

**NATIONAL STEPS CHALLENGE™ SEASON 4
STEP INTO AN ISLAND CARNIVAL WITH COCA-COLA NO SUGAR CHALLENGE
FREQUENTLY ASKED QUESTIONS**

General Information	
1.	<p>What is the “Step into an Island Carnival with Coca-Cola No Sugar Challenge” all about?</p> <p>The “Step into an Island Carnival with Coca-Cola No Sugar Challenge” is a thematic challenge of the National Steps Challenge™ Season 4 (NSC4). It is a physical activity initiative by the Health Promotion Board (HPB) to encourage NSC4 participants to be physically active every day, anytime and anywhere. Participants stand a chance to win attractive prizes when they successfully complete the entire challenge.</p>
2.	<p>Who can sign up for the “Step into an Island Carnival with Coca-Cola No Sugar Challenge”?</p> <p>The “Step into an Island Carnival with Coca-Cola No Sugar Challenge” is open to all NSC4 participants with a valid NRIC or photo identification at the point of registration. Participants must also be 17 years or older at the point of registration. Please note that eligible persons who are 17 years of age must obtain parental consent before participating in the “Step into an Island Carnival with Coca-Cola No Sugar Challenge”.</p> <p>You are strongly encouraged to come in sports attire and covered shoes.</p>
3.	<p>Must I pay to participate in the “Step into an Island Carnival with Coca-Cola No Sugar Challenge”?</p> <p>No, participation in the “Step into an Island Carnival with Coca-Cola No Sugar Challenge” is free of charge.</p>
4.	<p>How does the “Step into an Island Carnival with Coca-Cola No Sugar Challenge” work?</p> <ul style="list-style-type: none"> • Each eligible participant will be given a game card at registration booth at Palawan Green on 27 April 2019. Last check-in is at 3.30pm. • Follow the instructions on the game card to find and complete the game stations around Sentosa. Each successful activity will give 1 unique stamp. • There are a total of 10 game stations around Sentosa. • Participants with at least 6 completed game stations will receive an exclusive National Steps Challenge™ goodie bag with sure-win prizes and qualify for the Grand Event Draw. Participants with 10 completed game stations will qualify for the Finisher’s Draw.
5.	<p>What are the sure-win prizes?</p> <ul style="list-style-type: none"> • Participants who completed at least 6 game stations will receive an exclusive National Steps Challenge™ goodie bag with sure win prizes (i.e. 2 x \$120 Polar Fitness Tracker vouchers and 1 x Coca-Cola Sports Bag). • Sure-win prizes are not exchangeable for cash. There is strictly no refund or exchanges in prizes allowed. • Sure-win prizes are issued on a first-come, first-served, while stocks last basis

What the prizes and mechanics for the lucky draws?

A total of 2 on-site lucky draws will be conducted.

- Participants need to submit their completed game card into the lucky draw box latest by 5.00pm. Once the game card is submitted, the participant will not be allowed to continue with the challenge.
- To qualify for the Grand Event Draw, participants must complete at least 6 game stations. This entitles the participant to 1 lucky draw chance to the Grand Event Draw.
- To qualify for the Finisher's Draw, participants must complete all 10 game stations. This entitles the participant to 1 lucky draw chance to the Finisher's Draw.

Grand Event Draw

Prize Category	Prize	No. of Winners
1 st Prize	<ul style="list-style-type: none"> • Singapore Airlines Tickets to Taipei • Mini Twist & Step AB-MS1/0 • Luge & Skyride Combo 	1
2 nd and 3 rd Prize	<ul style="list-style-type: none"> • Singapore Airlines Tickets to Hong Kong • Mini Twist & Step AB-MS1/0 • Luge & Skyride Combo 	2
4 th to 10 th Prize	<ul style="list-style-type: none"> • Hotel Stay at Village Hotel at Sentosa • Mini Twist & Step AB-MS1/0 	7
11 th to 30 th Prize	<ul style="list-style-type: none"> • Hotel Stay at Village Hotel at Sentosa • Mini Twist & Step AB-MS1/0 • Reebok Easy Tone Step • Cuvilady • Sentosa Islander Family Membership • Madame Tussauds Singapore Ticket 	20

Finisher's Draw

Prize Category	Prize	No. of Winners
1 st Prize	<ul style="list-style-type: none"> • AIBI Mini Tread w/Desk • AIBI Magnetic Bike (AB-B670) • Cuvilady • 2D1N Family Room with breakfast for 2 at The Village Sentosa • Sentosa Islander Family Membership • Madame Tussauds Singapore Ticket • Reebok Forever Floatride Energy 	1

6.

