

GETACTIVE! SINGAPORE — PESTA SUKAN

Run, Walk and Swim Challenge

Participant User Guide

All Participant Types

This guide is organised into the following parts:

- Part 1 — Individual Participant: Run and Walk Challenge**
- Part 2 — Individual Participant: Swimming Challenge**
- Part 3 — Family Account: Run and Walk Challenge**
- Part 4 — Family Account: Swimming Challenge**
- Part 5 — Frequently Asked Questions and Troubleshooting**

Part 1 — Individual Participant

Run and Walk Challenge

STEP 1 Signing In

Before you begin, check your email inbox. You will receive a message containing your personal login details (username and password) for the challenge portal.

Once you have your login details, follow these steps:

- Open your web browser and go to pestasukan.sg
- Enter the **Username** sent to your email in the Username field.
- Enter your **Password** in the Password field.
- Click the red **Log In** button to continue.

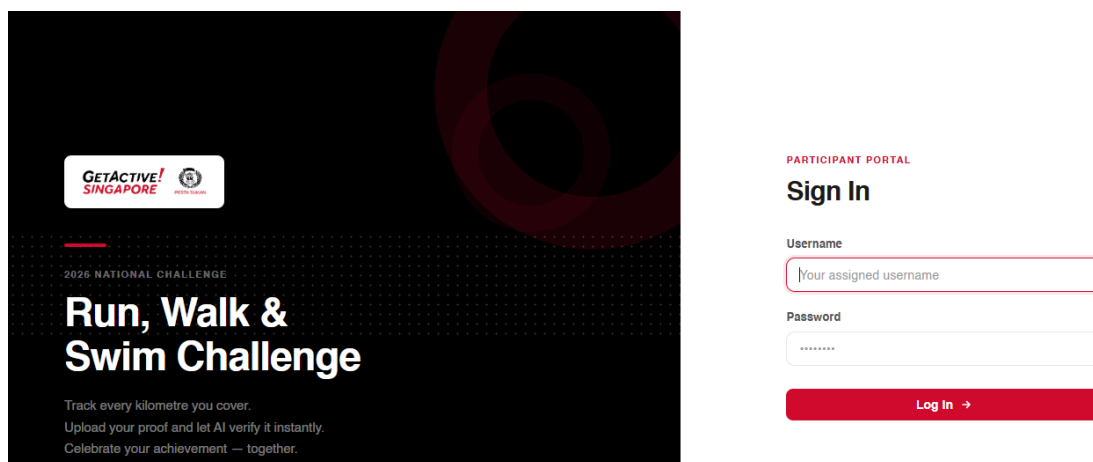


Figure 1 — Sign In page at pestasukan.sg

STEP 2 Your Dashboard

After signing in, you will land on your Dashboard. This is your home base for the challenge — it shows your progress, your activity history, and lets you log new activities.

The following describes what each part of the Dashboard means:

- **Total Distance Clocked** — your verified total distance for the Run and Walk challenge so far. Only entries marked **Verified** count toward this number.
- **Total Activities Submitted, Verified, and Rejected** — a quick breakdown of how many activities you have logged and their outcomes.
- **Activity History** — a table listing every activity you have submitted, with date, distance, status, and a link to view the proof you uploaded.

- **Log New Activity** — the red button you will use to submit a new Run and Walk entry. This is covered in Step 3.

Tip: If an activity shows as Rejected, click "View" next to it to see the reason, then resubmit with a clearer proof if needed.

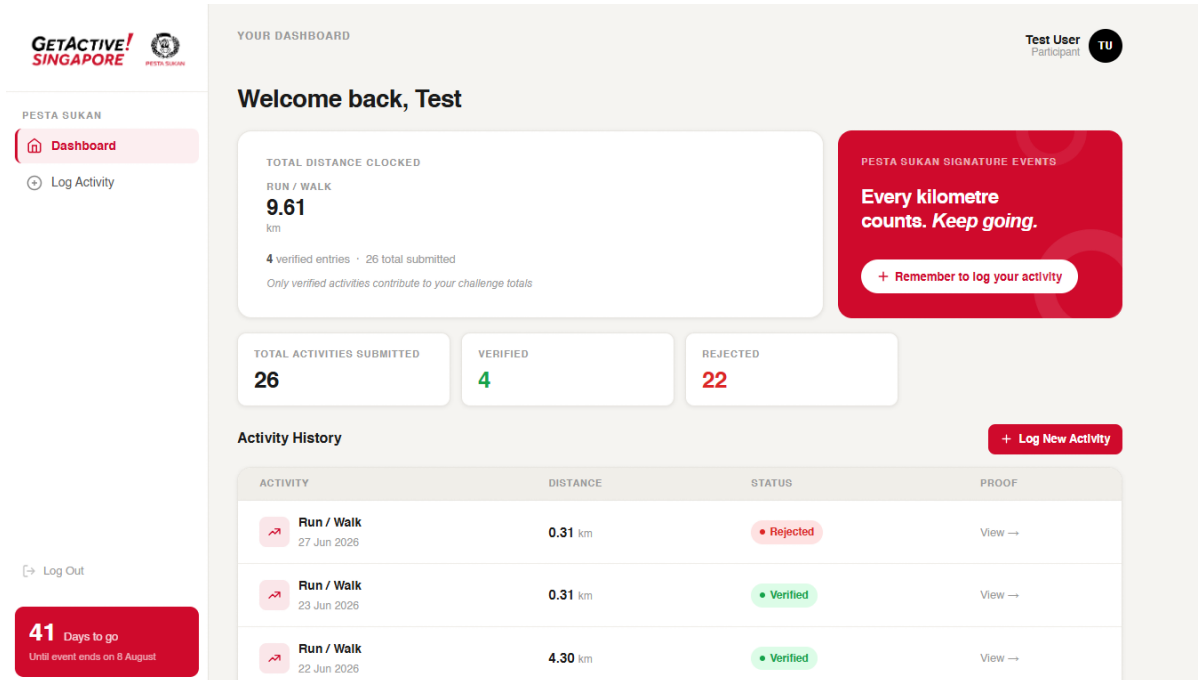


Figure 2 — Dashboard (Individual participant, Run and Walk challenge)

A closer look at the Activity History table: each row shows the activity type, the date it was logged, the distance recorded, its verification status, and a link to view the proof you submitted for that entry.

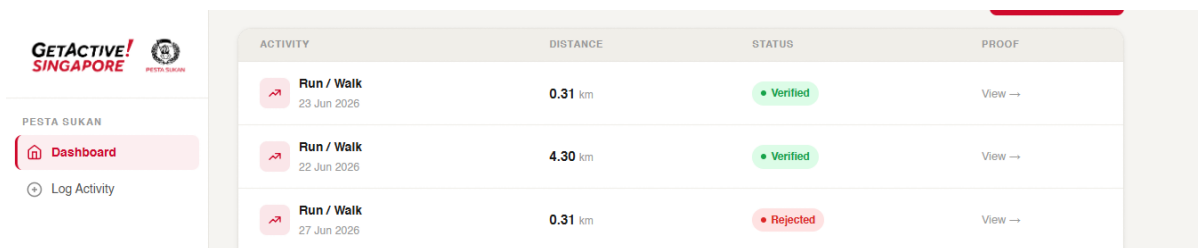


Figure 3 — Activity History entries, showing Verified and Rejected statuses

Clicking "View" next to any entry opens the screenshot you submitted as proof for that activity.

