

NATIONAL STEPS CHALLENGE[™] SEASON 5 SILVER CHALLENGE FREQUENTLY ASKED QUESTIONS

In line with the extension of the circuit breaker period announced by MOH on 21 April 2020, all HPB's on-ground events and activities, including Active Ageing Programmes that have been cancelled/suspended since 26 March, 2359 hours will remain so until 1 June 2020 (inclusive).

The Silver Challenge will continue and participants are encouraged to keep active even while staying at home. Online resources offering tips on staying active are available at www.healthhub.sg/staywell.

HPB will continue to closely monitor the evolving COVID-19 situation and take guidance from MOH's advisories which can be found on www.moh.gov.sg.

Section 1: General

Note: HPB heart-rate monitoring fitness trackers are only available to eligible Participants, on a first come, first served, while stocks last basis. For eligibility criteria, refer to [Section 2](#).

What is the Silver Challenge?

The Silver Challenge is a physical activity initiative by the Health Promotion Board ("HPB") to promote healthy ageing among seniors in Singapore. This Challenge is an extension of the National Steps Challenge[™].

How does the Silver Challenge work?

For Participants who use smartphones, the Silver Challenge 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 Silver Challenge will be available on the Healthy 365 mobile app from 23 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 qualify for the Monthly Lucky Draws. Participants may also earn an additional chance each month if they attend at least one (1) of the selected Active Ageing Programmes (AAPs) organised by HPB.

Only Singaporeans and Permanent Residents of Singapore who are born in 1959 and earlier may qualify for the Monthly Lucky Draws if they meet the criteria as a current

Participant. Current Participants must minimally clock 1,000 steps on any given one (1) day in the month of the lucky draw.

Non-smartphone users can sign up at National Steps Challenge™ Season 5 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 3](#).

When does the Silver Challenge officially start?

The Silver Challenge will officially kick off on 26 October 2019, which is aligned to the official start of the National Steps Challenge™ Season 5. 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 under the National Steps Challenge™ from clocking steps and Moderate to Vigorous Physical Activities (MVPA) duration before 26 October 2019. Healthpoints may only be earned from 26 October 2019 onwards. The Silver Challenge Monthly Lucky Draws will start only from November 2019 onwards.

Why must I provide my NRIC 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 National Steps Challenge™ **and its associated challenges such as the Silver 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: Registration

Who can sign-up for the Silver Challenge?

Silver Challenge is open to all members of public with a valid NRIC or FIN, and born in 1959 and earlier.

Who is eligible for the free HPB heart-rate monitoring fitness tracker (Silver Challenge fitness tracker)?

The 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 one (1) Silver Challenge fitness tracker, together with a pair of limited edition straps on a first come, first served, while stocks last basis.

Note that 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.

I have collected a heart rate monitoring fitness tracker in Season 4. Am I still eligible to collect the Silver Challenge fitness tracker?

All Participants who are Singaporeans and Permanent Residents and born in 1959 or earlier are eligible to collect the Silver Challenge fitness tracker as long as they sign up for the Silver Challenge.

How do I sign up for the Silver Challenge?

New Participants of the National Steps Challenge™ with a compatible smartphone (“Smartphone users”)

Download the Healthy 365 mobile app, create a profile, agree to the Terms and Conditions of the Silver Challenge and complete the Health Declaration. Select a preferred tracking mode, and start moving! Participants that meet the collection criteria for the Silver Challenge fitness tracker can refer to the list of roadshows and collection points in [Section 3](#).

New Participants of the National Steps Challenge™ 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 Participants of the National Steps Challenge™ from Season(s) 1, 2, 3 or 4

If you are already a Season 1, 2, 3 or 4 participant of the National Steps Challenge™, ensure that you are already logged in with your profile on the Healthy 365 mobile app. To restore your profile, tap on the “Profile” tab on the Healthy 365 mobile app and key in your NRIC/FIN number, as well as the mobile number registered to your profile.

You may sign up for Silver Challenge by simply tapping on the “Challenges” tab on the Healthy 365 mobile app and selecting “Silver Challenge”.

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 would like to collect their Silver Challenge fitness tracker may refer to the list of roadshows and collection points in [Section 3](#).

Must I pay to participate in the Silver Challenge?

Participation in the Silver Challenge is free of charge. Each eligible participant can receive one (1) Silver Challenge fitness tracker. Additional fitness trackers may be purchased at Participant's own cost.

Section 3: Tracker Collection and Usage

How many free Silver Challenge fitness trackers can I collect?



Each participant who fulfil the Silver Challenge collection criteria may collect one (1) free Silver Challenge fitness tracker, together with a pair of special edition straps.

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

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

Where can I collect the free Silver Challenge 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 Silver Challenge 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](#).

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 Silver Challenge fitness tracker.

