

NParks Explore A Route (NEAR) Mobile Application

Frequently Asked Questions (FAQs)

General

- 1. Are trails on the app accessible at all times?**
Most of the trails are accessible at all times, save for selected parks and gardens which are closed at night. For example, some Nature Parks are closed from 7pm to 7am, while the Singapore Botanic Gardens is closed from midnight to 5am. These hours will apply during any special events period as well. You can check the opening hours of specific parks and gardens on the NParks website at www.nparks.govs.sg.
- 2. Who can download and use the app?**
The mobile app is available for download and use by anyone in Singapore.
- 3. Do I need to pay for the app?**
The app is free - no payment is required.
- 4. Are there in-app purchases?**
There are no in-app purchase options in the app.
- 5. Where can I report an error or provide feedback regarding the app?**
You can submit a report via the in-app feature at User Profile->Settings->Report an App Bug.
- 6. Where can I submit my feedback to NParks that are not related to the app?**
You can submit a report via the in-app feature at User Profile->Settings->Feedback & Enquiry.
- 7. Are the trails accessible by bicycles?**
You are able to access the trails by bicycles, however there are certain stretches that require you to dismount and push your bicycle.

Technical

- 1. Which mobile phones can run the app at an optimal level?**
The app is available for mobile phones which use either the Android operating system (OS) or Apple's iOS. For those on Android OS, the minimum required version is Android version 6.0 and above (API 22). For those on iOS, the minimum required version is iOS 10.3 and above.
- 2. How do I let the trail mapping feature (Phyll My Trail) record my trail in the background of my phone while I am running or cycling?**

Depending on the mobile devices you are using:
 - 1. For Android, please check that you have set the "Location Permission" for the NEAR App to "Allow all the time"**
 - 2. For iOS, please check that you have set the "Location Services" for the NEAR App to "Always"**

3. Will the app drain my mobile phone's battery while running in the background?

Resources are accessed by the app open in the background only when a background process is involved, such as accessing GPS location during a recording/mapping of a trail using Phyll My Trail feature with the phone screen turned "off". In fact, having the app run in the background uses less battery as opposed to keeping the app "on" at all times while accessing it's features.

4. Will I receive inbox notifications when I am not using the app?

You will still receive push notifications and updates on information of the app in your inbox even when the app is not turned.

5. What happens if I have no network coverage?

The app will not be able to function without WiFi or 4G/3G connection. In the event that the app has no network coverage, please check your phone network settings, or reset the NEAR App by shutting the app down and re-launching the app.

6. Does the GPS function in my phone need to be enabled the entire time I am using the app?

The GPS function should be enabled all the time to best enjoy the features of the app as many of the features (eg. Navigation, trail mapping) are tagged to your location.

7. Why did I receive an error message where access to the app will be limited?

As the system discovered irregularities with your mobile device, such as a "modified" or "rooted/jail-broken" device, access to the app will be limited. We would encourage you to switch to another device to be able to gain full access to all the app features.

Points Accumulation (Flower Points)

1. How can I participate in the point accumulation programme?

As long as you are registered with the NEAR mobile app, you are automatically a participant of the point accumulation programme. Point accumulation programme will only be activated when there is an organised special event that utilises the Flower Points.

2. What are Flowers?

"Flowers" is our name for points, which are accumulated when using the NEAR mobile application. You can accumulate these points by completing tasks during a special in-app event/challenge. Accumulated Flowers can be used to redeem chances to win attractive prizes during the special in-app events.

3. How do I win the prizes?

Flowers received will be converted to winning chances when you participate in a NEAR App Special Event. For example, a user can redeem 1 winning chance by converting 1000 Flowers to 1 winning chance during the special event. So, if you have accumulated 2000 Flowers, you can redeem your Flowers for 2 chances to win the prizes. The exact number of chances you can redeem with Flowers will be released closer to the event date. Stay tuned!

4. How do I earn Flowers during Special Event?

You can earn Flowers by exploring the trails and using certain features and functions of the app, such as:

- i. Daily visits to the trails
- ii. Visiting checkpoints along the trails
- iii. Completing quests at checkpoints
- iv. Searching for digital Hidden Fruits that may appear in randomised locations daily

5. How many Flowers are given for each feature or function in the app?

Details of flower points will only be released nearer to an in-app special event date.

6. Where can I submit Flower Points related feedback?

You can submit a report via the in-app feature at User Profile->Settings->Feedback & Enquiry.

Special Events

1. What is this feature about?

The app will occasionally feature special events which all users can participate in. These special events may be in conjunction with festivities, national celebrations, and partner promotions. Such events may include lucky draws and competitions and may use Flower points. More details will be released nearer to the special event.

