

Youth Challenge Frequently Asked Questions (FAQs)

FAQ Outline:

Section A: General Information about Youth Challenge

Section B: National Steps Challenge™ Season 4 Institute of Higher Learning (IHL) Roadshows (also known as Glow Roadshows)

Section C: National Steps Challenge™ Season 4 Institute of Higher Learning (IHL) Supporting Event: Activity Hunts

Section D: About Heart Rate Syncing And MVPA

Section E: Healthpoints, Rewards And Prizes

Section A: General information on Youth Challenge

1. What is the Youth Challenge in Season 4 about?

The Youth Challenge is a feature of the National Steps Challenge™ Season 4 where existing students from the participating Institutes of Higher Learning will join and receive exclusive information and access to youth-centric activities organised by HPB and/or HPB-appointed partners and vendors throughout the challenge period.

2. When will Youth Challenge start and end?

The Youth Challenge will officially start on 27 October 2018, 0000 hours and end on 30 April 2019, 2359 hours.

Please note that while participants can sign up for Youth Challenge and collect their free fitness tracker earlier, the tracking of Steps and Moderate-to-Vigorous Physical Activity (MVPA) on Healthy 365 mobile app would only start from 27 October 2018 and Healthpoints for the Sure-win reward tiers may only be earned between 27 October 2018 to 31 March 2019.

For more information on MVPA, please refer to [Section D](#).

3. What are the participating Institutes of Higher Learning?

There are a total of 15 participating Institutes of Higher Learning and they are as follows:

- Institute of Technical Education College Central
- Institute of Technical Education College East
- Institute of Technical Education College West
- Nanyang Polytechnic
- Ngee Ann Polytechnic
- Republic Polytechnic
- Singapore Polytechnic
- Temasek Polytechnic

- Nanyang Technological University
- National University of Singapore
- Singapore Institute of Management
- Singapore Institute of Technology
- Singapore Management University
- Singapore University of Social Sciences
- Singapore University of Technology and Design

4. How do students sign up for the Youth Challenge?

For participants who are smartphone users, they can download the Healthy 365 mobile app which is available for free on Google Play Store or Apple App Store. Once they have downloaded the app, students have to select “Challenges” on the menu bar and select “Youth Challenge”. They would be prompted to key in the institute’s unique 6-digit code and to agree to the Terms and Conditions of the Youth Challenge. Students are to complete the set up by choosing a preferred mode of tracking steps under “Apps”.

For participants who are non-smartphone users, they can sign up for Youth Challenge at the Glow Roadshows held on campus from 1 Oct 2018 onwards. Non-smartphone participants will only be able to participate using the HPB-issued fitness trackers. For the list of Glow roadshows, please refer to the official website: stepschallenge.sg/youth-challenge.

Non-smartphone users to also note that all the Healthy365 kiosks would be closed from 14 Sep – 26 Oct 2018 for maintenance. Hence, non-smartphone users are strongly encouraged to sign up for Youth Challenge at the Glow Roadshows.

5. When can students start to sign up for Youth Challenge?

Registration for Youth Challenge will be made available on the Healthy365 mobile app from 21 September 2018 onwards. This means that students can select “Challenges” on the menu bar in the Healthy 365 mobile app and key in the institution’s unique 6-digit code to sign up for Youth Challenge before collecting their trackers at the Glow roadshows which is scheduled to begin from 1 Oct 2018 onwards.

6. Is there a deadline for students to sign up for Youth Challenge?

All students must sign up for the Youth Challenge via the Healthy 365 mobile app¹ and set up their preferred mode of tracking steps between 21 September 2018, 0000 hours to 30 April 2019, 2359 hours, in order to be eligible for the Youth Challenge. It is strongly encouraged that students sign up for the Youth Challenge as early as possible to enjoy exclusive information and access to youth-centric activities and prizes.

¹ For smartphone users. For non-smartphone users, the same deadline applies but they can sign up at onsite Glow roadshows.

7. Where can students find their Institute's unique entry code?

Students will receive the unique entry code through their Institute (e.g. emailers, school's social media platforms) and during the Glow Roadshows. The codes are also made available on the official website: stepschallenge.sg/youth-challenge.

8. Will I receive an SMS or email to confirming my sign-up after I register on the Healthy 365 app?

No, there will not be an SMS or email to confirm your sign-up. You will only receive an SMS One-Time Password if you are restoring your profile on the Healthy 365 mobile app.

9. Do students have to register for the individual challenge of the National Steps Challenge™ Season 4 after they have registered for the Youth Challenge?

No. All participants of the Youth Challenge are automatically registered as individual participants of the National Steps Challenge™ Season 4.

