

**Thematic Challenge #3  
Move to The Beat with Jabra Completers Challenge  
Frequently Asked Questions (FAQs)**

General																
1.	<p><b>What is the Move to The Beat with Jabra (Completers) Challenge</b></p> <p>The Move to The Beat with Jabra (Completers) Challenge is a thematic challenge of the National Steps Challenge™ Season 3 (NSC3). It is a physical activity initiative by the Health Promotion Board (HPB) and Jabra to encourage NSC3 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.</p>															
2.	<p><b>Who can sign up for Thematic Challenge #3 – Move to The Beat with Jabra (Completers) Challenge?</b></p> <p>The Move to The Beat with Jabra (Completers) Challenge is open to all Completers of NSC2 and 3, i.e. participant has completed all 6 tiers of sure-win rewards. Participants must also be a participant of the National Steps Challenge Season 3. A valid NRIC or photo identification must be presented at the point of registration. Participants must also be between the ages of <u>17 to 49 years old</u> to be eligible for the challenge. Please note that eligible persons who are below 21 years of age must obtain parental consent before participating in the Move to The Beat with Jabra Challenge.</p>															
3.	<p><b>Why is there an age limit of 49 years old for the Challenge?</b></p> <p>The Challenge requires participants to partake in exercises which might be physically strenuous to those who are above the stipulated age limit.</p>															
4.	<p><b>How does the Thematic Challenge #3 – Move to The Beat with Jabra (Completers) Challenge work?</b></p> <ul style="list-style-type: none"> <li>▪ Participants stand a chance to win attractive prizes from Jabra and other NSC3 partners by completing a series of static exercises with the Jabra Elite Sport earbuds during the Challenge period (10 -11 February 2018, 11am to 6pm).</li> <li>▪ Participants will have their static exercises timed by the station master.</li> <li>▪ Upon completion of static exercises, participants will receive one (1) lucky draw chance for the Move to The Beat with Jabra Challenge lucky draw and two (2) Timezone play chances.</li> <li>▪ Timezone prizes are subjected to stock availability.</li> <li>▪ Participants will be ranked according to the amount of time taken to complete the static exercises.</li> <li>▪ For each day, the top 100 ranking participants will stand to win attractive prizes.</li> </ul> <p>Challenge mechanics:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;"></th> <th style="width: 33%;">Prizes</th> <th style="width: 33%;">Eligible for Lucky Draw?</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="background-color: #cccccc;"><b>Static exercises</b></td> </tr> <tr> <td style="text-align: center;">Completed</td> <td>1 lucky draw chance and 2 Timezone play chances</td> <td>Yes (for those not ranked top 100)</td> </tr> <tr> <td style="text-align: center;">Completion time is ranked top 100</td> <td>Top 100 prizes listed in table below</td> <td>Only for the top prize for the Top 25.</td> </tr> <tr> <td style="text-align: center;">Did not complete</td> <td>Nil</td> <td>No</td> </tr> </tbody> </table>		Prizes	Eligible for Lucky Draw?	<b>Static exercises</b>			Completed	1 lucky draw chance and 2 Timezone play chances	Yes (for those not ranked top 100)	Completion time is ranked top 100	Top 100 prizes listed in table below	Only for the top prize for the Top 25.	Did not complete	Nil	No
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Ranking	Prize	Value
1 <sup>st</sup> to 2 <sup>nd</sup>	Jabra Solemate and Fusion Bundle (Speaker & Headset) + The North Face Sackpack + Odlo T-Shirt + Soleus Shoebag + \$100 Timezone Game Credit Gold Card	\$584
3 <sup>rd</sup> to 25 <sup>th</sup>	Jabra Solemate and Fusion Bundle (Speaker & Headset) + The North Face Sackpack + Odlo T-Shirt + \$100 Timezone Game Credit Gold Card	\$544
26 <sup>th</sup> to 35 <sup>th</sup>	Jabra Rox Wireless Headset + Soleus Shoebag	\$208
36 <sup>th</sup> to 55 <sup>th</sup>	Jabra Halo Smart	\$138
56 <sup>th</sup> to 80 <sup>th</sup>	Newline T-Shirts	\$59
81 <sup>st</sup> to 100 <sup>th</sup>	Soleus Shoebag	\$40

- Winners of the 1<sup>st</sup> to 25<sup>th</sup> prizes will only be eligible for the top prize in the Move to The Beat lucky draw.
- Winners of the 26<sup>th</sup> to 100<sup>th</sup> prizes will still be eligible for all the prizes in the Move to The Beat with Jabra Challenge lucky draw.