2. How do I participate in special events?

All registered users are eligible to participate in the special events.

3. Will there be announcements made for such special events?

Announcements will be made via several channels such as the NParks Facebook page and in-app notifications.

4. How long are the special events?

The duration of each special event may vary and will be shared when the event is announced.

5. Why are there special events?

Special events provide you and other users with different ways of experiencing the trails. It also encourages you to visit our parks and green spaces more frequently and lead a more active lifestyle.

Special Events - Lucky Draws

7. When will the lucky draws be held?

Lucky draws will be held during special events. More details will be released nearer to the special event.

8. What prizes can be won?

More details will be released nearer to the special event.

9. Where will the lucky draw be held?

The lucky draw will be held at NParks Headquarters at Singapore Botanic Gardens.

10. How can we participate in the lucky draw?

Please see the Specific Terms and Conditions applicable to the lucky draw during the special event.

11. Where can I submit events related feedback?

You can submit a report via the in-app feature at User Profile->Settings->Feedback & Enquiry.

Navigation (Explore)

1. How do I navigate to the trails?

You may tap on any point or checkpoint along the trails that you see on the mobile app and the app will activate OneMap navigation service to provide directions and instructions.

2. What if I do not have the OneMap app in my phone?

OneMap navigation is an in-built feature of the NEAR App. There is no need to install OneMap App separately.

3. Can I use the NEAR mobile app as a navigation tool to other parts of Singapore?

You will not be able to use the app as a navigation tool to other parts of Singapore at the moment. The navigation services are currently curated to the designated trails on the app only.

4. Can I use other navigation apps to travel to the trails?

You may use other apps, however navigation along the trail may not be accurate. You will also not be able to enjoy the functions of the app.

User-experience Sharing (Community)

1. Who can view my recorded/mapped trails and photo uploads?

Anyone who has registered to use the app will be able to view the trails and photos residing within the app. However, you have the option to not share photos or keep your recorded/mapped trails under the privacy setting.

2. How do I report inappropriate photos?

You may flag out photos by tapping on the top right corner of the photo and clicking on "Report Post".

3. Can I remove my photos after I have uploaded them?

You may delete them under the 'Me' tab by clicking on the photo and tapping on the 'Delete' option on the top right dropdown menu.

4. How long will my photos be featured on the app?

Your photos will remain in the app unless you or an administrator of the app deletes them.

5. Can I share my photos on my personal social media accounts?

Yes, you may share your photos on your social media accounts via the share feature once your photo has been uploaded onto the app.

Checkpoints on the Coast-to-Coast (C2C) Trail

1. Where can I find the Checkpoints?

The checkpoints are currently available only on the Coast-to-Coast (C2C) Trail. The 10 locations are shown on the homepage map feature of the app.

2. How do I know if I have arrived at a Checkpoint?

There is a physical signboard at each checkpoint location and there are instructions on how to activate certain features of the app on the signboard.

3. Can I repeat the quests at the Checkpoints?

You can repeat the quests as many times as you wish, however during a Special event/challenge, Flower points will only be awarded once every 24 hours.

4. How do I access the AR scanner?

The AR scanner can be accessed via the 'Explore' tab. Click on the Camera icon on the top left, find the 'scan' icon on the top right and click to scan.

5. Why am I told to wait when I have arrived at the following Checkpoint from the previous one?

The C2C Trail provides a curated walking experience and is best enjoyed on foot, as it may be dangerous to use the app while cycling or while riding personal mobility devices. To encourage you and other users to walk the C2C Trail using the app, the checkpoints and time restriction have been spread out accordingly based on average walking speed.

6. Can I travel from one Checkpoint to another via other forms of transport?

You are encouraged to use the app to explore the C2C Trail checkpoints on foot for the best experience.

7. Do I have to leave the app open while I walk from one Checkpoint to the next?

Your app should be left open so that you can find Hidden Fruits in order to gain more Flower points during a Special event.

8. Are there signs to lead me to these checkpoints along the C2C Trail?

There will be C2C Trail signs and each Checkpoint will be demarcated with a specific sign as well. You can also use the app to navigate to the Checkpoints.

Services and Points of Interests (Information)

1. What is this feature about?

The "Services" and "Points of Interests" feature carries information about the attractions and tenants that are located along the trails. You can find out more about these places and get directions via the app.

Notifications

1. What notifications will I receive?

You may receive updates on upcoming events, F&B promotions, invitations to participate in special app events and more.

2. Can I send messages to other users?

You are not able to send messages to other users.

3. Can I unsubscribe or choose not to receive these notifications?

You are not able to disable any of the features within the app.