Frequently Asked Questions

We recommend playing the game using Google Chrome. The system is not yet adapted to other types of browsers.

SINGLE PLAYER AND MULTIPLAYER GAMES

What kind of sessions does the game allow?
A) "**team sessions**": simultaneous online meetings between players (after having fixed an appointment using the specific function);
(B) **'Individual sessions'**: periods between 'team sessions' during which players have the opportunity to advance certain tasks (eg search for other social economy experiences in the city / region of Players or the design of a company presentation note), consult additional support material etc.

How do I enter or create a group session?

For each new group session, you have to set an appointment by going to the "calendar" icon. It is better to fix a new appointment even if you interrupt the game for only a few minutes - otherwise the system may change to the "single player" session and your group session may get blocked. Do not forget to close each session as a group when it is finished.

What can I do during individual sessions (the moments when you enter the game alone, without the group?
A) Review the stages of the game you have already traveled with your group;
(B) (Re) read the texts;
C) (Re) View additional support material

LOGGING IN

Problems logging in?
Try the following:

- type ID / password manually (do not copy-paste);
- request another password;
- update the page (an old version could be hidden in your browser ...

If this does not help, contact socialseducement@tavinstitute.org

What happens after the login?
In the first part of the game, when the whole group plays together, only the guide / game maker (role played most likely by your facilitator) can guide the group through the game. It is the facilitator / team leader who will choose where / how / when to advance and click. Nevertheless, this should be done in consultation with the group. The group has the possibility to discuss via the chat. Skype meetings would also be possible and could complement the chat. Some facilitators will certainly organize sessions to allow the group to meet physically.

FACILITATOR AND TASK LEADER ROLES

What is the task leader? How do I become task leader?
At some point in the game, the Guide / Leader may decide to appoint a team leader who will lead the group through the next steps. However, be aware that each player will also have the power to designate / change this team leader by clicking on the relevant icon (see table below). To the player to see if he wants to consult with the group before or not ... Finally, it may happen that the system itself will change (automatically and randomly) the team leader to create moments of surprise. The Leader / Guide has the opportunity to intervene if ever the team leader or the group encounters problems.

What does the facilitator do?
Your facilitator will accompany you throughout the game. Even though he / she will not be with you at any time, he / she will regularly check your progress. Moreover, he / she will remain accessible if you encounter problems with the game, its content, your group.

How can I contact the facilitator?

A "Contact the Guide" icon is at your disposal. If the task leader presses this, then the facilitator will receive an email and will log into the game within 48 hours.

NAVIGATION AND PLAYING THE GAME

How do I play?
As soon as you enter the game, you have the opportunity to take a look at the various places around the "Main Square" of the small town. However, after first logging in you need to enter the block of flats and choose an avatar.

[Note for guide / leader: only players can choose and see the avatar, guide. The guide/ facilitator of the game will see - on its screen - only the apartments].

How do I advance?
... always close the open window (the "next" button is not always found everywhere).

Where am I in the game (progress)?
Click on the "PROGRESS / PROGRES" icon to get an overview of the different steps / tasks of the game, indicating the progress your group has made (what steps have been taken, what tasks have been completed, etc.). Similarly, you will be able to re-read the answers provided by your group in the different tasks.

How do I close the chat window?

Simply click the 'chat' icon again.

I do not see the "next "button. / Something seems to be missing / I can not seem to see everything.

Reduce the zoom (by going to" View ").

I cannot see immediately what the task leader is writing!

The reasons are often differences related to different types of computers / equipment and a speed of internet connection that can vary from one player to another. After a while, everything should be displayed.

I read a pop-up or have done a task and I want to continue. However, the system does not let me advance.

Make sure all other / old pop-ups are closed. Continuing often requires closing the previous pop-up.

You are at the beginning of the game, in the cafe, and a pop-up "There is someone else ..." appears

This means that someone who was invited by the facilitator to participate in the game 'Is not connected. The system still lets you continue with the game (just close the pop-up).

Other problems during the game:
Try resolving them by refreshing the page (for example, by pressing F5).

THE GAME CONTENT

The stories
You will read some of the stories together with the whole group during team sessions. In these sessions you will need the guide / leader of the game (facilitator) to advance in the reading of the text (which will appear little by little on several pop-ups). We're sorry, we know it's not practical and we hope we can change that. However, for the time being, we ask the guide / game leader or team leader to check (via the chat) that each player has completed the reading before advancing the text During individual sessions (when you enter the game alone), you have the opportunity to (re) read these stories at your own pace.

Additional support material:
You will have the possibility, apart from the "team sessions", to consult additional material that will help you to better understand and to deepen certain subjects. This material contains texts and videos. It is located under the "HELP" icon.

Glossary
You do not understand a word? You can consult the glossary under the "HELP" icon. If you cannot find the word you are looking for in this glossary, please contact your facilitator.

EARNING POINTS

How do I earn points?

Throughout the game, each time you complete a task successfully, you will earn points.

What can I do with them?

These points will give you the opportunity to equip your office.

Can I lose points?

You lose points as soon as one of the players activates the 'anger button' you find in the chat. This will create some mess in your office. As you go along with the game, your group will have to bring order and redeem material (which will cost you a few more points). You are asked to clarify what caused the player's anger / frustration. Setting up a project collectively and making decisions together is not always easy.

Other problems?

Contact the guide / playmaker (= facilitator) using the specific icon. The Guide / Leader of the Game will reply within 48 hours.

KEY ICONS

By clicking on the following icons you can / must:

	Go to the main square
	Change the task leader
	Contact the Guide (your facilitator) in case of problem (he will have to reply within 48 hours
	Plan your next group appointments ...
	Consult a glossary containing key terms / concepts used throughout the game Contact the Help Desk in case of technical problems

	Get an overview of the steps you have already taken, including tasks already completed (possibility of correcting some things already … completed a mission