

School IT troubleshooting guide

This guide was designed to help school IT admins in troubleshooting the issues that your school is experiencing with using Delightex Edu.

Common tech issues

We can't access or log into Delightex Edu. / We can't access or view any Delightex Edu.

1. Using the device you're experiencing issues with, go to our [automatic test page](#).
2. If the test detects one or more issues, please follow the instructions.
3. Try opening this [Project](#) and test playing it.
4. If you're still experiencing issues, contact us using the details on the next page.

Delightex Edu loads but is running slowly. / We're experiencing serious delays.

1. Using the device you're experiencing issues with, go to our [automatic test page](#).
2. If the test detects one or more issues, please follow the instructions.
3. Try opening this [Project](#) and test playing it.
4. If the issue continues, please [read this information](#) and follow the instructions.
5. If you're still experiencing issues, contact us using the details on the next page.

Whenever we open the Delightex Edu mobile app, we see a message asking to "Update Delightex Edu", but can't update the app.

When a Delightex Edu app update is released, it may take up to a few hours for the update to be available through your app store. Please give it a bit of time.

We can't use the VR mode or AR mode on our devices.

Not all devices are VR/AR-compatible. [Check that your device supports VR/AR](#).

Getting support

Have you tried everything and it's still not working? Please [contact us here](#) or directly email info-edu@delightex.com and we'll do our best to help resolve the issue!

For us to be able to find the issue, please send us a report in the following format, making sure to **address all mandatory points** listed below.

Sample report:

1. Clear **description of the issue** you're experiencing

Example: "I can't move the Lion object when it's attached to a wall"

2. All the **steps taken** leading to the issue explained above

Example:

1. Add a lion
2. Attach the lion to the wall
3. Try to move the lion
4. Observe that the lion doesn't move

3. **Share link** to the **remixable*** Project in which this issue occurs

Include share link

* Need help sharing a remixable Project? Follow the steps on the next page.

4. Information about your Delightex Edu setup:

*Your Delightex Edu **username***

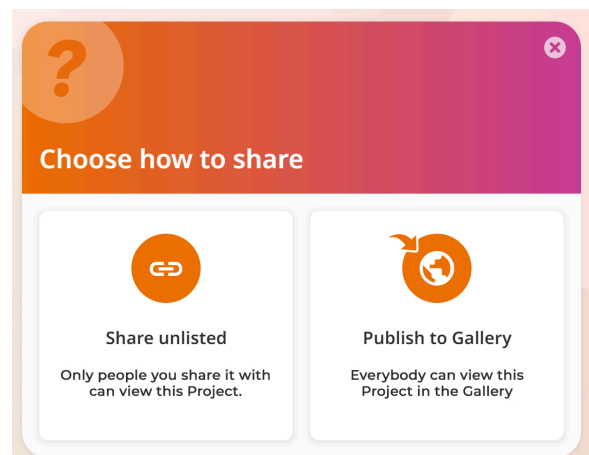
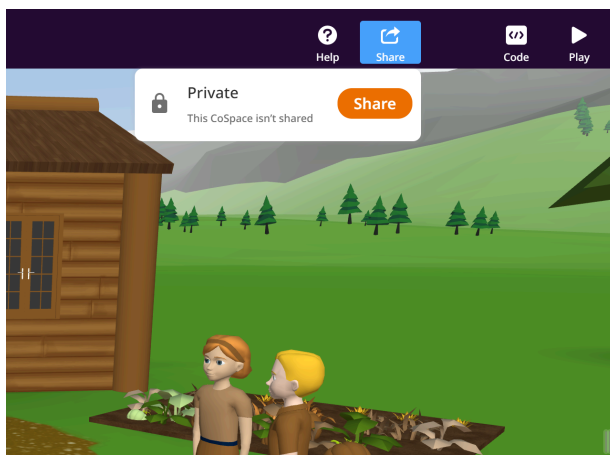
*The exact **device** and **OS** version that you're using when this issue occurs*

Sharing a remixable Project

In order to analyze any issues with your Project, we need to be able to remix it, meaning we can generate an editable copy of the Project you've shared with us.

A Delightex Edu Pro account is needed to share a Project as remixable.

1. Open the Project with the issue you're reporting and click **Share**.
2. If this Project isn't shared yet, click the option **Share unlisted**. Otherwise, go to step 3.



3. Enter your Project's details and enable **Remixing**. This will let us get a copy of your Project.

Copy your Project's **share link** and include it in your report.

