

Virtual Skill-Up Troubleshooting Guide

Thank you for visiting the Visual Skill-Up Troubleshooting Guide. We regret that you are facing an issue with the app, and so we have provided a range of solutions to common issues that you may be facing below.

If the troubleshooting solution below fails to correct the issue you are experiencing, please reach out to the Virtual Skill-Up support team via email: virtualskillup@accenture.com

Minimum Device Requirements

Minimum iOS version supported : 11.0

Minimum Android version supported : Android 4.4

Hardware Requirements & Recommended Devices:

Android : Gyroscope, 3GB RAM and Processing Power greater than or equal to Octa-core 1.6 GHz Cortex-A53.

iOS : Gyroscope, 2GB RAM and Processing Power greater than or equal to Dual-core 1.84 GHz Twister (iPhone SE 1st Generation and above should satisfy this requirement)

Android	iOS
<ul style="list-style-type: none">• Huawei Mate 10 Pro• Samsung Galaxy J7 Pro• Samsung Galaxy S6 Edge+• Samsung Galaxy S7• Samsung Galaxy S8• Samsung Galaxy S9• Samsung Galaxy	<ul style="list-style-type: none">• iPhone SE• iPhone 6S• iPhone X• iPhone XS Max

We are always looking to improve the app and our services to provide a better user experience for our end users. Therefore, we encourage you to provide feedback by completing the 'Feedback Management Reporting Template' which can be provided by your Partner staff.

App Related Issues (Software)

Whilst using Virtual Skill-Up, you may face some issues which could prevent you from using the app properly. Below are some typical issues that you may face whilst using the app and the solutions to fix them.

Issue	Location in App	Solution
Stuck on the splash screen	Splash Screen (first screen on app launch)	Close the application and remove it from the background. Re-Launch the app.
Black screen on scenario launch	Scenario Scene	The downloaded scenario may have been corrupted. Please quit, restart the app and try again.
If the video freezes and/ or doesn't play	Scenario Scene	Wait for a couple of seconds, if it persists, close and quit the app. Re-Launch the app and try again.
If you cannot hear audio	Scenario Scene	Ensure that your device is NOT on silent or vibrate mode.

Non-App Related Issues (Hardware)

Virtual Skill-Up app can be used in either 360° or Virtual Reality (VR) mode. If you have a VR headset (e.g Google Cardboard), you will be able to experience the app in your own immersive virtual world. In order to ensure that your device will work with a specific headset, please refer to the headset's user manual or website. To visit the Google Cardboard support site, click [here](#).

Below are some typical issues that you may face with your hardware whilst using the app and the solutions to fix them:

Issue	Solution
The cursor does not react to your movements when in 360° mode	Your device may not be fitted with a gyroscope. You can still use the app by clicking or swiping the screen within scenarios.

'Device Incompatible' message [Google Cardboard]	Your device may not be fitted with a gyroscope. You will not be able to use the application in VR. You can still use the app by switching to 360° (using the VR/360° toggle [see FAQ]) and clicking or swiping the screen within scenarios.
If you put your device into a Cardboard VR Headset and a screen pops up	There may be an NFC chip in the headset. Go to your phone settings and turn OFF NFC.
Device is Frozen	Remove your device from the headset [if in VR]. Restart the device and re-launch the app.
Motion sickness [VR]	Motion sickness can occur whilst in VR when your eyes tell your brain that you are moving around but your body feels stationary. Make sure to take regular breaks and timed intervals to ensure that you reacclimatise with the physical world.
Live Feedback is not getting picked up	Ensure that your microphone permissions have been enabled.

Error Messages

Whilst using the Virtual Skill-Up app there are situations where an Error Message may appear. In most cases, an error message will prompt you to make an action in order to continue to use the app properly.

If you encounter any Error Messages within the app and are unsure how to proceed in order to fix the problem, please refer to the 'Solution' column below. If the problem persists, please reach out to the Virtual Skill-Up Support Team.

Error	Location in App	Error Message	Solution
Email Verification	Login Screen	<i>"Your email hasn't been verified yet. Please verify it. If you haven't received our verification email, please click the "Resend verification email" link below."</i>	In order to start using the app properly, you're required to verify your email address. Push the app to the background, log into your mailbox and click the "Verify my email" link in the email from us. When you come back to the app,

			click "I've verified it" to proceed.
Unable to login – User Threshold limit reached	Login Screen	<p><i>"It appears that too many users are logged in to our app.</i></p> <p><i>Please contact your partner organisation for support."</i></p>	Please contact your local partner staff immediately. Inform them that the User Threshold Limit has been reached for the Partner Access Code you used to login.
Invalid email format	Login Screen	<i>"Please enter your email in a valid format like abc123@example.com"</i>	In order to proceed, ensure that you enter your email address in the correct format.
Invalid Login Credentials	Login Screen	<i>"Sorry, you entered an invalid email and/or partner access code."</i>	In order to proceed, ensure that you enter a valid email address & partner access code.
Logged in to multiple devices (workshop mode enabled)	Login Screen	<p><i>"You appear to have logged in on another device. You can only be logged in with this account on one device at a time.</i></p> <p><i>Please log out. As you're in workshop mode, your user data will be deleted from this device."</i></p>	If you are logged into device #1 and attempt to log in to device #2, you will be logged out of device #1. Workshop mode is enabled so your scoring data will be deleted.
Logged in to multiple devices (workshop mode disabled)	Login Screen	<p><i>"You appear to have logged in on another device. You can only be logged in with this account on one device at a time.</i></p> <p><i>Please log out."</i></p>	If you are logged into device #1 and attempt to log in to device #2, you will be logged out of device #1. Workshop mode is disabled so your scoring data will not be deleted.

