

## Healthy 365 app Frequently Asked Questions (FAQs)

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## A. Signing up or verifying Healthy 365 account with Singpass Myinfo

From 5 January 2023 onwards, all new and existing Healthy 365 accounts must be authenticated with Singpass Myinfo. You are only required to perform this verification process once. After which, you will be able to use your NRIC/FIN and mobile number for subsequent logins to the Healthy 365 app.

### 1. Why is the Healthy 365 app using Singpass Myinfo?

In line with the Whole of Government movement towards strengthening data governance measures, all existing Healthy 365 app users must verify their account with Singpass from 5 January 2023.

This one-time Singpass verification of all Healthy 365 accounts will safeguard users against potential fraud (e.g. impersonation).

Additionally, for new users of the Healthy 365 app, signing up for a new Healthy 365 account using Singpass will help you simplify the sign-up process by extracting essential personal details and pre-filling them for you on the Healthy 365 app.

### 2. What personal information will be retrieved when I verify with Singpass Myinfo?

We will be retrieving your Name, NRIC/FIN, Date of Birth, Sex, Residential Address, Marital Status, Race, Mobile Number and Email Address from Myinfo. Please be assured that all of your personal data submitted to Health Promotion Board will be treated in accordance with our Healthy 365 app Privacy Statement set out in <https://hpb.gov.sg/healthy-living/healthy-365>.

### 3. How do I sign up or verify my existing Healthy 365 account with Singpass?

An updated version of the Healthy 365 app will be available on the app store from 5 January 2023. Please download the latest version of the app to verify with Singpass Myinfo.

If you do not have a Singpass account, refer to [A4. What should I do if I do not have a Singpass account?](#)

Follow the on-screen steps to create a new account or verify your existing Healthy 365 account. Download the step-by-step guide at <https://hpb.gov.sg/healthy-living/healthy-365>. When completing the one-time Singpass verification on your Healthy 365 app, you can log in to your Singpass account by either i) tapping on the on-screen QR code to open your Singpass app or ii) using your User ID and Password if you do not have the Singpass app installed on your mobile device.

\*Please note that only Mobile Number, Email Address and Marital Status are editable fields and your Mobile Number will be used for future logins to the Healthy 365 app. If you encounter difficulties connecting to Singpass or Myinfo service, try again later as the Singpass service may be unavailable at that time.

#### 4. What should I do if I do not have a Singpass account?

Singapore Citizens, Permanent Residents or Foreign Identification Number (FIN) holders aged 15 years old and above can register for a Singpass account. You can check your eligibility and register for a Singpass account at <https://www.Singpass.gov.sg/home/ui/support>.

Alternatively, you may visit any of the Singpass counters in person. You will need to bring the necessary documents for verification, such as your original NRIC or FIN card. List of Singpass counters can be found at <https://www.Singpass.gov.sg/home/ui/counter-locations>.

If you require further assistance, please contact the Singpass Helpdesk at [support@Singpass.gov.sg](mailto:support@Singpass.gov.sg) or +65 6335 3533. The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.

#### 5. Do I need to install the Singpass app on my smartphone to complete the Singpass verification?

Downloading the Singpass app on your smartphone is recommended for your convenience. However, if you choose not to or are unable to install the Singpass app on your smartphone, you can complete the one-time Singpass verification on your Healthy 365 app with your Singpass User ID and Password.

6. If I do not have a smartphone but I have a Singpass account, can I create a Healthy 365 account?

A smartphone is required for the creation of a Healthy 365 account. If you do not have a smartphone, you may wish to sign up for a Healthy 365 account using a family member's or friend's smartphone. To do so, your family member or friend will need to log out from their own Healthy 365 account, before you can sign up for a Healthy 365 account under your name.

7. If I am a foreigner, can I register for Singpass and create a Healthy 365 account?

Permanent Residents or Foreign Identification Number (FIN) holders aged 15 years old and above can register for a Singpass account. You can check your eligibility and register for a Singpass account at <https://www.Singpass.gov.sg/home/ui/support>. You will be able to create a Healthy 365 account as long as you have a Singpass account.

If you require further assistance, please contact the Singpass Helpdesk at [support@Singpass.gov.sg](mailto:support@Singpass.gov.sg) or +65 6335 3533. The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.

8. How do I change my Singpass Myinfo information or reset my Singpass password?

- a) You can reset your Singpass password at <https://www.Singpass.gov.sg/home/ui/support>.
- b) To update your mobile number/email address/password with Singpass, visit Singpass website at <https://www.Singpass.gov.sg/main/> and log in to your account. Select 'My Account' and follow the instructions on the page.
- c) If the information retrieved from Myinfo is incorrect or you require further assistance, please contact the Singpass Helpdesk at [support@Singpass.gov.sg](mailto:support@Singpass.gov.sg) or +65 6335 3533. The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.