An entry is automatically rejected if the date or distance shown in your screenshot does not match what you entered in the form. To avoid rejection, make sure your screenshot clearly and accurately shows both the correct date and the correct distance before you submit.

STEP 3 Logging a Run and Walk Activity

To submit a new activity, click "Log Activity" in the left-hand sidebar, or the "Log New Activity" button on your Dashboard. You will see a form to fill in:

- **What did you do?** Your activity type is pre-selected as **Run / Walk** based on the challenge you registered for. This is fixed and cannot be changed.
- **Distance (kilometres)** — enter the total distance you covered, for example 5.00.
- **Date of Activity** — enter the date you completed the activity. This can be any date within the challenge window, from 4 July 2026 to 8 August 2026, including earlier dates you may not have logged yet. You cannot enter a date that has not yet occurred.
- **Upload a screenshot** showing the date and activity distance — for example, a screenshot from your fitness tracking application such as Strava, Apple Health, or Garmin Connect. Tap the upload box to choose a file, or drag and drop it in. Accepted formats are JPEG, PNG, GIF, and WebP, with a maximum file size of 10 megabytes.
- Click **Submit activity** to send it in for verification.


Important: Your screenshot must clearly and accurately show the same date and distance you entered in the form. If either does not match, your submission will be automatically rejected.

If you change your mind, click Cancel to discard the entry without submitting.

NEW SUBMISSION Test User Participant TU

Log an activity


WHAT DID YOU DO?



Run / Walk
Upload a screenshot of your activity


ACTIVITY DETAILS

Distance (km)
 km

Date of Activity
 

Challenge window: 1 Jun – 8 Aug 2026

UPLOAD A SCREENSHOT SHOWING THE DATE, AND ACTIVITY DISTANCE



Tap to choose or drag your screenshot here
JPEG, PNG, GIF or WebP · Max 10 MB

We will automatically verify the distance and activity date from your screenshot.

GETACTIVE! SINGAPORE PESTA SUKAN

PESTA SUKAN

Dashboard

Log Activity

Log Out

41 Days to go
Until event ends on 8 August

Figure 4 — Log an Activity page (Run and Walk)

Example: once you have entered your distance and date, and uploaded your screenshot, you will see a preview of the image you selected before submitting, as shown below:

GETACTIVE! SINGAPORE PESTA SUKAN

PESTA SUKAN

Dashboard

Log Activity

Log Out

41 Days to go
Until event ends on 8 August

ACTIVITY DETAILS

Distance (km)
4.3 km

Date of Activity
22/06/2026

Challenge window: 1 Jun - 8 Aug 2026

UPLOAD A SCREENSHOT SHOWING THE DATE, AND ACTIVITY DISTANCE

WhatsApp Image 2026-06-23 at 5.25.30 AM.jpeg

We will automatically verify the distance and activity date from your screenshot.

Submit activity Cancel

Figure 5 — Completed entry with screenshot attached, ready to submit

STEP 4 After Submitting

Once you click Submit Activity, you will be returned to your Dashboard. If your screenshot clearly shows the correct distance and date, your entry will be verified automatically and you will see a green confirmation banner at the top of the page: "Entry verified! Your distance has been added to your total."

Your Total Distance Clocked figure, along with your verified entry count, will update immediately to reflect the new entry.

If the date or distance in your screenshot does not match what you entered, your entry will appear in your Activity History as Rejected instead. The portal does not display a specific rejection reason — the most common cause is that the screenshot does not clearly show the correct date, the correct distance, or both. Click "View" next to the rejected entry to review the screenshot you submitted, then log the activity again with a screenshot that clearly shows both the correct date and the correct distance.

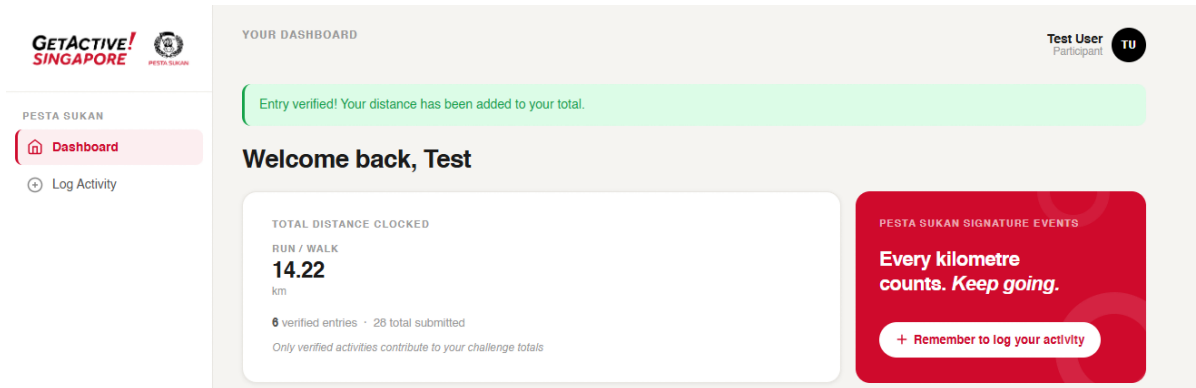


Figure 6 — Dashboard showing a successful verification

STEP 5 Logging Out

Once you have finished logging your activities for the day, remember to log out of your account. The Log Out link is located in the bottom-left corner of the sidebar, just below the navigation menu, as circled below.

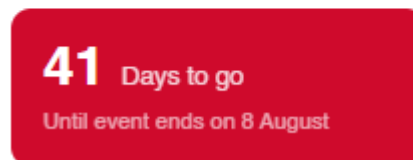


Figure 7 — Location of the Log Out link in the sidebar

This is especially important if you are using a shared or public device, so that your account stays secure.

Part 2 — Individual Participant

Swimming Challenge

STEP 1 Signing In

Before you begin, check your email inbox. You will receive a message containing your personal login details (username and password) for the challenge portal.

Once you have your login details, follow these steps:

- Open your web browser and go to pestasukan.sg
- Enter the **Username** sent to your email in the Username field.
- Enter your **Password** in the Password field.
- Click the red **Log In** button to continue.

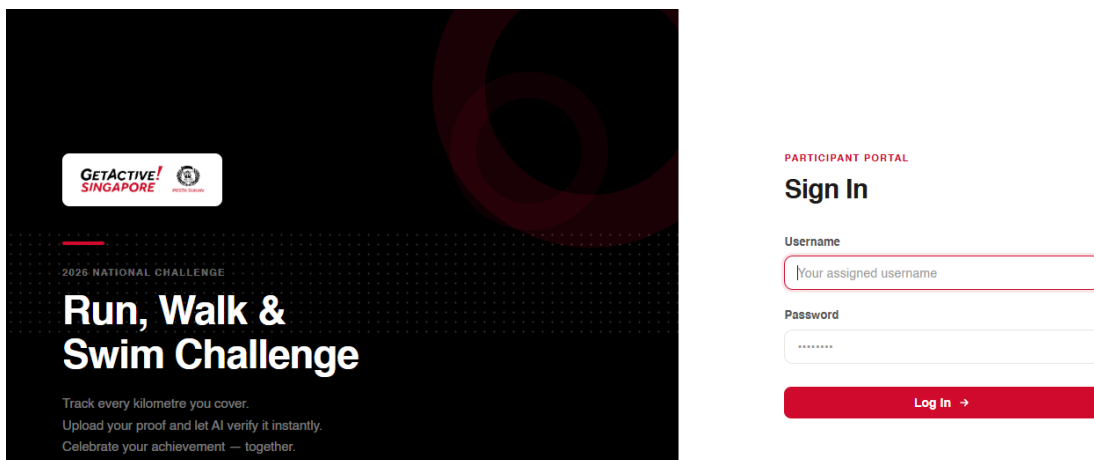


Figure 1 — Sign In page at pestasukan.sg

STEP 2 Your Dashboard

After signing in, you will land on your Dashboard. This is your home base for the challenge — it shows your progress, your activity history, and lets you log new activities.

