

NATIONAL STEPS CHALLENGE™ SEASON 4 SPRING IN YOUR STEP CHALLENGE FREQUENTLY ASKED QUESTIONS

General Information

1. What is the Spring in Your Step Challenge all about?

The “Spring in Your Step 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.

2. Who can sign up for the Spring in Your Step Challenge?

The Spring in Your Step 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 18 years of age must obtain parental consent before participating in the Spring in Your Step Challenge.

3. Must I pay to participate in the Spring in Your Step Challenge?

No, participation in the Spring in Your Step Challenge is free of charge.

4. How does the Spring in Your Step Challenge work?

Participants stand a chance to win attractive prizes for completing the Spring in Your Step Challenge. There is a total of 9 activities located around Gardens by the Bay during the Challenge Period (9 – 10 February, 14:00 – 19:00)

- Each eligible participant will be given a bingo game card at the National Steps Challenge™ registration booth.
- Follow the instructions on the bingo game card to find and complete the different activities around Gardens by the Bay to collect stamps, in order to form the bingo lines.
- There would be a total of 8 activities around Gardens by the Bay. Each completed game station will give you 1 unique stamp.
- Participants will be eligible up for 2 tiers of prizes based on the completion of the bingo game card.

	Prize Tier 1	Prize Tier 2
Condition	Complete activities to form 1 bingo line on the game card	Completed activities to form 2 bingo lines on the game card
Prizes	<ul style="list-style-type: none"> • National Steps Challenge™ Goodie Bag • 2 x \$120 Polar Vouchers • 1 x Gatorade Blue Bold Drink • 1 x Pepsi Black Drink 	<ul style="list-style-type: none"> • National Steps Challenge™ Goodie Bag • 2 x \$120 Polar Vouchers • 1 x Gatorade Blue Bold Drink • 1 x Pepsi Black Drink
	<ul style="list-style-type: none"> • 1 chance to qualify for the Prosperity Draw held at 16:00 and 18:30 for each day. 	<ul style="list-style-type: none"> • 1 chance to qualify for the Prosperity Draw held at 16:00 and 18:30 for each day
		<ul style="list-style-type: none"> • 1 chance for a sure-win prize at the Fortune Tree

- Only participants of the National Steps Challenge™ Season 4 are eligible to take part in the Spring in Your Step Challenge.
- Participants must submit their completed bingo game card to the National Steps Challenge™ Prize Redemption Booth, in order to claim their prizes and verify their eligibility for the Prosperity Draw. Once the completed bingo card is verified and prizes are redeemed, the participant would not be allowed to continue with the challenge.
- Prizes are on a first-come, first-served, while stocks last basis. Prizes with sizes are subjected to availability.
- Eligible participants must be present at the time of draw.
- HPB further reserves the right to modify and/or terminate the reward scheme of the Challenge at any time at its sole discretion without any further notice to participants.

What are the sure-win prizes at the Fortune Tree?

There is a total of 2,000 sure-win prizes available for the Fortune Tree. Each day, there would be a total of 1,000 sure-win prizes available for prize redemption.

5.

S/N	Description
1	AIBI Cuvi Lady
2	ANTA Short Sleeve Shirt
3	Changi Airport Group Umbrella
4	\$50 Lazada Gift Card
5	Reebok Microfiber Towel
6	Reebok Tumbler
7	Reebok Easy Tone Step
8	The North Face (TNF) Base Camp Duffle Bag
9	\$100 Running Lab Voucher
10	100Plus Shoe Bag (Blue)

- Participant will be given 1 chance to redeem a sure-win prize at the Fortune Tree when they complete 2 bingo lines on the game card.
- Prizes are not exchangeable for cash. Any request to refund or exchange prizes will not be entertained.

What the prizes for the Prosperity Draw?

6.

There would be a total of 72 winners across both days. Each day, there would be a total of 36 winners. We would be conducting 2 lucky draw sessions per day. This means that for each lucky draw session, there would be a total of 18 winners.

