

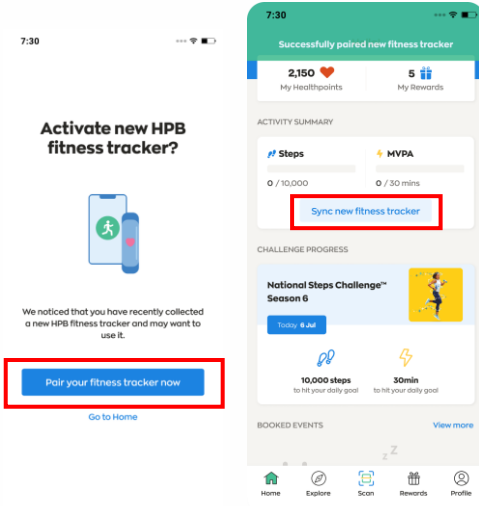
How to set up your HPB fitness tracker for the first time after collection

For new participants

If you have not previously paired any fitness device with the Healthy 365 app, turn your new HPB fitness tracker on and keep it near your mobile phone with the Healthy 365 app turned on.

Tap on “Pair your fitness tracker now” to activate your HPB fitness tracker when you are prompted.

On the ‘Home’ tab of the Healthy 365 app, tap on ‘Sync new fitness tracker’.



For returning participants

If you have recently collected your new HPB fitness tracker and have an existing fitness device paired with the Healthy 365 app, follow either option below to confirm the pairing of your new HPB fitness tracker.

Option 1: Through the Auto Prompt Pop-Up Message.

Step 1

Upon detecting the new fitness tracker, an auto pop-up message will appear to prompt you with the change.

When prompted, tap “Sync existing fitness tracker” to sync your existing fitness records. This prevents data loss.

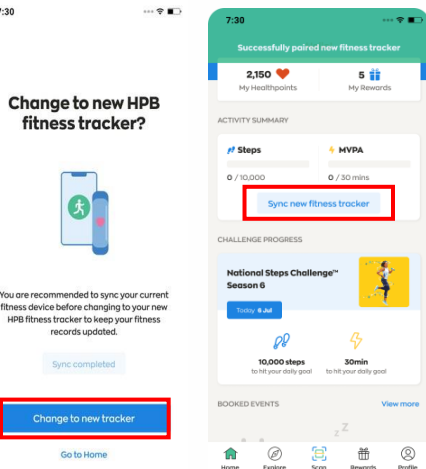


Step 2

Tap “Change new fitness tracker” to confirm the pairing of HPB fitness tracker with the app.

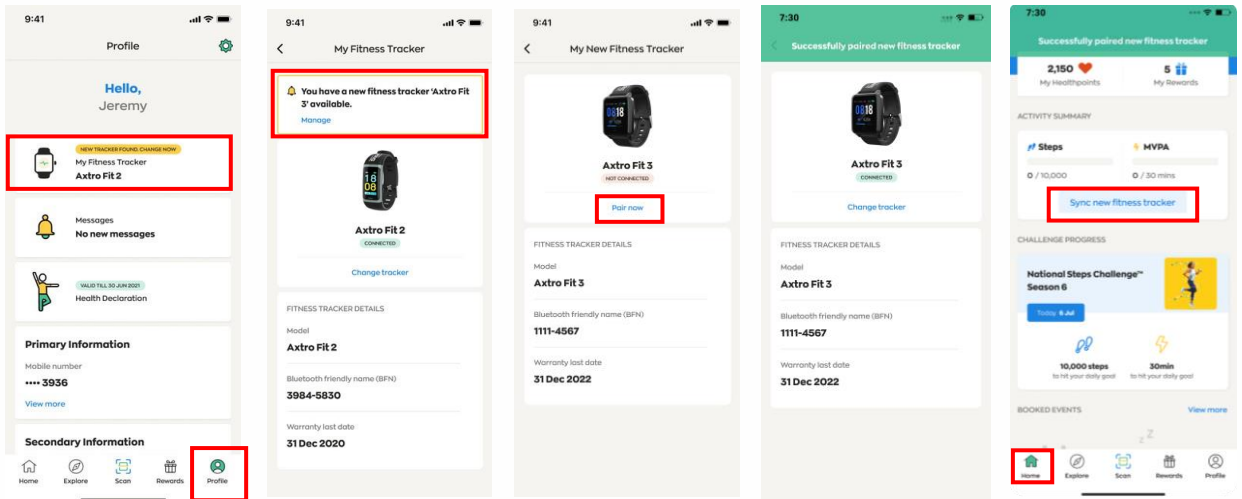
On the ‘Home’ tab of the Healthy 365 app, tap on ‘Sync new fitness tracker’.

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Option 2: Through the Profile page



Step 1

Turn your new HPB Fitness tracker on and have it nearby.

Go to 'Profile' and tap "My Fitness Tracker".

Step 2

Tap "Manage".

Step 3

Tap "Pair Now" and follow the on-screen instructions to confirm the pairing of your new HPB fitness tracker.

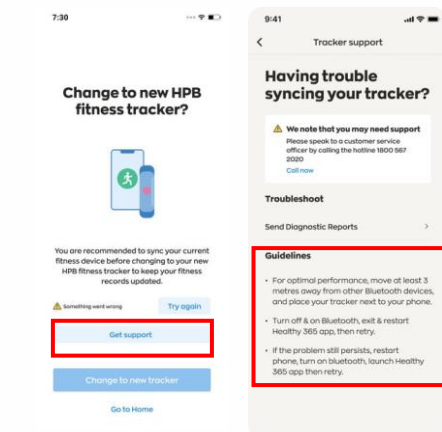
Step 4

A confirmation message will appear in the green bar to inform that your new tracker is successfully paired.

Step 5

Go to 'Home' and tap 'Sync new fitness tracker'.

Having trouble syncing?



If your syncing attempts are unsuccessful with your current fitness device after 3 tries, tap "Get Support" and try the troubleshooting steps under "Guidelines".

If the issue persists, please contact our Customer Care at 1800 567 2020 or stepschallenge@hpb.gov.sg