

## Frequently Asked Questions

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### 1) What is *GameOn NILA! ! At NUS*?

- *GameOn NILA! At NUS* is a gamification through a customised app specially created as part of the 'NUS SG Bicentennial Challenge'. This is also first Healthy Campus Initiative (HCI) programme in partnership with Sport Singapore (SportSG). The intent of this gamification is for every staff and student in NUS to have fun while engaging in sporty and healthy activities.

### 2) Is *GameOn NILA! At NUS* part of ActiveSG, SportSG?

- Yes! SportSG is a key partner for this fun gamification.

### 3) Is there a difference between *GameOn NILA! At NUS* and GameOn NILA! public edition?

- Yes! *GameOn NILA! At NUS* is a customised gamification for NUS only, while the public edition is for all ActiveSG users and members to play.

### 4) Can I win the prizes in the public edition?

- Yes! You may sync your tracker, start clocking steps and nail the QR Codes around Singapore to level up for more ballot points. You may then ballot for your dream prize. Good luck!

### 5) Who can participate in *GameOn NILA! At NUS*?

- Only NUS Students and Staff only.

### 6) Can NUS Alumni participate in *GameOn NILA! At NUS*?

- This first roll-out excludes alumni members. When it can be made available for alumni members, you will be the first to know!

7) How long is the NUS SG Bicentennial Challenge?

- It will be for a period of 2 months ending 8 November 2019 but may be extended if the NUS community loves it.

8) How do I get started?

- Download the *GameOn NILA! At NUS* app from the App Store (Apple users) or Google Play (Android users).
- 3-Step sign up by inputting your name, your valid mobile number, and your NUS staff or student email.
- Sync the app to your phone step tracker (GoogleFit or Apple Health)

9) Can I sync my steps on *GameOn NILA! At NUS* with a wearable device?

- No, but you may sync your wearable to your Smart Phone's tracker either via Google Fit or Apple Health.

10) Can I still play *GameOn NILA! At NUS* if I do not have a wearable device?

- Yes, sync your steps via your smart phone's tracker (Google Fit or Apple Health).

11) I have a wearable issued by Health Promotion Board (HPB), can HPB step tracker sync with the *GameOn NILA! At NUS*?

- *GameOn NILA! At NUS* is created to sync directly to your phone tracker.

12) What if I encounter technical difficulties?

- You may send a WhatsApp text on your issue to the *GameOn NILA! At NUS* Technical Helpdesk @ 9626 8700. Alternatively, you may drop us a note via the ActiveSG Feedback channel at [www.members.myActiveSG.com/feedback](http://www.members.myActiveSG.com/feedback)

13) How to I play *GameOn NILA! At NUS*? How do I start winning?

- A. Clock Actual Steps: jog, walk, engage in dance fitness activities, play badminton, walk instead of taking the shuttle bus, etc.
- B. Clock Virtual Steps: Scan as many QR Codes as possible to gain additional virtual steps. Hunt for QR Codes in your campus
- C. Team Challenge: Form a Team of 4 to complete goals and win Team Prizes together
- D. Bank (Special Sightings): Nail all 20 special sightings by hunting for special QR Codes to gain Bonus Virtual Steps. Stand to win attractive prizes after completing the Special Sightings in the Bank.

14) Where are the QR codes?

- The QR Codes are all around campus. Hint: Go to the canteens. Click on 'Bank', which is on the bottom right corner of the *GameOn NILA! At NUS* app to find the locations.

15) Can I choose and change my avatar?

- Yes, you may pick your favourite avatar upon sign-up. Stay tuned for the Wardrobe feature coming up soon.

16) I have created a Team. Can I remove myself?

- By creating a Team, you will be the Team Leader and you may jio your friends to join you! Form a team of 4 to win more prizes!

17) Can I remove a team member?

- Yes, when the invited member has not accepted the invite and his/her status is 'Pending'.

18) Am I able to remove/ change confirmed team members?

- You are unable to remove your team member/s once they form the team with you.

19) If "Oops you seem a little lost!" pops up while scanning a QR Code, what do I do?

