

HealthTrack SG App Use Guide



A step-by-step guide on how to use the HealthTrack SG app

HealthTrack App Use Guide Outline

Section A: How to set up the HealthTrack app?

1. [How do I set up my HealthTrack SG account?](#)
2. [How do I pair my devices?](#)

Section B: How to use the HealthTrack app?

1. [Navigating the HealthTrack SG app dashboard](#)
2. [How do I book a Doctor's appointment?](#)
3. [How do I complete my Report Health Status?](#)
4. [Where can I refer to my Wellness Plan?](#)
5. [Who do I contact if I have any queries?](#)

HealthTrack App Use Guide Outline

Section A: How to set up the HealthTrack app?

1. How do I set up my HealthTrack SG account?
2. How do I pair my devices?

Section B: How to use the HealthTrack app?

1. Navigating the HealthTrack SG app dashboard
2. How do I book a Doctor's appointment?
3. How do I complete my Report Health Status?
4. Where can I refer to my Wellness Plan?
5. Who do I contact if I have any queries?

1. How do I set up my HealthTrack SG account?

To set up your HealthTrack SG account, you would need to complete the following steps:



1. Download the following apps:

1. HealthTrack SG
2. H365

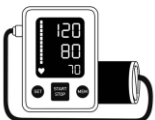
Do note the minimum requirement of iOS 15.4 or Android 10 and later



2. Complete the onboarding survey



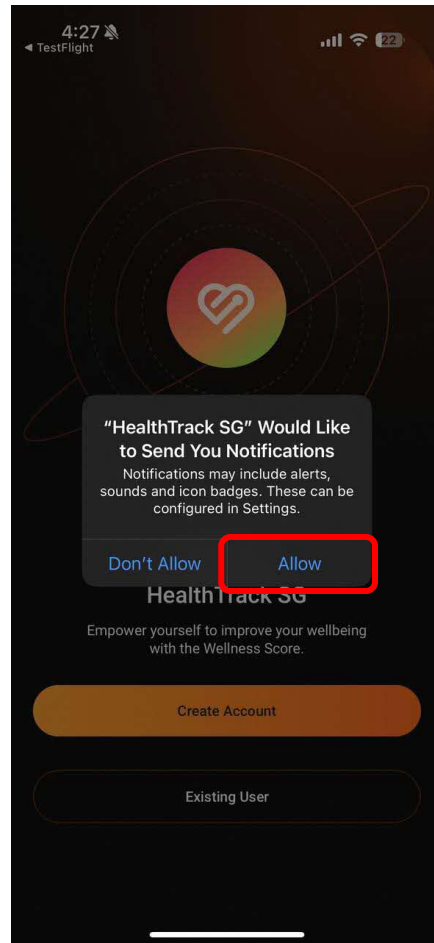
3. Pair your wearable device



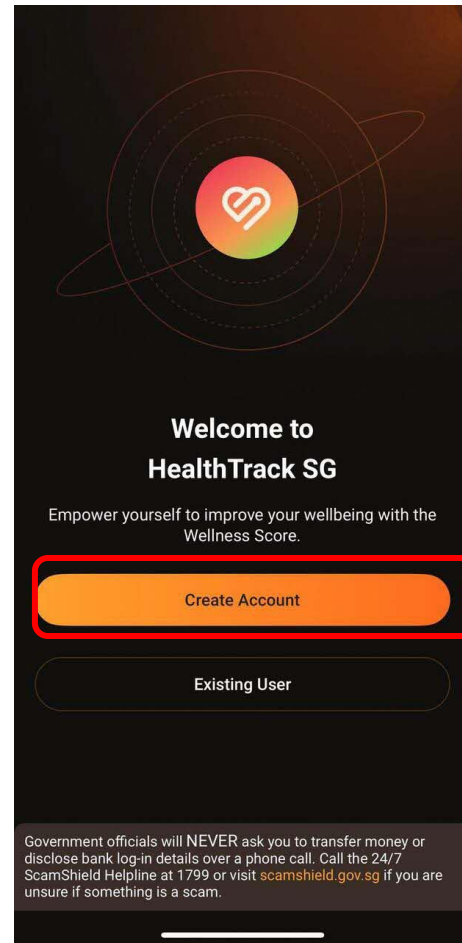
4. Pair your BP monitor (if needed)

1. How do I set up my HealthTrack SG account?

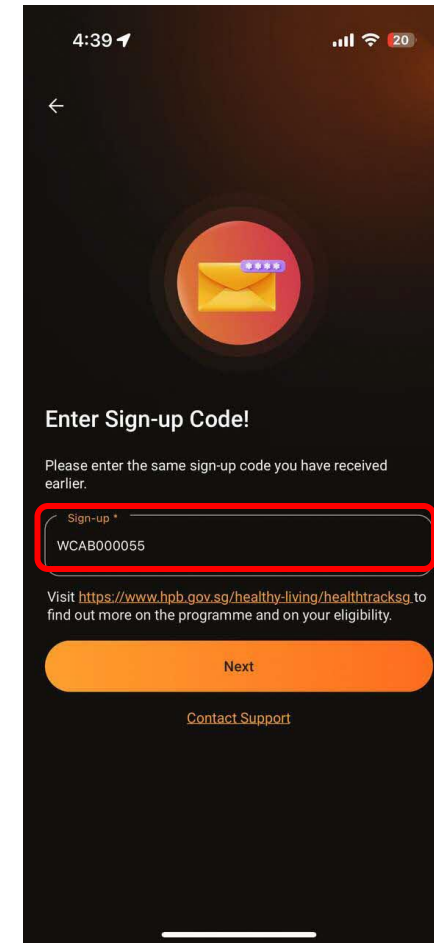
Step 1: Allow notifications



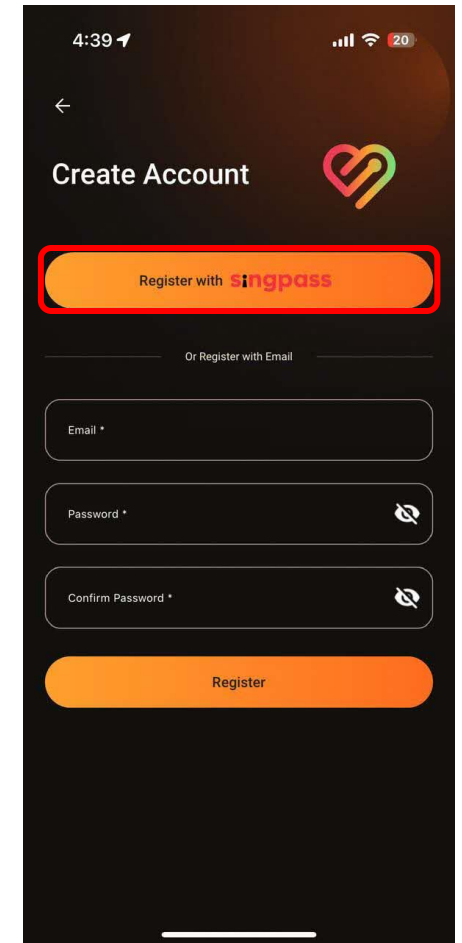
Step 2: Tap 'Create Account'



