

NATIONAL STEPS CHALLENGE™ SEASON 5

FREQUENTLY ASKED QUESTIONS

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NATIONAL STEPS CHALLENGE[™] SEASON 5

FREQUENTLY ASKED QUESTIONS

Section 1: General

Note: HPB fitness trackers are only available to eligible participants, on a first come first served, while stocks last basis. For eligibility criteria, please refer to [Section 3](#).

1) What is 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. This is the fifth season of the National Steps Challenge[™], which was first launched in November 2015.

2) How does the National Steps Challenge[™] Season 5 work?

For participants who use smartphones, the National Steps Challenge[™] Season 5 will be conducted via the Healthy 365 mobile 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 will be available on the Healthy 365 mobile app from 16 September 2019 onwards.

Once a profile on Healthy 365 mobile 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. The daily steps clocked and time spent on moderate to vigorous physical activities will also earn participants up to 3 lucky draw chances per day to participate in the Grand Draw.

Non-smartphone users can sign up at National Steps Challenge[™] public roadshows from 27 September 2019 onwards, or at the Healthy 365 kiosks if they have compatible HPB fitness trackers. Kiosk-compatible fitness trackers are namely Season 3 and Season 4 models, i.e. Axtro Fit, Careeach, Careeach HR, Glide HR, Mova, Skytech, Tempo (HR) and Tempo 2 (HR). Non-smartphone users will only be able to participate using HPB fitness trackers.

For list of public roadshows and fitness tracker collection sites, please refer to [Section 4](#).

3) What is new in National Steps Challenge[™] Season 5?

In the National Steps Challenge[™] Season 4, HPB started to nudge Singaporeans to engage in higher intensity physical activities by rolling out a new moderate to vigorous

intensity physical activities (MVPA) category. The number of Reward Tiers in the MVPA category will increase, from four Reward Tiers in Season 4 to six Reward Tiers in Season 5.

For information on MVPA, please refer to [Section 5](#).

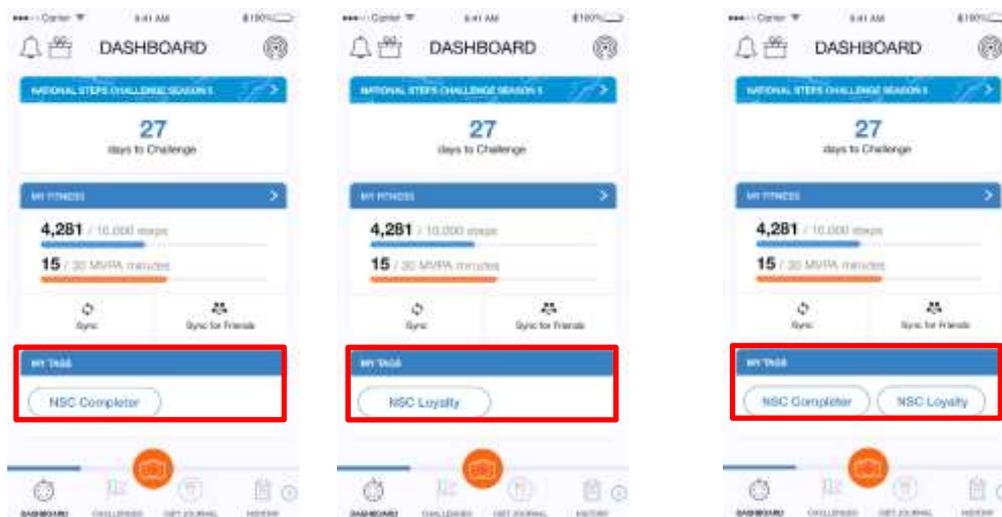


Singaporeans/Permanent Residents (PRs) who have signed up for Season 5 and have not collected the HPB fitness tracker in Season 4 will be eligible for a free HPB fitness tracker on a first come, first served, while stocks last basis. The fitness tracker will track steps as well as heart rate to compute MVPA duration.

As part of our continuing technology refresh, the free HPB fitness tracker in Season 5 will feature a screen with color display.

In celebration of the fifth year of the National Steps Challenge™, we will also be paying special tribute to the Challenge’s loyal supporters (i.e. those who have joined all four previous seasons of the National Steps Challenge™), as well as all Completers (i.e. those who completed the sixth Reward Tier of the Steps category by 31 March 2019). An exclusive Pokémon-themed collectible kit will be given to these participants to appreciate their support for the Challenge and to encourage them to continue in their active lifestyle.

Participants who fulfil the collection criteria for the exclusive Pokémon-themed collectible kit will see a “NSC Completer” and/or “NSC Loyalty” tag under “My Tags” on the Dashboard of their Healthy 365 mobile app from 25 September 2019 onwards.



For information on Completer and/or loyal supporter status, please refer to [Section 2](#).

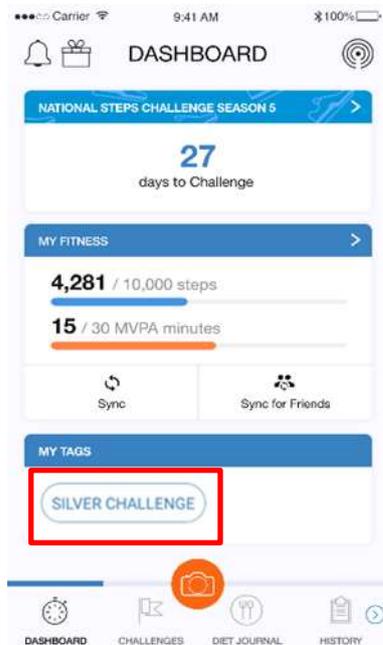
In honour of the Merdeka Generation, a new Challenge, called the Silver Challenge will be launched as an extension of the National Steps Challenge™. The Silver Challenge is a physical activity initiative by the Health Promotion Board to promote healthy ageing among Seniors in Singapore. It is open to all members of public with a valid NRIC or FIN, and born in 1959 and earlier. This Challenge will be available for registration for eligible participants on the Healthy 365 mobile app from 23 September 2019 onwards.



An exclusive Silver Challenge fitness tracker is available to **all Singaporeans and Permanent Residents who signed up for the Silver Challenge**. Each eligible participant is allowed to collect 1 Silver Challenge fitness tracker, together with a pair of limited edition straps on a first come, first served, while stocks last basis. This is also applicable to participants who have already collected a past season HPB fitness tracker in the National Steps Challenge™ Season 4. Silver Challenge participants will not be able to collect the National Steps Challenge™ Season 5 fitness tracker.

Each Silver Challenge Participant will only be allowed to collect one (1) fitness tracker, regardless of whether they have collected a National Steps Challenge™ Season 4 fitness tracker.

Participants who fulfil the collection criteria for the Silver Challenge fitness tracker will see a “Silver Challenge” tag under “My Tags” on the Dashboard of their Healthy 365 mobile app from 25 September 2019 onwards.



For more information on the Silver Challenge, please refer to stepschallenge.sg.

4) When does National Steps Challenge™ Season 5 start?

