Job Aid:

Managing Games Administrator Guide

ONPOINT

August 2014

Table of Contents

Section 1: Overview

Basic Games Functionality

OnPoint now provides a fully integrated gamification layer that extends the learning experience for both online and mobile users by supporting group or project-specific game profiles. These profiles are comprised of game elements like interactive leader boards, points/levels/badges, and earned trophies and tangible rewards. Customers can deliver a completely 'gamifed' experience to workers learning online over the web, sitting in a classroom, or accessing their training from the mobile device or tablets of their choice via the widest array of learning methods and tools possible. These gamification features are integrated into the fabric of our core platform, available in all of our supported delivery modalities, present in our security and enterprise integration tools, and found throughout our reporting and analytics features.

Section 2: Configuration

Configuring the System to Allow Activity Uploads

The Gamification module must be purchased and OnPoint must enable the functionality for the customer. Once the module is turned on, customers will see that the 'Skills' tab in Course Manager now says 'Skills & Games,' and there is a 'Game Profile' listed in the dropdown.
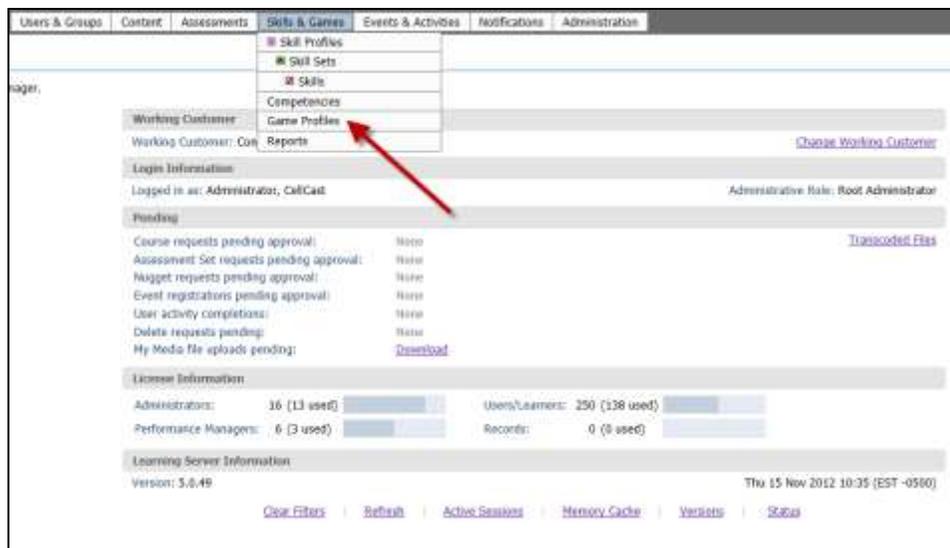
Figure 1 – Game Profiles in Course Manager

Section 3: Creating a Game

Creating a Game in Course Manager

1. To create a Game Profile in the system, Go to Skills & Games -> Game Profiles and select the Add Game Profile button.
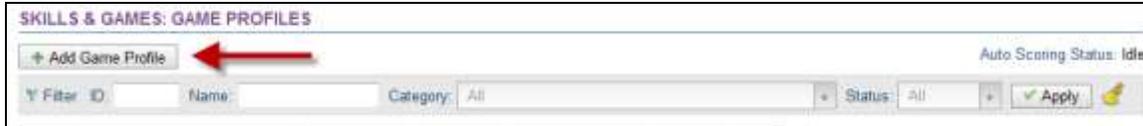
Figure 2 – Add Game Profile Button

