

**NATIONAL STEPS CHALLENGE™ SEASON 5 THEMATIC CHALLENGES**

**FLIGHT TO FITNESS WITH SINGAPORE AIRLINES GROUP  
FREQUENTLY ASKED QUESTIONS**

**General Information**

**1. What is the Flight to Fitness Challenge with Singapore Airlines Group?**

The Flight to Fitness Challenge with Singapore Airlines Group is a thematic challenge of the National Steps Challenge™ Season 5, which is a physical activity initiative by the Health Promotion Board (HPB) and Singapore Airlines Group, to encourage participants and KrisFlyer members to be physically active every day, anytime and anywhere.

Participants stand a chance to win attractive prizes from Singapore Airlines Group by aiming to clock 10,000 steps and 30 minutes of Moderate to Vigorous Physical Activities (MPVA) for as many days as possible from 17 February to 1 March 2020.

**2. Who can sign up for the Flight to Fitness Challenge with Singapore Airlines Group?**

The Flight to Fitness Challenge with Singapore Airlines Group is open to all National Steps Challenge™ participants with a valid NRIC or FIN number at the point of registration. Participants must also be 17 years or older at the point of registration. Please note that eligible persons who are below 18 years of age must obtain parental consent before participating in the Flight to Fitness Challenge with Singapore Airlines Group.

**3. Must I pay to participate in the Flight to Fitness Challenge with Singapore Airlines Group?**

No, participation in the Flight to Fitness Challenge with Singapore Airlines Group is free of charge.

**4. How does the Flight to Fitness Challenge with Singapore Airlines Group work?**

- From 17 February to 1 March 2020, Participants can earn chances for the Flight to Fitness Draw in the following manner:

Achieved 10,000 steps per day	Achieved 30minutes of MVPA per day	Achieved at least 150 minutes of MVPA per week	KrisFlyer Member bonus
+1 daily	+1 daily	+1 per week	x2

- Double chances will be awarded to eligible participants who are KrisFlyer members, and have submitted their accurate KrisFlyer membership details by 1 March 2020, 2359 hours. Participants will be prompted to key in their KrisFlyer membership details via the Healthy 365 mobile app during registration and challenge period for verification.

	<ul style="list-style-type: none"> <li>• Healthy 365 mobile app will have to amend or resubmit their accurate KrisFlyer membership details via this <a href="#">link</a> by 1 March 2020, 2359 hours.</li> <li>• Participants who wish to sign up for the KrisFlyer Membership can do so via <a href="https://singaporeair.com/kfsignup">singaporeair.com/kfsignup</a>.</li> </ul>															
5.	<p><b>What can I do if I submitted my KrisFlyer membership wrongly?</b></p> <p>Participants can update their KrisFlyer membership at <a href="https://go.gov.sg/kfupdatef2f">https://go.gov.sg/kfupdatef2f</a></p>															
6.	<p><b>What is the prizes for Flight to Fitness Draw?</b></p> <table border="1"> <thead> <tr> <th>Prize Category</th> <th>Prize</th> <th>Number of Winners</th> </tr> </thead> <tbody> <tr> <td>1<sup>st</sup> Prize</td> <td>A pair of Scoot FlyBag tickets to Berlin (worth up to \$6,166)</td> <td>1</td> </tr> <tr> <td>2<sup>nd</sup> Prize</td> <td>A pair of Singapore Airlines Economy Class tickets to Wellington (worth up to \$5,740)</td> <td>1</td> </tr> <tr> <td>3<sup>rd</sup> Prize</td> <td>A pair of Singapore Airlines Economy Class tickets to Busan (worth up to \$4,000)</td> <td>1</td> </tr> <tr> <td>4<sup>th</sup> Prize</td> <td>A pair of Scoot FlyBag tickets to Vientiane (worth up to \$929)</td> <td>1</td> </tr> </tbody> </table>	Prize Category	Prize	Number of Winners	1 <sup>st</sup> Prize	A pair of Scoot FlyBag tickets to Berlin (worth up to \$6,166)	1	2 <sup>nd</sup> Prize	A pair of Singapore Airlines Economy Class tickets to Wellington (worth up to \$5,740)	1	3 <sup>rd</sup> Prize	A pair of Singapore Airlines Economy Class tickets to Busan (worth up to \$4,000)	1	4 <sup>th</sup> Prize	A pair of Scoot FlyBag tickets to Vientiane (worth up to \$929)	1
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7.	<p><b>What is the KrisFlyer Bonus Draw about?</b></p> <p>To qualify for the KrisFlyer bonus draw, Participants will have to submit a valid KrisFlyer membership details by 1 March 2020.</p> <table border="1"> <thead> <tr> <th>Prize Category</th> <th>Prize</th> <th>Number of Winners</th> </tr> </thead> <tbody> <tr> <td>Special Prize</td> <td>25,000 KrisFlyer Miles (Equivalent to a Singapore Airlines Economy Class Ticket to Bangkok)</td> <td>2</td> </tr> </tbody> </table>	Prize Category	Prize	Number of Winners	Special Prize	25,000 KrisFlyer Miles (Equivalent to a Singapore Airlines Economy Class Ticket to Bangkok)	2									
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8.	<p><b>Can I indicate/suggest my own preferred prize category for the Flight to Fitness and KrisFlyer Bonus Draws?</b></p> <p>Participants will have to meet the eligibility criteria for each draws. Each draw will be conducted in ascending, from lowest prize value to highest prize value.</p>															
9.	<p><b>How do I sign up for the Flight to Fitness Challenge with Singapore Airlines Group?</b></p> <p>Step 1: Download the Healthy 365 mobile app on their smartphone, create/restore their profile, and sign up for the Flight to Fitness Challenge with Singapore Airlines Group on the Challenges tab via the Healthy 365 mobile app.</p> <p>Step 2: Consent to the Terms &amp; Conditions of this challenge. Select your preferred tracking mode, and begin.</p>															

