

# GAMEWAGON

## VIRTUAL PARTIES

### FREQUENTLY ASKED QUESTIONS

#### MINECRAFT

##### **I do not have Minecraft. Where can I get it?**

You can buy Minecraft at <https://www.minecraft.net/> or on console/smartphone marketplaces. The prices vary depending on which platform you buy a license for and the package you purchase. The website will guide you through finding the right version for you.

##### **What version of Minecraft do I need to join Gamewagon events?**

At Gamewagon we use Microsoft's Minecraft (also referred to as 'Bedrock'). This version is the most compatible allowing play cross-platform across Windows 10 PC, PlayStation 4/5, XBOX One/SeriesX, Nintendo Switch/Switch Lite, iOS/Android devices, Oculus, Amazon Kindle Fire and Fire TV.

It looks like this:



Not like this:



### **I have Minecraft JAVA Edition on PC/MAC – will this work?**

Sorry, no. Minecraft JAVA and Microsoft Minecraft (Bedrock) are entirely different games. They look identical but are fundamentally dissimilar in their code. Microsoft rebuilt the game from scratch in C++ after purchasing the JAVA edition from Mojang. C++ and JAVA are incompatible.

### **Can I use/convert my Minecraft [Incompatible edition] account for a compatible Minecraft account.**

Sadly, no. Since Microsoft purchased Mojang in 2014, sales of the game have been considered individual, separate licenses and cannot be exchanged.

### **I do not have an XBOX – why do I need to log in/register an XBOX / Microsoft account to play?**

Microsoft now encompasses all its gaming related content under the XBOX brand. We agree, this is confusing because their console is also called XBOX! You will need to log in using a Microsoft account email to connect to their systems and play online.

### **I play on PC / PlayStation / iOS/Android / Nintendo Switch – Do I need an XBOX Game pass to play online?**

No, you will not require this. Nintendo Switch users will however have to purchase a Nintendo Switch Online subscription and PlayStation users will need to be subscribed to PlayStation Plus.

### **I have an XBOX account but cannot connect to online play?**

You will need to have an XBOX Game Pass or XBOX Live Gold subscription to access online content. This is a rolling monthly/periodic payment so make sure to cancel it with Microsoft if you intend to stop playing online. Visit [xbox.com/en-GB/xbox-game-pass](http://xbox.com/en-GB/xbox-game-pass).

You should also check your game is logged in with a Microsoft Account which is prompted in the bottom left of your game menu with a 'Sign In' button.

### **I have a Nintendo Switch Online account but cannot connect to online play?**

Registering an account is free but you must then pay for the Online subscription to access online features. This is a rolling monthly/periodic payment so make sure to cancel it with Nintendo if you intend to stop playing online. Visit [nintendo.co.uk/eshop](http://nintendo.co.uk/eshop).

You should also check your game is logged in with a Microsoft Account which is prompted in the bottom left of your game menu with a 'Sign In' button.

### **I have a PlayStation Network account but cannot connect to online play?**

Registering an account is free but you must then pay for a PlayStation Plus subscription to access online features. This is a rolling monthly/periodic payment so make sure to cancel it with Sony if you intend to stop playing online. Visit [playstation.com/en-gb/ps-plus/](https://playstation.com/en-gb/ps-plus/).

You should also check your game is logged in with a Microsoft Account which is prompted in the bottom left of your game menu with a 'Sign In' button.

### **I have active online subscriptions and a valid copy of the game but still cannot get online?**

If enabled, please check any parental controls settings on your console allow online play. You may also need to check privacy & online safety settings on your Microsoft account. Visit [account.xbox.com](https://account.xbox.com) and sign in as the organizer profile for your Microsoft Family Group to access these settings. From the Adult organizer profile you will be able to amend the settings for connected Child accounts in your group. Select the profile you wish to manage and click XBOX One / Windows 10 Online Safety Settings. 'Join multiplayer games' and 'You can create and join clubs' must be set to allow and then click submit and return to your game.

### **Do I need a Minecraft Realms subscription to join the Gamewagon UK Realm?**

No, you do not need a realms subscription to join our Realm.

### **Do you offer any Minecraft events in JAVA?**

Our weekly after-school club includes JAVA Fridays – a club night specifically for JAVA players. This can be booked at the start of the term and runs 5.30 – 6.30pm.

### **I am worried about my child's online safety/GDPR.**

Our parties are hosted by Enhanced DBS checked and trained Game Experience Managers. Gamewagon employees will never ask you to disclose private personal information to us online nor will we store/use any information other than what is relevant to give access to our online spaces. We endeavour to create a safe space to come together online in adherence with correct safeguarding procedures.