2. You will see the Add Game pop-up appear on the screen.

Figure 3 – Add Game Pop-Up

Enter the following information:

a. **Name** – Name of the Game
b. **Category** – Select the Category
c. **Description** – Enter the Game description
d. **Game Begins** – Enter the start date for the game. Select 'Never' if you are creating a game that you expect to run indefinitely
e. **Game Ends** – Enter the end date for the game. Select 'Never' if you are creating a game that you expect to run indefinitely
f. **Game Type** – Use the dropdown to select between the following options:
   (a) Standard – The Game runs over a set period of time and includes specific items
   (b) Master – The Game runs over a set period of time but includes all items within a specific type (i.e., all Courses, or all Nuggets, etc.)
g. **Acceleration Period** – If desired, set the number of days from the Game start during which players will earn additional 'acceleration' points for completing game items
h. **Acceleration Points** – If you have set up an Acceleration Period, set the additional points earned for completion of game items during that period
i. **Status** – Select the Status for the Game. Leave as 'Active' if you want the Game to be available to users, or select 'Inactive' or 'Delete'

3. Click the Save button to save the new Game or Cancel to return to the Game list without saving your information.

Game Information Tab

Once you have saved the game, you will see it in the Game list. If you have a lot of Games, use the Filter button to locate the new Game.

1. Select the Game from the Game list to go to the **Game Information** tab. This tab displays the information you entered previously plus a few additional fields of information. If you would like to edit any of the information, click the Edit button, make your changes, and click the Save button to return to the Game Information tab. Available fields that display in the Game Information tab but were not in the initial Game setup include:
    a. **Next Auto Score** – Display only field that shows the next time the Points will be updated for players
    b. **Published** – Display only field that shows **Yes** or **No** depending on whether the Game has been published
    c. **Trophies Awarded** – Display only field that shows **Yes** or **No** depending on whether the Game Trophies have been awarded. Trophies can only be used with Games that have an end date. If Trophies have been awarded, this is an indication to the Administration that the Game is complete.
    d. **Total Points** – Display only field that shows the total number of Points players can earn in the Game
    e. **Thumbnail** – Displays the current Game thumbnail. Click the thumbnail image to select an alternate image from the Thumbnail library. You can remove a thumbnail from the Game by clicking the Unassign Thumbnail button.

Figure 4 – Game Information Tab

NOTE: Additional buttons are available at the bottom of the screen. These buttons are used after a game has been created and are discussed in the "**Managing a Game**" section.
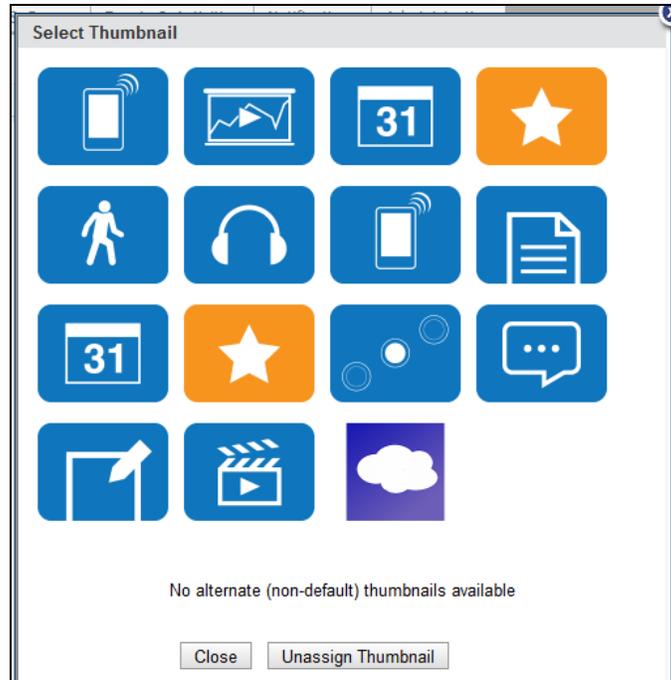
Figure 5 – Game Information Tab – Thumbnail Pop-Up

Associated Objects Tab

1. Select the '**Associated Objects**' tab to define the objects and actions that will earn players points in the Game. Options for points include: Courses, Nuggets, Assessment Sets, Skill Profiles, Events, Activities, Documents and Forums. In this example we will assign a Course.

