National Steps™ Challenge

MOVE IT WITH NATIONAL STEPS CHALLENGE™ SEASON 5

Health Promotion Board

Step-by-Step Guide: How to sign up for Youth Challenge

Step 1

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

Download on the App Store

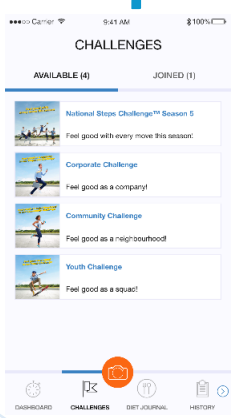
GET IT ON Google Play

Step 2

Create your profile, or restore your profile if you already have one.

If you are restoring your profile, a 4-digit One-Time-Pin (OTP) will be sent via SMS to your registered mobile number.

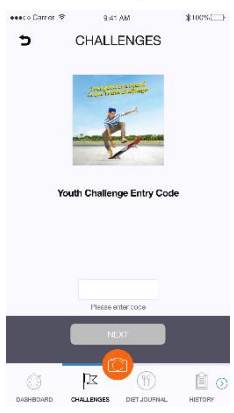
Step 3



Select '**Youth Challenge – Sign Up**' on the Challenges tab.

Youth Challenge period:
26 October 2019 – 30 April 2020

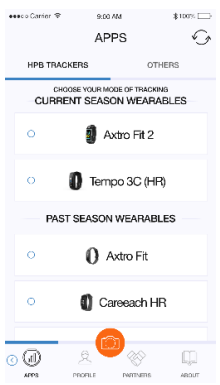
Step 4



Key in your institution's unique 6-digit entry code and agree to the Terms & Conditions.

Entry codes are case sensitive

Step 5



Choose your preferred fitness tracking device. Use the FREE HPB fitness tracker* or one of the compatible[1] mobile apps or fitness trackers:

National Steps Challenge™ preferred mobile apps and trackers:

- Fitbit mobile app with any Fitbit tracker
- Polar Flow mobile app

Other mobile apps and trackers:

- Actxa® mobile app, Garmin Connect™ mobile app or HealthKit mobile app with Apple Watch

[1] For participants who are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate data in order to contribute towards the MVPA category. Applicable to selected fitness tracking devices compatible with Fitbit, Polar Flow, Actxa® ,Garmin Connect™ or HealthKit mobile apps.

*Participants who have signed up for the Youth Challenge and have not collected a HPB fitness tracker in Season 4 are eligible for the free HPB fitness tracker which is available on a first come, first served, while stocks last basis. Other terms and conditions apply. For full details, please visit stepschallenge.sg

Aim for 150 mins of MVPA per week

Aim for 10,000 steps per day

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MOVE IT WITH NATIONAL STEPS CHALLENGE™ SEASON 5

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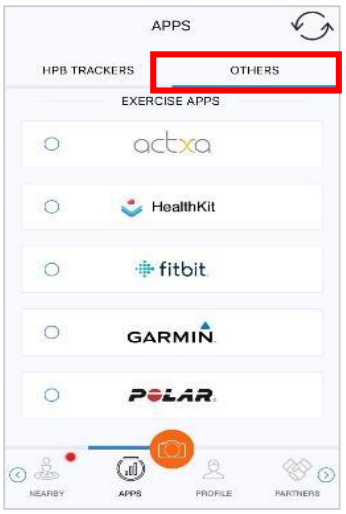
Step-by-Step Guide:
How to set up other steps tracking mode
(For those not using the HPB Fitness Tracker)

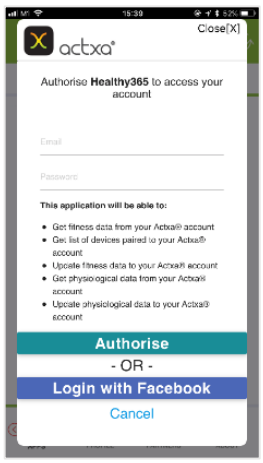


Select 'Apps' on the menu bar of the Healthy 365 mobile app and tap on 'Others' to choose your preferred fitness tracking mode:

