

**NATIONAL STEPS CHALLENGE<sup>™</sup> SEASON 4  
STEP UP TO TAKE OFF WITH SINGAPORE AIRLINES GROUP CHALLENGE  
FREQUENTLY ASKED QUESTIONS**

General Information	
1.	<p><b>What is the Step Up To Take Off with Singapore Airlines Group Challenge?</b></p> <p>The Step Up To Take Off with Singapore Airlines Group Challenge is a backend thematic challenge of the National Steps Challenge<sup>™</sup> Season 4 (NSC4), which is a physical activity initiative by the Health Promotion Board (HPB) and Singapore Airlines Group (SIA), to encourage NSC4 participants and KrisFlyer members to be physically active every day, anytime and anywhere. Participants stand a chance to win attractive prizes from Singapore Airlines Group by aiming to clock 10,000 steps for as many days as possible and to complete a total of 150 minutes of moderate to vigorous physical activities (MVPA) from 10 to 23 December 2018.</p>
2.	<p><b>Who can sign up for the Step Up to Take Off with Singapore Airlines Group Challenge?</b></p> <p>The Step Up To Take Off with Singapore Airlines Group Challenge is open to all NSC4 participants with a valid NRIC or FIN number 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 Step Up To Take Off with Singapore Airlines Group Challenge.</p>
3.	<p><b>Must I pay to participate in the Step Up To Take Off with Singapore Airlines Group Challenge?</b></p> <p>No, participation in the Step Up To Take Off with Singapore Airlines Group Challenge is free of charge.</p>
4.	<p><b>How does the Step Up To Take Off with Singapore Airlines Group Challenge work?</b></p> <ul style="list-style-type: none"> <li>• Participants stand a chance to win attractive prizes from Singapore Airlines Group when they clock as many days of 10,000 steps daily and complete a total of 150 minutes of MVPA from 10 – 23 December 2018.</li> <li>• Participants who clock the specified number of days of 10,000 steps daily between 10 to 23 December 2018 will be entitled to one (1) lucky draw chance for each prize category, except for Prize Category 1, which is only applicable for KrisFlyer members.</li> <li>• Participants who incorporate a total of 150 minutes of moderate to vigorous physical activities (MVPA) between 10 to 23 December 2018 will be entitled to an additional one (+1) lucky draw chance for each prize category, except for Prize Category 1, which is only applicable for KrisFlyer members.</li> <li>• Double (x2) lucky draw chances will be awarded to eligible Challenge participants who are KrisFlyer members (and have submitted their accurate KrisFlyer membership details) by the end of the registration period (22 Dec 2018, 2359 hours). This is only applicable to Prize Category 2 to 5.</li> <li>• Eligible Challenge participants who are KrisFlyer members are further given exclusive eligibility to Prize Category 1.</li> </ul>

- Participants will be prompted to key in their KrisFlyer membership details via the Healthy 365 mobile app during pre-registration and Challenge period for verification. Participants may be prompted twice, once during the pre-registration period (30 Nov to 9 Dec 2018) and once during the Challenge period (10 to 23 Dec 2018).
- Participants may qualify for multiple categories as long as they meet the specified number of days of 10,000 steps clocked daily but may not specify the category(s) they will like to take part, or not take part in.

Prize Category	No. of Days with 10,000 Steps Clocked Daily (during the Challenge period)	Prize	No. of Lucky Draw Chances Earned			No. of Winners
			Participant meets the specified number of days of 10,000 steps	Participant meets the 150 mins of MVPA (during challenge period)	Participant is a KrisFlyer member	
1*	Any 1 day (min.)	<b>25,000 KrisFlyer miles*</b> (equivalent to a Singapore Airlines Economy Class Ticket to Bangkok)	1	+1	-	2
2	Any 3 days (min.)	<b>2 x Scoot Flybag Tickets to Nanchang</b>	1	+1	X2	1
3	Any 5 days (min.)	<b>2 x SilkAir Economy Class Tickets to Hiroshima</b>	1	+1	X2	1
4	Any 7 days (min.)	<b>2 x Singapore Airlines Economy Class Tickets to Adelaide</b>	1	+1	X2	1
5	Any 10 days (min.)	<b>2 x Scoot Flybag Tickets to Berlin</b>	1	+1	X2	1

\*Only KrisFlyer members who have submitted their accurate KrisFlyer membership details by the end of the registration period (22 Dec 2018, 2359 hours) are eligible for Prize Category 1.

