

**NATIONAL STEPS CHALLENGE[™]
SPECIAL EDITION THEMATIC CHALLENGE**

**STEP BACK IN TIME BY THE SINGAPORE RIVER CHALLENGE
FREQUENTLY ASKED QUESTIONS**

General Information	
1.	<p>What is the “Step Back in Time by the Singapore River Challenge” all about?</p> <p>The “Step Back in Time by the Singapore River Challenge” is a special edition thematic challenge of the National Steps Challenge[™] Season 4 (NSC4). It is a physical activity initiative by the Health Promotion Board (HPB) to encourage participants to be physically active every day, anytime and anywhere. This thematic challenge aims to infuse nostalgia and sentimentality for the past, with a focus on the Merdeka Generation and Pioneer Generation Participants.</p>
2.	<p>Who can sign up for the “Step Back in Time by the Singapore River Challenge”?</p> <p>The “Step Back in Time by the Singapore River Challenge” is open to all 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 Back in Time by the Singapore River 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 Back in Time by the Singapore River Challenge”?</p> <p>No, participation in the “Step Back in Time by the Singapore River Challenge” is free of charge.</p>
4.	<p>How does the “Step Back in Time by the Singapore River Challenge” work?</p> <ul style="list-style-type: none"> • Each eligible participant will be given a game card at the registration booth at the Hardcourt at Asian Civilisations museum between 20 – 21 July 2019. Last check-in is at 2.00pm on each day. • Follow the instructions on the game card to find and complete the game stations around Asian Civilisations Museum and the Singapore River. Participant who complete each game station successfully will be given 1 unique stamp. • There are a total of 3 game stations around Asian Civilisations Museum and the Singapore River. • 1 of the 3 game stations, the Time Traveller game station, will be exclusive for the Merdeka Generation and Pioneer Generation participants. Only participants who qualify as Merdeka Generation and Pioneer Generation will be able to participate in this game station. • Merdeka Generation and Pioneer Generation participants will receive a special edition token upon completion of the Time Traveller game station. • After completing 2 game stations, participants can join the BALIKSG Augmented Reality (AR) app game. • Participants with at least 2 completed game stations will receive an exclusive National Steps Challenge[™] goodie bag with sure-win prizes. Participants with at least 2

	completed game stations and complete the BALIKSG AR app game will qualify for our Grand Mystery Draw.									
5	<p>How do I know when if I have completed the BALIKSG AR app game?</p> <ul style="list-style-type: none"> You will unlock a puzzle piece at each AR station. The game will be completed upon collection of any 6 out of 8 puzzle pieces (6 out of 7 stations available on the app) to form a puzzle. 									
5.	<p>How do I know if I qualify as a Merdeka Generation or Pioneer Generation participant?</p> <ul style="list-style-type: none"> Participants will qualify as a Merdeka Generation or Pioneer Generation participant if they are born on 1959 or before. During registration, our on-site facilitators will assist to verify your age profile as indicated in your Healthy 365 mobile app profile against your NRIC. Upon verification, our on-site facilitators will issue you a tag identifying you as a Merdeka Generation or Pioneer Generation participant. You will then be able to participate in the game station specially dedicated for Merdeka Generation and Pioneer Generation participants and be eligible to receive a special limited edition token upon completion of the game station. 									
5.	<p>What are the sure-win prizes?</p> <ul style="list-style-type: none"> Participants who completed at least 2 game stations will receive the exclusive National Steps Challenge™ goodie bag with sure-win prizes (i.e. 2 x \$120 Polar Fitness Tracker vouchers, 1 x Sports/Gym Bag, 1 x AIBI \$10 voucher, 1 x Discounted admission to Guo Pei: Chinese Art and Couture) All prizes and premiums are not exchangeable for cash. Refund or exchanges in prizes is strictly not allowed. All prizes and premiums are issued on a first-come, first-served, while stocks last basis. 									
6.	<p>What is the Grand Mystery Draw about?</p> <p>The Lucky Draw will be conducted after the event.</p> <ul style="list-style-type: none"> Participants need to submit their completed game card for verification at the prize redemption booth latest by 3.00pm. Once the game card is submitted, the participant will not be allowed to continue with the challenge. Participants will need to fulfil the following to be eligible for the Grand Mystery Draw (Every participant will be entitled to 1 lucky draw chance) <ul style="list-style-type: none"> PART 1: Complete at least 2 game stations at the Asian Civilisations Museum PART 2: Collect 6 puzzles pieces within the BALIKSG AR app game This entitles each participant to 1 lucky draw chance. <p>Grand Mystery Draw</p> <table border="1"> <thead> <tr> <th>Prize Category</th> <th>Prize</th> <th>No. of Winners</th> </tr> </thead> <tbody> <tr> <td>1st Prize</td> <td> <ul style="list-style-type: none"> True Fitness 12-month membership Osim uGallop 2 Fitness Machine </td> <td>1</td> </tr> <tr> <td>2nd Prize</td> <td> <ul style="list-style-type: none"> True Fitness 12-month membership Garmin vivosmart HR EZ-Link </td> <td>1</td> </tr> </tbody> </table>	Prize Category	Prize	No. of Winners	1st Prize	<ul style="list-style-type: none"> True Fitness 12-month membership Osim uGallop 2 Fitness Machine 	1	2nd Prize	<ul style="list-style-type: none"> True Fitness 12-month membership Garmin vivosmart HR EZ-Link 	1
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3rd Prize	<ul style="list-style-type: none"> • Osim uGallop 2 Fitness Machine • Jaybird Freedom 2 Wireless Sport Headphones • Garmin vivosmart HR EZ-Link 	1
4th Prize	<ul style="list-style-type: none"> • Reebok EasyTone Step • Cuvilady • Sentosa Islander Family Membership • Madame Tussauds Singapore Ticket • Garmin vivosmart HR EZ-Link 	1
5th to 10th Prize	<ul style="list-style-type: none"> • Garmin vivosmart HR EZ-Link 	6

- Participants are only allowed to win in 1 prize category for the lucky draw.
- Lucky draw winners will be contacted by e-mail and mobile. All eligible participants are to ensure that their profile information in Healthy 365 app is accurate. Prizes for uncontactable participants shall be forfeited.
- To redeem the prizes, 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.
- If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian.
- Prizes are not exchangeable for cash. There is strictly no refund or exchanges in prizes allowed.