- Actxa® mobile app^
- Fitbit mobile app^
- Garmin Connect™ mobile app^
- HealthKit with Apple watch
- Polar Flow mobile app^

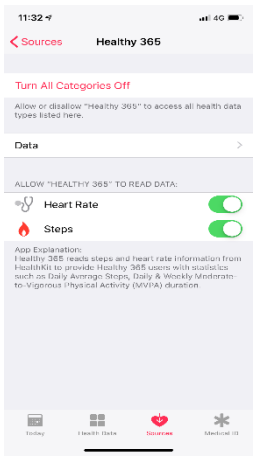
^Applicable to selected fitness tracking devices compatible with Actxa®, Fitbit, Garmin Connect™ or Polar Flow mobile apps.

Actxa®



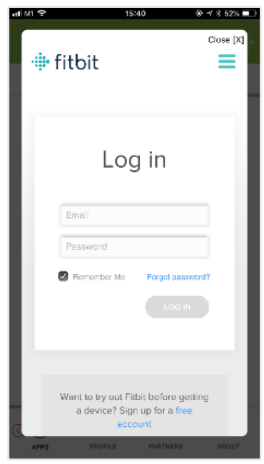
Log in to your Actxa® account and tap on 'Authorise' to allow access for the Healthy 365 mobile app.

HealthKit



Allow the Healthy 365 mobile app to access your fitness data on the Healthkit mobile app.

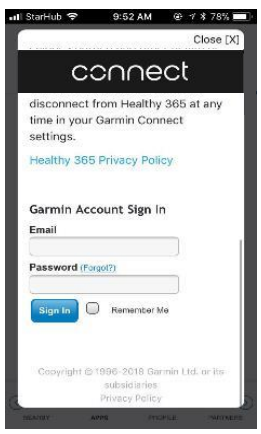
Fitbit



Log in to your Fitbit account.

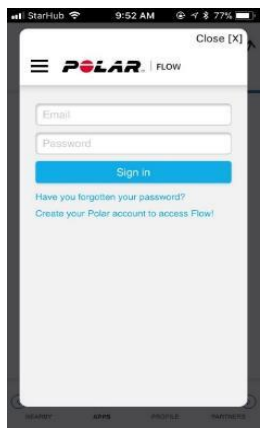
Select your preferred Fitbit tracker to allow the Healthy 365 mobile app to access your fitness data on the Fitbit mobile app.

Garmin Connect™



Log in to your Garmin Connect™ account to allow the Healthy 365 mobile app to access your fitness data on the Garmin Connect™ Mobile app.

Polar Flow



Log in to your Polar Flow account.

Select your preferred Polar tracker to allow the Healthy 365 mobile app to access your fitness data on the Polar Flow mobile app.

Aim for 150 mins of MVPA per week

Aim for 10,000 steps per day

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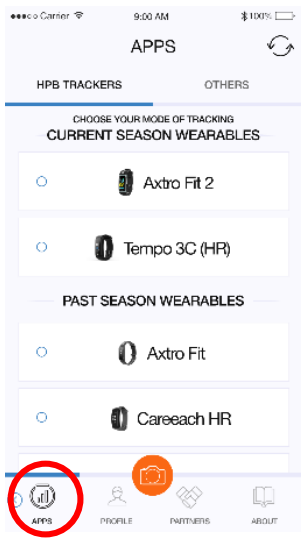
Step-by-Step Guide: How to use your HPB fitness tracker for the first time after collection

Was your HPB fitness tracker collected on behalf of by your family or friend?

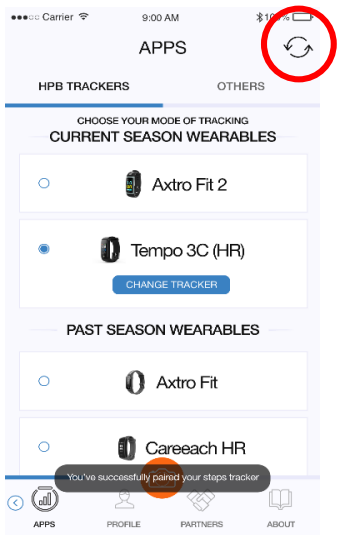
If your HPB fitness tracker was collected on your behalf, you will be required to go through these steps before you can start syncing your fitness activity records to the Healthy 365 mobile app.

