

NATIONAL STEPS CHALLENGE™ COMMUNITY CHALLENGE FREQUENTLY ASKED QUESTIONS (FAQs)

Note: This document covers FAQs pertaining to the Community Challenge. For questions on the HPB fitness tracker, other compatible fitness tracking modes, usage of the Healthy 365 mobile app and the National Steps Challenge™, please refer to the FAQ document on the National Steps Challenge™ website: stepschallenge.sg.

Section A: General Information

1. What is the Community Challenge about?

The Community Challenge is an extension of the National Steps Challenge™, a nation-wide physical activity programme aimed at encouraging Singaporeans to sit less and move more and to embark on more physical activity as part of their daily lives.

Health Promotion Board (HPB) is extending the National Steps Challenge™ into the community once again to rally the communities to compete across the 16 Group Representation Constituencies (GRCs) in Singapore. Participants from the overall top performing GRC and monthly top 2 GRCs will be rewarded.

2. How does the Community Challenge work?

All 16 GRCs in Singapore will compete in the Community Challenge. Each of the 13 Single Member Constituencies (SMCs) will be grouped together with one of the 16 GRCs, for the purpose of the Challenge. The grouping will be based on the table below:

1. Aljunied GRC (+ Hougang SMC)	9. Marine Parade GRC (+ Macpherson & Mountbatten SMC)
2. Ang Mo Kio GRC (+ Sengkang West SMC)	10. Marsiling-Yew Tee GRC
3. Bishan-Toa Payoh GRC	11. Nee Soon GRC
4. Chua Chu Kang GRC (+ Hong Kah North SMC)	12. Pasir Ris-Punggol GRC (+ Punggol East SMC)
5. East Coast GRC (+ Fengshan SMC)	13. Tampines GRC
6. Holland-Bukit Timah GRC (+ Bukit Panjang SMC)	14. Tanjong Pagar GRC (+ Radin Mas SMC)
7. Jalan Besar GRC (+ Potong Pasir SMC)	15. Sembawang GRC
8. Jurong GRC (+ Yuhua & Bukit Batok SMC)	16. West Coast GRC (+ Pioneer SMC)

Participants will be automatically grouped into one of the 16 GRCs for the Community Challenge, based on the postal code entered on their profile on the Healthy 365 mobile app or Healthy 365 kiosk.

All 16 GRCs will each have a monthly daily average step count refreshed on a monthly basis, and an overall daily average step count at the end of the Challenge, based on the steps taken by participants in the respective GRCs and synchronised to the Healthy 365 mobile app or Healthy 365 kiosk during the challenge period. GRCs compete based on the monthly and overall daily average step count per participant.

Every step you take contributes to your GRC's daily average step count. The higher your step count, the greater the rewards you get when your GRC wins.

3. When will Community Challenge start and end?

The overall Community Challenge period is from **26 November 2018, 0000 hours** to **31 March 2019, 2359 hours**. The monthly challenge for Community Challenge restarts on the 1st of every month from **1 December 2018, 0000 hours** till the end of the Challenge, on **31 March 2019, 2359 hours**.

4. Do participants have to register for the National Steps Challenge™ Season 4 after they have registered for Community Challenge?

No. As the Community Challenge is an extension of the National Steps Challenge™, all participants of the Community Challenge will automatically be registered for the National Steps Challenge™ Season 4.

5. How can I monitor the performance of my GRC?

The leaderboard on the Healthy 365 mobile app and Healthy 365 kiosk will update and list the overall and monthly top five GRCs on a daily basis. Apart from the top five GRCs, your GRC's position will also be reflected. This customised information on the GRC's position will only be made available to participants of the respective GRCs.

Note: The leaderboard is updated as of the previous day's step count, based on participants who has synchronised their steps to the Healthy 365 mobile app or Healthy 365 kiosk.

Section B: Registration

6. Who can sign up for the Community Challenge?

The Community Challenge is open to all members of public with a valid NRIC or FIN, aged 17 years and above at the point of registration. Please note that eligible persons who are below 18 years of age must obtain parental consent before participating in the Community Challenge.

7. How do I sign up for the Community Challenge?

Smartphone participants

Download the Healthy 365 mobile app and create a profile. Make sure your postal code is filled in correctly (as per the address on your NRIC), as you will be automatically filtered into your GRC based on the postal code entered in your profile.

Select "Challenges" on the menu bar to sign up for Community Challenge. After agreeing to the Terms and Conditions of Community Challenge, select your preferred fitness tracking mode, and start moving! If you haven't collected your HPB fitness tracker*, you can refer to the list of roadshows and collection points on stepschallenge.sg.

Non-smartphone participants

You can only participate using the HPB-issued fitness tracker. Please visit any National Steps Challenge™ roadshows where our recruitment staff will help you to sign up and set up your HPB fitness tracker*.

*Only Singaporeans / Permanent Residents who have signed up for Community Challenge (including returning participants from past seasons) are eligible for the free HPB fitness trackers, available on a first-come-first-served, while stocks last basis.