- Make sure your phone's location is turned on.
- Ensure you are scanning a QR Code at the correct location. The QR Codes are geo-tagged so you need to scan where it is.
- Switch to Mobile Data if you are on Wi-Fi. The Wi-Fi signal can sometimes be weak.

20) How do I allow phone location sensing?

- Close the *GameOn NILA! ! At NUS* app.
- Open Google Map or Apple Map. Re – Calibrate your location if required.
- Reopen the *GameOn NILA! At NUS* app. Happy scanning!

If you face other technical issues, please reach out via WhatsApp to our technical helpdesk @ 9626 8700.

21) If "Invalid QR code" pops up while scanning a QR Code, what do I do?

- Try scanning from the Homepage.
- If unsuccessful, please reach out via WhatsApp to our technical helpdesk @ 9626 8700 or drop us a note via the ActiveSG Feedback channel at [www.members.myActiveSG.com/feedback](http://www.members.myActiveSG.com/feedback)

22) I learned that the NUS SG Bicentennial Campaign offers some prizes. What are the prizes and how do I get the prizes?

\$5MyCash	First 10,000 steps in a day. Participants need to clock 10,000 steps in a day and not accumulative steps.  For first 2,000 students and 600 staff only.
\$20MyCash	First 500 students/staff to reach Level 20.
Up to \$50MyCash (Tiered)	Achieve 200,000 Actual Steps.  First 500 - \$50MyCash each Next 2,500- \$20MyCash each. Following 7,500 - \$10MyCash each.

\$80MyCash	First 50 Teams of 4 members with all members reaching 200,000 Actual Steps.
\$200MyCash	First 20 students/staff who scan all 20 special/rare sightings into their NILA Bank.
\$12,000 Worth of Lucky Draw Prizes	<p>End of Campaign Prizes* Level up to increase chances, mechanics to be confirmed.</p> <p>Prizes may include the latest iPhone 11, MacBook PRO, Samsung Fold, staycations, interesting adventure activities and much more.</p>

23) What is 'ActiveWallet'?

- ActiveWallet is an E-payment capability within the ActiveSG app. The ActiveWallet allows cashless and card-less transactions at ActiveSG facilities and ActiveWallet merchants. For more information about ActiveWallet and our merchants, please visit [MyActiveSG.com](http://MyActiveSG.com).

24) What is 'MyCash'?

- 'MyCash' is money found in your ActiveWallet.

25) What is ActiveSG?

- ActiveSG is a national movement by Sport Singapore that promote active living through sport by bringing the community together. Please refer to ActiveSG Membership FAQs to learn more about ActiveSG: [www.MyActiveSG.com/About-ActiveSG/Membership](http://www.MyActiveSG.com/About-ActiveSG/Membership)

24) ActiveSG Membership?

- You may visit our website. [www.myactivesg.com/About-ActiveSG/Membership-FAQs](http://www.myactivesg.com/About-ActiveSG/Membership-FAQs) for more information.

30) How do I redeem MyCash prizes?

- I. Download the ActiveSG App.
- II. Sign up or log in the ActiveSG App. (Make sure the mobile number in the ActiveSG app is the same as the mobile number in the *GameOn NILA! At NUS* app.) You can sign up/log in using your SingPass.
- III. You will see the prize money in your ActiveWallet after we have notified you via email to your NUS email address.

31) What can I do with the cash prize?

- You can spend it at the different NUS canteens as well as merchants outside NUS such as Subway (selected outlets), Decathlon, Fun Toast, Burger King, Wild Wild Wet etc.

32) Are there any prizes to be won apart from MyCash redemptions?

- Yes! We are giving away mobile phones, laptops, staycations, airline vouchers and MyCash prizes. Stay tuned for more!

33) How do I win those prizes?

- Refer to FAQ S/N 22.

33) Is the ActiveSG app and *GameOn NILA! At NUS* linked?

- No, they are not as *GameOn NILA! At NUS* is a specially customised gamification for NUS only. However, you may participate in the *GameOn NILA!* public edition in the ActiveSG app as long you are a member. Join now and stand a chance to win more prizes!