	2nd and 3rd Prize	<ul style="list-style-type: none"> • CuviLady • Reebok Easy Tone Step • Jaybird Freedom 2 Wireless Sport Headphones • Reebok Forever Floatride Energy • Sentosa Islander Family Membership • Madame Tussauds Singapore Ticket 	2
	4th to 10th Prize	<ul style="list-style-type: none"> • Reebok Easy Tone Step • CuviLady • Sentosa Islander Family Membership • Madame Tussauds Singapore Ticket 	7

- Participants are only allowed to win in 1 prize category for all lucky draws. Eligible participants who qualify but did not win the Finisher's Draw can still qualify for the Grand Event Draw.
- Winners will be required to produce their NRIC (or equivalent) as proof of identification. Winners who fail to provide true and accurate information when participating in the lucky draws will be disqualified.

7. Can I indicate/suggest my own preferred prize category for the lucky draws?
 Participants **will not** be allowed to indicate their preferred prize category. All three lucky draws will be conducted in ascending order of prize categories (i.e. lowest value prize to highest value prize).

8. When will I be notified if I am one of the winners of the lucky draws?
 All lucky draws will be conducted on-site. Eligible participants must be present at the time of draw when their unique serial code or full name or last three digits and alphabet of the NRIC is being called out. If not, the prize will be given to the next winner drawn.

9. How do I sign up for the “Step into an Island Carnival with Coca-Cola No Sugar Challenge”?
Step 1:
 Download the Healthy 365 mobile app on your smartphone, create a profile and sign up for the National Steps Challenge™ Season 4 and “Step into an Island Carnival with Coca-Cola No Sugar Challenge”
Step 2:
 Agree to the Terms and Conditions of the “Step into an Island Carnival with Coca-Cola No Sugar Challenge” and select your preferred tracking mode.
Step 3:
 Head to Palawan Green, Sentosa on 27 April 2019 (11.00am – 6.30pm) to complete the Challenge and win great prizes.
 The Challenge will be available for sign up on the Challenges tab of Healthy 365 mobile app, from **5 April 2019** onwards.

10. What do I do after I have signed up for the “Step into an Island Carnival with Coca-Cola No Sugar Challenge”?
 Once you have successfully signed up for the “Step into an Island Carnival with Coca-Cola No Sugar Challenge” and set up your preferred mode of steps tracking, all you need to do is

	<p>proceed to Palawan Green, Sentosa on 27 April 2019 (11.00am – 6.30pm) to complete the Challenge and win great prizes.</p> <p>Please note that check-in will take place at Palawan Green from 11.00am onwards and the last check-in each day would be at 3.30pm.</p> <p>You are strongly encouraged to come in sports attire and covered shoes.</p>
11.	<p>Will there be any penalty if I decide to withdraw or drop out from the “Step into an Island Carnival with Coca-Cola No Sugar Challenge”?</p> <p>No penalty will be imposed for both withdrawal and drop-out. If you choose to withdraw from the Challenge formally by writing in to us, then you will not be eligible for any of the prizes.</p>
12.	<p>Can I sign up on behalf of my friends or family members for the “Step into an Island Carnival with Coca-Cola No Sugar Challenge”?</p> <p>No, each person must sign up individually on a smartphone.</p>
13.	<p>Can participants without a smartphone participate in “Step into an Island Carnival with Coca-Cola No Sugar Challenge”?</p> <p>Yes, on-site facilitators will help to register non-smartphone participants for the Challenge. Completion of the Challenge does not require the use of a smartphone.</p>
14.	<p>Must I sign up for the National Steps Challenge™ Season 4 as well?</p> <p>Yes, all participants of the “Step into an Island Carnival with Coca-Cola No Sugar Challenge” must be a participant of the National Steps Challenge™ Season 4 (NSC4).</p>
15.	<p>When does the “Step into an Island Carnival with Coca-Cola No Sugar Challenge” start?</p> <p>The Challenge is on 27 April 2019, 11.00am to 6.30pm. Registration for this Challenge will begin on the Healthy 365 mobile app on 5 April 2019, 12 midnight.</p> <p>Please note that check-in will take place at Palawan Green from 10.00am onwards and the last check-in each day would be at 3.30pm.</p>
16.	<p>Can I register on the day itself?</p> <p>Yes, on-site registration is allowed. However, participants are encouraged to register for the challenge on the Healthy 365 mobile app prior to arrival. This would greatly facilitate the on-site check-in process and checks before participants can embark on the Challenge.</p>
17.	<p>Can I participate more than once?</p> <p>No, each participant can only take part in the entire Challenge once.</p>
18.	<p>Is the Challenge time-based (i.e. is the timing taken to complete the Challenge being considered)?</p> <p>No, the Challenge is not time-based. Participants will not be rewarded for completing the Challenge faster and likewise, participants will not be penalised for taking a longer time to complete the Challenge. Participants can participate in the Challenge at their own pace within the Challenge period. Kindly note that all prize redemption should be completed by 5.15pm.</p>

What is the record-breaking attempt about?