NOTE: changing the Points value for an item that is part of another Game will change the points earned in the future by any Players in any of the other Games using that item, but will not change the points previously earned by Players for completing the item in the past. Therefore, it is considered best practice not to change Points Values for items that have already been associated with a Game.
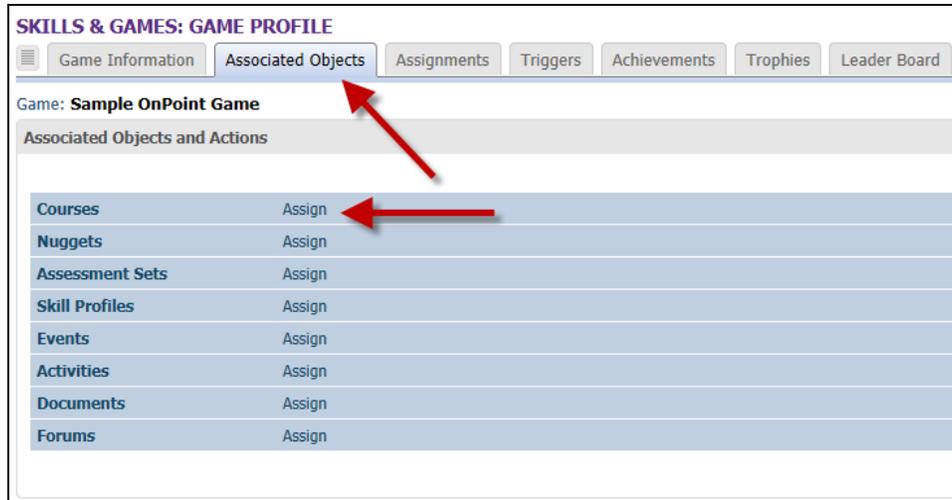
Figure 6 – Associates Objects tab

2. Click the Assign link in the Courses row. You will see the Associate Courses pop-up screen (below). Click the checkbox for the Course(s) you wish to add to the Game profile from the list of available Courses on the right, and then click the Assign/Unassign button to move them to the Assigned column. Click the ⊗ icon in the top right to close the pop-up or use the Close button at the bottom of the list of available courses to return to the Associated Objects screen. Repeat this procedure for any other Object or Action you wish to include in the game.
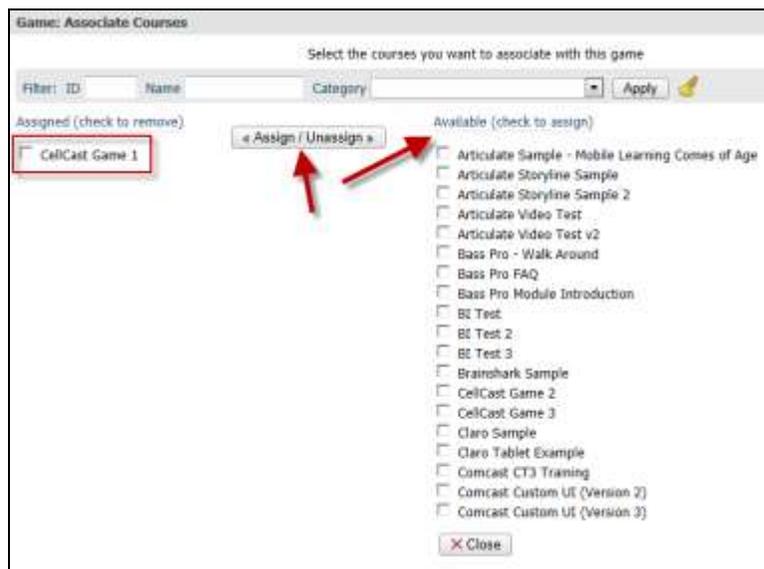
Figure 7 – Course Assignment Pop-Up

3. After you assign an item, to the right you will see either an Undefined link or a link with the currently defined Points value for that item (if the item has been previously associated with another Game). Click the link to assign the Points value for that item or to edit an existing Points Value (see previous note). Depending on the type of item, you can use the drop-down Score Type to define what earns points (i.e., completion of the Nugget, or for completing the associated Test). You will also see the total achievable Game Points at the bottom of the Points column.

