

Healthy 365 App Events Registration Portal: Frequently Asked Questions

| For Healthy 365 users | |
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| 1. | <p>What is this new feature about?</p> <p>This new enhancement to the Healthy 365 app allows you to register for HPB's programmes, as well as for ease of attendance taking when attending the sessions.</p> |
| <p>Registration & cancellation</p> | |
| 2. | <p>How do I register for events via the Healthy 365 app?</p> <p><u>Existing Healthy 365 users</u></p> <ol style="list-style-type: none"> 1) Launch the Healthy 365 app and tap on the "Nearby" tab. 2) Under "Events", select the event that you wish to attend and click on "Register". 3) Select the sessions that you wish to attend and click on "Submit Registration". Sessions that are successfully registered will be reflected under the "Bookings" tab. <p><u>Users without Healthy 365 profile</u></p> <ol style="list-style-type: none"> 1) Download the latest version of the Healthy 365 app and create a profile. 2) Once profile is created, tap on the "Nearby" tab. 3) Under "Events", select the event that you wish to attend and click on "Register". 4) Select the sessions that you wish to attend. Sessions that are successfully registered will be reflected under the "Bookings" tab. |
| 3. | <p>Is there a cut-off time to register for events?</p> <p>Registration is on a first-come-first-served basis. You may register for the event up till the event start time, as long as the session capacity has not been maxed out. You will not be able to register for the event once it has started.</p> |
| 4. | <p>What is the maximum number of sessions I can register for at a time?</p> <p>The maximum number of sessions differs across programmes.</p> <p>For selected programmes with high demand such as Fitness at Work and Sunrise in the City, a maximum of 12 sessions can be pre-registered at any given time.</p> |
| 5. | <p>Do I need to pay for registration?</p> <p>No, participation for HPB's programmes are free of charge.</p> |
| 6. | <p>I have registered for an event. Can my friend/family member attend the event even though they did not register beforehand?</p> <p>As all events are subjected to venue capacity thus priority will be given to registered participants. It is encouraged that your friend/family member register for the event as well to avoid disappointment. In the event that the venue capacity has not been maxed out, your friend/family will be allowed to attend the event as a walk-in participant.</p> |
| 7. | <p>I do not have a smartphone compatible with the Healthy 365 app. How can I register for events?</p> <p>Participants who do not have a compatible smartphone are encouraged to create a Healthy 365 profile using a friend/family member's smartphone in order to register for events.</p> <p><u>If your friend/family member does not have the Healthy 365 app already installed on their smartphone</u></p> <ol style="list-style-type: none"> 1) Download the latest version of the Healthy 365 app and create your profile on your friend/family member's phone using your details. Please make sure that you enter a valid email address during profile creation as you will receive an email confirmation to inform you of your successful registration. 2) Once your profile is created, tap on the "Nearby" tab. |

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- 3) Under "Events", select the event that you wish to attend and click on "Register".
- 4) Select the sessions that you wish to attend. Sessions that are successfully registered will be reflected under the "Bookings" tab.

If your friend/family member already has the Healthy 365 app installed on their smartphone

- 1) Uninstall and reinstall the Healthy 365 app.
- 2) Go to "Profile" tab and create your profile on your friend/family member's phone using your details. Please make sure that you enter a valid email address during profile creation as you will receive an email confirmation to inform you of your successful registration.
- 3) Once your profile is created, tap on the "Nearby" tab.
- 4) Under "Events", select the event that you wish to attend and click on "Register".
- 5) Select the sessions that you wish to attend. Sessions that are successfully registered will be reflected under the "Bookings" tab.
- 6) If your friend/family member wish to access their profile, they will have to uninstall and reinstall the Healthy 365 app and restore their profile.

Alternatively, you may choose to walk in directly, subject to availability of slots for the event. Please note that as all events are subjected to venue capacity, priority will be given to registered participants.