The following describes what each part of the Dashboard means:

- **Total Distance Clocked** — your verified total distance for the Swimming challenge so far. Only entries marked **Verified** count toward this number.
- **Activity History** — a table listing every activity you have submitted, with date, distance, status, and a link to view the proof you uploaded. Before your first submission, this section will show "No entries yet."
- **Log New Activity** — the red button you will use to submit a new Swimming entry. This is covered in Step 3.

The example below shows the Dashboard before any activities have been logged. Once you submit your first entry, this page will update to show your progress.

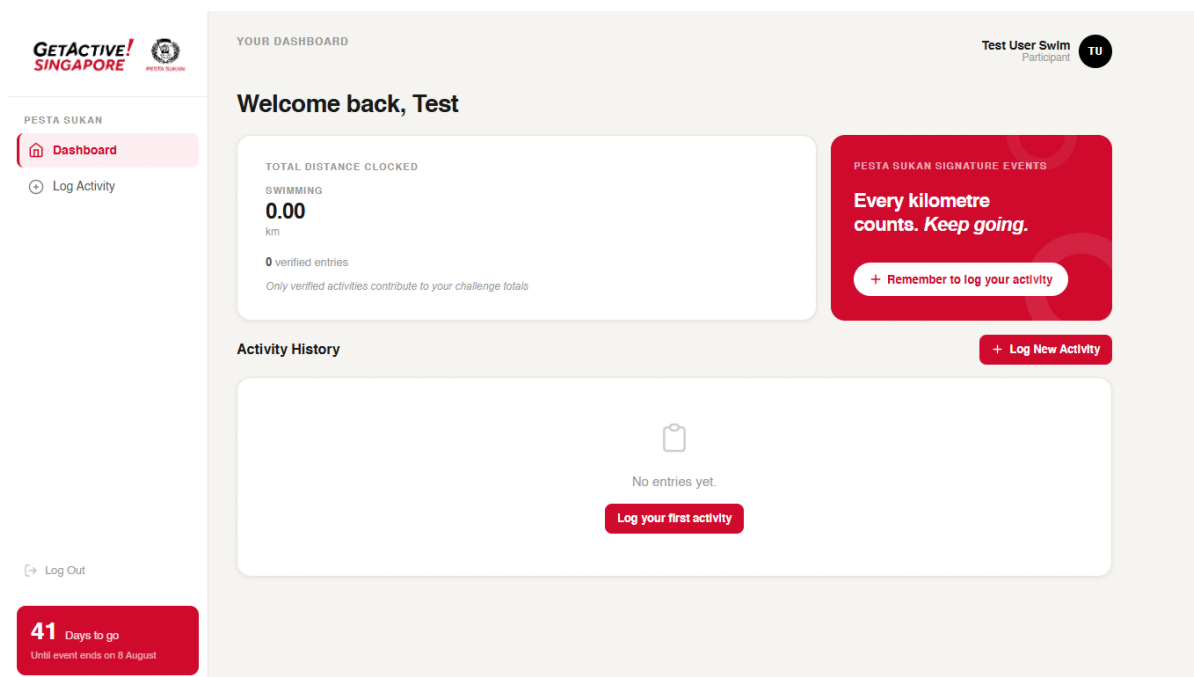


Figure 2 — Dashboard before any activity has been logged (Individual participant, Swimming challenge)

STEP 3 Logging a Swimming Activity

To submit a new activity, click "Log Activity" in the left-hand sidebar, or the "Log your first activity" or "Log New Activity" button on your Dashboard. You will see a form to fill in:

- **What did you do?** Your activity type is pre-selected as **Swimming** based on the challenge you registered for. This is fixed and cannot be changed.
- **Distance (kilometres)** — enter the total distance you covered, for example 5.00.
- **Date of Activity** — enter the date you completed the activity. This can be any date within the challenge window, from 4 July 2026 to 8 August 2026, including earlier dates you may not have logged yet. You cannot enter a date that has not yet occurred.
- **Upload a screenshot** showing the date and activity distance — for example, a screenshot from your fitness tracking application such as Strava, Apple Health, or Garmin Connect. Tap the upload box to choose a file, or drag and drop it in. Accepted formats are JPEG, PNG, GIF, and WebP, with a maximum file size of 10 megabytes.
- Click **Submit activity** to send it in for verification.

Important: Your screenshot must clearly and accurately show the same date and distance you entered in the form. If either does not match, your submission will be automatically rejected.

If you change your mind, click Cancel to discard the entry without submitting.

The screenshot shows a mobile application interface for logging an activity. At the top left, there are logos for 'GETACTIVE! SINGAPORE' and 'PESTA SUKAN'. The user is identified as 'Test User Swim Participant' with the initials 'TU'. The page title is 'NEW SUBMISSION' and the main heading is 'Log an activity'. Below this, a section titled 'WHAT DID YOU DO?' contains a red-bordered box with a blue wavy icon and the text 'Swimming' and 'Upload a screenshot of your activity'. The 'ACTIVITY DETAILS' section includes a 'Distance (km)' input field with 'e.g. 5.00' and a 'Date of Activity' input field with 'dd/mm/yyyy'. A 'Challenge window' is noted as '1 Jun - 8 Aug 2026'. Below this is a dashed box for uploading a screenshot, with instructions: 'Tap to choose or drag your screenshot here' and 'JPG, PNG, GIF or WebP · Max 10 MB'. A note states 'We will automatically verify the distance and activity date from your screenshot.' At the bottom, there are 'Submit activity' and 'Cancel' buttons. On the left sidebar, there are links for 'Dashboard' and 'Log Activity', and a 'Log Out' button. A red banner at the bottom left indicates '41 Days to go' until the event ends on 8 August.

Figure 3 — Log an Activity page (Swimming)

Example: once you have entered your distance and date, and uploaded your screenshot, you will see a preview of the image you selected before submitting, as shown below:

GETACTIVE! SINGAPORE PESTA SUKAN

PESTA SUKAN

Dashboard

Log Activity

Log Out

41 Days to go
Until event ends on 8 August

ACTIVITY DETAILS

Distance (km)
4.3 km

Date of Activity
22/06/2026

Challenge window: 1 Jun - 8 Aug 2026

UPLOAD A SCREENSHOT SHOWING THE DATE, AND ACTIVITY DISTANCE

WhatsApp Image 2026-06-23 at 5.25.30 AM.jpeg

We will automatically verify the distance and activity date from your screenshot.

Submit activity Cancel

Figure 4 — Completed entry with screenshot attached, ready to submit

STEP 4 After Submitting

Once you click Submit Activity, you will be returned to your Dashboard. If your screenshot clearly shows the correct distance and date, your entry will be verified automatically and you will see a green confirmation banner at the top of the page: "Entry verified! Your distance has been added to your total."

Your Total Distance Clocked figure, along with your verified entry count, will update immediately to reflect the new entry.

