

# Frequently Asked Questions

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## Configuration

### 1. Where is the app available?

The app is available on the iOS App store, Blackberry World and Google Play store. Simply log in to your device's store and search "GoSpaces Mobile". Follow the prompts to download the app on to your device.

### 2. Is GoSpaces only available on company issued phones?

No, you can run GoSpaces on any mobile devices. Feel free to download the app on your personal devices so you can always track your contributions.

### 3. How often does GoSpaces update?

GoSpaces runs periodic updates to support bug fixes and any platform enhancements. On some devices, these updates will be pushed automatically. On other devices, the updates will be available for download in your app store.

### 4. Do I need Wi-Fi or data to use GoSpaces?

Yes, your phone will need to be connected to data and/or Wi-Fi in order to use GoSpaces. If you are not connected to Wi-Fi or data, your contributions will not be recorded.

### 5. How much data does GoSpaces uses?

GoSpaces is a very light application. It uses minimal data compared to other popular social media apps like Facebook or Instagram.

### 6. Can I run my GoSpaces profile on different devices?

Yes, you will be able to run your GoSpaces app on multiple devices. After downloading the app, log in using your GoSpaces credentials. Your profile will automatically sync between devices.

### 7. Why does GoSpaces look different on my phone?

GoSpaces supports many versions of operating systems to ensure everyone has access to the app. If you are running an older operation system, or different types of devices, you may notice slight changes in the app's appearance. However, functionality will remain seamless across all devices and operating systems.

### 8. What personal information does GoSpaces collect?

GoSpaces only needs your email address, first name and last name. That's it!

## 9. How do I edit my profile?

Click the three lines at the top left corner of your screen. This will open a drawer of menu options on the left. At the top of this drawer, you will see a gear icon. Click this icon to access your profile details. You can simply click and edit your details and change your profile picture.

## 10. How do I reset my password?

If you have forgotten or misplaced your password, simply click “I forgot my password” on the login screen. An email will be sent with a verification code. Just follow the prompts to create a new password.

## Support

### 11. How do I get support using GoSpaces?

We’ve loaded training videos on our Learn Portal. To access this portal, go to [www.gospacesmobile.com/learn](http://www.gospacesmobile.com/learn).

### 12. How can I sign up for GoSpaces?

Simply download the app on your device and log in using your corporate email address!

### 13. How does GoSpaces collect data on any bugs or glitches in the app?

If you notice anything wrong with the functionality of the app, please report it to your main GoSpaces counterpart internally. These issues need to be sent to GoSpaces so that they can be resolved as soon as possible.

## Functionality

### 14. What is the difference between regular challenges and group challenges?

Regular challenges are done individually and can be joined at any point in time.

Group challenges have a fixed start and end date. You have to join group challenges before they begin. Once the challenge becomes active, you will not be able to join.

You can also invite your friends to join you in the group challenges. Simply click the button “Challenge a friend” and select their names from the search query.

### 15. Will the challenges ever change?

Yes, the challenges will change in and out. There is no specific timeline for switching out challenges, so always keep your eyes open for new ones to join!

Group Challenges are pushed randomly. You will see a new Group Challenge 72 hours before it starts. Once the challenge is complete, it will disappear from your list. Keep your eyes open for new Group Challenges and make sure you accept within the 72-hour window!

## **16. Can I invite anyone to participate in a group challenge?**

You can invite anyone who is already a GoSpaces user. To invite a friend to a challenge, type their name into the search bar. Only GoSpaces users will be available to select in this list. Simply click on their name to challenge them. You will not be able to click on their name if they have already been challenged.

## **17. How do I join a group challenge?**

To join a group challenge, you can simply hit “accept” on your Contributions page. For more details about the challenge, you can click on the challenge to open the challenge card. On the challenge card there is an option to “begin challenge” at the bottom of the screen.

Challenges you’ve accepted will appear when you click “view all” beside “Group Challenges” on the Contributions page. They are organized in three categories: (1) new challenges that you haven’t accepted yet, (2) challenges you have accepted but have not started yet, and (3) challenges that are currently active.

## **18. How come I didn’t receive points for my group challenge?**

Group challenges have a set start and end date. Points are allotted when the challenge reaches its end date. If you finish the challenge early, your points will come through once the challenge closes.