You may also enquire with the respective event organisers if you require further assistance.

| S/N | Programme | Event Organiser |
|-----|-----------------------------------|--|
| 1 | Active Family | Team Axis Pte Ltd |
| 2 | Fitness at Work | Contact: 93843328 Email: hpbevents@team-axis.com |
| 3 | Healthy Workplace Ecosystem (HWE) | Minmed Health Contact: 97114123; 91392123 Email: askhwe@minmed.sg Team Axis Pte Ltd Contact: 90273873 Email: healthywe@team-axis.com SNEF Contact: 62907697 Email: hde@snef.org.sg Refer to the programme schedule to find out which organiser to contact based on the event venue. |
| 4 | i-Run | Active Global Fitness Contact: 82991880 Email: enquiry@activeglobalfitness.com |
| 5 | Kaki Sports | Alpha Fitness Pte Ltd Contact: 96499555 Email: kakisports@alphafitness.com.sg |
| 6 | Mall Workouts | Minmed Health Contact: 87886986 Email: fitness@minmed.sg |
| 7 | Quick HIIT | Academy of Sports and Exercise Science Contact: 65645171 Email: hpb.hiit@ases.edu.sg Alpha Fitness Pte Ltd Contact: 96499555 Email: info@alphafitness.com.sg Refer to the programme schedule to find out which organiser to contact based on the event venue. |

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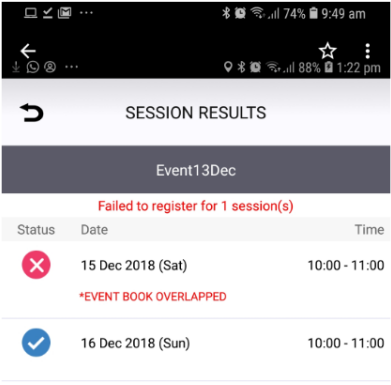
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| | 8 | Sundays at the Park (SATP) | Minmed Health Contact: 87886985 Email: fitness@minmed.sg |
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| 8. | <p>Will I receive a confirmation after I have registered on the Healthy 365 app?</p> <p>Yes, you will receive an email confirmation to inform you of your successful registration. A reminder email will also be sent one day before the session. Please note that you must have a valid email address in your Healthy 365 profile in order to receive the email notifications. Please check your spam folder if you do not see the email in your inbox.</p> <p>Sessions that have been successfully registered will also be reflected under the “Bookings” tab. You can also add your booking(s) into your phone calendar as a reminder. For updates on whether the session is cancelled or ongoing, do visit the “Bookings” tab to check if the session is still listed.</p> <p>In the event of a cancellation, you will receive an email to notify you on the cancellation.</p> | | |
| 9. | <p>How do I cancel my registration?</p> <p>Launch the Healthy 365 app and tap on the “Bookings” tab. Click on the session that you wish to cancel. You will see a confirmation message when your session(s) has been successfully cancelled, and the session will be removed from the “Bookings” tab.</p> <p>If you are unable to attend a session, you are strongly encouraged to cancel your registration in advance so that your slot will be made available for other participants to attend. Do note that the reminder set on your phone calendar will not be removed until you launch the booking page again for auto-sync.</p> | | |
| 10. | <p>Is there any penalty for cancellation / failure to attend the registered events?</p> <p>There is currently no penalty for cancellation and failure to attend the registered events. However, if you find out that you are unable to attend a session after you have already registered, you are strongly encouraged to cancel your registration in advance so that your slot will be made available for other participants to attend.</p> | | |

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| | Filtering of events & event information | | |
| 11. | <p>There are many events under the “Nearby” tab. How are the events sorted? Is there any way I can filter / search for specific events?</p> <p>The events under the “Nearby” tab are sorted based on proximity to your current location. Events that are happening nearer to you will appear first.</p> <p>You may apply filters to make it easier to search for specific events. Tap on the “Filter” button and select:</p> <ol style="list-style-type: none"> 1) Region (North, South, East, West, Central), and/or 2) Programme <p>Then, select “Apply” to view corresponding events.</p> | | |