	<p>Step 3: Participants will also be prompted to key in their KrisFlyer membership details via the Healthy 365 mobile app during the challenge period for verification. It is not mandatory to be a KrisFlyer member to take part in this challenge.</p> <p>Step 4: Sync your fitness records at least once every 7 days to the Healthy 365 mobile app.</p> <p>*Participants who have not joined National Steps Challenge™ Season 5 will be automatically signed up for National Steps Challenge™ Season 5.</p>
10.	<p><b>Will there be any penalty if I decide to withdraw or drop out halfway from the Flight to Fitness Challenge with Singapore Airlines Group?</b></p> <p>No penalty will be imposed for both withdrawal and drop-out. If you choose to drop out by letting the Challenge lapse, you will still be eligible for the Flight to Fitness and KrisFlyer bonus draw before you dropped out. If you choose to formally withdraw from the Challenge by writing in to us, you will not be eligible for the Flight to Fitness and KrisFlyer Bonus Draws.</p>
11.	<p><b>Can I sign up on behalf of my friends or family members for the Flight to Fitness Challenge with Singapore Airlines Group?</b></p> <p>Each person must sign up individually on a smartphone or via the Healthy 365 kiosk for non-smartphone users.</p>
12.	<p><b>Can non-smartphone users update their KrisFlyer details on the Healthy 365 Kiosk?</b></p> <p>Participants can update their KrisFlyer membership at <a href="https://go.gov.sg/kfupdatef2f">https://go.gov.sg/kfupdatef2f</a></p>
13.	<p><b>Must I sign up for the National Steps Challenge™ Season 5 as well?</b></p> <p>Yes, all participants of the Flight to Fitness Challenge with Singapore Airlines Group must be a participant of the National Steps Challenge™ Season 5. Participants who have not signed up for National Steps Challenge™ Season 5 will be automatically signed up.</p>
14.	<p><b>When does the Flight to Fitness Challenge with Singapore Airlines Group start?</b></p> <p>The Flight to Fitness Challenge with Singapore Airlines Group will start on 17 February 2020, 0000 hrs (Singapore time) and end on 1 March 2020, 2359 hrs (Singapore time). The challenge will be available for pre-registration on the Healthy 365 mobile app under the Challenges tab, from 7 February 2020 onwards. Participants are required to download the Healthy 365 mobile app, create a profile and select a preferred tracking mode prior to the challenge. Registration will end on 1 March 2020, 2359 hrs (Singapore time).</p>
<b>Information on Steps and MVPA</b>	
15.	<p><b>What is Moderate to Vigorous Physical Activity (MVPA)?</b></p> <p>Physical activity is a core component of a healthy lifestyle and covers a range from incidental movement (such as walking to get to places) to leisure-time physical activity such as sports and exercise that range from moderate intensity to vigorous intensity.</p>

