

Scan & Win: Frequently Asked Questions

Section 1- General	
1.	<p>What is Scan & Win?</p> <p>Scan & Win is a physical activity initiative by the Health Promotion Board (HPB) to encourage Singapore residents to be more physically active every day, anytime and anywhere. It runs concurrently with the National Steps Challenge™, and other programmes or initiatives conducted on the Healthy 365 mobile app. It is ongoing all year round.</p>
2.	<p>How does the Scan & Win work?</p> <p>To encourage participants to take more steps every day, Scan & Win aims to take participants to different places in Singapore where the Scan & Win “hotspots” or QR codes are located. Participants can use the Healthy 365 mobile app to scan the QR codes to earn Healthpoints.</p> <p>Only two unique QR codes from designated Scan and Win Hotspots listed under “Nearby” on the Healthy 365 mobile app may be scanned per day. Every 10 valid QR codes scanned will be awarded 80 Healthpoints. No Healthpoints will be awarded before the tenth valid QR code is scanned</p> <p>To ensure legitimacy of the Scan & Win, participants will be required to activate their mobile phone’s GPS location service* as the scanning of QR code at an outdoors Scan & Win hotspot will only be successful if participant is within a specified range of distance from the Scan & Win hotspot. A similar concept will be used for indoors locations using a device known as the iBeacon. Participants will need to ensure that their Bluetooth and mobile network are activated at the indoor locations in order to conduct a successful scan. Participants must also ensure that the iBeacon icon in their Healthy 365 mobile app (on the top right hand corner) is turned on in order to successfully scan a QR code at an indoor location.</p> <p>* iOS users must turn on location services and always allow location access for the Healthy 365 mobile app (instead of only allowing location access while using the app).</p>
3.	<p>When does Scan & Win start?</p> <p>Scan & Win launched on 9 Dec 2017 at Bishan-Ang Mo Kio Park, with five Scan & Win hotspots. Concurrently, Scan & Win hotspots also commenced at four other parks, including the East Coast Park, Choa Chu Kang Park, Punggol Waterway Park and Sun Plaza Park.</p> <p>Scan & Win will be launched in various malls around Singapore from end April 2018. Visit the Nearby tab in the Healthy 365 mobile app to find out which are the new Scan & Win hotspots.</p>
4.	<p>Who can take part in Scan & Win?</p> <p>Scan & Win is open to all members of public who are smart phone users with a valid NRIC or FIN, aged 17 years and above at the point of registration. While the National Steps Challenge™ is ongoing, participants must sign up to the National Steps Challenge™ in order to take part in Scan & Win. During non-Challenge period, participants will require at least a valid profile on the Healthy 365 mobile app.</p> <p>Please note that eligible persons who are below 21 years of age must obtain parental consent before participating in Scan & Win.</p>
5.	<p>How do I sign up for the Scan & Win?</p> <p>The Scan & Win is only for smart phone users. Download the Healthy 365 mobile app and create a profile. If you are signing up while the National Steps Challenge™ is ongoing, you will need to sign up for the National Steps Challenge™ before you can take part in Scan & Win.</p> <p>Once you have signed up to National Steps Challenge™ (if during Challenge period) or have created a Healthy 365 profile (if outside of Challenge period), you may start checking out the Scan & Win hotspots on the “Nearby” tab and make your way to scan the QR codes.</p>

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6.	<p>Must I pay to participate in Scan & Win?</p> <p>No, participation in Scan & Win is free of charge.</p>
7.	<p>Why is Scan & Win only available for smart phone participants? How about the non-smart phone participants?</p> <p>As the Scan & Win requires the participants to have mobile phone equipped with a camera with mobile data, GPS and Bluetooth capability, non-smart phone participants are not able to take part.</p>
8.	<p>What does the QR code look like? How do I know if a QR code in a Scan & Win hotspot is the right QR code?</p> <p>The QR codes are usually accompanied by visuals associated with the National Steps Challenge™ or Health Promotion Board. In the parks, the QR codes are usually located on lamppost banners. In the shopping malls, they could be located at standees, poster display cases, pillars or walls. To determine if the QR code is legit, simply launch the Healthy 365 mobile app, tap on the camera icon and scan the QR code. A valid scan will be immediately recorded if it is a valid Scan and Win hotspot.</p>
<p>Section 2: Technical troubleshooting or error messages</p>	
9.	<p>My Healthpoint summary does not reflect the correct number of Healthpoints I have accumulated from Scan & Win.</p> <p>80 Healthpoints will be awarded for Scan & Win once 10 valid QR codes from designated Scan & Win hotspots categories are scanned. The Healthpoints award is based on “All or Nothing” concept. There will be no partial award of points. For example, if you have scanned 5 QR codes, your Healthpoint summary will reflect 0 points instead of 40 points. The full 80 points will only be awarded when you have completed all 10 scans.</p>
10.	<p>When I tried to scan a QR code, error messages appear.</p> <p>The following are common error messages and the corresponding resolution:</p> <ul style="list-style-type: none"> i. Out of range You are likely not close enough to the QR code, or you have not switched on your GPS. Please ensure your GPS is switch on and you are standing close enough for the QR code to be displayed clearly on your screen without the need to zoom in. ii. Invalid QR code The QR code you are scanning is likely not a Scan & Win QR code. Please check the “Nearby” tab on Healthy 365 mobile app to locate the nearest Scan & Win hotspot. iii. Location/bluetooth disabled GPS and Bluetooth must be enabled to participate in Scan & Win. iv. Scan quota reached You are likely scanning a QR code that you have already scanned for that day. You may only scan each QR code once a day. Refer to the “Nearby” tab to locate the next nearest QR code instead, or try again the next day.
11.	<p>I am unable to scan a QR code because I did not receive the iBeacon message.</p> <p>To receive the iBeacon message, ensure that your GPS location service, Bluetooth and iBeacon icon is turned on. iOS users must also ensure that they always allow location access for the Healthy 365 mobile app (instead of only allowing location access while using the app).</p>