



**Frequently Asked Questions  
For  
Business Simulations:**

**The Business Game  
The Enterprise Game  
The Finance Game**



# PIXELearning<sup>®</sup>

## Technical FAQs

**Q. How do I access the game?**

**A.** Once you request a trial of the games or you purchase the games, an email will be sent to you which will include a unique code for each of the three games, along with the link to the web page on which you'll enter the access code. For trial offers, you will have access to each game three times. If you purchase the games, you will have unlimited access to all games for a period of one year from date of purchase and activation.

**Q. What do I need to install/download to play these games?**

**A.** The Business Game, Enterprise Game, and Finance Game were developed using a web technology called 'Adobe Flash'. The latest version can be downloaded from the following link: <http://get.adobe.com/flashplayer/>

The business games are delivered through the Adobe Flash Player version 7. (or above). The minimum system requirements for Flash Player 7 can be found the following link:

<http://www.adobe.com/products/flashplayer/systemreqs/>

**Q. I already have the Flash Player installed but do not know if it is the correct version?**

**A.** When you attempt to launch the game, an automatic test informs you if you do NOT have the correct version. If you do have the correct version the game loads as normal. Java script must be enabled in your browser to allow the automated test; otherwise you may test the version at the following link: <http://www.adobe.com/software/flash/about/>

**Q. The Adobe Flash Player does not seem to be installing, what should I do?**

**A.** Your computer may not have administrator rights to install software. Contact your administrator for further assistance.



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**Q. I have installed the Flash Software but I am still having problems accessing the game/website?**

**A.** There may be a technical constraint (applied by your IT department) that is stopping you from accessing the game/website. First check to make sure that access to the website is allowed as it may be blocked by your organization's internet security. Second, you may need to allow third party cookies on your machine. In addition, there should not be a constraint of less than 3MBs on any one file that is being delivered as part of the game. This can be identified by the pre-loader of the game stopping consistently at a particular percentage.

**Q. Is the access code the same code for all my learners/students?**

**A.** Yes, this one code can be used for all students within your group.

**Q. Can a pupil stop the game half way through and then return to it later?**

**A.** Yes, but only as long as they access the game from the same machine and no one else plays the game on that computer in between plays.

**Q. I want to play a new game, but it keeps logging in to my previous game. What can I do?**

**A.** Unless you want to return to your previous game to complete or to review your results, you will need to either login using a different username and company name or clear your cache. To do this you need to delete your browsing history. This is usually in the tools tab of your web browser.

**Q. The code has stopped working**

**A.** The code may have expired. All codes are issued for a period of one year from date of purchase and activation. If the code is no longer working, please contact the product support department at PIXELearning at [support@pixelelearning.com](mailto:support@pixelelearning.com) or +44 (0)24 7623 6971.

**Q. I have launched the game but it has got stuck at the loading screen.**

**A.** There may be a cap on the file size you can download; this is something you will need to get your IT department to look at and increase your limit if needed.