

NATIONAL STEPS CHALLENGE[™] SEASON 4
QRazy QR Quest @ Tampines Mall
FREQUENTLY ASKED QUESTIONS

General Information	
1.	<p>What is the “QRazy QR Quest @ Tampines Mall Challenge”?</p> <p>The “QRazy QR Quest @ Tampines Mall Challenge” is a backend thematic challenge of the National Steps Challenge[™] Season 4 (NSC4), which is a physical activity initiative by the Health Promotion Board (HPB) and Health Promoting Malls, to encourage NSC4 participants to be physically active every day, anytime and anywhere. Participants stand a chance to win attractive prizes by scanning QR codes around Tampines Mall.</p>
2.	<p>Who can sign up for the “QRazy QR Quest @ Tampines Mall Challenge”?</p> <p>The “QRazy QR Quest @ Tampines Mall Challenge” is open to all Healthy 365 app users with a valid NRIC or FIN number, with a smartphone 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 18 years of age must obtain parental consent before participating in the QRazy QR Quest @ Tampines Mall Challenge.</p>
3.	<p>Must I pay to participate in the “QRazy QR Quest @ Tampines Mall Challenge”?</p> <p>No, participation in the “QRazy QR Quest @ Tampines Mall Challenge” is free of charge.</p>
4.	<p>When is the challenge period?</p> <p>Challenge period is between 6th May – 12th May 2019.</p>
5.	<p>Where is Tampines Mall located?</p> <p>Tampines Mall is located at 4 Tampines Central 5, Singapore 529510</p> <p>Nearest MRT: EW2/DT32 Tampines</p>
6.	<p>How does the “QRazy QR Quest @ Tampines Mall Challenge” work?</p> <p>Participants stand to win attractive prizes for taking part in the “QRazy QR Quest @ Tampines Mall Challenge”.</p> <p>Sign up for the challenge via the Healthy 365 mobile app from 10th April onwards to receive daily clues on the designated QR code to scan. Daily clues will be send through the Healthy 365 push notification.</p> <p>During the challenge period, 7 unique QR codes will be placed around Tampines Mall. Participant will have to scan the designated QR code each day. Each QR code scan gives</p>

you a sure-win reward and a lucky draw chance. Participants who clocked at least 150 minutes of MVPA during challenge period will earn an additional lucky draw chance.

QR codes are valid for scanning during challenge period from 7am – 10pm daily.

What are the sure-win prizes?

Number of QR codes scanned	Prize
7	\$50 Running Lab Shoe eVoucher
5 – 6	\$30 Reebok eVoucher
3 – 4	ZALORA 15% off promo code
1 – 2	\$20 OSIM eVoucher

7.

When will I receive the sure-win prizes?

8.

Based on the number of QR codes scanned, participants will receive their sure-win prize under “My Rewards” in the Healthy 365 mobile app within 2 months after the challenge ends.

What are the prizes for Lucky Draw and when will the draw be conducted?

Prize	No. of winners
OSIM uBumBum Lower Back Massager (worth up to \$899) & Sentosa Islander Family Membership (worth up to \$50)	5

9.

Winners of the lucky draw will be contacted via phone call and/or email about 2 weeks from draw date. Participant are required to ensure that their information on the Healthy 365 mobile app is accurate. Prizes for uncontactable participants will be forfeited.

Lucky draw will be conducted in ascending order (lowest value prize to highest value prize), to select the winners.

How do I sign up for the “QRazy QR Quest @ Tampines Mall Challenge”?

10.

Step 1: Download the Healthy 365 mobile app on your smartphone, create or restore your profile and sign up for “QRazy QR Quest @ Tampines Mall Challenge”*.

Step 2: Agree to the Terms and Conditions of the “QRazy QR Quest @ Tampines Mall Challenge”, select your preferred tracking mode, and begin.

** If you are not a current participant of the National Steps Challenge™ Season 4, by signing up for “QRazy QR Quest @ Tampines Mall Challenge”, you will be auto-signed up to the National Steps Challenge™ Season 4.*

11.