- Winners will be drawn in descending order from Prize Category 5 to 1.
- Participants who qualify but did not win in the preceding prize category will still qualify to win in subsequent prize categories.
- Winners of each prize category will be automatically removed from subsequent prize categories, so as to ensure that there are no duplicate winners across prize 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.
- All prizes that remain unclaimed within one (1) month from the announcement of winners, for any reason whatsoever, will be forfeited and passed on to the reserved winners.

	<ul style="list-style-type: none"> <li>If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian.</li> </ul>
5.	<p><b>Can I indicate/suggest my own preferred prize category for the lucky draw?</b></p> <p>The lucky draw will be conducted in descending order of the category. Participants will not be allowed to indicate their preferred prize category.</p>
6.	<p><b>How do I sign up for the Step Up To Take Off with Singapore Airlines Group Challenge?</b></p> <ul style="list-style-type: none"> <li>Download the Healthy 365 mobile app on your smartphone, create a profile and sign up for both the National Steps Challenge™ Season 4 and Step Up To Take Off with Singapore Airlines Group Challenge.</li> <li>Agree to the Terms and Conditions of the Step Up To Take Off with Singapore Airlines Group Challenge, select your preferred tracking mode, and begin.</li> <li>The number of days of 10,000 steps and time spent on MVPA will only be counted on the day you join the Step Up To Take Off with Singapore Airlines Group Challenge.</li> <li>Participants will also be prompted to key in their KrisFlyer membership details via the Healthy 365 mobile app during the challenge period for verification. It is not mandatory to be a KrisFlyer member to take part in this Challenge.</li> </ul>
7.	<p><b>Will there be any penalty if I decide to withdraw or drop out halfway from the Step Up To Take Off with Singapore Airlines Group Challenge?</b></p> <p>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 various prize categories would be based on the number of days of 10,000 steps 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.</p>
8.	<p><b>Can I sign up on behalf of my friends or family members for the Step Up to Take Off with Singapore Airlines Group Challenge?</b></p> <p>No, each person must sign up individually on a smartphone or via the Healthy 365 kiosk for non-smartphone users.</p>
9.	<p><b>Must I sign up for the National Steps Challenge™ Season 4 as well?</b></p> <p>Yes, all participants of the Step Up To Take Off with Singapore Airlines Group Challenge must be a participant of the National Steps Challenge™ Season 4 (NSC4). Participants who achieved the specified number of days of 10,000 steps will not qualify for the lucky draw if they are not NSC4 participants.</p>
10.	<p><b>When does the Step Up to Take Off with Singapore Airlines Group Challenge start?</b></p> <p>The Step Up To Take Off with Singapore Airlines Group Challenge will start on 10 December 2018, 0000 hrs (Singapore time) and end on 23 December 2018, 2359 hrs (Singapore time). The Challenge will be available for pre-registration on the Healthy 365 mobile app under the Challenges tab, from 30 November 2018 onwards. Participants are required to download the Healthy 365 mobile app, create a profile and select a preferred tracking mode prior to the Challenge. Registration will end on 22 December 2018, 2359 hrs (Singapore time).</p>