If the date or distance in your screenshot does not match what you entered, your entry will appear in your Activity History as Rejected instead. The portal does not display a specific rejection reason — the most common cause is that the screenshot does not clearly show the correct date, the correct distance, or both. Click "View" next to the rejected entry to review the screenshot you submitted, then log the activity again with a screenshot that clearly shows both the correct date and the correct distance.

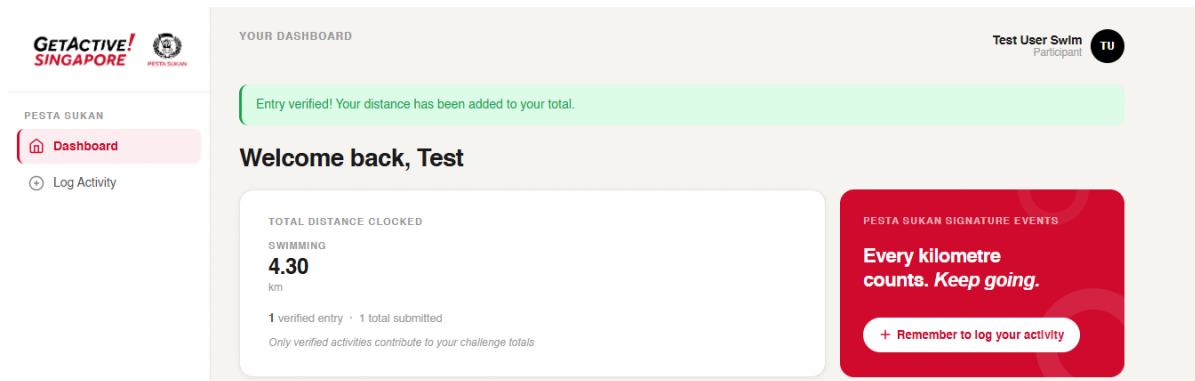


Figure 5 — Dashboard showing a successful verification

STEP 5 Logging Out

Once you have finished logging your activities for the day, remember to log out of your account. The Log Out link is located in the bottom-left corner of the sidebar, just below the navigation menu, as circled below.

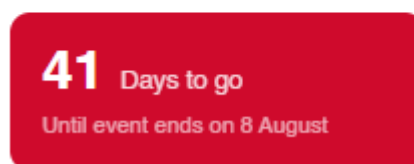


Figure 6 — Location of the Log Out link in the sidebar

This is especially important if you are using a shared or public device, so that your account stays secure.

GETACTIVE! SINGAPORE — PESTA SUKAN

Part 3 — Family Account

Run and Walk Challenge

STEP 1 Signing In

Before you begin, check your email inbox. You will receive a message containing your family's login details (username and password) for the challenge portal.

Once you have your login details, follow these steps:

- Open your web browser and go to pestasukan.sg
- Enter the **Username** sent to your email in the Username field.
- Enter your **Password** in the Password field.
- Click the red **Log In** button to continue.

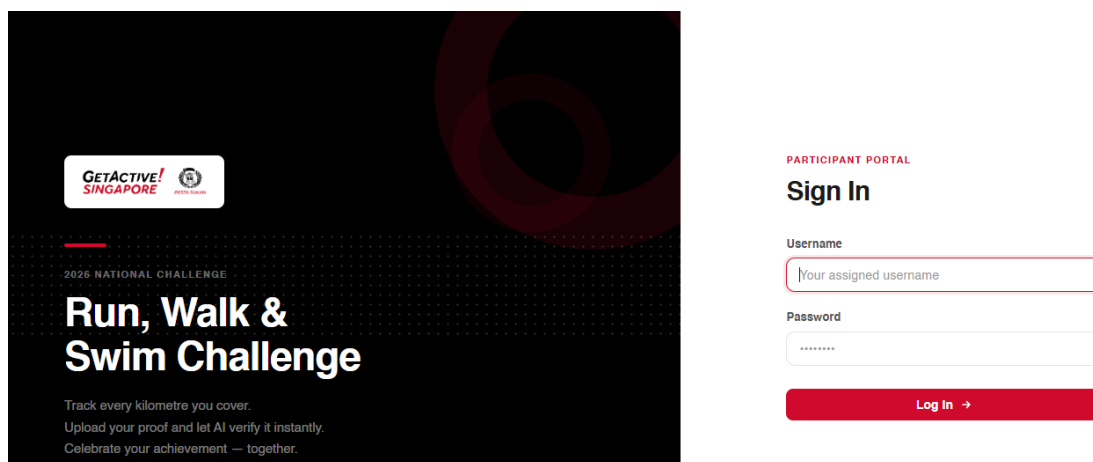


Figure 1 — Sign In page at pestasukan.sg

STEP 2 Your Family Dashboard

After signing in, you will land on your Dashboard. As the registered family account holder, you will see your name and the words "The [Family Name] Family" at the top right of the page, confirming you are signed in under your family account.

The following describes what each part of the Dashboard means:

- **Total Distance Clocked** — your verified total distance for the Run and Walk challenge so far. Only entries marked **Verified** count toward this number.
- **Total Activities Submitted, Verified, and Rejected** — a quick breakdown of how many activities have been logged and their outcomes.
- **Activity History** — a table listing every activity submitted under this account, with date, distance, status, and a link to view the proof uploaded.

- **Log New Activity** — the red button used to submit a new Run and Walk entry.
- **My Family** — an additional sidebar item only available on Family accounts. This is where you manage and view the family members registered under your account.

Tip: If an activity shows as Rejected, click "View" next to it to see the screenshot you submitted, then log the activity again with a screenshot that clearly and accurately shows the correct date and distance.

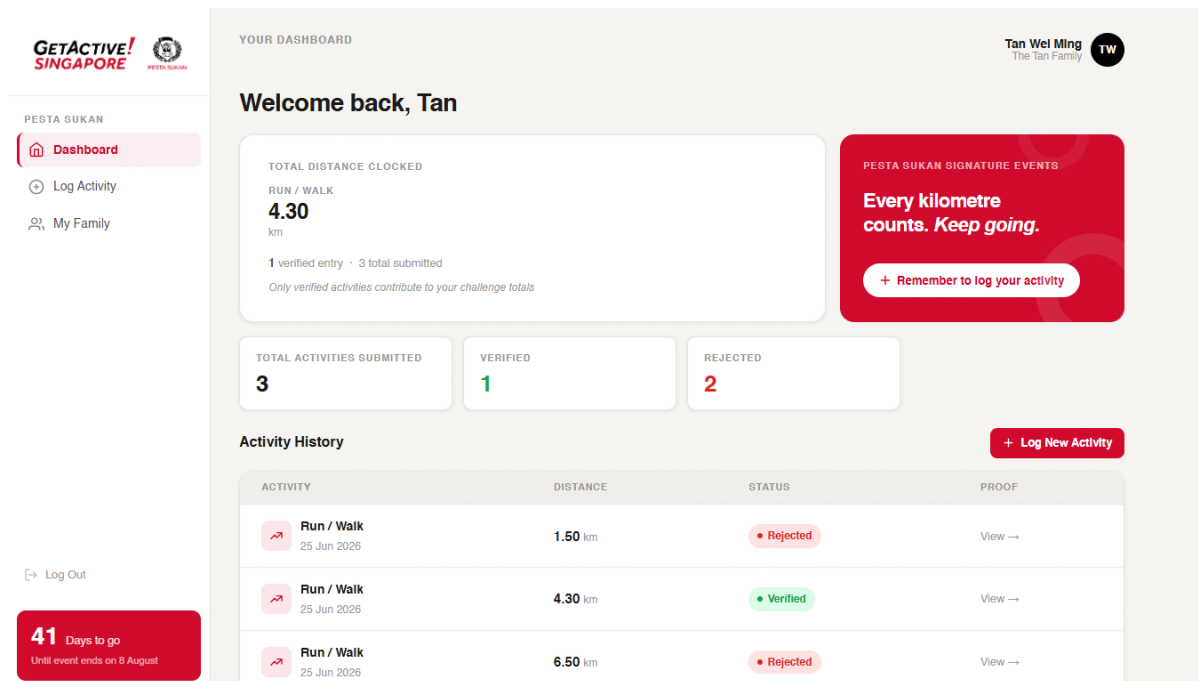


Figure 2 — Dashboard (Family account, Run and Walk challenge)

