

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. 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.

3. Who can download and use the app?

The mobile app is available for download and use in Singapore only.

4. Do I need to pay for the app?

The app is free - no payment is required.

5. Are there in-app purchases?

There are no in-app purchase options in the app.

6. Where can I report an error or provide feedback regarding the app?

You can write in to nparks_programmes_events@nparks.gov.sg or submit a report via the in-app feature at Account->Mobile App Feedback

7. Where can I submit my feedback to NParks that are not related to the app?

You can write in to nparks_programmes_events@nparks.gov.sg or submit a feedback via the app: Account->Parks and greenery feedback

You can also send feedback and suggestions at <https://www.nparks.gov.sg/feedback>.

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 23). For those on iOS, the minimum required version is iOS 12 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 and recording 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

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 in-app special event/challenge.

2. What are Phyll Points?

Phyll points are points awarded when a participant completes a challenge/task during a special in-app event/challenge.

3. What will happen to the “Flower Points” system from the old version of the app?

All existing flower points will be converted into Phyll Points for users to unlock their personal in-app achievement badges.

4. Can I win prizes during events using Phyll Points?

Depending on the mechanics of each event/challenge, if a challenge utilises Phyll Points as it’s mechanic to determine a winner of the challenge, in such instance, accumulated Phyll Points during the duration of the special in-app events/challenges may be used to win attractive prizes.

Special Events – Lucky Draw Prizes

1. When will the lucky draws be held?

Lucky draws will be held during in-app special event activations. More details will be released nearer to the special event. Do keep a look out for it!

2. What prizes can be won?

More details will be released nearer to the special event.

3. Where will the lucky draw be held?

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

4. How can we participate in the lucky draw?

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

Navigation (Explore)

1. How do I navigate to the trails?

You may tap on the ‘Directions’ button 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.

C2C Trail Checkpoints

1. Where can I find the Checkpoints?

The checkpoints are currently only available on the Coast-to-Coast (C2C) Trail. The 10 locations are shown when you select the C2C Trail feature on 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. 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.

Please note that AR Scanner function at the Checkpoints are not available at the moment

4. 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.

Attractions, Services and Facilities (Information)

1. What is this feature about?

The "Attractions" and "Services" feature carries information about the things you can find and do 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.

Special Events & Challenges

1. What is this feature about?

The app will occasionally feature special events which all users can participate in. These special events may be held in conjunction with festivities, national celebrations, and partner promotions. Such special events may include competitions to win prizes. 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.