

National Steps Challenge™ Season 3: Frequently Asked Questions

Section 1 - General	
<p>1. What is the National Steps Challenge™?</p>	<p>The National Steps Challenge™ 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.</p>
<p>2. How does the National Steps Challenge™ Season 3 work?</p>	<p>Singaporeans/Permanent Residents (PRs) who have signed up for the National Steps Challenge™ Season 3 and have not received the HPB steps tracker previously (i.e. in National Steps Challenge™ Season 1 or 2 or any past challenges associated with the National Steps Challenge™) will be eligible for a free HPB steps tracker based on appointment booking, and while stocks last basis at selected 25 Post Offices via http://stepschallenge-appointment.com.</p> <p>For smartphone participants, the National Steps Challenge™ Season 3 will be conducted via the Healthy 365 mobile app which is available for free download on Google Play Store or Apple App Store. Participants will also have the option of selecting different steps tracking modes, including app-based tracking and other compatible steps tracking devices. Registration for the National Steps Challenge™ Season 3 will be available on the Healthy 365 mobile app from 29 September 2017 onwards.</p> <p>Non-smartphone participants can sign up at National Steps Challenge™ public roadshows or selected Post Offices. Non-smartphone participants will only be able to participate using the HPB steps trackers.</p> <p>Once you have created a profile on Healthy 365 mobile app and set up your preferred steps tracking mode, start moving to accumulate steps and earn Healthpoints. The Healthpoints earned will allow you to redeem sure-win rewards. The daily steps clocked will also earn you up to 3 lucky draw chances per day to participate in our Grand Draw. Please note that only steps clocked after successfully registering for the Challenge will be considered for rewards redemption and lucky draw chances accumulation.</p>
<p>3. When does the National Steps Challenge™ Season 3 start?</p>	<p>The National Steps Challenge™ Season 3 will start on 28 October 2017. The National Steps Challenge™ Season 3 will be available for registration on the Healthy 365 mobile app from 29 September 2017 onwards. Participants are required to download the Healthy 365 mobile app and create a profile prior to collecting and/or setting up their steps tracker*.</p> <p><i>* Only for eligible participants, on a first-come-first-served, while stocks last basis. Participants who have already collected a HPB steps tracker in National Steps Challenge™ Season 1 and 2 will not be eligible for another free HPB steps tracker.</i></p>
Section 2 – Registration for Challenge	
<p>4. Who can sign up for the National Steps Challenge™ Season 3?</p>	<p>The National Steps Challenge™ Season 3 is open to all members of public with a valid NRIC or FIN, aged 17 years and above at the point of registration.</p> <p>Please note that eligible persons who are below 21 years of age must obtain parental consent before participating in the National Steps Challenge™ Season 3.</p> <p>Season 1 and/or Season 2 returning participants are eligible to sign up for Season 3.</p>

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<p>5. How do I sign up for the National Steps Challenge™ Season 3?</p>	<p>Smartphone participants Download the Healthy 365 mobile app, create a profile and agree to the Terms and Conditions of National Steps Challenge™ Season 3. Select your preferred tracking mode, and begin clocking your steps! Visit National Steps Challenge™ public roadshows or selected Post Offices to collect your free HPB steps tracker*.</p> <p>Non-smartphone participants You can only participate using the HPB steps tracker. Please visit our roadshows where our recruitment counter staff will help you to sign up and set up your HPB steps tracker*.</p> <p>Returning Season 1 and/or Season 2 participants If you are already a Season 1 and/or Season 2 participant, you may still sign up for Season 3 by simply tapping on the “Challenges” tab on the Healthy 365 mobile app and selecting “National Steps Challenge™ Season 3”. Existing non-smartphone participants from Season 1 and 2 may sign up at the Healthy 365 kiosks located at HPB partners’ outlets island-wide. This feature is only available for returning participants, and will be available from 5 October 2017.</p> <p><i>* Only for eligible participants, on appointment booking, and while stocks last basis.</i></p>
<p>6. Must I pay to participate in the National Steps Challenge™ Season 3?</p>	<p>No, participation in the National Steps Challenge™ Season 3 is free of charge.</p>
<p>7. Can I sign up on behalf of my friends or family members for the National Steps Challenge™ Season 3 using the same smartphone?</p>	<p>Each smartphone can only be registered with one account. Each person must sign up individually on their own smartphone or at HPB roadshows (for individuals without a compatible smartphone). You may sign up on other people’s behalf at our roadshows if they are non-smartphone users and you will need their authorization and NRIC. Smartphone users have to sign up on their own smartphone.</p> <p>If participants have already signed up on the Healthy 365 mobile app, they may authorise others to collect the HPB steps trackers on their behalf.</p>
<p>8. I have signed up for National Steps Challenge™ on my smartphone app. Will I receive an SMS or email indicating the schedule of collection or confirmation of sign-up?</p>	<p>No, there will not be an SMS or email to confirm your sign-up or to schedule a collection slot for the HPB steps trackers. It is also not mandatory to collect the HPB steps tracker as there are other tracking modes available.</p>
<p>9. How do I withdraw from the National Steps Challenge™ Season 3 and will there be any penalty?</p>	<p>No penalty will be imposed. You may call HPB hotline at 1800 567 2020 to withdraw from the Challenge. 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 upon withdrawal.</p>
<p>10. 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 automatically updated by following the steps below:</p>

