

Frequently Asked Questions

What do I need to participate in the Boat Parade Poker Run?

You will need to download the Mobile Adventures App onto a smartphone in order to participate in this hunt. You will need a device that uses iOS Version 12.1 and above or Android Version 5.1 and above. You will need a good Wi-Fi signal or data to load the App onto your phone.

Why can't I download the Mobile Adventures App or get it to open?

If the Mobile Adventures App won't open or download your device may be incompatible. Try using a different phone that has an up to date operating system.

Why can't I scan the QR Code?

You may not have allowed the App access to your camera. You will need to check that it can have access. Check the settings area of your phone to look at the settings for the Mobile Adventures App. Make sure **allow microphone and camera** is turned on. You will also need the App to **allow location services** as that is the only way you will see and have the opportunity to open the tasks at the check-in points. If you can't find the settings on your phone, delete the App and reload it. When it prompts you to allow microphone, photos and location, say yes to all.

The QR Code still won't work. What do I do now?

You must scan the code through the Mobile Adventures App, NOT from your camera or any other QR code reader. If you have trouble scanning the QR code, enter this code instead just above the green "Download Game" button: 706452096345.

The QR Code worked, but the game won't download. What happened?

You need a strong Wi-Fi or data signal to download the App. If you are at the Riverwalk try going to a location that has Wi-Fi and download it there rather than using your cellular signal. Do not let your phone go to sleep during the download or it will stop, and you will have to start the download again.

I still can't get into the game. Why?

Ensure you took your selfie and entered your boat name. You will need to do those two things before you join the game. Once you have done that, tap the white "Join Game" button at the bottom of the screen. If you are having trouble entering your boat name, tap inside the dotted line box that says "Boat Name" just above the "Tap to edit" text.

What do I need to be successful during the Boat Parade Poker Run?

1. Load the Mobile Adventures App onto your phone before you head out to the event if you have the time.
2. Make sure your device is fully charged.
3. Bring an extra battery source, if you have one.
4. Make sure you are connected to Wi-Fi or mobile data.

How can I get the GPS hotspots to open up?

Go to the location specified on the map. When you get close to the spot, the task should open. If it doesn't, zoom in on the map to see if you are actually in the correct location. Phones act differently when it comes to GPS hotspots. If it still does not open when are certain you are in the correct location, make sure you have location services turned on for the Mobile Adventures App. This can be found in

your phone's settings under the Mobile Adventures App. Also ensure you have location services enabled on your own device settings.

The App froze, now what do I do?

Hard close and reopen the App.

What if I need to switch devices before the Boat Parade Poker Run is complete?

Note the rejoin pin number before you power off the original device. If you want to rejoin the game where you left off, you will need to 1) rescan the game QR code or enter the access code, 2) wait until the game says "finished loading" (DO NOT take a selfie), 3) press the cog in the top right corner, 4) choose "enter rejoin pin," and 5) enter the rejoin pin number you got when you left the game.

Android Geofence Accuracy:

- Wi-Fi must be turned on. It may seem weird, but the low power location management that Geofencing uses is primarily based off distances from Wi-Fi signals.
- Go to your devices Settings, navigate to your Location Settings. Make sure that your phone's Location is turned on and in High Accuracy Mode.
- Make sure that your device has given the app Location Permission (on Android 10 and higher you will need to give location permission "all the time").
- Newer devices put applications to sleep if they haven't been opened in a while. It is difficult to determine if your device has a setting for this or not. You will have to look through your phone settings to see. For example, the latest Samsung devices use the Smart Manager to put our app to sleep. To add our app to the unmonitored list on a Samsung, go to Settings – Battery – Unmonitored Apps – then add Mobile Adventures to the list.
- The phone must have mobile data. Geofences will not work with an Internet connection.
- The device must NOT be in Airplane Mode. Airplane Mode will disable both Wi-Fi and Location.
- Avoid using "Power Saving Mode" while using Geofences. The Geofences will be a lot less consistent while Power Saving Mode is turned on (as it will automatically lower your location accuracy).
- Avoid using "task killer" apps on your phone. Task killer apps can potentially kill the background processes that monitor the Geofences. Any application that has the ability to kill, stop or sleep our application may prevent Geofences from working.
- Redraw Geofences if you find the app isn't picking up the hotspots, navigate to the in-app Settings – Diagnostics, then tap on "Redraw Geofences."
- As a last resort, hard closing (swipe to close) and reopening the app will re-add Geofences, so give this a try if tasks are not unlocking.