### **What age are your events suitable for?**

Whilst Minecraft is a game for 7+ we recommend at the very least knowing your way around the controls/some experience playing to help the party be the best experience for you. We will always be on hand, guiding the experience with you in case you get stuck. As players may be accessing the game from many different devices at once, instructions may become difficult/get lost in translation if you are a complete beginner.

**Can I join in split screen play?**

Yes, split screen features are compatible with our Minecraft parties! This feature is only available to console users.

**I have a technical question/issue. Where can I contact you?**

We have a technical support thread open on our Discord community. You can find us at <https://discord.gg/szvFqcp> and leave a message in #tech-support. If you're yet to join us on Discord, please email [chris.hoare@gamewagon.co.uk](mailto:chris.hoare@gamewagon.co.uk) or call on 0800 088 6510!

## **DISCORD**

### **What is Discord?**

Discord is many things all rolled into one. It is an online forum, an instant messenger, and a video conference platform designed specifically for gamers! This is handy for us at Gamewagon as it gives us many ways to enhance your experience and simpler for you as you'll find many things all in the same place!

It is also private helping us to increase safety and security for all our guests. It's invite-only and even Gamewagon can't access to your registration information! We've installed community guidelines, content filters, two-factor authentication and a #report channel to ensure things are buttoned tight! Discord is quite nifty at catching super-villains!

### **Where can I get Discord?**

Discord is free to use in browser or download and as an app from the App store/Google Play marketplace. It's a simple registration process simply requiring the DOB and Email of a responsible adult.

### **Discord has blocked my registration.**

Like many online services Discord has an age cap 13+. We recommend you register an account with the details of a responsible adult to retain control of your child's online activities! If you have tried to register with an ineligible DOB, please try to register again from another device. Once registered and verified you can log into your account from any device.

### **How do I navigate in the community?**

The Channel List is where you'll be able to see everything happening on the Gamewagon server. You'll see this on the left of your window on PC. If accessing Discord via the App, the Channel List is revealed by clicking the three lines in the top left! Channels are organized into drop-down categories to speed up navigation!

Channels are separated into two types, text channels (#) and voice channels (speaker). For the most part you'll only need to focus on #text-channels which are public message threads about the featured topic. Voice channels are used for connecting to parties, events & workshops in addition to contacting Gamewagon with support queries. Simply join or view any channel by clicking on it!

New posts will be marked on channels by a white dot.  
Mentions (like tags) are marked by red bubbles.

You may not be able to view all channels at first depending on the permission level we set for you! Once we have identified you are not a bot or stranger, more channels will become available to you and you will be able to send messages.

## How safe is Discord?

Our community on Discord is extremely safe. The only people with access are previous customers and guests of Gamewagon and we have total control over the accounts and content in voice and chat threads. However, we are not responsible should you choose to join any other server groups or communities which are not Gamewagon affiliated!

Adjusting your settings will help you design your own experience. Whilst we have a rigorous permissions system in place, helping to moderate how users interact with us, you may wish to make some finer tweaks yourself! These are located at the bottom of the Channel List with a gear icon on PC or your profile icon/image on App.

## What are your community guidelines?

Our community guidelines form our commitment to how we shall, and how we expect all our guests & members, to behave in our chat and voice channels. This list is by no means comprehensive and we will endeavor to update these practices to keep and maintain the Gamewagon UK community as a safe space for all our visitors. Please take your time to read through our guidelines as excuses will not be tolerated for infringing them and may result in warnings or your removal and temporary/permanent ban from our online spaces.

**FUN!** - This is a forum to come together and talk about or play your favourite games with friends. Remember to keep it light!

**Respect** - We ask that you be respect everyone's voice and opinion whether in text or voice channels. As a general rule of thumb please avoid political, religious, class & economical topics of discussion.

**Patience** - Please be patient if you do not receive a reply to a question or comment you place in any thread. We are a small team and it may occasionally take time to resolve issues and respond.

**Responsibility** - Please behave responsibly and consider what you post. We operate with zero tolerance for bad language, bullying & inappropriate content. This includes, but is not limited to, racism, homophobia, transphobia, ableism, hate speech, targeted direct messaging, hacking/posting private information, violent or adult images and cyber threats.