## 9. If my Singpass Myinfo information is updated subsequently, do I have to inform Health Promotion Board?

Subsequent updates to the information in Singpass Myinfo will not be automatically updated to your Healthy 365 account. You can trigger an update by tapping on “Profile” on the Homepage of the Healthy 365 app.

- a) Under Primary Information, Tap on “View More”.
- b) You can update Mobile Number, Email Address and Marital Status directly on the Healthy 365 app (Note: Your new Mobile Number will be used for future logins to the Healthy 365 app).
- c) To update other information, tap on “Update with Singpass”.
- d) Log in to Singpass and give your permission to access the data by selecting “I Agree”.
- e) Tap “Confirm” to finish – A 4-digit One-Time-Password (OTP) will be sent to your registered mobile number via SMS. Key in the OTP accordingly and tap on “Submit”.
- f) Your profile information in your Healthy 365 account will be updated with the latest information from Myinfo upon completion.

## 10. I have issues with my Singpass. What should I do?

Singpass is an authentication service governed by GovTech. Health Promotion Board is one of the government agencies using Singpass and its 2FA service. If you have any Singpass issues (e.g., unable to log in via Singpass, lost Singpass token, forgot Singpass password, unable to receive SMS OTP), please call the Singpass helpdesk at +65 6335 3533 or email [support@Singpass.gov.sg](mailto:support@Singpass.gov.sg).

## 11. Can I edit my profile after my Healthy 365 account has been created / verified using Singpass?

Yes, you will be able to edit your Mobile Number, Email Address and Marital Status after Singpass Myinfo verification. Refer to [A8. If my Singpass Myinfo information is updated subsequently, do I have to inform Health Promotion Board?](#)

12. My FIN/NRIC in Singpass is different from my existing Healthy 365 account, what should I do?

Please email us at [HPB\\_mailbox@hpb.gov.sg](mailto:HPB_mailbox@hpb.gov.sg) to notify us. We will follow up with a verification process and assist you accordingly.

13. What happens if I do not verify my Healthy 365 account with Singpass Myinfo?

Unverified users will not be able to access the Healthy 365 app. Hence, you will not be able to sync your fitness data, redeem rewards, scan QR codes, join challenges, participate in events and book appointments for fitness tracker collection or exchanges on the Healthy 365 app.

Please verify your account by 7 February 2023 to continue accessing the Healthy 365 app. Refer to [A3. How do I sign up or verify my existing Healthy 365 account with Singpass?](#) for step-by-step guide to verify your account.

14. What will happen to the Healthpoints/eVouchers in my Healthy 365 account while my account remains unverified?

Existing Healthpoints/eVouchers in your account will remain valid until the date of expiration. Please verify your account by 7 February 2023 to continue to redeem your Healthpoints/eVouchers. Refer to [A3. How do I sign up or verify my existing Healthy 365 account with Singpass?](#) for a step-by-step guide to verify your account.

15. What will happen to my event bookings in my Healthy 365 account while my account remains unverified?

Existing event registrations will remain valid in your Healthy 365 account. However, if you are unable to subsequently log in to the Healthy 365 app and register your attendance, you will incur the no show penalty as you will not be able to scan attendance via the Healthy 365 app.

As of 12 July 2021, a penalty will be imposed on participants who do not turn up for any on-ground event they have registered for via the Healthy 365 app. The penalty, which will disallow no-show

participants from booking any on-ground event on the Healthy 365 app for a period of 7 days, will take effect from the time of the last missed session. If you miss multiple sessions you have registered for within this 7-day period, the penalty period will be extended by another 7 days from when you last failed to show up. For more information on no show penalty, please refer to [https://www.healthhub.sg/sites/assets/Assets/Programs/pa-lit/pdfs/FAQ\\_for\\_New\\_No-show\\_Policy.pdf](https://www.healthhub.sg/sites/assets/Assets/Programs/pa-lit/pdfs/FAQ_for_New_No-show_Policy.pdf)

To continue using the Healthy 365 app, we would highly recommend you to update your Healthy 365 app to the latest version at your earliest convenience, from 5 January 2023. Refer to [A3. How do I sign up or verify my existing Healthy 365 account with Singpass?](#) for a step-by-step guide to verify your account.

