



How to exchange your HPB fitness tracker

Please note that exchanges are eligible for the fitness tracker body only. Accessories such as the charging cradle and straps are not included as part of the exchange as they are not covered under warranty. All exchanges are subject to assessment.



Step 1

Download or update to the latest version of the Healthy 365 app*.

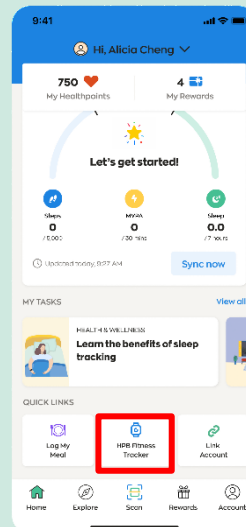
*The latest version of the Healthy 365 app requires a minimum of Android v8.1 or iOS 13.4.



Step 2

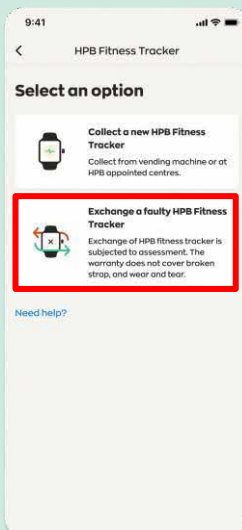
Create or restore your account by following the on-screen instructions.

Note: All Healthy 365 accounts must be verified using Singpass. Click [here](#) for a step-by-step guide on the Singpass verification process.



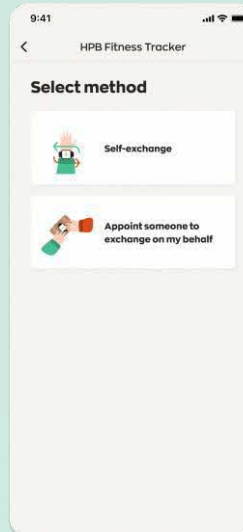
Step 3

Go to "Home" under the "Quick Links" section, tap on "HPB fitness tracker".



Step 4

Tap on "Exchange a faulty HPB fitness tracker".



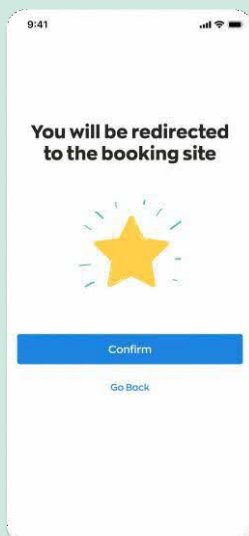
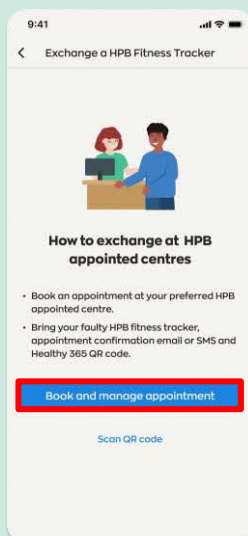
Step 5

Select your exchange method, by tapping on "Self-exchange" OR "Appoint someone to exchange on my behalf".

If you are appointing someone to exchange on your behalf, please proceed to step 11.



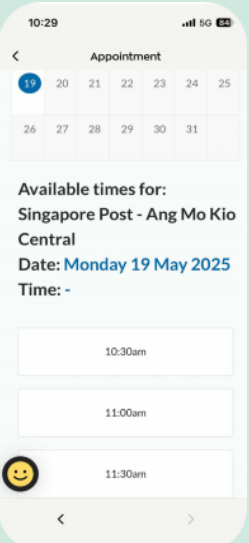
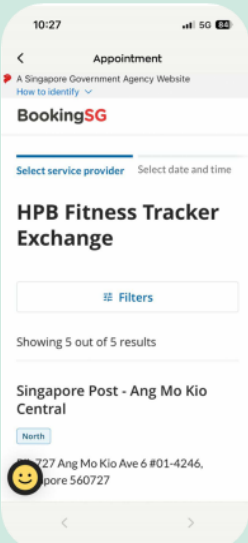
Method 1: Self-exchange



Step 6

Tap on "Book and manage appointment".

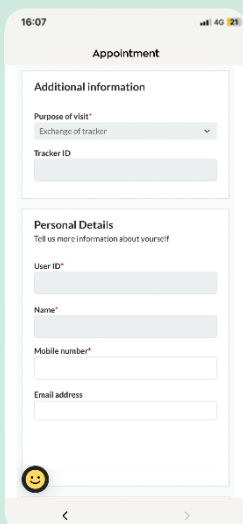
You will be redirected to the booking site.



Step 7

On the appointment booking site, select your preferred location. Alternatively, you can tap "Apply Filter" to narrow down your search by date range and location zone.

