

Scan & Win @ Singapore Sports Hub Frequently Asked Questions (FAQs)

General										
1.	<p>What is Scan & Win @ Singapore Sports Hub?</p> <p>Scan & Win @ Singapore Sports Hub is part of the physical activity initiative by the Health Promotion Board (HPB) to encourage Singaporeans to be physically active every day, anytime and anywhere. The programme will be ongoing from 10 March 2018, 0000 hours to 9 June 2018, 2359 hours.</p>									
2.	<p>When does Scan & Win @ Singapore Sports Hub start?</p> <p>Scan & Win @ Singapore Sports Hub will be held from 10 March 2018, 0000 hours to 9 June 2018, 2359 hours. Participants are required to download the Healthy 365 mobile app, create a profile and select a preferred tracking mode prior to participating in Scan & Win @ Singapore Sports Hub.</p>									
3.	<p>Who can sign up for Scan & Win @ Singapore Sports Hub?</p> <p>Scan & Win @ Singapore Sports Hub is open to all NSC3 smart-phone 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. Please note that eligible persons who are below 21 years of age must obtain parental consent before participating in Scan & Win @ Singapore Sports Hub.</p> <p>During non-Challenge period, participants will require at least a valid profile on the Healthy 365 mobile app.</p> <p>Scan & Win @ Singapore Sports Hub is only available to smart phone participants. Non-smart phone participants will not be able to participate in Scan & Win @ Singapore Sports Hub.</p>									
4.	<p>How does Scan & Win @ Singapore Sports Hub work?</p> <ul style="list-style-type: none"> • Participants will be awarded 80 Healthpoints for every 10 Scan & Win QR codes in Singapore Sports Hub from 10 March 2018 to 9 June 2018 within the Challenge hours (e.g. 20 scans = 160 Healthpoints; 30 scans = 240 Healthpoints). • All scans must be performed at the 7 QR code hotspots in Singapore Sports Hub. • Participants can scan up to two unique QR codes per day. • Participants who complete at least 10 scans at Singapore Sports Hub will be qualified for a lucky draw chance. <p>Scan & Win @ Singapore Sports Hub lucky draw prizes:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #333; color: white;">Category</th> <th style="background-color: #333; color: white;">Prize</th> <th style="background-color: #333; color: white;">Number of Winners</th> </tr> </thead> <tbody> <tr> <td>Top Prize (1st)</td> <td>National Stadium VIP Suite Experience for 4pax</td> <td style="text-align: center;">1</td> </tr> <tr> <td>2nd & 3rd</td> <td>A pair of tickets to an event at Sports Hub</td> <td style="text-align: center;">2</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ Event to be confirmed upon issuance of prize and to be determined by Health Promotion Board and Singapore Sports Hub. ▪ 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. 	Category	Prize	Number of Winners	Top Prize (1 st)	National Stadium VIP Suite Experience for 4pax	1	2 nd & 3 rd	A pair of tickets to an event at Sports Hub	2
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	<ul style="list-style-type: none"> If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian.
5.	<p>Will I obtain more lucky draw chances if I obtain more than 10 QR scans throughout the Scan & Win @ Singapore Sports Hub period?</p> <p>No, participants will only obtain a maximum of one lucky draw chance even if they obtain more than 10 QR scans.</p>
6.	<p>How do I sign up for Scan & Win @ Singapore Sports Hub?</p> <p>Download the Healthy 365 mobile app on your smartphone, create a profile and sign up for the National Steps Challenge™ Season 3. Choose a preferred tracking mode. Ensure that the camera function and location tracking are allowed so you will be able to scan the Scan & Win QR codes. Internet connection is also required to scan the QR codes. Check out the Scan & Win hotspots on the “Nearby” tab and make your way to scan the QR codes.</p>
7.	<p>Will there be any penalty if I decide to withdraw or drop out halfway from Scan & Win @ Singapore Sports Hub?</p> <p>No penalty will be imposed for both withdrawal and drop-out.</p>
8.	<p>Must I pay to participate in Scan & Win @ Singapore Sports Hub?</p> <p>No, participation in Scan & Win @ Singapore Sports Hub is free of charge.</p>
9.	<p>Can I sign up on behalf of my friends or family members for Scan & Win @ Singapore Sports Hub?</p> <p>No, each person must sign up individually on a smartphone.</p>
10.	<p>Must I sign up for the National Steps Challenge™ Season 3 as well?</p> <p>Yes, all participants of Scan & Win @ Singapore Sports Hub must be a participant of the National Steps Challenge™ Season 3 (NSC3). Participants who have scanned the QR codes will <u>not be eligible</u> for the prizes if they are not NSC3 participants.</p> <p>During non-Challenge period, participants will require at least a valid profile on the Healthy 365 mobile app.</p>
11.	<p>Can non-smart phone participants take part in Scan & Win @ Singapore Sports Hub?</p> <p>No. Participants will need a compatible smartphone with the Healthy 365 mobile app in order to scan the QR codes for Scan & Win @ Singapore Sports Hub.</p>
12.	<p>Will participants of Scan & Win @ Singapore Sports Hub be given a free HPB steps tracker?</p> <p>Participants will not be given a free HPB steps tracker.</p>
Healthy 365 mobile app	
13.	<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>
14.	<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 scan QR codes, register for challenges and to refresh the Challenge Summary page and the leader boards. 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. The camera function and GPS location tracking function must also be enabled to take part in the Scan & Win @ Singapore Sports Hub.</p>
Technical assistance / Troubleshooting	
15.	<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 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.</p>

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