10. Are there prizes/rewards for participants of the Youth Challenge?

As part of National Steps Challenge™ Season 4, all participants of the Youth Challenge would be eligible for the same reward schemes as National Steps Challenge™ Season 4 participants, including sure-win reward tiers and grand draw. Youth Challenge participants who partake in HPB's youth-centric activities such as activity hunts would also stand the chance to win additional prizes throughout the challenge period. In addition, when Youth Challenge participants physically attend and check into youth-centric activities² organised by HPB and/or HPB-appointed partners and vendors, he/she would be awarded additional Healthpoints by scanning a unique event QR-code.

11. How do I withdraw from Youth Challenge and are there any penalties?

No penalty will be imposed. You may call our hotline at 1800 567 2020 to withdraw from Youth Challenge. Please note that your withdrawal from Youth Challenge would also mean that you have chosen to withdraw from National Steps Challenge™ Season 4. Hence, you would not be entitled to redeem any rewards and would not be allowed to join the same challenge again upon withdrawal.

12. What is the Health Declaration and why is it needed?

All participants of National Steps Challenge™ Season 4, including participants of the Youth Challenge would be required to complete a Health Declaration.

The Health Declaration is a physical activity readiness questionnaire (PAR-Q) for those between 15 to 69 years of age. It is a simple self-screening tool that should be used by anyone who is planning to start an exercise programme. Regular exercise is associated with many health benefits and increasing physical activity is safe for most people. However, some people, especially those with medical conditions, should check with their doctor before they become more physically active.

² For selected youth-centric activities and HPB reserves the right to decide which activities would be given Healthpoints and its value.

In National Steps Challenge™ Season 4, the new MVPA category hopes to encourage more participants to embark on higher intensity physical activities. However, participants' safety is always our highest priority and we want to ensure that participants are able to embark on MVPA in a safe and appropriate way. Hence, the Health Declaration is a mandatory component in National Steps Challenge™ Season 4 where participants are required to complete and submit the Health Declaration in the Healthy 365 mobile app before they can start National Steps Challenge™ Season 4.

Participants who did not pass the Health Declaration (i.e. those who answered “Yes” to one or more of the questions in the Health Declaration) are still able to participate in NSC4 but they will not be able to participate in the MVPA category. These participants are encouraged to consult with their doctor and obtain medical clearance before embarking on higher intensity physical activities.

13. How do I redo my Health Declaration?

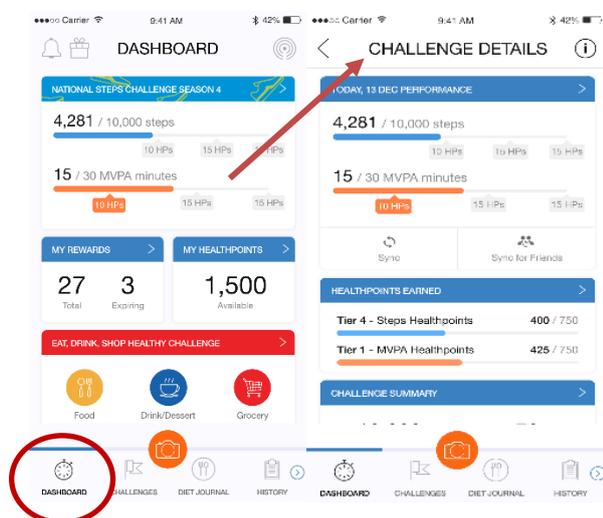
You will be prompted by the Healthy 365 mobile app to update your Health Declaration every 6 months. If you had not passed the Health Declaration previously (i.e. you answered “Yes” to more than one question in the Health Declaration) but have since obtained medical clearance from your doctor to embark on higher intensity physical activities, you may update your Health Declaration form by downloading it from [here](https://www.here.com) and submit to us at stepschallenge@hpb.gov.sg.

14. How can I monitor my personal performance?

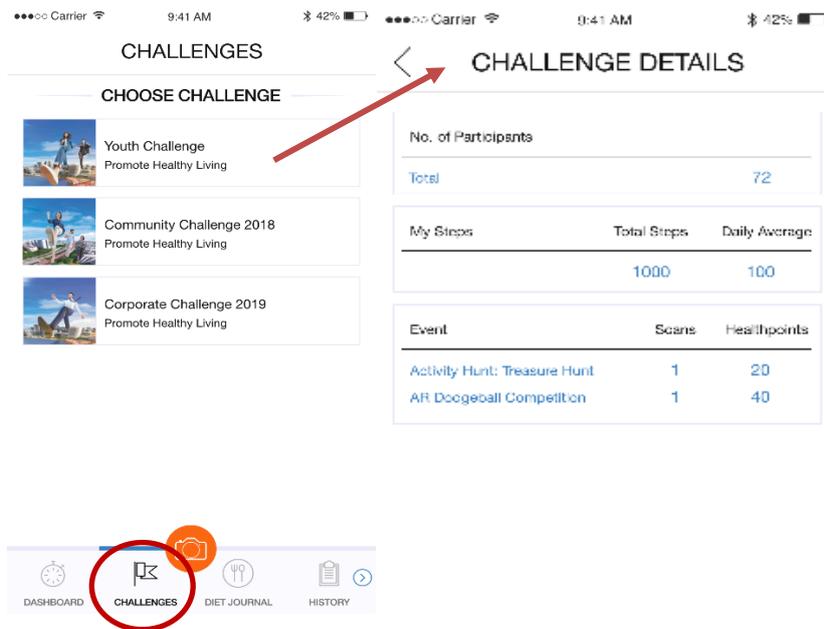
From 27 Oct 2018 onwards, on the Healthy365 mobile app, Youth Challenge participants will have to access information on their personal performance in two ways.