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	<p>For iOS</p> <ol style="list-style-type: none"> Go to your phone's "Settings" page Tap on "General", followed by "Date & Time" Turn "Set Automatically" option on <p>For Android</p> <ol style="list-style-type: none"> Go to your phone's "Settings" page Tap on "Date and Time" Turn "Automatic date and time" option on
<p>11. I am unable to complete registration for a Challenge on the Healthy 365 app.</p>	<p>You may not have Internet connection or our servers may be busy or under maintenance at the moment. Please try again later. If the problem persists, please email HPB at stepschallenge@hpb.gov.sg or call 1800 567 2020 for further assistance.</p>
<p>Section 3 – HPB steps tracker collection and usage</p>	
<p>12. I'm a first-timer participating in the National Steps Challenge™. Where can I collect my free HPB steps tracker?</p>	<p>If you missed the collection of free HPB steps tracker at the National Steps Challenge™ Season 3 roadshows. You may still schedule an appointment for collection of a HPB steps tracker at any of the selected 25 Post Offices via http://stepschallenge-appointment.com.</p> <p>You may reserve* up to 3 trackers (including your own tracker). Should you wish to collect on behalf of your family, please ensure that they are already registered for the Challenge and bring along the authorization letter and their NRIC/ photo ID for verification purposes.</p> <p>Please note that the e-booking portal will only be available from 27 October 2017 onwards and appointment collection will commence from 13 November 2017.</p> <p><i>* Note: Eligibility criteria apply and steps tracker reservation is on while stocks last basis.</i></p>
<p>13. Can someone else collect the free HPB steps tracker on my behalf at the selected Post Offices?</p>	<p>If you are unable to collect the HPB steps tracker personally, you can authorise someone else to collect on your behalf after you have successfully registered for the National Steps Challenge™ Season 3.</p> <p>The authorised person must produce the original or photocopy of your NRIC for verification of eligibility during collection. Each person can only collect up to 3 HPB steps tracker (including his/her own tracker).</p>
<p>14. How many models of HPB steps trackers are there and do I have a choice of preferred model?</p>	<p>While there are several models of HPB steps trackers for Season 3, HPB will only offer one stipulated steps tracker model on a per event basis. Eligible participants will not be offered a choice of different steps trackers models. HPB reserves the right to decide the model of tracker to be distributed and to change the model, if necessary, without notice. Your kind understanding and cooperation is appreciated.</p>
<p>15. If I do not like the HPB steps tracker offered to me, can I change to a different model?</p>	<p>Exchange for different steps tracker model is strictly not allowed.</p>