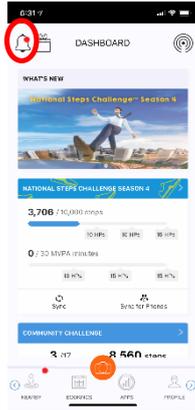
How do I enable push notification for Healthy 365?

Go to your phone's "Settings" page, and turn on "Notifications" for Healthy 365 mobile app.

12.

Where can I check the Healthy 365 push notification?

Launch the Healthy 365 mobile app, and click on the bell icon on the top left-hand corner.



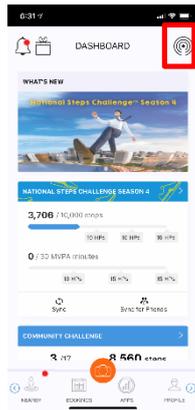
13.

How do I scan the QR codes?

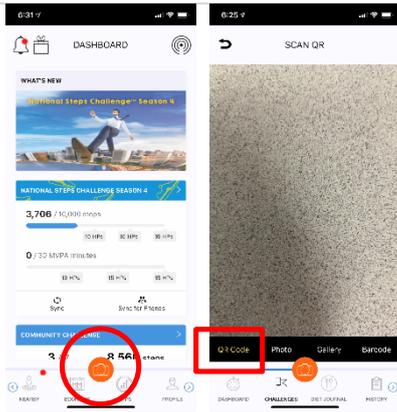
Step 1: Ensure that your mobile phone's GPS location service and Bluetooth are activated.

Step 2: Launch the Healthy 365 mobile app, and make sure that you have internet connection via data plan or WIFI connection.

Step 3: Check that the iBeacon detection on the dashboard is switched on.



Step 4: Click on the camera icon to access the camera function and make sure "QR Code" is selected.



Step 5: Scan the QR code. If you see the “Success” message*, it means you have successfully scanned the QR code.



Step 6: You may verify the number of scans under “Scan and Win”, “Mall Scans”.



14. **Will there be any penalty if I decide to withdraw or drop out halfway from the “QRazy QR Quest @ Tampines Mall Challenge”?**

No penalty will be imposed for both withdrawal and drop-out. If you choose to drop out by letting the Challenge lapse, you will still be eligible for the lucky draw. Your eligibility for the lucky draw would be based on your existing scans achieved before you dropped out.

	<p>If you choose to formally withdraw from the Challenge by writing in to us, you will not be eligible for the lucky draw.</p>
15.	<p>Can I sign up on behalf of my friends or family members for the “QRazy QR Quest @ Tampines Mall Challenge”?</p> <p>No, each person must sign up individually on a smartphone that supports the Healthy 365 mobile app.</p>
16.	<p>Can participants without a smartphone participate in the “QRazy QR Quest @ Tampines Mall Challenge”?</p> <p>No, only participants with a smartphone that can support the Healthy 365 mobile app may participate in the Challenge.</p>
17.	<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 “QRazy QR Quest @ Tampines Mall Challenge”. Participants may also participate in the Challenge and track their 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 • 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>
18.	<p>Will participants of the “QRazy QR Quest @ Tampines Mall 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 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 • 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.

- 19.
- 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?

- 20.
- The Healthy 365 mobile app requires internet connection (data plan or WI-FI connection) to register for Challenge, as well as scanning of the QR codes.

Technical assistance/ Troubleshooting

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:

- 21.
- 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

- 22.
- I am unable to complete registration for a challenge on the Healthy 365 mobile app.**

	<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 stepschallenge@hpb.gov.sg for further assistance.</p>
23.	<p>When I tried to scan a QR code, error messages appear.</p> <p>The following are common error messages and the corresponding resolution:</p> <ul style="list-style-type: none">i. Out of range You are likely not close enough to the QR code, or you have not switched on your GPS. Please ensure your GPS is switch on and you are standing close enough for the QR code to be displayed clearly on your screen without the need to zoom in.ii. Location/bluetooth disabled GPS and Bluetooth must be enabled to participate in Scan & Win.

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