1. To monitor their individual steps and MVPA duration, participants have to tap on the the “National Steps Challenge™ Season 4” card under “Dashboard” on the menu bar. They would then be led to “Challenge Details” where they would be able to view the different tiers of steps and MVPA duration.
2. To monitor their participation in youth-centric events (e.g. Activity Hunts and #onlyforYOUth events), participants have to tap on Youth Challenge under “Challenges” on the menu bar. They would then be led to “Challenge Details” where they would be able to view the list of events attended and the number of Healthpoints awarded for the events attended.

Sample screenshot for (1):



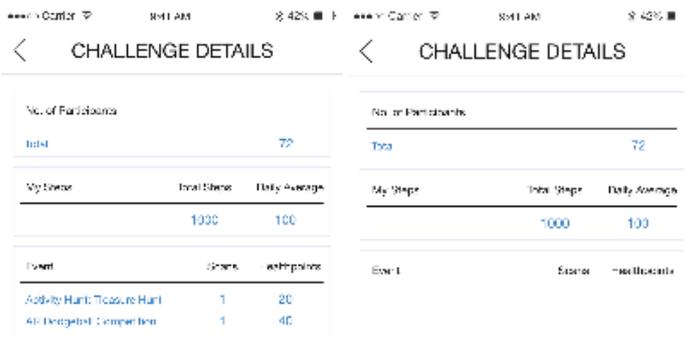
Sample screenshot for (2):



15. Can I monitor the number of youth-centric activities that I have attended throughout the challenge period?

Yes, Youth Challenge participants have to tap on Youth Challenge under “Challenges” on the menu bar. They would then be led to “Challenge Details” where they would be able to view the list of events attended and its corresponding Healthpoints awarded. If the participant has not attended any youth-centric activities/events organised by HPB, the “Events” column would be left empty.

Sample screenshots below (Left: Participant who has attended youth-centric events by HPB, Right: Participant who has not attended any youth-centric events by HPB):



Note: This function would only be available after 27 Oct 2018.

16. What if I encounter technical issues with the Healthy 365 mobile app or the fitness tracker?

For more information on technical issues regarding the Healthy 365 mobile app and the HPB fitness tracker, please contact us at 1800 567 2020 or email us at stepschallenge@hpb.gov.sg.

Section B: National Steps Challenge™ Season 4 Institute of Higher Learning (IHL) Roadshows (also known as Glow Roadshows)

17. Who is eligible to sign up for Youth Challenge and to collect the free HPB-issued fitness trackers from the campus roadshows?

Only Singaporeans/Permanent Residents with a valid NRIC aged 17 years old and above at the point of registration and is a current student of the participating Institute of Higher Learning (i.e. currently holding onto a valid student matriculation card) can register for Youth Challenge and collect the fitness tracker from the roadshows.

Foreign students with both a valid FIN and Student Matriculation Card can sign up for the Youth Challenge but are not eligible to collect the fitness trackers from the roadshows.

Note: For Season 4, all participants of the Youth Challenge (including returning participants from past seasons of National Steps Challenge™) are eligible for the free HPB-issued fitness tracker, which is available on a first-come-first-served, while stocks last basis.

18. Is there an option of “Collection on Behalf of Friends” for Youth Challenge?

Yes, there is an option of “Collection on Behalf of Friends”. This means that a participant can authorise a friend from the same IHL to collect on behalf after the participant has successfully registered for the Youth Challenge. The authorised person must produce the original/photocopy/photo screenshot of your NRIC and Student Matriculation Card for verification of eligibility during collection. Each authorised person can only collect up to 3 HPB trackers (including his/her own tracker)., (i.e. if the friend you are authorising is collecting his/her own tracker, he/she can collect on behalf for up to 2 friends from the same IHL.)

Please note that the authorised person cannot collect on behalf of non-friends (e.g. family members, relatives) and for friends from different IHLs.

19. If I do not like the fitness tracker offered to me, can I change to a different model?

Exchange for different fitness tracker model is strictly not allowed.

20. Do I need to charge the fitness tracker?

Yes, you will need to charge the fitness tracker. Please refer to the charging instructions provided within the fitness tracker packaging for more details as different charging methods and durations apply for different models of fitness tracker.