To avoid losing your fitness activity records, please sync your previous tracking mode before collecting your HPB fitness tracker. Steps and MVPA clocked after successfully changing your fitness tracking mode will be added to your previously synced fitness data.



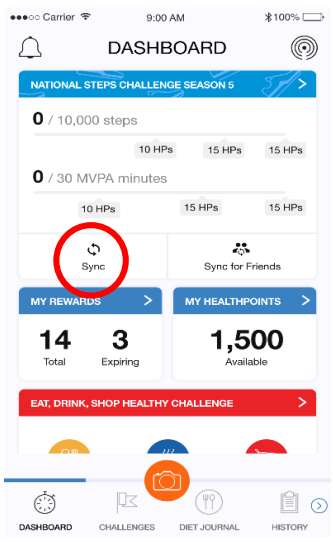
Step 1

- Turn on Bluetooth® on your smartphone.
- Tap on the 'Apps' tab. Switch on your HPB fitness tracker and place it next to your smartphone.



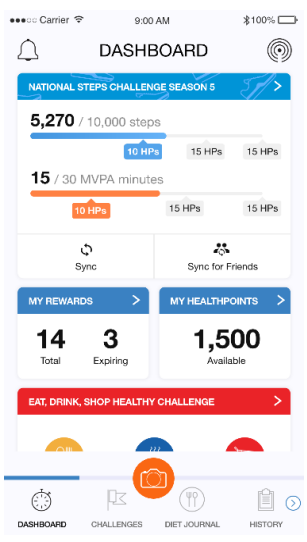
Step 2

- Tap on the refresh button on top right hand corner to complete the pairing process.
- Once successfully refreshed, your paired HPB fitness tracker will be reflected.



Step 3

- Locate the 'National Steps Challenge™ Season 5' card on the 'Dashboard' tab and tap on the 'Sync' button to sync for the first time.



Step 4

- Congratulations! You have successfully set up your HPB fitness tracker.
- You're all set to go! Don't let your effort go to waste and start syncing!

Aim for 150 mins of MVPA per week

Aim for 10,000 steps per day

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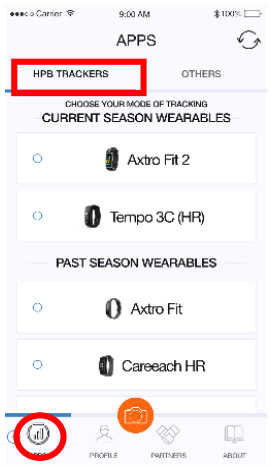
Step-by-Step Guide: How to set up your HPB fitness tracker

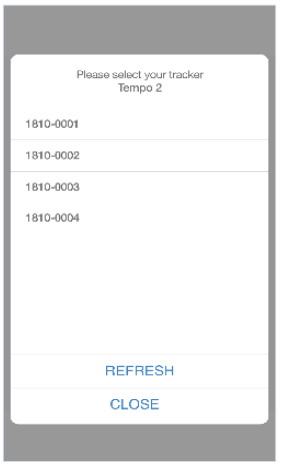
Applicable for: (i) purchased HPB fitness tracker, or (ii) unpaired HPB fitness tracker

If you had collected your HPB fitness tracker at our roadshows or designated collection points, then your fitness tracker would have been set up and paired. You need not set it up again.