National Steps Challenge™ Season 5 will officially kick off on 26 October 2019. While participants may sign up for the Challenge on the Healthy 365 mobile app and collect their HPB fitness tracker earlier, participants will not be able to earn Healthpoints from clocking steps and MVPA duration before 26 October 2019. Healthpoints may only be earned from 26 October 2019 onwards.

5) Why must I provide my NRIC/FIN number when I sign up for the programme / when I collect my HPB fitness tracker?

The National Steps Challenge™ is an incentive-based national programme to encourage Singaporeans to be more physically active. Participants in the Challenge can earn Healthpoints to redeem for rewards such as shopping and grocery vouchers. Free fitness trackers are also given to participants, depending on their eligibility, to facilitate their participation in the programme.

Hence, for the purpose of administering the Challenge, including ascertaining the eligibility for participation and collection of fitness trackers, we require participants to produce their NRIC/FIN to accurately establish their identities. To inform participants about this requirement, we have also put up notices at all tracker collection points.

We would like to assure you that HPB takes the protection of personal data very seriously and there are stringent measures in place to ensure that such data, when required, is properly collected and stored. For more information on what data is collected and how it is used, you may find the terms and conditions we have listed on our website (stepschallenge.sg) useful.

Section 2: Completers and Loyal Supporters/exclusive Pokémon-themed collectible kit

1) Who are “Completers”?

Completers are participants who have completed all 6 Reward Tiers of the Steps category as of the end of the previous season of the National Steps Challenge™.

Please note that participants who have finished the Challenge in past seasons (i.e. continued to take part throughout the entire Challenge period but did not complete all 6 Reward Tiers of the Steps category) are not Completers.

All Completers (regardless of whether they have collected a Completer’s Kit in previous seasons) will be eligible to receive an exclusive Pokémon-themed collectible kit.

Example 1

Mr Lim participated in Seasons 2, 3 and 4 of the National Steps Challenge™ but only completed all 6 Reward Tiers of the Steps category during Season 4. Mr Lim is not considered a Completer during the National Steps Challenge™ in Seasons 2, 3 and 4 but he will be tagged as a Completer in National Steps Challenge™ Season 5.

Example 2

Madam Sivam signed up in National Steps Challenge™ Season 4. She was still actively syncing her steps at the end of Season 4. But she only managed to complete 3 Reward Tiers of the Steps category. Even though she finished Season 4, she will not be considered a Completer when Season 5 starts as she did not complete all 6 Reward Tiers of the Steps category.

Example 3

Ms Tan participated in National Steps Challenge™ Season 3 and managed to complete all 6 Reward Tiers of the Steps category. However, she was working overseas during Season 4 and did not sign up. She will still be considered a Completer in Season 5 as she has already completed all 6 Reward Tiers of the Steps category in past seasons.

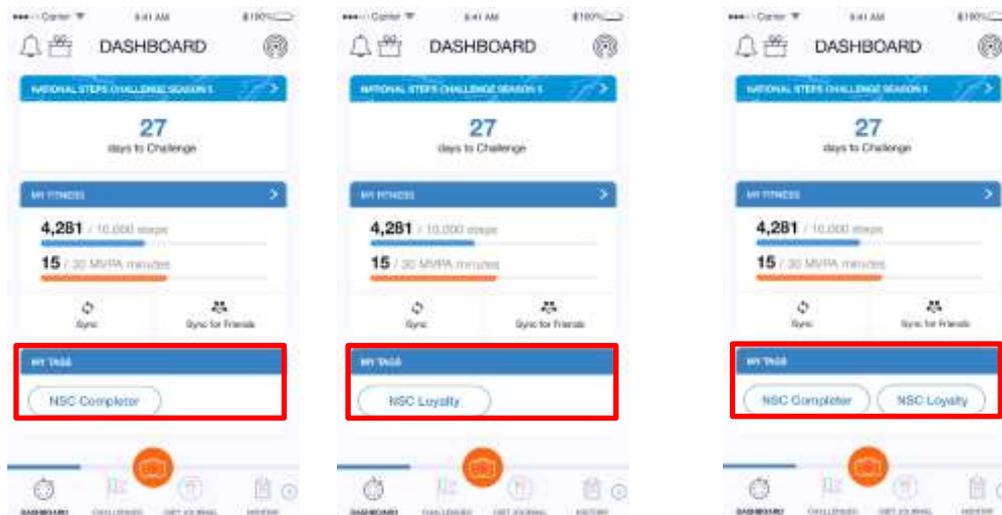
Example 4

Mr Bala participated in National Steps Challenge™ Season 4 but only managed to clear 5 Reward Tiers in the Steps category. He signed up in Season 5 and managed to clear his last Reward Tier of the Steps category after 1 month. However, he is not considered a Completer in Season 5 as he did not complete all the 6 Reward Tiers at the end of the previous season, i.e. Season 4, that he participated in. He will be considered a Completer in Season 6.

2) Who are considered “loyal supporters” of National Steps Challenge™?

Loyal supporters are participants who have joined all four previous seasons of the National Steps Challenge™. All loyal supporters will be eligible to receive an exclusive Pokémon-themed collectible kit if they sign up for Season 5.

3) How do I know if I am a Completer or loyal supporter?



From 25 September 2019 onwards, participants may check whether they are a Completer, loyal supporter or both under “My Tags” on the Dashboard tab of the Healthy 365 mobile app.

Only participants who have completed all 6 Tiers of the Steps category by 31 March 2019 will have the “Completer” tag. Participants who completed all 6 Tiers of the Steps category only in Season 5 will not have the tag until the next season.

4) What is the Pokémon-themed collectible kit and who can collect it?

The Pokémon-themed collectible kit is an exclusive giveaway for loyal supporters and/or Completers of the National Steps Challenge™ in Season 5. This is in celebration of the 5th year of the National Steps Challenge™. Each eligible participant will only get 1 kit.

Loyal supporters are participants who have continuously signed up for the National Steps Challenge™ in all past 4 seasons, and have signed up for the new Season 5 too.

Example 1

Ms Lee was a participant of all 4 seasons of the National Steps Challenge™ and just signed up for Season 5. Ms Lee is considered a loyal supporter of the National Steps Challenge™ and this is confirmed by the “NSC loyalty” tag on her Healthy 365 mobile app dashboard. Even though she has only unlocked 4 Reward Tiers of the Steps category, she will be eligible to collect the exclusive Pokémon-themed collectible kit.

Example 2

Madam Sharifah is a Completer as she has completed all 6 Reward Tiers of the Steps category in Season 4. This is confirmed by the “Completer” tag on her Healthy 365 mobile app dashboard. Even though she has only signed up for Seasons 4 and 5, she will be eligible to collect the exclusive Pokémon-themed collectible kit.

Example 3

Mrs Poh has been participating in the National Steps Challenge™ since Season 1 and has not missed a season since. She again signed up for Season 5. She also managed to complete all 6 Reward Tiers of the Steps category in Season 3. Mrs Poh is both a loyal supporter and a Completer and she has both the “NSC loyalty” and “Completer” tags on her Healthy 365 mobile app dashboard. She is eligible for 1 exclusive Pokémon-themed collectible kit.