Section 4: Monthly Lucky Draws

Who is eligible for the Monthly Lucky Draws?

Singaporeans and Permanent Residents of Singapore who have joined the Silver Challenge are eligible for the Monthly Lucky Draws if they meet the condition of a current Participant of the Challenge. To qualify as a current Participant, Participants must minimally clock 1,000 steps on any given one (1) day in the month of the Monthly Lucky Draw.

Current Participants who attend at least 1 of the selected Active Ageing Programmes (AAPs) organised by HPB will earn an additional chance at winning in the Monthly Lucky Draws.

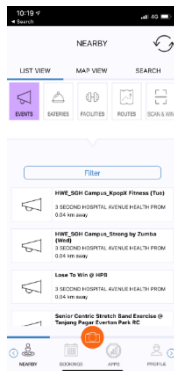
Which are the selected Active Ageing Programmes (AAPs) that qualify for the Monthly Lucky Draws?

Attending any of these Active Ageing Programmes (AAPs) will gain Participants an additional one (1) chance at the Monthly Lucky Draws:

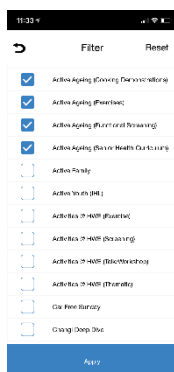
- Active Ageing (Exercises)
- Active Ageing (Cooking Demonstrations)
- Active Ageing (Mental Health Workshops)
- Active Ageing (Senior Health Curriculum)

**In line with the extension of the circuit breaker period announced by MOH on 21 April 2020, all HPB's on-ground events and activities that have been cancelled/suspended since 26 March, 2359 hours will remain so until 1 June 2020 (inclusive). As such, there will no additional chances awarded for the Monthly Lucky Draw in March, April and May 2020.*

How do I join the selected Active Ageing Programmes (AAP) organised by HPB?



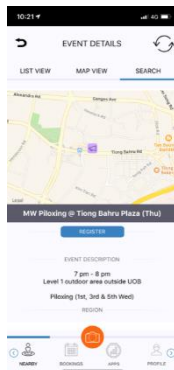
Step 1: Swipe the bottom bar of your Healthy 365 mobile app, and click on “Nearby” to view all upcoming events. Click on “Filter”.



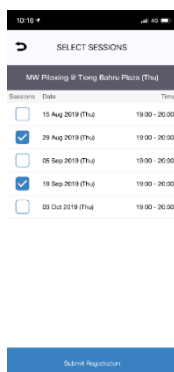
Step 2: Select the following filters:

- Active Ageing (Exercises)
- Active Ageing (Cooking Demonstrations)
- Active Ageing (Mental Health Workshops)
- Active Ageing (Senior Health Curriculum)

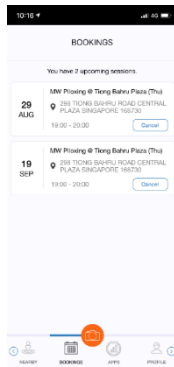
Click “Apply”.



Step 3: Select the event you are interested to view more details. Click on “Register” to sign up.



Step 4: Choose your preferred session(s). You may choose more than 1 session. Click on “Submit Registration”.



Step 5: To view all your registered events, click on “Bookings” on the bottom bar. To withdraw from an event, click on “Cancel”.

What will I get as winner of the Monthly Lucky Draw?

There will be 160 winners each month that will win prizes in the form of a digital voucher. Of the total number of winners, 10 winners will receive vouchers worth \$50 each, and 150 winners will receive vouchers worth \$10 each.

The type of prizes may also differ from month to month, but the value of the prizes across the months will be similar.

When will the winners of the Monthly Lucky Draw be picked?

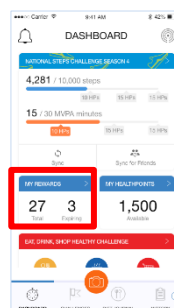
The Monthly Lucky Draws will happen on every 2nd Tuesday of the following month. For example, the day of draw for November will be on 10th December 2019 (i.e. 2nd Tuesday of the following month).

How will I be informed if I am a winner of the Monthly Lucky Draw?

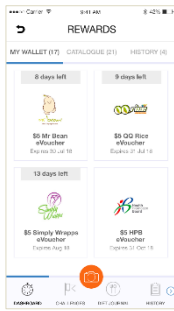
Winners will be announced via the National Steps Challenge™ website at www.stepschallenge.sg, as well as via an in-app notification sent to the winners via the Healthy 365 mobile app. Participants are encouraged to turn on the in-app notification function in the Healthy 365 mobile app to be updated if they have won at the Monthly Lucky Draws.

How to redeem the digital voucher that I have won at the Monthly Lucky Draw?