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<p>16. If the HPB steps tracker allocated to me is faulty, can I change to a different model?</p>	<p>If the steps tracker provided is faulty, you may do a one-for-one exchange for a new tracker of the same model for free. Exchange for a different steps tracker model is strictly not allowed.</p> <p>If you would still like to obtain a different model of HPB steps tracker, the steps trackers are available for sale by our authorised service providers. Information on our authorised service providers is available here.</p>
<p>17. Is there an online registration portal where I can make an appointment for collection of tracker at Post Office?</p>	<p>Yes, there is an online registration portal available this season. You may schedule an appointment for collection of a HPB steps tracker at the selected Singapore Post Offices via http://stepschallenge-appointment.com.</p> <p>You may reserve* up to 3 trackers (including your own tracker). Should you wish to collect on behalf of your family, please ensure that they are already registered for the Challenge and bring along the authorization letter and their NRIC/ photo ID for verification purposes.</p> <p><i>* Note: Eligibility criteria apply and steps tracker reservation is on while stocks last basis.</i></p>
<p>18. I am unable to go down at the scheduled appointment date. Can I change the appointment?</p>	<p>Yes. Please change the appointment via the booking URL http://stepschallenge-appointment.com.</p>
<p>19. I do not have a printer. Is it okay if I show the softcopy of the confirmation letter?</p>	<p>If you are collecting for yourself only, you may choose to print or provide the softcopy of the confirmation letter and present it with your original NRIC or photo ID for collection.</p> <p>However, for <u>collection on behalf</u>, the original authorization letter must be printed and signed and presented together with a copy of the respective NRIC or photo ID for collection.</p>
<p>20. I have previously made an appointment for 3 HPB steps tracker collection; however one of them has collected through the roadshow separately. Can I collect the additional steps tracker under a different NRIC?</p>	<p>You will need to update your appointment details and change the participant details in order to collect under a different NRIC.</p> <p>You will receive a new authorization letter for the new participant and you will need to bring down the original signed copy of the authorization letter for the collection.</p>
<p>21. I have previously collected a free HPB steps tracker in Season 1/ Season 2. However, my steps tracker is lost. Can I get another HPB steps tracker?</p>	<p>Returning participants who have already collected their steps trackers will not be eligible for another free HPB steps tracker.</p> <p>As non-smartphone participants can only participate using a HPB steps tracker, they will need to purchase a new HPB steps tracker from the respective authorised service providers' retail outlets if your steps tracker is lost. Information on our authorised service providers is available here.</p> <p>Smartphone participants who have lost their steps tracker may choose a new tracking mode, such as app-based tracking, or purchase compatible steps trackers at an exclusive discount from our partners. Check out our partners' discounts* by going to the "Rewards" tab and tap on "Deals and Discounts".</p> <p>You may also purchase new a HPB steps tracker from the respective authorised service providers' retail outlets.</p>

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<p>22. Do I need to charge the HPB steps tracker?</p>	<p>Yes, you will need to charge the steps tracker. Please refer to the charging instructions provided within the step tracker packaging for more details as different charging method and duration apply for different model of steps tracker.</p> <p>Do note that you will need to charge the steps tracker for 1-2 hours for the first charge. Do not over-charge the steps trackers as it will damage the battery. Any damage to battery due to overcharging will not be covered under warranty for exchange.</p>
<p>23. Does the HPB steps tracker have any warranty validity?</p>	<p>All HPB issued steps trackers will have a warranty period of 12 months from collection date.</p> <p>As stated within the product guide, kindly note that the product is only guaranteed against manufacturer's defects and covers defects in materials and workmanship. The warranty does not cover wear and tear, excessive abuse or misuse and damage arising from failure to follow instructions relating to product use. This means decreased battery life due to constant over charging, scratches, broken straps, screen cracks, water seepage and breakage shall not be covered. Accessories such as charging cable (if any), detachable straps and strap pins are also not covered within the warranty.</p> <p>You are strongly encouraged to read the user manual carefully for a better understanding of how to use your steps tracker.</p>
<p>24. What do I do if my HPB steps tracker becomes faulty?</p>	<p>As long as the steps tracker is still within the 12-months warranty period, participants may do a one-for-one exchange of their faulty steps trackers at the authorised service providers' outlets.</p> <p>Alternatively, you can visit National Steps Challenge™ Customer Care Centre located at HPB.</p> <p>Participants are required to bring the faulty steps tracker to facilitate the exchange. You are also encouraged to bring the full steps tracker packaging in case required.</p> <p>Non-smartphone participants are strongly encouraged to visit the National Steps Challenge™ Customer Care Centre at HPB to exchange your faulty steps tracker as you will require our customer care officers' assistance to pair your new steps tracker to your profile.</p> <p>Operating Hours for technical support (incl. faulty steps tracker exchange): Mon to Fri, 11am – 8pm Sat, 9am – 1pm (closed on Sundays, eve of Public Holidays and Public Holidays)</p> <p>*Authorised Service Providers only provide sales and exchange services. They do not provide any form troubleshooting, registration and pairing services (except for non-smartphone users). A Customer Service Officer (at both authorized service provider outlets and HPB Customer care centre) will assess if a tracker is valid for exchange according to the warranty coverage stated above.</p>