Prize Category	Description	No. of Winners
1st Prize	<ul style="list-style-type: none"> • \$1,000 Klook travel voucher • 1x AIBI Cuvi Lady 	4

	<ul style="list-style-type: none"> • 1x TNF Base Camp Duffle Bag • \$100 Running Lab Voucher 	
2nd Prize	<ul style="list-style-type: none"> • 1x AIBI Cuvi Lady • 1x Reebok Easy Tone Step • 1x TNF Base Camp Duffle Bag • 1 pair of On Running Shoes • \$100 Liv Activ Voucher 	4
3rd Prize	<ul style="list-style-type: none"> • 1x AIBI Cuvi Lady • 1x Reebok Easy Tone Step • \$100 Lazada Giftcard 	4
4th Prize	<ul style="list-style-type: none"> • 1x AIBI Cuvi Lady • \$50 Lazada Giftcard 	30
	<ul style="list-style-type: none"> • 1x Reebok Easy Tone Step • \$50 Lazada Giftcard 	30

- Participants will be given 1 lucky draw chance for the Prosperity Draw when they submit their completed game card to the National Steps Challenge™ Prize Redemption Booth. It must be submitted at least 15 minutes before the scheduled lucky draw session is to start. For example, if the lucky draw session starts at 16:30, eligible participants must submit their bingo game card latest by 16:15. If not, the participant's lucky draw eligibility would be carried forward to the next available lucky draw session within the same day.
- Each completed and submitted bingo card entitles each participant with only 1 lucky draw chance for 1 lucky draw session throughout the challenge period.
- Participants have to be present at the time of draw and when their unique serial code is announced, in order to claim the prize. If not, the prize will be given to the next winner drawn.
- The lucky draws will be conducted in ascending order of prize categories (i.e. lowest value prize to highest value prize).
- Participants are only allowed to win in one prize category.
- Participants who qualify but did not win in the current lucky draw session **will not qualify** for the next available lucky draw session.
- If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian.
- 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.

How does the Early Bird Registration Lucky Draw work?

7. Participants who have registered for the Spring in Your Step Challenge on the Healthy 365 mobile app before 3 February 2019, 23:59 and checked-in on-site during the Challenge period of 9 – 10 February 2019 will qualify for the Early Bird Registration Lucky Draw and receive 1 lucky draw chance.

The draw will be conducted post-event and winners will be notified via phone call and/or email about 2 weeks from the date of post-event lucky draw. Participants are required to ensure that their information on Healthy 365 are accurate.

There is a total of 3 winners and the prize breakdown is as follows:

Prize Category	Description	No. of Winner
1 st Prize	1 pair of On Running Shoes	1
2 nd Prize	\$100 Lazada Giftcard	1
3 rd Prize	\$100 Live Activ Voucher	1

- The lucky draws will be conducted in ascending order of prize categories (i.e. lowest value prize to highest value prize).
- Participants are only allowed to win in one prize category.
- Participants who did not win in the preceding prize category will remain eligible to win in subsequent prize categories.
- Prizes are not exchangeable for cash. Any request to exchange prizes will not be entertained.
- All prizes which remain unclaimed within two weeks from the notification of winners, for any reason whatsoever, will be forfeited and passed on to the reserved winners.
- If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian.
- HPB may, in its sole and absolute discretion and without prior notice, replace, change or substitute any prizes with another of similar value.

Can I indicate/suggest my own preferred prize category for both Early Bird Registration Lucky Draw and Prosperity Draw?

8. Participants **will not** be allowed to indicate their preferred prize category. Both lucky draws will be conducted in ascending order of the category (i.e. lowest value prize to highest value prize).

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

9. For the Prosperity Draw, it would be conducted on-site and eligible participants have to be present at the time of draw and when their unique serial code is announced, in order to claim the prize. If not, the prize will be given to next eligible winner drawn.
- For the Early Bird Registration Lucky Draw, it would be conducted post-event and winners would be notified by phone call and/or email about 2 weeks from the date of post-event lucky draw. Participants are required to ensure that their information on Healthy 365 mobile app is accurate. Prizes for uncontactable participants will be forfeited.

How do I sign up for the Spring in Your Step Challenge?

10. **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 Spring in Your Step Challenge.
- Step 2:**
Agree to the Terms and Conditions of the Spring in Your Step Challenge and select your preferred tracking mode.

Step 3:

Head to Bayfront Pavilion, Gardens by the Bay during the Challenge period (9 – 10 February 2019, 14:00 – 19:00) 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 21 January 2019 onwards.

What do I do after I have signed up for the Spring in Your Step Challenge?

11. Once you have successfully signed up for the Spring in Your Step Challenge and set up your preferred mode of steps tracking, all you need to do is proceed to Bayfront Pavilion, Gardens by the Bay during the Challenge period (9 – 10 February 2019, 14:00 – 19:00) to take part in the Challenge.

Please note that **check-in will take place at Bayfront Pavilion from 14:00 onwards** and the last check-in each day would be at 17:30.

