Customer Help: Growing Gamers

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Commercial Link: https://youtu.be/IgxRJGT3z3U

1.0 Getting Started

1.1 Forward

It is easy to encourage and praise a child whose primary competitive and social outlets are sports. There are scheduled practices, game days to show their stuff, and rules that are familiar to most. When a child's primary outlet is not physical but rather in the digital world, it can be difficult to know how they are doing. Are they playing well? Is their time spent online interfering with other aspects of their lives? Are they having a positive experience? Are they playing because they are addicted?

The goal of Growing Gamers is to improve the wellbeing of gamers and gaming communities by helping parents be better informed and more involved with their child's gaming life. Growing Gamers gives parents the ability to be informed of their child's performance, successes, failures, and habits.

The intended use of this application is for parents to set some rules and boundaries for their child, the child should be left to independently manage their gaming time within the bounds of the rules. Children will receive helpful messages and reminders to encourage them to make healthy choices. Parents will receive by text information about their child's performance and habits, this enables parents to encourage and praise their children.

There are products out there that encourage totalitarian parenting styles without consideration for the need for parent-child collaboration. Growing Gamers wants parents to work with their children for better or for worse, not just implement rigid controls for children with little regard for their hobby.

1.2 Setting Up/Making an Account

a. Install Overwolf.
b. Install Growing Gamers from Overwolf store.
c. Launch supported game (League of Legends).
d. Enter the parent cell number.
e. Enter the verification code.
f. Click the "parent portal" link in the top left corner.
g. On the parent portal, enter the parent cell number.
h. On the parent portal, enter the verification code.
i. Scroll down and adjust settings as desired, submit when finished.

2.0 Customization

2.1 Parent Portal

The parent portal is a web page which allows the parent to set rules for their child, customize what information they wish to receive, and view metrics reflecting their child's performance and habits. If changes are made, the "submit" button at the bottom of the "settings" section must be clicked. Any erroneous fields will be highlighted in red, the settings will not update until no red fields remain and the submit button is clicked.

The parent portal can always be accessed in one of two ways. The first is to open the Growing Gamers app and click on the "parent portal" link in the top left corner. The second is by accessing the URL:

https://ec2-35-183-27-150.ca-central-1.compute.amazonaws.com:5001/parentPortal

The performance data and settings are protected by cell authentication. Only the individual who possesses the parent cell phone may access the portal.

2.2 Rules

The rule section allows for the parent to decide what reasonable boundaries are for their child. Default values will populate the fields if no customized settings are entered.

Bedtime:

The latest time the child should be playing games, if a game is played shortly after the bedtime is reached, it is flagged as a violation.

Playtime Limit:

The maximum amount of time (in minutes) that the child should play the game on any given day. If this play time is exceeded, it is flagged as a violation.

Game Limit:

The maximum number of games the child should play in a day. If this number of games is exceeded, it is flagged as a violation.

The parent can choose whether or not to be immediately notified of rule violations via the checkboxes below the rule fields.

2.3 Digests

Digests are summaries of activity over a set period of time. Digests include information on the child's performance, habits, and exceptional occurrences. Frequency

of digests may be customized in this section. It is recommended to at a minimum receive daily or weekly digests.

3.0 Frequently Asked Questions (FAQ)

Q: What if my cell phone number changes?
A: Uninstall and reinstall the application, setup the app using the new cell phone number.

Q: Can multiple children be tracked by a single cell phone number?
A: No, all games played bound to a cell number add their stats together. So while it is practical and possible to effectively track a single child over multiple machines, it is not practical to track multiple children. We are looking into adding functionality to support multiple children under one phone number as a future iteration of our product.

Q: My child plays on more than one computer, can I use this application?
A: Yes. Simply install the application on all relevant computers using the same cell number each time.

Q: Can I set a different limit for weekends?
A: No, however this feature is of interest to us and may be included in a future update.

Q: Is this app useful for individuals?
A: Yes! The app is useful for individuals trying to reduce their screen time or get to bed at a good hour. It is also useful for tracking performance and observing changes. Our digests may be valuable to individuals interested in their own gaming habits.

Q: Can my child play any game and I will receive information about it?
A: No. Our product is currently only compatible with the video game League of Legends. We do, however, want to expand into other popular games such as Fortnite!

Q: How do you collect this information about my child's gaming habits?
A: The application sees when meaningful events occur in the game and reports this to our servers. This includes wins and losses, kills and deaths, as well as play time.

Q: Can anyone make changes to my account?
A: No. Only individuals with access to the security codes sent by text can make changes to your account.