

— GET ACTIVE —
**NATIONAL STEPS
CHALLENGE™**



FAQs about your HPB steps tracker*

How do I start using my HPB steps tracker*?

Smartphone users will need to pair their HPB steps tracker* to the Healthy 365 app via Bluetooth®. Once you have done that successfully, all you need to do now is start moving to accumulate steps to earn points. Please note that the HPB steps tracker* can only store up to 7 days of data and you will need to sync your HPB steps tracker* with the Healthy 365 app via Bluetooth® at least once every 7 days.

Is the HPB steps tracker* water-resistant?

Yes, as long as the base unit is securely attached to the strap. You can wash your hands while wearing the steps tracker*. However, please note that it is not waterproof and cannot be submerged in water.

Do I need to charge the HPB steps tracker*?

Yes, you will need to charge the steps tracker* regularly using the mini USB cable that came with your HPB steps tracker*. Plug the mini USB cable into the port located at the bottom of the steps tracker* base unit. The whole charging process should take less than 2 hours.

Can I use someone else's steps tracker* if mine is faulty or lost?

No. Each HPB steps tracker*, once paired, will be uniquely identified to a person's profile hence it cannot be shared or passed onto someone else. Alternatively, you may choose other steps tracking mode with other compatible trackers or apps. Visit stepschallenge.sg/corporate-challenge for a full list of compatible trackers and apps.

What do I do if my HPB steps tracker* becomes faulty?

Your HPB steps tracker* has a warranty period of 1 year. If your HPB steps tracker* is found to be faulty due to a manufacturing defect upon assessment by our technician, please bring along the HPB steps tracker* user guide containing the warranty number which will allow you to do a one-for-one exchange. Every HPB steps tracker* comes accompanied with a user guide.

Smartphone users may exchange their HPB steps tracker* at these authorised service providers:

If you are a non-smartphone user, please visit the National Steps Challenge™ Customer Care Centre at Health Promotion Board.

Starhub Telestation - AMK Hub
53 Ang Mo Kio Ave 3, #02-57, S569933
Tel: 6258 3915
Operating Hours: Daily 11am -9pm

Starhub Telestation - City Square Mall
180 Kitchener Road, #01-17, S208539
Tel: 6509 1182
Operating Hours: Daily 11am - 9pm

Starhub Telestation - Northpoint Shopping Centre
930 Yishun Ave 2, #B1-03, S769908
Tel: 6754 2028
Operating Hours: Daily 11am - 9pm

Starhub Telestation - The Clementi Mall
3155 Commonwealth Ave West, #B1-03/04, S129588
Tel: 6659 5536
Operating Hours: Daily 11am - 9pm

Macpherson Office:
8 Burn Road, #17-06 TRIVEX, S369977
Tel: 6288 8663
Operating Hours: Mon - Fri, 9am - 6pm

Note: Please do call the service centre's hotline to check for stock availability before making your way down.

Alternatively, you can visit the National Steps Challenge™ Customer Care Centre located at the Health Promotion Board. Our customer service officers will provide support for one-for-one exchange of faulty HPB steps trackers*.

Venue: Health Promotion Board, 3 Second Hospital Ave, S168937 (within walking distance of Outram Park MRT station)
Level 1 Lobby (next to 7-11 store)

Operating Hours: Mon - Fri, 11am - 8pm
Sat, 9am - 1pm
(closed on Sundays, Public Holidays, including eves of Public Holidays)

*Only new participants of the Corporate Challenge are eligible to receive a free HPB steps tracker, available on a first-come-first-served, while stocks last basis. Participants of the National Steps Challenge™ who have previously collected their HPB steps tracker are no longer eligible for another free steps tracker. The Corporate Challenge period is from 14 November 2016 to 28 February 2017. Participants must be an employee of the organisation and at least 18 years old at the point of signing up. All Corporate Challenge participants will also be automatically signed up for the National Steps Challenge™ Season 2. Other terms and conditions apply. For full terms and conditions, please visit stepschallenge.sg/corporate-challenge.



For enquiries, please call 1800 567 2020 or email us at stepschallenge@hpb.gov.sg



Get active. Get more from life.
stepschallenge.sg/corporate-challenge | #my10ktoday