Do note that charging of the fitness tracker should be for only about 1-2 hours. Do not over-charge the tracker as it will damage the battery. Any damage to the battery due to overcharging will not be covered under warranty for exchange.

21. Does the tracker have any warranty validity?

All HPB fitness trackers will have a warranty period of 12 months from collection date.

22. What do I do if the fitness tracker becomes faulty?

As long as the fitness tracker is still within the 12-months warranty period, participants may do a one-for-one exchange of their faulty fitness trackers at the [Authorised Service Providers' outlets](#).

Alternatively, you can visit [National Steps Challenge™ Customer Care Centres](#).

Participants are required to bring the faulty fitness tracker as well as the full packaging, if available, to facilitate the exchange.

As stated within the product guide, the tracker is only guaranteed against manufacturer's defects and covers defects in materials and workmanship. The warranty does not cover wear and tear, excessive abuse or misuse and damage arising from failure to follow instructions relating to product use. This means decreased battery life due to constant over charging, scratches, broken straps, screen cracks, water seepage and breakage shall not be covered. Accessories such as charging cable (if any), detachable straps and strap pins are also not covered within the warranty.

You are strongly encouraged to read the user manual carefully for a better understanding of how to use your fitness tracker. The assessment by our Customer Care officer for exchange of faulty fitness tracker is final and appeals of participants whose trackers are assessed to be ineligible for exchange shall not be considered.

Non-smartphone participants are strongly encouraged to visit the National Steps Challenge™ Customer Care Centres to exchange your faulty fitness tracker as you will require our customer care officers' assistance to pair your new tracker to your profile.

23. If the fitness tracker allocated to me is faulty, can I change to a different model?

If the fitness tracker provided is faulty, you may do a one-for-one exchange for a new fitness tracker of the same model for free. Exchange for a different fitness tracker model is strictly not allowed.

If you would still like to obtain a different model of HPB fitness tracker, you may approach our Authorised Service Providers to purchase one. Information on our [Authorised Service Providers' outlets](#) can be found here.

24. Is the Healthy 365 app compatible with my smart phone?

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 4.4 and iOS 8 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.

- i) LG G2
- ii) Samsung S3

- iii) iPhone 4
- iv) Samsung Note 4
- v) Samsung Ace
- vi) Redmi 2
- vii) ASUS
- viii) 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.

25. Do I need 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 Challenges, update your Healthpoints and redeem rewards. The app does not require Internet connection to sync your steps/MVPA duration on the steps tracker to your smart phone as it uses Bluetooth® technology. However, Internet connection is required for the steps data to be sent to our Internet server for Healthpoints calculation and rewards redemption. Steps/MVPA data not sent to our server will not be captured in the event if you perform a reinstallation or profile restoration on the Healthy 365 app.

26. Can IHL staff collect HPB-issued fitness trackers from the campus roadshows?

All IHLs staff are invited to join Corporate Challenge. Invitations to Corporate Challenge have been emailed to the HR departments. IHL staff may participate and obtain their fitness trackers through the Corporate Challenge recruitment roadshows. Alternatively, IHL staff may choose to collect the fitness trackers from our Public or Community roadshows. For more information, please visit stepschallenge.sg.

No.	Public roadshows and collection sites	Start date	Who can collect
1	National Steps Challenge™ Mega Roadshows	28 September 2018	New participants Returning participants Completers
2	Community Roadshows	28 September 2018	New participants only
3	SingPost post offices (appointment required)	24 September 2018	Returning participants (exclude non-smart phone returning participants and Completers)
		29 October 2018	New participants
4	Health Promoting Malls and Partners Outlets (appointment required)	24 September 2018	Completers of NSC3

27. Why are foreign staff participating in Corporate Challenge eligible to collect the HPB-issued fitness trackers, however, foreign students participating in the Youth Challenge are not eligible?

Corporate Challenge is a separate challenge created for each corporate entity and its Terms and Conditions are different from that of the Youth Challenge and the National Steps Challenge™ Season 4. Foreign students are eligible to participate in the Youth Challenge and National Steps Challenge™ Season 4 via app-based tracking of their steps and MVPA but are not eligible for the collection of the free HPB-issued fitness tracker.

28. Are part-time students eligible for Youth Challenge and the collection of the HPB-issued fitness tracker?

Yes, part-time students from the participating Institute of Higher Learning are eligible for the Youth Challenge and the collection of the HPB-issued fitness tracker.

29. Can non-smartphone users sign up for the Youth Challenge and collect fitness trackers at the roadshow?

Yes, non-smartphone users (including students with non-compatible mobile phones) can sign up for the Youth Challenge and collect the fitness trackers at the Glow roadshows.