Step 3: Enter the Sign-Up Code from your email

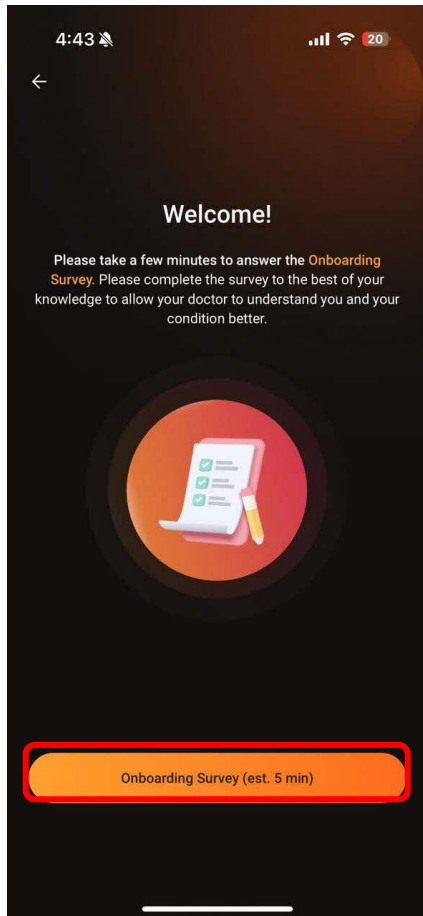


Step 4: Register with Singpass

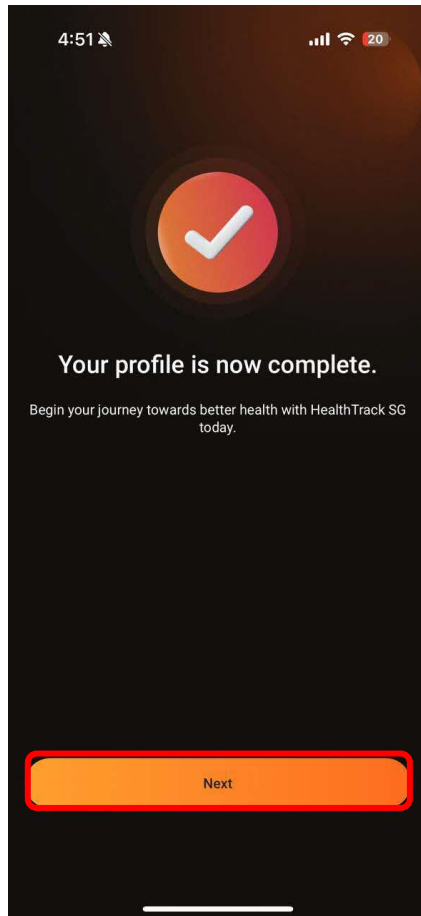


1. How do I set up my HealthTrack SG account?

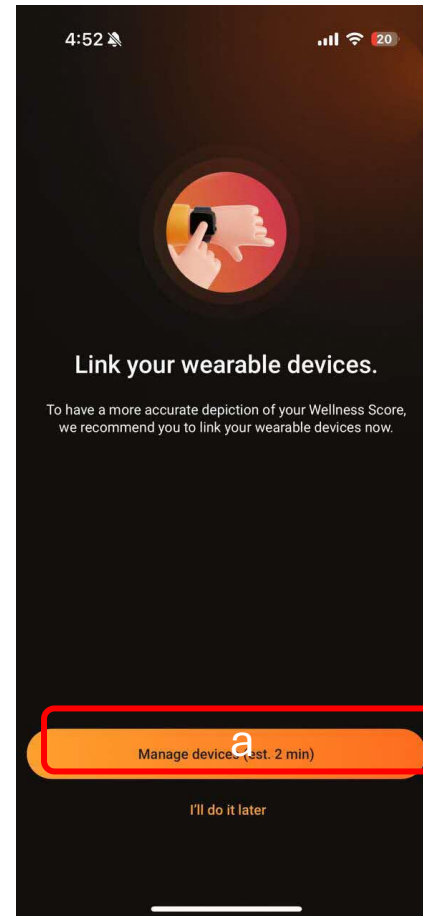
Step 5: Complete the onboarding survey



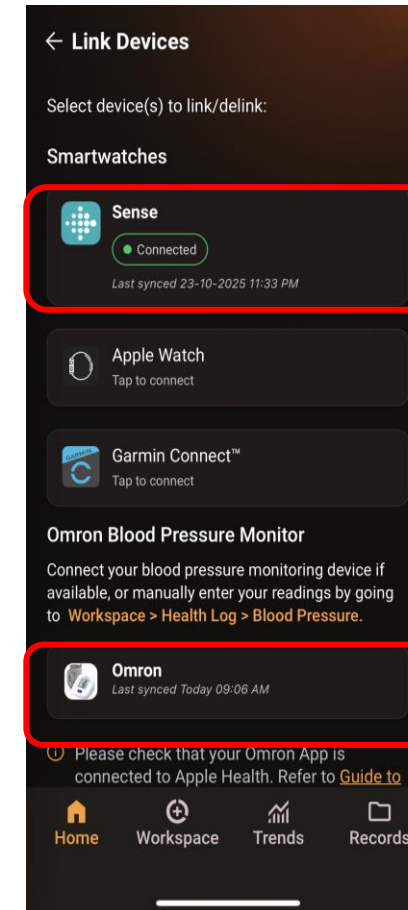
Step 6: Link your wearable device (compulsory) and BP monitor (if needed).



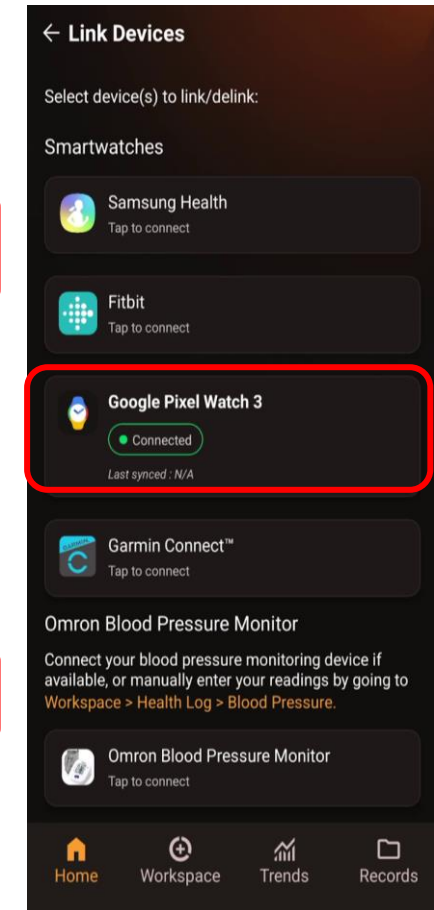
Step 7: Once completed, you should see the following screen.



IOS mobile view



Android mobile view



HealthTrack App Use Guide Outline

Section A: How to set up the HealthTrack app?

1. How do I set up my HealthTrack SG account?
2. How do I pair my devices?

Section B: How to use the HealthTrack app?

1. Navigating the HealthTrack SG app dashboard
2. How do I book a Doctor's appointment?
3. How do I complete my Report Health Status?
4. Where can I refer to my Wellness Plan?
5. Who do I contact if I have any queries?

2. How do I pair my devices?

Step 1: Tap on the hamburger menu icon at the top left corner

Step 2: Tap on “My Devices”

Step 3: Tap on the device you wish to link

Step 4: Tap on ‘Link device’ and follow the instructions given.

