

TICKET QUESTIONS

BUG REPORTS

1. Check noted-bugs, some bugs have quick fixes, others don't.
- If an issue arises, rejoining should usually solve it.
 - If **nothing works**, this poses as a serious issue. Contact dev team.

GAME ISSUE

Can I get a refund on a game pass?

No - we don't issue refunds unless the game pass did not work.

Why is my server lagging?

Solved. All servers should function just fine now – except there are plane throttle issues.

- **Chromebooks** function awfully with our game, not much we can do.

Why can't I fly my plane?

Plane throttling currently has difficulty functioning. Working on it.

To fly a plane on PC, check the controls menu: 'E' to start engine, W/S to throttle, mouse to direct the plane.

To fly a plane on Mobile, check the controls menu.

Why isn't my boat working?

Boats are working.

- **On PC**, hold 'W' for a few seconds.
- **On Mobile**, drag the thumb pad up for a few seconds.

Why did I lose some of my cash?

The auto save system saves every minute. To see if your data saved recently, there will be a green notification text on the bottom left of your screen saying 'Saved successfully'.

Data loss is near impossible. If there are signs of any data being reset or completely erased - try rejoining, and make sure the **player claims the tycoon door**. If this still failed to work, report this to the dev team.

Why isn't the twitter code working?

SOLVED (June 11, 2020). Now works consistently (in new servers).

I disconnected after purchasing in-game cash, can I get a refund?

No - but you can get your cash back. Make sure the player provides believable evidence - such as going to the **transactions page -> purchases -> showing the cash they purchased** and a **video of them reloading the page**. The more info the better.

- Send this info to Florian or Rocky and if all looks good, we can edit the player's cash value.

Chromebooks don't function well with our game. If a game pass does not work as intended on chrome books - we may accept refunds.

Game breaking issues: If the player is encountering game breaking issues - make sure to ask vital questions like:

- What device are you on? (Chrome books are the worst)
- When did you play?
- Did you try rejoining?

We take the ticket system seriously. If players use it to troll or waste your time, contact a mod to have them warned/muted. After two warnings, they'll be kicked. If players need help with simple situations such as finding codes, knowing when new updates come out, where are the islands - feel free to answer them or simply link them to #faq.