8. Can I sign up at the Healthy 365 kiosks?

The Healthy 365 kiosks will be shut down from 14 September – 26 October 2018 for maintenance to prepare for the return of the National Steps Challenge™ Season 4 on 27 October 2018. Both new and returning non-smartphone participants can only sign up at our public roadshows (for roadshows details, please visit stepschallenge.sg).

9. Must I pay to participate in the Community Challenge?

Participation in Community Challenge is free of charge. Each eligible participant can receive one free HPB fitness tracker. Additional fitness trackers may be purchased at participant's own cost.

10. When does registration for Community Challenge end?

Registration for the Community Challenge will end on **30 November 2018, 2359 hours**.

11. I have signed up for the Community Challenge. Can I sign up for the National Steps Challenge™ Season 4 too?

Yes. As the Community Challenge is an extension of the National Steps Challenge™, by signing up for Community Challenge, you will automatically be signed up for the National Steps Challenge™ Season 4 (NSC 4), where you can earn Grand Draw chances and sure-win rewards worth up to \$65 in total for your steps and Moderate to Vigorous Physical Activities (MVPA), which is a newly introduced category in NSC 4. You are not required to sign up again.

The National Steps Challenge™ Season 4 starts on 27 October 2018 and ends on 30 April 2019. Find out more about the National Steps Challenge™ on stepschallenge.sg.

12. I have signed up for the Community Challenge. Can I sign up for the Corporate Challenge too?

Yes, you can sign up for both the Community Challenge and the Corporate Challenge, as long as you are an employee of an organisation participating in the Corporate Challenge. These two challenges are not mutually exclusive.

The Corporate Challenge starts on 7 January 2019 and ends on 21 April 2019. Find out more about the Corporate Challenge on stepschallenge.sg/corporate-challenge.

13. How do I withdraw from the Community Challenge and will there be any penalty?

No penalty will be imposed. You may call our hotline at 1800 567 2020 to withdraw from the Challenge. Please note that all your steps will be removed from your GRC, and you will no longer be eligible for Tap & Win after you have withdrawn from the Challenge.

Withdrawal from Community Challenge does not constitute a withdrawal from the National Steps Challenge™ Season 4. If you wish to withdraw from the National Steps Challenge™ Season 4 as well, please note that you will not be entitled to redeem any rewards after you have withdrawn from the Challenge. You will not be allowed to join the same challenge again during the season upon withdrawal.

Section C: Prizes

14. How do I win in the Community Challenge? Are there prizes for winner(s) of the Community Challenge?

Yes, there are 2 categories of winners for the Community Challenge: (1) the overall top performing GRC, and (2) the top 2 GRCs of each month from 1 December 2018 onwards. GRCs compete based on the daily average step count per participant for each category.

The overall top performing GRC is the winning GRC with the highest overall daily average step count per participant at the end of the Community Challenge. Participants from the overall top performing GRC will receive Healthpoints at the end of the Challenge, based on their own overall daily average step count according to the table below:

Participant's overall daily average step count	Healthpoints	Rewards Value
Less than 10,000*	750	\$5
10,000 and more	1,500	\$10

* Only current participants from the winning GRC who are still active in the Challenge at the end of the Official Challenge Period will be eligible for the rewards for the overall top performing GRC. To qualify as a current participant, participants must have minimally clocked 1,000 steps on any given day in the last 4 weeks of the Challenge.

All Healthpoints will be credited to eligible participants from the winning GRC within 2 months from the end of the Challenge.

As for the monthly challenge, the top 2 GRCs with the highest daily average step count per participant each month will stand to win up to 250 prizes^ each in the Community Challenge Monthly Lucky Draw. All participants from the top 2 GRCs of the month with a daily average step count of 10,000 steps or more will automatically qualify for the Lucky Draw.

There will be 4 rounds for the Lucky Draw, with the daily average step count per participant being refreshed for all 16 GRCs on a monthly basis: (i) 1 – 31 December 2018, (ii) 1 – 31 January 2019, (iii) 1 – 28 February 2019, (iv) 1 – 31 March 2019. Each GRC can only qualify for the Community Challenge Monthly Lucky Draw once during the Community Challenge.

^The total number of prizes per GRC is limited to 250 per month, or based on the number of eligible participants with a daily average of at least 10,000 steps in that month, whichever lower.

15. What prizes can I win from the Community Challenge Monthly Lucky Draw? Will the prizes be the same for each Community Challenge Monthly Lucky Draw?

Stay tuned for updates on the prizes for each month! Do note that the type of prizes may differ from month to month, but the value of the prizes across the months will be similar.

Prizes may come in the form of a digital voucher, with terms and conditions which may be applicable depending on the retail partner providing the voucher. All prizes are not exchangeable nor redeemable for cash.

16. How will I receive the prizes from Community Challenge?

Overall top performing GRC: Eligible participants from the winning GRC will receive Healthpoints which will be credited directly into your Healthy 365 account within 2 months from the end of the Challenge (i.e. by 31 May 2019).