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Section 3 – Pairing and Syncing	
<p>25. How do I start using my HPB steps tracker?</p>	<p>Your HPB steps tracker must be paired before you can start using it. The steps tracker will be paired to your profile when you collect at our roadshows.</p> <p>If you have obtained the HPB steps trackers through other means (eg. purchase), you will need to pair your steps tracker to the Healthy 365 mobile app using Bluetooth®. Please refer to our step-by-step guide for instructions on how to pair your HPB steps tracker. Once successfully paired, all you need to do is start moving to accumulate steps to earn points.</p> <p>Please note that the HPB steps tracker can only store up to seven days of data and you will need to sync your HPB steps tracker with the Healthy 365 mobile app via Bluetooth® at least once every seven days to prevent any data loss.</p> <p>For non-smartphone participants, your HPB steps tracker will be paired to your profile during collection at our roadshows or at Customer Care Centre (whichever applicable). You will need to update your accumulated step count by syncing your HPB steps tracker at any of HPB Healthy 365 Kiosks at least once every seven days, or by using the Sync for Friends function on the Healthy 365 mobile app from your family members' or friends' smartphone to sync your step count.</p> <p>Check out the locations of the Healthy 365 Kiosks here.</p>
<p>26. How do I pair the HPB Steps tracker if I have purchased them separately?</p>	<p>Please refer to our step-by-step guide for more information on how to set up your HPB Steps tracker on the Healthy 365 mobile app.</p>
<p>27. What happens when I go to a country with a different time-zone? Will my steps still be counted?</p>	<p>The Healthy 365 mobile app is a local app that follows the Singapore time-zone. If your mobile phone has been reset to the new time-zone there may be inaccuracies in the steps synced or you may lose some steps clocked in the different time-zone. The above is only applicable for HPB steps trackers.</p> <p>Other compatible tracker/ tracking modes are subjected to the respective tracker/ tracking mode's algorithm.</p>
<p>28. Can I update my step count at the Healthy 365 Kiosk if I am a smartphone participant?</p>	<p>You can sync to the Healthy 365 Kiosk only if you are using the HPB steps tracker. However, you will not be able to redeem rewards through the Healthy 365 Kiosk.</p>
<p>29. Can I update my step count at the Healthy 365 Kiosk if I am not using the HPB step tracker?</p>	<p>No, you will not be able to sync to the Healthy 365 Kiosk if you are not using HPB steps tracker. The Healthy 365 Kiosk can only be used for syncing with HPB steps trackers.</p>
<p>30. Can I sync my step count on my family member's or friend's smartphone using the Sync for Friends function on the Healthy 365 mobile app if I am not using the HPB steps tracker?</p>	<p>No, you cannot update your step count using the Sync for Friends function if you are not using the HPB steps tracker. The 'Sync for Friends' function is only available for HPB steps trackers.</p>

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<p>31. How do I update my step count?</p>	<p><u>For smartphone participants</u> Launch the Healthy 365 mobile app and go to “Dashboard”. Swipe once to the next page and tap the green button on the right to sync your HPB steps tracker to Healthy 365 mobile app. This step is required regardless which mode of steps tracking you are using. Please ensure Bluetooth® is switched on for syncing if you are using HPB steps trackers.</p>  <p>Participants using other compatible trackers are required to sync their step count with their respective mobile apps before syncing with the Healthy 365 mobile app (eg. Fitbit with Fitbit app, Actxa Swift with Actxa App, Samsung Gearfit with Samsung Health).</p> <p><u>Non-smartphone participants</u> Non-smartphone participants can sync their steps at the Healthy 365 kiosks at our partners' outlets.</p> <p>Alternatively, non-smartphone participants can use the Sync for Friends function to sync their steps using their family member's or friend's smartphone, as long as their phone is compatible with the Healthy 365 mobile app.</p> <p>Refer to our step-by-step guide for more details on how to use the 'Sync for Friends' function on Healthy 365 app.</p>
<p>32. Why there is a difference in the number of steps tracked when I wear 2 different steps tracking devices/ why are there varying degrees of accuracy in steps tracking across different models of trackers?</p>	<p>Do note that every tracking device has its own tracking algorithm and only serves as an estimate to the actual step count as it is affected by each individual's walking gait and arm swing. Hence, like all fitness trackers in the market, each HPB tracker will have its own attuned sensitivity that may have varying degrees of accuracy in the steps tracked.</p>
<p>33. After entering my NRIC and tapping the green button, I am unable to sync my step count from my HPB steps tracker to the Healthy 365 Kiosk.</p>	<p>Please try to manually sync your steps by tapping on the green button on the top-right hand corner of the second page of the “Dashboard” tab.</p> <p>If the problem persists, please log out of your profile and try to sync again. Please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.</p>

