



How to collect your HPB fitness tracker



Download on the App Store

GET IT ON Google Play

Step 1

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

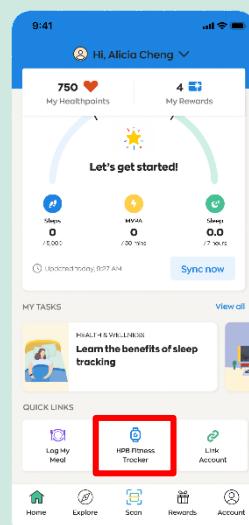
*The latest version of the Healthy 365 app requires a minimum of Android v8.1 or iOS 13.4.



Step 2

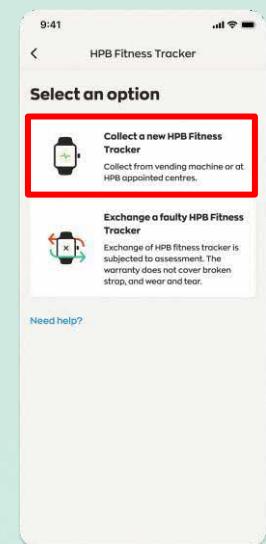
Create or restore your account by following the on-screen instructions.

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 "Collect a new HPB fitness tracker".



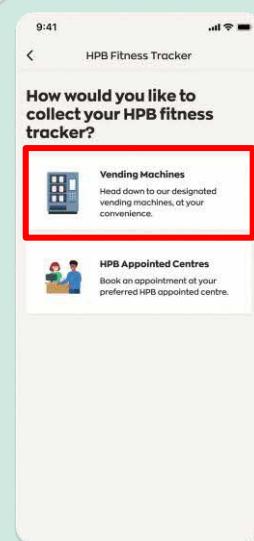
Step 5

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

If you are appointing someone to collect on your behalf, please proceed to step 12.

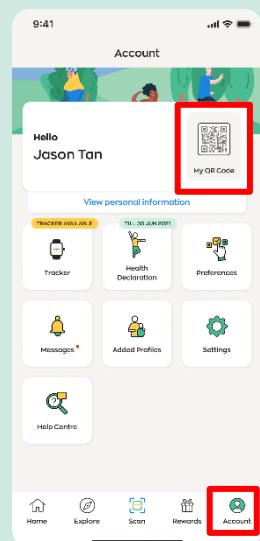


Method 1: Self-collection at vending machines



Step 6a

Tap on "Vending Machines" if you wish to collect your tracker at our designated vending machines. No prior appointment is required. View the list of available vending machines [here](#).

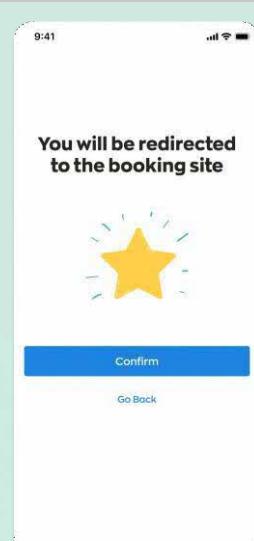
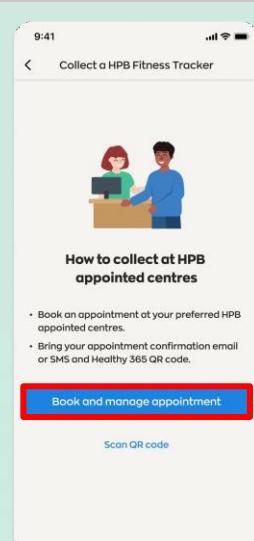
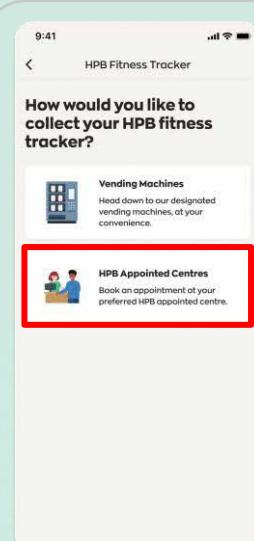


Step 6b

Head down to your preferred vending machine and follow the on-screen instructions. Scan your Healthy 365 QR code at the vending machine to collect your HPB fitness tracker.

You can access your Healthy 365 QR code by tapping "Scan QR code" on this page or by going to "Account" > "My QR Code".

Method 2: Self-collection at appointed collection centres



Step 7

If you wish to collect your tracker at HPB appointed centres, tap on "HPB Appointed Centres" to book a collection appointment at your preferred location.

Tap on "Book and Manage appointment".

You will be redirected to the booking site.