Non-smartphone users to also note that all the Healthy365 kiosks would be closed from 14 Sep – 27 Oct 2018 for maintenance. Hence, non-smartphone users are strongly encouraged to sign up for Youth Challenge and to collect their fitness trackers from the Glow roadshows.

30. Without the Healthy 365 kiosks, how can non-smartphone users sync their fitness records?

The Healthy 365 kiosks will be closed from 14 Sep 2018 – 7 Nov 2018, hence, non-smartphone users would not be able to sync their fitness data at the kiosks during the abovementioned period. In the meantime, if non-smartphone users would like to track their fitness records, please use the Sync For Friends function on your family members' or friend's smartphone.

Rest assured, non-smartphone users can start syncing at the Healthy365 kiosks from 27 Oct 2018 onwards.

31. Can non-smartphone users redeem rewards at the Healthy 365 kiosks?

Rewards redemption function at the Healthy365 kiosks will only be available from 7 Nov 2018 onwards but rest assured, as long as you continue to sync your fitness record at least once every 7 days, you will not lose any Healthpoints.

**Section C: National Steps Challenge™ Season 4 Institute of Higher Learning (IHL)
Supporting Event: Activity Hunts**

32. What are the “supporting events” in Season 4?

HPB has planned for a series of youth-centric events to support and better engage students throughout the challenge period. These events would be listed as (i) Activity Hunts and (ii) #onlyforYOUth Events

#onlyforYouthEvents would encompass all activities that are not listed as activity hunts. Some examples are:

1. Hall/CCA activations
2. Off-Campus Flagship Events
3. H365 App-based Challenge for Youths
4. Social media contests and influencer activations

33. What is an Activity Hunt?

An activity hunt is an activity that is implemented on campus to engage students after the sign-up process, to (a) encourage participants to clock more steps and sync their steps; (b) reduce drop-outs of the programme and (c) recruit new Youth Challenge participants.

In this form of activation, students have to crack the hidden clues, solve the tasks and find the hidden prize. There would be three types of hunts available this Season – Lootbox Hunt, Themed Hunts and Campus Hunt Reboot.

34. Who can join the Activity Hunt?

Activity hunts are designed exclusively for Youth Challenge participants to partake after recruitment. This means that only Youth Challenge participants would be able to receive information on the activity hunt through the Healthy365 mobile app/SMS and register for the hunt at their respective IHL's activation booth.

Students who are not yet Youth Challenge participants at the point of registration for the activity hunts can sign up to be part of the Youth Challenge through the Healthy 365 mobile app using their IHL's unique 6-digit entry code or through the IHL's activation booth with a promoter's assistance. Once they are part of the Youth Challenge, they can proceed to register for the Activity Hunt.

35. When will the Activity Hunts be conducted?

The calendar of Activity Hunts would be uploaded on to the Youth Challenge website. Please visit stepschallenge.sg/youth-challenge for more information.

36. What are the item (s) that would be hidden?

As each Activity Hunt has a different concept, different item(s) may be hidden around campus depending on the concept. For instance, for Campus Hunt Reboot, physical stickers would be hidden around campus.

37. Will the Institute be informed of the hidden location(s)?

Yes, the Institute will be informed of the hidden location(s) for safety and risk assessment. Our appointed vendor has also conducted site reccees in preparation for Activity Hunts.

38. How many item(s) will be hidden in each IHL?

As each Activity Hunt has a different concept, the number of item(s) hidden around the campus may differ. For instance, for Campus Hunt Reboot, we may have more than 50 physical stickers being hidden while for Lootbox Hunt, we may have more than 5 game stations for students to obtain clues from in order to crack the final code.

39. What happens when a student (or staff) finds the item(s)?

Only participants of the Youth Challenge can participate in the activity hunt and that means they have to be current students (and not staff) of the Institute. In any case, prize redemption can only be made via the activation booth with the right clue. Hence, HPB will ensure the student brings (i) the correct item(s)/clue(s) for redemption, (ii) student is indeed a student of the IHL through the student matriculation card/NRIC and (iii) verify that the student is part of the Youth Challenge through the Healthy365 mobile app.

40. What is/are the prize(s) in store for the winner(s)?

Each Activity Hunt has a different concept and prize mechanics, hence, there is no confirmation on the type of prizes.

41. Who will hide the items(s)? / Who is the administrator / vendor to implement this activation?

HPB's appointed vendor will hide the item(s) before the start of the activity hunt. The same appointed vendor will implement and operate the Activity Hunt activation booth.

42. If no one finds the item(s), what will happen?

Hints will be released through a Telegram Broadcast Channel managed by HPB-appointed vendor such that eventually the item(s) can be found. Participating students have to subscribe to the Telegram Broadcast Channel in order to receive live updates on the hunts and whether the prizes have been found.

