DIGITAL GAME PORTAL TROUBLESHOOTING & TIPS

Devices & Software

How many devices do I need?
To facilitate an Extreme Event game using the Digital Game Portal, you need 7 devices total (one for the facilitator, plus one for each of the 6 player tables).

What kind of devices can I use?
The game is optimized for use on tablets (iPads in particular), but you can use laptops, tablets, or a combination of both. Devices must be at least as large as an iPad mini. Do not use smartphones.

Do I need to download anything?
Nope! The Digital Game Portal is a web-based application, which means you can play it online and you don't need to download anything to use it. You just need a reliable Wi-Fi connection.

Which web browsers are best?
The game is optimized for the latest version of Chrome or Safari. Select Chrome > About Google Chrome or Safari > About Safari in your browser menu to find out what version you are running and determine if you need to update. The latest version of other popular browsers (e.g. Firefox, Microsoft Edge, Internet Explorer) should work, but Chrome and Safari are recommended.

Troubleshooting

I can't get the test game to work.
The test game lets you preview the game using two browser tabs or windows, one showing the facilitator interface and the other showing the player interface.

If you're having trouble starting a test game, check:

- Is your Wi-Fi connection working and is your device connected to it?
- Are you using the latest version of a recommended web browser? (see recommendations above)

If you still can't connect, try clearing your browser history or switching to a different browser.

I can't get all of my player devices to connect to the game.
First, check:

- Did you type in the *exact* URL indicated on your facilitator interface?
- Is your Wi-Fi connection working properly and are all your devices connected to it?
- Are all of your devices using the latest version of a recommended web browser? (see recommendations above)

If a device still fails to connect, try clearing your browser cache and restarting your browser or switching to a different browser. Then type in the game URL again.

What if one of my devices gets stuck on a particular screen or disconnects from the Wi-Fi?
First, try these steps:

- Refresh your browser window to reload the page.
- Check your Wi-Fi connection.

If that doesn't solve your problem, you may need to close your browser and reopen it, switch to a different browser, or even restart your device. Here's how to re-join the game once you're back up and running:

> *Player devices:* Go to https://labx.org/dgp/play and enter your game code. To find your game code, tap the settings icon (⚙) at the bottom right of your facilitator interface.

> *Facilitator device:* Go to https://labx.org/dgp and sign in with your email address and password. When you reach your dashboard page ("My Active Games"), scroll to your current game and select "Reconnect."

What if I can't hear the game sound effects?
Check to be sure that the sound on each player device is turned on and the volume is maximized. For some devices, sound can be turned on or off separately for different uses or applications, so check your settings menu to ensure sound is turned on for all applications.

Can I stop or replay a sound effect?
Yes! The sound effects are set to loop for a specific amount of time relevant to the game, but you can stop or replay them at any time. To turn *off* a sound, tap the stop sounds icon (🔊) at the lower right of your facilitator interface. To replay a sound effect, simply tap the red sound effect button again.

Are there alternatives to using the sound effects embedded in the Digital Game Portal?

If you'd rather use an external sound system for your sound effects, you can use our downloadable or streaming sound files, available on the [Game Materials](#) page. Just skip the sound effects in the Digital Game Portal and use another device to play sound effects when indicated in the script.

Questions Your Players Might Have

What's going to happen next?
Shh! Try not to divulge what type of disaster will befall the city, what surprise challenges you plan to send, or any other details about the narrative or scoring before the script instructs you to. Surprises add to the fun and suspense of the game. Players must think on their feet and adapt to changing circumstances—just like in a real disaster.

How do I use the interactive Challenge Board on my device?
After obtaining a physical resource card that corresponds with a resource listed on the interactive challenge board, players should tap the resource name on the interactive challenge board. The resource name will turn green, indicating the resource has been acquired. As long as the resource name remains green, players must keep the corresponding physical resource card nearby. This card cannot be used to solve any other neighborhood's challenge.

How do I complete a category in the interactive Challenge Board?
The goal is to fulfill all five categories within your selected option. When all of the cards required to fulfill a category have been acquired, the category name will turn green, indicating the category is now complete.

If two resources are separated by an AND, you need both to fulfil that category. If two resources are separated by an OR, you need one or the other. Categories containing only one resource can be fulfilled only with that specific card.

What happens if I acquire a resource and then want to trade it?
If you decide to give away a resource you have previously acquired, simply tap the name of the resource so it is no longer green. You can now give away the corresponding physical card.

What happens if a surprise challenge removes a resource from the game?
Some surprise challenges take resources out of the game so that players cannot use that resource to complete a challenge. This change will show up automatically on the affected neighborhood's interactive challenge board in red. Discard the corresponding physical card(s).

If using printed challenge boards, red "X" cards may be used to indicate which resources have been removed from the game.

How do I switch to the other option to solve my challenge?
If you decide to switch to a different challenge solution option, tap the desired option and confirm your decision in the dialogue box that pops up. All resource selections from the first option will be

cleared automatically. You can now give away any corresponding physical cards that were acquired for the first option.