

## **GENERAL FAQ**

### **Do I need Internet connection to use the Healthy 365 app?**

The Healthy 365 app requires Internet connection (data plan or WI-FI connection) for all features, including and not limited to register for challenges, sync your steps tracker to your smart phone, update the points that you have earned and for you to redeem your rewards.

### **How do I sign up for a Challenge?**

Please ensure that your smart phone is connected to the Internet before following the below instructions:

1. Tap on Explore on the bottom bar of the Healthy 365 mobile app
2. Tap on "Challenges" card
3. Select the challenge of your choice
4. Enter entry code if applicable, otherwise select "Join now"

### **Can I sign up on behalf of my friends or family members on the Healthy 365 mobile app?**

No, each person must sign up individually. Each smartphone can only be signed in with one account at a time. If you log out from one account, you can use the same application downloaded to log in or sign up to another account.

### **I accidentally deleted the Healthy 365 app. What should I do?**

Please download the application again and sign in using your account to retrieve the data and your progress.

### **What is the "Send Diagnostic Report" feature for?**

The feature 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.