10:16

Appointment

A Singapore Government Agency Website

BookingSG

Singapore Post: Ang Mo Kio Central

Address: Blk 72/74 Ang Mo Kio Ave 6 #01-4246, Singapore 560727

ZONE: North-east

Select

Singapore Post: Hougang Central

Address: 90 Hougang Avenue 5 #04-15A Hougang Mall, Singapore 532744

2:39

Appointment

Available times for: Singapore Post: Ang Mo Kio Central

Date: Friday 30 August 2024

Time: 10:30am to 11:00am

10:30am

11:00am

11:30am

Step 8

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.

16:07

Appointment

Purpose of visit* New tracker collection

Personal Details

Tell us more information about yourself

User ID*

Name*

Mobile number*

Email address

Smiley face icon

Step 9

Provide your personal details to confirm your appointment.

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

10:17

Appointment

A Singapore Government Agency Website

BookingSG

Booking Confirmation

Approved

Booking Details

Date: Friday 30 August 2024

Step 10

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.

9:41

My QR Code

Jeremy Tang

Please do not share your QR code with others.

QR code

2:20

Messages

gov.sg

Today 2:19 PM

Government Technology Agency

From BookingSG:

Appointment made for: HPB Fitness Tracker Collection - Singapore Post: Ang Mo Kio Central

Status: Accepted

Date: Friday 30 August 2024

Time: 10:30am to 11:00am

Purpose of visit: New tracker collection

This is an automated message sent by the Singapore Government.

2:20

Messages

BookingSG confirmation: HPB Fitness Tracker Collection - Singapore Post: Ang Mo Kio Central

From noreply_support: 2:19 PM

Dear [Redacted]

Below is a confirmation of your appointment details.

Appointment status: Accepted

BookingID: [Redacted]

Date: Friday 30 August 2024

Time: 10:30am to 11:00am

Location: Singapore Post: Ang Mo Kio Central | Blk 72/74 Ang Mo Kio Ave 6 #01-4246, Singapore 560727

NRIC (Last 4 chars): [Redacted]

Purpose of visit: New tracker collection

Important things to note:

- To better customer experience, you are strongly advised to arrive on time within your allocated time slot.
- This appointment confirmation entitles you to collect one (1) HPB fitness tracker for yourself only.

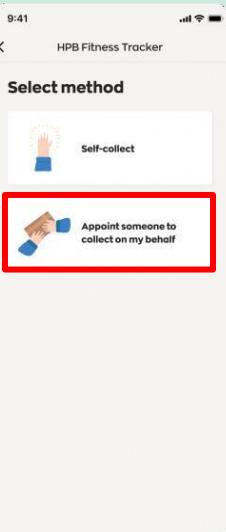
Step 11

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



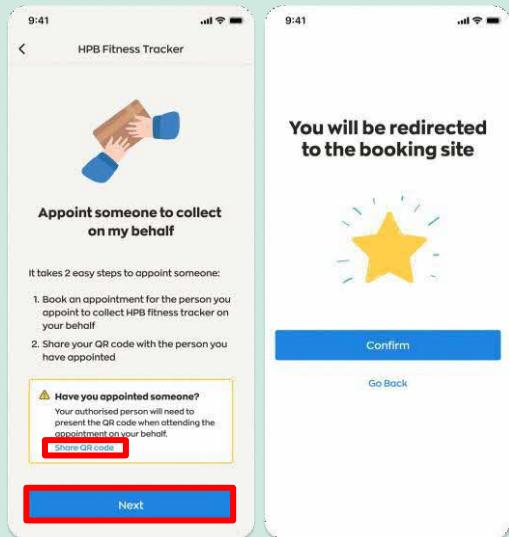
Method 3: Appoint someone to collect on your behalf



Step 12

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

Note: Appointing someone to collect on your behalf is only available at HPB appointed centres.



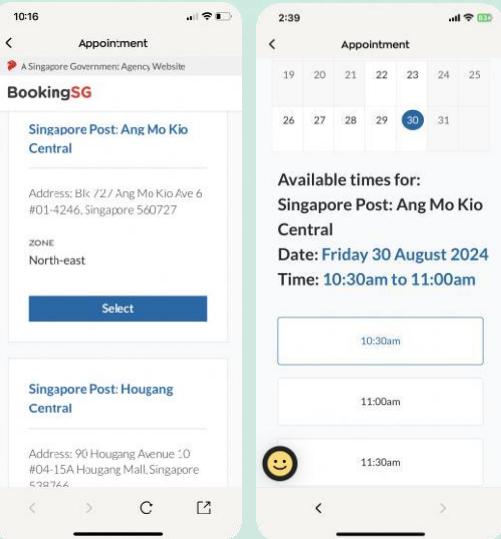
Step 13a

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

You will be directed to the booking site.