5. **What are the prizes for the lucky draw?**

Category	Prize	Number of Winners	Value
Top Prize (1 <sup>st</sup> )	W Hotel Staycation for 2 (3D/2N) + 2 Adult Passes to Universal Studios Singapore, sponsored by Coca-Cola Zero Sugar	1	\$1,500
2 <sup>nd</sup> to 21 <sup>st</sup>	Jabra Solemate and Fusion Bundle (Speaker & Headset)	20	\$346
22 <sup>nd</sup> to 46 <sup>th</sup>	Jabra Rox Wireless Headset	25	\$168
47 <sup>th</sup> to 56 <sup>th</sup>	Jabra Halo Smart	10	\$138
57 <sup>th</sup> to 86 <sup>th</sup>	Newline T-Shirt	30	\$59
87 <sup>th</sup> to 116 <sup>th</sup>	Soleus Shoebag	30	\$40

	<ul style="list-style-type: none"> <li>▪ 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 2<sup>nd</sup> to 21<sup>st</sup> category, followed by the 22<sup>nd</sup> to 46<sup>th</sup> category, followed by the 47<sup>th</sup> to 56<sup>th</sup> category, followed by the 57<sup>th</sup> to 86<sup>th</sup> category, and followed by the 87<sup>th</sup> to 116<sup>th</sup> category.</li> <li>▪ Participants are only allowed to win in one category.</li> <li>▪ 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.</li> <li>▪ In the event that a participant wins in a category, their names will be automatically removed from the subsequent categories.</li> <li>▪ HPB may, in its sole and absolute discretion and without prior notice, replace, change or substitute any prizes with another of similar value.</li> <li>▪ Prizes are not exchangeable for cash. Any request to exchange prizes will not be entertained.</li> <li>▪ 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.</li> <li>▪ If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian.</li> </ul>
6.	<p><b>Can I take part in the Thematic Challenge #3 – Move to The Beat with Jabra (Main) Challenge if I am already taking part in the Completers Challenge?</b></p> <p>Yes. Completers may take part in both challenges.</p>
7.	<p><b>Is the lucky draw for Completers a separate draw from the Main Challenge?</b></p> <p>No, the lucky draw is a combined draw for both the challenges. In total, completers stand to get a maximum of three (3) lucky draw chances when they take part in both challenges. Non-completers may only get a maximum of two lucky draw chances.</p>
8.	<p><b>When will I be notified if I am one of the winners of the lucky draw or the Completers Challenge?</b></p> <p>The lucky draw and the announcement of winners from the Completers Challenge will be done by end Feb 2018. All winners will be published on <a href="http://www.stepchallenge.sg">www.stepchallenge.sg</a> and shall be notified through email and phone within 1 month from the day of draw/announcement.</p>
9.	<p><b>Can I indicate/suggest my own preferred prize category for the lucky draw?</b></p> <p>No. Participants will not be allowed to indicate their preferred prize category.</p>
10.	<p><b>How do I sign up for the Thematic Challenge #3 – Move to The Beat with Jabra (Completers) Challenge?</b></p> <p>All NSC2/3 completers must have the Healthy 365 mobile app and joined the National Steps Challenge™ Season 3 (NSC3). Sign up for the Thematic Challenge #3 here: <a href="https://www.eventbrite.sg/e/move-to-the-beat-with-jabra-completers-challenge-tickets-41695265662">https://www.eventbrite.sg/e/move-to-the-beat-with-jabra-completers-challenge-tickets-41695265662</a></p> <p>Kindly take note that by registering for a timeslot, you will be consenting to the terms &amp; conditions to the challenge. Print out or obtain a screenshot of your event ticket after booking your slot.</p> <p>Each time slot is available in intervals of 15minutes starting from 11am ending with the last time slot at 5.45pm. Time slots available are <b>LIMITED</b>. Participants are encouraged to pre-register for the challenge when the pre-registration opens.</p>

