



FREQUENTLY ASKED QUESTIONS

Do I need to complete the entry form before I play Swintopia?

You do! This is so we can email you the virtual tote bag link, send you any goodies you might win, and ensure your Swintopia experience aligns with your interests.

Is Swintopia for everyone?

Yes! Anyone and everyone. You can visit Swintopia to find out about our certificates, diplomas, bachelor and master degrees, our community, our campuses, or just play – complete missions, collect items in your virtual tote bag, talk to a pigeon. There are no real rules to this thing.

How do I navigate Swintopia?

Exploring Swintopia is simple! If you're on a:

- Desktop or laptop computer, use your arrow keys to move around, and the space bar to keep your conversations going. You can also use your mouse to click on things of interest.
- Smartphone or tablet, use either of the 2 white thumb controllers to move around, and tap to keep your conversations going. You can also tap on things of interest.

And make sure you talk to people with a star or ball above them! And when you see an "i" there's information for you to read.

What's this about a tote bag in Swintopia?

One thing we've learned from previous Open Days? Everyone needs a tote bag to store course information and other goodies! In Swintopia, your tote does one better – it helps you keep track of what to do next (see your Missions tab). And finally, don't forget to hit the Email Tote button and reconfirm your email address before you leave Swintopia. Why? So everything that's in your virtual tote bag is emailed to you in one handy link for future reference. Then finding the Swinburne information you want to look at later will be super simple.



Can I play Swintopia on a smartphone? How about a tablet?

Yes, you can play Swintopia on a smartphone or tablet. Just bear in mind the tablet may not be optimised for Swintopia.

Can I play Swintopia on one device then change to another?

Yes you can! To do this, on your first device select "Email tote" in the top right hand corner of Swintopia. A link will then be emailed to you. To resume your Swintopia experience on another device, open that email link on the second device. Then go back into Swintopia and hit resume so you can pick up where you left off.

At Open Day, how do I use the QR codes?

Rather than collecting and carrying around lots of information on Open Day, simply scan the QR codes for Swinburne things you're interested in (courses, clubs etc.) and this information will open in your smartphone browser. To keep everything together in your virtual tote bag (rather than open in lots of different browser tabs), visit Swintopia first (which is kind of like the online version of Open Day). Then you can add whatever you're interested in to your tote bag—at Open Day and in Swintopia—so it's all there together in one handy place for future reference.

Why is Swintopia not running smoothly for me?

The mysteries of the internet can be truly frustrating. However, here are a few things you can do to help optimise your experience.

Check to see if you're using a recommended browser. Swintopia is made to thrive on Chrome version 84+, Firefox version 78+, and Safari version 12+. If in doubt of which version you're running, simply update your browser.

Some browser extensions have functionalities that conflict with Swintopia's. If you're experiencing issues, try disabling your extensions.

And if you're still experiencing issues, try exiting your other applications.

On an iOS/iPadOS, please use Safari for the best experience (as the Microsoft Edge browser on iOS/iPadOS can lose your Swintopia game data when you close the Swintopia tab, or close the Edge browser entirely).

If you're using a smartphone or tablet, please ensure you're running iOS version 13 or later, iPad OS 13 or later, or Android 9 or later (if not, please update your software for the best experience).



Where is my data stored?

We treat your privacy as seriously as we do our own. Swintopia does not store any personally identifiable information on its hosting servers. Your data is transferred and stored securely in a protected and controlled environment within Australia. We will also never share your personal data with third parties.