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| | <p>Otherwise, you may also narrow down your search by selecting “Search” and entering key words by activity type (e.g. Kickboxing, Zumba, Yoga, HIIT etc) or location (e.g. East Coast Park, Marina Square, Sports Hub etc).</p> |
| Wet weather arrangements | |
| 12. | <p>How can I be updated if there is a change in location or cancellation in the event of wet weather?</p> <p>For events affected by wet weather, please check if the wet weather venue is indicated under the “Event Description” when you click on the event under the “Nearby” tab.</p> <p>In the event of a cancellation, you will receive an email to notify you on the cancellation. Please note that you must have a valid email address in your Healthy 365 profile in order to receive the email notifications. Please check your spam folder if you do not see the email in your inbox.</p> <p>You may also contact the organiser directly to find out more. The organiser’s contact details can be found on the same page as the Event Description page.</p> |
| Others | |
| 13. | <p>What are the physical activity active time pre and post surveys for?</p> <p>These surveys are conducted for the purpose of assessing our participants’ physical activity levels before and after participating in our physical activity programmes. Data collected from these surveys will also be used for programme evaluation purposes.</p> <p>You are strongly encouraged to complete the surveys to the best of your knowledge so that we can better measure the effectiveness of our programmes and improvise the programme mechanics.</p> |
| 14. | <p>Will I receive Healthpoints when I scan the QR code for attending HPB programmes?</p> <p>Only selected HPB programmes issue Healthpoints for attendance, and this is dependent on the incentive mechanics which differ based on programme nature and target audience. For programmes that do not issue Healthpoints, the scanning of QR code is purely for attendance taking purposes.</p> <p>The following HPB’s free workout programmes do not offer additional incentives or Healthpoints for participation*:</p> <ul style="list-style-type: none"> • Active Family • Fitness at Work • i-Run • Kaki Sports • Mall workouts • Quick HIIT • Sundays at the Park • Sunrise in the City <p>*Note that this list is not exhaustive. For programmes not listed, please contact the organiser listed on the event description for clarifications.</p> |
| Healthy 365 mobile app (Error messages) | |
| 15. | <p>Event book overlapped when registering or taking attendance</p> <p>This error occurs when you have already registered for another session that clashes with the one that you are trying to book or scan QR attendance for. To prevent hoarding of sessions, you are only allowed to register for one session at any given day and time. To prevent this error, please only attend sessions that you have registered or cancel the registration for the session that you have already booked in order to register for the current session.</p> |

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| |  <p>SESSION RESULTS</p> <p>Event13Dec</p> <p>Failed to register for 1 session(s)</p> <table border="1"><thead><tr><th>Status</th><th>Date</th><th>Time</th></tr></thead><tbody><tr><td>✖</td><td>15 Dec 2018 (Sat)</td><td>10:00 - 11:00</td></tr><tr><td colspan="3">*EVENT BOOK OVERLAPPED</td></tr><tr><td>✔</td><td>16 Dec 2018 (Sun)</td><td>10:00 - 11:00</td></tr></tbody></table> | Status | Date | Time | ✖ | 15 Dec 2018 (Sat) | 10:00 - 11:00 | *EVENT BOOK OVERLAPPED | | | ✔ | 16 Dec 2018 (Sun) | 10:00 - 11:00 |
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| 16. | <p>Invalid Input / Failed to scan when taking attendance</p> <p>This error occurs when there is a connectivity issue with our server at the point of attendance taking. Please restart your Healthy 365 app and try again.</p> | | | | | | | | | | | | |

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| Healthy 365 mobile app (General) | |
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| 17. | <p>Is the Healthy 365 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.</p> <p>To date, the following phone models are known to have compatibility issues with the Healthy 365 mobile app.</p> <ul style="list-style-type: none">i) LG G2ii) Samsung S3iii) iPhone 4iv) Samsung Note 4v) Samsung Acevi) Redmi 2vii) ASUSviii) 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> |
| 18. | <p>Do I need internet connection to use the Healthy 365 mobile app?</p> <p>Yes, the Healthy 365 mobile app requires Internet connection (data plan or WI-FI connection) to register for events.</p> |
| 19. | <p>I am a new Healthy 365 app user. What do I need to do before I can register for events?</p> <p>You will need to download the latest version of the Healthy 365 app and create a profile. Once profile is created, go to the "Nearby" tab to select the sessions that you wish to attend under "Events". Click on "Register" and sessions that are successfully registered will be reflected under the "Bookings" tab.</p> |
| 20. | <p>I am an existing Healthy 365 app user. How do I restore my profile?</p> <p>Please follow the below instructions:</p> <ul style="list-style-type: none">a) Tap on "Profile" on the menu bar of the Healthy 365 mobile app.b) Tap on the "Restore profile" button at the top of the page.c) Key in your NRIC and mobile number (as entered during registration) and tap on "Restore Now".d) A 4-digit One-Time-PIN (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on "Submit". Your data should appear on the profile page. <p>Note: Should you not receive the OTP, please tap on "Resend" for a new OTP. Do note that if you tap on the "Resend" button multiple times, you may overload the server and receive multiple OTP subsequently.</p> |
| 21. | <p>How do I update my profile?</p> <p>Please follow the below instructions:</p> <ul style="list-style-type: none">a) Tap on "Profile" on the menu bar of the Healthy 365 mobile app.b) Tap on the "Update profile" button at the top of the page.c) Key in your NRIC and mobile number (as entered during registration) and tap on "Request OTP".d) A 4-digit One-Time-PIN (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on "Submit". Your data should appear on the profile page for updating. |

