

FAQ



When will the new version of GETGREAT be ready?

2 May 2019

Who will be required to register for a new account on GETGREAT?

Users who do not currently have an UPGREAT account will be required to register for a GETGREAT account. If you have an UPGREAT account, please use the same email and password to login on the new version of GETGREAT.

What will happen to the current version of GETGREAT?

Current version of GETGREAT will cease to exist after 30 April 2019. Please download the new version of GETGREAT from the App Store/Google Playstore on 2 May 2019 onwards

What can I expect during this transition period?

There may be some slight delays and holds up during this transition period. We seek your kind patience as we are enhancing the GETGREAT experience.

Can I continue using the current version of GETGREAT?

Yes, this GETGREAT will discontinue after 30 April 2019. After that, please download the new version of GETGREAT from the App Store/Google Playstore on 2 May 2019 onwards.

How can I stay updated with the latest news from GETGREAT?

The latest news on GETGREAT will be sent via email, in-app notification and posted on GETGREAT webpage.

How do I login/sign up for new GETGREAT?

GETGREAT account with UPGREAT account

If you already have an existing UPGREAT account, please use the UPGREAT email and password to login on the new version of GETGREAT.

GETGREAT account with no UPGREAT account

If you do not have an UPGREAT account, you will be required to re-sign up for a GETGREAT account.

Can I transfer my points to the new GETGREAT?

No. Points that are not redeemed in the current version of GETGREAT will expire on 30 April at 2359hrs.

Can I continue using the current version of GETGREAT in May?

You will not be able to do so. Please download the new version on 2 May 2019 onwards.

Are there any special challenges for the month of April?

As we are in transition phase to the new version of GETGREAT launching on 2 May, there will not be special challenges for the month of April. Download the new version of GETGREAT on 2 May 2019.

Can I view the steps that I have completed from the current version of GETGREAT in the new version launching on 2 May 2019?

You will not be able to do so as it will be a new version of GETGREAT. Please redeem your points in the current version before 30 April 2019 at 2359hrs. All points not redeemed will expire and all steps in the current version will not be reflected in the new version.

With the new version of GETGREAT being launched on 2 May 2019, would I have enough time to collect steps and redeem rewards?

Yes, other than steps, the new version of GETGREAT has various activities catered for this, upon completion; it will bring you closer to redeeming rewards.

Updated: 25 April 2019