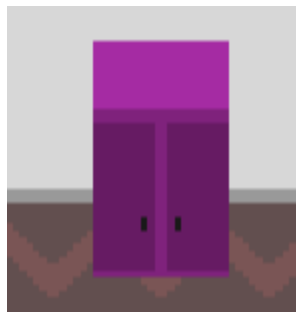


Inc Life Help Desk

General FAQ:

- What are the controls?
 - ARROW KEYS or WASD to move
 - ENTER, SPACE, or LEFT CLICK to interact
 - ESC to open the menu
 - C to open the chat
 - Hold E or Q to open/use emotes
 - ESC or LEFT CLICK outside of the menu border to close a menu or dialogue box
- How do I change the settings (volume, etc)?
 - Open the menu with ESC
 - Select the 'Settings' option with ARROW KEYS or WASD
- How do I rename myself?
 - Open the menu with ESC
 - Select the 'Settings' option
 - Select the 'Rename' option
 - Enter your new name
 - NOTE: names must be 3 or more characters long
- I got lost! How do I get back to the start?
 - Open the menu with ESC
 - Select the 'Teleport Back to Start' option
- How do I change my avatar's appearance?
 - Locate one of these changing rooms:



- Enter it to open the character customization screen

- You can unlock new customization options by discovering secrets within Inc Life!
- Why did [insert strange and/or frustrating glitch here] happen?
 - We don't know either! Please email wfarhat1@hwemail.com
- Where can I find the schedule/other participants' contact information?
 - Locate one of these signs:



- Interact with it by walking up to it and pressing ENTER, SPACE, or LEFT CLICKing on the icon that appears above your avatar
 - Choose the corresponding tab for schedule or contact info
- I keep hearing a gong noise. Why?
 - Don't worry about it
- Wow, this Inc Life thing is pretty neat. Where else can I find high-quality content like this?
 - <https://store.steampowered.com/app/1256900/Outset/>

Participant FAQ:

- How do I join a team?
 - After 2 pm on Tuesday, June 9th, the 'teams!' station will be open in the starting room; interact with it to open a menu of current teams
 - If your teammates haven't created a team, click on the 'New Team' button in the bottom-right corner to create one
 - If your teammates have already created a team, click on the icons until you find theirs, then click on the 'Join Team' button in the bottom-right corner

- How do I claim a Table for my team?
 - Once you have joined a team, find a Green Portal in the Library and walk into it
 - A prompt will ask you if you want to claim the table; click yes
 - The Table is now linked to your team and will send you to your team's private Zoom room
- How do I set my Table's status (the flag next to it to tell coaches to come or not)?
 - Press ESC to open the menu and select the 'Set Table Status' option
 - Click on one of the prompts that appears to set it as your status
 - Exit the menu to save your changes
- How do I ask a coach to join my team's Zoom room?
 - Once your team has claimed a Table, press ESC to open the menu and select the 'Ask Coaches for Help' option
 - You will see 2 options: 'No Filter' and 'Filter'
 - 'No Filter': displays a list of all coaches who are available
 - 'Filter': opens 2 more options: 'Filter by Industry' and 'Filter by Expertise'
 - 'Filter by Industry': displays clickable categories of specific coach industries
 - 'Filter by Expertise': displays clickable categories of general fields that coaches have experience in
 - Once you have finished selecting filters, a list of available coaches will be shown; click on any of these coaches to ask them to join your team's room
 - Green dot next to coach name: This coach is currently on Inc Life and will likely be quicker to join your room
 - No green dot: This coach is not currently on Inc Life and may take longer to join

Coach FAQ:

- [Overview Video](#)

- How do I log into my coach profile?
 - Rename your avatar to your first initial, last name, and the number 1
 - Example: Will Farhat → wfarhat1
- Even though I followed the above instructions, I still don't have coach access?
 - Sorry! That's a bug on our end. Please email wfarhat1@hwemail.com
- How do I see or edit my Industry/Expertise tags?
 - Open your menu with ESC and select the 'Change your own Coach Data' option
 - A menu will open with two options, 'Filter by Industry' and 'Filter by Expertise'; click on either to open the corresponding tags
 - Enable/disable specific tags by clicking on them
 - To save your changes, exit the menu (press ESC repeatedly or LEFT CLICK outside of the menu's border)
- How do I change the email that Help Requests are sent to when I'm not on Inc Life?
 - Please email wfarhat1@hwemail.com
- Can I change the times that I'm signed up to help?
 - Of course! Please email the new times to wfarhat1@hwemail.com