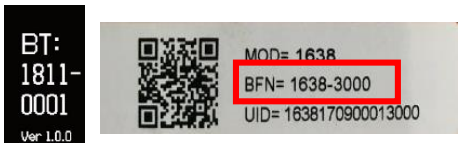
Step 1

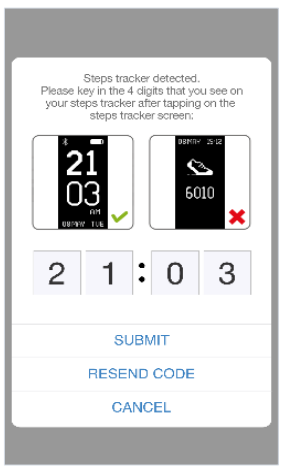
- Turn on Bluetooth® on your smartphone. Switch on your HPB fitness tracker and place it next to your smartphone.
- Tap on 'Apps' tab and select HPB trackers to choose the model of your HPB fitness tracker.
- Please ensure there are no other HPB fitness trackers nearby (at least 1.5m radius).



Step 2

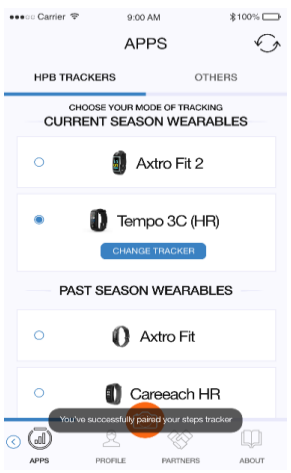
- Select your HPB fitness tracker based on the corresponding Bluetooth® Friendly Name (BFN).
- Your fitness tracker's BFN can be found on the packaging or the second last screen of the tracker display.





Step 3

- You will be prompted to key in a 4-digit code. Tap on your HPB fitness tracker for your 4-digit code.
- Key in the code and tap 'Submit'.



Step 4

- Congratulations! You have successfully set up your HPB fitness tracker.

Replacing a HPB fitness tracker?

Select 'Apps' on the menu bar and tap on 'Change Tracker' button. Repeat Step 1 to Step 3. (Only applicable if you are replacing a HPB fitness tracker of the same model)

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Aim for 10,000 steps per day

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Step-by-Step Guide: How to track your Higher intensity physical activities to earn Healthpoints in the MVPA category

As you go about your daily activities, the HPB fitness tracker will automatically record your heart rate throughout the day, as long as it is charged and worn correctly on the wrist.

There is no need to activate heart rate tracking.

However, if you would like to observe changes in your heart rate real-time on the fitness tracker while working out, you can trigger the Workout Mode'.

How to trigger the 'Workout Mode'

Step 1

Tap the touch sensor on the tracker until you see the 'heart' symbol.

Step 2

Press and hold on the sensor of the tracker until the 'heart' symbol is animated.

Step 3

To stop the 'Workout Mode', press and hold again. Tap to confirm the end of the session.

Exiting the 'Workout Mode' does not mean the tracker will stop tracking your heart rate. Remember, the tracker will always be tracking your heart rate and steps, as long as it is switched on and charged.

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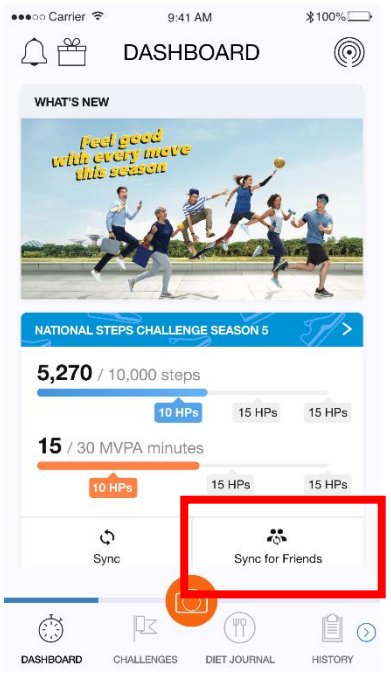
Step-by-Step Guide: How to update your fitness records via Sync for Friends

