

TROUBLESHOOTING GUIDE

Even when every effort has been made to avoid them, technical difficulties may occur. Do your best to guide participants back to the QUEST application before their experience becomes invalidated.

Application Crashes

While QUEST is stable, there is always the potential of a crash due to conditions outside of anyone's control. If this happens, close and open the application and proceed back to the lesson as soon as possible. Make a note on the anomaly report.

Accidentally Leaving the Application

Users can accidentally leave the application, especially if they are not familiar with the operating system. Most often they leave by clicking on one of the buttons at the bottom of the phone (home, back, etc.).

If the user manages to exit the application, have them return to the lesson after they reenter the application. Their progress should be saved, and they should be able to resume where they left off. Make a note on the anomaly report.

No Internet Connection

An internet connection is necessary to stream the video components of the QUEST app. If the phone doesn't seem to have an internet connection, make sure that the MiFi network is selected on the phone networking preferences. Make a note on the anomaly report.

Application Questions

If a user has a question about the content of the game, suggest they keep it for the actual focus group discussion. If a user has a question about the functionality of the application, answer the question and make a note on the anomaly report.