11.	<p><b>What do I do after I have signed up for the Step Up to Take Off with Singapore Airlines Group Challenge?</b></p> <p>Once you have successfully signed up for the Step Up to Take Off with Singapore Airlines Group Challenge and have set up your preferred mode of tracking, all you need to do now is start moving to accumulate steps and time spent on moderate-to-vigorous intensity physical activities (MVPA). Please sync your preferred tracking mode to the Healthy 365 mobile app at least once every seven days to avoid losing your step count and heart rate data. The more steps you take and the more time accumulated on MVPA, the closer you are to your dream getaway! The last day of syncing your data is 30 December 2018, 2359 hrs.</p>
<p><b>Information on Steps and MVPA</b></p>	
12.	<p><b>Do the days of 10,000 steps need to be consecutive?</b></p> <p>No, the days of 10,000 steps do not need to be consecutive. For example, within the challenge period, the participant only managed to clock 10,000 steps on 12, 14, 16 and 20 December. His total number of days of 10,000 steps is 4 and he will be able to qualify for Prize Category 2 of the lucky draw (plus Prize Category 1 if he is a KrisFlyer member).</p>
13.	<p><b>What is Moderate to Vigorous Physical Activity (MVPA)?</b></p> <p>Physical activity is a core component of a healthy lifestyle and covers a range from incidental movement (such as walking to get to places) to leisure-time physical activity such as sports and exercise that range from moderate intensity to vigorous intensity.</p> <p>Moderate physical activities refer to those that cause a noticeable increase in breathing rate. For instance, brisk walking at approximately 100 steps per minute should get you to an intensity that you will be able to carry on a conversation but not have enough breath to sing.</p> <p>Vigorous physical activities refer to those that cause large increases in breathing rate. For instance, you will not be able to carry out a conversation while you are jogging or doing step aerobics, but you are not out of breath.</p> <p>For more information on MVPA, please refer to <a href="http://stepschallenge.sg">stepschallenge.sg</a>.</p>
14.	<p><b>Must the total time spent on MVPA be continuous?</b></p> <p>No, the total time spent on MVPA need not be continuous as long as the participant completes a total of 150 minutes of MVPA over the 2-week challenge period from 10 to 23 December 2018. However, it is important to note that the Healthy 365 mobile app will only register MVPA duration for exercise sessions that last more than 10 minutes and at moderate to vigorous level of intensity.</p> <p>Please note that participants who have declared that they are unfit to proceed with the MVPA category under National Steps Challenge™ Season 4 would also be unable to embark on the MVPA criteria (i.e. complete a total of 150 minutes of MVPA throughout the 2-week challenge period) under the Step Up To Take Off with Singapore Airlines Group Challenge.</p> <p>If your fitness status has changed, please email to <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> with the email title: Reset Health Declaration Status and resubmit your Health Declaration status via</p>

