

**NATIONAL STEPS CHALLENGE™ SEASON 4  
 THEMATIC CHALLENGE #3  
 “STEP UP TO THE ECO-HUNT @ NIGHT SAFARI  
 FREQUENTLY ASKED QUESTIONS (FAQS)**

General Information	
1.	<p><b>What is the Step Up to The Eco-Hunt @ Night Safari Challenge?</b></p> <p>The Step Up to The Eco-Hunt @ Night Safari 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><b>Who can sign up for Thematic Challenge #3– Step Up to The Eco-Hunt @ Night Safari Challenge</b></p> <p>The Step Up to The Eco-Hunt @ Night Safari 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 below 21 years of age must obtain parental consent before participating in the Step Up to The Eco-Hunt @ Night Safari Challenge.</p>
3.	<p><b>How does the Thematic Challenge #3 – Step Up to The Eco-Hunt @ Night Safari Challenge work?</b></p> <p>Participants stand a chance to win attractive prizes by completing the checkpoints and game stations located within Night Safari during the Challenge period (19 Jan 2019, 8.15pm to 12.15am).</p> <ul style="list-style-type: none"> <li>• Each participant will be given a game kit which comprises of a challenge passport and a pair of 3D glasses.</li> <li>• There will be 6 checkpoints and 3 game stations located within Night Safari.</li> <li>• Each checkpoint and game station entitles a participant to 1 unique stamp. A total of 6 checkpoint stamps and 3 game stations stamps can be collected.</li> <li>• In order to earn stamps at the checkpoints and game stations, participants will have to answer a question or complete a task.</li> <li>• Participants would be given 1 hour to complete their challenge passport.</li> <li>• Participants will be eligible to 3 tiers of prizes.</li> </ul>

**Challenge prize mechanics:**

	Tier 1	Tier 2	Tier 3
<b>Condition</b>	Collected 6 unique checkpoint stamps	Collected 6 unique checkpoint stamps  Completed at least 1 game station and return to redemption booth within given time limit	Collected 6 unique checkpoint stamps  Completed all 3 game stations
<b>Prizes</b>	Goodie bag, \$120 Polar voucher, 100Plus Shoe bag and a \$50 Timberland Digital voucher	Goodie bag, \$120 Polar voucher, 100Plus Shoe bag and a \$50 Timberland Digital voucher  1 Chance for Lucky Pick "Tikam Wall"	Goodie bag, \$120 Polar voucher, 100Plus Shoe bag and a \$50 Timberland Digital voucher  *1 Chance for Lucky Pick "Tikam Wall"  1 Lucky Draw chance  *Tikam Wall chance applies only when participant returns to the redemption booth within the time limit

- To qualify for the lucky draw, participants may choose not to return to the redemption booth within the time limit to complete all 3 game stations but this will mean that the chance for the Tikam Wall will be forfeited.
- Participants will have to submit their challenge passport on-site in order to redeem the prizes and qualify for the Tikam Wall and/or Lucky Draw.
- Participants must complete the challenge and redeem their goodie bags before the official event end time.
- All prizes are issued in a first come first served, while stocks last basis.
- No refunds or exchanges of prizes are allowed.
- Once prizes are redeemed, participants would not be allowed to continue with the challenge.

**4. How does the Tikam Wall and Lucky Draw work?**

Participants will be eligible for 1 Lucky Pick "Tikam Wall" Chance if they **collect all 6 checkpoint stamps, at least 1 game station stamp** and return to the redemption booth **within the given time limit**.

**Tikam Wall Prizes:**

No.	Description
1	Timberland AEROCORE Footwear
2	Timberland Logo Tee
3	Polar A370
4	Friends of Wildlife Membership for 2 adults, 1 child
5	Timberland Yellow Boots
6	Timberland Packable Jacket
7	Timberland Packable Backpack
8	COKE Stevia Duffle Bag

Participants will be eligible for 1 Lucky Draw Chance if they collect **all 6 checkpoint stamps** and **all 3 game station stamps**.

**Lucky draw prizes:**

Prize category	Description	Number of Winners
1 <sup>st</sup> prize	<ul style="list-style-type: none"> <li>• Friends of Wildlife Membership for 2 adults, 1 child</li> <li>• Timberland AEROCORE Footwear</li> <li>• Timberland Packable Backpack</li> <li>• Timberland Packable Jacket</li> </ul>	5
2 <sup>nd</sup> prize	<ul style="list-style-type: none"> <li>• Timberland AEROCORE Footwear</li> <li>• Timberland Packable Backpack</li> <li>• Timberland Packable Jacket</li> </ul>	5
3 <sup>rd</sup> prize	<ul style="list-style-type: none"> <li>• Timberland AEROCORE Footwear</li> <li>• Timberland Packable Backpack</li> </ul>	5
4 <sup>th</sup> prize	<ul style="list-style-type: none"> <li>• Timberland Logo Tee</li> <li>• Timberland Packable Backpack</li> </ul>	5

