



Frequently Asked Questions

Do we need Wi-Fi/data access for this activity?

Each team captain will require access to the internet via data or Wi-Fi, as they will be submitting challenge responses on behalf of their team.

What type of device can be used for this activity?

Team captains can access the WebApp using a web browser on their preferred device. Google Chrome is the preferred browser for this activity.

Who will be using the WebApp?

Team captains will be the **only** members of each team logging into the app, so they can submit challenge responses on behalf of their team.

Do we need to bring anything to this activity?

Your teams may like to have water, pens, and paper with them but many of the challenges are designed to have teams get creative with how they complete them. You may want to print out 1-2 copies of the challenge lists for your team if that is preferred. Or, if playing in a virtual setting, you can share the link to the challenge list once the activity has started.

Note: Please ensure you are not providing the teams with the Challenge List with answers.

Can the event organizer (you) participate in the activity?

Yes. The event organizer can certainly participate in the activity with the group. We recommend that if you participate you are not the captain of your team (in case you need to step away) and that you provide the other teams with a way to contact you if they have questions about the activity.

Does the activity stop automatically?

The activity will stop automatically at 11:59 pm on the evening of your activity. The duration of the actual activity will be decided by you, the activity organizer, and must be communicated to the group accordingly.

How long will my activity take?

The running time will be decided by you, the activity organizer, and must be communicated to the group accordingly. We recommend approximately 1.5 hours for most activities. For outdoor scavenger hunt style activities, we recommend 2-2.5 hours. Please note that the introduction and conclusion/closing of the event typically take about 15 minutes each, so please ensure to plan that into your activity time.

EG. 1.5 Hour Activity

- 15 minutes for introduction
- 1 hour playing time
- 15 minutes for wrap-up/conclusion/announce winners

How does my team complete challenges?

Once you are signed into the app, your challenges will appear below the Event Info and Event Content. You can click on the name of the challenge you want to complete, and the extended instructions will appear. Read the instructions carefully and complete each challenge by submitting a photo, video, or text answer, then click "Submit Challenge".



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Will teams complete every challenge?

Most activities contain between 60 to 80 challenges. With the time limit between 1.5 – 2.5 hours, teams won't usually complete every challenge; instead, they must strategize and work together to complete as many as possible. Teams will learn that more difficult challenges are worth greater points, so they may choose to complete those first, or focus on the lower value ones as they will be easier or a mix of both.

Note: If you are running a Clue Murder Mystery or Hollywood Murder Mystery event, the goal is to complete all challenges, and we recommend completing the challenges in order as they appear and allowing teams enough time so that they can guess the murderer!

Can I change my team name?

Yes, you can change your team name. When logged into the activity, select "Edit Team" at the top of your page. You can then update the name of your team and click "Submit".

What if a device dies or the team captain must leave?

If you need to change captains or the captain's device is low on battery, you can easily change team captains. To do this, click the three-line menu or captain's initials in the top right-hand corner of the page. A new menu will open on the right-hand side of the page. Please go to "Login with another device". This will open a new window with two options, a QR code that you can scan with the new device, or a link to the activity. Both of these options will automatically log in with the team's credentials.

Alternatively, another player can log into the activity using the **SAME credentials** (first name, last name and username) as their teammate to continue playing with that team. However, we recommend only having one player per team submitting challenges at a time.

Note: If another player logs into the activity with different credentials, but wishes to play on an existing team, a new team will be created for their log-in and the scores will remain separate.

What if we experience Webapp issues?

If you notice submissions not appearing in the Leaderboard, ensure there is a good Wi-Fi or data connection and give them a few minutes to load. If there are other technical issues with the app, try the following:

1. Reload your webpage.
2. Close any other pages, tabs and apps that may be open on the device.
3. Open the Webapp in an incognito/private window.
4. Try playing through another web browser or a teammate's device with the same login credentials. See above for changing devices.

Can I test the activity before my event?

No. The activity will not be available to play until the day of your event. If you would like to play through a test version of the activity prior to your event, you can do so via the DEMO of your activity included with your confirmation email.



Frequently Asked Questions

How do I download my media after our event? (Only if applicable)

A link to download the media from your event will be emailed to you automatically after the activity ends at 11:59pm the day of your event. If you would like to view the media during your activity, please use the 'View Event Wall' button at the top of the page.

This link will expire 30-days post event. Once downloaded, it can be stored in any location of your choice. Please find a link to the download instructions in your resource center.

How do I view the leaderboard from my event?

When logged into the activity – please go to the 'Leaderboard' link next to the challenges header to view the Leaderboard for your event.