43. How will the participants get the clues to the location of the item(s)?

Each Activity Hunt has a different concept and game mechanics. However, all hunts would start off with participants having to sign-up at the activation booth (i.e. scan a unique QR code to check into the event and receive bonus Healthpoints). After which, students will receive their first clue and may receive additional clues if they brought a buddy along for registration or clocked 10,000 steps the day before.

There would be a Telegram Channel created for each hunt for participants to subscribe to during the period of the hunt. The Channel serves to release bonus clues to students and to provide students with updates on the hidden prizes.

44. Is there a possibility that non-Youth Challenge participants who are not from the IHL obtains receives the clues?

No, only participants of the Youth Challenge would be eligible to receive the clues for the Activity Hunt by registering at the activation booth or with roving promoters on campus. In addition, most clues would be customised for implementation at each IHL. However, this does not stop non-Youth Challenge participants from being aware of the ongoing Activity Hunts through our official webpage or via the word of mouth. Nevertheless, they would not be allowed to win even if they find the clues and hidden prizes.

Section D: About Heart Rate Syncing And MVPA

1. What is Moderate to Vigorous Physical Activity (MVPA)?

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.

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 an intensity that you will be able to carry on a conversation but not have enough breath to sing.

Vigorous physical activities refer to those that cause large increases 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.

For more information on MVPA, please refer to <http://gethealthy.sg/moveit>.

2. How do I know if my activities are of moderate to vigorous intensity?

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.

From 27 October 2018 onwards, when you sync your fitness records to the Healthy 365 mobile app, your duration of MVPA will be automatically computed. You may tap on "National Steps Challenge™ Season 4" on the Healthy 365 mobile app dashboard to check your MVPA duration. Please update the Healthy 365 mobile app to the latest version from 27 October 2018 onwards in order to enjoy the full features of NSC4.

3. How will my heart rate be recorded by the fitness tracker?

Your HPB-issued fitness tracker can track your heart rate as you move throughout the day and while you sleep at night. Heart rate is measured in beats per minute (bpm) and can vary from person to person depending on factors like age and fitness level.

You do not need to trigger the heart rate function 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 Exercise Session function manually. To trigger the Exercise Session function, you may tap on the screen of the fitness tracker where the touch sensor is located until a "heart" symbol is displayed. Do a "long tap" (tap and hold) on the touch sensor/tracker screen to trigger an Exercise Session and your real-time heart rate will be displayed.

Kindly note that triggering of the Exercise Session function will drain the fitness tracker's battery power drastically. Do remember to switch off the function after each exercise session in order to ensure sufficient battery power for daily use.

4. Is the heart rate tracking accurate?

The HPB fitness trackers are meant to provide participants with information to encourage an active and healthy lifestyle.

HPB fitness trackers and compatible fitness tracking devices are intended to be a close estimation of participants' activities and metrics tracked but may not be precisely accurate even though the accuracy is benchmarked to commercially available brands of fitness trackers. The selected models for NSC4 were also subjected to rigorous testing by industry specialists. The HPB fitness trackers are not medical devices and the data provided is not intended to be utilised for medical purposes.

5. What should I do if I reached my max heart rate?

The max heart rate displayed within Healthy 365 is only an estimation based on your indicated age. It does not take into consideration your current fitness level. You should not exceed your max heart rate when exercising, it is also not encouraged to exercise for long periods of time where your heart rate is very close to the max heart rate as you may put yourself at risk for injury and exhaustion. Do be mindful of your own fitness condition while exercising within the MVPA range as recommended by Healthy 365 app especially if you have not been exercising for a long period of time. Please stop your exercise if you do not feel well at any point in time and consult your doctor.

6. The fitness tracker showed an alert message “Take it easy”/”Watch your limits”. What should I do?

The alert message will be triggered when you are in the vigorous/Near-Maximal intensity zones based on your estimated max heart rate to remind you that your heart rate is elevated. It is best to assess your own condition if you are able to continue to exercise within the vigorous/Near-Maximal intensity zone. If you are feeling out of breath or find it hard to hold a conversation, do stop your exercise to reduce the risk of an injury. Common sense is your best gauge to determine if your personal fitness level is suitable to exercise in high intensities for an extended period of time. When in doubt, do seek advice from medical professionals if exercising within the MVPA range proved to be difficult.

7. How do I start the heart rate recording on the fitness tracker?

The HPB fitness tracker will track your heart rate continuously as long as it is worn correctly on the wrist while you move throughout the day. There is no need to trigger the heart rate recording.

8. Why does my fitness tracker run out of battery so quickly?

Your fitness tracker might be depleted of battery faster if you triggered the real-time heart rate monitoring function (“Exercise Session” function) and forgot to turn it off. Your fitness tracker battery might also be depleted faster if you do not charge it correctly. Do not overcharge your tracker by leaving it to charge overnight as this will cause the battery to deteriorate. Fitness trackers which are faulty due to misuse such as over-charging will not be eligible for the one-for-one exchange.

