

**Thematic Challenge #2
Step for Mall Fun with 2XU Challenge
Frequently Asked Questions (FAQs)**

General	
1.	<p>What is the Step for Mall Fun with 2XU Challenge?</p> <p>The Step for Mall Fun with 2XU Challenge is a thematic challenge of the National Steps Challenge™ Season 3 (NSC3) as part of the physical activity initiative by the Health Promotion Board (HPB) and 2XU to encourage NSC3 participants to be physically active every day, anytime and anywhere. Participants stand a chance to win attractive prizes when they i) scan 3 QR codes – two in the 2XU Performance Centre in Suntec City Mall and the Guardian outlet in Suntec City Mall, and ii) show that they have clocked and synced at least 7,500 steps the day before or on the day they scan the QR codes.</p>
2.	<p>Who can sign up for Thematic Challenge #2 – Step for Mall Fun with 2XU Challenge?</p> <p>The Step for Mall Fun with 2XU Challenge is open to all NSC3 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. Participants must also have a compatible smartphone that is able to scan the QR codes via the Healthy 365 mobile app. Please note that eligible persons who are below 21 years of age must obtain parental consent before participating in the Step for Mall Fun with 2XU Challenge.</p>
3.	<p>How does the Thematic Challenge #2 – Step for Mall Fun with 2XU Challenge work?</p> <ul style="list-style-type: none"> ▪ Participants stand a chance to win attractive prizes from 2XU and other NSC3 partners by scanning QR codes in the 2XU Performance Centre in Suntec City Mall (Tower 3, #01-611) and the Guardian outlet in Suntec City Mall during the Challenge period and Challenge hours (6 – 14 January 2018, 12pm to 8pm). ▪ Participants will need to first scan a QR code in the 2XU Performance Centre in Suntec City Mall. ▪ Next, they will need to proceed to the Guardian outlet in Suntec City Mall to scan the second QR code. ▪ Finally, they will need to return to the 2XU Performance Centre in Suntec City Mall to scan a third QR code. Before they can scan the third QR code, participants must show that they have clocked and synced at least 7,500 steps to the Healthy 365 mobile app the day before or on the day itself. ▪ Participants will then be awarded with a goodie bag (while stocks last) and one (1) lucky draw chance for the Step for Mall Fun with 2XU Challenge lucky draw.

Category	Prize	Number of Winners	Value
Top Prize (1st)	3D/2N stay at W Hotel + 2 Adult Passes to Universal Studios Singapore, by Coca-Cola Zero Sugar + 1 x 2XU Accelerate (Men)/MidRise (Women) Compression Tights* AND 1 x 2XU Accelerate (Men)/MidRise (Women) Compression Shorts*	1	Up to \$1,858
2nd to 10th	1 x Samsung Gear Sport	9	Up to \$448
11th to 19th	1 x 2XU Accelerate (Men)/MidRise (Women) Compression Tights* AND 1 x 2XU Accelerate (Men)/MidRise (Women) Compression Shorts*	9	Up to \$358
20th to 25th	Jabra Solemate and Fusion bundle	6	Up to \$346

* Winners can choose between the Accelerate for Men or MidRise for Women

- Only participants of the National Steps Challenge™ Season 3 are eligible to take part in the Step for Mall Fun with 2XU Challenge.
- A lucky draw will be conducted, in descending order (highest value prize to lowest value prize), to select the winners. This means that a lucky draw will be conducted for the Top Prize first, followed by the 2nd to 10th category, followed by the 11th to 19th category, and finally the 20th to 25th category.
- Participants are only allowed to win in one category.
- Participants who did not win in the lucky draw of the preceding category will remain eligible to win in the draws of the subsequent categories.
- In the event that a participant wins in a category, their names will be automatically removed from the other 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 which 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.
- If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian.

4. Can I indicate/suggest my own preferred prize category for the lucky draw?

The lucky draw will be conducted in descending order of the category, as indicated in the previous question. Participants will not be allowed to indicate their preferred prize category.

5. How do I sign up for the Thematic Challenge #2 – Step for Mall Fun with 2XU Challenge?

Download the Healthy 365 mobile app on your smartphone, create a profile and sign up for the National Steps Challenge™ Season 3 and Step for Mall Fun with 2XU Challenge. Agree to the Terms and Conditions of the Step for Mall Fun with 2XU Challenge and select your preferred tracking mode. Head to the 2XU Performance Centre at Suntec City Mall during the Challenge period (6 – 14 January 2018, 12pm to 8pm)