	<p>Moderate physical activities refer to those that cause a noticeable increase in breathing rate. For instance, brisk walking at approximately 100 steps per minute should get you to an intensity that you will be able to carry on a conversation but not have enough breath to sing.</p> <p>Vigorous physical activities refer to those that cause large increases in breathing rate. For instance, you will not be able to carry out a conversation while you are jogging or doing step aerobics, but you are not out of breath.</p> <p>For more information on MVPA, please refer to <a href="https://stepschallenge.sg">stepschallenge.sg</a>.</p>
16.	<p><b>I have been exercising, why was my MVPA minutes not recorded in the Healthy 365 mobile app?</b></p> <p>The Healthy 365 mobile app will only register MVPA duration for exercise sessions that last more than 10 minutes and at moderate to vigorous level of intensity.</p> <p>Please note that participants who have declared that they are unfit to proceed with the MVPA category under National Steps Challenge™ Season 5 will not be able to earn chances for the Flight to Fitness draw from MVPA (i.e. 1 chance a day from clocking 30 minutes per day and additional chance for achieving 150 minutes per week) under the Flight to Fitness Challenge with Singapore Airlines Group.</p> <p>If you wish to change your fitness status, please email to <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> with the email title: Reset Health Declaration Status and resubmit your Health Declaration status via the Healthy365 mobile app under “Profile” before the end of the registration period (1 Mar 2020, 2359 hrs). Health declaration status that are changed after 1 Mar 2020, 2359 hrs would not be entertained.</p> <p>Please also note that participants are responsible for answering the questions in the Health Declaration correctly and without misinterpreting their own actual physical and health condition.</p>
17.	<p><b>How do I know if my activities are of moderate to vigorous intensity?</b></p> <p>MVPA is attained when you reach at least 64% of your maximum heart rate (<i>Source: Fox SM 3rd, Naughton JP, Haskell WL. Physical activity and the prevention of coronary heart disease. Ann Clin Res. 1971; 3(6): 404-32</i>). An individual's maximum heart rate is estimated to be 220 minus the individual's age. You can now check your heart rate easily during your activities with our HPB heart rate monitoring fitness tracker. The HPB fitness tracker is able to track your heart rate automatically throughout the day, as long as the tracker is worn correctly on the wrist. When you sync your fitness records to the Healthy 365 mobile app, your duration of MVPA will be automatically computed.</p>
18.	<p><b>How will my heart rate be recorded by the fitness tracker?</b></p> <p>The HPB issued tracker can track your heart rate as you move throughout the day and while you sleep at night as long as it is worn correctly. Heart rate is measured in beats per minute (bpm) and can vary from person to person depending on factors like age and fitness level.</p>

	<p>There is no need to trigger the “Workout mode” as the tracking is done automatically throughout the day. However, if you would like to monitor your heart rate more accurately in real-time, you may trigger the “Workout mode” function manually. To trigger the “Workout mode”, you may tap on the screen of the fitness tracker where the touch sensor is located until a “heart” symbol is displayed. Do a “long tap” (tap and hold) on the touch sensor/tracker screen to trigger the “Workout mode” and your real-time heart rate will be displayed.</p> <p>Kindly note that triggering of the “Workout mode” will drain the fitness tracker’s battery power. Do remember to switch off the function after each exercise session in order to ensure sufficient battery power for daily use.</p>
19.	<p><b>What are the different modes of steps tracking and/or heart rate recording and compatible trackers?</b></p> <p>In addition to fitness trackers issued by HPB, participants may also participate in the Challenge and track their steps and MVPA duration using other trackers or mobile applications compatible with the Healthy 365 mobile app.</p> <p>National Steps Challenge™ preferred mobile apps and trackers:</p> <ul style="list-style-type: none"> <li>• Fitbit mobile app with any Fitbit tracker</li> <li>• Polar Flow mobile app</li> </ul> <p>Other mobile apps and trackers:</p> <ul style="list-style-type: none"> <li>• Actxa® mobile app</li> <li>• Garmin Connect™ mobile app</li> <li>• HealthKit mobile app with Apple Watch</li> </ul> <p>If you are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate in order to contribute to the time spent on MVPA.</p>
20.	<p><b>Is there a deadline to sync my fitness record?</b></p> <p>Yes, all fitness record must be synced to the Healthy 365 mobile app by 8 Mar 2020, 2359 hrs. Note that only fitness record from 17 Feb – 1 Mar 2020 which are synced to the Healthy 365 mobile app will be taken into account for the Challenge.</p>
21.	<p><b>Can non-smartphone participants take part in the Flight to Fitness Challenge with Singapore Airlines Group?</b></p> <p>Yes, non-smartphone participants can sign up for the Challenge and sync their fitness record at the Healthy 365 kiosks. Alternatively, they can use the “Sync for Friends” function.</p>
22.	<p><b>Will participants of the Flight to Fitness Challenge with Singapore Airlines Group be given a free HPB fitness tracker?</b></p> <p>HPB fitness trackers will not be distributed for this thematic challenge.</p> <p>Participants may track their steps and MVPA duration using the following trackers or mobile applications compatible with the Healthy 365 mobile app.</p>

