



User Descriptive Material



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Thank you on behalf of all EASYHEALTH Project Partners for accessing the EASYHEALTH Game! We hope you will get some moments of entertainment, excitement and learning from it.

WHAT IS THE EASY HEALTH GAME?

The EASY HEALTH Game is a serious game developed by EXELIA in the framework of Intellectual Output 2, Activity 3, of the Erasmus + Project EAse and Secure employability with HEALTH education (EASYHEALTH). EASYHEALTH's core objective is to address health inequalities and stress the need for health literacy to foster professional inclusion.

To this end, EASY HEALTH aims at supporting individuals (professionals and unemployed people) in acquiring and developing key competences related to health so as to ease their professional inclusion.

Employers, work colleagues as well as HR managers will play the EASY HEALTH online game. The game is based on multiple branching scenarios, and the player will become the story protagonist as a bystander to a person in stress generating situation in order to prevent psychological risks in the workplace. The Game starts from the same entry point of each story. However, while this entry point is common, the choices of each player may lead to entirely different outcomes. Decision making on behalf of the player will have an impact on the entire playing experience by determining the progress (different branches within the same scenario), dialogues and consequences within the gaming environment, thus fostering a) the sense of participation and involvement, b) the feeling of attachment to the game due to personal responsibility, and c) the degree of control on the part of the player.

Moreover, branching scenarios will significantly increase the replay value of the EASY HEALTH game by offering adult learners the possibility to go through the entire experience in a different way, applying newly acquired knowledge towards achieving better results. Also, the multiplicity of options, combined with a flexible learning procedure allow for an evaluation process of learners' performance that is more accurate and fair.

Computer game development is much more than just this – so find out! We wish you a lot of fun!

SYSTEM REQUIREMENTS

Minimum System Requirements

CPU: Info

CPU SPEED: 2.0 GHz

RAM: 2 GB

OS: Windows 7 32-bit SP1

VIDEO CARD: DX10 compatible or better

PIXEL SHADER: 4.0

VERTEX SHADER: 4.0

SOUND CARD: Yes

FREE DISK SPACE: 350 MB

Minimum Recommended Requirements

CPU: Info

CPU SPEED: 2.0 GHz multi-core

RAM: 8 GB

OS: Windows 7 64-bit SP1

VIDEO CARD: 1 GB VRAM DX10 compatible

PIXEL SHADER: 4.0

VERTEX SHADER: 4.0

SOUND CARD: Yes

FREE DISK SPACE: 350 MB

DEDICATED VIDEO RAM: 1 GB



HOW TO PLAY THE GAME

1. Start your computer.
2. Open your browser:
3. Click on the following link: <http://www.easyhealthproject.eu/site/>
4. Enter EASY HEALTH website
5. Go to the Serious Game Section
6. Download and double click on the Chrome HTML Document (.html) file
7. To start the game, navigate to the EASY HEALTH program through your Start menu or double-click on the EASY HEALTH icon on your desktop.
8. Alternatively, press the icon so to direct at the Game's interface.
9. Play the EASYHEALTH Serious Game.

EASY HEALTH GAME LOGO



FOR THE TRAINERS/LEARNERS

Finding your way with the EASYHEALTH Game...

Busy professionals and employees, such as HR managers, often perceive conventional training procedures as time consuming and tiring. Gaming can overcome such perceptions, because it offers unique structures that serve as ice-breakers and provide innovativeness and diversity in the learning procedure.

Learning materials appear more entertaining to learners, since games offer a platform for the exercise of the creative behaviour and divergent thinking. Essentially, game-based learning can be more efficient compared to other “traditional” learning environments, because it does not seem to be packed with an



immense amount of content that often proves to be inapproachable to students.

To this end, the EASY HEALTH Serious Game emphasizes on the construction of scenarios that simulate real-world problems, and offer learners the opportunity to face real world challenges that can be dealt with in a risk-free environment. The Game enables the player to enter “fantasy” worlds, created though with real case scenarios.

Engaging in competitive real-world problem solving in a fantasy world is really important to learners who participate in VET programs, because practical concerns and solutions are much more valuable to them than the accumulation of a large amount of information. Hence, game-based learning can be an ideal teaching methodology for VET; game-based learning in vocational education and training usually takes the form of entertaining online or offline games that involve some degree of simulation.

THE GAME SCREEN

Let’s go over the symbols that are permanently fixed on all game screens first.

Along the lower edge of the monitor is the menu bar. This will help you to proceed to each story game.

At far left is the EASY HEALTH project’s logo.

On the right bottom there is in certain cases, usually in the beginning of the game, the indicators previous/next or submit.

THE GAME CHARACTERS AND STORY

1st Story:

Martin and Eleanor work together in the food and beverage management department of the Imperial Hotel. Martin has observed that Eleanor is acting weirdly recently. She is in distress from excessive workload and she keeps avoiding interaction with other employees and Mr. Johnson, the Hotel Manager. For the past few weeks, great events take place at the restaurant every night and Eleanor's behavior to clients and other employees is aggressive. Tonight, the restaurant is expecting very important guests and the Manager expects from everyone to behave perfectly. To this end he asks Eleanor if everything goes as planned, noting as well that she should be communicative, kind and helpful!