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| | <p>Note: Should you not receive the OTP, please tap on “Resend” for a new OTP. Do note that if you tap on the “Resend” button multiple times, you may overload the server and receive multiple OTP subsequently.</p> <p>*Please note that NRIC and birth year are non-editable fields.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 22. | <p>Who can I contact if I have problems using the Healthy 365 app to book sessions and/or take attendance?</p> <p>Please contact us at stepschallenge@hpb.gov.sg or call 1800 567 2020 for further assistance. If you have questions pertaining to the event itself, please contact the organiser directly to find out more. The organiser’s contact details can also be found on the Healthy 365 app under the respective Events description page.</p> <table border="1"> <thead> <tr> <th>S/N</th> <th>Programme</th> <th>Event Organiser</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Active Family</td> <td>Team Axis Pte Ltd</td> </tr> <tr> <td>2</td> <td>Fitness at Work</td> <td>Contact: 93843328 Email: hpbevents@team-axis.com</td> </tr> <tr> <td>3</td> <td>Healthy Workplace Ecosystem (HWE)</td> <td>Minmed Health Contact: 97114123; 91392123 Email: askhwe@minmed.sg Team Axis Pte Ltd Contact: 90273873 Email: healthywe@team-axis.com SNEF Contact: 62907697 Email: hde@snef.org.sg Refer to the programme schedule to find out which organiser to contact based on the event venue.</td> </tr> <tr> <td>4</td> <td>i-Run</td> <td>Active Global Fitness Contact: 82991880 Email: enquiry@activeglobalfitness.com</td> </tr> <tr> <td>5</td> <td>Kaki Sports</td> <td>Alpha Fitness Pte Ltd Contact: 96499555 Email: kakisports@alphafitness.com.sg</td> </tr> <tr> <td>6</td> <td>Mall Workouts</td> <td>Minmed Health Contact: 87886986 Email: fitness@minmed.sg</td> </tr> <tr> <td>7</td> <td>Quick HIIT</td> <td>Academy of Sports and Exercise Science Contact: 65645171 Email: hpb.hiit@ases.edu.sg Alpha Fitness Pte Ltd Contact: 96499555 Email: info@alphafitness.com.sg Refer to the programme schedule to find out which organiser to contact based on the event venue.</td> </tr> <tr> <td>8</td> <td>Sundays at the Park (SATP)</td> <td>Minmed Health Contact: 87886985 Email: fitness@minmed.sg</td> </tr> <tr> <td>9</td> <td>Sunrise in the City (SITC)</td> <td>Active Global Fitness Contact: 82991880 Email: enquiry@activeglobalfitness.com Academy of Sports and Exercise Science</td> </tr> </tbody> </table> | | S/N | Programme | Event Organiser | 1 | Active Family | Team Axis Pte Ltd | 2 | Fitness at Work | Contact: 93843328 Email: hpbevents@team-axis.com | 3 | Healthy Workplace Ecosystem (HWE) | Minmed Health Contact: 97114123; 91392123 Email: askhwe@minmed.sg Team Axis Pte Ltd Contact: 90273873 Email: healthywe@team-axis.com SNEF Contact: 62907697 Email: hde@snef.org.sg Refer to the programme schedule to find out which organiser to contact based on the event venue. | 4 | i-Run | Active Global Fitness Contact: 82991880 Email: enquiry@activeglobalfitness.com | 5 | Kaki Sports | Alpha Fitness Pte Ltd Contact: 96499555 Email: kakisports@alphafitness.com.sg | 6 | Mall Workouts | Minmed Health Contact: 87886986 Email: fitness@minmed.sg | 7 | Quick HIIT | Academy of Sports and Exercise Science Contact: 65645171 Email: hpb.hiit@ases.edu.sg Alpha Fitness Pte Ltd Contact: 96499555 Email: info@alphafitness.com.sg Refer to the programme schedule to find out which organiser to contact based on the event venue. | 8 | Sundays at the Park (SATP) | Minmed Health Contact: 87886985 Email: fitness@minmed.sg | 9 | Sunrise in the City (SITC) | Active Global Fitness Contact: 82991880 Email: enquiry@activeglobalfitness.com Academy of Sports and Exercise Science |
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