STEP 3 Logging a Run and Walk Activity

To submit a new activity, click "Log Activity" in the left-hand sidebar, or the "Log New Activity" button on your Dashboard. You will see a form to fill in:

- **What did you do?** Your activity type is pre-selected as **Run / Walk** based on the challenge your family registered for. This is fixed and cannot be changed.
- **Distance (kilometres)** — enter the total distance covered, for example 5.00.
- **Date of Activity** — enter the date the activity was completed. This can be any date within the challenge window, from 4 July 2026 to 8 August 2026, including earlier dates that may not have been logged yet. You cannot enter a date that has not yet occurred.
- **Upload a screenshot** showing the date and activity distance — for example, a screenshot from a fitness tracking application such as Strava, Apple Health, or Garmin Connect. Tap the upload box to choose a file, or drag and drop it in. Accepted formats are JPEG, PNG, GIF, and WebP, with a maximum file size of 10 megabytes.

- Click **Submit activity** to send it in for verification.

Important: The screenshot must clearly and accurately show the same date and distance entered in the form. If either does not match, the submission will be automatically rejected.

GETACTIVE! SINGAPORE

NEW SUBMISSION

Tan Wei Ming
The Tan Family

PESTA SUKAN

Dashboard

Log Activity

My Family

Log Out

41 Days to go
Until event ends on 8 August

Log an activity

WHAT DID YOU DO?

Run / Walk
Upload a screenshot of your activity

ACTIVITY DETAILS

Distance (km)
e.g. 5.00 km

Date of Activity
dd/mm/yyyy

Challenge window: 1 Jun – 8 Aug 2026

UPLOAD A SCREENSHOT SHOWING THE DATE, AND ACTIVITY DISTANCE

Tap to choose or drag your screenshot here
JPEG, PNG, GIF or WebP · Max 10 MB

We will automatically verify the distance and activity date from your screenshot.

Submit activity Cancel

Figure 3 — Log an Activity page (Family account, Run and Walk)

Example: once the distance and date have been entered, and a screenshot has been uploaded, a preview of the selected image will appear before submitting, as shown below:

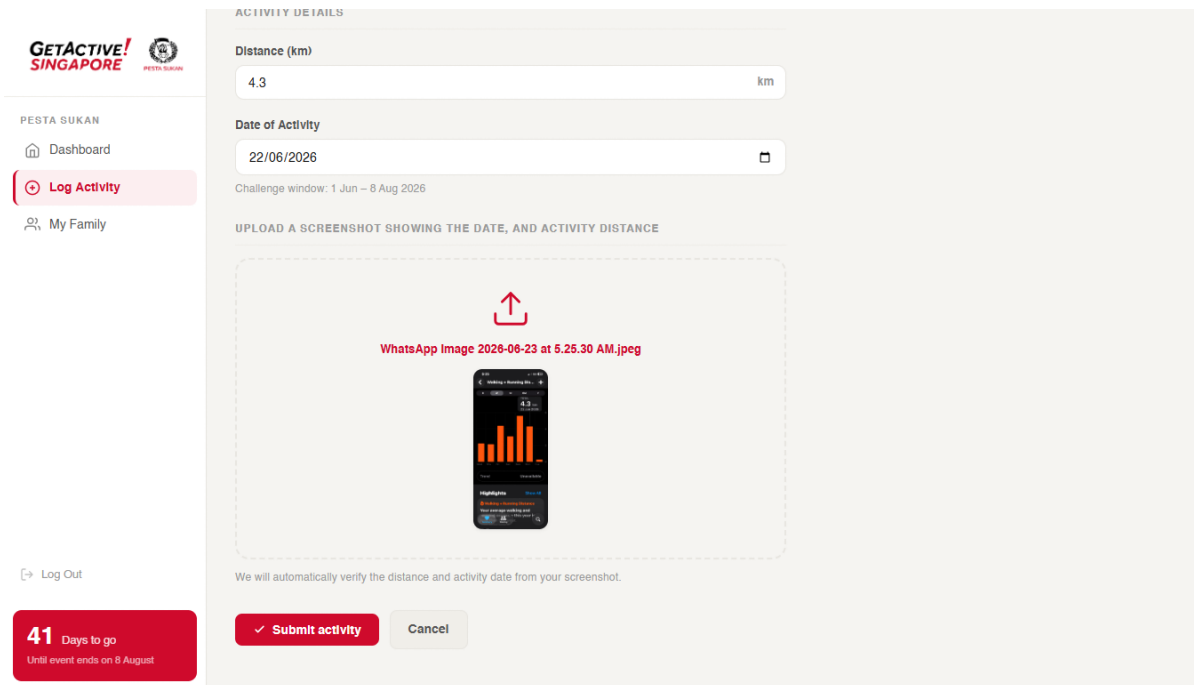


Figure 4 — Completed entry with screenshot attached, ready to submit

STEP 4 After Submitting

Once "Submit Activity" is clicked, the page returns to the Dashboard. If the screenshot clearly shows the correct distance and date, the entry is verified automatically and a green confirmation banner appears at the top of the page: "Entry verified! Your distance has been added to your total."

The Total Distance Clocked figure, along with the verified entry count, updates immediately to reflect the new entry.

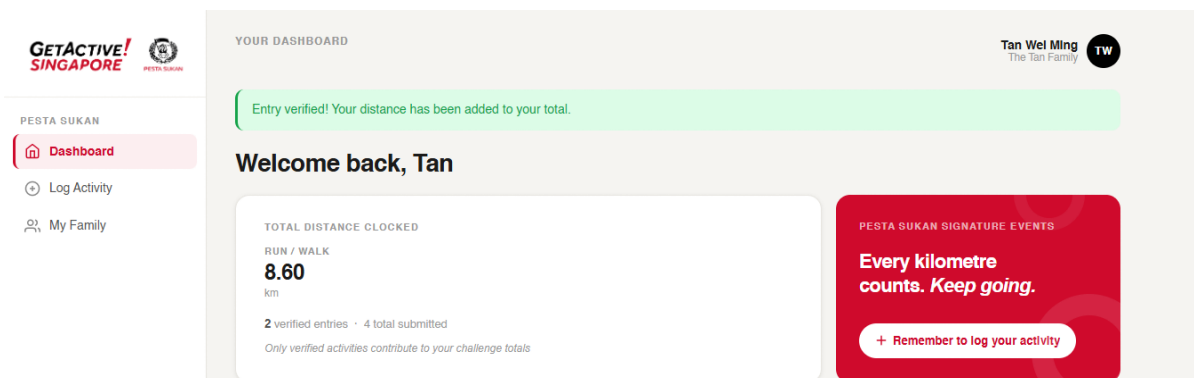


Figure 5 — Dashboard showing a successful verification

The new entry also appears in the Activity History table, with its status marked as Verified:


Activity History				+ Log New Activity
ACTIVITY	DISTANCE	STATUS	PROOF	
 Run / Walk 22 Jun 2026	4.30 km	<div style="background-color: #e8f5e9; border-radius: 10px; padding: 2px 5px; display: inline-block;"> • Verified </div>	View →	

Figure 6 — Activity History entry after verification

If the date or distance in the screenshot does not match what was entered, the entry will appear in Activity History as Rejected instead. The portal does not display a specific rejection reason — the most common cause is that the screenshot does not clearly show the correct date, the correct distance, or both. Click "View" next to the rejected entry to review the submitted screenshot, then log the activity again with a screenshot that clearly shows both the correct date and the correct distance.