2nd Story:

You are the owner of the main coffee shop in the local mall. Your business is welcoming more than 1000 guests every day and therefore the employees are having a huge workload during the day. You have recruited 30 employees in 3 different shifts during the day. Considering the amount of work and customers, the employees have great responsibility to serve the customers, manage incoming payments and deal with production of products. To boost the performance of your staff you have implemented a system of awards and penalties.

The staff is directly reviewed by customers who can give feedback for their satisfaction or dissatisfaction, while at the end of each shift the staff is reviewing each other. The penalties are issued in particular when incoming payments are less than the sold products or when products are returned from customers. In both cases, the employees responsible for the latter are obliged to pay the loss by themselves. Rewards on the other hand are either a day off or coupons for the mall's stores.

The past few weeks you have noticed tension among the staff of the middle shift. Sandy is being badly reviewed from all of her co-workers while she has skipped several working days stating that she was sick.

3rd Story:

You are Nick, the Head receptionist at the front desk of the prestigious Hotel Danube. You are there for almost 10 years. You are currently supervising a team of assistants including Jim, Dennis, Michaela, Basil and Benedict. Nick is obliged to deliver monthly reviews to the Hotel Director, Mr. White. Hotel Danube, accommodates the most important people in the world, and therefore the reception post holds many responsibilities. The requirements from guests might be unusual and in many cases impossible to provide. Therefore the post needs cohesion, the staff needs to be extremely concentrated because there is no space for even one mistake, and team work is also highly important.

Nick is troubled on which review to make to Jim, having noticed that he recently acts in a weird manner that is affecting his performance. Nick doesn't want to make Jim feel bad, and he is trying to find a smooth way to get to know what is bothering him and disturbs his work. Nick being in that position for long, and considering that Jim has no similar previous experience, perceives that an excessive workload would be the cause of Jim's behavior. He also believes that Jim has understood that he doesn't fit with the other members of the team and tries to approach them in a paradox way.

4th Story:

Ambrosia Catering is a middle size catering enterprise that is highly active in event planning. Ambrosia organizes events such as weddings, christening ceremonies, private parties, and is striving to get involved and reach partnerships for the organisation of large corporate events for international companies. The latter needs great engagement and determination to excellence as Ambrosia's manager vivaciously states.

The services provided need to be always perfect because the opportunity to strike a deal with a company might occur by chance in the framework of an event. Therefore it is primordial that service, food, organisation, decoration and atmosphere to be at optimal level. Tonight, the catering is organizing a sparkling wedding and there is background information that one of the guests will be the Director of Birdman & Co (an international group of companies). So it is the night!

Ambrosia's staff is constituted by 50 employees dispersed in different posts during the night, whilst shifting posts almost every hour in order to "set free" their colleagues involved in more tiring positions.

The schedule is strict and no mistakes are forgiven. Gina and Joe will be handling the first shift in the grand entrance of the venue, offering welcoming drinks and greeting the guests, therefore they will give the first impression for the image of the catering. They will then shift to the inner bar and restaurant if needed. Joe is feeling insecure because of previous experience working with Gina. He thinks she is incompetent and she will ruin everything tonight...

You will be Joe and you will attempt to find out what has happened to Gina and her performance levels are that low, while trying to help her and consequently save the evening and the potential business development. Everything is ready and guests are moving towards the garden and the entrance.

5th Story:

Excalibur is the most famous bar in town. Every night it is full of people and there is always a huge line shaped outside with people trying to enter. The manager of the club is strict and ill-tempered, imposing extreme schemes for reporting who gets in or out, whilst he has given the “authority and consent” to act aggressively when needed.

Maurice, is working at the Excalibur as face control, guarding the entrance and reporting to Mr. Oswald. Maurice is working every night and during the day he is also working for an extra salary. The latter has led him to encompassing bad eating and sleeping habits that highly affect his performance. Furthermore, Maurice is the recipient of outnumbered complaints and offensive comments from clients. All this situation is leading Maurice to breakdown.

The manager has no idea about all this and you, as Mr. Oswald, will try to find out what is happening to Maurice. The only indices are that a waiter has seen Maurice cry and also be extremely aggressive. You have been gravely surprised but you do not want to ask about directly. You decide to leave your office and spend the night with Maurice outside at the entrance of the bar. Maurice is getting very happy seeing you there joining him. His job is really monotonous and he is there all night long standing by himself. Opening hour has come and even from the beginning of the night, it is visible that the house will be full and everything will function perfectly. Not for long though!

TROUBLESHOOTING

The following problem descriptions should help you if EASY HEALTH does not run properly on your system.

Before you start, please make sure your computer meets the required minimum configuration in the System Requirements section. In many cases outdated technology or faulty or not-updated drivers are the cause of program errors.

Should you encounter problems with the sound or graphics, please ensure you have the most recent drivers installed. Please check with the hardware manufacturer's website for your graphics and sound card to ensure you have the most up to date drivers.

SUPPORT

It is impossible for any company to test every possible PC configuration. Occasionally there could be a problem with the game on your computer.

When you contact support please have the following information on hand as well as the game's minimum system requirements:

- Precise error message and a description of the problem
- CPU and processor speed
- Amount of RAM
- Manufacturer and description of the graphic card
- Operating System

CREDITS

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