



## **Virtual Team Challenge (VTC): Frequently asked questions**

The following is a list of questions and answers pertaining to the rules, resources, rankings and more.

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- Will other teams be able to see my team's progress in the Virtual Team Challenge?
- How does my team gain an advantage in this challenge?

### **General Questions:**

#### **Q: What is the Deloitte Virtual Team Challenge?**

A: The Deloitte Virtual Team Challenge is a 3D online game that will give you a taste of conducting business as an employee of a fictional professional services organization. Each participant will fulfill one of several roles on a team and will compete against other teams across the United States to clean up an oil spill on the New City River.

#### **Q: What is the object of the Deloitte Virtual Team Challenge?**

A: In the Deloitte Virtual Team Challenge, you will play the role of an employee in a fictitious professional services organization hired by the fictional town of New City to organize the clean up of an oil spill and raise money to support that effort. The team that raises the most money wins! And the sponsor of this simulation



will make a real donation to the United Way Worldwide on behalf of the winning team, so you can actually make an impact on your community just by participating in the challenge!

**Q: How do I participate in the Virtual Team Challenge?**

A: To participate in the Deloitte Virtual Team Challenge, your teacher must register you, give you a password, and assign you to a team. Your teacher can register you on this website. You must also get a Parental Consent form signed by your parent or guardian and give it to your teacher before you can play.

**Q: I am a student in a class enrolled in the Deloitte Virtual Team Challenge. What do I need to participate?**

A: In order to participate in the Virtual Team Challenge, you will need access to a Windows, Mac, or Chromebook computer, a browser that supports WebGL, and a good Internet connection. Most students play the game in school, but some players also spend time out of school participating in the game.

**Q: How many weeks is the Deloitte Virtual Team Challenge?**

A: The Deloitte Virtual Team Challenge is open for six weeks, during which time participants must complete the three major tasks in the game. There is also an optional in-class curriculum that delves into certain aspects of the simulation content.

**Q: Who else will participate in the challenge?**

A: Students in high schools across the United States participate in the Deloitte Virtual Team Challenge twice a year, once in the Fall and once in the Spring, for six weeks each session.

**Q: How do I win/conquer the simulation?**

A: You will play on a team of four students and each member of your team will be asked to make decisions regarding specific aspects of the river cleanup. Find out as much as you can about your options in the game and make the decision that will raise the most money. The team that raises the most money as a result of making the best decisions wins the Deloitte Virtual Team Challenge. Your team will be competing with teams across the United States.

**Q: How will I know how I'm doing in the simulation?**

A: There is no "score" given in the simulation, but there are many measurements taken of each participant's performance. For example, you can see how much personal money you have by checking your Inventory. Additionally, you can view the leaderboard on this site and get an idea of how well your team is competing against the other teams. The leaderboards are not final until the game ends. Then, your teammates and you will find out how well you did organizing the cleanup of the river.

**Q: Do I need to own a computer to participate in the simulation?**

A: Although you do not need to own a computer to participate in the Deloitte Virtual Team Challenge, you do need to have access to a computer, a browser that supports WebGL, and a good Internet connection. Most students play the game at school, but some also play outside of school.

**Q: What kind of Internet connection do I need to participate in the simulation?**

A: You need a good connection. The best way to find out if your system will play the game is to test it out by [going to the game](#).

**Q: When is the next Virtual Team Challenge?**

A: The Deloitte Virtual Team Challenge runs twice a year—once in the Fall and once in the Spring—for six weeks. If your teacher has registered for the game once, then we'll email your teacher when the next run is open for registration. Otherwise, come back to this site in September or January and the home page will announce when registration is open.

**Q: Will I have to work beyond my normal classroom hours to complete the challenge?**

A: One of the objectives of the Deloitte Virtual Team Challenge is to learn to collaborate with your teammates and manage your time effectively. Completing the simulation will take about eight to ten hours from start to finish so you may want to commit time beyond your normal classroom hours to complete it.

**Q: Can I play the simulation alone or do I have to participate as part of a team?**

A: The Deloitte Virtual Team Challenge is designed for teams and to encourage and reward teamwork.

**Q: Where does the game take place?**

A: The Deloitte Virtual Team Challenge takes place in the fictional place called New City. New City is a medium size cosmopolitan city, with many inhabitants and area businesses with which you can interact.

