

**Thematic Challenge #1  
10,000 Steps to Fly with Singapore Airlines Challenge  
Frequently Asked Questions (FAQs)**

<b>General</b>	
<b>1.</b>	<p><b>What is the 10,000 Steps to Fly with Singapore Airlines Challenge?</b></p> <p>The 10,000 Steps to Fly with Singapore Airlines Challenge is a backend thematic challenge of the National Steps Challenge™ Season 3 (NSC3) as part of the physical activity initiative by the Health Promotion Board (HPB) and Singapore Airlines (SIA) to encourage NSC3 participants and KrisFlyer members to be physically active every day, anytime and anywhere. Participants stand a chance to win attractive prizes from Singapore Airlines and SilkAir by aiming to clock at least 10,000 steps every day from 2 to 15 December 2017.</p>
<b>2.</b>	<p><b>Who can sign up for Thematic Challenge #1 – 10,000 Steps to Fly with Singapore Airlines Challenge?</b></p> <p>The 10,000 Steps to Fly with Singapore Airlines Challenge is open to all NSC3 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 the 10,000 Steps to Fly with Singapore Airlines Challenge.</p>
<b>3.</b>	<p><b>How does the Thematic Challenge #1 – 10,000 Steps to Fly with Singapore Airlines Challenge work?</b></p> <ul style="list-style-type: none"> <li>▪ Participants stand a chance to win attractive prizes from Singapore Airlines and SilkAir by aiming to clock as many days of 10,000 steps as possible from 2 to 15 December 2017.</li> <li>▪ Participants who clock the specified number of days of at least 10,000 steps each day between 2 to 15 Dec 2017 will be entitled to one (1) lucky draw chance for each category, except for Category 1, which is only applicable for KrisFlyer members.</li> <li>▪ Double lucky draw chances will be awarded to eligible Challenge participants who are both KrisFlyer members by the end of the registration period (14 Dec 2017, 2359 hours) and National Steps Challenge™ Season 3 participants, except for Category 1.</li> <li>▪ Participants will be prompted to key in their KrisFlyer membership details via the Healthy 365 mobile app during the registration and Challenge period for verification. Participants may be prompted twice, once during the pre-registration period (20 November to 1 December 2017) and once during the Challenge period (2 to 15 December 2017).</li> <li>▪ Participants may qualify for multiple categories as long as they meet the number of days and step count criteria but may not specify the category(s) they will like to take part, or not take part in.</li> </ul>

Category	No. of days to clock a minimum of 10,000 steps (during the challenge period)	Prize	No. of lucky draw chances		Number of Winners
			Non KrisFlyer member	KrisFlyer member	
1	Any 1 day (min.)	40,000 KrisFlyer Miles (equivalent to a Singapore Airlines Economy Class Ticket to Perth)	0	1	1
2	Any 3 days (min.)	2 x SilkAir Economy Class Tickets to Kalibo	1	2	1
3	Any 5 days (min.)	2 x SilkAir Economy Class Tickets to Siem Reap	1	2	1
4	Any 7 days (min.)	2 x SilkAir Economy Class Tickets to Hiroshima	1	2	1
5	Any 10 days (min.)	2 x Singapore Airlines Economy Class Tickets to Canberra	1	2	1
<ul style="list-style-type: none"> <li>▪ Only participants of the National Steps Challenge™ Season 3 are eligible to take part in the 10,000 Steps to Fly with Singapore Airlines Challenge.</li> <li>▪ A lucky draw will be conducted, in descending order of the category, to select the winners.</li> <li>▪ Participants who qualify for multiple categories are only allowed to win in one category.</li> <li>▪ 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.</li> <li>▪ In the event that a participant registered in multiple categories wins in a category, their names will be automatically removed from the other categories that they have also qualified for.</li> <li>▪ HPB may, in its sole and absolute discretion and without prior notice, replace, change or substitute any prizes with another of similar value.</li> <li>▪ Prizes are not exchangeable for cash. Any request to exchange prizes will not be entertained.</li> <li>▪ 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.</li> <li>▪ If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian.</li> </ul>					
4.	<p><b>Can I indicate/suggest my own preferred prize category for the lucky draw?</b></p> <p>The lucky draw will be conducted in descending order of the category. Participants will not be allowed to indicate their preferred prize category.</p>				
5.	<p><b>How do I sign up for the Thematic Challenge #1 – 10,000 Steps to Fly with Singapore Airlines Challenge?</b></p> <p>Download the Healthy 365 mobile app on your smartphone, create a profile and sign up for the National Steps Challenge™ Season 3 and 10,000 Steps to Fly with Singapore Airlines Challenge. Agree to the Terms and Conditions of the 10,000 Steps to Fly with Singapore Airlines Challenge, select your preferred tracking mode, and begin clocking your steps! The number of days of 10,000 steps will only be counted on the day you join the 10,000 Steps to Fly with Singapore Airlines Challenge.</p> <p>Participants will also be prompted to key in their KrisFlyer membership details via the Healthy 365 mobile app during the challenge period for verification. It is not mandatory to be a KrisFlyer member to take part in this Challenge.</p>				
6.	<p><b>Do the days of 10,000 steps need to be consecutive?</b></p>				