> **NOTE:** When associating points with a Test, the player will earn Points based on his/her score as a percentage of the available points for that item. Points are awarded when a Player successfully passes the Test or when all available Test attempts have been exhausted.

Figure 8 – Associated Objects Screen – Points Values

Assignments Tab

1. Click the Assignments tab to select which Group(s) and/or Job Code(s) will be assigned to this Game. Use the checkboxes to make your selections. You will see a pop-up warning that alerts you to pre-populate the Leader Board if you are adding new Groups to a Game that is already in progress. See the Leader Board section on Page 9 for more information on Leader Boards.

> **NOTE:** Adding Groups or Job Codes to the game does not make assignments of any content. If you want to make sure that all users are assigned to all objects in the Game, you will need to assign the Game items to the Group under Users & Groups -> Groups or make all Game items available through a catalog so that players can search for and assign Game content independently.
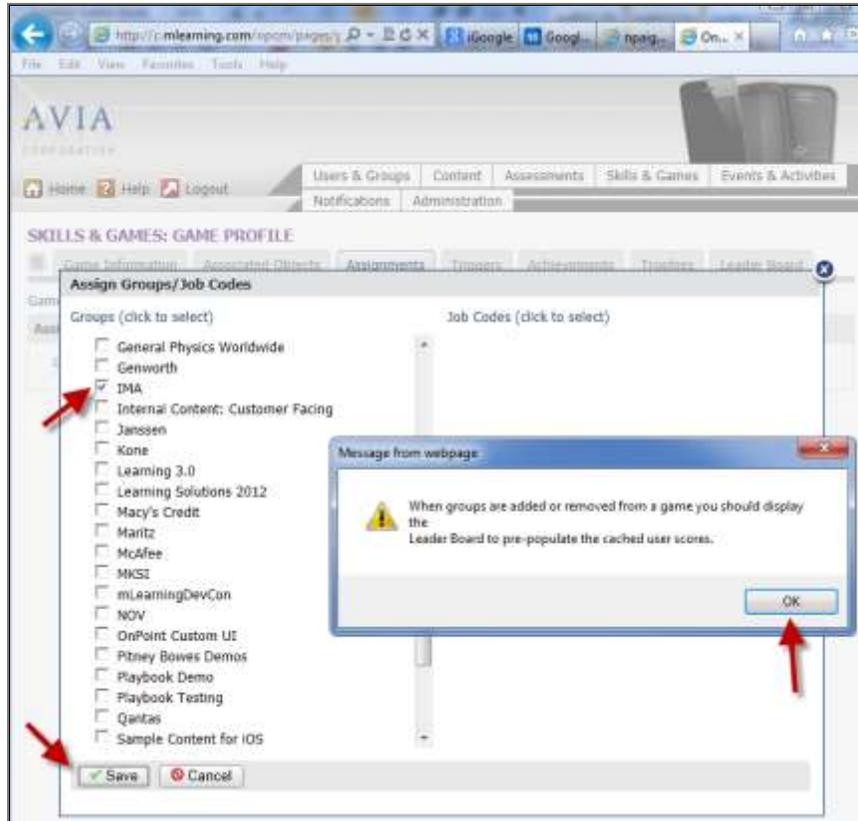
Figure 9 – Assignments Tab – Assignments Pop-Up

Triggers Tab

1. The Triggers tab allows you to send automated notifications to Players based on the following criteria:

    a. Game-Completion – Player earned the required number of Points to complete the Game

    b. Game-Achievement – Player meets a defined Achievement in the Game, such as completing certain items within the game or achieving a certain number of point within the Game.

    c. Win-Game – Player wins the game

Figure 10 – Triggers Tab – Trigger Action Selection

2. Once a Trigger Action is selected, create your Notification(s) the same way you do any other Notification in the system.