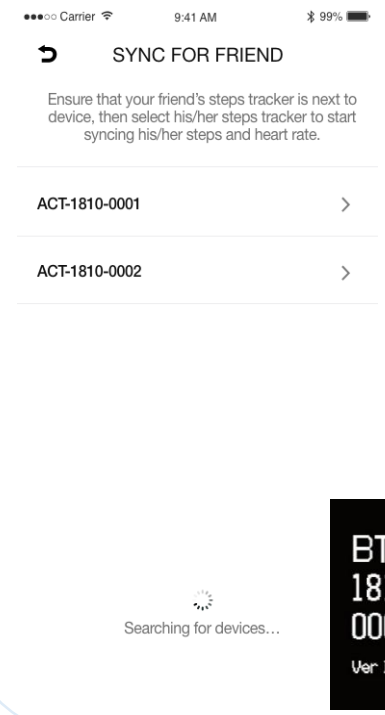
(for those without a compatible smartphone)

Step 1



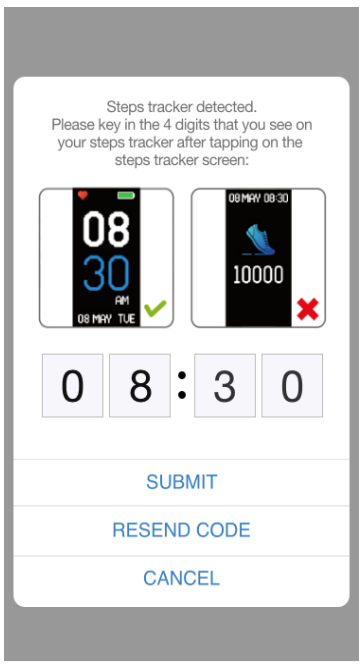
- Ensure that your friend's smartphone is connected to the internet and Bluetooth® is enabled.
- Place your HPB fitness tracker next to your friend's smartphone.
- Tap on the 'Sync for Friends' button to start syncing.

Step 2



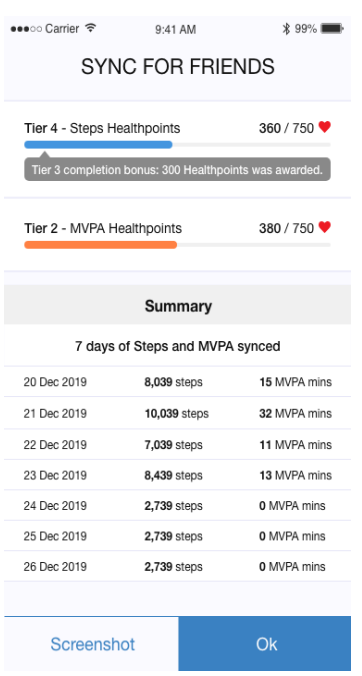
- Select your HPB fitness tracker based on the corresponding Bluetooth® Friendly Name (BFN).
- Your fitness tracker's BFN can be found on the packaging or the second last screen of the tracker display.

Step 3



- You will be prompted to key in a 4-digit code which will be generated on your HPB fitness tracker.
- Key in the code and tap 'Submit'.

Step 4



- Congratulations! You have successfully updated your step count on your friend's smartphone.

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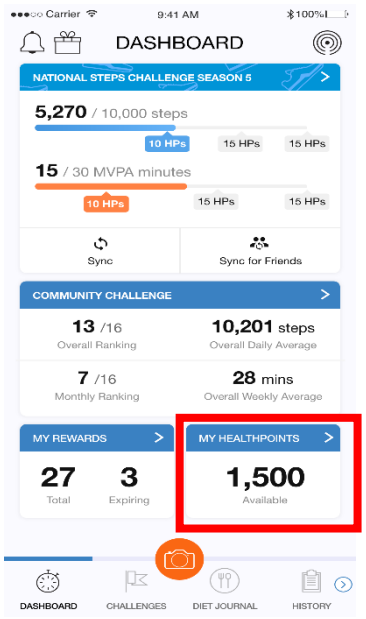
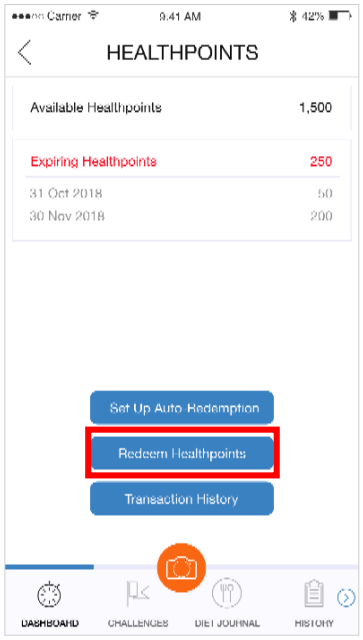
Step-by-Step Guide: How to redeem your Healthpoints for Rewards



