complete the rewards redemption process.

Ensure that the smartphone has Internet connection in order to redeem rewards. As the Healthy 365 app is built to be time sensitive, participants may encounter an error when the time on their phone is different from the time in Singapore. For participants that are currently in Singapore, please check that that the time zone is correctly set and time is accurate.

Please follow the steps below:

For iOS

Go to the "Settings" page on the phone

- a) Tap on "General", followed by "Date & Time"
- b) Turn "Set Automatically" option on

For Android

- a) Go to the "Settings" page on the phone
- b) Tap on "Date and Time"
- c) Turn "Automatic date and time" option on

If the problem persists, please restart the Healthy 365 app and try again. Please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.

Section 8: Healthy 365 app

1) Is the Healthy 365 app compatible with my smartphone?

Please check that both the version of your phone's operating system (OS) and your phone model are compatible with the Healthy 365 app.

For smartphone OS versions, the Healthy 365 app requires **at least Android 6 and iOS 10 and above** to operate.

Note however that newer Huawei phone models that does not support Google Play Store app would not be compatible.

To date, the following phone models are known to have compatibility issues with the Healthy 365 app or connection issues with our HPB fitness trackers.

- LG G2
- Samsung S3
- iPhone 4
- Samsung Note 4
- Samsung Ace
- Redmi 2
- ASUS
- ASUS and Alcatel Tablets (as Healthy 365 app is designed to work with smartphones)

Please note that this is not an exhaustive list and we are currently working on the Healthy 365 app so that it can be compatible with more phone models.

2) Do I need internet connection to use the Healthy 365 app?

Yes, internet connection is required in order to use the Healthy 365 app, which allows participants to register for Challenges, sync steps and MVPA duration, as well as update Healthpoints and redeem rewards.

3) Why is my profile and data missing even though I have previously registered for a challenge?

This might happen if participants have deleted and reinstalled the Healthy 365 app, or if they have switched phones midway through a Challenge. Simply restore profile via the Healthy 365 app by keying in their NRIC and the mobile number used to register for the account. It allows participants to restore the data that was last synced to the server.

4) How do I start using the Healthy 365 app with my own user account?

New participants are to create a new user account while past participants may log in with their NRIC and mobile number to access their user account. Refer to the [step-by-step guide](#) for more details.

5) My past steps/MVPA data are missing after I log in to my profile.

Past steps/MVPA will not be reflected if the data was not sent to our backend server before the Healthy 365 app was deleted from your smartphone, or if you changed your phone during the Challenge without syncing your data. Hence, do ensure you have internet connection during syncing for your steps/MVPA data to be uploaded to our server before you delete the Healthy 365 app or changed to a new phone.

6) How do I update my profile?

Before updating your profile, please ensure that you have synchronised your latest step count on the Healthy 365 app.

Please follow the instructions below:

- a) Tap on “Profile” on the menu bar of the Healthy 365 app.
- b) Tap on “View more” on either the “Primary Information” or “Secondary Information” cards.
- c) Tap on the field that you wish to edit and key in the updated information.
- d) A 4-digit One-Time-PIN (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on “Submit”. Your data should appear on the profile page 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.

7) I have changed my mobile number and cannot log into my profile. What should I do?

Participants who have changed their mobile number may contact our customer care hotline at 1800 567 2020 to update their mobile number.

8) My fitness tracker/Apple Health is able to track distance and active time. Why is the data for these indicators on the Healthy 365 app different from my device/mobile app?

Each type of device has a different algorithm for tracking distance and active time. For the National Steps Challenge™, only steps data and heart-rate data are synchronised with the Healthy 365 app.

9) What is the send Diagnostic Report function for?

The function is to allow HPB to diagnose what issues your mobile device has encountered. Participants should send a diagnostic report only if they have been advised to do so by our customer care officer, or in specific scenarios highlighted in the FAQ which requires the sending of diagnostic reports. To report technical issues, please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020.

10) I accidentally deleted the Healthy 365 app and now my Challenge data is missing.

Participants should log in to their Healthy 365 account to retrieve their Challenge data.

11) When should I reinstall Healthy 365 app and what should I do after re-installing?

Participants should not reinstall the app unless specifically advised by the National Steps Challenge™ customer support team to do so. To avoid any data loss, participants are advised to send a diagnostic report prior to uninstalling the app. To send a diagnostic report, go to the “Profile” tab on the Healthy 365 app, select “Settings” and tap on “Send Diagnostic Report”.

12) Can I change my smartphone mid-way through a Challenge?

If you would like to retain the steps/MVPA data and Healthpoints you have previously earned, please do the following:

- a) On your current smartphone, please update your new phone number (if you have a new phone number) on the Healthy 365 app “Profile” tab.
 - b) Still on your current smartphone, sync your steps/MVPA on the dashboard. Ensure that your internet connection for the data to be sent to our servers.
 - c) Uninstall the Healthy 365 app from your current smartphone.
 - d) Install the Healthy 365 app on your new smartphone.
 - e) Launch the Healthy 365 app on your new smartphone and use the profile restoration feature on the “Profile” tab to restore your data that was last synced to the server.
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