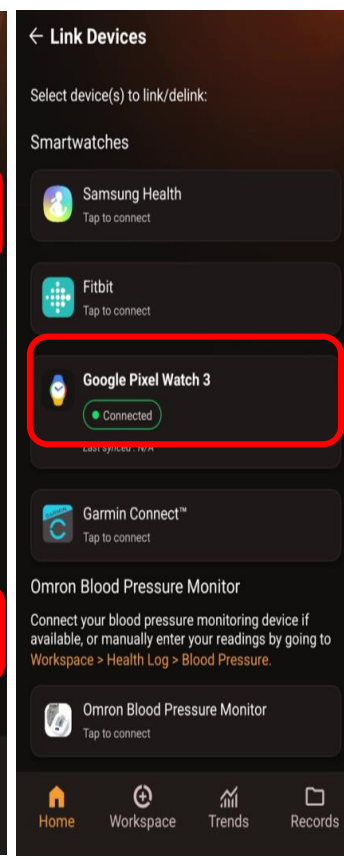
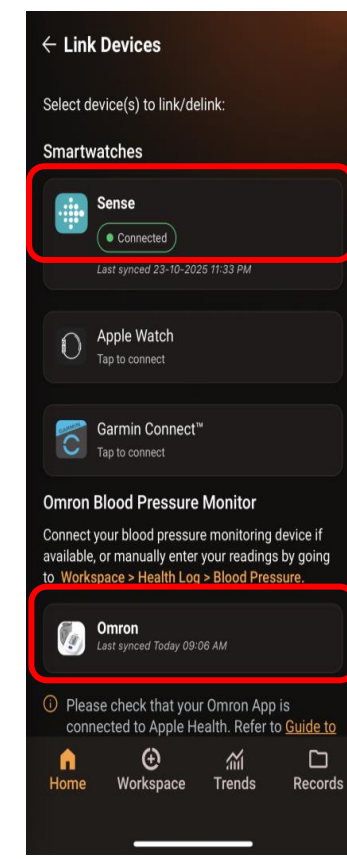
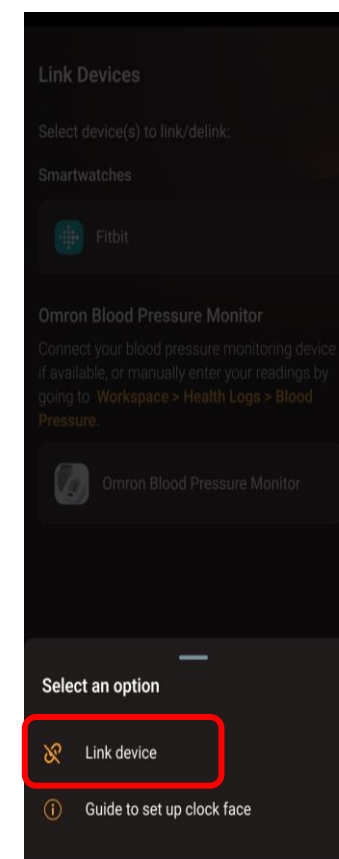
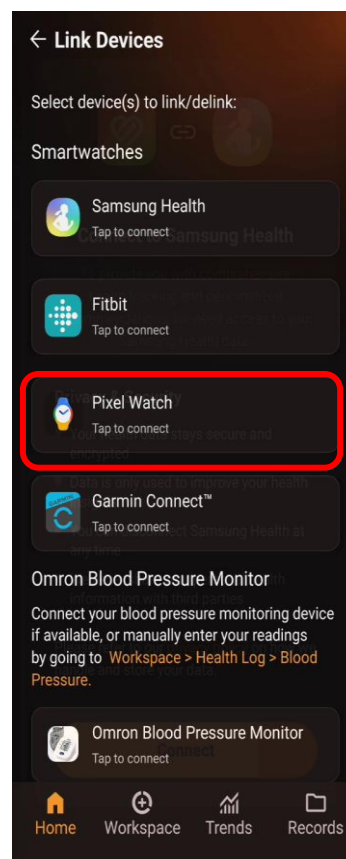
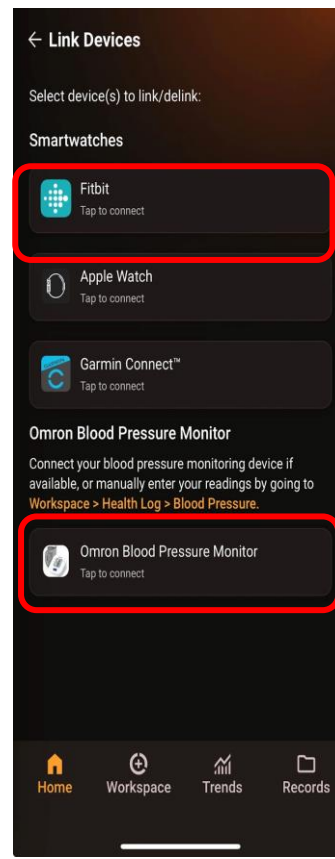
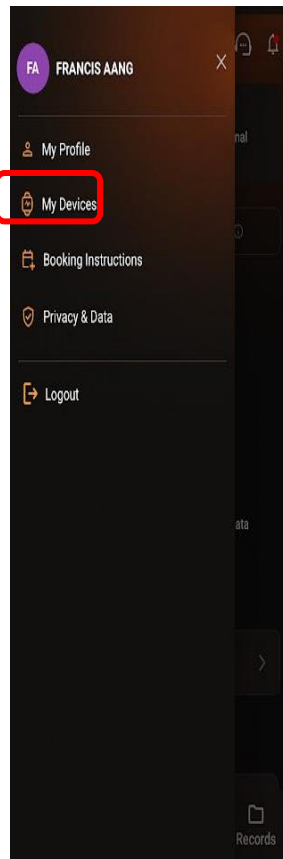
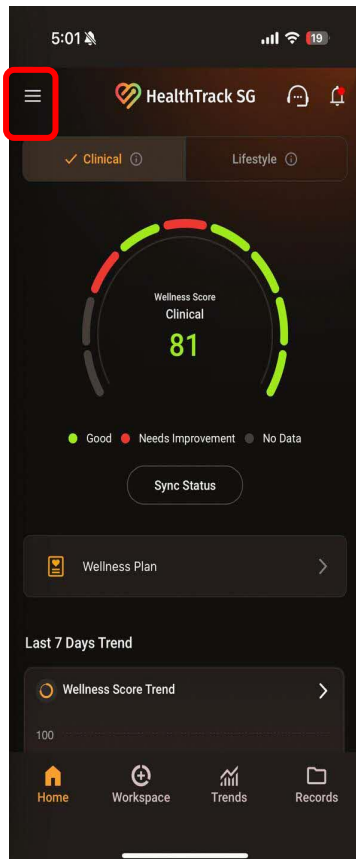
Once your device is linked successfully, there will be a ‘Connected’ message.

IOS mobile view

Android mobile view

IOS mobile view

Android mobile view



*Participants with high blood pressure will be required to pair their Omron Blood Pressure Monitor (if they have one), or manually input their blood pressure measurements within the HealthTrack SG app.