Community Challenge Monthly Lucky Draw: Winners of the Lucky Draw will receive the prizes, in the form of a digital voucher, directly in their Healthy 365 account within the next month.

17. What is Tap & Win? How does Tap & Win work?

Tap & Win is an exclusive feature for participants of the Community Challenge.

Each day of 10,000 steps or more synced to the Healthy 365 mobile app or Healthy 365 kiosk during the official challenge period of the Community Challenge (i.e. from 26 November 2018 to 31 March 2019) will entitle participants to unlock Tap & Win once. The game will be unlocked at the point of syncing. Once unlocked, the game cannot be carried over to the next day even if participant chooses not to play the game at that point in time.

As Tap & Win is a chance-based game, the prize won, if any, is revealed only at the point of playing the game. The prizes won are not exchangeable nor redeemable for cash. The prizes can be vouchers, products or Healthpoints.

The more days of 10,000 steps or more synced, the more opportunities to play Tap & Win, and the more prizes you stand to win. Opportunities to play Tap & Win can be accumulated for those participants who do not sync their steps daily as long as the participants have clocked 10,000 steps or more on their mode of tracking and synced the steps on the Healthy 365 mobile app or Healthy 365 kiosk. Participants need to sync their steps at least once every seven days so the maximum number of accumulated opportunities to play Tap & Win is no more than seven.

Section D: Challenge statistics

18. What kind of information is accessible to Community Challenge participants?

On the Healthy 365 mobile app and Healthy 365 kiosk, participants can view Community Challenge information by tapping the “Community Challenge” card on the Dashboard.

The card will provide the following information:

- **Participant’s GRC’s** overall daily average step count per participant, accumulated from 26 November 2018** onwards until the previous day.
- **Participant’s GRC’s** daily average step count per participant for the month, accumulated from the 1st of the month** from December 2018 onwards until the previous day.

Note: The leaderboard is updated as of the previous day’s step count data.

**Participants who have not registered, did not set a tracking mode and have not synchronised any steps to the server are also excluded from the computation.

19. How are the overall and monthly steps leaderboards computed?

The overall steps leaderboard rank GRCs based on their daily average step count per participant, accumulated from 26 November 2018** onwards until the previous day. The top 5 GRCs, as well as your GRC’s position are also reflected on the same page.

The monthly steps leaderboard rank GRCs based on their daily average step count per participant, accumulated from the 1st of the month** from December 2018 onwards until the previous day. The top 5 GRCs, as well as your GRC’s position are also reflected on the same page.

The leaderboard is updated as of the previous day’s steps.

**Participants who have not registered, did not set a tracking mode and have not synchronised any steps to the server are also excluded from the computation.

20. Why are the average step count figures on my Community Challenge leaderboard “0”?

Please ensure that your mobile phone has strong internet connection. Do note that the daily average step count on leaderboard is updated as of the previous day's data, based on the steps synced to the Healthy 365 mobile app or Healthy 365 kiosk. If the problem persists, please delete, reinstall the app from App Store or Play Store and restore your profile by entering your NRIC and mobile number. You will receive a 4-digit one-time password via SMS. Please key this in to complete profile restoration. You should see step count data on the Challenge page.

21. What is the formula for daily average step count?

Daily average step count = total number of steps accumulated by all participants in the GRC / summation of total number of days in the challenge for all participants in the GRC**.

The Challenge statistics on the Healthy 365 mobile app is updated as of the previous day's steps. Every morning (between 12am to 5am), the system generates data to update the Healthy 365 mobile app. Steps clocked on the previous day but were not successfully sent to the server before the morning update would be excluded from the daily average step count displayed on the Healthy 365 mobile app today.

Notwithstanding, as long as the steps are synced within seven days, all step counts of a particular day will be sent to the server within three days and will contribute to the daily average step count computation for the overall and monthly challenge.

**Participants who have not registered, did not set a tracking mode and have not synchronised any steps to the server are also excluded from the computation.

Section E: Technical Support for Community Challenge

22. What should I do if I change my address during the Community Challenge? Can I just change the postal code on my profile for the change in GRC to be registered?

If you have registered for the Community Challenge **before** 26 November 2018 (i.e. before the start of the Community Challenge) and the change in your address occurs **before** the start of the Community Challenge, you can change your address by updating the postal code in your profile on the Healthy 365 mobile app or Healthy 365 kiosk directly, and your GRC will be changed accordingly.

If the change in your address occurs **after** 26 November 2018 (i.e. after the Community Challenge has already started), changes made to your address / postal code in your profile on the Healthy 365 mobile app or Healthy 365 kiosk will **not** result in a change in your GRC.

To change your GRC for the Community Challenge, please contact us at 1800 567 2020 or email us at stepschallenge@hpb.gov.sg.

23. What should I do if I have technical issues/queries about the HPB fitness tracker?

For more information on technical issues regarding the HPB fitness tracker, please contact us at 1800 567 2020 or email us at stepschallenge@hpb.gov.sg.