	<p>No, the days of 10,000 steps do not need to be consecutive. For example, within the challenge period, participant only managed to clock 10,000 steps on 3, 5, 8 and 9 December. His total number of days of 10,000 steps is 4 and he will be able to qualify for Category 2 of the lucky draw (plus Category 1 if he is a KrisFlyer member).</p>
7.	<p><b>Will there be any penalty if I decide to withdraw or drop out halfway from the Thematic Challenge #1 – 10,000 Steps to Fly with Singapore Airlines Challenge?</b></p> <p>No penalty will be imposed for both withdrawal and drop-out. If you choose to drop out by letting the Challenge lapse, you will still be eligible for the lucky draw category based on the number of days of 10,000 steps achieved before you dropped 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.</p>
8.	<p><b>Must I pay to participate in the Thematic Challenge #1 – 10,000 Steps to Fly with Singapore Airlines Challenge?</b></p> <p>No, participation in the 10,000 Steps to Fly with Singapore Airlines Challenge is free of charge.</p>
9.	<p><b>Can I sign up on behalf of my friends or family members for the Thematic Challenge #1 – 10,000 Steps to Fly with Singapore Airlines Challenge?</b></p> <p>No, each person must sign up individually on a smartphone or via the kiosk for non-smartphone users.</p>
10.	<p><b>Must I sign up for the National Steps Challenge™ Season 3 as well?</b></p> <p>Yes, all participants of the 10,000 Steps to Fly with Singapore Airlines Challenge must be a participant of the National Steps Challenge™ Season 3 (NSC3). Participants who achieved the required number of days of 10,000 steps will not qualify for the lucky draw if they are not NSC3 participants.</p>
11.	<p><b>When does the Thematic Challenge #1 – 10,000 Steps to Fly with Singapore Airlines Challenge start?</b></p> <p>The 10,000 Steps to Fly with Singapore Airlines Challenge will start on 2 December 2017, 0000 hrs (Singapore time) and end on 15 December 2017, 2359 hrs (Singapore time). The Challenge will be available for pre-registration on the Healthy 365 mobile app, Challenges tab, from 20 November 2017 onwards. Participants are required to download the Healthy 365 mobile app, create a profile and select a preferred tracking mode prior to the Challenge. Registration will end on 14 December 2017, 2359 hrs (Singapore time).</p>
12.	<p><b>What do I do after I have signed up for the Thematic Challenge #1 – 10,000 Steps to Fly with Singapore Airlines Challenge?</b></p> <p>Once you have successfully signed up for the 10,000 Steps to Fly with Singapore Airlines Challenge and have set up your preferred mode of steps tracking, all you need to do now is start moving to accumulate steps. Please sync your preferred steps tracking mode to the Healthy 365 mobile app at least once every seven days to avoid losing your step count data. The more steps you take, the closer you are to your dream getaway! The last day of syncing your steps is 22 Dec 2017, 2359 hrs.</p>
13.	<p><b>What are the different modes of steps tracking?</b></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"> <li>• Actxa® mobile app<sup>1</sup> with Actxa® Spur</li> <li>• Samsung Health mobile app<sup>2</sup> with Samsung Gear wearables</li> </ul> <p>Other mobile apps and trackers:</p> <ul style="list-style-type: none"> <li>• Health Kit mobile app<sup>3</sup> with Apple Watch</li> <li>• Fitbit mobile app<sup>1</sup> with any Fitbit tracker</li> </ul>