Google Service Allowance Limit Reached	Scenario Menu	<p><i>"There seems to be a problem with your partner organisation's Google Services.</i></p> <p><i>You can continue with this Scenario, but you won't get Pace & Certainty Feedback."</i></p>	Please contact your local partner staff immediately. Inform them that the STT Threshold Limit has been reached for the Partner Access Code you used to login. You can still use the app in Offline Mode.
Internet Connection Lost (i) (On first time launch)	Splash Screen	<p><i>"You appear to be offline.</i></p> <p><i>Please check your internet connection before refreshing this page."</i></p>	If you are launching the app for the first time, internet connection is required until you reach the home screen.
Internet Connection Lost (ii) (On first time launch)	Launch Screen, Login Screen, Download Screen, Survey Screen	<p><i>"You appear to be offline.</i></p> <p><i>Please check your internet connection before refreshing this page."</i></p>	If you are launching the app for the first time, internet connection is required until you reach the home screen.
Internet Connection Lost (iii)	Scenario Menu (Start Button)	<p><i>"You appear to be offline.</i></p> <p><i>You can still go through the scenario, but you will not receive your Pace & Certainty Feedback."</i></p>	If you are starting a downloaded scenario and lose internet connection, you can continue to use the scenario in Offline Mode [FAQ]. Your Pace & Certainty scores will not be recorded.
Internet Connection Lost (iv)	Scenario Skillsbuilder Scene	<p><i>"Internet Connection Lost</i></p> <p><i>You can continue in Offline Mode. You will not get Pace & Certainty Feedback."</i></p>	If you lose internet connection during a scenario, you will automatically enable Offline Mode. Your Pace & Certainty scores will not be recorded.

Internet Connection (v)	Scenario Menu (Download or Update Button)	<p><i>"You appear to be offline so you cannot download content now.</i></p> <p><i>Please check your internet connection and try again."</i></p>	If you lose internet connection on the scenario menu, you will automatically enable Offline Mode. You will be unable to download or update any scenarios but can still launch previously downloaded scenarios.
AWS Backend Connection Failure (i)	Splash Screen (on first time launch)	<p><i>"We seem to be having issues connecting to our online services.</i></p> <p><i>As this is your first time opening the app, we need to connect to these services to download your first content."</i></p>	Please close the app and come back later.
AWS Backend Connection Failure (ii)	All Screens (except Scenario Feedback)	<p><i>"We seem to be having issues connecting to our online services.</i></p> <p><i>You can continue to use the app, but you may not be able to download/update certain content or receive your Feedback Card."</i></p>	You can continue to use the app but will not be able to download/update new content or receive a new Feedback Card. You will still be able to receive all of your scores.
AWS Backend Connection Failure (iii)	Language Selection Screen	<p><i>"We seem to be having issues connecting to our online services.</i></p> <p><i>As you need to download your language pack to use the app, you won't be able to proceed for now. Please close the app and try again later."</i></p>	Please close the app and come back later.
HTTP Request Timeout (i)	All Screens (except Scenario Feedback screen)	<p><i>"We seem to be having issues with our online services.</i></p> <p><i>Please refresh the page and try again. Otherwise, please close the app and come back later."</i></p>	Attempt to refresh the page. If this problem persists, close the app and come back later.

HTTP Request Timeout (ii)	All Screens (except Scenario Feedback Screen)	<i>"We seem to be having issues with our online services. You can continue to use the app."</i>	You can continue to use the app; however, you may face issues when trying to download new content. Close the app and come back later if necessary.
Not Enough Storage Space (i)	Scenario Menu Screen	<i>"You don't have enough storage space on your device to download this. Please free up [dependent on file size] MB of storage space before trying to download this again."</i>	If you do not have enough storage space to download any new scenarios, exit the app and delete content on your device. You can still launch previously downloaded scenarios.
Not Enough Storage Space (ii)	Language Selection Screen	<i>"You don't have enough storage space on your device to run this app properly. Please free up 30MB of storage space before refreshing the page to continue."</i>	If you do not have 30MB storage space when attempting to progress, you will need to exit the application and delete content on your device.
Not Enough Storage Space (iii)	Scenario Feedback Screen	<i>"You don't have enough storage space on your device to save your Feedback. Please free up some storage space before refreshing the page. You can continue without freeing up storage space, but your Feedback will be lost."</i>	If you do not have enough storage space to store your scores, exit the app and delete content on your device. You can still proceed without saving your scores.
Major App Version Update	Home Screen	"UPDATE VIRTUAL SKILL-UP" <i>We've got a major update for the app! You'll need to download this update from your app store now, before using the app so that everything works properly."</i>	Mandatory App update. To continue using the app, this update must be downloaded.

Minor App Version Update	Home Screen	"UPDATE VIRTUAL SKILL-UP?" <i>You can download this update from your app store now or continue to use the app and update later."</i>	Optional App update. You can choose to download this update now, or at a later stage.
--------------------------	-------------	--	---