HealthTrack App Use Guide Outline

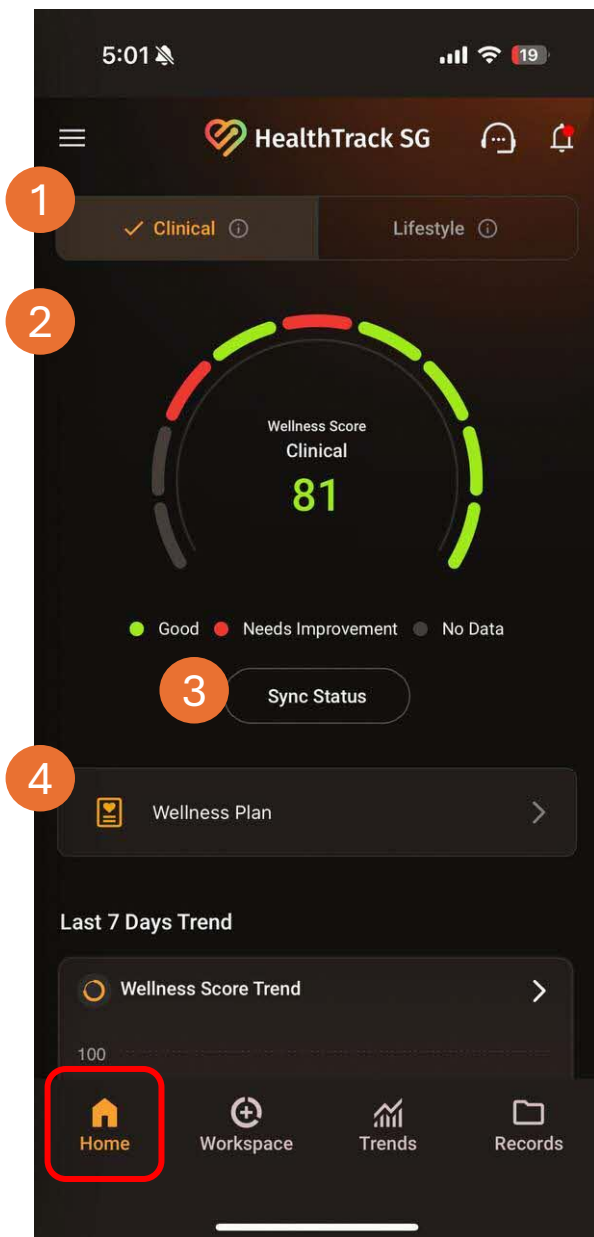
Section A: How to set up the HealthTrack app?

1. How do I set up my HealthTrack SG account?
2. How do I pair my devices?

Section B: How to use the HealthTrack app?

1. Navigating the HealthTrack SG app dashboard
2. How do I book a Doctor's appointment?
3. How do I complete my Report Health Status?
4. Where can I refer to my Wellness Plan?
5. Who do I contact if I have any queries?

1. Navigating the HealthTrack SG App Dashboard



1) Home

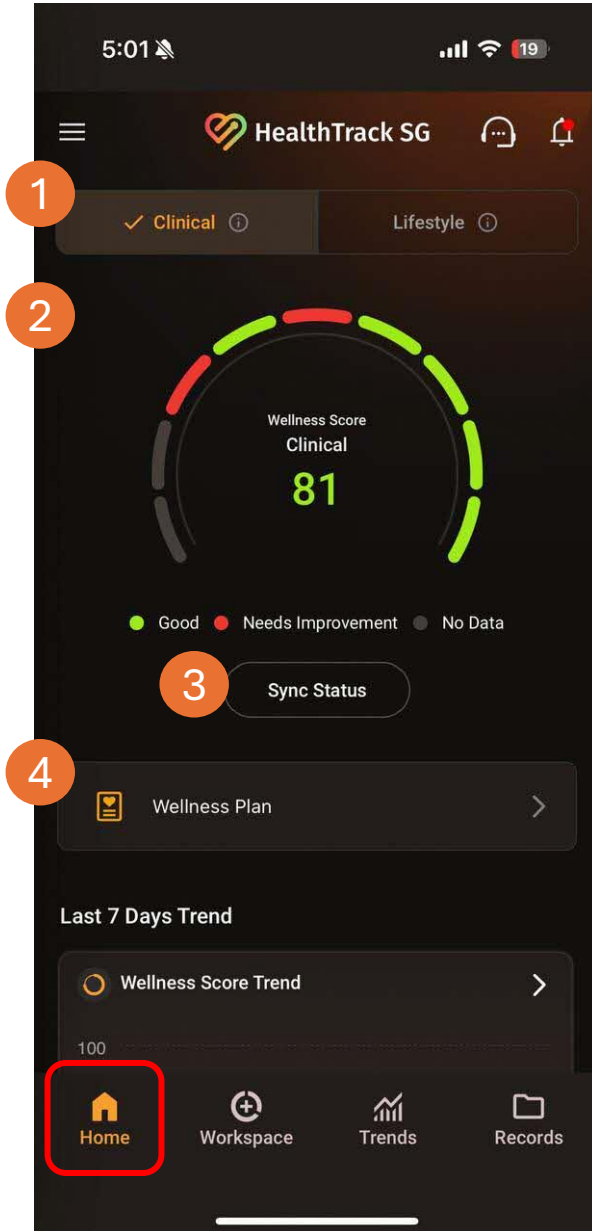
2) Workspace

3) Trends

4) Records

Feature	Description
1	Toggle between your clinical and lifestyle wellness score
2	View your wellness score
3	Manually sync your wearable data
4	View your wellness plan

1. Navigating the HealthTrack SG App Dashboard



1) Home

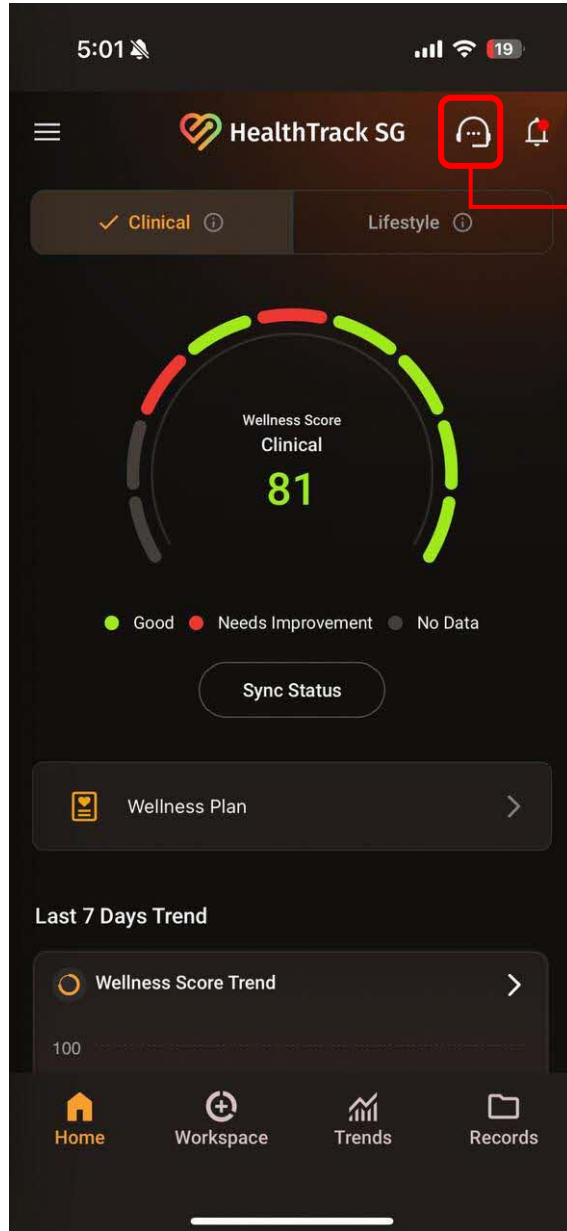
2) Workspace

3) Trends

4) Records

Feature	Description
1	Toggle between your clinical and lifestyle wellness score
2	View your wellness score
3	Manually sync your wearable data
4	View your wellness plan