5) Will Completers get a Completer Kit this season?

There are no Completer Kits in Season 5. All participants who managed to complete all 6 Steps Reward Tiers by end of Season 4 (i.e. 31 March 2019) will be eligible for the exclusive Pokémon-themed collectible kit.

6) If I have already collected a Completer Kit in previous seasons, will I still be able to collect the exclusive Pokémon-themed collectible kit?

Yes, all Completers are eligible to collect the exclusive Pokémon-themed collectible kit regardless of their past seasons' Completer Kit collection status.

7) If I completed all 6 Reward Tiers of the Steps category during Season 5, can I still collect the exclusive Pokémon-themed collectible kit?

No, only participants who have completed all 6 Reward Tiers of the Steps category by the end of Season 4 (i.e. 31 March 2019) are eligible for the exclusive Pokémon-themed collectible kit.

8) I completed all 4 Reward Tiers of the MVPA category in Season 4. Am I a Completer?

No, as Completer only refers to those who have completed all 6 Reward Tiers of the Steps category. While we commend participants who have managed to complete all the MVPA tiers in Season 4, we are mindful that there are participants who are unable to participate in MVPA due to their fitness status. Hence to be inclusive, Completer status is tagged to the Steps category only.

Section 3: Registration

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

National Steps Challenge™ Season 5 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 below 18 years of age must obtain parental consent before participating in National Steps Challenge™. All past participants are welcomed to sign up for National Steps Challenge™ Season 5.

2) Who is eligible for the free HPB fitness tracker?

The free HPB fitness tracker is available to all Singaporeans and Permanent Residents who signed up for the National Steps Challenge™ Season 5 and have not collected the HPB fitness tracker in Season 4. Participants must be aged 17 years and above (based on birth year) at the point of registration. The free HPB fitness tracker is provided on a first-come, first-served, while stocks last basis. Silver Challenge participants who are Singaporeans or Permanent Residents will be able to collect an exclusive Silver Challenge fitness straps with a pair of limited edition straps on a first-come, first-served, while stocks last basis. This is regardless of whether they have collected HPB fitness tracker in Season 4. Silver Challenge participants will not be able to collect the Season 5 HPB fitness trackers.

Example 1

Mr Tan collected his free HPB fitness tracker in Season 3. He collected another free HPB fitness tracker in Season 4. He will not be eligible to collect in Season 5.

Example 2

Madam Teo collected her free HPB fitness tracker in Season 3. As she had a fall last year, she decided not to sign up for Season 4, hence she did not collect the free tracker in Season 4. She will be eligible to collect in Season 5 if she signs up.

Example 3

Ms Chan collected her free HPB fitness tracker in Season 2. She was not eligible to collect in Season 3, hence she bought her own compatible fitness tracker and participated in Season 3. She continued to use her own fitness tracker in Season 4 as it could track heart rate, hence she did not collect the free HPB fitness tracker in Season 4. She will be eligible to collect the free HPB fitness tracker in Season 5 if she signs up.

Example 4

Mrs Shahrin is 76 years old and has signed up for the Silver Challenge. She has collected a HPB fitness tracker last year, at one of the community roadshows. She is still eligible to collect the Silver Challenge fitness tracker in Season 5.

Example 5

Mr Yong is 68 years old and has signed up for the Silver Challenge. He is also a new participant of the National Steps Challenge™. However, Mr Yong is on employment pass and is not a Singaporean or Permanent Resident of Singapore. While he can sign up for and participate in both the National Steps Challenge™ Season 5 and the Silver Challenge, he will not be eligible to collect the Silver Challenge fitness tracker nor the HPB fitness tracker issued in Season 5.

3) How do I sign up for National Steps Challenge™ Season 5?

New participants with a compatible smartphone (“Smartphone users”)

Download the Healthy 365 mobile app, create a profile, agree to the Terms and Conditions of the National Steps Challenge™ Season 5 and complete the Health Declaration. Select a preferred tracking mode, and start moving! Eligible participants who have not collected the HPB fitness tracker can refer to the list of roadshows and collection points in [Section 4](#).

New participants without a compatible smartphone (“Non-smartphone users”)

Non-smartphone users can only sign up at our public roadshows and participate using the HPB fitness tracker. Please visit our roadshows where our recruitment counter staff will help you to sign up and set up your HPB fitness tracker.

Returning Season 1, 2, 3 or 4 participants

If you are already a Season 1, 2, 3 or 4 participant, you may sign up for National Steps Challenge™ Season 5 by simply tapping on the “Challenges” tab on the Healthy 365 mobile app and selecting “National Steps Challenge™ Season 5”.

Returning non-smartphone users can sign up at the public roadshows or at the Healthy 365 kiosks from 27 September 2019 onwards if they are using a kiosk-compatible HPB fitness tracker. Kiosk-compatible HPB fitness trackers are namely Axtro Fit, Careeach, Careeach HR, Glide HR, Mova, Skytech, Tempo (HR) and Tempo 2 (HR).

Eligible participants who have not collected the free HPB fitness tracker, or Silver Challenge participants who meet the Silver Challenge fitness tracker eligibility criteria may refer to the list of roadshows and collection points in [Section 4](#).

4) I noticed there is a new section in the Healthy 365 mobile app dashboard called “My tags”. What does it do?

“My tags” is a new feature to aid participants in checking if they are eligible to collect the exclusive Pokémon-themed collectible kit or the Silver Challenge fitness tracker. From 25 September 2019 onwards, participants who are eligible for the exclusive Pokémon-themed collectible kit will see “NSC Completer” and/or “NSC Loyalty” tag in “My tags”. Likewise, participants who are eligible for the Silver Challenge fitness tracker will see “Silver Challenge” tag in “My tags”.

5) I am 65 years and managed to sign up for the Silver Challenge. Why do I not have the “Silver Challenge” tag?

The “Silver Challenge” tag will only be displayed for participants who meet the Silver Challenge fitness tracker eligibility criteria: Singaporeans or Permanent Residents who signed up for the Silver Challenge. If you fulfil the criteria but do not see the tag, please contact our Customer Care at 1800 567 2020 for assistance.

You will not see the tag if you are not a Singaporean or Permanent Resident.

6) Must I pay to participate in the National Steps Challenge™ Season 5?

Participation in the National Steps Challenge™ Season 5 is free of charge. Each eligible participant can receive one free HPB fitness tracker. Additional fitness trackers may be purchased at participant’s own cost.

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

Each smartphone can only be registered to one account. Smartphone users must sign up individually on their own smartphone or at our [roadshows](#) (for individuals without a compatible smartphone). Signing up on behalf is only allowed at the roadshows if the individual signing up is a non-smartphone user. Authorisation and a softcopy of their NRIC for verification of eligibility at the point of sign-up.

Signing up is NOT the same as tracker collection. While an individual cannot sign up on other smartphone users’ behalf, the HPB fitness trackers may be collected on behalf if they have already signed up on the Healthy 365 mobile app and have not collected a HPB fitness tracker in Season 4.

Refer to [Section 4](#) for more information on trackers collection.