	<p>The Challenge will be available for pre-registration via this link: <a href="https://www.eventbrite.sg/e/move-to-the-beat-with-jabra-completers-challenge-tickets-41695265662">https://www.eventbrite.sg/e/move-to-the-beat-with-jabra-completers-challenge-tickets-41695265662</a> provided, from 2 February 2018 onwards. Registration will end on 11 February 2018, 5pm or whenever the time slots are filled up.</p>
11.	<p><b>What do I do after I have signed up for the Thematic Challenge #3 – Move to The Beat with Jabra Completers Challenge?</b></p> <p>Once you have successfully signed up for the Move to The Beat with Jabra (Completers) Challenge and have selected your preferred time slot and obtained the event ticket with your confirmed time slot, proceed to Junction 8 Level 3 Roof Garden 15mins before your selected time slot during the Challenge period (10-11 Feb, 11am to 6pm) with your event ticket. Participants are required to sign in no later than 5.30pm and redeem their prizes by 6pm.</p>
12.	<p><b>What happens if I am late for my time slot?</b></p> <p>Participants <b>MUST</b> arrive 15mins prior to the selected time slot. In the event that if a participant is late, his/her time slot will be given to the next participant waiting in line.</p>
13.	<p><b>Will I be able to get another time slot if I am late?</b></p> <p>Participants may be able to get another time slot <u>only if</u> there is an available slot in the subsequent time slots. This is strictly subject to availability. Participants who have pre-registered for the correct slot will be prioritised over the late-comers. HPB is not obliged to make any special arrangements or guarantee participants' slots or participation should they come late or on the wrong day.</p>
14.	<p><b>Will I be able to register on-site?</b></p> <p>On-site registration on the day of the Challenge is discouraged and will only be allowed selectively based on the availability of slots. HPB is not obliged to facilitate on-site registration should the event be fully attended.</p>
15.	<p><b>Will there be any penalty if I decide to withdraw or drop out from the Thematic Challenge #3 – Move to The Beat with Jabra Completers Challenge?</b></p> <p>No penalty will be imposed for both withdrawal and drop-out. If you choose to withdraw from the Challenge, your time slot will be opened up to other participants.</p>
16.	<p><b>Must I pay to participate in the Thematic Challenge #3 – Move to The Beat with Jabra Completers Challenge?</b></p> <p>No, participation in the Move to The Beat with Jabra (Completers) Challenge is free of charge.</p>
17.	<p><b>Can I sign up on behalf of my friends or family members for the Thematic Challenge #3 – Move to The Beat with Jabra Completers Challenge?</b></p> <p>No, each person must sign up individually on a smartphone.</p>
18.	<p><b>Must I sign up for the National Steps Challenge™ Season 3 as well?</b></p> <p>Yes, in order to take part in the Move to The Beat with Jabra (Completers) Challenge, participants must take part in the National Steps Challenge™ Season 3 (NSC3).</p>
19.	<p><b>When does the Thematic Challenge #3 – Move to The Beat with Jabra Completers Challenge start?</b></p> <p>The Move to The Beat with Jabra Challenge will start on 10 February 2018, 1100 hrs (Singapore time). The Challenge period is 10 – 11 February 2018, 1100 hrs to 1800 hrs daily.</p>

20.	<p><b>Can I participate more than once?</b></p> <p>No. Each participant may only take part in the challenge once.</p>
21.	<p><b>What are the different modes of steps tracking?</b></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"> <li>• Actxa® mobile app<sup>1</sup> with Actxa® activity trackers</li> <li>• Samsung Health mobile app<sup>2</sup> with Samsung Gear wearables</li> <li>• Health Kit mobile app<sup>3</sup> with Apple Watch</li> <li>• Fitbit mobile app<sup>1</sup> with any Fitbit tracker</li> </ul> <p><sup>1</sup> Participants must have an existing Actxa®/Fitbit account and Actxa®/Fitbit mobile app to use Actxa®/Fitbit trackers for the Challenge</p> <p><sup>2</sup> 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><sup>3</sup> 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><b>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 once every seven days to prevent any data loss. Tap on the Green button on the “Dashboard” to sync.</b></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>
22.	<p><b>Will participants of the Thematic Challenge #3 – Move to The Beat with Jabra Challenge be given a free HPB steps tracker?</b></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"> <li>• Actxa® mobile app<sup>1</sup> with Actxa® activity trackers</li> <li>• Samsung Health mobile app<sup>2</sup> with Samsung Gear wearables</li> <li>• Health Kit mobile app<sup>3</sup> with Apple Watch</li> <li>• Fitbit mobile app<sup>1</sup> with any Fitbit tracker</li> </ul> <p>Participants who have not collected a HPB steps tracker before may also make an appointment at <a href="http://stepschallenge-appointment.com">http://stepschallenge-appointment.com</a> to collect at selected Singapore Post Offices. Terms and conditions apply.</p> <p><sup>1</sup> Participants must have an existing Actxa®/Fitbit account and Actxa®/Fitbit mobile app to use Actxa®/Fitbit trackers for the Challenge.</p> <p><sup>2</sup> 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><sup>3</sup> 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>

23.	<p><b>Is the Challenge time-based? I.e. is the timing taken to complete the Challenge being considered?</b></p> <p>Yes, the Completers' Challenge is time-based. Participants will be ranked according to the amount of time taken to complete the static exercises. For each day, the top 100 ranking participants will win attractive prizes.</p>
<p><b>Healthy 365 mobile app</b></p>	
24.	<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 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> <ul 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 is designed to work with smartphones)</li> </ul> <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>
25.	<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 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>
<p><b>Technical assistance / Troubleshooting</b></p>	
26.	<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>

27. **I am unable to complete registration for a challenge on the Healthy 365 mobile app.**

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](mailto:stepschallenge@hpb.gov.sg) for further assistance.

**For other enquiries, please contact us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg).**