Achievements Tab

3. You can allow Players to earn Badges based on achieving a certain Points value during the game. Click the **Achievements** tab, and then select the <u>Add Achievement</u> link.
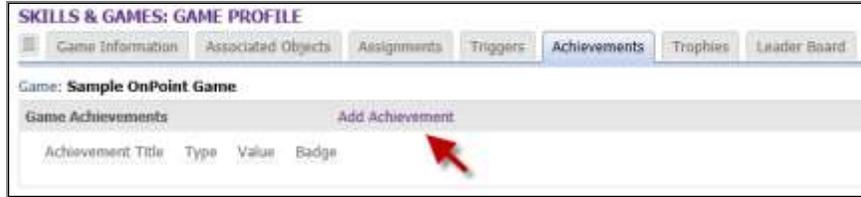
Figure 11 – Achievements Tab

4. If you have previously uploaded Badges, you will see available badges on the right side of the screen. You may also choose to upload your own Badge by clicking the Browse button at the top right and selecting a file from your computer to upload. Image ratio should be 1:1 and files will be resized to 150 x 150px. OnPoint offers a library of badges to choose from, so please contact customer support to request the Badge Library.

Figure 12 – Achievements Tab – Add Achievement Pop-Up - Achievement Badge Options

5. You will also enter the following information on the left:

    a. **Title of the Achievement** – Give your Achievement a name

    b. **Type** – Determine what will earn the Achievement by using the Type dropdown. Options include:

        i. **Points** – Enter the number of Points that must be earned to receive the Achievement Badge.

        ii. **Completed Items** – Select this from the dropdown and you will see a list of all Game items. Use the checkboxes next to each item to select which items must be completed before users earn this Achievement Badge.

iii. **Game Completion** – Select this from the dropdown and you will see a list of all the Game items with checkboxes checked. Players must complete all items to earn this Achievement Badge.

Figure 13 – Achievements Tab – Game Achievement Pop-Up – Achievement Type Options

6. Click Save to return to the **Achievements** tab. Repeat this process for any additional Achievements you wish to add to the Game.

Figure 14 – Achievements Tab – Multiple Achievements Assigned

Trophies Tab

7. Go to the **Trophies** tab to assign Trophies to the Game. Click the <u>Add Trophy</u> link to create trophies.

Figure 15 – Trophies Tab

8. If you have previously uploaded Trophies, you will see them on the right side of the screen. You may also choose to upload your own Trophy by clicking the Browse button at the top right and selecting a file from your computer to upload. Image ratio should be 1:1 and files will be resized to 150 x 150px.

OnPoint offers a library of Trophies to choose from, so please contact customer support to request the Trophy Library. Click Save when you are finished assigning the Trophy.

Figure 16 – Trophies Tab – Game Trophy Pop-Up

9. Repeat this process until you have added all the Rankings you require for your game. Click Save after each Trophy is selected to add it to the list.

Figure 17 – Trophies Tab – Three Rankings Assigned

Leaders Board Tab

1. The **Leader Board** tab displays the Leader Board information. By default, you will see the Top 10 players in the Leader Board box, and the Group information in the Group Scores box. Since you are creating a new Game, there will not be any information displayed on the **Leader Board** tab initially. Click the ⟨ Refresh ⟩button to see if there are players who have earned points in your Game by completing any of the Game items previously.
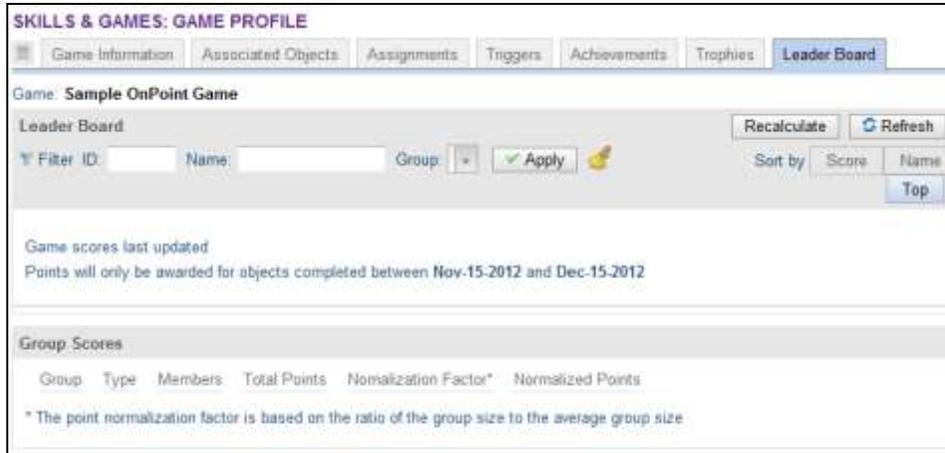
Figure 18 - Leader Board Tab – Initial View for New Game