STEP 5 My Family

The My Family page shows the combined progress of every member registered under the family account. Click "My Family" in the left-hand sidebar to view it.

This page includes:

- **Group Total** — the family's combined verified distance for each challenge type, Run and Walk and Swimming, along with the total number of members.
- **Members** — small avatar icons showing each registered family member.
- **Per-member contribution table** — a breakdown showing how many verified kilometres each individual family member has contributed to the Run/Walk and Swim totals, with a Group Total row summarising the family's combined verified distance.

Only verified activities contribute to the family's challenge totals. Each family member logs their own activities individually, and their verified distances are automatically added to the family's combined total shown on this page.

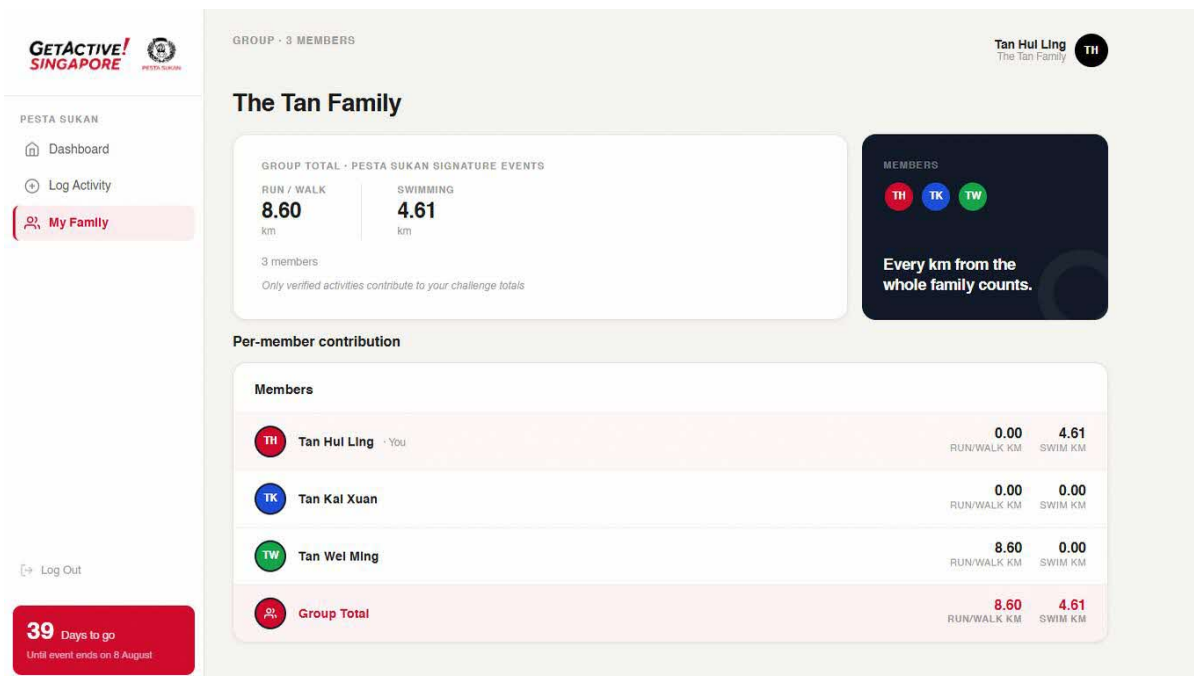


Figure 7 — My Family page showing group totals and per-member contributions

STEP 6 Logging Out

Once finished logging activities for the day, remember to log out of the account. The Log Out link is located in the bottom-left corner of the sidebar, just below the navigation menu, as circled below.

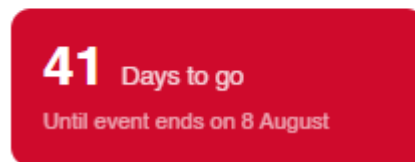


Figure 8 — Location of the Log Out link in the sidebar

This is especially important if a shared or public device is being used, so that the family account stays secure.

Part 4 — Family Account

Swimming Challenge

STEP 1 Signing In

Before you begin, check your email inbox. You will receive a message containing your family's login details (username and password) for the challenge portal.

Once you have your login details, follow these steps:

- Open your web browser and go to pestasukan.sg
- Enter the **Username** sent to your email in the Username field.
- Enter your **Password** in the Password field.
- Click the red **Log In** button to continue.

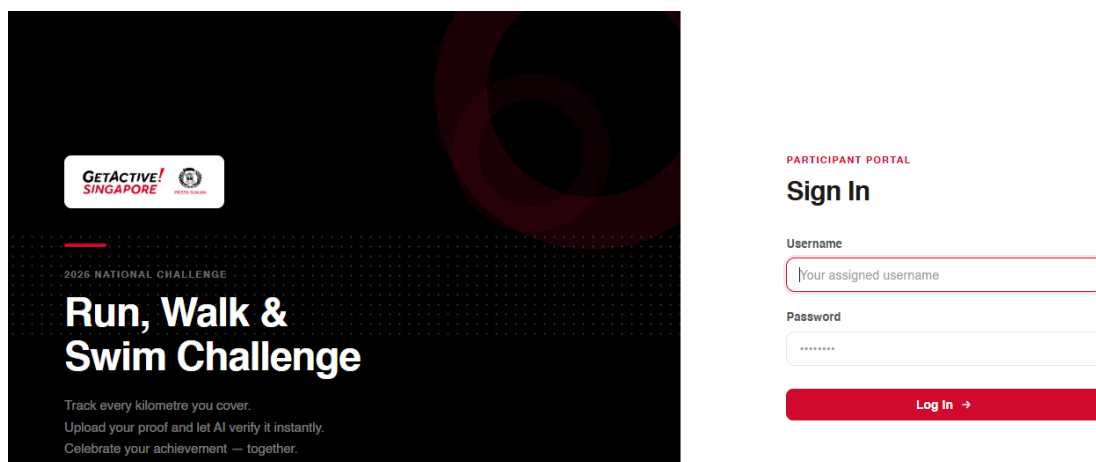


Figure 1 — Sign In page at pestasukan.sg

STEP 2 Your Family Dashboard

After signing in, you will land on your Dashboard. As the registered family account holder, you will see your name and the words "The [Family Name] Family" at the top right of the page, confirming you are signed in under your family account.