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

No, there will not be an SMS or email to confirm sign-up.

9) How do I withdraw from the National Steps Challenge™ Season 5 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. Please note that individuals who have withdrawn will not be entitled to earn any more Healthpoints from the National Steps Challenge™ Season 5. Healthpoints from uncompleted Reward Tiers will be forfeited. The individual will also be automatically withdrawn from other Challenges under the National Steps Challenge™ Season 5, including Corporate Challenge, Community Challenge and Youth Challenge. Joining the same challenge again within the duration of the season is not allowed.

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

The Health Declaration is a physical activity readiness questionnaire (PAR-Q) 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 before they become more physically active.

In the National Steps Challenge™ Season 5, 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, the Health Declaration is a mandatory component where participants are required to complete and submit the Health Declaration in the Healthy 365 mobile app before they can start participating in the MVPA category.

Participants who did not pass the Health Declaration (i.e. those who answered "Yes" to one or more of the questions in the Health Declaration) are still able to participate in the National Steps Challenge™ Season 5 but they will not be able to participate in the MVPA category. These participants are encouraged to consult with their doctor and obtain medical clearance before embarking on higher intensity physical activities.

11) How do I redo my Health Declaration?

Participants will be prompted by the Healthy 365 mobile app to update their Health Declaration every 6 months. Participants who had not passed the Health Declaration previously (i.e. you answered "Yes" to more than one question in the Health Declaration) but have since obtained medical clearance from their doctor to embark on higher intensity physical activities can contact the National Steps Challenge™ Customer Care at 1800 567 2020 or through email at stepschallenge@hpb.gov.sg to request for a reset of their Health Declaration. Once the reset is completed, participants would be able to redo their Health Declaration via the Healthy 365 mobile app.

1) How many free HPB fitness trackers can I collect in the National Steps Challenge™ Season 5?

Each participant who fulfil the National Steps Challenge™ Season 5 collection criteria may collect 1 free HPB fitness tracker.

Individuals who are collecting on behalf of others may collect up to a maximum of 3 HPB fitness trackers (including collector's own).

Participants collecting for themselves will need to bring along their original NRIC or photo ID for collection. Those collecting on behalf of others will need to provide a softcopy of the NRIC or photo ID of the person(s) they are collecting on behalf of.

2) Where can I collect my free HPB fitness tracker?

Please refer to the schedule of public roadshows and collection sites [here](#). Please also check our Facebook page at www.facebook.com/HPBsg for updates before heading down to the roadshows. Please note that queues may be suspended prior to the published closing time if the waiting time at the roadshow exceeds the operating hours.

Collection by appointment

For those sites where an appointment is required, only participants with a valid booking on the date and time of the appointment will be served. Walk-ins at these sites will not be entertained. To make an appointment for collection of a HPB fitness tracker, please log on to the Healthy 365 mobile app and tap on "Make an Appointment" on the banner in the dashboard. Select the preferred date, time and location on the booking portal to collect the item(s) at selected 7-Eleven stores and Community Centres.

Upon the successful booking of an appointment, a unique QR code will be sent to the participant's email address. Participants are required to present the QR code along with their valid photo ID at the collection site.

Participants may make an appointment for self-collection, or appoint someone to collect on their behalf. Each individual can only collect for up to 3 participants, including themselves. View the step-by-step guide to making an appointment [here](#).

Non-smartphone participants

Please note that non-smartphone participants may only collect their fitness trackers from our public [roadshows](#).

3) There are so many different types of roadshows and different things to collect. How do I know which roadshow to go to?

All our National Steps Challenge™ Season 5 Mega Roadshows, Community Roadshows and the appointment collection sites will serve all participants collecting the HPB fitness tracker, Silver Challenge Challenge fitness tracker and the exclusive Pokémon-themed collectible kit.

Participants collecting at the roadshows simply need to remember to bring their NRIC or photo ID – our staff on-site will be able to advise you on which queue to join and what you are eligible to collect.

The National Steps Challenge™ Season 5 Mega Roadshows and Community Roadshows will further serve participants who are seeking one-for-one exchange of their Season 4 fitness trackers.

4) What can I collect at the appointment collection sites?

Participants may collect the free HPB fitness trackers (including the Silver Challenge fitness tracker) and/or the exclusive Pokémon-themed collectible kit at the appointment-based collection sites. Participants may collect for up to 3 participants, including themselves. As the collection on behalf quota is tied to number of individual participants and not items, each individual may collect up to 6 items if all 3 participants whom he/she is collecting for have not collected the Season 4 fitness trackers and are eligible for the exclusive Pokémon-themed collectible kit for loyal supporters and Completers. Each participant must make their own appointment and appoint a proxy to collect if he/she is unable to collect in person.

Example 1

Mr Sim is making an appointment to collect his free HPB fitness tracker as he is a new participant of the National Steps Challenge™. His daughter, Brenda, has asked him to collect for her and her friend, Anita. Both Brenda and Anita have made their own appointments on the Healthy 365 mobile app and appointed Mr Sim to collect for them. Mr Sim, Brenda and Anita are all Singaporeans.

Brenda is a Completer since Season 3 and has collected her HPB fitness tracker in Season 4. Brenda is eligible to collect the exclusive Pokémon-themed collectible kit.

Anita is a Completer in Season 3 too but did not collect her HPB fitness tracker in Season 4. Anita is eligible to collect both the free HPB fitness tracker and the exclusive Pokémon-themed collectible kit.

Mr Sim will be collecting for 3 individuals – himself, Brenda and Anita – and total of 4 items – HPB fitness trackers for himself and Anita, and the exclusive Pokémon-themed collectible kit for Brenda and Anita.

5) Can I change my existing appointment?

Yes, please log on to the Healthy 365 mobile app and tap on “Make an Appointment” on the banner in the dashboard. Tap on “Change Appointment” at the bottom of the page.

6) What if I missed my appointment?

Please make another appointment by via the Healthy 365 mobile app and tap on “Make an Appointment” on the banner in the dashboard. Please do not attempt to collect from the appointment-based collection sites without an appointment as walk-ins will not be entertained.

7) Am I able to collect a fitness tracker at the roadshow if I have already scheduled an appointment at a 7-Eleven outlet?

Yes, eligible participants may collect a HPB fitness tracker at the roadshows even if they have already scheduled an appointment. These participants are advised to cancel their appointment upon collecting the HPB fitness tracker at the roadshows.

8) Is there a seniors queue at the roadshows?

Yes, there will be a separate queue for seniors born in year 1959 or earlier at the public roadshows. Seniors who meet the above criteria will need to bring along their original NRIC or photo ID for collection of the HPB fitness trackers.

9) I'm collecting for my parents who are both aged 60 years and above. Can I join the seniors queue?

No, participants who are collecting for their parents who are seniors may not join the seniors queue if they themselves do not meet the year of birth criteria.

10) I am indisposed to visit the roadshows or any of your other tracker collection sites to collect the tracker. Can I request for the tracker to be mailed or delivered to me? I am willing to pay for the mailing or delivery service.

No, we do not provide mailing or delivery services. Trackers are only available at our published collection sites. Requests to mail or deliver the trackers will not be considered.