Publishing

1. Once you have added all the information for your game, go back to the **Game Information** tab and click the Validate/Publish button to publish the Game. The Published status should change to **Yes**.
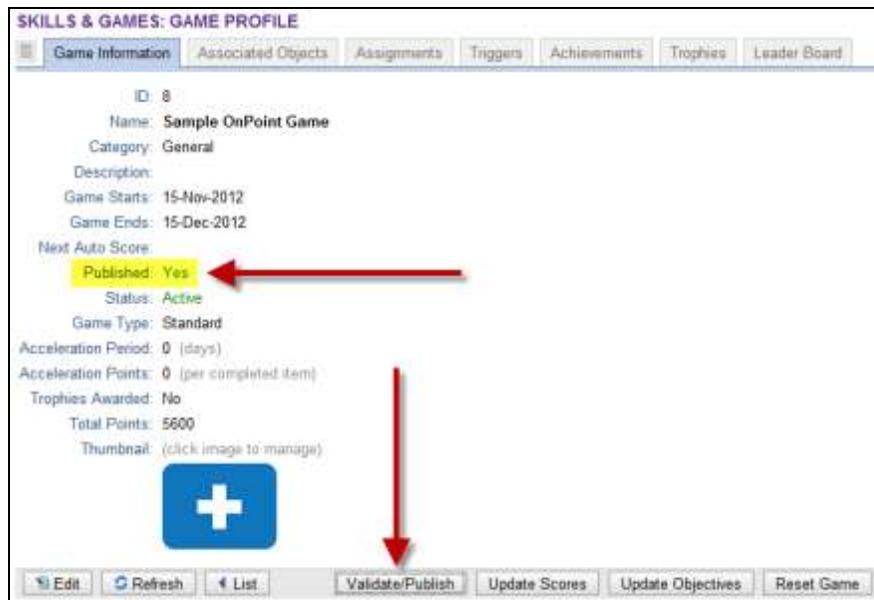
Figure 19 – Game Information Tab – Publishing a Game

Section 4: Managing a Game

Additional options are available to Administrators to help manage a game that is being played currently or has been completed previously.

Game Information Tab

Validate/Publish

After you make any change to a game, such as adding additional content items or adding new user groups, you will need to click the Validate/Publish button to make those changes effective.

Update Scores

Use the Update Scores button to recalculate all the game players' scores between the standard, system-wide recalculations that occur on a regularly scheduled interval (every five minutes). This button is typically used by Administrators who have edited the Associated Objects or Assignments for an in-process game (i.e., adding or removing objects, changing the points value of an object, or assigning new groups to a game) and want to immediately see the impact those changes have had on the Game scores.

Update Achievements

Click the Update Achievements button to reset users' Achievements if you make any changes in the Achievements Tab (i.e., add an Achievement, change how many Points are required to earn an Achievement, etc).

Reset Game

The Reset Game button allows you to extend a game from its previous end date. Change the end date by clicking the Edit button, then click the Reset Game button to remove all awarded Trophies from the players and reset the game end date.

