



Step-by-step guide

enhance & engage



How to use Achiwia

This guide takes newcomers through Achiwia step by step: how to get in, how quests, credits and the Marketplace work, and what team leaders do. You can read the chapters in order or jump to the one you need.



-  **1.** Getting into Achiwia
-  **2.** Your organisation
-  **3.** Your profile
-  **4.** Quests
-  **5.** Medals, level and prestige
-  **6.** Credits
-  **7.** The Marketplace
-  **8.** For those who lead a team
-  **9.** Being found
-  **10.** The games
-  **11.** Leaderboards and friends
-  **12.** Your personal data



1. Getting into Achiwia

1. Open achivia.org and, if needed, choose your language at the top of the form.
2. To sign up, enter your name, email and a password, or use the Google button.
3. You receive a confirmation email: open the link and come back to the page. Until the email is confirmed you cannot get in.
4. You accept the Terms and the privacy notice. When they change, we ask you again the first time you log in.
5. If you forget your password, press «Forgot password?»: you receive an email to choose a new one.



2. Your organisation

1. After signing up you choose: join an organisation that already exists, or create your own.
2. To join you need the invitation code. The person who runs the organisation gives it to you, and it lasts ten minutes.
3. You can belong to several organisations. You switch between them from the Menu, with «Select org».
4. In each organisation you have a role (team member, manager, admin), and you see what your role allows.



3. Your profile

1. Your profile is your home: it shows your level, your credits, your current quests and shortcuts to everything else.
2. With «Customise» you choose your avatar and nickname. The nickname is the name you appear under in the game leaderboards.
3. The Menu takes you to everything that is not on the profile: Marketplace, games, settings, help.



4. Quests

1. A quest is a task with a reward in credits. The person who leads your team assigns it to you.
2. You find it among your quests: you accept it, work on it and, when you are done, hand it in.
3. Whoever assigned it approves it, and then you receive credits and experience, or sends it back with a comment so you can fix it.
4. Watch the deadline: a late hand-in stays on record.
5. On the team board you also find open quests, which anyone can take, and your colleagues' requests for help.



5. Medals, level and prestige

1. Medals arrive when you reach an achievement, or when the person who leads you decides to award you one.
2. Your level rises with experience, and experience only comes from credits earned by working: quests and medals. Bought credits do not raise it.
3. When you reach the top level you can enter prestige: you start again from level one, and the prestige stays on your profile.



6. Credits

1. Credits are earned with quests and medals, and spent in the Marketplace.
2. You can also buy them in packs, from the «Buy credits» page. You pay with Stripe; prices exclude VAT and you see the total before confirming.
3. You choose where they go: to your account, or to the treasury of an organisation you own.
4. A purchase can be refunded within 14 days, if all its credits are still there. You ask for it on the same page. If you have spent or moved them, even in part, there is no refund.
5. Credits cannot be converted into euros and cannot be passed to another person.

6. During the beta test credits cannot be bought: you earn them with quests and medals.



7. The Marketplace

1. In the Marketplace you spend credits on real items, which are shipped to you.
2. Put what you like in the cart. At checkout you choose the address and confirm: the price you read already includes delivery.
3. In «My purchases» you see where each order is. Until the shop has started preparing it, you can cancel it and the credits come back at once.
4. After delivery you have 14 days to return it: press «Return» and send the item back. The credits come back when it reaches the shop.
5. The Marketplace is run by lemm Creative Lab srl.
6. During the beta test the Marketplace is closed: items cannot be ordered.



8. For those who lead a team

1. Managers and admins assign quests, approve them, award medals and follow how people are doing.
2. The admin also manages people, roles and departments, creates invitation codes and chooses the organisation's plan.
3. From the organisation's treasury the admin pays credits to people. The treasury fills up with the plan's allowance and with credits bought for it.



9. Being found

1. With «Be found» you decide whether to appear when a company searches for people, and what to show about yourself.
2. You can write a couple of lines about yourself and, if you want, give an approximate location for searches by distance.
3. You can withdraw your consent whenever you want, from «Your data and your rights».



10. The games

1. In the Games section you find The Climb, The Boss, Lexora and the Arena. You play whenever you like, and every game saves itself.
2. Games give neither credits nor experience: those are earned by working.
3. Your Games Assessment comes from the way you play. Only you see it, and you can show it to a friend if you decide to.



11. Leaderboards and friends

1. The Achiwia leaderboard ranks organisations, not people.
2. In the games there are leaderboards by nickname and a leaderboard among friends.



12. Your personal data

1. From «Your data and your rights» you see the consents you have given and download all your data.
2. In Settings you change your password and, if you want, delete your account. Before you confirm we tell you what disappears and what stays.



Need anything else?

For any other question write to us at info@xpl4b.com.