11) Can someone else collect the HPB fitness tracker on my behalf?

Participants can authorise someone to collect on their behalf. The individual collecting the HPB fitness tracker on participants' behalf must produce the softcopy of the participants' NRIC/FIN for verification. Each person can only collect for up to 3 participants, including themselves.

12) How many models of fitness tracker are there and do I have a choice of preferred models?

The models of trackers will be the same across all roadshows and collection sites. There will be 2 models of HPB fitness trackers for the **National Steps Challenge™ Season 5**. Participants will not be offered a choice of fitness trackers models.

13) If I do not like the fitness tracker offered to me, can I change to a different model?

Exchange for different fitness tracker model is strictly not allowed.

14) If the fitness tracker allocated to me is faulty, can I change to a different model?

Yes, participants who collect their HPB fitness trackers in National Steps Challenge™ Season 5 may do a one-for-one exchange for a new HPB fitness tracker of the same model. Exchange for a different fitness tracker model is strictly not allowed.

Participants who would still like to obtain a different model of HPB fitness tracker may approach our [authorised service providers](#) to purchase one. Information on our authorised service providers can be found [here](#).

15) Do I need to charge the fitness tracker?

Yes, the HPB fitness trackers would need to be charged. Please refer to the charging instructions provided within the HPB fitness tracker packaging for more details as different charging methods and durations apply for different models of fitness tracker.

Do note that charging of the fitness tracker should be for only about 1-2 hours. Do not over-charge the tracker as it will damage the battery. Any damage to the battery due to overcharging will not be covered under warranty for exchange.

16) Does the HPB fitness tracker come with any warranty?

All HPB fitness trackers would have a warranty period of 12 months from collection date. As stated within the product 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 (if any), detachable straps and strap pins are also not covered within the warranty.

Please read the user manual carefully for a better understanding of how to use the HPB fitness tracker. The assessment by our Customer Care officer for exchange of faulty fitness tracker is final and appeals of participants whose trackers are assessed to be ineligible for exchange shall not be considered.

17) What do I do if the HPB fitness tracker becomes faulty?

As long as the HPB fitness tracker is still within the 12-months warranty period, participants may do a one-for-one exchange of their faulty fitness trackers at the [authorised service providers' outlets](#) or the National Steps Challenge™ [Customer Care Centres](#).

Participants are required to bring the faulty fitness tracker as well as the full packaging, if available, to facilitate the exchange.

As stated within the product 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 (if any), detachable straps and strap pins are also not covered within the warranty.

Please read the user manual carefully for a better understanding of how to use the HPB fitness tracker. The assessment by our Customer Care officer for exchange of faulty fitness tracker is final and appeals of participants whose trackers are assessed to be ineligible for exchange shall not be considered.

Non-smartphone users are strongly encouraged to visit the National Steps Challenge™ [Customer Care Centres](#) to exchange their faulty fitness tracker and set up their new tracker.

18) How do I charge the fitness tracker?

Please refer to the instruction manual in the tracker packaging for charging instructions.

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

The 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.

20) I have a faulty past season HPB fitness tracker. Can I still do an exchange?

As long as the HPB fitness tracker is still within the 12-months warranty period, participants may do a one-for-one exchange of their faulty fitness trackers at the [authorised service providers' outlets](#) or the National Steps Challenge™ [Customer Care Centres](#).

As the warranty period of Season 1, 2 and 3 fitness trackers would have lapsed, one-for-one exchange would not be allowed.

Season 4 trackers, namely models AxtroFit, Careeach HR, Glide HR and Tempo 2 (HR), may be exchanged at the National Steps Challenge™ Season 5 roadshows and the National Steps Challenge™ [Customer Care Centres](#). All Season 4 trackers will be exchanged for Axtro Fit (Season 4).

Section 5: About Heart-Rate syncing and MVPA

1) What is Moderate to Vigorous Physical Activities (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 gethealthy.sg/moveit.

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.

From 26 October 2019 onwards, the duration of MVPA, or higher intensity physical activities would be automatically computed when participants sync their fitness records to the Healthy 365 mobile app. Participants may tap on “National Steps Challenge™ Season 5” on the Healthy 365 mobile app dashboard to check their MVPA duration. Please update the Healthy 365 mobile app to the latest version from 26 October 2019 onwards in order to enjoy the full features of the National Steps Challenge™ Season 5.

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 and compatible fitness tracking devices 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™ Season 5 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 mobile 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 heart 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 mobile 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. HPB fitness trackers which are faulty due to misuse such as over-charging will not be eligible for the one-for-one exchange.

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 “Yes” to any of the questions 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 mobile app.

For more information on Healthpoints, rewards and prizes, please refer to [Section 7](#).

Section 6: 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 participant can start using it. The HPB fitness tracker will be paired to the participant's profile at the point of collection. Once the HPB fitness tracker is paired, participants just need to start moving and sync their fitness records to the Healthy 365 mobile app at least once every 7 days.

If the HPB fitness trackers was obtained through other means (e.g. purchase), it will need to be paired to the Healthy 365 mobile app using Bluetooth®. Please refer to our [step-by-step guide](#) for instructions on how to pair the HPB fitness tracker.

For non-smartphone users, the HPB fitness tracker will be paired to during collection at our roadshows or at the National Steps Challenge™ [Customer Care Centres](#). Participants will need to ensure that their fitness records are synced at a Healthy 365 Kiosk at least once every 7 days, or by using the Sync for Friends function on the Healthy 365 mobile app on another participant's smartphone. Please note that the Healthy 365 kiosks will only operate until 31 August 2020. After the Healthy 365 kiosks cease operations, individuals without compatible smartphones will still be able to participate in the National Steps Challenge™ via alternative syncing methods (e.g. Sync for Friends).

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

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

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. Even if you do not qualify for the MVPA category, the Healthy 365 mobile app will still be able to record your MVPA duration, with no Healthpoints awarded, as long as you are using a HPB fitness tracker or a compatible fitness tracker or mobile app that tracks heart rate.

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

HPB fitness trackers collected during National Steps Challenge™ **Season 1 and Season 2 will be phased out** and you will not be able to sync it to the Healthy 365 mobile app. The models are namely Stride (Season 1), Stride+ (Season 2), Omniband (Season 2) and AB Fitness (Season 2).

You may continue to use your fitness tracker collected from Season 3 (Careeach, Mova, Skytech, Tempo, Xstep) to clock steps and take part in the Steps Category. To take part in the MVPA category as well, you will require Season 4 (AxtroFit, Careeach HR, Glide HR, Tempo HR 2) or Season 5 fitness trackers (AxtroFit2, Tempo HR 3) as these are equipped with heart-rate monitoring function.

Overview of HPB fitness trackers



- 5) **I am a completer and have collected a Season 3 fitness tracker. Can I track both my steps and MVPA using the Season 3 fitness tracker in National Steps Challenge™ Season 5?**

While you may continue to use the Season 3 fitness tracker to track and sync steps to earn Healthpoints for the Steps category, you will not be able to sync your heart rate data to earn Healthpoints for the MVPA category. You are therefore advised to collect a new fitness tracker in Season 5 if you meet the eligibility criteria in [Section 3](#).

