

**NATIONAL STEPS CHALLENGE™ SEASON 4
QRAZY QR QUEST @ WEST MALL
FREQUENTLY ASKED QUESTIONS**

General Information

1.	<p>What is the QRazy QR Quest @ West Mall Challenge?</p> <p>The QRazy QR Quest @ West 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 West Mall.</p>
2.	<p>Who can sign up for the QRazy QR Quest @ West Mall Challenge?</p> <p>The QRazy QR Quest @ West Mall Challenge is open to all NSC4 participants 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 @ West Mall Challenge.</p>
3.	<p>Must I pay to participate in the QRazy QR Quest @ West Mall Challenge?</p> <p>No, participation in the QRazy QR Quest @ West Mall Challenge is free of charge.</p>
4.	<p>When is the challenge period?</p> <p>Challenge period is between 1st April – 7th April 2019.</p>
5.	<p>Where is West Mall located?</p> <p>West Mall is located at 1 Bukit Batok Central Link, Singapore 658713.</p> <p>Nearest MRT: NS2 Bukit Batok</p>
6.	<p>How does the QRazy QR Quest @ West Mall Challenge work?</p> <p>Participants stand to win attractive prizes for taking part in the QRazy QR Quest @ West Mall Challenge.</p> <p>Sign up for the challenge via the Healthy 365 mobile app from 11th March 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 West Mall. Participant will have to scan the designated QR code each day. Each QR code scan gives 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.</p> <p>QR codes are valid for scanning during challenge period from 7:00 AM – 10:00 PM daily.</p>

7.	<p>What are the sure-win prizes?</p> <table border="1" data-bbox="284 259 1257 539"> <thead> <tr> <th data-bbox="284 259 711 315">Number of QR codes scanned</th> <th data-bbox="711 259 1257 315">Prize</th> </tr> </thead> <tbody> <tr> <td data-bbox="284 315 711 371">7</td> <td data-bbox="711 315 1257 371">\$50 The North Face shoe voucher</td> </tr> <tr> <td data-bbox="284 371 711 427">5 – 6</td> <td data-bbox="711 371 1257 427">\$30 Reebok eVoucher</td> </tr> <tr> <td data-bbox="284 427 711 483">3 – 4</td> <td data-bbox="711 427 1257 483">Extra 15% off on ZALORA</td> </tr> <tr> <td data-bbox="284 483 711 539">1 – 2</td> <td data-bbox="711 483 1257 539">\$20 OSIM eVoucher</td> </tr> </tbody> </table>	Number of QR codes scanned	Prize	7	\$50 The North Face shoe voucher	5 – 6	\$30 Reebok eVoucher	3 – 4	Extra 15% off on ZALORA	1 – 2	\$20 OSIM eVoucher
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8.	<p>When will I receive the sure-win prizes?</p> <p>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.</p>										
9.	<p>What are the prizes for Lucky Draw and when will the draw be conducted?</p> <table border="1" data-bbox="284 875 1321 1055"> <thead> <tr> <th data-bbox="284 875 804 943">Prize</th> <th data-bbox="804 875 1321 943">No. of winners</th> </tr> </thead> <tbody> <tr> <td data-bbox="284 943 804 999">\$1,000 Klook Travel Voucher</td> <td data-bbox="804 943 1321 999">5</td> </tr> <tr> <td data-bbox="284 999 804 1055">\$50 West Mall Voucher</td> <td data-bbox="804 999 1321 1055">4</td> </tr> </tbody> </table> <p>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.</p> <p>Lucky draw will be conducted in ascending order (lowest value prize to highest value prize), to select the winners.</p>	Prize	No. of winners	\$1,000 Klook Travel Voucher	5	\$50 West Mall Voucher	4				
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10.	<p>How do I sign up for the QRazy QR Quest @ West Mall Challenge?</p> <p>Step 1: Download the Healthy 365 mobile app on your smartphone, create or restore your profile and sign up for QRazy QR Quest @ West Mall Challenge*.</p> <p>Step 2: Agree to the Terms and Conditions of the QRazy QR Quest @ West Mall Challenge, select your preferred tracking mode, and begin.</p> <p><i>* If you are not a current participant of the National Steps Challenge™ Season 4, by signing up for QRazy QR Quest @ West Mall Challenge, you will be auto-signed up to the National Steps Challenge™ Season 4.</i></p>										
11.	<p>How do I enable push notification for Healthy 365?</p> <p>Go to your phone’s “Settings” page, and turn on “Notifications” for Healthy 365 mobile app.</p>										
12.	<p>Where can I check the Healthy 365 push notification?</p> <p>Launch the Healthy 365 mobile app, and click on the bell icon on the top left-hand corner.</p>										



13. **I've received a pop-up message which says that I am able to scan 2 QR codes on the same day. Is this an error?**

Only one QR scan a day is allowed. You will not be able to successfully scan another QR code for this Challenge on the same day. We apologise that we are unable to change the pop-message to reflect the programme mechanics more accurately as this is a system hard-coded message.

