

## **ACT in a BOX FAQs**

Frequently asked questions about ACT in a BOX.

### **Why is the content shown as locked?**

Users will need to complete the experience step by step. Each section will be unlocked as you move through the course.

### **Why can't I progress past the introductory laptop screen once I have started the scenario?**

Please follow the on-screen instructions by clicking on the NaCTSO logo shown on the laptop to progress to the next page.

### **Does it work offline?**

It is online only, there is no offline support.

### **Why does the experience keep stopping/lagging?**

We recommend users have a reliable, strong connection to avoid any disruptions which may affect their progress.

### **What devices does the experience work on?**

This should work on PC, laptop, tablet or mobile. The latest browser version is recommended.

### **Can I complete the experience with a group?**

Yes. ACT in a BOX is designed to be completed in a group to encourage discussion and knowledge sharing.

### **What happens to the text I submit via the interactions?**

These are automatically generated into a PDF which you have the opportunity to download and save at the end of the experience. Your responses will not be visible to NaCTSO.

### **Is the experience bookmarked so I can return to the same place?**

Yes, progress is bookmarked.

### **Is the experience available as a SCORM package for my organisation's LMS?**

This product is only available on the ProtectUK platform at this time.

### **Who do I contact if there is an issue launching the experience?**

Please submit a [support request](#) via the ProtectUK platform.