GoSpaces

Frequently Asked Questions

Topics

Configuration 3
1. Where is the app available? 3
2. Is GoSpaces only available on BGIS issued phones? 3
3. How often does GoSpaces update? 3
4. Do I need Wi-Fi or data to use GoSpaces? 3
5. How much data does GoSpaces uses? 3
6. Can I run my GoSpaces profile on different devices? 3
7. Why does GoSpaces look different on my phone? 3
8. What personal information does GoSpaces collect? 3
9. How do I edit my profile? 4
10. How do I reset my password? 4
Support 4
11. How do I get support using GoSpaces? 4
12. Where do I find the list of expert and super users? 4
13. What is the difference between an expert and super user? 4
14. How can I sign up for GoSpaces? 4
15. How does GoSpaces collect data on any bugs or glitches in the app? 4
Functionality 5
16. Will leaderboard reports be region specific? 5
17. What is the difference between regular challenges and group challenges? 5
18. Will the challenges ever change? 5

19. Can I invite anyone to participate in a group challenge? 5
20. How do I join a group challenge? 5
21. How come I didn’t receive points for my group challenge? 5

Configuration

1. Where is the app available?

The app is available on the iOS App store, Blackberry World and Google Play store. Simply log in to your device's store and search "GoSpaces Mobile". Follow the prompts to download the app on to your device.

2. Is GoSpaces only available on BGIS issued phones?

No, you can run GoSpaces on any of your mobile devices. Your login credentials will be communicated with you via email. Feel free to download the app on your personal devices so you can always track your contributions.

3. How often does GoSpaces update?

GoSpaces runs periodic updates to support bug fixes and any platform enhancements. On some devices, these updates will be pushed automatically. On other devices, the updates will be available for download in your app store.

4. Do I need Wi-Fi or data to use GoSpaces?

Yes, your phone will need to be connected to data and/or Wi-Fi in order to use GoSpaces. If you are not connected to Wi-Fi or data, your contributions will not be recorded.

5. How much data does GoSpaces uses?

GoSpaces is a very light application. It uses minimal data compared to other popular social media apps like Facebook or Instagram.

6. Can I run my GoSpaces profile on different devices?

Yes, you will be able to run your GoSpaces app on multiple devices. After downloading the app, log in using your GoSpaces credentials. Your profile will automatically sync between devices.

7. Why does GoSpaces look different on my phone?

GoSpaces supports many versions of operating systems to ensure everyone has access to the app. If you are running an older operation system, or different types of devices, you may notices slight changes in the app's appearance. However, functionality will remain seamless across all devices and operating systems.

8. What personal information does GoSpaces collect?

GoSpaces only needs your email address, first name and last name. That's it!

9. How do I edit my profile?

Click the three lines at the top left corner of your screen. This will open a drawer of menu options on the left. At the top of this drawer, you will see a gear icon. Click this icon to access your profile details. You can simply click and edit your details and change your profile picture.

10. How do I reset my password?

If you have forgotten or misplaced your password, simply click “I forgot my password” on the login screen. An email will be sent with a verification code. Just follow the prompts to create a new password.

Support

11. How do I get support using GoSpaces?

Expert users have been identified across all regions. If you have any questions using the app, reach out to these users for help. If they are unable to help you, they can reach out to the identified super users. Super users have administrative rights to contact GoSpaces directly if your issue or concerns cannot be resolved.

12. Where do I find the list of super users?

A list of Super Users are available on the GoSpaces Portal: www.gospacesmobile.com/bgis

13. What is the difference between an expert and super user?

Expert users have had extended training on the application and can help troubleshoot common errors that may come up. They are your first line of contact if you have any issues.

If an expert user needs a little help, they can reach out to super users for support. Super users have had extensive training on the application.

If a super user needs a little help, they have direct access to GoSpaces support. Super users are also responsible for reporting any bugs or glitches.

14. How can I sign up for GoSpaces?

Simply download the app on your device and log in using your BGIS email address!

15. How does GoSpaces collect data on any bugs or glitches in the app?

If you notice anything wrong with the functionality of the app, please report it to an expert user or a super user. These issues need to be sent to GoSpaces so that they can be resolved as soon as possible.

Functionality

16. Will leaderboard reports be region specific?

No, the leaderboard will only show leaders from all regions/departments/groups in one list.

17. What is the difference between regular challenges and group challenges?

Regular challenges are done individually and can be joined at any point in time.

Group challenges have a fixed start and end date. You have to join group challenges before they begin. Once the challenge becomes active, you will not be able to join.

You can also invite your friends to join you in the group challenges. Simply click the button “Challenge a friend” and select their names form the search query.

18. Will the challenges ever change?

Yes, the challenges will change in and out. There is no specific timeline for switching out challenges, so always keep your eyes open for new ones to join!

Group Challenges are pushed randomly. You will see a new Group Challenge 24 hours before it starts. Once the challenge is complete, it will disappear from your list. Keep your eyes open for new Group Challenges and make sure you accept within the 24 hour window!

19. Can I invite anyone to participate in a group challenge?

You can invite anyone who is already a GoSpaces user. To invite a friend to a challenge, type their name into the search bar. Only GoSpaces users will be available to select in this list. Simply click on their name to challenge them. You will not be able to click on their name if they have already been challenged.

20. How do I join a group challenge?

To join a group challenge, you can simply hit “accept” on your Contributions page. For more details about the challenge, you can click on the challenge to open the challenge card. On the challenge card there is an option to “begin challenge” at the bottom of the screen.

Challenges you’ve accepted will appear when you click “view all” beside “Group Challenges” on the Contributions page. They are organized in three categories: (1) new challenges that you haven’t accepted yet, (2) challenges you have accepted but have not started yet, and (3) challenges that are currently active.

21. How come I didn’t receive points for my group challenge?

Group challenges have a set start and end date. Points are allotted when the challenge reaches its end date. If you finish the challenge early, your points will come through once the challenge closes.