

**SPORTS FOR LIFE MILLION STEPS CHALLENGE (SFL MSC) 2020  
FREQUENTLY ASKED QUESTIONS ON PACER APP**

**1. How do I sign up for ‘Sports for Life Million Steps Challenge (SFL MSC) 2020’ on Pacer App?**

After participants have completed their registration via FormSG, an email notification on “*SFL Million Steps Challenge 2020 Step-by-Step Guide*” will automatically be sent to participants with instruction on how to download a Step Tracker (Pacer) from their mobile phone and to join ‘*SFL Million Steps Challenge 2020*’ via **Challenge Code** to complete the registration process for this Step Challenge. Pacer app can be used on iPhone and Android Phone.

**2. SFL Million Steps Challenge 2020 Step-by-Step Guide**

Click [here](#) to view document

**a) Step-by-Step Guide for [New Pacer Users](#)**

**Step 1:**

Download or update to the latest version of the Pacer app (compatible with iPhone & android phones)

**Step 2:**

Enter Challenge Code **AD71602** to join into the SFL Million Steps Challenge 2020

**Step 3:**

Join Organization

**Step 4:**

Sign up with Work Email

❖ Ensure your Name & MOE Email Address (*i.e. moe.gov.sg; moe.edu.sg; schools.gov.sg*) registered on your FormSG **MUST BE THE SAME** as your email registered on your PACER app.

**Step 5:**

Join into the Million Steps Challenge

**Step 6:**

You have successfully joined SFL Million Steps Challenge 2020’s platform and you can start clocking your steps from now onwards until the end of the 100-Day Challenge (1 November 2020 to 8 February 2021).

**b) Step-by-Step Guide for [Existing Users already logged in but without their MOE Email](#)**

**Step 1:**

Search on your Homepage

**Step 2:**

Enter Challenge Code **AD71602** to join into the SFL Million Steps Challenge 2020

**Step 3:**

Join Organization

**Step 4:**

Verify your Work Email (Please enter your MOE Email)

❖ Ensure your Name & MOE Email Address (*i.e. moe.gov.sg; moe.edu.sg; schools.gov.sg*) registered on your FormSG **MUST BE THE SAME** as your email registered on your PACER app.

**Step 5:**

Join into the Million Steps Challenge

**Step 6:**

You have successfully joined SFL Million Steps Challenge 2020’s platform and you can start clocking your steps from now onwards until the end of the 100-Day Challenge (1 November 2020 to 8 February 2021).

**c) Step-by-Step Guide for [Existing Users already logged in with their MOE Email](#)**

**Step 1:**

Invitation on Home Screen

(If for some reason you don't see this invitation, you can also input the Challenge Code **AD71602** from the Pacer Home Screen).

**Step 2:**

Join Organization

**Step 3:**

Join into the Million Steps Challenge

**Step 4:**

You have successfully joined SFL Million Steps Challenge 2020's platform and you can start clocking your steps from now onwards until the end of the 100-Day Challenge (1 November 2020 to 8 February 2021).

**NOTE:**

- **DO NOT ACTIVATE Google Fit Service to track your physical activity.**
- **SIGN UP with your MOE Email on Pacer App.**
- **DO NOT Sign up with private emails like Gmail, Yahoo Mail or Hotmail, etc.**
- **DO NOT connect with social media account (Facebook or Google/Apple ID).**
- **Failure to do so will result in disqualification.**

**3. How do I record and sync my steps on the Pacer App?**

Steps will be tracked through Pacer on your smartphone, so make sure to grab your phone to track every step and stay at the top of the Leader board.

The Data Centre Tab in Pacer app will always allow you to see today's steps, yesterday's steps, and average steps month to date for everyone in the challenge.