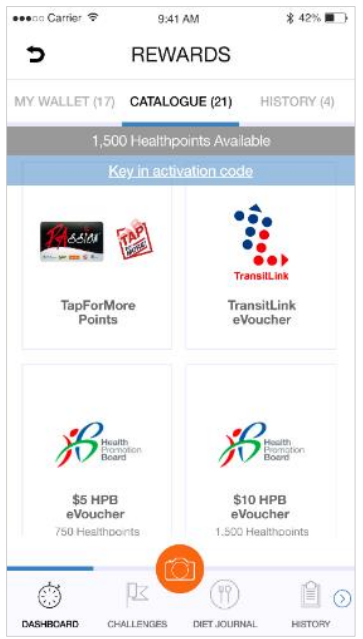
Step 1

To access your Healthpoints, tap on 'My Healthpoints' card on the Dashboard.



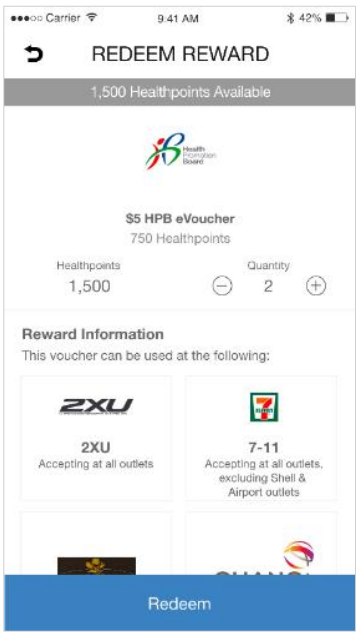
Step 2

Click on 'Redeem Healthpoints' once you have sufficient Healthpoints for redemption.



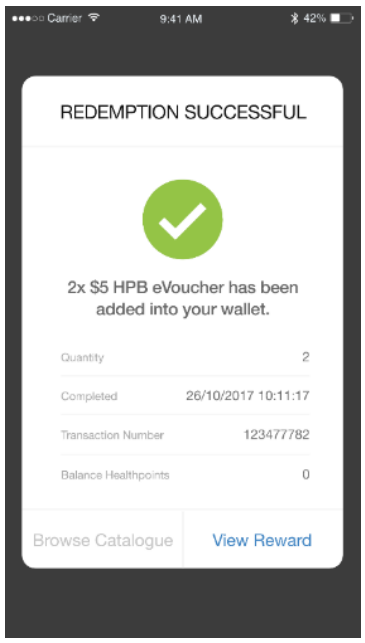
Step 3

Click on 'Catalogue' to view all available vouchers.



Step 4

Select the type of voucher you would like to redeem with your Healthpoints.
Select your quantity and click on 'Redeem'.



Step 5

A message will appear to confirm a successful redemption.