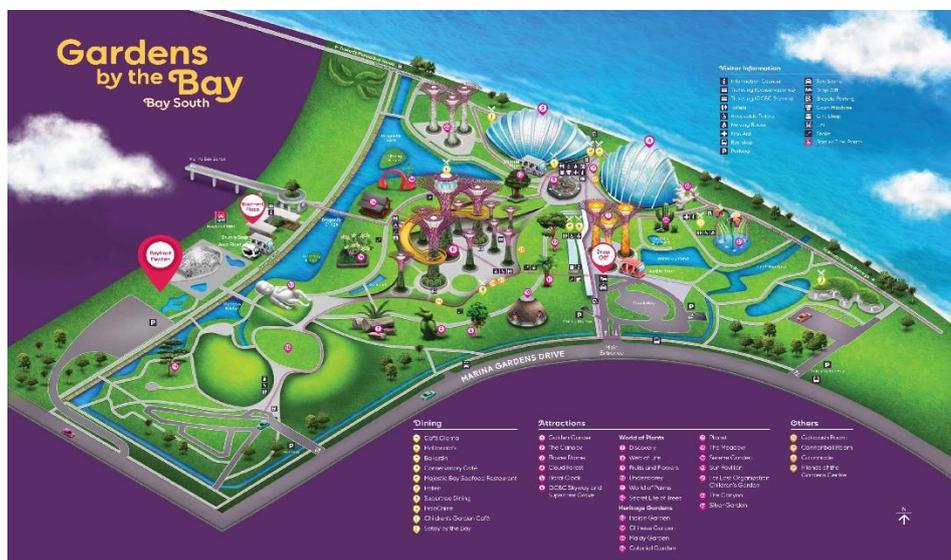
I cannot find the location - Bayfront Pavilion, Gardens by the Bay. How do I get there?

Kindly note that the venue is currently a new, unlaunched space within Gardens by the Bay, hence, you are unable to find it on their site map. Please refer to our official website: www.stepschallenge.sg for directions.

Please also refer to the map below and look out for the event signage that would lead you to Bayfront Pavilion.

- Alight at Bayfront MRT Station (CE1/DT16)
- Take Exit B and follow the underground linkway
- Exit and turn right on Scented Walk towards Bayfront Pavilion

12.



Will there be any penalty if I decide to withdraw or drop out from the Spring in Your Step Challenge?

13.

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 tiers (i.e. Early Bird Registration Lucky Draw, Fortune Tree, and Prosperity Draw)

14.	<p>Can I sign up on behalf of my friends or family members for the Spring in Your Step Challenge?</p> <p>No, each person must sign up individually on a smartphone.</p>
15.	<p>Can participants without a smartphone participate in Spring in Your Step 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>
16.	<p>Must I sign up for the National Steps Challenge™ Season 4 as well?</p> <p>Yes, all participants of the Spring in Your Step Challenge must be a participant of the National Steps Challenge™ Season 4 (NSC4).</p>
17.	<p>When does the Spring in Your Step Challenge start?</p> <p>The Challenge period is from 9 – 10 February 2019, 14:00 – 19:00. Registration for this Challenge will begin on the Healthy 365 mobile app on 21 January 2019, 12 midnight. To qualify for the Early Bird Registration Lucky Draw, eligible participants should register for this Challenge on the Healthy 365 mobile app by 3 February 2019, 23:59.</p> <p>Please note that on-site registration and check-in on 9 and 10 February 2019 will end by 17:30 and redemption of the prizes will end by 19:00 each day.</p>
18.	<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>
19.	<p>Can I participate more than once?</p> <p>No, each participant may only take part in the entire Challenge once across the Challenge period of 9 – 10 February 2019.</p>
20.	<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 19:00 each day.</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 Spring in Your Step 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

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

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.

Will participants of the Spring in Your Step Challenge be given a free HPB fitness tracker?

HPB fitness trackers will not be distributed for this Challenge.

Participants may track their steps and MVPA duration using the following trackers or mobile applications compatible with the Healthy 365 mobile app.

22. 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

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.

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® technology. However, internet connection is required for the fitness record to be sent to our server for updating of the Challenge Summary page.</p>
Technical Assistance/ Troubleshooting	
25.	<p>I cannot click on “I Agree” when I try to register for National Steps Challenge™ Season 4.</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> <ol 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> <ol 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
26.	<p>I am unable to complete registration for the National Steps Challenge™ Season 4 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>

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