

NATIONAL STEPS CHALLENGE™ THEMATIC CHALLENGES

GREAT DATA DASH WITH SINGTEL FREQUENTLY ASKED QUESTIONS

General Information

1. What is the Great Data Dash with Singtel Challenge?

The Great Data Dash with Singtel Challenge is a thematic challenge of the National Steps Challenge™, which is a physical activity initiative by the Health Promotion Board (HPB) and Singtel. It is to encourage participants to be physically active every day, anytime and anywhere.

Participants stand a chance to win attractive prizes from Singtel by aiming to clock 10,000 steps and 30 minutes of Moderate to Vigorous Physical Activities (MVPA) for as many days as possible from 6 July 2020 to 31 August 2020.

2. Who can sign up for the Great Data Dash with Singtel Challenge?

The Great Data Dash with Singtel Challenge 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 Great Data Dash with Singtel Challenge.

3. Must I pay to participate in the Great Data Dash with Singtel Challenge?

No, participation in the Great Data Dash Challenge with Singtel is free of charge.

4. How does the Great Data Dash with Singtel Challenge work?

- From 6 July 2020 to 31 August 2020, participants can earn the following rewards under the Great Data Dash with Singtel Challenge when the qualifying criteria is met.

Level	Qualifying Criteria	Prizes
1	Clock 10,000 steps daily for 7 days	1,000 Singtel StepUp points <i>(equivalent to 1GB of free local mobile data*) Limited to the first 20,000 participants who completed Level 1</i>
2	Clock 10,000 steps daily for 21 days	1,000 Singtel StepUp points <i>(equivalent to 1GB of free local mobile data*) Limited to the first 25,000 participants who completed Level 2</i>

* Codes to redeem StepUp points are transferable

- The number of days need not be clocked consecutively.
- The number of days clocked from Level 1 will also count towards the completion of Level 2.
- Singtel Mobile subscribers who are subscribed to an EasyMobile, Singtel Connected Things, MobileShare Supplementary or Singtel corporate mobile plan (meaning your mobile number is registered under your company BRN instead of your NRIC) are not eligible for local data reward on StepUp but can redeem other lifestyle rewards with their StepUp points.
- Find out more information on how to redeem your StepUp points here: bit.ly/3flyzGf
- In addition, eligible participants will also earn lucky draw chances and stand to walk away with exciting prizes, sponsored by Singtel, in the Great Data Draw.

Great Data Draw			
S/N	How to Earn Lucky Draw Chances	Prize	No. of Winners
1	Clock 10,000 steps daily = 1 chance	1 year's worth of free local mobile data* capped at 20GB per month and an Apple Watch Series 5 (Worth up to \$3,368)	5
2	Clock 30 mins of MVPA daily = 2 chances		
3	Singtel StepUp user = Double (x2) the total number of chances		

* Codes for redeeming local mobile data are transferable

- Double chances will be awarded to eligible participants who are Singtel StepUp members, and have submitted accurate information by 31 August 2020, 2359 hours. Participants will be prompted to key in relevant particulars via the Healthy 365 mobile app during registration and Challenge period for verification.
- Singtel Mobile subscribers who are subscribed to a corporate BRN scheme, broadband on mobile plans, GOMO, prepaid, bonus SIM or Connected Things plan are not eligible for the 1 year's worth of data.
- You must be a Singtel postpaid mobile subscriber in order to earn Singtel StepUp Points and redeem data vouchers.

What kind of details would be required to verify my status as a Singtel StepUp user on the Healthy 365 mobile app?

5. Participants will be prompted to key in the following details via the Healthy 365 mobile app:
- 1) Indicate if they are a Singtel Step Up member
 - 2) Mobile Number
- Participants may be prompted twice, once during the pre-registration period (3 July 2020 – 5 July 2020) and once during the Challenge period (6 July 2020 – 31 August 2020).
- Verification of Singtel StepUp accounts will be done after the challenge has ended.