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

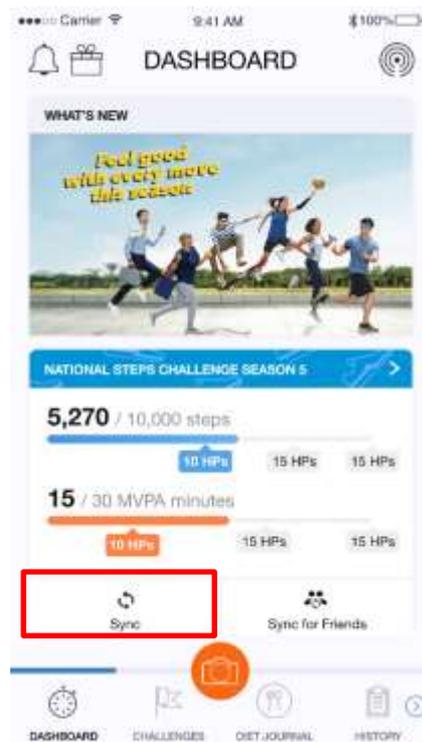
The Healthy 365 mobile app is a local app that follows the Singapore time-zone. If your mobile phone has been reset to the new time-zone, there may be inaccuracies in the steps and MVPA duration synced or you may lose some steps and MVPA duration clocked in the different time-zone. The above is only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

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

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

Your fitness activity records will be automatically updated when you launch the Healthy 365 mobile app.

Alternatively, the "Sync" function is available at the Challenge card on the dashboard.



To update your fitness activity records, tap on the “Sync” button. To help update your family and friends’ fitness activity records, tap on the “Sync for Friends” button.

8) How do I sync my steps and MVPA duration from HPB fitness tracker at the Healthy 365 kiosks?

Please check that there are no other Bluetooth® devices nearby and that your HPB fitness tracker is next to the Healthy 365 kiosk. Follow these steps to sync your fitness tracker:

- a) Enter your NRIC and tap “Submit”.
- b) Tap on the green button and wait for the connection with your fitness tracker to be made.
- c) You should be able to access your profile, and the fitness activity data from your fitness tracker should be synced across to the Healthy 365 kiosk.



Please sync your fitness data from your fitness tracker to the [Healthy 365 kiosk](#) at least once every 7 days.

Please also note that the [Healthy365 kiosks](#) will operate until 31 August 2020 and will cease to operate from 1 September 2020 onwards. After the Healthy 365 kiosks cease operations, individuals without compatible smart phones will still be able to participate in the National Steps Challenge™ via alternative syncing methods (e.g. Sync for Friends).

To enjoy rewards from the National Steps Challenge™ Season 5, participants without compatible smartphones should also set up auto-redemption of Healthpoints by 31 Aug 2020. Please refer to [Section 8](#) for more information on rewards.

9) Can I update my step count and MVPA duration at Healthy 365 kiosk if I am a smart phone user?

You can sync to the [Healthy 365 kiosk](#) only if you are using the HPB fitness tracker. Please note that you can only redeem TransitLink or PAssion Card TapForMore rewards through the Healthy 365 Kiosk.

10) Can I update my steps and MVPA duration at the Healthy 365 kiosk if I am not using the HPB fitness tracker?

No, you will not be able to sync to the Healthy 365 Kiosk if you are not using HPB fitness tracker. The [Healthy 365 Kiosk](#) can only be used for syncing with HPB fitness trackers.

11) Can I sync my steps and MVPA duration on my family member or friend's smartphone using the Sync for Friends function on the Healthy 365 mobile app if I am not using the HPB fitness tracker?

No, you cannot update your step count and MVPA duration using the 'Sync for Friends' function if you are not using the HPB fitness tracker. The 'Sync for Friends' function is only available for HPB fitness trackers.

12) 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 7: 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 Challenge and track their steps and MVPA duration using other trackers or mobile applications compatible with the Healthy 365 mobile app.

National Steps Challenge™ preferred mobile apps and trackers:

- Fitbit mobile app with any Fitbit tracker
- Polar Flow mobile app

Other mobile apps and trackers:

- Actxa® mobile app
- Garmin Connect™ mobile app
- HealthKit mobile app with Apple Watch

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 towards the MVPA category.

2) Is Samsung Health compatible with the Healthy 365 mobile app?

Samsung Health is compatible with the Healthy 365 mobile app **only for steps tracking**. The Healthy 365 mobile app does not have permission to access heart-rate data from Samsung Health. Hence, participants who are using Samsung Health as their preferred tracking mode will not be able to participate in and earn Healthpoints for the MVPA category. For queries related to heart rate data on Samsung Health, please contact Samsung.

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

XiaoMi's Mi Band is not directly compatible with the Healthy 365 mobile app but you can still participate in National Steps Challenge™ Season 5 using Mi Band via HealthKit mobile app (i.e. iOS user).

4) Am I able to take part in the MVPA category if I am using HealthKit?

Participants who are using Healthkit as their preferred tracking mode can take part in the MVPA category if they have a fitness tracker that is able to track and heart rate to HealthKit. If participants do not have a fitness tracker that is able to track heart rate, they will not be able to take part in the MVPA category.

Participants who are solely using app-based tracking (i.e. using HealthKit mobile app without a compatible fitness tracker or wearable device) will only be able to take part in the Steps category, but not the MVPA category of the National Steps Challenge™ Season 5.

5) 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 mobile app.

6) 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, smartphone 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, tap on the new mode of tracking (if it is a different tracking mode, device or model of HPB fitness tracker) or “change tracker” (if it is the same model of HPB fitness 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.

Please note that non-smartphone participants can only participate in the Challenge using the HPB fitness trackers.

7) 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 mobile app. Hence, the reading on the fitness tracker might differ from what is reflected on the Healthy 365 mobile app.

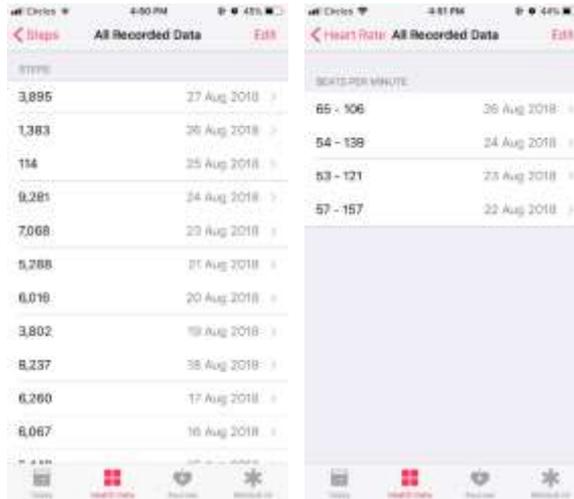
8) Why is my steps/MVPA duration on Health Kit is different from what is reflected on Healthy 365 mobile app?