9. What should I do if I think my fitness tracker is not recording my heart rate accurately?

Accuracy of the heart rate monitoring function varies with a number of factors. Wearing the fitness tracker properly will reduce occurrences of inaccurate readings. Check that the fitness tracker is worn firmly above your wrist. A good gauge would be two-fingers' width

above your wrist bone. The sensor of the fitness tracker has to be in full contact with your skin. Ensure that there are no gaps between the sensor and your skin. You may also wish to wipe off your perspiration, if any, from your skin that is in contact with the tracker sensor for a better reading. To monitor heart rate at greater accuracy during exercise sessions you may also trigger the Exercise Session function within your fitness tracker. To trigger an Exercise Session, you may tap on the screen of the fitness tracker where the touch sensor is located until a “heart” symbol is displayed. Do a “long tap” (tap and hold) on the touch sensor to trigger an exercise session and your real-time heart rate will be displayed.

10. What should I do if my fitness tracker is not working?

Check that your fitness tracker is charged. If problem persists, and the fitness tracker is still within the 12-months warranty period, participants can do a one-for-one exchange of their faulty fitness tracker at [Authorised Service Providers' outlets](#) or [National Step Challenge™ Customer Care Centre](#).

11. Can I track my heart rate while swimming?

The fitness tracker is water-resistant but not water-proof. While you do not need to remove the fitness tracker while washing your hands, you should not swim or shower with the fitness tracker. Trackers that have stopped functioning due to water seepage as a result of misuse will not be eligible for 1-for-1 exchange.

12. Why am I not able to participate in the MVPA category?

To participate in the MVPA category, you must: i) unlock Tier 2 of the Steps category; and ii) have completed the Health Declaration and confirmed that you are fit to participate in physical activities. You will not be able to participate in the MVPA category, i.e. cannot earn Healthpoints for MVPA duration, if you do not fulfil either of the two criteria. You may, however, still sync your heart rate records to the Healthy 365 mobile app. For participants using a compatible fitness tracker or mobile app, your device will need to be able to record heart rate for your MVPA duration to be computed on the Healthy 365 mobile app. For more information on Healthpoints, rewards and prizes, please refer to [Section E](#).

Section E: Healthpoints, Rewards And Prizes

1. How do I win Healthpoints in NSC4?

All you have to do is get active to clock steps/ MVPA duration on your HPB fitness tracker, other compatible trackers or mobile applications (Samsung Health or HealthKit). Then, update your fitness records by syncing to the Healthy 365 mobile app or Healthy 365 kiosk to earn Healthpoints. Please note that you will need to sync your HPB fitness tracker at least once every seven days.

You can only earn a maximum of 40 Healthpoints per day per category. You earn up to a maximum of 80 Healthpoints if you are participating in both categories.

Here's how you can earn Healthpoints with Steps:

STEP COUNT	HEALTHPOINTS (DAILY)
5,000 - 7,499	10
7,500 - 9,999	25
10,000 and more	40 (max)

Here's how you can earn Healthpoints with MVPA:

MVPA DURATION ⁶	HEALTHPOINTS (DAILY)
10 - 19 min	10
20 - 29 min	25
30 min and more	40 (max)

2. Why am I unable to accumulate Healthpoints for the MVPA Sure-win rewards?

The MVPA category will be unlocked only when you complete Tier 2 of the Steps category. To participate in the MVPA category, you will also have to complete the Health Declaration and confirm that you are fit to participate in physical activities.

3. Can I choose to only take part in Steps/MVPA Sure-win category and not the other?

By signing up for the National Steps Challenge™ Season 4, you will be taking part in the Steps Sure-win category. MVPA category will be unlocked after you completed Tier 2 of the Steps challenge. To opt out of the MVPA category, you can indicate that you are NOT fit to participate during the Health Declaration (Physical Activity Readiness Questionnaire) when prompted on the Healthy 365 mobile app when you sign up for the Challenge.

4. I have previously participated in Season 1/2/3. Will I be able to continue from where I left off in previous season(s), i.e. keep my accumulated steps and points?

Points from previous season will not be rolled over. Returning participants will therefore start with zero points but their rewards tier will start at their last unlocked tier in Season 3. For example, participant has unlocked Tier 2 in Season 3 and was in the process of completing Tier 3 at the end of Season 3. In Season 4, the participant will start with no points and will work towards completing Tier 3. **When can I start earning Healthpoints for NSC4?**

You can start earning Healthpoints when the National Steps Challenge™ Season 4 starts on 27 October 2018, 00:00hrs upon registration for the Challenge.

5. What can I do with my Healthpoints?

You can redeem them for Sure-win rewards comprising HPB vouchers that can be used at various merchants, as well as digital e-vouchers from various merchants. Once you have earned enough Healthpoints for each tier, you may select a Sure-win reward of your choice. **Once you have submitted your choice of Sure-win reward, it cannot be changed.**

Please note that all rewards will have a validity of 3 months only. No extension of validity date will be allowed.