1. Navigating the HealthTrack SG App Dashboard



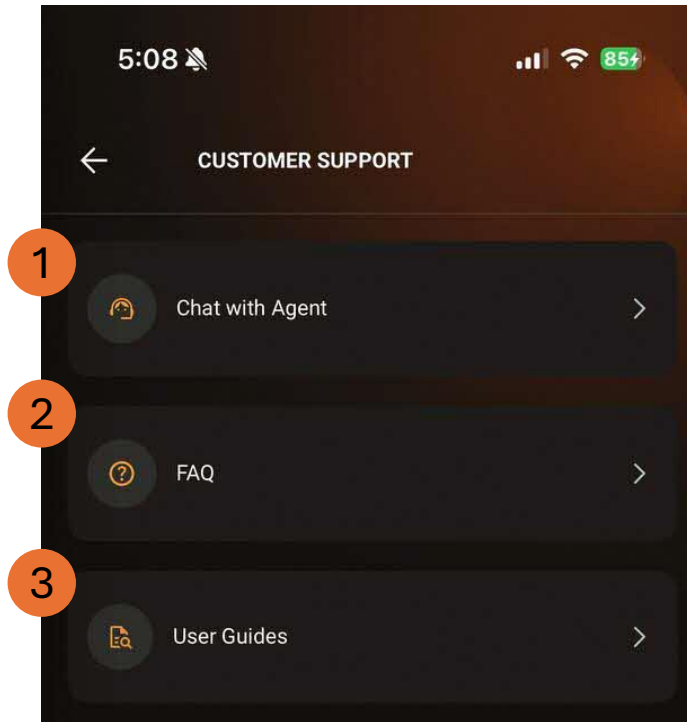
1) Home

2) Workspace

3) Trends

4) Records

Customer Support



Chat with Agent:

Initiate a chatbot and live chat with a support agent

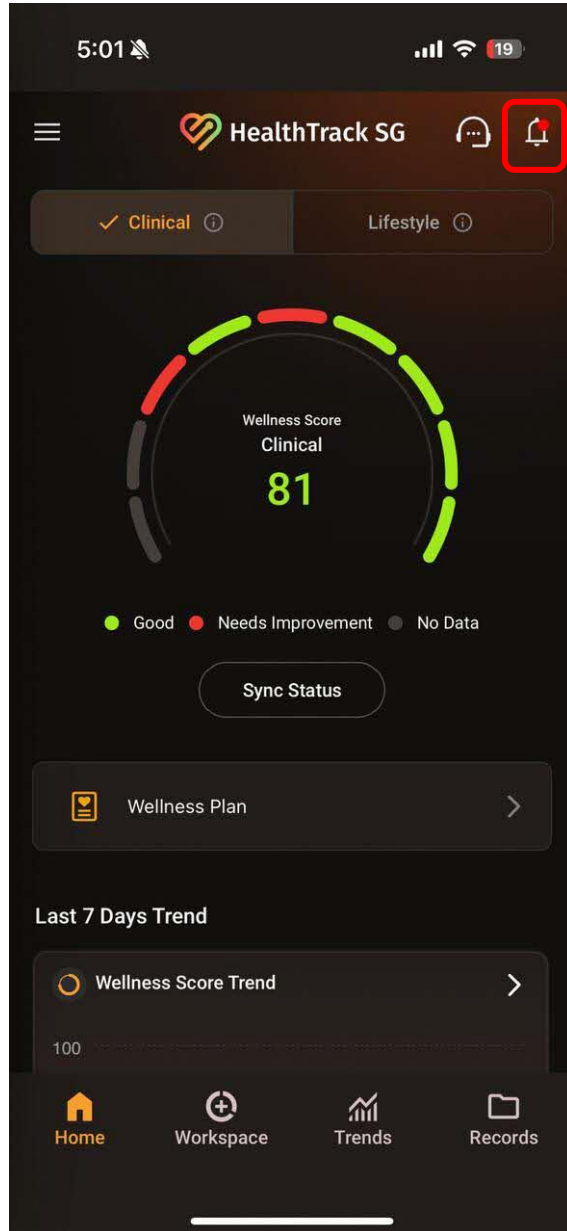
FAQ:

Find answers to common queries quickly

User Guides:

View explanations on the various functions within the app

1. Navigating the HealthTrack SG App Dashboard



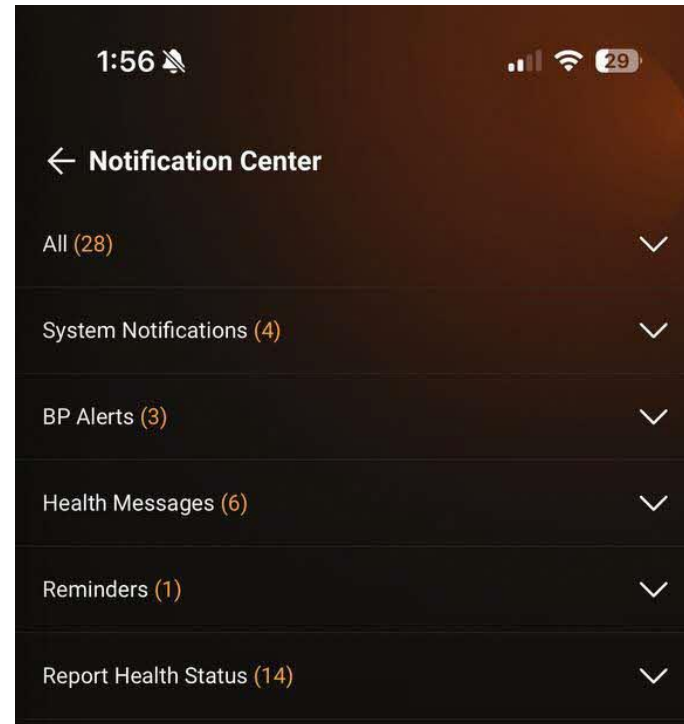
1) Home

2) Workspace

3) Trends

4) Records

Notification Centre



Systems Notifications:

Contains system-related alerts e.g. maintenance alerts

BP Alerts:

Contains notifications of high/low blood pressure, reminders to check your blood pressure etc.

Health Messages:

Contains personalized health tips, advice and motivational messages

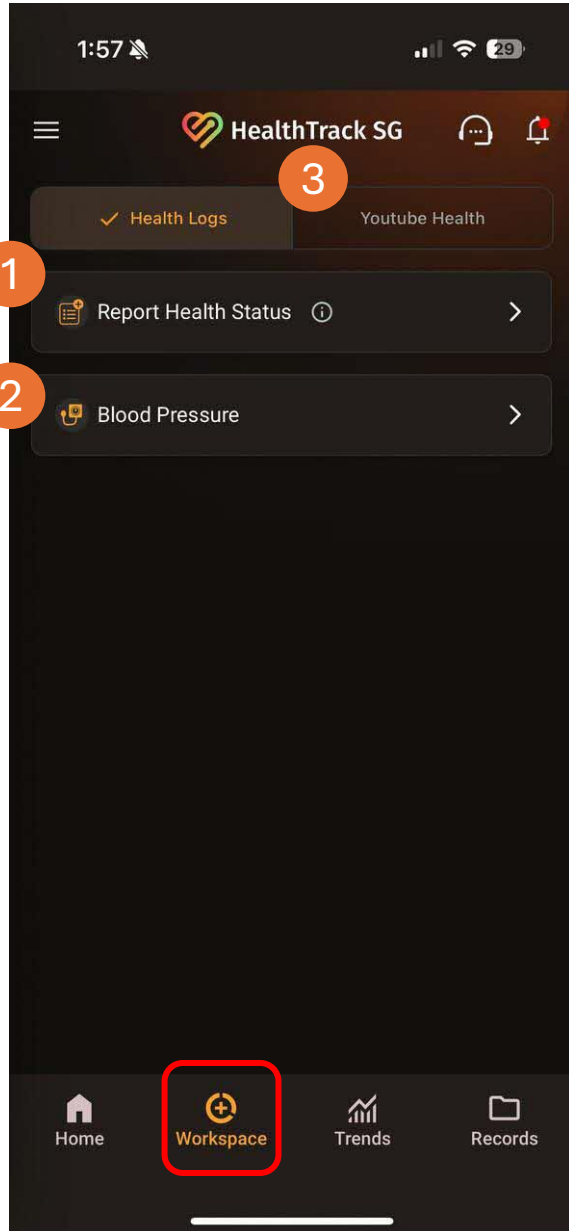
Reminders:

Contains reminders to sync your wearable device

Report Health Status (RHS):

Contains notifications to inform you when the next RHS is available, along with reminders to complete it

1. Navigating the HealthTrack SG App Dashboard



1) Home

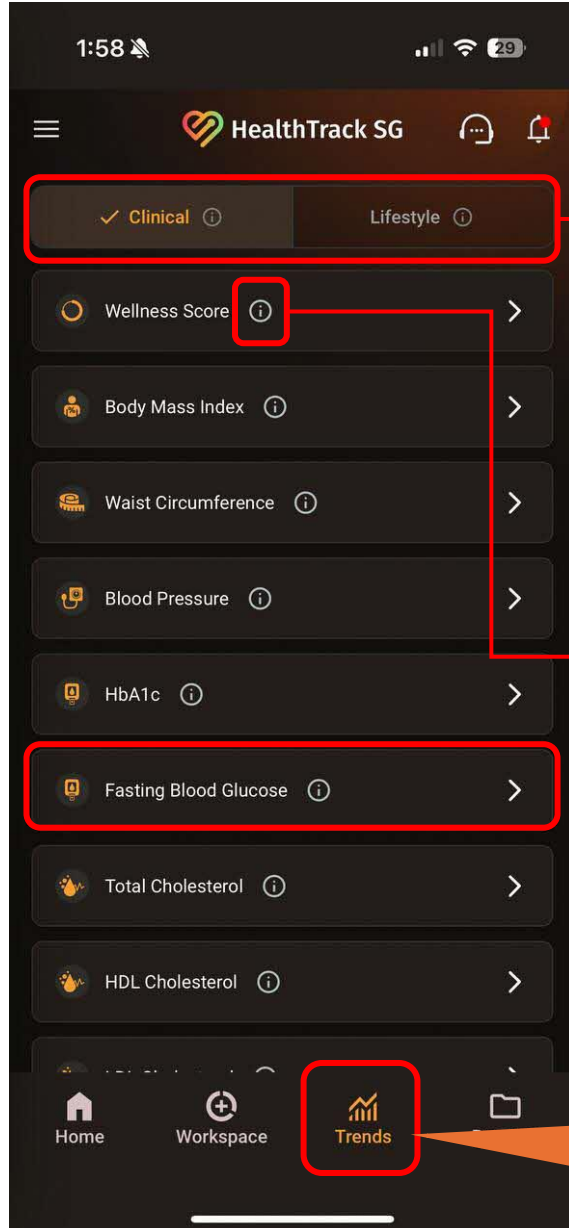
2) Workspace

3) Trends

4) Records

Feature	Description
1	View and complete your Report Health Status (RHS) here
2	Manually log your Blood Pressure measurements here
3	View curated health-related video content here

1. Navigating the HealthTrack SG App Dashboard



1) Home

2) Workspace

3) Trends

4) Records

You can toggle between the two categories of trends:

1. **Clinical trends:** Focuses on key medical parameters to provide insights into your physiological health.
2. **Lifestyle Trends:** Tracks behavioral patterns and activities that influence your overall wellness.

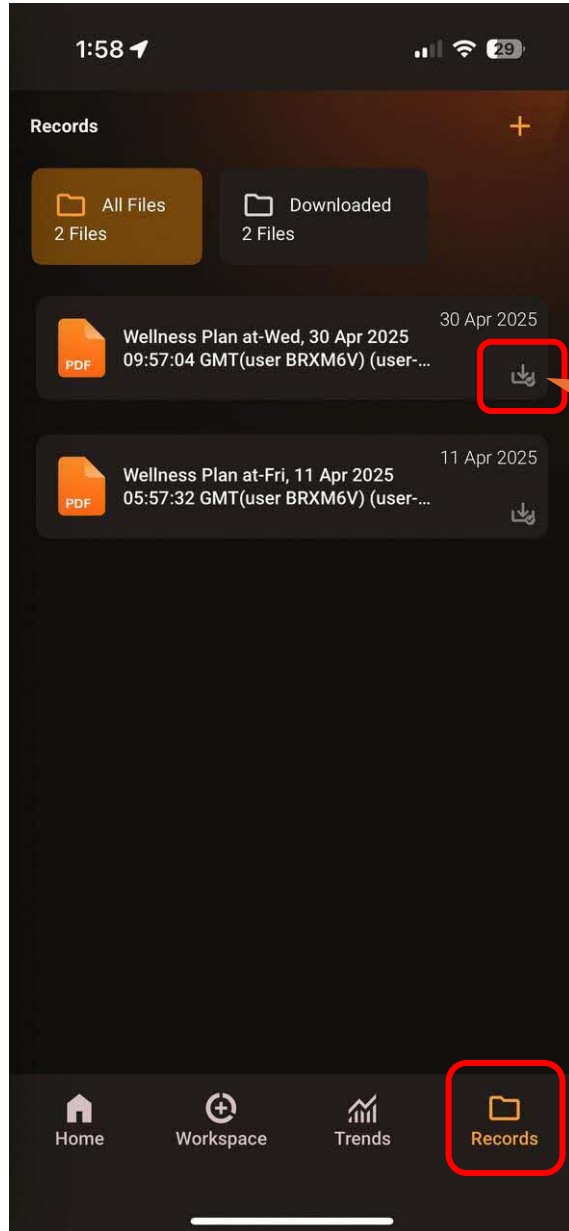
Tap on the 'Info' icon to view a short description of each parameter.

Tap into each parameter to get more details.

Tip:

Use the Trends function to **get a holistic view of your health**, making it easier to **make informed lifestyle changes** based on real data, and **track progress** towards health and fitness goals

1. Navigating the HealthTrack SG App Dashboard



1) Home

2) Workspace

3) Trends

4) Records

All your Wellness Plans can be viewed under the 'Records' tab.

Tip:
Download your Wellness Plan so that they can be **viewed offline**

HealthTrack App Use Guide Outline

Section A: How to set up the HealthTrack app?

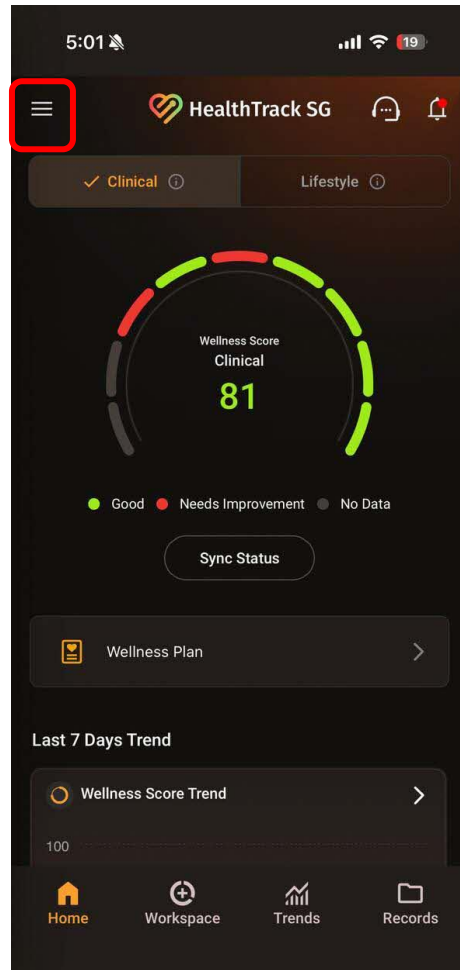
1. How do I set up my HealthTrack SG account?
2. How do I pair my devices?