## B. Change in the Healthy 365 app eligibility for minors under 15 years old

From 5 January 2023 onwards, all new and existing Healthy 365 accounts must be authenticated with Singpass Myinfo. The eligible age to create and use the Healthy 365 app has been changed. Hence, individuals under 15 years old will not be able to sign up or log in to the Healthy 365 app until he/she turns 15 years old.

1. How can I register for Health Promotion Board parent-child events (e.g., Active Family programme) since I am under 15 years old and unable to access the Healthy 365 app?

Simply get your parent to register for an event that allows them to bring a child and you can join them.

Steps to sign up for the parent-child events:

- a) Tap on "Explore" on the Homepage of the Healthy 365 app.
- b) Tap on "Events".
- c) Select the session of the parent-child event you would like to register for.
- d) Tap on "Book Now".

Each parent-child event booking caters for 1 adult and 1 child. Child must be accompanied by the parent who made the booking to attend the session.

Please note that a new registration process for parent-child event will be available from early February 2023 onwards. You may refer in-app or <https://www.healthhub.sg/programmes/142/moveit> (click on MOVE IT Classes) for the new registration details nearer the date.

2. Can my relatives or grandparents also register for parent-child events with me since I am under 15 years old and unable to access the Healthy 365 app?

As long as they are a verified Healthy 365 app user, they will be able to book for parent-child event and bring you along to the session. However, do note that with the new registration process that will be available from early February 2023 onwards, only parents/legal guardians with the relationship verified via Singpass MyInfo will be able to book for children under 15 years old for parent-child events.

You may refer in-app or <https://www.healthhub.sg/programmes/142/moveit> (click on MOVE IT Classes) for the new registration details nearer the date.

3. Will I be able to access my Healthy 365 account once I turn 15 years old?

You will be able to access your Healthy 365 account once you have a Singpass account. Singapore Citizens, Permanent Residents or Foreign Identification Number (FIN) holders aged 15 years old and above can register for a Singpass account. You can check your eligibility and register for a Singpass account at <https://www.Singpass.gov.sg/home/ui/support>.

Once you have a Singpass account, follow the step-by-step guide in [A3. How do I sign up or verify my existing Healthy 365 account with Singpass?](#) to log in to your Healthy 365 account.

4. I turned 15 years old but have since changed my mobile phone number. How do I access the Healthy 365 app and update my profile details?

If you have changed your mobile number and are unable to receive the One-Time-Password (OTP) to access your profile, please contact our customer care hotline at 1800 567 2020 to update your mobile number. Our hotline operating hours are from Monday – Friday, 8am to 5pm and on Saturday, 8am to 1pm. Thereafter, refer to [A3. How do I sign up or verify my existing Healthy 365 account with Singpass?](#) to log in to your Healthy 365 account.

## C. Managing your Healthy 365 account

1. How can I withdraw from the Healthy 365 app?

You may do so through the Healthy 365 app by choosing “Withdraw from Healthy 365” in settings or email us at [HPB\\_Mailbox@hpb.gov.sg](mailto:HPB_Mailbox@hpb.gov.sg).

## D. Participating in programmes on the Healthy 365 app

1. How do I sign up for a Challenge?

Please ensure that your smartphone is connected to the internet before following the below instructions:

- a) Tap on “Explore” on the Homepage of the Healthy 365 app.
- b) Tap on “Challenges” card
- c) Select the challenge of your choice
- d) Enter entry code if applicable, otherwise select “Join now”

2. Can I sign up for a challenge on behalf of my friends/family members on the Healthy 365 app using my account?

No, each person must sign up individually. Each smartphone can only be signed in to one account at a time. To sign up for your friend or family member, you will need to log out from your account and sign in with his/her account before signing up for the challenge.

## E. Healthy 365 app technical queries

### 1. Do I need an internet connection to use the Healthy 365 app?

The Healthy 365 app requires an internet connection (data plan or WI-FI connection) for all features, including but not limited to registering for challenges, syncing your fitness tracker to your smartphone, updating the points that you have earned and redeeming rewards.

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

Please download the app again from your Apple or Android app store and sign in using your Healthy 365 account to retrieve the data and your progress.

### 3. What is the "Send Diagnostic Report" feature for?

The feature is to allow Health Promotion Board 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.

### 4. I am unable to log in to the Healthy 365 app. What should I do?

You may be on the older version of the Healthy 365 app. Please download the latest version of the Healthy 365 app on the app store and follow the on-screen instructions.

If you have changed your mobile number and are unable to receive the One-Time-Password (OTP) to access your profile, please contact our customer care hotline at 1800 567 2020 to update your mobile number. Our hotline operating hours are from Monday – Friday, 8am to 5pm and on Saturday, 8am to 1pm.