

Thematic Challenge #4
Move to a Healthier You Challenge at Sports Hub Community Play Day
Frequently Asked Questions (FAQs)

General	
1.	<p>What is the Move to a Healthier You Challenge?</p> <p>The Move to a Healthier You 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 Sports Hub 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>Who can sign up for Thematic Challenge #4 – Move to a Healthier You Challenge?</p> <p>The Move to a Healthier You 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 a Healthier You Challenge.</p> <p>The obstacle course is open to participants between the ages of 17 to 49 only. This is due to the more physically strenuous nature of the obstacle course which may not be suitable for all participants.</p>
3.	<p>How does the Thematic Challenge #4 – Move to a Healthier You Challenge work?</p> <p>Participants stand a chance to win attractive prizes from Sports Hub and other NSC3 partners by finding the Challenge signboards placed around Sports Hub and answering the questions on the signboards correctly during the Challenge period (10 -11 March 2018, 9am to 6pm).</p> <ul style="list-style-type: none"> ▪ Each participant will be given a game card at the National Steps Challenge™ booth at Sports Hub, OCBC Square. ▪ Follow the instructions on the game card in order to collect up to 10 stamps at various locations around Sports Hub. Each stamp is unique. ▪ With seven unique stamps, participants will be able to redeem a goodie bag. Goodie bags are available on a while stocks last basis. ▪ With ten unique stamps, participants will qualify for a lucky draw, in addition to the goodie bag. ▪ Participants may also participate in a time-based obstacle course challenge to win additional prizes. <p>Move to a Healthier You Challenge lucky draw prizes:</p>

Category	Prize	Number of Winners	Value
Top Prize (1 st)	<ul style="list-style-type: none"> • 1x OSIM uGallop 2 Horse-Riding Exerciser • 1x On Shoes • 3x oBike VIP Package Free Rides • S\$100 Running Lab Vouchers • National Stadium VIP Suite Experience for 4pax* 	1	\$1068
2 nd & 3 rd	<ul style="list-style-type: none"> • 1x OSIM uGallop 2 Horse-Riding Exerciser • 2x Tickets to an Event at Sports Hub* • \$100 LIV Active vouchers 	2	\$819
4 th to 7 th	<ul style="list-style-type: none"> • 1x Samsung Gear Sport • 1x On Shoes • \$100 Running Lab vouchers 	4	\$737
8 th to 10 th	<ul style="list-style-type: none"> • 1x Samsung Gear Sport • \$100 LIV Active vouchers • 1x Under Armour t-shirt 	3	\$597
11 th to 14 th	<ul style="list-style-type: none"> • 1x Samsung Gear Sport 	4	\$448
15 th to 18 th	<ul style="list-style-type: none"> • 1x Under Armour backpack • 1x Under Armour t-shirt 	4	\$128
19 th to 25 th	<ul style="list-style-type: none"> • 1x Under Armour t-shirt 	7	\$49

*Event to be confirmed upon issuance of prize and to be determined by Health Promotion Board and Singapore Sports Hub.

- Only participants of the National Steps Challenge™ Season 3 are eligible to take part in the Move to a Healthier You Challenge.
- 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.
- 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 ascending order of the category (i.e. lowest value prize to highest value prize). 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 March 2018. All winners shall be notified through email and phone within 1 month from the day of draw.

6. **What prizes will I stand to win from the obstacle time-based challenge?**

The top ten males and top ten females of each challenge day will win the following prizes:

Category	Prize	Number of Winners	Value
Top Prize (1 st)	<ul style="list-style-type: none"> 1x Samsung Gear Sport 1x Under Armour backpack 1x Under Armour t-shirt 	1 male and 1 female per day	\$576
2 nd	<ul style="list-style-type: none"> 1x Samsung Gear Sport 1x Under Armour backpack 	1 male and 1 female per day	\$527
3 rd	<ul style="list-style-type: none"> 1x Samsung Gear Sport 1x Under Armour t-shirt 	1 male and 1 female per day	\$497
4 th to 5 th	<ul style="list-style-type: none"> 1x Under Armour backpack 1x Under Armour t-shirt 	2 males and 2 females per day	\$128
6 th to 10 th	<ul style="list-style-type: none"> 1x Under Armour t-shirt 	5 males and 5 females per day	\$49

The daily male and female winners will be announced at 7pm on the respective challenge days and prizes will be given out on the spot. Winners who are unable to stay until 7pm will be notified through email and/or phone to collect their prizes separately. 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.