Section B: How to use the HealthTrack app?

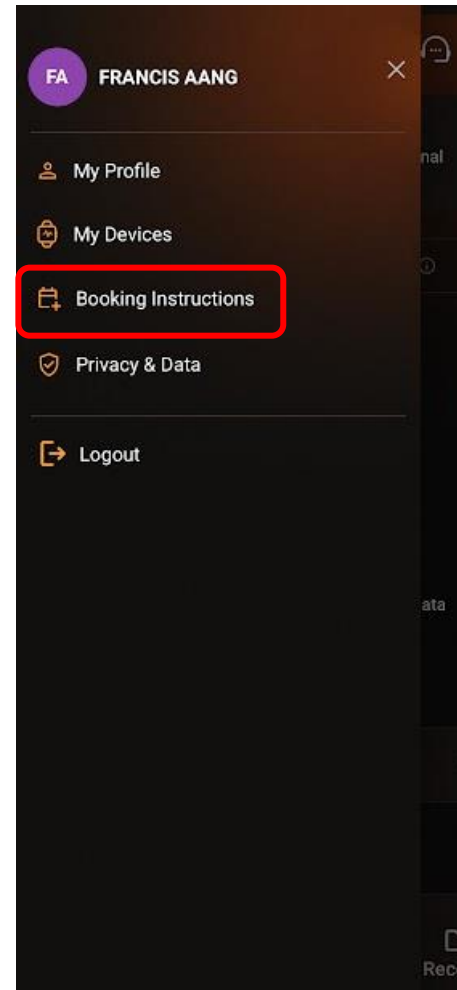
1. Navigating the HealthTrack SG app dashboard
2. How do I book a Doctor's appointment?
3. How do I complete my Report Health Status?
4. Where can I refer to my Wellness Plan?
5. Who do I contact if I have any queries?

2. How do I book a Doctor's appointment?

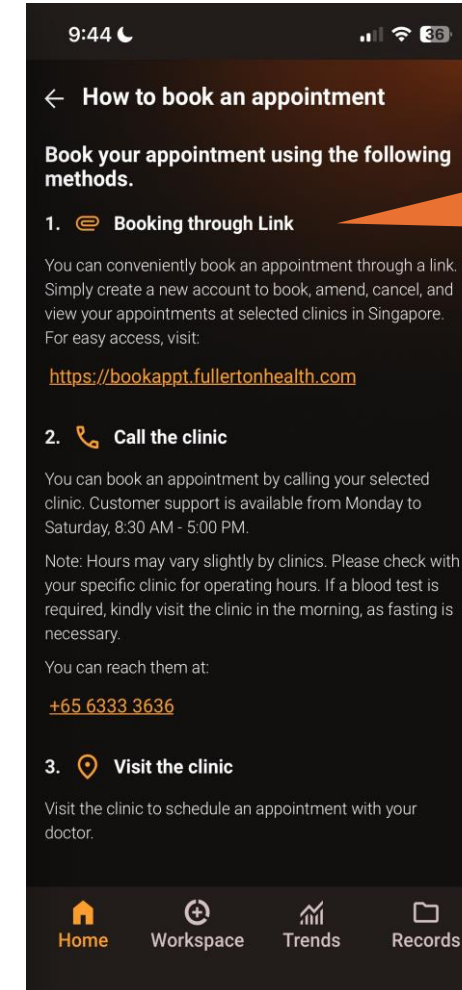
Step 1: Tap on the hamburger menu icon at the top left corner



Step 2: Tap on “Booking Instructions”



Step 3: Choose your preferred method to book your Doctor's appointment



For **corporate clients**, please use your usual corporate health booking link instead.

HealthTrack App Use Guide Outline

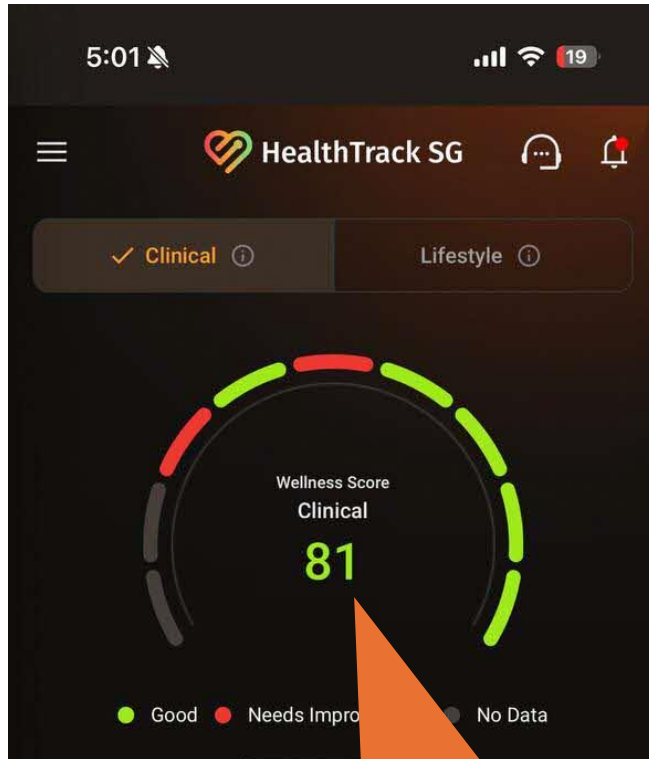
Section A: How to set up the HealthTrack app?

1. How do I set up my HealthTrack SG account?
2. How do I pair my devices?

Section B: How to use the HealthTrack app?

1. Navigating the HealthTrack SG app dashboard
2. How do I book a Doctor's appointment?
3. How do I complete my Report Health Status?
4. Where can I refer to my Wellness Plan?
5. Who do I contact if I have any queries?

3. How do I complete my Report Health Status?



Tip:

Your RHS will be used to **compute and update your Wellness Score** on a biweekly basis



- The Report Health Status (RHS) is a **self-reported questionnaire** that will take around **5 minutes** to complete.



- The RHS collects information on your lifestyle factors (e.g. diet, smoking, and stress levels) and clinical factors (e.g. weight, waist circumference, blood tests (if any))



- The RHS will be pushed out to you **every 2 weeks**, to review your actions.



- **Complete each RHS within 7 days** to **maximise the rewards you can earn** while participating on HealthTrack.

3. How do I complete my Report Health Status?

Example of the RHS to be completed every 2 weeks

9:41

Report Health Status ✕

Thinking back over the **past 2 weeks**, choose the response that most fits you.

Did you smoke?

No

Did you drink any alcohol?

☐ Yes

☐ No

9:41

Report Health Status ✕

Thinking back over the **past 2 weeks**, choose the response that most fits you.

How frequently did you feel stressed?

No

Sometimes

How would you describe your eating habits and diet quality?

Very good

Skip

Continue

9:41

Report Health Status ✕

Thinking back over the **past 2 weeks**, choose the response that most fits you.

Did you consume any foods containing processed ingredients (e.g. bacon, luncheon meat, sausages, instant noodles)?

Yes

In a typical day, how many servings of fruit and vegetables did you eat?

5 Portions

5 Servings

Skip

Continue

9:41

Report Health Status ✕

Thinking back over the **past 2 weeks**, choose the response that most fits you.

How often did you include wholegrains (e.g. brown rice, oats, wholemeal bread) in your diet?

Sometimes

How often did you opt for less or no sugar in your food and drinks?

Sometimes

Seldom/ Never

Sometimes

Often

Continue

HealthTrack App Use Guide Outline

Section A: How to set up the HealthTrack app?

