

Team B - FAQ - Customer

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1. General Questions

Which platforms are supported?

- Every platform that has a common browser

How does the platform work in general?

- There are thematic sections with some lessons as content. A lesson usually consists of a video and a small script to read. After each section there is a small quiz to check the progress. However, you can watch all the lessons at any time and you do not have to go through them chronologically.

How do I get help when I have questions or problems?

- Search this FAQ for your problem. If you still need help after that you can either contact a teacher or content provider or send us an email. You can find the email under contact on the website.

If there are changes to how it works, how will I find out?

- We will always keep you up to date on the website. If there are new features you will find under the tab "new from the platform".

2. Login / Logout

Which data do I have to provide when registering?

- Name
- E-Mail address
- Password

How does the registration work?

- After you registered your account you have to wait for a confirmation from a teacher. You will get an E-Mail with the conformation and than you can login to your account.

3. Roles

Which roles are there?

- Content provider
- Teacher
- Student

What permissions do students have?

- Edit own profile
- Delete own account
- Take courses
- Retake courses
- Ask medical questions

What permissions do teacher have?

- Same as students
- Invite students and teacher
- Review taken courses of students
- Answer medical questions

What permissions do content provider have?

- Same as teachers
- Invite teacher and content provider
- Add new courses with new content

- New courses
- New tasks
- New quizzes
- Edit content
 - Add questions to videos
- Remove content

Which profile information can be edited?

- Email cannot be edited (unique)
- Name (must)
- Optional
 - Age
 - Hospital
 - Telephone number
 - Picture

Which additional information is given by the profile?

- Progress of taken courses
- Reminder of available courses
- Achievements

4. Gamification

What is Gamification?

- Gamification describes the incentivization of people's engagement in non-game contexts and activities by using game-style mechanics

Why do you use it? How do we as users profit from it?

- Gamification leverages people's natural tendencies for competition, achievement, collaboration
- Our main goal is to improve your experience with our platform and to boost motivation in your learning process

How do you achieve to implement Gamification on your platform?

- There are four different techniques of playful learning:
 - Achievement System
 - Reaching new levels with advancing progress
 - Unlockables for Avatars
 - Interactive Quizzes to test your knowledge

How does the Achievement System work?

- Earn Achievements when completing certain challenges (e.g. finishing a certain course; multiple correct answers in a row; ...)
- Achievements are displayed in your account and can be seen by yourself and other users

How does the Level System work?

- You earn points by completing tasks (e.g. making progress in courses; answer questions correctly; ...)
- When you have collected enough points, you will level up
- Your level will be displayed under your name for everyone to see (e.g. "Rookie"; "Superstar"; ...)

What is an Unlockable? How do I get them?

- With some levels and achievements, you can unlock new features for your avatar such as a different background or an accessoire such as a hat or sunglasses

How do the interactive quizzes work?

- There are two types of quizzes:
 - The "Recap-quiz" after a lesson or section
 - * After a lesson or section there is a quiz to deepen the content
 - The "Quiz-Battle"
 - * You and another user will be asked a certain set of questions with limited time to choose your answer
 - * The one who gets the most questions right wins

5. Offline-Usage

Is it possible to use the platform offline?

- Yes, but with limited features

What are the offline features?

- Download videos, audio and pictures
- Download written lectures as .pdf files
- Download appointments as .ics files

6. Content Management

Who can provide/edit/remove content?

- Only content provider can do these types of things

Which types of content are currently supported?

- Pictures: jpeg, png
- Videos: mp4
- Audio: mp3
- Documents: pdf, .docx