**Q: Are there monsters or other enemies in the simulation? Will there be violence?**

A: Although the Deloitte Virtual Team Challenge is a first person game, there is no violence and there are no weapons in the game.

**Q: I am being asked a lot of questions by a lot of different characters. Where do I get the answers?**

A: Many characters in the simulation prompt you to answer questions based on information you can learn in the game world or in the material presented in class.

**Q: How do I know what to do next?**

A: If you are not sure what you should do next, open your Journal by pressing the j key or by clicking the "Jo" icon on the bottom of the screen. Look under the "Active" tab. You can also see your completed objectives under the "Complete" tab.

**Q: I am stuck in a room. How do I get out?**

A: To enter or exit any location in the game, click on the doormat that's on the ground in front of the exit/entrance.

**Q: I was told to find someone who is at a location inside the game world. How do I know where to go?**

A: Your map contains all known locations within New City. You can call up your map by selecting the map icon. A little arrow shows where you are on the map. Hover your mouse over any building to get the name of that location.

**Q: How will I communicate with non-player characters in the simulation?**

A: You will be communicating with animated characters throughout the game. Answer their questions by clicking on the answer choices below their questions.

**Q: Where can I find out more about Deloitte's efforts to help high school and college students?**

A: Visit Deloitte's [Students home page](#) for more information.

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### Technical:

**Q: When my students try to log into the game, they get a "No Response" message. What should I do?**

A: Have your students try the "System Check" button on the menu. It will attempt to diagnose the problem and most likely tell you that you are not connecting to one of our servers. For the game to run, students' computers need access to several servers. To resolve this, please ask your IT department to add the following URL's to their "white list:"

- [spillweb.us](http://spillweb.us)
- [spillmp.us](http://spillmp.us)
- [spilldata.us](http://spilldata.us)
- [virtualteamchallenge.com](http://virtualteamchallenge.com)

**Q: I am getting an error message when I try to load the game. What should I do?**

A: If you get an error message that has a "Continue" button, press that button and most often the game will continue to load and you can play. If you get an error message that says the memory is full or the cache is full or anything similar to that, you should clear your browser's cache, then try to load the game again. If you need further assistance, please email [support@virtualteamchallenge.com](mailto:support@virtualteamchallenge.com).

**Q: Does the simulation have support for the hearing impaired?**

A: The simulation has text versions of all pre-recorded voice-overs. User commands will produce "user feedback" graphically so that the hearing impaired, or users without speakers and/or headphones attached to their computers, are still able to use the simulation. If you require any accommodation utilizing the simulation, please contact [support@virtualteamchallenge.com](mailto:support@virtualteamchallenge.com).

**Q: What are the minimum system requirements for running the Deloitte Virtual Team Challenge?**

A: You need a Windows or Mac computer, or a Chromebook, a browser that supports WebGL, and a good Internet connection. To see if the game will run on your system, [go to the game](#). Then you can choose 'Test Game' from the menu that appears (it may take a few minutes.)

**Q: How do I install the Deloitte Virtual Team Challenge?**

A: No installation is needed. The current version of the game runs in your browser. Just click 'Play Game,' choose 'Student Login' from the menu that will appear (it may take a few minutes), then enter the username and password your teacher gave you and play the game.

**Q: Can I play through a Firewall?**

A: In most cases, yes. To see if the game will run, click 'Play Game.' Then you can choose 'Test Game' from the menu that appears (it may take a few minutes.)

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### Teams:

**Q: Can I change teams?**

A: No. Changing teams is against the rules. If you are having problems communicating with your teammates, speak to your teacher.

**Q: Can I seek help from other students in my school from different teams?**

A: No. This is a competitive and confidential situation. Collaborating with someone from another team—and giving away answers from the Deloitte Virtual Team Challenge—is against the rules, and may result in disqualification.

**Q: Will other teams be able to see my team's progress in the Virtual Team Challenge?**

A: All teams can view the leaderboards, but they are an approximate measure of where your team stands in the competition. Once the game ends, we will release the final listing of how each team did.

**Q: How does my team gain an advantage in this challenge?**

A: Every team and individual competing in the Deloitte Virtual Team Challenge has access to the same materials and information. In order to get ahead, you'll need to think strategically, work as a team, and pay close attention to the information given in the simulation and in class. The answer to all questions can be found either in the classroom materials or in the research resources and characters in the simulation world.

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