

Scan & Win: Frequently Asked Questions

| Section 1- General | |
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| 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 outdoor 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 indoor 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.</p> |
| 3. | <p>When does Scan & Win start?</p> <p>Scan & Win will launch on 9 Dec 2017 at Bishan-Ang Mo Kio Park, which sites five Scan & Win hotspots. Concurrently, Scan & Win hotspots will also commence at four other parks, including the East Coast Park, Choa Chu Kang Park, Punggol Waterway Park and Sun Plaza Park.</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 for 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> |
| 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> |

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| | <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> <p>Non-smart phone participants may continue to clock steps for the sure-win rewards (if they are not Completers), win prizes from Pledge & Win (for Completers) and sign-up for our regular Thematic Challenges to earn extra rewards.</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. For example, banners found on lampposts in parks. 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 indeed the correct Scan & Win hotspot.</p> |
| Section 2: Technical troubleshooting or error messages | |
| 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 are scanned. The Healthpoints awarded 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> |