



COMMUNITY CHALLENGE NEIGHBOURHOOD ACTIVATIONS FREQUENTLY ASKED QUESTIONS

General											
1.	<p>What are Community Challenge Neighbourhood Activations?</p> <p>Community Challenge Neighbourhood Activations are post-roadshow activations that provide a platform for National Steps Challenge™ Season 4 (NSC 4) participants to sustain an active lifestyle and clock more steps. Each activation will include a chance for you to participate in The Greater Singapore Workout with your fellow residents, a Sundays @ The Park (SATP) workout, game stations and a QR code hunt. Each registered participant will receive a game card that will be stamped upon completion of any SATP workout as well as game stations. Accumulation of 2 stamps will entitle participants to a goodie bag and a freebie that are to be redeemed on the same day, within the activation hours.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr style="background-color: #e1f5fe;"> <th style="text-align: left; padding: 5px;">Time</th> <th style="text-align: left; padding: 5px;">Activity</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">8.30am</td> <td style="padding: 5px;">Warming up with The Greater Singapore Workout</td> </tr> <tr> <td style="padding: 5px;">8.40am</td> <td style="padding: 5px;">Sundays @ The Park workout</td> </tr> <tr> <td style="padding: 5px;">9.40am</td> <td style="padding: 5px;">Game stations and QR Code Hunt</td> </tr> <tr> <td style="padding: 5px;">12.30pm</td> <td style="padding: 5px;">End of Programme</td> </tr> </tbody> </table> <p>SATP Workout – Warm up with The Greater Singapore Workout and get active with 1 hour of SATP workout</p> <p>Game stations – Participants will have a try at two games stations to experience Moderate-Vigorous Physical Activity (MVPA). Participants who complete either games station will obtain a stamp.</p> <p>QR Code Hunt – Participants will be shown clues of where the QR codes are hidden and will need to look for 3 correct codes. Participants may be rewarded up to 600 Healthpoints.</p>	Time	Activity	8.30am	Warming up with The Greater Singapore Workout	8.40am	Sundays @ The Park workout	9.40am	Game stations and QR Code Hunt	12.30pm	End of Programme
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2.	<p>What is QR Code Hunt?</p> <p>QR Code Hunt is an adaption of Scan & Win, as part of the Community Challenge Neighbourhood Activations under the National Steps Challenge™ Season 4 (NSC 4). 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.</p> <p>Participants participating in the QR Code Hunt can earn up to 600 Healthpoints on the same day, within the activation hours.</p>										
3.	<p>Who can sign up for QR Code Hunt?</p> <p>QR Code Hunt is open to all NSC 4 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.</p>										

4. **How does QR Code Hunt work?**

Participants of the QR Code Hunt can refer to the clue board at the registration counter for the hints of the 6 locations where QR codes have been hidden. However, participants should note that there will be only 3 locations that contain the correct QR Code.

Participants will be able to distinguish the correct QR Code upon reaching the location.

Correct QR Code	Fake QR Code
	

5. **How do I register for Community Challenge Neighbourhood Activations?**

Download the Healthy 365 mobile app on your smartphone, create a profile and sign up for the National Steps Challenge™ Season 4. Show the Healthy 365 app at our registration counter during the activation to get a game card. Note that you must agree to the Terms and Conditions of Community Challenge Neighbourhood Activations before you can participate in the event. The game card allows you to obtain stamps upon completion of a SATP workout or game stations that entitles you to redeem a goodie bag.

Month	Venue	Date
December	Tiong Bahru	9 Dec 2018
	Toh Guan Park	16 Dec 2018
January	East Coast Park	6 Jan 2019
	Sunplaza Park	13 Jan 2019
	Teck Ghee Court	27 Jan 2019
February	Toa Payoh Town Park	17 Feb 2019
	Choa Chu Kang Park	24 Feb 2019
March	Woodlands Crescent Park	3 Mar 2019
	Sengkang Sculpture Park	10 Mar 2019
	Bedok Community Plaza	17 Mar 2019

6. **Where is the registration and redemption booth for Community Challenge Neighbourhood Activations?**

The registration and redemption booth is located at the respective parks.

7. **Do I need to scan all the QR codes for the QR Code Hunt in one day?**

Yes, participants will need to scan the three correct QR codes within the Neighbourhood Activation event duration to earn up to 600 Healthpoints. Each QR code is valid for one-time scan per app user.

8. **Will there be any penalty if I decide to withdraw or drop out halfway from Community Challenge Neighbourhood Activation?**

No penalty will be imposed for both withdrawal and drop-out.

9. **Must I pay to participate in Community Challenge Neighbourhood Activation?**

No, participation in Community Challenge Neighbourhood Activations is free of charge.

10.	<p>Must I sign up for the National Steps Challenge™ Season 4 as well?</p> <p>Yes, all participants of Community Challenge Neighbourhood Activations must be a participant of the National Steps Challenge™ Season 4 (NSC 4).</p>
11.	<p>Can non-smart phone participants take part in the QR Code Hunt?</p> <p>No. Participants will need a compatible smartphone with the Healthy 365 mobile app in order to scan the QR codes for QR Code Hunt during the Community Challenge Neighbourhood Activations. However, should non-smart phone participants wish to join our SATP workout session and in the game stations, they still can!</p>
12.	<p>Will participants of Community Challenge Neighbourhood Activations be given a free HPB fitness tracker?</p> <p>There will be no fitness trackers distributed at all Community Challenge Neighbourhood Activations.</p> <p>Participants who have not collected their fitness tracker may make an appointment at http://stepschallenge-appointment.com to collect at selected Singapore Post Offices.</p>
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 fitness 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 QR Code Hunt.</p>

Technical assistance / Troubleshooting

15. I cannot click on "I Agree" when I try to register for a challenge.

As the Healthy 365 mobile app is built to check both server time and location time, you may encounter an error if 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.

Please follow the steps below:

For iOS

For time settings:

- a) Go to your phone's "Settings" page
- b) Tap on "General", followed by "Date & Time"
- c) Turn "Set Automatically" option on

For location settings:

- a) Go to your phone's "Settings"
- b) Tap on "Privacy", followed by "Location Services"
- c) Turn "Location Services" on, scroll down your list of apps and select "Healthy 365" to "Allow Location Access" either "While Using the App" or "Always".

For Android

For time settings:

- a) Go to your phone's "Settings" page
- b) Tap on "Date and Time"
- c) Turn "Automatic date and time" option on

For location settings:

- a) Got to your phone's "Settings" page
- b) Tap on "Apps", scroll down your list of apps and select "Healthy 365".
- c) Scroll down to "Permissions" and enable "Location" to turn on location services.