

How to make an appointment to seek general support for National Steps Challenge[™]

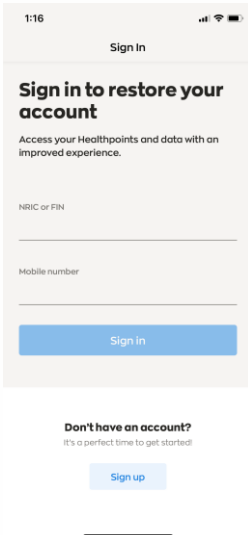
Step 1



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

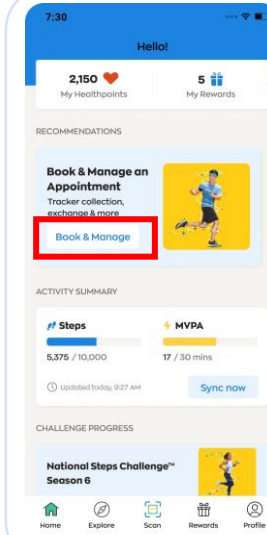
*The latest version of the Healthy 365 app requires a minimum of Android 6 or iOS 10.

Step 2



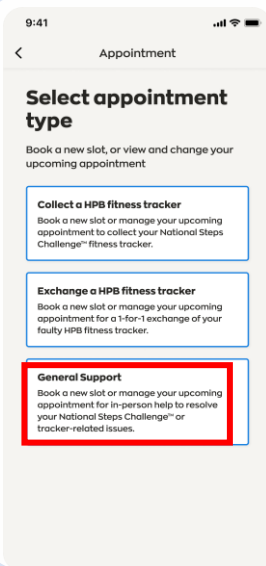
Create or restore your profile.
A 4-digit One-Time-Password (OTP) will be sent via SMS to your registered mobile number.

Step 3



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

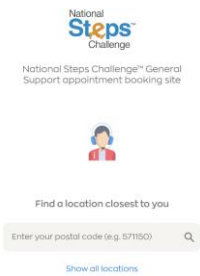
Step 4



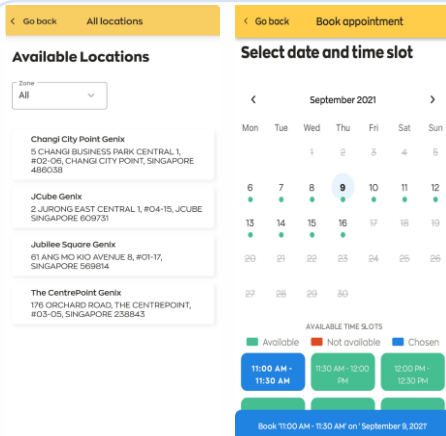
Tap "General Support" to be redirected to the appointment booking site.

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Step 5

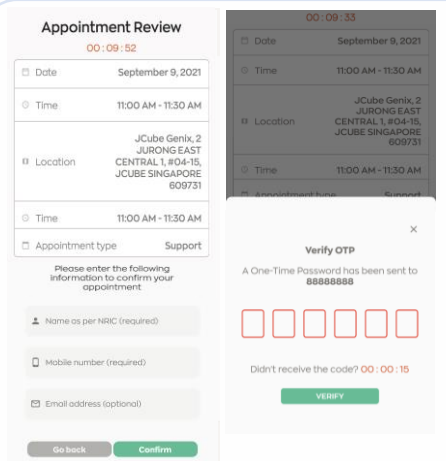


On the appointment booking site, enter your postal code to find the nearest HPB Customer Care Centre (CCC). Alternatively, tap “Show all locations” to view all available CCCs.



Step 6

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



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.

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Appointment confirmation

If you would like to authorise someone to collect their HR 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

Appointment details

Please present this QR code to collect your HR fitness tracker



Date: Sep 9, 2021


Time: 11:00 AM to 11:30 AM

Step 8 (Optional)

If you would like to authorise someone else to seek support on your 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 on your appointment



Date: Sep 9, 2021

Time: 11:00 AM to 11:30 AM

Location: JCube Genix, 2 JURONG EAST CENTRAL 1, #04-15, JCUBE SINGAPORE 609731

Appointment type: Support

Booking ID: HIKT2QE0JF

Cancel booking Reschedule

Step 9

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


On the day of your appointment, please present your photo ID alongside with either of the following to the staff at the collection 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 on your appointment



Date: Sep 9, 2021

Time: 11:00 AM to 11:30 AM

Location: JCube Genix, 2 JURONG EAST CENTRAL 1, #04-15, JCUBE SINGAPORE 609731

Appointment type: Support

Booking ID: HIKT2QE0JF

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 for your support appointment.