	<p>the Healthy365 mobile app under “Profile” before the end of the registration period (22 Dec 2018, 2359 hours). Health declaration status that are changed after 22 Dec 2018, 2359 hours would not be entertained.</p> <p>Please also note that participants are responsible for answering the questions in the Health Declaration correctly and without misinterpreting their own actual physical condition.</p>
15.	<p><b>How do I know if my activities are of moderate to vigorous intensity?</b></p> <p>MVPA is attained when you reach at least 64% of your maximum heart rate (Source: National Physical Activity Guidelines, Health Promotion Board, 2011). An individual’s maximum heart rate is estimated to be 220 minus the individual’s age. You can now check your heart rate easily during your activities with our HPB heart rate monitoring fitness tracker. The HPB fitness tracker is able to track your heart rate automatically throughout the day, as long as the tracker is worn correctly on the wrist. When you sync your fitness records to the Healthy 365 mobile app, your duration of MVPA will be automatically computed.</p>
16.	<p><b>How will my heart rate be recorded by the fitness tracker?</b></p> <p>The HPB issued tracker can track your heart rate as you move throughout the day and while you sleep at night. Heart rate is measured in beats per minute (bpm) and can vary from person to person depending on factors like age and fitness level.</p> <p>There is no need to trigger the heart rate function as the tracking is done automatically throughout the day. However, if you would like to monitor your heart rate more accurately in real-time, you may trigger the Exercise Session function manually. To trigger the Exercise Session function, you may tap on the screen of the fitness tracker where the touch sensor is located until a “heart” symbol is displayed. Do a “long tap” (tap and hold) on the touch sensor/tracker screen to trigger an Exercise Session and your real-time heart rate will be displayed.</p> <p>Kindly note that triggering of the Exercise Session function will drain the fitness tracker’s battery power drastically. Do remember to switch off the function after each exercise session in order to ensure sufficient battery power for daily use.</p>
17.	<p><b>What are the different modes of steps tracking and/or heart rate recording and compatible trackers?</b></p> <p>In addition to fitness trackers issued by HPB, 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"> <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>
18.	<p><b>Is there a deadline to sync my fitness record?</b></p> <p>Yes, all fitness record must be synced to the Healthy 365 mobile app by 30 December 2018, 2359 hrs. Note that only fitness record from 10 to 23 December 2018 which are synced to the Healthy 365 mobile app will be taken into account for the Challenge.</p>
19.	<p><b>Can non-smart phone participants take part in the Step Up To Take Off with Singapore Airlines Group Challenge?</b></p> <p>Yes, non-smart phone participants can sign up for the Challenge and sync their fitness record at the Healthy 365 kiosks.</p>
20.	<p><b>Will participants of the Step Up To Take Off with Singapore Airlines Group Challenge be given a free HPB fitness tracker?</b></p> <p>HPB fitness trackers will not be distributed for this thematic 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> <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>Participants who have not collected their HPB fitness tracker may also make an appointment at <a href="http://stepschallenge-appointment.sg">http://stepschallenge-appointment.sg</a> to collect at selected Singapore Post Offices.</p>
21.	<p><b>How do I sign up to be a KrisFlyer member?</b></p> <p>Participants who wish to sign up as a member may do so at the following link: <a href="http://singaporeair.com/en_UK/sg/ppsclub-krisflyer/krisflyer">singaporeair.com/en_UK/sg/ppsclub-krisflyer/krisflyer</a></p>

22.	<p><b>How do I update my KrisFlyer membership details?</b></p> <p>Participants will be prompted to key in their KrisFlyer membership details via the Healthy 365 mobile app during the pre-registration and Challenge period for verification. Participants may be prompted twice, once during the pre-registration period (30 November to 9 December 2018) and once during the Challenge period (10 to 23 December 2018).</p> <p>Participants will have to fill in 4 items:</p> <ol style="list-style-type: none"> <li>1) Indicate they are a KrisFlyer member</li> <li>2) KrisFlyer number</li> <li>3) First Name</li> <li>4) Last Name</li> </ol> <p>Participants can also update their KrisFlyer membership details for the Challenge via the following link:</p> <p><a href="https://form.gov.sg/forms/hpb/5bdab3b5f5a907000fd1b860">https://form.gov.sg/forms/hpb/5bdab3b5f5a907000fd1b860</a></p> <p>OR</p> <p><a href="https://bit.ly/updatekfmdetails">https://bit.ly/updatekfmdetails</a></p>
<p><b>Healthy 365 Mobile App</b></p>	
23.	<p><b>Is the Healthy 365 mobile app compatible with my smartphone?</b></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 <b>at least Android 4.4 and iOS 8 and above</b> to operate.</p> <p>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> <ol style="list-style-type: none"> <li>i) LG G2</li> <li>ii) Samsung S3</li> <li>iii) iPhone 4</li> <li>iv) Samsung Note 4</li> <li>v) Samsung Ace</li> <li>vi) Redmi 2</li> <li>vii) ASUS</li> <li>viii) ASUS and Alcatel Tablets (as Healthy 365 are designed to work with smartphones)</li> </ol> <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>
24.	<p><b>Do I need data or internet connection to use the Healthy 365 mobile app?</b></p> <p>The Healthy 365 mobile app requires internet connection (data plan or WI-FI connection) to register for Challenge. 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><b>I cannot click on “I Agree” when I try to register for a challenge.</b></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"><li>a) Go to your phone’s “Settings” page</li><li>b) Tap on “General”, followed by “Date &amp; Time”</li><li>c) Turn “Set Automatically” option on</li></ul> <p>For Android:</p> <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).**