

## How to make an appointment to exchange your HPB fitness tracker for National Steps Challenge™

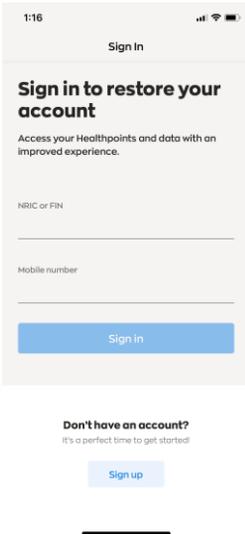
### Step 1



Download or update to the latest version of the Healthy 365 app\*.

\*The latest version of the Healthy 365 app requires a minimum of Android 6 or iOS 10.

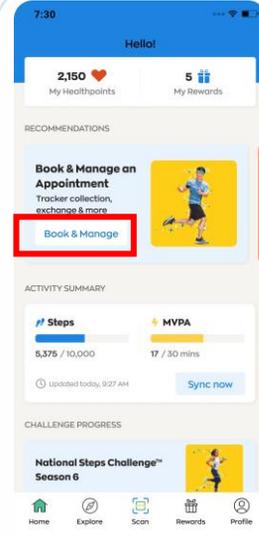
### Step 2



Restore your profile.

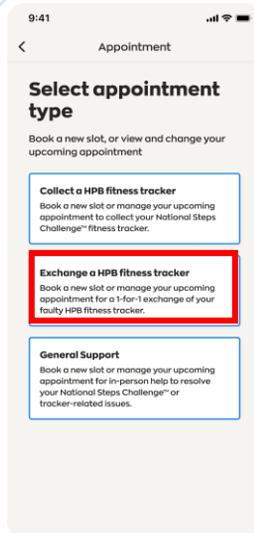
A 4-digit One-Time-Password (OTP) will be sent via SMS to your registered mobile number.

### Step 3



Go to "Home" page, look for the "Book & Manage an appointment" section. Tap "Book & Manage".

### Step 4

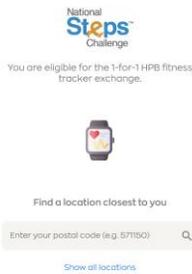


Tap "Exchange a HPB fitness tracker". Eligible participants<sup>1</sup> will be redirected to the appointment booking site.

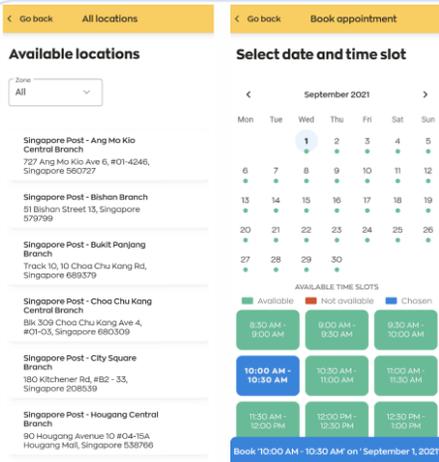
<sup>1</sup> You are eligible if you have joined National Steps Challenge™ Season 6 and have collected (i) Season 5 fitness tracker between 2019 and 2020 or (ii) Season 6 fitness tracker that is within warranty period

## How to make an appointment to exchange your free HPB fitness tracker for National Steps Challenge™

### Step 5



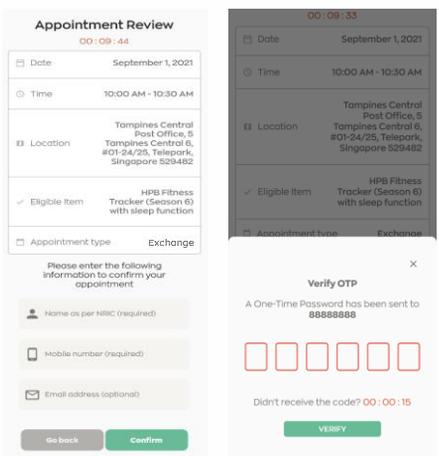
On the appointment booking site, eligible participants can enter your postal code to find HPB fitness tracker exchange points closest to you. Alternatively, you can also tap “Show all locations” to view all available exchange points.



### Step 6

Tap your preferred exchange location and select your desired date and timeslot.

Note: Timeslots in red are not available for selection.



### Step 7 (i)

Review your appointment details.

### Step 7 (ii)

Provide your ‘Name’ and ‘Mobile number’ to confirm your appointment and receive updates from HPB.

Note: If you wish to receive a confirmation email, do also provide a valid email address.

### Step 7 (iii)

A one-time password (OTP) will be sent to your mobile number. Enter the 6-digit OTP to verify your mobile number.

## How to make an appointment to exchange your free HPB fitness tracker for National Steps Challenge™ Season 6

**Appointment confirmation**

If you would like to authorise someone to collect the HPB fitness tracker on your behalf, please key in their email address below to send them a copy of this Appointment Confirmation. They will need to present this Appointment Confirmation and a copy of your photo identity card (e.g. NRIC/Driving License) during collection.

Name (optional)

Email address (optional)

Send email

### Step 8 (Optional)

If you would like to authorise someone else to exchange your fitness tracker on behalf, please enter their 'Name' and 'Email address' and tap "Send Email" for them to receive the confirmation email.

**Appointment details**

Please present this QR code to collect your HPB fitness tracker



Date: Sep 1, 2021

Time: 10:00 AM to 10:30 AM

### Step 9

Check your confirmed appointment details and take note of the instructions and items to bring during exchange.

On the day of your appointment, please present your photo ID and faulty HPB fitness tracker alongside with either of the following to the staff at the exchange location:

- (i) The QR code on the appointment confirmation page on Healthy 365 app (Repeat Step 5 & 6 to view your appointment details) or
- (ii) Appointment confirmation email.

Please check your junk/spam folder if you did not receive the confirmation email in your inbox.

**Appointment details**

Please present this QR code to collect your HPB fitness tracker



Date: Sep 1, 2021

Time: 10:00 AM to 10:30 AM

Location: Tampines Central Post Office, 5 Tampines Central 6, #01-24/25, Telepark, Singapore 529482

Appointment type: Exchange

Eligible item: HPB Fitness Tracker (Season 6) with sleep function

Booking ID: 6CWKRYJ3Y1A

Cancel booking Reschedule

## How to change/cancel an appointment?

Follow Steps 5 & 6 to retrieve your appointment details from Healthy 365 app.

Then tap:

- (i) "Reschedule" to change your appointment, or
- (ii) "Cancel appointment" to cancel your appointment.

A new appointment confirmation and QR code will be generated if a new appointment is made. Please use the latest appointment confirmation details when you are exchanging your HPB fitness tracker.

**Appointment details**

Please present this QR code to collect your HPB fitness tracker



Date: Sep 1, 2021

Time: 10:00 AM to 10:30 AM

Location: Tampines Central Post Office, 5 Tampines Central 6, #01-24/25, Telepark, Singapore 529482

Appointment type: Exchange

Eligible item: HPB Fitness Tracker (Season 6) with sleep function

Booking ID: 6CWKRYJ3Y1A

Cancel booking Reschedule