

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

General																																					
1.	<p><b>What is the Move to The Beat with Jabra (Main) Challenge?</b></p> <p>The Move to The Beat with Jabra 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 (Main) Challenge?</b></p> <p>The Move to The Beat with Jabra Challenge is open to all NSC3 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 21 years of age must obtain parental consent before participating in the Move to The Beat with Jabra (Main) Challenge.</p>																																				
3.	<p><b>How does the Thematic Challenge #3 – Move to The Beat with Jabra Challenge work?</b></p> <p>Participants stand a chance to win attractive prizes from Jabra and other NSC3 partners by finding the Challenge signboards placed around Junction 8 shopping centre and answering the questions on the signboards correctly during the Challenge period (10 -11 February 2018, 11am to 6pm).</p> <ul style="list-style-type: none"> <li>▪ Each participant will be given a game card with 2 questions and 1 task.</li> <li>▪ Participants will need to locate 5 signboards within Junction 8.</li> <li>▪ There will be 2 signboards with 1 question each, 2 signboards with answers (each signboard has an answer to 1 of the questions) and a signboard that relates to the task on the game card.</li> <li>▪ There will be a total of 3 stamps to be collected on the game card.</li> <li>▪ Participants must stamp on their game card indicating that they have been to the indicated signboards. Each stamp is unique.</li> <li>▪ Participants will then be awarded a goodie bag and 2 timezone play chances upon presentation of game card with all 3 stamps, regardless of whether the answers are correct or wrong.</li> <li>▪ Both the goodie bag and timezone play chances are on a while stocks last basis.</li> <li>▪ With each correct answer, participants will receive one (1) lucky draw chance for the Move to The Beat with Jabra Challenge lucky draw.</li> </ul> <p>Challenge mechanics:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Number stamps obtained (max 3)</th> <th style="text-align: center;">Number of correct answers (max 2)</th> <th style="text-align: center;">Prizes</th> <th style="text-align: center;">Lucky draw chance</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> <td style="text-align: center;">Nil</td> <td style="text-align: center;">0</td> </tr> <tr> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">Nil</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">0</td> <td style="text-align: center;">Nil</td> <td style="text-align: center;">0</td> </tr> <tr> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">Nil</td> <td style="text-align: center;">1</td> </tr> <tr> <td></td> <td style="text-align: center;">2</td> <td style="text-align: center;">Nil</td> <td style="text-align: center;">2</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">0</td> <td style="text-align: center;">Goodie bag &amp; 2 time zone play chances</td> <td style="text-align: center;">0</td> </tr> <tr> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">Goodie bag &amp; 2 time zone play chances</td> <td style="text-align: center;">1</td> </tr> <tr> <td></td> <td style="text-align: center;">2</td> <td style="text-align: center;">Goodie bag &amp; 2 time zone play chances</td> <td style="text-align: center;">2</td> </tr> </tbody> </table>	Number stamps obtained (max 3)	Number of correct answers (max 2)	Prizes	Lucky draw chance	1	0	Nil	0		1	Nil	1	2	0	Nil	0		1	Nil	1		2	Nil	2	3	0	Goodie bag & 2 time zone play chances	0		1	Goodie bag & 2 time zone play chances	1		2	Goodie bag & 2 time zone play chances	2
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Move to The Beat with Jabra Challenge lucky draw prizes:

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	\$1500
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

- Only participants of the National Steps Challenge™ Season 3 are eligible to take part in the Move to The Beat with Jabra 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 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.
- 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 subsequent 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. When will I be notified if I am one of the winners of the lucky draw?**

The lucky draw will be done by end Feb 2018. All winners will be published on [www.stepchallenge.sg](http://www.stepchallenge.sg) and shall be notified through email and phone within 1 month from the day of draw.

6.	<p><b>What is the Timezone play chance?</b></p> <p>The Timezone play chance provides additional opportunities for participants to win more prizes via the Timezone games and machines provided on-site.</p>
7.	<p><b>How do I sign up for the Thematic Challenge #3 – Move to The Beat with Jabra (Main) Challenge?</b></p> <p><b>Step 1:</b> Download the Healthy 365 mobile app on your smartphone, create a profile and sign up for the National Steps Challenge Season 3 and Move to The Beat with Jabra Challenge.</p> <p><b>Step 2:</b> Agree to the Terms and Conditions of the Move to The Beat with Jabra Challenge and select your preferred tracking mode. Book your preferred slot via the micro link provided. <a href="https://www.eventbrite.sg/e/move-to-the-beat-with-jabra-main-challenge-tickets-41983927056">https://www.eventbrite.sg/e/move-to-the-beat-with-jabra-main-challenge-tickets-41983927056</a></p> <p><b>Step 3:</b> Head to Junction 8 Level 1 during the Challenge period (10 – 11 February 2018, 11am to 6pm). Complete the Challenge and win great prizes!</p> <p>The Challenge will be available for pre-registration on the Challenges tab of Healthy 365 mobile app, from <u>26 January 2018</u> onwards.</p>
8.	<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 (Main) Challenge?</b></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>
9.	<p><b>Must I pay to participate in the Thematic Challenge #3 – Move to The Beat with Jabra (Main) Challenge?</b></p> <p>No, participation in the Move to The Beat with Jabra Challenge is free of charge.</p>
10.	<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 Challenge?</b></p> <p>No, each person must sign up individually on a smartphone.</p>
11.	<p><b>Must I sign up for the National Steps Challenge™ Season 3 as well?</b></p> <p>Yes, all participants of the Move to The Beat with Jabra Challenge must be a participant of the National Steps Challenge™ Season 3 (NSC3).</p>
12.	<p><b>When does the Thematic Challenge #3 – Move to The Beat with Jabra Challenge (Main) 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. Registration will end on 11 February 2018, 1730 hrs (Singapore time). Redemption of goodie bags will end at 1800 hrs daily.</p>
13.	<p><b>What do I do after I have signed up for the Thematic Challenge #3 – Move to The Beat with Jabra (Main) Challenge?</b></p> <p>Once you have successfully signed up for the Move to The Beat with Jabra (Main) Challenge, set up your preferred mode of steps tracking and chosen your preferred Challenge slot, all you need to do now is to proceed to Junction 8 Level 1 during the Challenge period (10 – 11 February 2018, 11pm to 6pm) to start the Challenge.</p>

14.	<p><b>Can I register on the day itself?</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>Can I participate more than once?</b></p> <p>No. Each participant may only take part in the challenge once.</p>
16.	<p><b>Is the Challenge time-based? I.e. is the timing taken to complete the Challenge is being considered?</b></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.</p>
17.	<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>
18.	<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>
19.	<p><b>Can I change my slot on the booking website?</b></p> <p>You may cancel your current slot via the booking website and reserve a new slot.</p>
20.	<p><b>I booked an earlier slot but can I turn up for a later slot on the day of the Challenge?</b></p> <p>There will be strictly no changing of slots on site. If you are unable to keep to your reserved slot, please go to the booking website, cancel your current slot and book your preferred one instead. HPB is not obliged to entertain requests for changes in Challenge slots on site.</p>
<p><b>Healthy 365 mobile app</b></p>	
21.	<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>
22.	<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>	

23.	<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:  For iOS:  a) Go to your phone’s “Settings” page  b) Tap on “General”, followed by “Date &amp; Time”  c) Turn “Set Automatically” option on</p> <p>For Android:  a) Go to your phone’s “Settings” page  b) Tap on “Date and Time”  c) Turn “Automatic date and time” option on</p>
24.	<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).**