Select your desired date and timeslot.



Step 8

Provide your personal details to confirm your appointment.

Note: If you wish to receive a confirmation email, do provide a valid email address.

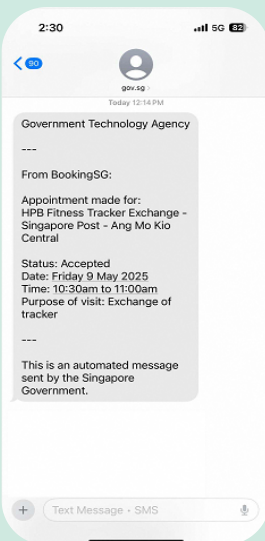


Step 9

Your appointment is successfully created!

You will receive your collection confirmation details via SMS and email, if you provided an email address.

Please check your junk/spam folder if you did not receive the confirmation email in your inbox.

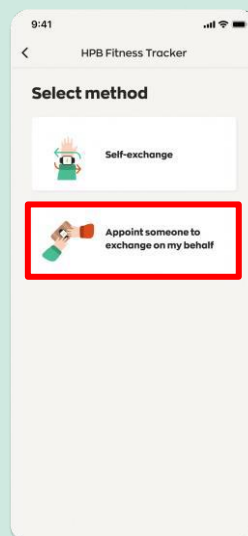


Step 10

On the day of your appointment, please bring along:

- (i) Your mobile device with the Healthy 365 app installed (You will need to present your Healthy 365 QR code)
- (ii) Your appointment confirmation SMS or email
- (iii) Your faulty HPB fitness tracker

Method 2: Appoint someone to exchange on your behalf



Step 11

To appoint someone to exchange your HPB fitness tracker on your behalf, tap on "Appoint someone to exchange on my behalf".



Step 12a

Tap "Next" to book an appointment at our appointed centres.

You will be directed to our booking site.

Step 12b (optional)

If you have already booked an appointment and appointed someone, tap on "Share QR code". The QR code can be shared to your appointed person via the messaging platform that you have selected.

Step 13

On the appointment booking site, select your preferred location. Alternatively, you can tap "Apply Filter" to narrow down your search by date range and location zone.

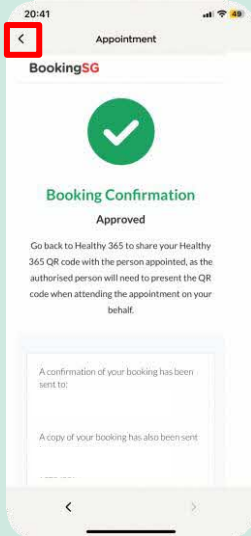
Select your desired date and timeslot.

Step 14

Provide your personal details to confirm your appointment.

You will be required to provide your appointed person's (i.e. proxy) name, NRIC and mobile number. Your appointed proxy must be registered to Healthy 365 to collect the tracker on your behalf.

Note: If you and/or your appointed person wish to receive a confirmation email, please provide a valid email address.



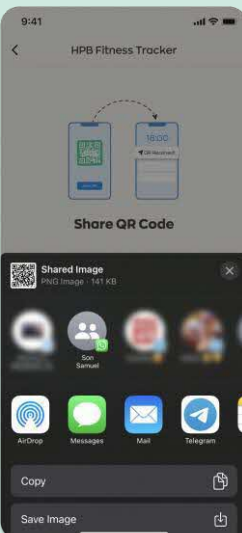
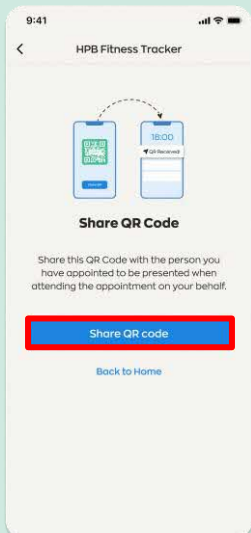
Step 15

Your appointment is successfully created!

You and your appointed person will receive the collection appointment confirmation details via SMS and email, if you provided email addresses.

Please check your junk/spam folder if you did not receive the confirmation email in your inbox.