Figure 20 – Game Information Tab – Game Management Buttons

Leader Board Tab

Sort by Options

Once a Game has started, Administrators can view information about players on the Leader Board tab. By default, the Leader Board will display the top 10 players, but you can use the 'Sort by' buttons in the top right to change the view to 'Name' (alphabetical) or 'Score' (high to low).
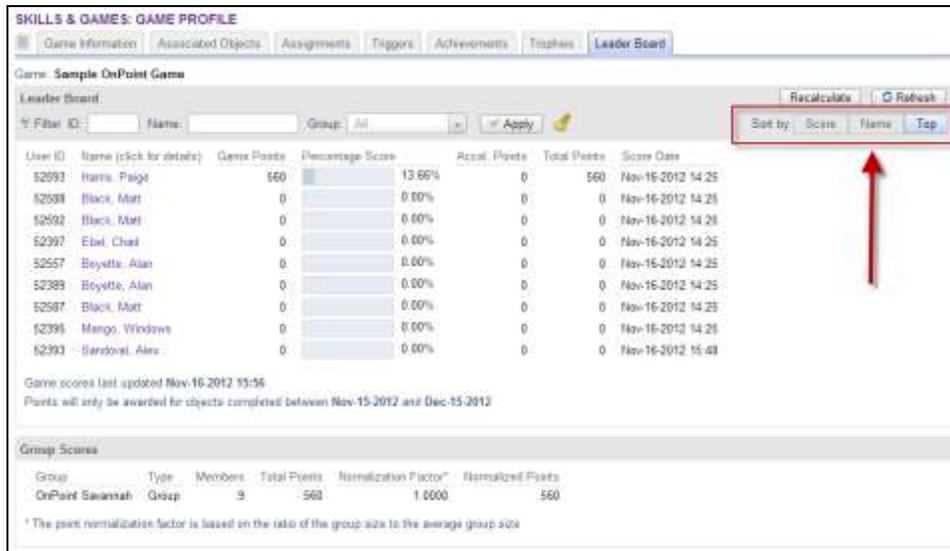
Figure 21 – Leader Board Tab – Sort Options

Filtering Results

Administrators looking for specific player information in the Leader Board can use the Filter to enter the desired player's User ID or Name. Administrators can also use the drop-down Group filter to show only those players in a certain Group. Click Apply to update the results on the screen. To clear the Filter, use the icon.
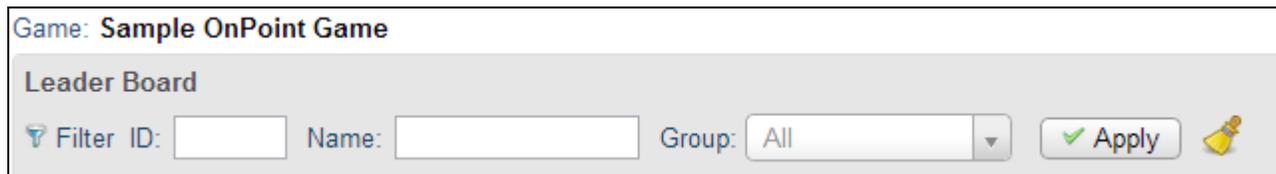
Figure 22 – Leader Board Tab – Filter Options

Recalculate/Refresh

The Recalculate button will recalculate all the Points values for all Game Players between the standard, system-based recalculations that occur on a scheduled basis every five minutes.

The Refresh button will refresh the page to display any updates to the Game that might have occurred between the time you landed on the Leader Board page and the time you refreshed the page.

Figure 23 – Leader Board Tab – Recalculate/Refresh Buttons

Group Scores

The Group Scores section of the screen displays information on all the Groups or Job Codes that have been assigned to the Game, including the Group Name, whether it's a Group or a Job code, how many members are in the Group, the total Points earned by the Group as a whole, the Normalization Factor (which averages the results to normalize between Groups of various sizes) and the Normalized Points total.

Group Scores					
Group	Type	Members	Total Points	Nomalization Factor*	Normalized Points
OnPoint Savannah	Group	9	560	1.0000	560

* The point normalization factor is based on the ratio of the group size to the average group size

Figure 24 – Leader Board Tab – Group Scores Information