**NOTE:**

- **Remember to launch Pacer every 1-2 days to ensure your challenge activity data is up to date by clicking into the app for it to sync your steps and push out the data of steps which you had clocked. Otherwise, you may lose your step count after 7 days.**

**4. What is the minimum requirement to be eligible for the Incentives Award?**

Participants must achieve a minimum of 500,000 Total Steps over the 100-day qualifying period to be eligible for the incentive rewards, details as indicated below.

Maximum Steps Count (Daily)	Eligibility for Award Minimum Total Steps Count (100-Day Challenge)
80,000	500,000

**5. Why can't I view the Leader board after downloading the Pacer app?**

This is because you had missed out a step as you did not search tab via Challenge Code **AD71602** to join the SFL Million Steps Challenge 2020's platform.

**6. Syncing Wearable Devices with Pacer**

We've focused our Pacer app on phone-based step counting. So, it is best to track your steps through Pacer on your smartphone.

Pacer syncs with a limited number of devices and apps currently.

<https://support.mypacer.com/hc/en-us/articles/360027888012-Syncing-Wearable-Devices-with-Pacer>

### **Pacer iOS Apple Health & Apple Watch – Yes**

Pacer can sync with Apple Health directly, and by extension wearables that can sync to Apple Health (Garmin, etc.) Pacer can pull steps from Apple Health to track with an Apple Health or other Apple Health compatible device. Pacer can also send steps to Apple Health as a step source.

### **Pacer Android & Fitbit – Yes**

Android Pacer can sync with Fitbit devices directly. You can pull steps from your Fitbit into Pacer to track your steps using your Fitbit device.

<https://support.mypacer.com/hc/en-us/articles/115003372332-Sync-Fitbit-with-Pacer-Android>

7.	<b>How to Amend Full Name &amp; Email in Pacer app?</b>	<a href="#">View document</a>
8.	<b>How to remove Facebook &amp; Google/Apple ID from Pacer App and connect with Email?</b>	<a href="#">View document</a>
9.	<b>How to reset Pacer password?</b>	<a href="#">View document</a>
10.	<b>How to locate your Pacer ID?</b>	<a href="#">View document</a>

### **11. The following rules & regulations will take immediate effect:**

- i)** The maximum daily steps count is capped at 80,000, this is based on Pacer's statistics for highly active people.
- ii)** Participants should not install or connect to multiple devices (e.g. mobile phones, trackers, etc.) to track their steps counts. Step counts should be based on only one device to avoid unfair practices.
- iii)** Do not use other app to sync or track your steps count. The steps will be tracked through Pacer app only, so make sure to carry your mobile phone to track every steps.
- iv)** The Pacer tracker linked to your mobile phone cannot be shared or passed on to someone else (no proxies allowed) and do not use any third-party apps (e.g. Pokémon Go, etc.) to sync or track your step counts.
- v)** We would like to reiterate that participants conduct themselves in a manner that upholds the integrity at all times. MESRC will not hesitate to disqualify any participants engaging in any activity of manipulating the steps count, misuse the Pacer app, fraud etc.
- vi)** MESRC reserves the rights to amend the rules and regulations of this Challenge at any time at its sole discretion without prior notice to the participants.

**12. If you need help with any data issues or questions during the challenge, please take the following steps to directly contact the P4T Challenge Support Team:**

**Step 1:** Launch Pacer, then tap the Explore Menu in the bottom right corner, and then Corporate in the top right corner.

**Step 2:** Tap the extra options (...) button just below the Corporate Tab and choose Email Support.

**Step 3:** An email will be created in your phone's active email account. Explain the issue and attach any screenshots to help diagnose the problem. The email will also send your phone log so the Support Team can look into the issue more.

a) For more information, please access the following Pacer support link given below:

<https://support.mypacer.com/hc/en-us/articles/360050833011-Contacting-Pacer-Support-P4T-Challenge-Issues>

**13. I have some technical issue on Pacer, who can I contact?**

For any technical issue on Pacer, please contact Jason Ng at 6460 9862 or email to [Jason\\_Ng@moe.gov.sg](mailto:Jason_Ng@moe.gov.sg)