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Section 4 - Healthy 365 mobile app	
<p>34. 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"> • LG G2 • Samsung S3 • iPhone 4 • Samsung Note 4 • Samsung Ace • Redmi 2 • ASUS • ASUS and Alcatel Tablets (as Healthy 365 are 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>
<p>35. Do I need 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 register for Challenges, update your Healthpoints and redeem rewards. The app does not require Internet connection to sync your steps on the steps tracker to your smart phone as it uses Bluetooth® technology. However, Internet connection is required for the steps data to be sent to our Internet server for Healthpoints calculation and rewards redemption. Steps data not sent to our server will not be captured in the event if you perform a reinstallation or profile restoration on the Healthy 365 app.</p>
<p>36. My Healthy 365 mobile app crashed when I try to input my Year of Birth (YOB) after I input my name and NRIC when I try to create a profile.</p>	<p>Try selecting your correct YOB first before entering your name and NRIC. The YOB drop-down selection will then appear again. Simply tap on "Done" to continue with the profile creation.</p> <p>If the problem persists, please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020 for further assistance.</p>
<p>37. Why is my profile and data missing even though I have previously registered for a Challenge?</p>	<p>This might happen if you have deleted and reinstalled the Healthy 365 mobile app, or if you have switched phones midway through a Challenge. Simply use the profile restoration feature to retrieve your data and Challenge progress. It allows you to restore the data that was last synced to the server.</p>

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38. How do I restore my profile and data?	<p>Before restoring your profile, please ensure that you have synchronised your latest step count on the Healthy 365 mobile app.</p> <p>Please follow the below instructions:</p> <ol style="list-style-type: none">Tap on “Profile” on the menu bar of the Healthy 365 mobile app.Tap on the “Restore profile” button at the top of the page.Key in your NRIC and mobile number (as entered during registration) and tap on “Restore Now”.A 4-digit One-Time-PIN (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on “Submit”. Your data should appear on the profile page. <p>Note: Should you not receive the OTP, please tap on “Resend” for a new OTP. Do note that if you tap on the “Resend” button multiple times, you may overload the server and receive multiple OTP subsequently.</p>
39. My past steps data are missing after I restore my profile.	<p>Do note that for steps data to be reflected in the history, the data needs to be sent to the backend server before any reinstallation or profile restoration. Do ensure you have internet connection during syncing for the steps data to be uploaded to our server. Otherwise, please ensure you send a diagnostic log prior to any reinstallation or profile restoration to avoid loss of steps data.</p> <p>To ensure the Healthy 365 app runs smoothly, steps data are migrated to the archive system annually. As such, if you have restored your profile from 1 August 2017, all past steps data will be archived and will no longer be reflected on your Healthy 365 app history. Only steps records successfully synced and sent to server after 1 August 2017 will be reflected in the history and dash board page.</p>
40. How do I update my profile (eg. gender, height, weight, mobile number etc.)	<p>Before updating your profile, please ensure that you have synchronised your latest step count on the Healthy 365 mobile app.</p> <p>Please follow the below instructions:</p> <ol style="list-style-type: none">Tap on “Profile” on the menu bar of the Healthy 365 mobile app.Tap on the “Update profile” button at the top of the page.Key in your NRIC and mobile number (as entered during registration) and tap on “Request OTP”.A 4-digit One-Time-PIN (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on “Submit”. Your data should appear on the profile page for updating. <p>Note: Should you not receive the OTP, please tap on “Resend” for a new OTP. Do note that if you tap on the “Resend” button multiple times, you may overload the server and receive multiple OTP subsequently.</p> <p>*Please note that NRIC and birth year are non-editable fields.</p>

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41. Is the information in the Healthy 365 mobile app accurate? I found a facility/eatery/ event that is not reflected in the Healthy 365 mobile app.	<p>Thank you for bringing this to our attention. We will investigate and include any relevant data as soon as possible.</p> <p>HPB strives to make healthy living easy and simple for all. We appreciate your kind understanding that we are still updating our databases and are working to have the latest information up as soon as possible. Please email us at stepschallenge@hpb.gov.sg if you wish to inform us of a facility/eatery/event that is not reflected in the app.</p>
42. My steps tracker/Samsung Health/ /Health Kit is able to track calories, distance and active time. Why is the data for these indicators on the Healthy 365 app different from my device/app?	<p>Each type of device has a different algorithm for tracking calories, distance and active time. For the National Steps Challenge™, only steps data is synchronised with the Healthy 365 mobile app. To compute calories, distance and active time, steps data are converted on the Healthy 365 mobile app, using a pre-defined formula. Therefore, calories, distance and active time on your device may appear different on the Healthy 365 mobile app.</p>
43. What is the “Send Diagnostic Report” function for?	<p>The function is to allow HPB to diagnose what issues your mobile device has encountered. You should send diagnostic report only if you are advised to do so by our customer care officer. To report technical issues, please email us at stepschallenge@hpb.gov.sg or call us at 1800 567 2020.</p>