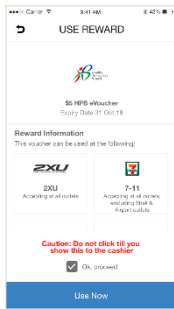
Smartphone users



Step 1: To access your digital vouchers (eVouchers), tap on “My Rewards” card on the dashboard.



Step 2: The full list your eVouchers will be shown under “My Wallet”. Click on the eVoucher you intend to use when you are ready to pay at the cashier.



Step 3: Confirm with the cashier before proceeding. Click “Use Now”.



Step 4: Countdown timer starts. Show your screen to the merchant for scanning. Click ‘Done’ after transaction.



Step 5: Once the countdown timer ends, it will automatically go to this screen. The screen will show transaction completed status with date and time.

Non-smartphone users

If you are a non-smartphone participant who has won a prize in the Monthly Lucky Draws, you may redeem your prize by restoring your profile on a family member or friend’s smartphone. Please note that all prizes are not exchangeable nor redeemable for cash.

Section 5: Silver Challenge Walking Trails

What are the Silver Challenge Walking Trails?

The Silver Challenge Walking Trails are monthly guided walks organised by HPB to help Participants walk and clock steps in nature and heritage locations of Singapore. These

guided walking trails comprise routes at iconic locations in Singapore, allowing seniors to reconnect with their past and reminisce happy memories and enjoy scenic routes at nature parks. Seniors will learn simple tips on healthy ageing via fun and engaging interactive activities as part of the trails.

How do I register to join the Silver Challenge Walking Trails?

Participants may sign up for the Silver Challenge Walking Trails on the Healthy 365 mobile app by following these simple steps below:

Step 1: Swipe the bottom bar of your Healthy 365 mobile app, and click on “Nearby” to view all upcoming events. Click on “Filter”.

Step 2: Select filters that start with “Silver Challenge Walking Trails”, and click “Apply”.

Step 3: Select the event you are interested to view more details. Click on “Register” to sign up.

Step 4: Choose your preferred session(s). You may choose more than 1 session. Click on “Submit Registration”.

Step 5: To view all your registered events, click on “Bookings” on the bottom bar. To withdraw from an event, click on “Cancel”.

Would I still be able to join the Silver Challenge Walking Trails on the day of event if I did not register on the Healthy 365 mobile app?

Participants that show up for the Silver Challenge Walking Trails will be accepted in the following order until the event has reached maximum capacity:

1. Registered Participants of the Silver Challenge Walking Trails;
2. Unregistered Participants of the Silver Challenge Walking Trails who are Silver Challenge Participants;
3. All other Participants of the National Steps Challenge™, on a first come, first served basis.

May I register for the Silver Challenge Walking Trails on behalf of others?

Registration for the Silver Challenge Walking Trails can only be done via the Healthy 365 mobile app. As such, registration on behalf of others will not be allowed. Participants are advised to encourage their family members and friends who would also like to participate in the Silver Challenge Walking Trails to register using their own accounts via the Healthy 365 mobile app, following the same steps listed above.

Is there a required dress code for the Silver Challenge Walking Trails?

Participants are advised to come in comfortable sports attire and covered shoes suitable for longer durations of walking.

Section 6: Silver Challenge Thematic Challenges

What is the Silver Challenge Thematic Challenges all about?

Happening from 2020, the Silver Challenge Thematic Challenges are fun events specially curated for Participants of the Silver Challenge to exercise while completing game stations. Participants of the Silver Challenge Thematic Challenges may also walk away with goodies and prizes!

Where can I find out more about the Silver Challenge Thematic Challenges?

Stay tuned for more info via the National Steps Challenge™ website at stepschallenge.sg.

Section 7: Technical Support for Silver Challenge

I am a Singaporean/Permanent Resident of Singapore who is born before 1959, but I do not see the “Silver Challenge” tag under “My Tags” on the dashboard of my Healthy 365 mobile app. Why is this so?

All Singaporeans and Permanent Residents who are born in 1959 or earlier will see a “Silver Challenge” tag under “My Tags” on the dashboard of their Healthy 365 mobile app after 25 September 2019.

Possible reasons for not seeing the “Silver Challenge” tag include:

- Participant is born after 1959 (and therefore, does not fulfil the age criteria);
- Participant is a Singapore-based foreigner (and therefore, does not fulfil the criteria of being a Singaporean or Permanent Resident of Singapore)
- Participant fulfils criteria but has saved a wrong age in their Healthy 365 mobile app.

If you have saved a wrong year of birth on your Healthy 365 profile, please contact us at 1800 567 2020 or email us at stepschallenge@hpb.gov.sg for us to assist you further.

What should I do if I still have further queries?

For more information, please contact us at 1800 567 2020 or email us at stepschallenge@hpb.gov.sg.