	<p><sup>1</sup> Participants must have an existing Actxa®/Fitbit account and Actxa®/Fitbit mobile app to use Actxa®/Fitbit trackers for the Challenge.</p> <p><sup>2</sup> 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><sup>3</sup> 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><b>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.</b></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>
14.	<p><b>Is there a deadline to sync my steps?</b></p> <p>Yes, all steps must be synced to the Healthy 365 mobile app by 22 December 2017, 2359 hrs. Note that only steps clocked from 2 to 15 December 2017 which are synced to the Healthy 365 mobile app will be taken into account for the Challenge.</p>
15.	<p><b>Can non-smart phone participants take part in the Challenge?</b></p> <p>Yes, non-smart phone participants can sign up for the Challenge and sync their steps at the Healthy 365 kiosks.</p>
16.	<p><b>Will participants of the Thematic Challenge #1 – 10,000 Steps to Fly with Singapore Airlines Challenge be given a free HPB steps tracker?</b></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"> <li>• Actxa® mobile app<sup>1</sup> with Actxa® Spur</li> <li>• Samsung Health mobile app<sup>2</sup> with Samsung Gear wearables</li> </ul> <p>Other mobile apps and trackers:</p> <ul style="list-style-type: none"> <li>• Health Kit mobile app<sup>3</sup> with Apple Watch</li> <li>• Fitbit mobile app<sup>1</sup> with any Fitbit tracker</li> </ul> <p>Participants who have not collected their steps tracker may also make an appointment at <a href="http://stepschallenge-appointment.com">http://stepschallenge-appointment.com</a> to collect at selected Singapore Post Offices.</p> <p><sup>1</sup> Participants must have an existing Actxa®/Fitbit account and Actxa®/Fitbit mobile app to use Actxa®/Fitbit trackers for the Challenge.</p> <p><sup>2</sup> 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><sup>3</sup> 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>

17. **How do I update my KrisFlyer membership details?**

Participants will be prompted to key in their KrisFlyer membership details via the Healthy 365 mobile app during the registration and Challenge period for verification. Participants may be prompted twice, once during the pre-registration period (20 November to 1 December 2017) and once during the Challenge period (2 to 15 December 2017).

Participants will have to fill in 4 items:

- 1) Indicate they are a KrisFlyer member
- 2) KrisFlyer number
- 3) First Name
- 4) Last Name

Participants can also update their KrisFlyer membership details for the Challenge via the following link:

<http://helm.hpb.gov.sg/asknlearn/SurveyPublic.aspx?m=sv&mid=472&h=b52366aeafb5e7c12033c7b1cec9b7b2>

OR

<http://bit.ly/2jBMkyA>

Participants who wish to sign up as a KrisFlyer member may do so at the following link:

[http://www.singaporeair.com/en\\_UK/ppclub-krisflyer/registration-form/](http://www.singaporeair.com/en_UK/ppclub-krisflyer/registration-form/)

**Healthy 365 mobile app**

18. **Is the Healthy 365 mobile app compatible with my smartphone?**

Please check that both the version of your phone's operating system (OS) and your phone model are compatible with the Healthy 365 mobile app.

For smartphone OS versions, the Healthy 365 mobile app requires **at least Android 4.4 and iOS 8 and above** to operate.

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.

- 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)

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.

19. **Do I need data or internet connection to use the Healthy 365 mobile app?**

The Healthy 365 mobile app requires internet connection (data plan or WI-FI connection) to 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.

**Technical assistance / Troubleshooting**

20.	<p><b>I cannot click on “I Agree” when I try to register for a challenge.</b></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"> <li>a) Go to your phone’s “Settings” page</li> <li>b) Tap on “General”, followed by “Date &amp; Time”</li> <li>c) Turn “Set Automatically” option on</li> </ul> <p>For Android:</p> <ul style="list-style-type: none"> <li>a) Go to your phone’s “Settings” page</li> <li>b) Tap on “Date and Time”</li> <li>c) Turn “Automatic date and time” option on</li> </ul>
21.	<p><b>I am unable to complete registration for a challenge on the Healthy 365 mobile app.</b></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 <a href="mailto:stepschallenge@hpb.gov.sg">stepschallenge@hpb.gov.sg</a> for further assistance.</p>

**For other enquiries, please contact us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg).**