

Scan & Win @ Bishan-Ang Mo Kio Park Frequently Asked Questions (FAQs)

General										
1.	<p>What is Scan & Win @ Bishan-Ang Mo Kio Park?</p> <p>Scan & Win @ Bishan-Ang Mo Kio Park is the launch of Scan & Win in conjunction with the National Steps Challenge™ Season 3 (NSC3). Scan & Win 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 event will be held in Bishan-Ang Mo Kio park on 9 and 10 December 2017, 1000 hours to 1700 hours.</p> <p>Participants who have scanned <u>2 Scan & Win QR codes</u> in Bishan-Ang Mo Kio park on either 9 or 10 December 2017 can redeem a goodie bag (worth \$15) on the same day, within the Challenge hours. Participants who have scanned 3 Scan & Win QR codes and 1 special roving QR code will instead get a goodie bag (worth \$15) and a chance at a lucky dip (win either a \$25 Under Armour or \$25 TripleFit voucher, while stocks last). Participants can only redeem either of the prizes (goodie bag or goodie bag and lucky dip) once for the whole duration of Scan & Win @ Bishan-Ang Mo Kio Park, while stocks last.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Number of QR codes</th> <th style="text-align: left;">Prize</th> </tr> </thead> <tbody> <tr> <td>1 Scan & Win QR code</td> <td>Nil</td> </tr> <tr> <td>2 Scan & Win QR codes or 1 Scan & Win QR code + 1 roving QR code</td> <td rowspan="2">Goodie bag worth \$15</td> </tr> <tr> <td>3 Scan & Win QR codes or 2 Scan & Win QR codes + 1 roving QR code</td> </tr> <tr> <td>3 Scan & Win QR codes + 1 roving QR code</td> <td>Goodie bag worth \$15 and 1 lucky dip</td> </tr> </tbody> </table>	Number of QR codes	Prize	1 Scan & Win QR code	Nil	2 Scan & Win QR codes or 1 Scan & Win QR code + 1 roving QR code	Goodie bag worth \$15	3 Scan & Win QR codes or 2 Scan & Win QR codes + 1 roving QR code	3 Scan & Win QR codes + 1 roving QR code	Goodie bag worth \$15 and 1 lucky dip
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2.	<p>Who can sign up for Scan & Win @ Bishan-Ang Mo Kio Park?</p> <p>Scan & Win @ Bishan-Ang Mo Kio Park 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 @ Bishan-Ang Mo Kio Park.</p>									
3.	<p>How does Scan & Win @ Bishan-Ang Mo Kio Park work?</p> <p>Register at the National Steps Challenge™ Scan & Win Event booth at Bishan-Ang Mo Kio Park Promenade on 9 or 10 December, between 1000 hours to 1700 hours and collect your event map. Follow the map to find the Scan & Win QR codes. Look out for our roving QR code too!</p> <ul style="list-style-type: none"> ▪ 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 must be claimed on the same day (between 1000 hours to 1800 hours as the day the Scan & Win QR codes are scanned). ▪ All participants can only participate once in the event. Prizes (either goodie bag or goodie bag and lucky dip) can only be claimed once, and must be claimed on the day the Scan & Win QR codes are scanned. ▪ If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian. 									
4.	<p>Can I choose which voucher to get for the lucky dip?</p> <p>Participants will get a lucky dip chance for a \$25 Under Armour or \$25 TripleFit voucher, while stocks last. Participants will not be allowed to choose a specific voucher.</p>									

5.	<p>How do I sign up for Scan & Win @ Bishan-Ang Mo Kio Park?</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. Note that internet connection is also required to scan the QR codes. Register at the National Steps Challenge™ Scan & Win Event booth at Bishan-Ang Mo Kio Park Promenade on 9 or 10 December, between 1000 hours to 1700 hours and collect your event map. Note that you must agree to the Terms and Conditions of Scan & Win @ Bishan-Ang Mo Kio Park before you can participate in the event.</p>
6.	<p>Where is the registration and redemption booth for Scan & Win @ Bishan-Ang Mo Kio Park?</p> <p>The registration and redemption booth is located at the Promenade in Bishan-Ang Mo Kio Park.</p>
7.	<p>Do I need to scan all the QR codes in one day?</p> <p>Yes, participants will need to scan the QR codes <u>within the same day</u> to qualify for the prizes (while stocks last). Note that redemption must be done between 1000 hours to 1800 hours on the same day of the QR scans (either 9 or 10 December 2017).</p>
8.	<p>Will there be any penalty if I decide to withdraw or drop out halfway from Scan & Win @ Bishan-Ang Mo Kio Park?</p> <p>No penalty will be imposed for both withdrawal and drop-out.</p>
9.	<p>Must I pay to participate in Scan & Win @ Bishan-Ang Mo Kio Park?</p> <p>No, participation in Scan & Win @ Bishan-Ang Mo Kio Park is free of charge.</p>
10.	<p>Can I sign up on behalf of my friends or family members for Scan & Win @ Bishan-Ang Mo Kio Park?</p> <p>No, each person must sign up individually on a smartphone.</p>
11.	<p>Must I sign up for the National Steps Challenge™ Season 3 as well?</p> <p>Yes, all participants of Scan & Win @ Bishan-Ang Mo Kio Park 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>
12.	<p>When does Scan & Win @ Bishan-Ang Mo Kio Park start?</p> <p>Scan & Win @ Bishan-Ang Mo Kio Park will be held over two days – 9 and 10 December 2017, 1000 hours to 1700 hours for both days. Registration at the booth to collect the event map will end at 1700 hours for both days. Participants must redeem their prizes by 1800 hours of the same day. 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 @ Bishan-Ang Mo Kio Park.</p>
13.	<p>Can non-smart phone participants take part in Scan & Win @ Bishan-Ang Mo Kio Park?</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 @ Bishan-Ang Mo Kio Park.</p>

14.	<p>Will participants of Scan & Win @ Bishan-Ang Mo Kio Park be given a free HPB steps tracker?</p> <p>Participants will not be given a free HPB steps tracker.</p> <p>Participants who have not collected their steps tracker may make an appointment at http://stepschallenge-appointment.com to collect at selected Singapore Post Offices.</p>
<p>Healthy 365 mobile app</p>	
15.	<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>
16.	<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 @ Bishan-Ang Mo Kio Park.</p>
<p>Technical assistance / Troubleshooting</p>	
17.	<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

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