1. How do I set up my HealthTrack SG account?
2. How do I pair my devices?

Section B: How to use the HealthTrack app?

1. Navigating the HealthTrack SG app dashboard
2. How do I book a Doctor's appointment?
3. How do I complete my Report Health Status?
4. Where can I refer to my Wellness Plan?
5. Who do I contact if I have any queries?

4. Where can I refer to my Wellness Plan?



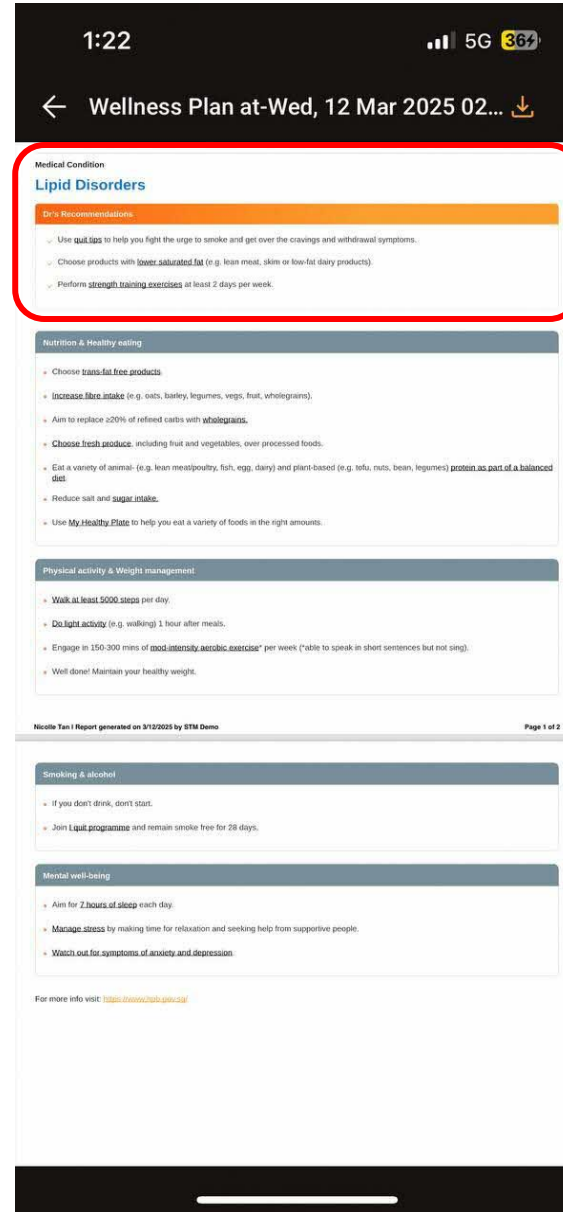
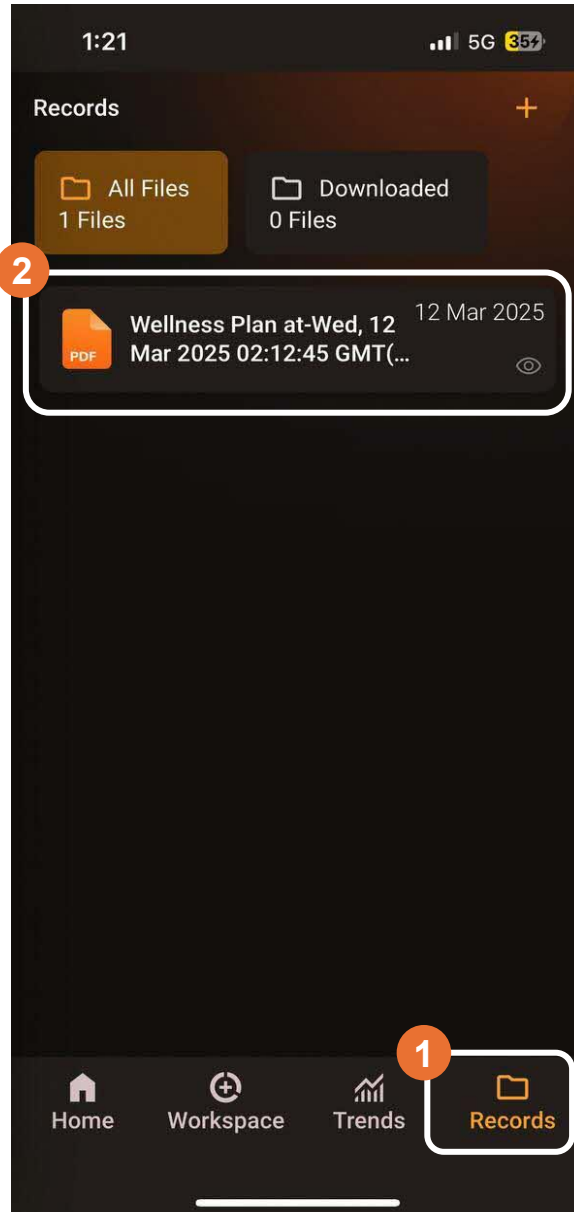
- Your Wellness Plan is a **personalized** care plan **co-developed by you and your Doctor** together.

- This Wellness Plan is issued when you attend your Doctor's consultation.



- Based on your profile, preferences, and health data, your Doctor will **recommend up to 3 lifestyle actions** for you to try.

4. Where can I refer to my Wellness Plan?



There are 2 ways to view your Wellness Plan

1. After your doctor issues your Wellness Plan, you will receive an in-app notification.
2. Tap on "Records" located at the bottom of the app.



Example of the lifestyle recommendations from the doctor

HealthTrack App Use Guide Outline

Section A: How to set up the HealthTrack app?

1. How do I set up my HealthTrack SG account?
2. How do I pair my devices?

Section B: How to use the HealthTrack app?

1. Navigating the HealthTrack SG app dashboard
2. How do I book a Doctor's appointment?
3. How do I complete my Report Health Status?
4. Where can I refer to my Wellness Plan?
5. Who do I contact if I have any queries?

5. Who do I contact if I have any queries?

Types of query	Point of Contact
App-related queries <i>(e.g. queries on the HealthTrack SG app)</i>	Please contact ConnectedLife for trouble-shooting. - In-app helpdesk: 'Customer Support' icon located at top right corner of the HealthTrack SG app - Email: healthtracksg@support.connectedlife.io
Appointment-related queries <i>(e.g. booking/re-scheduling of Doctor's appointment)</i>	Please contact Fullerton Health for appointment-related queries. - Booking through webpage link: https://bookappt.fullertonhealth.com/ - Hotline: 6333 3636* *Available during Mon – Sat, 8:30am – 5:00pm. <i>Note: Hours may vary slightly by clinics. Please check with your specific clinic for operating hours.</i>
Wearable device-related queries <i>(e.g. syncing issues with the wearable device's companion app)</i>	Please contact your device manufacturer directly for trouble-shooting. For Fitbit users, you may contact Fitbit for technical issues. - General support : https://support.google.com/fitbit/gethelp?hl=en - Email: support-sg@fitbit.com For Apple users, you may contact Apple for technical issues - General support: https://support.apple.com/contact For Samsung users, you may contact Samsung for technical issues - General support: https://www.samsung.com/sg/support/contact/ For Garmin users, you may contact Garmin for technical issues - General support: https://www.garmin.com.sg/support/ For Google Pixel users, you may contact Google Pixel for technical issues - General Support: https://support.google.com/googlepixelwatch/
Programme-related queries / Others	Please contact HPB for any other queries. - Email: hpb_mailbox@hpb.gov.sg - Hotline: 1800 223 1313* *Available during 8am – 6pm on Mon – Fri