6. What can I do if I submitted my details for the verification as a Singtel StepUp user wrongly?

	Participants who may have submitted inaccurate details via the Healthy 365 mobile app will have to amend or resubmit their details via https://go.gov.sg/greatdatadashupdate by 31 August 2020, 2359 hours.
7.	<p>What are the prizes for the Great Data Draw?</p> <p>Winners of the Great Data Draw will go away with 1 year's worth of free local mobile data capped at 20GB per month and an Apple Watch Series 5.</p>
8.	<p>How do I sign up for the Great Data Dash with Singtel Challenge?</p> <p>Step 1: Download the Healthy 365 mobile app on their smartphone, create/restore their profile, and sign up for the Great Data Dash with Singtel Challenge on the Challenges tab via the Healthy 365 mobile app. Registration will start from 3 July 2020 onwards</p> <p>Step 2: Consent to the Terms & Conditions of this Challenge.</p> <p>Step 3: Participants will also be prompted to key in relevant details via the Healthy 365 mobile app during the challenge period for verification as a Singtel StepUp user. It is not mandatory for users to be a Singtel StepUp user 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>
9.	<p>Will there be any penalty if I decide to withdraw or drop out halfway from the Great Data Dash with Singtel Challenge?</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 reward tiers and the Great Data 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 any of the reward tiers and the Great Data Draw.</p>
10.	<p>Can I sign up on behalf of my friends or family members for the Great Data Dash with Singtel Challenge?</p> <p>Each person must sign up individually on a smartphone.</p>
11.	<p>When does the Great Data Dash with Singtel Challenge start?</p> <p>The Great Data Dash with Singtel Challenge will start on 6 July 2020, 0000 hours (Singapore time) and end on 31 August 2020, 2359 hrs (Singapore time).</p> <p>The Challenge will be available for pre-registration on the Healthy 365 mobile app under the Challenges tab, from 3 July 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 31 August 2020, 2359 hrs (Singapore time).</p>
Information on Steps and MVPA	
12.	<p>What is Moderate to Vigorous Physical Activity (MVPA)?</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 be able to carry on a conversation but not have enough breath to sing.</p> <p>Vigorous physical activities refer to those that cause a large increase 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 www.stepschallenge.sg.</p>
13.	<p>I have been exercising, why was my MVPA minutes not recorded in the Healthy 365 mobile app?</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™ will not be able to earn chances for the Great Data Draw from MVPA (i.e. 2 chances a day from clocking 30 minutes per day).</p> <p>If you wish to change your fitness status, please email to stepschallenge@hpb.gov.sg with the email title: Reset Health Declaration Status and resubmit your Health Declaration status via the Healthy 365 mobile app under “Profile” before the end of the registration period (31 August 2020, 2359 hrs). Health declaration status that are changed after 31 August 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, without misinterpreting their own actual physical and health condition.</p>
14.	<p>How do I know if my activities are of moderate to vigorous intensity?</p> <p>MVPA is attained when you reach at least 64% of your 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. 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>
15.	<p>How will my heart rate be recorded by the fitness tracker?</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</p>

	<p>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>
16.	<p>What are the different modes of steps tracking and/or heart rate recording and compatible trackers?</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"> • Fitbit mobile app with any Fitbit tracker • Polar Flow mobile app <p>Other mobile apps and trackers:</p> <ul style="list-style-type: none"> • Actxa® mobile app • Garmin Connect™ mobile app • HealthKit mobile app with Apple Watch <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>
17.	<p>Is there a deadline to sync my fitness record?</p> <p>Yes, all fitness record must be synced to the Healthy 365 mobile app by 31 August 2020, 2359 hrs. Note that only fitness record from 6 July 2020 to 31 August 2020 which are synced to the Healthy 365 mobile app will be taken into account for the Challenge.</p>
18.	<p>Can non-smartphone participants take part in the Great Data Dash with Singtel Challenge?</p> <p>Only smartphone participants are able to take part in the Great Data Dash with Singtel Challenge.</p>
19.	<p>Will participants of the Great Data Dash with Singtel Challenge be given a free HPB fitness tracker?</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> <p>National Steps Challenge™ preferred mobile apps and trackers:</p> <ul style="list-style-type: none"> • Fitbit mobile app with any Fitbit tracker • Polar Flow mobile app <p>Other mobile apps and trackers:</p>

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

Healthy 365 Mobile App

20. **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 steps trackers.

- LG G2
- Samsung S3
- iPhone 4
- Samsung Note 4
- Samsung Ace
- Redmi 2
- ASUS
- ASUS and Alcatel Tablets (as Healthy 365 are 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.

21. **Do I need data or 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 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.

Technical assistance/ Troubleshooting

22. **I cannot click on “I Agree” when I try to register for the “Great Data Dash with Singtel” Challenge.**

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.

Please follow the steps below:

For iOS:

- a) Go to your phone’s “Settings” page
- b) Tap on “General”, followed by “Date & Time”
- c) Turn on “Set Automatically” option

For Android:

	<p>a) Go to your phone's "Settings" page b) Tap on "Date and Time" c) Turn on "Automatic date and time" option</p>
23.	<p>I am unable to complete registration for the "Great Data Dash with Singtel" Challenge on the Healthy 365 mobile app.</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 stepschallenge@hpb.gov.sg for further assistance.</p>

For other enquiries, please contact us at stepschallenge@hpb.gov.sg.