6.	<p>Will there be any penalty if I decide to withdraw or drop out from the Thematic Challenge #2 – Step for Mall Fun with 2XU Challenge?</p> <p>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 the lucky draw.</p>
7.	<p>Must I pay to participate in the Thematic Challenge #2 – Step for Mall Fun with 2XU Challenge?</p> <p>No, participation in the Step for Mall Fun with 2XU Challenge is free of charge.</p>
8.	<p>Can I sign up on behalf of my friends or family members for the Thematic Challenge #2 – Step for Mall Fun with 2XU Challenge?</p> <p>No, each person must sign up individually on a smartphone.</p>
9.	<p>Must I sign up for the National Steps Challenge™ Season 3 as well?</p> <p>Yes, all participants of the Step for Mall Fun with 2XU Challenge must be a participant of the National Steps Challenge™ Season 3 (NSC3).</p>
10.	<p>When does the Thematic Challenge #2 – Step for Mall Fun with 2XU Challenge start?</p> <p>The Step for Mall Fun with 2XU Challenge will start on 6 January 2018, 1200 hrs (Singapore time). The Challenge period is 6 – 14 January 2018, 1200 hrs to 2000 hrs daily. The Challenge will be available for pre-registration on the Challenges tab of Healthy 365 mobile app, from 27 December 2017 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 14 January 2018, 1800 hrs (Singapore time)</p>
11.	<p>What do I do after I have signed up for the Thematic Challenge #2 – Step for Mall Fun with 2XU Challenge?</p> <p>Once you have successfully signed up for the Step for Mall Fun with 2XU Challenge and have set up your preferred mode of steps tracking, all you need to do now is to proceed to the 2XU Performance Centre in Suntec City Mall during the Challenge period and Challenge hours (6 – 14 January 2018, 12pm to 8pm) to start the Challenge.</p>
12.	<p>What are the different modes of steps tracking?</p> <p>Participants may track their steps using the following trackers or mobile applications compatible with the Healthy 365 mobile app.</p> <ul style="list-style-type: none"> • Actxa® mobile app¹ with Actxa® activity trackers • Samsung Health mobile app² with Samsung Gear wearables • Health Kit mobile app³ with Apple Watch • Fitbit mobile app¹ with any Fitbit tracker <p>¹ Participants must have an existing Actxa®/Fitbit account and Actxa®/Fitbit mobile app to use Actxa®/Fitbit trackers for the Challenge</p> <p>² Samsung Health – Android 4.4 and above. Samsung Health must be installed on phone. To check Android version, please go to “Settings” on your phone and tap on “About device”. Please ensure that there are steps clocked on your Samsung Health for pairing to be successful.</p> <p>³ Health Kit – iPhone 5S and above, with iOS 8 and above. To check iOS version, please go to “Settings” on your phone and tap on “General” then “About”. Please ensure that there are steps clocked on your Health Kit for pairing to be successful.</p> <p>Please note that the Healthy 365 mobile app will only retrieve up to seven days of data and you will need to sync your selected tracking mode with the Healthy 365 mobile app at least</p>

	<p>once every seven days to prevent any data loss. Tap on the Green button on the “Dashboard” to sync.</p> <p>Note: Steps synced into Healthy 365 mobile app are dependent on the steps recorded from the mobile device itself. Healthy 365 mobile app alone does not do any form of steps tracking.</p>
13.	<p>Can non-smart phone participants take part in the Challenge?</p> <p>No. Participants will need a compatible smartphone with the Healthy 365 mobile app in order to scan the QR codes.</p>
14.	<p>Will participants of the Thematic Challenge #2 – Step for Mall Fun with 2XU Challenge be given a free HPB steps tracker?</p> <p>HPB steps trackers will not be distributed for this Challenge.</p> <p>Participants may track their steps using the following trackers or mobile applications compatible with the Healthy 365 mobile app.</p> <ul style="list-style-type: none"> • Actxa® mobile app¹ with Actxa® activity trackers • Samsung Health mobile app² with Samsung Gear wearables • Health Kit mobile app³ with Apple Watch • Fitbit mobile app¹ with any Fitbit tracker <p>Participants who have not collected a HPB steps tracker before may also make an appointment at http://stepschallenge-appointment.com to collect at selected Singapore Post Offices. Terms and conditions apply.</p> <p>¹ Participants must have an existing Actxa®/Fitbit account and Actxa®/Fitbit mobile app to use Actxa®/Fitbit trackers for the Challenge.</p> <p>² Samsung Health – Android 4.4 and above. Samsung Health must be installed on phone. To check Android version, please go to “Settings” on your phone and tap on “About device”. Please ensure that there are steps clocked on your Samsung Health for pairing to be successful.</p> <p>³ Health Kit – iPhone 5S and above, with iOS 8 and above. To check iOS version, please go to “Settings” on your phone and tap on “General” then “About”. Please ensure that there are steps clocked on your Health Kit for pairing to be successful.</p>
15.	<p>What is the special promotion for the first 100 participants who complete the Challenge daily in the 2XU Performance Centre in Suntec City Mall?</p> <p>The first 100 participants per day (from 6 Jan – 14 Jan 2018) who have completed all of the following 3 steps:</p> <ol style="list-style-type: none"> 1) Scanned all 3 QR codes (2 in the 2XU Performance Centre in Suntec City Mall and 1 in the Guardian outlet in Suntec City Mall) 2) Clocked and synced at least 10,000 steps to their Healthy 365 profile either on the day before or on the day itself 3) Showed that they have completed Step 2 by showing their dashboard in the Healthy 365 mobile app to the staff in the 2XU Performance Centre booth in Suntec City Mall <p>will receive a \$10 Subway voucher. All participants can only qualify for this special promotion once. HPB may, in its sole and absolute discretion and without prior notice, replace, change or substitute the Subway vouchers with another prize of similar value.</p>
<p>Healthy 365 mobile app</p>	
16.	<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 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 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 is 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>
17.	<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 challenges, to refresh the Challenge Summary page and the leader boards, and to scan QR codes. The app does not require Internet connection to sync your steps tracker to your smart phone as it uses Bluetooth® technology. However, Internet connection is required for the step count data to be sent to our server for updating of the Challenge Summary page.</p>
Technical assistance / Troubleshooting	
18.	<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
19.	<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>

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