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23.	<p><b>How do I sign up to be a KrisFlyer member?</b></p> <p>Participants who wish to sign up as a member may do so via <a href="https://singaporeair.com/kfsignup">singaporeair.com/kfsignup</a></p>
24.	<p><b>How do I update my KrisFlyer membership details?</b></p> <p>Participants will be prompted to key in their KrisFlyer membership details via the Healthy 365 mobile app during the pre-registration and challenge period for verification. Participants may be prompted twice, once during the pre-registration period (7 to 16 February 2020) and once during the challenge period (17 February to 1 March 2020).</p> <p>Participants will have to fill in 4 items:</p> <ol style="list-style-type: none"> <li>1) Indicate they are a KrisFlyer member</li> <li>2) KrisFlyer number</li> <li>3) First Name</li> <li>4) Last Name</li> </ol> <p>Participants can also update their KrisFlyer membership details for the challenge via the following link: <a href="https://go.gov.sg/kfupdatef2f">https://go.gov.sg/kfupdatef2f</a></p>
<b>Healthy 365 Mobile App</b>	
25.	<p><b>Is the Healthy 365 mobile app compatible with my smartphone?</b></p> <p>Please check that both the version of your phone's operating system (OS) and your phone model are compatible with the Healthy 365 mobile app.</p> <p>For smartphone OS versions, the Healthy 365 mobile app requires <b>at least Android 6 and iOS 10 and above</b> to operate.</p> <p>To date, the following phone models are known to have compatibility issues with the Healthy 365 mobile app or connection issues with our HPB steps trackers.</p> <ul style="list-style-type: none"> <li>• LG G2</li> <li>• Samsung S3</li> <li>• iPhone 4</li> <li>• Samsung Note 4</li> <li>• Samsung Ace</li> <li>• Redmi 2</li> <li>• ASUS</li> <li>• ASUS and Alcatel Tablets (as Healthy 365 are designed to work with smartphones)</li> </ul>

	Please note that this is not an exhaustive list and we are currently working on the Healthy 365 mobile app so that it can be compatible with more phone models.
26.	<p><b>Do I need data or internet connection to use the Healthy 365 mobile app?</b></p> <p>The Healthy 365 mobile app requires internet connection (data plan or WI-FI connection) to register for Challenge, update your Healthpoints and redeem rewards. The app does not require internet connection to sync your fitness tracker to your smart phone as it uses Bluetooth® technology. However, internet connection is required for the fitness record to be sent to our server for updating of the Challenge Summary page.</p>
<b>Technical assistance/ Troubleshooting</b>	
27.	<p><b>I cannot click on “I Agree” when I try to register for the “Flight to Fitness Challenge with Singapore Airlines Group”.</b></p> <p>Please ensure that your smart phone has Internet connection in order join challenges. As the Healthy 365 mobile app is built to be time sensitive, you may encounter an error when the time on your phone is different from the time in Singapore. If you are currently in Singapore, please ensure the time on your phone is accurate.</p> <p>Please follow the steps below:</p> <p>For iOS:</p> <ol style="list-style-type: none"> <li>a) Go to your phone’s “Settings” page</li> <li>b) Tap on “General”, followed by “Date &amp; Time”</li> <li>c) Turn on “Set Automatically” option</li> </ol> <p>For Android:</p> <ol style="list-style-type: none"> <li>a) Go to your phone’s “Settings” page</li> <li>b) Tap on “Date and Time”</li> <li>c) Turn on “Automatic date and time” option</li> </ol>
28.	<p><b>I am unable to complete registration for the “Flight to Fitness Challenge with Singapore Airlines Group” on the Healthy 365 mobile app.</b></p> <p>You might not have internet connectivity or our servers may be busy/under maintenance at the moment. Please try again later. If the problem persists, please contact us at <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> for further assistance.</p>

**For other enquiries, please contact us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg).**