

Frequently Asked Questions

Authentication, log-in and general use

Q: I am not registered as a user. How do I get access?

A: Contact your superuser Jimlyn Ducanes at jimlyn.ducanes@hoeghIng.com

Q: How do I log in to the app for the first time?

A: **For web app** Go to <https://sayfr.fuseapps.no/>. Before you can log in the first time you need to register yourself as a user. Write your company code [insert company code], click on “First time log in/forgot password” and enter the email address you received the welcome email to. You will then receive a new email with a link to create your password.

A: **For mobile app** Download the Cultiv8 app from App store or Google play. Before you can log in the first time you need to register yourself as a user. Write your company code [insert company code], click on *First time log in / forgot password* and enter the email address you received the welcome email to. You will then receive a new email with a link to create your password.

Q: How do I log in to the app?

A: **For web app** Go to <https://sayfr.fuseapps.no/>. Write the company code [insert company code] and log in using your email address and the password you created when you registered yourself.

A: **For mobile app** Open the Cultiv8 application on your mobile phone. Write the company code [insert company code] and log in using your email address and the password you created when you registered yourself.

Please note: If you cannot remember your password, click on *First time login / forgot password* and enter the email address you received the welcome email to. You will then receive a new email with a link to create a new password.

Q: I am unable to log in/get invalid user when I try to log in.

A: Make sure you use the correct email address. If unsure, check with your super user.

Q: I forgot my password.

A: Click on the *First-time login / forgot password* in the app and enter the email address you received the welcome email to. You will then receive a new email with a link to set a new password.

Q: Can I download the app on any personal device?



A: Yes, as long as the device has access to Google Play store or App store and fulfills the minimum requirements. [Click here to read more.](#)

Q: I have deleted the app from my phone/tablet. What should I do?

A: If you have deleted your app you need to reinstall it and make sure to download all content again. Please make sure you have a stable internet connection when downloading the app and content.

Q: The content in the app is not updated/ I do not have the newest modules/games available in my app.

A: Try logging out and in again. If this doesn't help delete the app and reinstall it. Remember that you need a stable internet connection to do this successfully.

Q: Who has access to my playthrough/personal data and how is it stored?

A: The data is stored in GCP encrypted. Only certain people with the correct permission can access the data. Typically, this is someone in the tech and data department. We also create dashboards based on the analysis of the data. Only specified people have access to this dashboard. On request we can anonymize the data so that it is not possible to connect the play data to an individual.

Q: I cannot find the app when I search for it in my app marketplace

A: The Cultiv8 application is only available on App Store and Google Play. If you don't have access to any of these app market places please contact your super user.

Technical Issues

Q: The simulation freezes/quits suddenly in the middle of the game. What should I do?

A: Restart the app. If it keeps happening contact you superuser

Q: My screen turns black when starting a simulation/case.

A: Restart the app. If it keeps happening, contact your superuser.

Q: Whenever I try to start the app on my phone it crashes.



A: Delete the app and download it again. If the issue persists, contact your superuser.

Q: There is no sound/the sound is lagging when I play a simulation.

A: First make sure your phone is not set to silent mode. If the problem persists please quit the app and relaunch it. If you are using a bluetooth headset please disconnect the headset or turn off bluetooth, and try again using the phone's speakers.

Project

Q: Who is Sayfr?

A: SAYFR is a company based in Oslo, Norway. They assist clients with implementing cultural change, improving safety performance, and reducing major accident risks.

Q: What are the 8 Leadership Behaviors and why are we working with them?

A: They are Care, Trust, Open, Learn, Feedback, Speak-Up, Teamwork and Dilemmas. When a company works to mature their culture and improve how they approach these Leadership Behaviours, the risk of major accidents decreases significantly.

Q: What happens after we finish the 8 modules?

A: After playing and completing all simulations and quiz, the cultural maturity of the whole company will be measured again. This time it will be compared to the survey that was completed at the very start of the program.

Q: What do you use my playthrough data for?

A: We use it to better understand how people make decisions. By this we can further improve our solution and reduce risk of major accidents.

Q: I only have access to certain modules/games. When will more content be released?

A: We try to make sure all content is available when you first download the app. In some cases we might release the content in several downloads. This is agreed between us and the program manager at the company.

XLAB

Q: What is XLAB?

A: XLAB is a facilitator training for leaders. It consists of an Online Workshop and two 1:1 Coaching Sessions. This will help leaders prepare for their role as facilitators in the team sessions.

Q: How do I sign up for XLAB?

A: If you have been selected as a facilitator you will sign up to the Online Workshop and Coaching through the app.