We would like to invite NSC4 participants to join the Health Promotion Board in breaking the Singapore Book of Records: "Largest Squat Jump Wave" on 27 April 2019 to celebrate the finale of Season 4.

The record-breaking attempt will commence at **4.00pm at Palawan Green.**

First 900 participants to register and complete the attempt with us will receive an exclusive Coca-Cola duffel bag and qualify for the Record Breaking Draw. While participants below the age of 17 years old are welcomed to participate in the record breaking event, they are not entitled to the Coca-Cola duffel bag and will not qualify for the Record Breaking Draw.

Record Breaking Draw

19.

Prize Category	Prize	No. of Winners
1 st to 10 th Prize	<ul style="list-style-type: none">AIBI 2-in-1 Step and Twist (AB-MS1/0)Reebok Easy Tone StepCuviLady	10
11 th to 20 th Prize	<ul style="list-style-type: none">Reebok Easy Tone StepCuviLadySentosa Islander Family MembershipMadame Tussauds Singapore Ticket	10
21 st to 50 th Prize	<ul style="list-style-type: none">AIBI 2-in-1 Step and Twist (AB-MS1/0)Luge & Skyride Combo	30

Would food be provided for the participants at "Step into an Island Carnival with Coca-Cola No Sugar Challenge"?

20.

Please note that food would not be provided at the Challenge and there are dining options around Sentosa Island.

What are the different modes of steps tracking and/or heart rate recording and compatible trackers?

Participants are encouraged to wear their fitness trackers issued by HPB for the "Step into an Island Carnival with Coca-Cola No Sugar Challenge". Participants may also participate in the Challenge and track their steps and MVPA duration using other trackers or mobile applications compatible with the Healthy 365 mobile app.

21.

National Steps Challenge™ preferred mobile apps and trackers:

- Actxa® mobile app
- Garmin Connect mobile app
- Polar Flow mobile app

Other mobile apps and trackers:

- HealthKit mobile app with Apple Watch
- Samsung Health mobile app with Samsung Wearables
- Fitbit mobile app with any Fitbit tracker

	<p>If you are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate in order to contribute to the time spent on MVPA.</p>
22.	<p>Will participants of the “Step into an Island Carnival with Coca-Cola No Sugar Challenge” be given a free HPB fitness tracker?</p> <p>HPB fitness trackers will not be distributed for this Challenge.</p> <p>Participants may track their steps and MVPA duration using the following trackers or mobile applications compatible with the Healthy 365 mobile app.</p> <p>National Steps Challenge™ preferred mobile apps and trackers:</p> <ul style="list-style-type: none"> • Actxa® mobile app • Garmin Connect mobile app • Polar Flow mobile app <p>Other mobile apps and trackers:</p> <ul style="list-style-type: none"> • HealthKit mobile app with Apple Watch • Samsung Health mobile app with Samsung Wearables • Fitbit mobile app with any Fitbit tracker
Healthy 365 Mobile App	
23.	<p>Is the Healthy 365 mobile app compatible with my smartphone?</p> <p>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.</p> <p>For smartphone OS versions, the Healthy 365 mobile app requires at least Android 4.4 and iOS 8 and above to operate.</p> <p>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.</p> <p>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)</p> <p>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.</p>
24.	<p>Do I need data or internet connection to use the Healthy 365 mobile app?</p> <p>The Healthy 365 mobile app requires internet connection (data plan or WI-FI connection) to register for National Steps Challenge™ Season 4. The app does not require internet connection to sync your fitness tracker to your smart phone as it uses Bluetooth®</p>

technology. However, internet connection is required for the fitness record to be sent to our server for updating of the Challenge Summary page.

Technical Assistance/ Troubleshooting

I cannot click on “I Agree” when I try to register for National Steps Challenge™ Season 4.

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:

25. a) Go to your phone’s “Settings” page
b) Tap on “General”, followed by “Date & Time”
c) 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

I am unable to complete registration for the National Steps Challenge™ Season 4 on the Healthy 365 mobile app.

26. You might not have internet connectivity or our servers may be busy/under maintenance at the moment. Please try again later. If the problem persists, please contact us at stepschallenge@hpb.gov.sg for further assistance.

For other enquiries, please contact us at stepschallenge@hpb.gov.sg.