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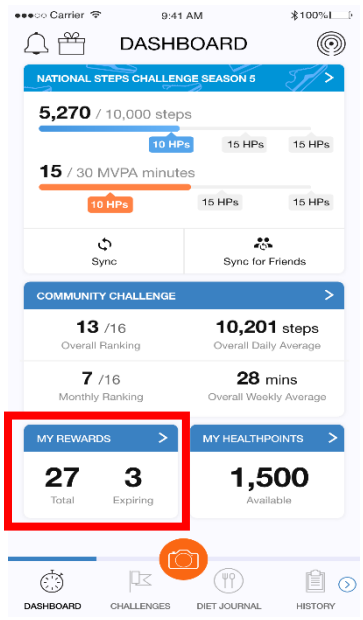
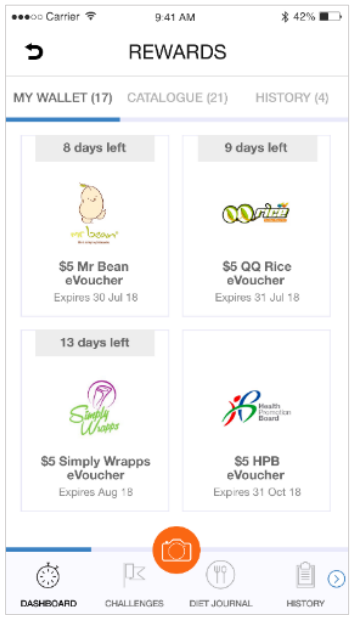
Step-by-Step Guide: How to use your eVouchers



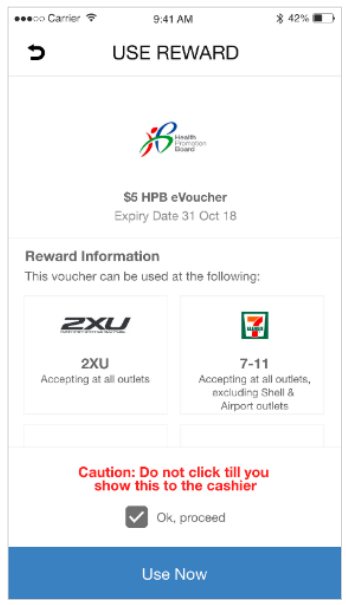
Step I

To access your eVouchers, tap on 'My Rewards' card on the Dashboard.



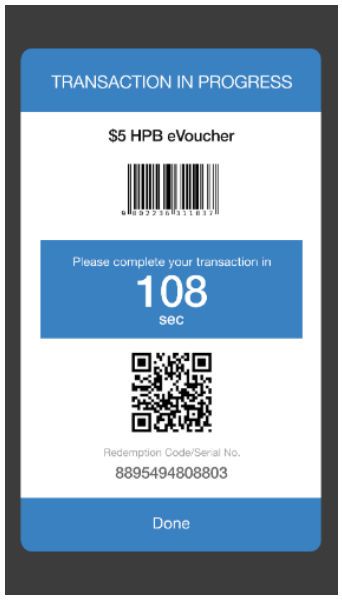
Step 2

The full list of 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'. This action is irreversible, i.e. even if you did not scan the evoucher eventually, it will be taken as used.



Step 4

Countdown timer starts.
Show your screen to the cashier for scanning.
Click 'Done' after transaction.

Step 5

Even if you did not scan the evoucher, it will be taken as used once the countdown timer ends. You will be directed to this screen which will show transaction completed status with date and time.

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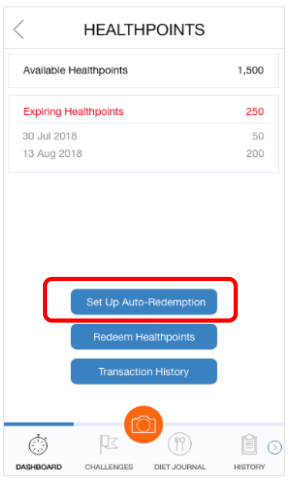
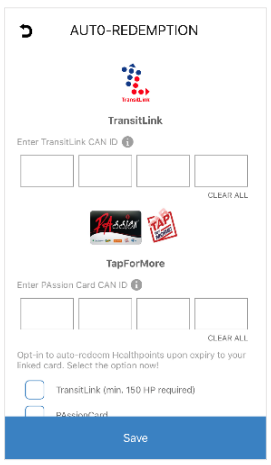
HOW TO SET UP AUTO-REDEMPTION FOR YOUR REWARDS



Step 1

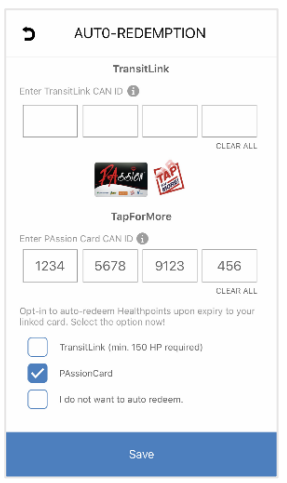
Select the 'Rewards' tab on the Healthy 365 kiosk and tap on the 'Set Up Auto Redemption' button.