MVPA REWARDS	HEALTHPOINTS (TOTAL)	REWARDS VALUE ³
Tier 1	750 ⁴	\$5
Tier 2	Additional 750	\$5
Tier 3	Additional 1500 ⁴	\$10
Tier 4	Additional 1500 ⁴	\$10

STEPS REWARDS	HEALTHPOINTS (TOTAL)	REWARDS VALUE ³
Tier 1	750 ⁴	\$5
Tier 2	Additional 1500 ⁴	\$10
Tier 3 - 6	Additional 750 per tier	\$5

6. When will my Healthpoints expire?

The Healthpoints accumulation for NSC4 Sure-win rewards for both Steps and MVPA categories will end on 31 March 2019. All Healthpoints earned through the National Steps Challenge™ Season 4 will expire in end June 2019.

7. How can I redeem the Sure-win rewards?

You can redeem your Sure-win rewards through the “Rewards” tab in the Healthy 365 mobile app or Healthy 365 kiosk (for non-smartphone participants only).

Step by Step guide on rewards redemption

- a) Tap on “My Healthpoints” on Dashboard
- b) Tap on “Redeem Health points” at the bottom of the Healthpoint Summary page
- c) Select your preferred rewards and add to Cart
- d) Go to “Redemption Cart” after completing your selection
- e) The redemption will be redirected to the e-wallet. You may use the e-voucher directly at the merchant’s outlets.

Please note that Healthpoints will only be available for redemption upon unlocking the tiers. Once you have submitted your choice of Sure-win reward, you will not be able to change the choice of your Sure-win reward.

8. Will I be able to choose the type of Sure-win rewards I want to redeem?

You may choose from the Rewards catalogue upon clicking on “My Healthpoints” and “Redeem Healthpoints”. HPB’s decision on the type of digital vouchers available is final and requests to change the reward after submitting your selection will not be considered.

9. If I do not have a smartphone, how can I redeem the Sure-win rewards?

You can visit any HPB Healthy 365 Kiosk to select your rewards through the “Rewards” tab. Check out the location of the HPB Healthy 365 kiosks [here](#).

10. Why am I unable to select the self-collect option when redeeming my rewards?

The self-collect option is no longer available in Season 4. All printed vouchers will be mailed to your residence on record so please ensure that your mailing address is correct. From 1 January 2019 onwards, all HPB printed vouchers will no longer be available for redemption on the Healthy 365 mobile app. Opt for e-voucher redemption for a quicker and more convenient experience

11. When is the last day I can redeem my Healthpoints?

You may redeem your Healthpoints as long as they are not expired. Please check the Health 365 mobile app for your Healthpoints expiry date.

The last day you can earn Healthpoints for your participation in the Steps and MVPA categories of NSC4 is 31 March 2019.

12. When is the last day I can use my rewards?

E-voucher will be credited immediately into your e-Wallet after every transaction, and have a validity period of 90 days from the date of transaction.

13. Am I entitled to the same rewards if I use app-based tracking?

Yes, both tracker-based and app-based participants are entitled to the same rewards.

14. How do I accumulate lucky draw chances to participate in the Grand Draw?

Earn 1 chance when you clock 10,00 steps a day and 2 chances with 30 minutes of MVPA a day. If you are taking part in both categories, you can earn up to a maximum of 3 chances per day.

15. When will the Grand Draw be held?

The Grand Draw will be held after 30 April 2019. The exact date will be confirmed at a later stage.

16. Points are not awarded/not awarded accurately when I have clocked enough steps/accumulated enough MVPA duration. The reward tier remains unlocked even though I have accumulated enough points to unlock it.

The Healthy 365 mobile app requires Internet connection (data plan or WI-FI connection) to update total points accumulated and for steps/MVPA duration and Healthpoints to be sent to our Internet server. Please also check that you have downloaded the latest version of the Healthy 365 mobile app. Update the app if there is a newer version. **(Note: Do not delete or uninstall the app)**

Please also check that you have synced your fitness tracker at least once every seven days. Step count/MVPA duration that is not updated within seven days will not be recorded on Healthy 365 mobile app and Healthpoints will not be awarded. It is participants' responsibility to ensure that their fitness trackers are synced at least once every seven days. HPB will not entertain any appeal for reinstatement of points due to user's oversight.

If the problem persists, please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.

17. I am unable to complete the rewards redemption process.

Please ensure that your smart phone has Internet connection in order to redeem rewards. 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

Go to your phone's "Settings" page

- a) Tap on "General", followed by "Date & Time"
- b) Turn "Set Automatically" option on

For Android

a) Go to your phone's "Settings" page

b) Tap on "Date and Time"

c) Turn "Automatic date and time" option on

If the problem persists, please restart the Healthy 365 mobile app and try again. Please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.