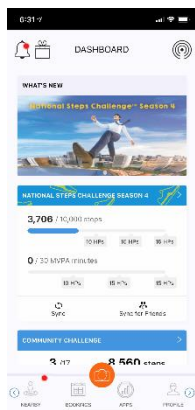
How do I scan the QR codes?

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

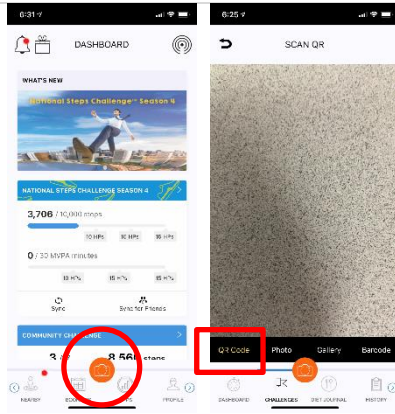
Step 2: Launch the Healthy 365 mobile app, and make sure that you have internet connection via data plan or WIFI connection.

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

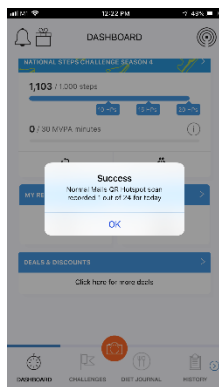
14.



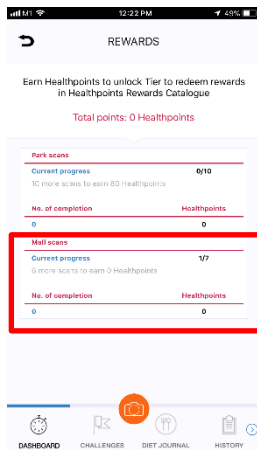
Step 4: Click on the camera icon to access the camera function and make sure "QR Code" is selected.



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”.



15. **Will there be any penalty if I decide to withdraw or drop-out halfway from the QRazy QR Quest @ West 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.
- If you choose to formally withdraw from the Challenge by writing in to us, you will not be eligible for the lucky draw.

16.	<p>Can I sign up on behalf of my friends or family members for the QRazy QR Quest @ West Mall Challenge?</p> <p>No, each person must sign up individually on a smartphone that supports the Healthy 365 mobile app.</p>
17.	<p>Can participants without a smartphone participate in the QRazy QR Quest @ West Mall Challenge?</p> <p>No, only participants with a smartphone that can support the Healthy 365 mobile app may participate in the Challenge.</p>
18.	<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 @ West 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>
19.	<p>Will participants of the QRazy QR Quest @ West 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
<p>Healthy 365 Mobile App</p>	
20.	<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. 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> <ul style="list-style-type: none"> 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>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>
21.	<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 Challenge, as well as scanning of the QR codes.</p>
Technical assistance/ Troubleshooting	
22.	<p>I cannot click on “I Agree” when I try to register for a challenge.</p> <p>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.</p> <p>Please follow the steps below:</p> <p>For iOS:</p> <ul style="list-style-type: none"> a) Go to your phone’s “Settings” page b) Tap on “General”, followed by “Date & Time” c) Turn “Set Automatically” option on <p>For Android:</p> <ul style="list-style-type: none"> a) Go to your phone’s “Settings” page b) Tap on “Date and Time” c) Turn “Automatic date and time” option on
23.	<p>I am unable to complete registration for a challenge on the Healthy 365 mobile app.</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 stepschallenge@hpb.gov.sg for further assistance.</p>
24.	<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

	<p>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.</p> <p>ii. Location/bluetooth disabled GPS and Bluetooth must be enabled to participate in Scan & Win.</p>
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For other enquiries, please contact us at stepschallenge@hpb.gov.sg.