Step 2

Opt for TransitLink or Passion Card TapForMore redemption.

Key in your 16-digit CAN ID (located at the reverse side of the card) and click 'Save'.



Step 3

Congratulations! You have successfully set up auto-redemption.

Allow up to 30 days to process your expiring Healthpoints for auto-redemption.

OBTAINING YOUR REWARDS AFTER SETTING UP AUTO-REDEMPTION

TransitLink eVouchers

Auto-redemption can only be processed with a minimum of 150 Healthpoints. If your expiring Healthpoints fall below 150, they will be forfeited.

Proceed to any TransitLink Kiosk or Add Value Machine to top-up your registered travel card. 150 Healthpoints = $1

PAssion Card TapforMore points

Expiring Healthpoints will be automatically credited to your TapForMore account.
1 Healthpoint = 1 TapforMore point

Other terms and conditions apply. For more information on rewards redemption, please visit healthhub.sg/rewards/faqs

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Step-by-Step Guide: FAQs about your HPB fitness tracker

How do I start using my HPB fitness tracker?
Once the HPB fitness tracker is selected and set up on the Healthy 365 mobile app, all you need to do now is to start moving to accumulate steps and clock the duration of your higher intensity physical activity. The HPB fitness tracker can only store up to 7 days of data. You will need to sync it with the Healthy 365 mobile app or Healthy 365 kiosk (for participants without a compatible smartphone) via Bluetooth® at least once every 7 days to avoid losing fitness activity records.

Is the HPB fitness tracker water-resistant?
Yes, as long as the base unit is securely attached to the strap. However, it is not waterproof and cannot be submerged in water.

Do I need to charge the HPB fitness tracker?
Yes, you will need to charge the fitness tracker regularly. Please follow the instructions in the instruction manual which comes along with your HPB fitness tracker Each charge should not exceed 2 hours as overcharging will shorten the battery's lifespan over time. Battery damage as a result of overcharging is not covered under the warranty.

Can I use someone else's fitness tracker if I lose my fitness tracker?
No. Each HPB fitness tracker, once paired, will be uniquely tagged to a person's profile hence it cannot be shared or passed onto someone else. If you lose your fitness tracker, you may choose to continue participating using other steps tracking mode with other compatible trackers or mobile apps. Visit **stepschallenge.sg** for a full list of compatible trackers and mobile apps.

What do I do if my HPB fitness tracker becomes faulty?
As long as the fitness tracker is still within the 12-month warranty period, participants may do a one-for-one exchange of their faulty tracker at the authorised service providers' outlets or the National Steps Challenge™ Customer Care Centres. Participants with faulty Season 4 fitness trackers may also do a 1-to-1 exchange at selected roadshows during National Steps Challenge™ Season 5. Visit **stepschallenge.sg** for roadshow details.

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

National Steps Challenge™ Customer Care Centres	
Location	**Operating hours**
Genix Changi City Point, #02-06 (Opening on 23 September 2019)	11am – 9pm (Daily)
Genix Jcube, #04-15	11am – 9pm (Daily)
Genix Jubilee Square, #01-17	11am – 9pm (Daily)
Genix The CentrePoint, #03-05 (Opening on 23 September)	11am – 9pm (Daily)

For full list of Authorised Service Providers' locations, visit **stepschallenge.sg**.

Aim for 150 mins of MVPA per week

Aim for 10,000 steps per day

For enquiries, please call 1800 567 2020 or email us at stepschallenge@hpb.gov.sg
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