7. **Can I choose not to participate in the obstacle course after completing the main challenge?**

Yes, you may choose not to participate in the obstacle course as participation is optional.

8. **How do I sign up for the Thematic Challenge #4 – Move to a Healthier You Challenge?**

Step 1:

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 a Healthier You Challenge.

Step 2:

Agree to the Terms and Conditions of the Move to a Healthier You Challenge and select your preferred tracking mode.

Step 3:

Head to Sports Hub, OCBC Square during the Challenge period (10 – 11 March 2018, 9am to 6pm). Complete the Challenge and win great prizes!

The Challenge will be available for pre-registration on the Challenges tab of Healthy 365 mobile app, from 1 March 2018 onwards.

9. **Will there be any penalty if I decide to withdraw or drop out from the Thematic Challenge #4 – Move to a Healthier You Challenge?**

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.

10.	<p>Must I pay to participate in the Thematic Challenge #4 – Move to a Healthier You Challenge?</p> <p>No, participation in the Move to a Healthier You Challenge is free of charge.</p>
11.	<p>Can I sign up on behalf of my friends or family members for the Thematic Challenge #4 – Move to a Healthier You Challenge?</p> <p>No, each person must sign up individually on a smartphone.</p>
12.	<p>Must I sign up for the National Steps Challenge™ Season 3 as well?</p> <p>Yes, all participants of the Move to a Healthier You Challenge must be a participant of the National Steps Challenge™ Season 3 (NSC3).</p>
13.	<p>When does the Thematic Challenge #4 – Move to a Healthier You Challenge start?</p> <p>The Challenge period is from 10 – 11 March 2018, 0900 hrs to 1800 hrs daily. Registration will end on 11 March 2018, 1800 hrs (Singapore time). Redemption of goodie bags will end at 1900 hrs daily. Pre-registration on the Healthy 365 mobile app starts on 1 March 2018.</p>
14.	<p>What do I do after I have signed up for the Thematic Challenge #4 – Move to a Healthier You Challenge?</p> <p>Once you have successfully signed up for the Move to a Healthier You Challenge and set up your preferred mode of steps tracking, all you need to do is proceed to Sports Hub, OCBC Square during the Challenge period (10 – 11 March 2018, 9am to 6pm) to take part in the Challenge.</p>
15.	<p>Can I register on the day itself?</p> <p>Yes, onsite registration is allowed. However, participants are encouraged to pre-register for the challenge in order to facilitate onsite registration and checks before participants can embark on the challenge or the obstacle course.</p>
16.	<p>Can I participate more than once?</p> <p>No. Each participant may only take part in the obstacle course and main challenge once.</p>
17.	<p>Is the Challenge time-based? I.e. is the timing taken to complete the Challenge is being considered?</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> <p>The optional obstacle course challenge for those between 17-49 years old is time-based. Winners will be determined based on the timing taken to complete the obstacle course.</p>
18.	<p>Can participants without a smartphone participate in the challenge?</p> <p>Yes, onsite facilitators will help to register non-smartphone participants for the challenge. Participation in the challenge and the obstacle course does not require the use of a smartphone.</p>
19.	<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

	<ul style="list-style-type: none"> • 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 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>
20.	<p>Will participants of the Thematic Challenge #4 – Move to a Healthier You 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>
Healthy 365 mobile app	
21.	<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>
22.	<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	
23.	<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
24.	<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.