- Only participants of the Step Up to The Eco-Hunt @ Night Safari are eligible to take part in the Tikam Wall and Lucky draw.
- A lucky draw will be conducted, in descending order (lowest value prize to highest value prize), to select the winners. This means that a lucky draw will be conducted for the 4<sup>th</sup> prize, followed by the 3<sup>rd</sup> prize, followed by the 2<sup>nd</sup> prize and finally the 1<sup>st</sup> prize.
- Participants are only allowed to win in one category.
- Participants who did not win in the lucky draw of the preceding category will remain eligible to win in the draws of the subsequent categories.
- In the event that a participant wins in a category, their names will be automatically removed from the other subsequent categories.
- HPB may, in its sole and absolute discretion and without prior notice, replace, change or substitute any prizes with another of similar value.
- Prizes are not exchangeable for cash. Any request to exchange prizes will not be entertained.
- If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian.

**5. When will I be notified if I am one of the winners of the lucky pick/lucky draw?**

The lucky pick and lucky draw will be conducted by mid Feb 2019. All winners will be published on [www.stepchallenge.sg](http://www.stepchallenge.sg) and shall be notified through email and phone within 1 month from the date of draw.

**6. Can I indicate/suggest my own preferred prize category for the lucky pick or lucky draw?**

Participants will not be allowed to indicate their preferred prize category.

**7. How do I sign up for the Thematic Challenge #3 – Step Up to The Eco-Hunt @ Night Safari Challenge?**

Only the **first 750 participants will be eligible for free entry into Night Safari and participation in the Eco-Hunt**. Check in and registration on-site is strictly on a **first come first serve basis**.

**Step 1:**

Download or update to the latest version of the Healthy 365 mobile app via Apple App Store or Google Play Store. Create or restore your profile, if you already have one.

**Step 2:**

Sign up for the National Steps Challenge™ Season 4 and pre-register for the Step Up to The Eco-Hunt @ Night Safari Challenge on the Challenges tab.

**Step 3:**

Consent to the Terms and Conditions of the Challenge and select your preferred tracking mode.

**Step 4:**

Head to Safari Square, located between the entrances of River Safari and Night Safari on the Challenge day, 19 Jan 2018, to check-in and register for a game kit at the registration booth.

**Step 5:**

Complete the challenge passport by locating checkpoints and participating in the game stations located within Night Safari.

**Step 6:**

Upon the completion of the challenge passport, head to Night Safari main entrance to redeem the prizes at the National Steps Challenge™ prize redemption booth.

The Challenge will be available for pre-registration on the Challenges tab of Healthy 365 mobile app, from 5<sup>th</sup> January 2019 onwards.

**8. How would the on-site check-in and registration process be like?**

The Eco-Hunt will be conducted in three 1 hour waves, with a maximum of 250 participants per wave, on a first come first served basis. When the maximum capacity for 250 participants is reached for each wave, participants will be allocated to the next available wave.

Waves	Time Slots
1	<b>8.15pm</b> <i>Check in by 7.15pm</i>
2	<b>9.15pm</b> <i>Check in by 8.15pm</i>
3	<b>10.15pm</b> <i>Check in by 9.15pm</i>

Registration for each wave will close one hour before the scheduled wave time or when 250 participants are reached, whichever comes first. Therefore, participants may not be allocated to their preferred wave slot. For example, participants who wish to check in for the 8.15pm wave might be allocated to the 9.15pm or later wave, subject to availability and on a first come first served basis.

**9. How will I know if there are still remaining available slots?**

A push notification will be sent via the Healthy 365 mobile app once the slots of each wave have been filled up. Participants are reminded to turn on their push notifications and check their Healthy 365 mobile app to avoid disappointment.