The Healthy 365 mobile app can only retrieve fitness data from one tracking device at any one point in time. If you have other device(s) paired to HealthKit on your smartphone, you will be prompted on the Healthy 365 mobile app to select the device for pairing (Watch or Phone for Health Kit).

Only fitness activities tracked by the selected device will be synced to Healthy 365 mobile app although your own HealthKit mobile app will reflect your 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 mobile being different from the number of steps/MVPA duration on your HealthKit mobile app.

To see the steps clocked by the selected device, you may select the source to view on HealthKit (see screen shot).

- HealthKit → Health Data → Activity → Steps → Show All Data



Should there still be discrepancies in the synced steps/MVPA duration, please send in the screenshot from the selected tracking device to stepschallenge@hpb.gov.sg for verification.

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

If you are using preferred fitness trackers from partners like Polar, or other tracking modes such as HealthKit or Samsung Health, please ensure that the respective mode of tracking has been set up successfully on the Healthy 365 mobile app. Please refer to our [step-by-step guide](#) for pairing instructions.

All compatible trackers' users are required to sync their fitness activities to their respective mobile apps before syncing to the Healthy 365 mobile app. For example, Fitbit users are required to launch the Fitbit mobile app first to sync their fitness records, then launch the Healthy 365 mobile app. This will allow the Healthy 365 mobile app to pull your latest fitness records from Fitbit.

If you are still unable to sync your fitness activities using other tracking modes, please contact us at stepschallenge@hpb.gov.sg, or call us at 1800 567 2020 for further assistance.

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

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

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

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 mobile 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 8: Healthpoints, rewards and prizes

1) How do I win Healthpoints in National Steps Challenge™?

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

You can only earn a maximum of 40 Healthpoints per day per category. You earn up to a maximum of 80 Healthpoints if you are participating in both categories.

Earn Healthpoints for Steps category		Redeem Healthpoints	
STEPS COUNT		HEALTHPOINTS (DAILY)	
5,000 - 7,499		10	
7,500 - 9,999		25	
10,000 and more		40 (max)	

BONUS HEALTHPOINTS! 

Get 350 bonus Healthpoints if you're a new participant of National Steps Challenge™ Season 5 or a returning participant who has not completed Tier 1 of "Steps Rewards".

Plus, earn an extra 300 Healthpoints when you complete Tier 1 of "Steps Rewards" in Season 5 for an additional boost in Tier 2!

Earn Healthpoints for MVPA category		Redeem Healthpoints	
MVPA DURATION ⁶		HEALTHPOINTS (DAILY)	
10 - 19 mins		10	
20 - 30 mins		25	
30 mins and more		40 (max)	

BONUS HEALTHPOINTS! 

Get 350 bonus Healthpoints if you're a new participant of National Steps Challenge™ Season 5 or a returning participant who has not completed Tier 1 of "MVPA Rewards".

Unlock Tier 3 and 4 of "MVPA Rewards" to earn 300 Healthpoints each!

2) What are bonus Healthpoints?

Bonus Healthpoints are additional Healthpoints given via the National Steps Challenge™ to give participants a boost as they embark on becoming physically active. A participant who is taking part in both Steps and MVPA category can potentially get 5 opportunities for bonus Healthpoints:

- At the start of National Steps Challenge™ Season 5: +350 Healthpoints awarded to Tier 1 of Steps category for new participants, or returning participants who have not cleared Tier 1 of Steps category.
- When Tier 1 of Steps category is cleared (when Tier 2 is "unlocked"): +300 Healthpoints awarded to Tier 2 of Steps category.

- c) At the start of National Steps Challenge™ Season 5 for participants who are eligible for MVPA category: +350 Healthpoints awarded to Tier 1 of MVPA category for new participants, or returning participants who have not cleared Tier 1 of MVPA category.
- d) When Tier 2 of MVPA category is cleared (when Tier 3 is “unlocked”): +300 Healthpoints awarded to Tier 3 of MVPA category.
- e) When Tier 3 of MVPA category is cleared (when Tier 4 is “unlocked”): +300 Healthpoints awarded to Tier 4 of MVPA category.

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

Example 1

Mr Iskandar is a new participant of the National Steps Challenge™. He declared that he is fit in his Health Declaration, hence he can participate in the MVPA category. When he synced in his steps and MVPA for the first time, he noticed that an additional 350 bonus Healthpoints have been credited into Tier 1 of both the Steps and MVPA Reward Tiers respectively, even though he only managed to earn 10 Healthpoints for Steps and no Healthpoints for MVPA that day. That means he will only need to clock in another 10 days of 10,000 steps to clear Tier 1, instead of 19 days if there were no bonus Healthpoints.

Example 2

Madam Seah is a returning participant of the National Steps Challenge™ Season 5. She participated in Season 4 but did not managed to complete Tier 1 of both the Steps and MVPA categories. Although all the Healthpoints she had earned in Season 4 have been forfeited, she was glad to notice that 350 bonus Healthpoints have been credited into Tier 1 of the Steps and MVPA Reward Tiers respectively when she synced for the first time in Season 5. That means she will only need to clock in another 10 days of 10,000 steps to clear Tier 1, instead of 19 days if there were no bonus Healthpoints.

Example 3

Madam Sharifah is a returning participant of the National Steps Challenge™ Season 5. She participated in Season 3 but only managed to clear Tier 1 of the Steps Reward Tiers. She has a heart condition, hence is not able to take part in the MVPA category. When she synced for the first time, she was pleasantly surprised to realise that 300 bonus Healthpoints have been credited into Tier 2 of the Steps Reward Tiers, which is the Reward Tier she started from in Season 5. This has shortened the time she needed to complete Tier 2 from 38 days to 30 days.

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

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

You 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 Step category. To opt out of the MVPA category, you can indicate that you are NOT fit to participate during the Health Declaration (Physical Activity Readiness Questionnaire) when prompted on the Healthy 365 mobile app when you sign up for the Challenge.

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

Points from previous season will not be rolled over. Returning participants will therefore start with zero points but their rewards tier will start at their last unlocked tier in the most recent season they took part in. For example, participant has unlocked Tier 2 in Season 4 and was in the process of completing Tier 3 at the end of Season 4. In Season 5, the participant will start with no points and will work towards completing Tier 3.

Example 1

Mr Krishna participated in Season 4 and at the end of the season, he was still working towards clearing Reward Tier 5 of the Steps category. Unfortunately, he was still 40 Healthpoints short of clearing the Reward Tier, i.e. he had 710 Healthpoints in Reward Tier 5 as of 31 March 2019. Mr Krishna will not be able to redeem the 710 Healthpoints as he had not earned the full 750 Healthpoints required to clear the Reward Tier. When National Steps Challenge™ Season 5 starts on 26 October 2019, he will start at Reward Tier 5 of the Steps category, with no Healthpoint, as his 710 Healthpoints from Season 4 will not be carried over.

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

You can start earning Healthpoints when the National Steps Challenge™ Season 5 starts on 26 October 2019, 00:00hrs upon registration for the Challenge.

7) What can I do with my Healthpoints?

You can redeem them for rewards comprising HPB vouchers that can be used at various merchants, as well as digital e-vouchers from various merchants. Once you have earned enough Healthpoints for each tier, you may select a reward of your choice. Once you have submitted your choice of reward, 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.