Step 13b (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.



10:16 Appointment A Singapore Government Agency Website BookingSG

Singapore Post: Ang Mo Kio Central

Address: Blk 72 / Ang Mo Kio Ave 6 #01-4246, Singapore 560727

ZONE: North-east

Select

Singapore Post: Hougang Central

Address: 90 Hougang Avenue 10 #04-15A Hougang Mall, Singapore 532744

16:07 Appointment

Purpose of visit* New tracker collection

Personal Details

Tell us more information about yourself

User ID*

Name*

Mobile number*

Email address

Proxy's Details

Fill in this section if you would like to appoint someone to attend the appointment on your behalf. Please note that the appointed person must have a Healthy 365 account.

Proxy's name*

Proxy's NRIC/FIN (Capital letters)*

Proxy's mobile number*

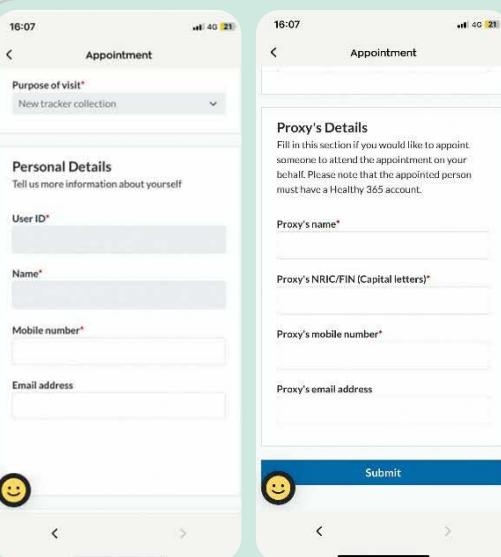
Proxy's email address

Submit

Step 14

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.



16:07 Appointment

Purpose of visit* New tracker collection

Personal Details

Tell us more information about yourself

User ID*

Name*

Mobile number*

Email address

Proxy's Details

Fill in this section if you would like to appoint someone to attend the appointment on your behalf. Please note that the appointed person must have a Healthy 365 account.

Proxy's name*

Proxy's NRIC/FIN (Capital letters)*

Proxy's mobile number*

Proxy's email address

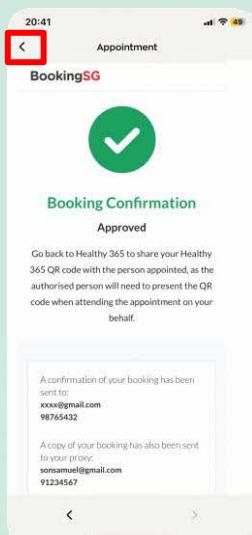
Submit

Step 15

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.



20:41 Appointment

BookingSG

Booking Confirmation

Approved

Go back to Healthy 365 to share your Healthy 365 QR code with the person appointed, as the authorized person will need to present the QR code when attending the appointment on your behalf.

A confirmation of your booking has been sent to: xxxx@mail.com 98765432

A copy of your booking has also been sent to your proxy: sonamail@gmail.com 91234567

Step 16

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 17

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 18

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

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



How to change or cancel an appointment

The screenshots show the following steps:

- Step 1:** Home screen of the Healthy 365 app. The "HPB Fitness Tracker" icon in the "QUICK LINKS" section is highlighted with a red box.
- Step 2:** "Select an option" screen for the HPB Fitness Tracker. The "Collect a new HPB Fitness Tracker" option is highlighted with a red box.
- Step 3:** "Select method" screen. The "Self-collect" option is highlighted with a red box.
- Step 4:** "How would you like to collect your HPB fitness tracker?" screen. The "HPB Appointed Centres" option is highlighted with a red box.
- Step 5:** "Collect a HPB Fitness Tracker" screen. The "Book and manage appointment" button is highlighted with a red box.
- Step 6:** Confirmation screen stating "You will be redirected to the booking site". The "Confirm" button is highlighted with a red box.
- Step 7:** "Appointment" screen showing an upcoming booking for "HPB Fitness Tracker Collection". The "Reschedule", "Manage proxy", and "Cancel" buttons are highlighted with red boxes.

To retrieve your appointment details from the Healthy 365 app,

- Go to "Home" under the "Quick Links" section, select on "HPB fitness tracker"
- Tap on "Collect a new HPB fitness tracker" > "Self-collect" > "HPB Appointed Centres" > "Book and manage appointment"

You will be redirected to the appointment booking site.

On the appointment booking site, tap on:

- "Reschedule" to change your appointment,
- "Manage proxy" if you had appointed someone to collect your tracker on your behalf, and wish to change details of your appointed person, or
- "Cancel" to cancel your appointment.

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