The following describes what each part of the Dashboard means:

- **Total Distance Clocked** — your verified total distance for the Swimming challenge so far. Only entries marked **Verified** count toward this number.
- **Activity History** — a table listing every activity submitted under this account, with date, distance, status, and a link to view the proof uploaded. Before your first submission, this section will show "No entries yet."
- **Log New Activity** — the red button used to submit a new Swimming entry.

- **My Family** — an additional sidebar item only available on Family accounts. This is where you manage and view the family members registered under your account.

The example below shows the Dashboard before any activities have been logged. Once an entry is submitted, this page will update to show progress.

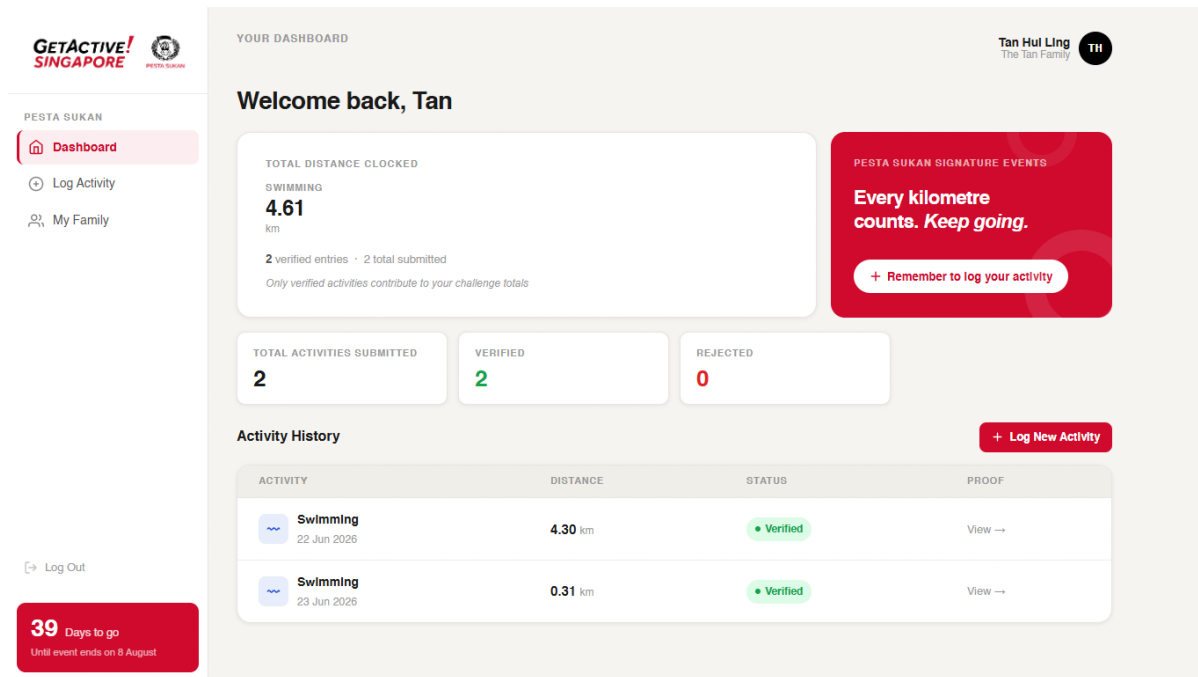


Figure 2 — Dashboard before any activity has been logged (Family account, Swimming challenge)

STEP 3 Logging a Swimming Activity

To submit a new activity, click "Log Activity" in the left-hand sidebar, or the "Log your first activity" or "Log New Activity" button on your Dashboard. You will see a form to fill in:

- **What did you do?** Your activity type is pre-selected as **Swimming** based on the challenge your family registered for. This is fixed and cannot be changed.
- **Distance (kilometres)** — enter the total distance covered, for example 5.00.
- **Date of Activity** — enter the date the activity was completed. This can be any date within the challenge window, from 4 July 2026 to 8 August 2026, including earlier dates that may not have been logged yet. You cannot enter a date that has not yet occurred.
- **Upload a screenshot** showing the date and activity distance — for example, a screenshot from a fitness tracking application such as Strava, Apple Health, or Garmin Connect. Tap the upload box to choose a file, or drag and drop it in. Accepted formats are JPEG, PNG, GIF, and WebP, with a maximum file size of 10 megabytes.
- Click **Submit activity** to send it in for verification.

Important: The screenshot must clearly and accurately show the same date and distance entered in the form. If either does not match, the submission will be automatically rejected.

GETACTIVE! SINGAPORE PESTA SUKAN

NEW SUBMISSION

Tan Wei Ming
The Tan Family TW

PESTA SUKAN

Dashboard

Log Activity

My Family

Log Out

41 Days to go
Until event ends on 8 August

NEW SUBMISSION

Log an activity

WHAT DID YOU DO?

Swimming

Upload a screenshot of your activity

ACTIVITY DETAILS

Distance (km)

e.g. 5.00 km

Date of Activity

dd/mm/yyyy

Challenge window: 1 Jun – 8 Aug 2026

UPLOAD A SCREENSHOT SHOWING THE DATE, AND ACTIVITY DISTANCE

Tap to choose or drag your screenshot here

JPG, PNG, GIF or WebP · Max 10 MB

We will automatically verify the distance and activity date from your screenshot.

Submit activity Cancel

Figure 3 — Log an Activity page (Family account, Swimming)

Example: once the distance and date have been entered, and a screenshot has been uploaded, a preview of the selected image will appear before submitting, as shown below:

GETACTIVE! SINGAPORE PESTA SUKAN

PESTA SUKAN

- Dashboard
- Log Activity**
- My Family

Log Out

41 Days to go
Until event ends on 8 August

ACTIVITY DETAILS

Distance (km)
4.3 km

Date of Activity
22/06/2026

Challenge window: 1 Jun – 8 Aug 2026

UPLOAD A SCREENSHOT SHOWING THE DATE, AND ACTIVITY DISTANCE

WhatsApp Image 2026-06-23 at 5.25.30 AM.jpeg

We will automatically verify the distance and activity date from your screenshot.

Submit activity Cancel

Figure 4 — Completed entry with screenshot attached, ready to submit

STEP 4 After Submitting

Once "Submit Activity" is clicked, the page returns to the Dashboard. If the screenshot clearly shows the correct distance and date, the entry is verified automatically and a green confirmation banner appears at the top of the page: "Entry verified! Your distance has been added to your total."

The Total Distance Clocked figure, along with the verified entry count, updates immediately to reflect the new entry.

If the date or distance in the screenshot does not match what was entered, the entry will appear in Activity History as Rejected instead. The portal does not display a specific rejection reason — the most common cause is that the screenshot does not clearly show the correct date, the correct distance, or both. Click "View" next to the rejected entry to review the submitted screenshot, then log the activity again with a screenshot that clearly shows both the correct date and the correct distance.