Can I indicate/suggest my own preferred prize category for the lucky draws?

7. Participants **will not** be allowed to indicate their preferred prize category. The lucky draw will be conducted in ascending order of prize categories (i.e. lowest value prize to highest value prize).

How will I be notified if I am one of the winners of the lucky draws?

8. All winners will be published on www.stepchallenge.sg and shall be notified through email and phone within 1 month from the post-event lucky draw. Instructions on prize collection will be shared during the notification.

How do I sign up for the “Step Back in Time by the Singapore River Challenge”?

9. **Step 1:** Download the Healthy 365 mobile app on your smartphone, create a profile and Sign up for "Step Back in Time by the Singapore River Challenge" on the Challenges tab via the Healthy 365 mobile app. Registration starts from 8 July 2019.
- Step 2:** Consent to the Terms & Conditions to complete sign up.
- Step 3:** Download the BALIKSG AR mobile app prior to-onsite check-in.
- Step 4:** Check-in on-site at the Hardcourt at Asian Civilisations Museum on 20 or 21 July 2019. Last check-in is at 2.00pm.
- Step 5:** Complete the game card by participating in the game stations around Asian Civilisations Museum and the Singapore River. Complete the BALIKSG AR app game to further qualify for our Post-Event Lucky Draw.
- Step 5:** Upon completion of at least 2 stations, you may proceed to the prize redemption booth at the Hardcourt at Asian Civilisations Museum to redeem your goodie bag with sure-

	<p>win prizes Once verified that you have completed the BALIKSG AR app game, you will also qualify for our Grand Mystery Draw.</p> <p>The Challenge will be available for sign up on the Challenges tab of Healthy 365 mobile app, from 8 July 2019 onwards.</p>
10.	<p>What do I do after I have signed up for the “Step Back in Time by the Singapore River Challenge”?</p> <p>Once you have successfully signed up for the “Step Back in Time by the Singapore River Challenge”, all you need to do is proceed to the Hardcourt at Asian Civilisations Museum on 20 or 21 July 2019.</p> <p>Please note that check-in will take place at Hardcourt at Asian Civilisation Museum from 10.00am onwards and the last check-in each day would be at 2.00 pm.</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 Back in Time by the Singapore River 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, 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 Back in Time by the Singapore River Challenge”?</p> <p>No, each person must sign up individually on a smartphone.</p>
13.	<p>Can participants without a smartphone participate in “Step Back in Time by the Singapore River Challenge”?</p> <p>Participants without a smartphone will not be able to participate in the BALIKSG AR app game and consequently, will not qualify for the Grand Mystery Draw. Nevertheless, on-site facilitators will still help non-smartphone participants to register for the Challenge as they can still participate in the game stations to receive the exclusive National Steps Challenge™ goodie bag with sure-win prizes.</p>
14.	<p>Must I sign up for the National Steps Challenge™ Season 4 as well?</p> <p>No, participant will only require to sign-up for the “Step Back in Time by the Singapore River Challenge” on the Challenges tab via the Healthy 365 mobile app.</p>
15.	<p>When does the “Step Back in Time by the Singapore River Challenge” start?</p> <p>The Challenge is on 20 and 21 July 2019, 10.00am to 3.00pm. Registration for this Challenge will begin from 8 July 2019, 12 midnight, via the Healthy 365 mobile app.</p> <p>Please note that check-in will take place at the Hardcourt at Asian Civilisations Museum from 10.00am onwards and the last check-in each day will be at 2.00pm.</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. Participants are also strongly encouraged to download the BALIKSG 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 (i.e. either on 20 or 21 July 2019).</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 3.00pm.</p>
20.	<p>Would food be provided for the participants at “Step Back in Time by the Singapore River Challenge”?</p> <p>Please note that food will not be provided at the Challenge.</p>
21.	<p>What are the different modes of steps tracking and/or heart rate recording and compatible trackers?</p> <p>Participants are encouraged to wear their fitness trackers issued by HPB for the “Step back in time by the Singapore river 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.</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 <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 Back in Time by the Singapore River 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>

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

Healthy 365 Mobile App

Is the Healthy 365 mobile app compatible with my smartphone?

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.

- 23.
- 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.

Do I need data or internet connection to use the Healthy 365 mobile app?

- 24.
- 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® 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 "Step Back in Time by the Singapore River Challenge".

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.

- 25.
- Please follow the steps below:

For iOS:

- a) Go to your phone's "Settings" page
- b) Tap on "General", followed by "Date & Time"
- c) Turn on "Set Automatically" option

For Android:

- a) Go to your phone's "Settings" page
- b) Tap on "Date and Time"

	c) Turn on “Automatic date and time” option
26.	I am unable to complete registration for the “Step Back in Time by the Singapore River Challenge” on the Healthy 365 mobile app. 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.