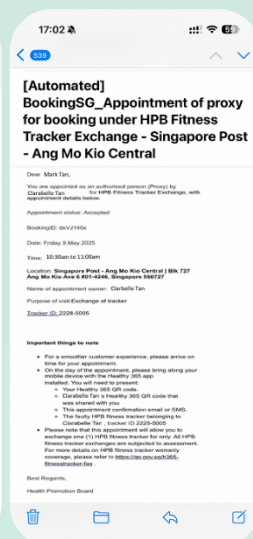
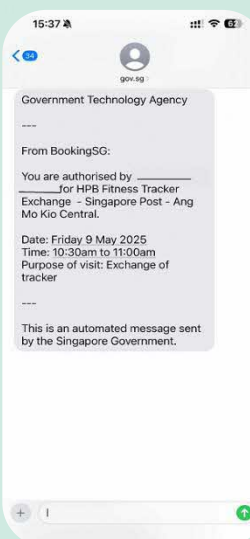
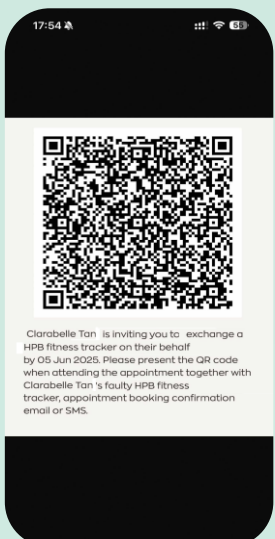
Tap on "<" on the top left of the screen to return to Healthy 365 app.



Step 16

Share your QR code with your appointed person via your selected messaging platform.

Note: The shared QR code is only valid for 30 days from the date of sharing.



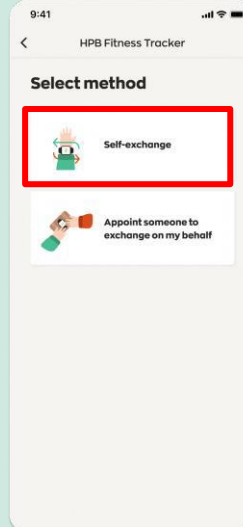
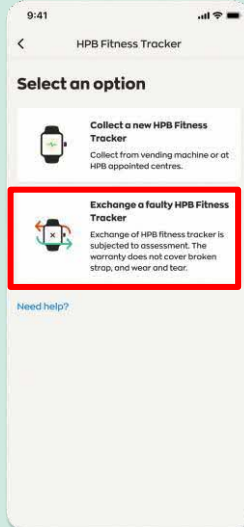
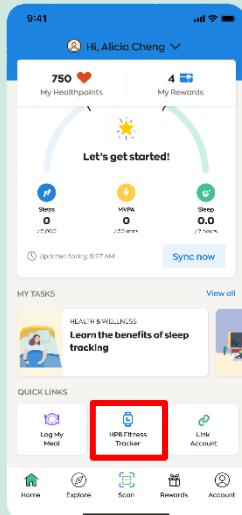
Step 17

On the day of the appointment, your appointed person needs to present:

- Your Healthy 365 QR code, which was shared via your preferred messaging platform
- Your appointment confirmation SMS or email
- Their mobile device with the Healthy 365 app installed (Your appointed person will need to present his/her Healthy 365 QR code)
- Your faulty HPB fitness tracker



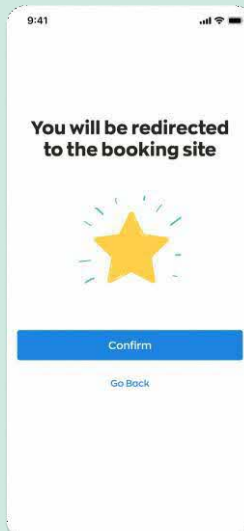
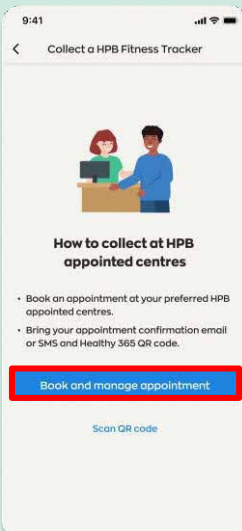
How to change or cancel an appointment



To retrieve your appointment details from the Healthy 365 app,

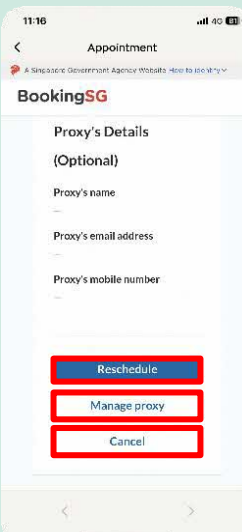
- (i) Go to "Home" under the "Quick Links" section, select on "HPB fitness tracker"
- (ii) Tap on "Exchange a faulty HPB fitness tracker" > "Self-exchange" > "HPB Appointed Centres" > "Book and manage appointment"

You will be redirected to the appointment booking site.



On the appointment booking site, tap on:

- (i) "Reschedule" to change your appointment,
- (ii) "Manage proxy" if you had appointed someone to exchange your faulty tracker on your behalf, and wish to change details of your appointed person, or
- (iii) "Cancel" to cancel your appointment.



If you made changes to your appointment, please refer to the latest appointment confirmation details.