

# xCHANGE FAQs QUICK GUIDE

## Screen freeze

- Wait 10 seconds, and try

*If not better, then....*

- Refresh the browser

*If not better, then....*

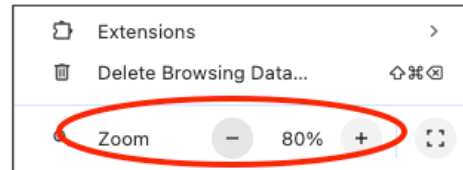
- Close the browser (& any other windows open)
- Open a new browser window
- Open settings in browser, clear the cache, reload simulation with password

*If not better, then....*

- Provide the team with an unused password
- Hide the data from the old password in the Manage Reports area

## Display is cut-off

- Select the zoom out feature
- Zooming out to 80% should provide full view



## Is progress automatically saved?

- Yes, in real time

## Participants were "timed-out"

### Why?

- 3 hours of inactivity
- Loss of internet connection
- Browser misbehaving, unstable wifi
- PC misbehaving, other apps running

## Can the simulation be ended at a specific time or early?

- No. Only reaching 100 days or stopping work will stop the simulation.

### Technical Support

#### Non-Urgent

- Email: [xchange-support@xlead.co](mailto:xchange-support@xlead.co)

#### Urgent

- Within 24 hrs of launch/during Simulation
- Email: [xchange-support@xlead.co](mailto:xchange-support@xlead.co)
- Cc: [christophe.corboeuf@prendo.com](mailto:christophe.corboeuf@prendo.com)
- Follow up with text, WhatsApp, or call to:  
Christophe Corboeuf  
+33 6 21 80 50 37

#### Full FAQs

- <https://www.xlead.co/facilitator-faq>