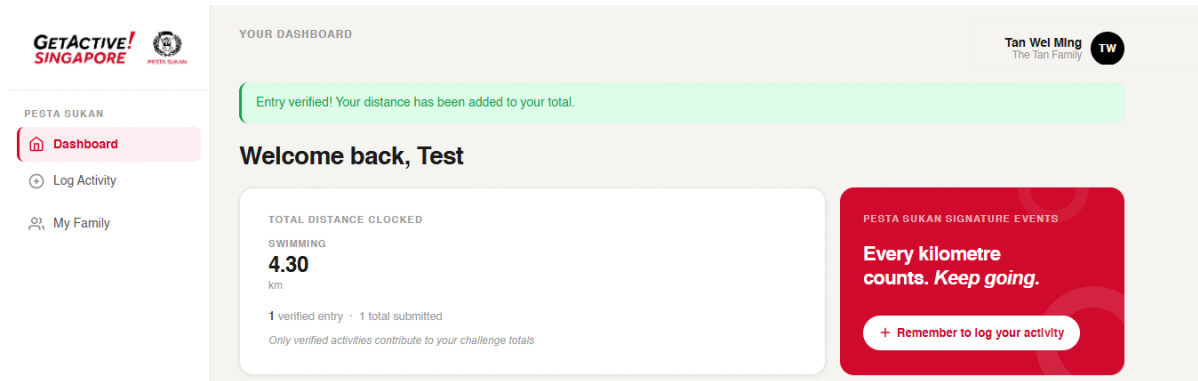


Figure 5 — Dashboard showing a successful verification

STEP 5 My Family

The My Family page shows the combined progress of every member registered under the family account, across both the Run and Walk and Swimming challenges. Click "My Family" in the left-hand sidebar to view it.

This page includes:

- **Group Total** — the family's combined verified distance for each challenge type, Run and Walk and Swimming, along with the total number of members.
- **Members** — small avatar icons showing each registered family member.
- **Per-member contribution table** — a breakdown showing how many verified kilometres each individual family member has contributed to the Run/Walk and Swim totals, with a Group Total row summarising the family's combined verified distance.

Only verified activities contribute to the family's challenge totals. Each family member logs their own activities individually, and their verified distances are automatically added to the family's combined total shown on the My Family page.

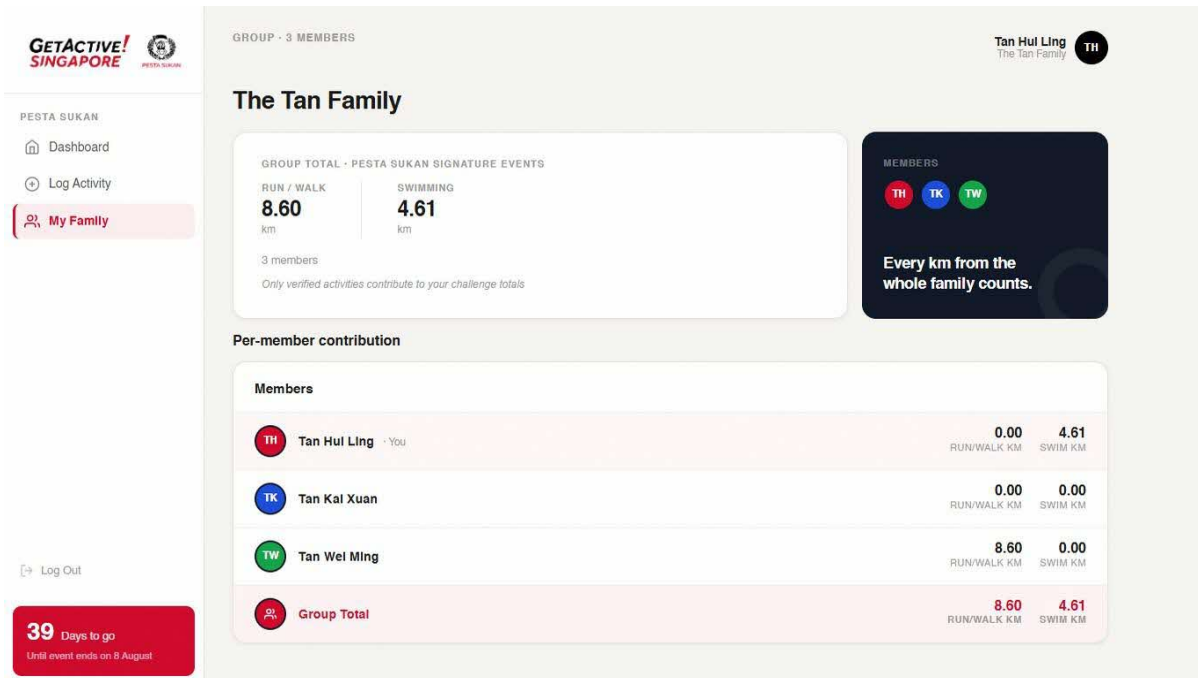


Figure 6 — My Family page showing group totals and per-member contributions

STEP 6 Logging Out

Once finished logging activities for the day, remember to log out of the account. The Log Out link is located in the bottom-left corner of the sidebar, just below the navigation menu, as circled below.

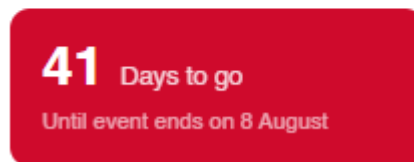


Figure 6 — Location of the Log Out link in the sidebar

This is especially important if a shared or public device is being used, so that the family account stays secure.

Part 5 — Help

Frequently Asked Questions and Troubleshooting

Frequently Asked Questions and Troubleshooting

This section answers common questions and covers what to do if something does not go as expected while using the challenge portal.

I did not receive my login details. What should I do?

Check your email spam or junk folder first. If you still cannot find it, submit a query via <https://go.gov.sg/srw-support> to confirm the email address registered for your account and request that the login details be resent.

My activity was rejected. Why?

An activity is automatically rejected when the date or distance shown in the uploaded screenshot does not match what was entered in the form. The portal does not display a specific rejection reason — the most common cause is that the screenshot does not clearly show the correct date, the correct distance, or both. Click "View" next to the rejected entry to review the screenshot you submitted, then log the activity again with a screenshot that clearly and accurately shows both the correct date and the correct distance.

Can I edit or delete an activity after submitting it?

The portal does not currently provide an option to edit or delete a submitted activity. If you made a mistake, log the activity again with the correct details. Rejected entries do not count toward your total, so they do not need to be removed.

Can I log an activity for a date in the past?

Yes. You can log an activity for any date within the challenge window, from 4 July 2026 to 8 August 2026, including earlier dates you may not have logged yet. You cannot log an activity for a date that has not yet occurred.

What file types can I upload as proof?

The portal accepts JPEG, PNG, GIF, and WebP image files, with a maximum file size of 10 megabytes per file.

What should my screenshot show?

Your screenshot should clearly show both the date and the distance of your activity, for example a screenshot from a fitness tracking application such as Strava, Apple Health, or Garmin Connect. The system checks these two details automatically against what you entered in the form.

Why does my Total Distance Clocked not match what I submitted?

Only entries marked Verified count toward your Total Distance Clocked. If you have entries that are still pending or have been Rejected, they will not be included in this figure.

I am part of a family account. Do I log my own activities, or does the account holder log them for everyone?

Each family member logs their own activities individually under their own login. Once verified, each member's distance is automatically added to the family's combined total, which can be viewed on the My Family page.

Can I switch between the Run and Walk challenge and the Swimming challenge?

No. Your activity type is fixed based on the challenge you or your family registered for, and cannot be changed within the portal. If you believe you registered for the wrong challenge, submit a query via <https://go.gov.sg/srw-support>.

I am using a shared or public computer. What should I do when I am finished?

Always click Log Out in the bottom-left corner of the sidebar before leaving a shared or public device, so that your account stays secure.

Who do I contact if I have a problem not covered here?

Submit your query via the support form at <https://go.gov.sg/srw-support> and the event organiser will get back to you.