



Frequently Asked Questions

Setting Up Your Activity

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

Each team will need access to the Internet via data or Wi-Fi on their phone. We recommend having a connection while teams participate so everyone involved can view the Leaderboard and watch the points add up from all the teams. If a team happens to go offline during the activity — no problem! Submissions will remain in progress and will be fully submitted as soon as they're back online, but they may take a few moments to fully load.

Do we need to bring anything for 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. We recommend printing copies of the App Instructions and Challenge List for teams to use during the event.

Note: If you are provided a Challenge List with answers, be sure to not share this with the teams! Instead, have a copy on hand for review with teams at the end of your activity.

When do I start and end my activity?

Inform your teams how long they have to play and provide each Team Captain with the Activity Name and Entry Code in order to start the event simultaneously. Monitor the Leaderboard and have teams meet at a certain time and/or location in order to complete the activity. Be sure to check the final score on the Leaderboard at this time, as the app will not turn off automatically at the end of your activity.

Will teams complete every challenge?

There are 60 to 80 challenges in the Standard versions of the activities, and 30 to 40 in the Express versions. For Standard, we recommend giving teams 1.5 hours to 2 hours to play, and about half that time for the Express. With this time-limit, teams won't usually complete every challenge, but instead must strategize and work together to complete as many as they can.

Note: You must give teams more time to complete all the challenges in Clue Murder Mystery for teams to guess the murderer!



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Playing Your Activity

Can I change my team name?

Once your team appears in the Leaderboard, simply click on the team name again to edit it. You can only save changes made to your own team name.

Can I change my team photo?

You are not able to change your team photo once you have joined the activity. If you wish to do so, you must log in and join as an entirely new user.

How does my team complete challenges?

Once you are signed into the app and logged into the activity, click on Challenges. Select the challenge you wish to complete, and instructions will appear. Read the instructions carefully and complete each challenge by submitting a photo, video, or text.

Do teams have to complete every challenge?

In most cases, teams will not be able to complete every challenge within the timeframe they are given. This is to encourage strategy and competition. Certain challenges may be more difficult, but worth greater points. Teams may choose to complete more large-point challenges, more small-point challenges, or a mix of both.

Note: If you are running a Clue Murder Mystery event, we recommend completing the challenges in order as they appear.

What if a phone dies or our Team Captain has to leave?

Another player can log into the activity using the SAME credentials 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.



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What if we experience app 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. Close the app and open it again
2. Close any other apps or pages that might be open on your phone
3. Delete the app and download it again
4. Ensure the app is enabled with your camera and microphone
5. Try playing through another teammate's phone with the same log-in

Do all completed challenges show in the Submissions page?

All completed photo and video submissions will show in the Submissions page. Text and Trivia answers may not appear in the Submissions page to avoid giving away answers. Check your Submissions tab in the app, or using the URL we provided in the introductory email, to see the videos and photos that other teams submit.

How do I download my media after our event?

Check the **Media Download Instructions** for a step-by-step guide to download the event media. If you encounter any issues, call or email our Support Team for assistance.