**10. Can I bring 2 children to the Thematic Challenge #3 – Step Up to The Eco-Hunt @ Night Safari Challenge?**

	For each adult is only allowed to have 1 accompaniment of 1 child. For each additional child, the participant will have to purchase an additional ticket.
11.	<p><b>Can I pre-register on behalf of my friends or family members for the Thematic Challenge #3 – Step Up to The Eco-Hunt @ Night Safari Challenge?</b></p> <p>No, each person must pre-register individually on a smartphone.</p>
12.	<p><b>Must I pay to participate in the Thematic Challenge #3 – Step Up to The Eco-Hunt @ Night Safari Challenge?</b></p> <p>No, participation in the Step up to The Eco-Hunt @ Night Safari Challenge is free of charge. However, note that <b>only the first 1000 participants will be granted free entry into Night Safari.</b> Check-in and registration on-site is strictly on a <b>first come first serve basis.</b></p>
13.	<p><b>Must I sign up for the National Steps Challenge™ Season 4 as well?</b></p> <p>Yes, participants of the Step Up to The Eco-Hunt @ Night Safari Challenge will need to be a participant of the National Steps Challenge™ Season 4.</p>
14.	<p><b>Is my child allowed to participate in the Thematic Challenge #3 – Step Up to The Eco-Hunt @ Night Safari Challenge?</b></p> <p>Since participants of the National Steps Challenge™ Season 4 are required to be 17 years old and above, children below 17 years old would not be able to register for this Challenge. However, <b>each participant who successfully checks in at the venue is entitled to bring along 1 child aged 3 – 16 years old into Night Safari for free.</b> Each adult child pair would receive 1 game kit, which consists of 1 challenge passport and a pair of 3D glasses. Participants are required to pay the Night Safari entrance fee for any extra children who are accompanying them.</p>
15.	<p><b>Will there be any penalty if I decide to withdraw from the Thematic Challenge #3 – Step Up to The Eco-Hunt @ Night Safari Challenge?</b></p> <p>No penalty will be imposed.</p>
16.	<p><b>When does the Thematic Challenge #3 – Step Up to The Eco-Hunt @ Night Safari Challenge begin?</b></p> <p>The Step Up to The Eco-Hunt @ Night Safari Challenge will begin on 19 Jan 2019 from 8.15pm to 12.15am. Pre-registration on the Health 365 mobile app starts on 5 Jan 2019 at 12.00am. Registration and check-in on-site will begin on 19 Jan 2019 from 7.15pm onwards. Redemption of the goodie bags will end on 20 Jan 2019 at 12.15am sharp.</p>
17.	<p><b>What do I do after I have signed up for the Thematic Challenge #3 – Step Up to The Eco-Hunt @ Night Safari Challenge?</b></p> <p>Once you have pre-registered for Step Up to The Eco-Hunt @ Night Safari Challenge, all you need to do now is to proceed to Safari Square (located between the entrances of River Safari and Night Safari) on 19 Jan 2019, from 7.15pm onwards, to check-in and collect the game kit in order to start the challenge. Note that only the first 1000 participants will be eligible for free entry into Night Safari and participation in the Eco-Hunt, on a first come first serve basis.</p>
18.	<p><b>Can I participate more than once?</b></p> <p>No. Each participant may only take part in the challenge once.</p>

19.	<p><b>Is the Challenge time-based? I.e. is the timing taken to complete the Challenge is being considered?</b></p> <p>Participants are given 1 hour to complete their game passports. Should participants collect 6 checkpoint stamps, complete at least 1 game station and return to the redemption booth <b>within the given time limit</b>, participants would be eligible for 1 Lucky Pick “Tikam” Chance. Participants <b>can choose to complete the challenge at their own time and pace</b>, however the Lucky Pick “Tikam” chance would be <b>forfeited</b> should participants failed to return to the redemption booth within the given time limit. For example, participants who choose to complete all 6 checkpoints and 3 game stations without returning to the redemption booth within the time limit would qualify for 1 Lucky Draw Chance while forfeiting their Lucky Pick “Tikam” Chance.</p>
20.	<p><b>Am I permitted to re-enter Night Safari after exiting the park?</b></p> <p>Yes. The entry ticket entitles participants to exit and re-enter the park multiple times on the same day.</p>
21.	<p><b>What are the different modes of steps tracking?</b></p> <p>Participants may track their steps 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"> <li>• Actxa® mobile app</li> <li>• Garmin Connect mobile app</li> <li>• Polar Flow mobile app</li> </ul> <p>Other mobile apps and trackers:</p> <ul style="list-style-type: none"> <li>• HealthKit mobile app with Apple Watch</li> <li>• Samsung Health mobile app with Samsung Wearables</li> <li>• Fitbit mobile app with any Fitbit tracker</li> </ul> <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> <p><b>Please note that the Healthy 365 mobile app will only retrieve up to seven days of data and you will need to sync your selected tracking mode with the Healthy 365 mobile app at least once every seven days to prevent any data loss. Tap on “Sync” on the “Dashboard” to sync.</b></p> <p>Note: Steps synced into Healthy 365 mobile app are dependent on the steps recorded from the mobile device itself. Healthy 365 mobile app alone does not do any form of steps tracking.</p>
22.	<p><b>Will participants of the Thematic Challenge #3 – Step Up to The Eco-Hunt @ Night Safari Challenge be given a free HPB steps tracker?</b></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"> <li>• Actxa® mobile app</li> </ul>

- 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

Participants who have not collected their HPB fitness tracker may also make an appointment at <https://stepschallenge-appointment.sg> to collect at selected Singapore Post Offices.

### Healthy 365 mobile app

#### 23. 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.

- 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.

#### 24. Do I need data or 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.

### Technical assistance / Troubleshooting

#### 25. I cannot click on "I Agree" when I try to register for a 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.

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 "Set Automatically" option on

For Android:

	<ul style="list-style-type: none"><li>a) Go to your phone's "Settings" page</li><li>b) Tap on "Date and Time"</li><li>c) Turn "Automatic date and time" option on</li></ul>
26.	<p><b>I am unable to complete registration for a challenge on the Healthy 365 mobile app.</b></p> <p>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 <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> for further assistance.</p>

**For other enquiries, please contact us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg).**