Earn Healthpoints for Steps category		Redeem Healthpoints
STEPS REWARDS	TOTAL HEALTHPOINTS (PER TIER)	REWARDS VALUE ⁴ (PER TIER)
Tier 1	750 ⁵	\$5
Tier 2	1500 ⁵	\$10
Tier 3 - 6	750	\$5
 BONUS HEALTHPOINTS!		
Get 350 bonus Healthpoints if you're a new participant of National Steps Challenge™ Season 5 or a returning participant who has not completed Tier 1 of "Steps Rewards". Plus, earn an extra 300 Healthpoints when you complete Tier 1 of "Steps Rewards" in Season 5 for an additional boost in Tier 2!		

Earn Healthpoints for MVPA category		Redeem Healthpoints
MVPA REWARDS	TOTAL HEALTHPOINTS (PER TIER)	REWARDS VALUE ⁴ (PER TIER)
Tier 1 - 2	750 ⁵	\$5
Tier 3 - 4 	1500 ⁵	\$10
Tier 5 - 6	1500	\$10
 BONUS HEALTHPOINTS!		
Get 350 bonus Healthpoints if you're a new participant of National Steps Challenge™ Season 5 or a returning participant who has not completed Tier 1 of "MVPA Rewards". Unlock Tier 3 and 4 of "MVPA Rewards" to earn 300 Healthpoints each!		

8) When will my Healthpoints expire?

The Healthpoints accumulation for National Steps Challenge™ Season 5 for both Steps and MVPA categories will end on 30 April 2020. All Healthpoints earned through the National Steps Challenge™ Season 5 will expire in end July 2020.

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

You can redeem your rewards through the "Rewards" tab in the Healthy 365 mobile 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?

You may choose from the Rewards catalogue upon clicking on "My Healthpoints" and "Redeem Healthpoints". HPB's decision on the type of digital vouchers available is final and requests to change the reward after submitting your selection will not be considered.

11) If I do not have a smartphone, how can I redeem the rewards?

You can visit any [HPB Healthy 365 Kiosk](#) to set up auto-redemption for TransitLink or PAssion Card TapForMore rewards. To set up your auto-redemption:

- a) Visit any of our National Steps Challenge™ roadshows (list of roadshows available at [stepschallenge.sg](#)) helpdesks where our staff will assist you;

- b) Go to existing Healthy 365 kiosks and follow the instructions below to set up auto-redemption; or
- c) Visit the National Steps Challenge™ Customer Care Centres where our customer care officers will assist you.

Please refer to the [step-by-step guide](#) on auto-redemption.

12) 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 mobile app. Opt for e-voucher redemption for a quicker and more convenient experience

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

You may redeem your Healthpoints as long as they are not expired. Please check the Health 365 mobile app for your Healthpoints expiry date.

14) 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.

15) 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.

16) How do I accumulate lucky draw chances to participate in the Grand Draw?

Earn 1 chance when you clock 10,000 steps a day and additional 2 chances with 30 minutes of MVPA a day. If you are taking part in both categories, you can earn up to a maximum of 3 chances per day.

17) When will the Grand Draw be held?

The Grand Draw will be held after 30 April 2020. The exact date will be confirmed at a later stage.

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

The Healthy 365 mobile 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. Please also check that you have downloaded the latest version of the Healthy 365 mobile app. Update the app if there is a newer version. **(Note: Do not delete or uninstall the app)**

Please also check that you have synced your 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 mobile 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, please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.

19) 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.

Example 1

Madam Tan has cleared Reward Tier 2 of the Steps category. She is now working towards clearing Reward Tier 3. She has been clocking in 10,000 steps and earning the maximum 40 Healthpoints for the past 3 days – a total of 120 Healthpoints. Even though she can see that there are now 120 Healthpoints in her Reward Tier 3, she is unable to redeem this 120 Healthpoints as the Healthpoints will only be credited into her e-wallet when she earns the full 750 Healthpoints for Reward Tier 3.

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

Please ensure that your smart phone has Internet connection in order to redeem rewards. 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.

Please follow the steps below:

For iOS

Go to your phone's "Settings" page

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

For Android

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

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

Section 9: Healthy 365 mobile app

1) Is the Healthy 365 mobile 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 mobile app.

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

To date, the following phone models are known to have compatibility issues with the Healthy 365 mobile 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 mobile 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 mobile app so that it can be compatible with more phone models.

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

The Healthy 365 mobile app requires Internet connection (data plan or WI-FI connection) to register for Challenges, update your Healthpoints and redeem rewards. The app does not require Internet connection to sync your steps/MVPA duration on the fitness tracker to your smart phone as it uses Bluetooth® technology. However, Internet connection is required for the steps data to be sent to our Internet server for Healthpoints calculation and rewards redemption. Steps/MVPA data not sent to our server will not be captured if you perform a reinstallation or profile restoration on the Healthy 365 mobile app.

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

This might happen if you have deleted and reinstalled the Healthy 365 mobile app, or if you have switched phones midway through a Challenge. Simply use the profile restoration feature to retrieve your data and Challenge progress. It allows you to restore the data that was last synced to the server.

4) How do I restore my profile and data?

Before restoring your profile, please ensure that you have synchronised your latest step count/MVPA duration on the Healthy 365 mobile app.

Please follow the below instructions:

- a) Tap on “Profile” on the menu bar of the Healthy 365 mobile app.
- b) Tap on the “Restore profile” button at the top of the page.
- c) Key in your NRIC and mobile number (as entered during registration) and tap on “Restore Now”.
- 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.

Note: 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.

5) My past steps/MVPA data are missing after I restore 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. 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 mobile 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 mobile app.

Please follow the below instructions:

- a) Tap on “Profile” on the menu bar of the Healthy 365 mobile app.
- b) Tap on the “Update profile” button at the top of the page.
- c) Key in your NRIC and mobile number (as entered during registration) and tap on “Request OTP”.
- 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) My fitness tracker/HealthKit is able to track distance and active time. Why is the data for these indicators on the Healthy 365 mobile 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 mobile app. To compute calories, distance and active time, steps/MVPA data are converted on the Healthy 365 mobile app using a pre-defined formula. Therefore, distance and active time on your device may appear different on the Healthy 365 mobile app.

8) What is the send Diagnostic Report function for?

The function is to allow HPB to diagnose what issues your mobile device has encountered. You should send diagnostic report only if you are 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.

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

Please use the profile restoration feature to retrieve your Challenge data.

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

You should not reinstall the app unless specifically instructed to do so based on scenarios highlighted in the Challenge FAQ or advised by the National Steps Challenge™ technical team to do so. To avoid any data loss, please always send a diagnostic report prior to uninstalling the app. To send a diagnostic report, go to the “About” tab on the Healthy 365 mobile app. After reinstallation and profile restoration, you will need to re-pair to your tracking mode.

11) 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 mobile 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 mobile app from your current smartphone.
 - d) Install the Healthy 365 mobile app on your new smartphone.
 - e) Launch the Healthy 365 mobile 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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