**Safety** - Please refrain from sharing personal data. Staff will never ask you for your full name or contact details and are easily identifiable with Green/Orange display names. If you have a concern or wish to report something you have heard or witnessed on our forum please inform us in the #report channel in the Support category.

**Appropriateness** - Please make sure your posts fall into the category of the channel you are posting in as designated by the channel title & description. This helps us to keep discussions on topic and useful to all.

**I want to leave your Discord community.**

We totally understand, the internet is a crazy place! As part of our commitment to prioritize the safety of your children online and in all our interactions, we promise to offer total transparency on how to 'opt-out'. To do this all you need to do is right click on the Gamewagon Logo to the left of the channel list and click 'Leave Server'. This will totally sever your connection with us through Discord and cease any push notifications! If accessing via app, you can delete the app at this stage.

**I have a technical question/issue. Where can I contact you?**

We have a technical support thread open on our Discord community. You can find us at <https://discord.gg/szvFqcp> and leave a message in #tech-support. If you're yet to join us on Discord, please email [chris.hoare@gamewagon.co.uk](mailto:chris.hoare@gamewagon.co.uk) or call on 0800 088 6510!

## **FORTNITE**

### **I do not have Fortnite. Where can I get it?**

You can download Fortnite from the Epic Games store or on console marketplaces. The game is free to download however contains optional microtransactions for additional cosmetic content.

### **I have an XBOX account but cannot connect to online play?**

You will need to have an XBOX Game Pass or XBOX Live Gold subscription to access online content. This is a rolling monthly/periodic payment so make sure to cancel it with Microsoft if you intend to stop playing online. Visit [xbox.com/en-GB/xbox-game-pass](https://xbox.com/en-GB/xbox-game-pass).

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### **I have a PlayStation Network account but cannot connect to online play?**

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### **Why can I no longer join from an iOS/Android Device?**

Apple and Google are engaged in a legal battle with Epic Games and the mobile operators have disabled the game on iOS & Android indefinitely until a resolution. This was triggered by a lawsuit filed by Epic Games against Apple to claim compensation for commission rates charged by Apple as part of their agreement. Epic Games simultaneously introduced an in-game transaction service, prompting players to purchase through them and not Apple to circumvent their financial commitments. Both Apple and now Google have countersued Epic Games for breach of contract.

### **Can I join in split screen play?**

Unfortunately, split screen features are only accessible for Battle Royale gameplay and not Creative lobbies where our events are held.

### **What age are your events suitable for?**

PEGI's assessment of Fortnite concludes 'frequent scenes of mild violence. It is not suitable for persons under 12 years of age'. We do require consent from parents/guardians of all guests to play the game. Guests will not have access to public online features during our event to safeguard

against inappropriate content and toxicity in the wider Fortnite community. We do not condone the negative business practices of Epic Games.

**I have a technical question/issue. Where can I contact you?**

We have a technical support thread open on our Discord community. You can find us at <https://discord.gg/szvFqcp> and leave a message in #tech-support. If you're yet to join us on Discord, please email [chris.warren@gamewagon.co.uk](mailto:chris.warren@gamewagon.co.uk) or call on 0800 088 6510!

## **AMONG US**

### **I do not have Among Us. Where can I get it?**

You can download Among Us for free on iOS/Android devices from the App store or Google Play marketplace. On PC the game is available for £3.99 and can be downloaded through the Steam store. Visit: [https://store.steampowered.com/app/945360/Among\\_Us/](https://store.steampowered.com/app/945360/Among_Us/)

### **How do I join the party?**

We can only create game lobbies once the party has started. Keep an eye out for the Zoom meeting information via email and we will issue join codes through the party voice and text chat there. Make sure you are also searching on the correct server (Europe, North America, Asia) or the code will not work!

### **Can I join in split screen play?**

Unfortunately, there are no split screen features in Among Us. The rules of the game enforce you should not be able to see someone else's game who you are playing with as this can reveal who the imposter is and ruin the game.

### **What age are your events suitable for?**

Among Us is in line with a PEGI 7 rating. This defines, "content with scenes or sounds that can possibly frightening to younger children [...] Very mild forms of violence (implied, non-detailed, or non-realistic violence)." We operate our games in private lobbies and guests will not be exposed to public players, features or content.

### **I have a technical question/issue. Where can I contact you?**

We have a technical support thread open on our Discord community. You can find us at <https://discord.gg/szvFqcp> and leave a message in #tech-support. If you're yet to join us on Discord, please email [chris.warren@gamewagon.co.uk](mailto:chris.warren@gamewagon.co.uk) or call on 0800 088 6510!