

Pop Up Frequently Asked Questions

This FAQ covers frequently asked questions for using The Prince's Trust's online business game, Pop Up. We will continue to update the FAQ so please make sure you refer to the latest version on the Enterprise Challenge Hub.

If you're not able to resolve the issue you are facing using this FAQ please get in touch with our support team at popupsupport@princes-trust.org.uk. During working hours (Monday – Friday 9am – 5pm) a member of our support team will get back to you within two hours.

1. How to make sure your computer is displaying the game correctly in your browser

If you are about to play Pop Up, you should check that your computer is displaying the game correctly to ensure that game players receive the best possible experience. Below we explain how to adjust your web browser zoom settings.

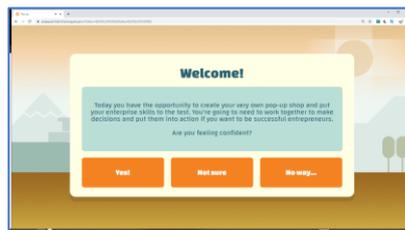
The correct display should look like the picture below:

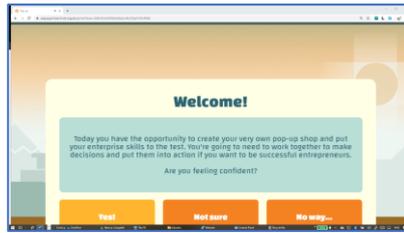


If your display looks like the picture above, you are all set and ready to start playing the Enterprise Game and there is no need to continue reading.

Adjusting the web browser zoom setting

If the game looks like any of the pictures below, we recommend adjusting the web browser's zoom settings.





There are 3 simple methods of adjusting zoom setting, please use one of the following methods:

Method 1:

You can zoom in or zoom out by rotating the mouse scroll wheel. To do this press and hold the **Ctrl** key and rotate the **scroll wheel** on your mouse forward or backward until you reach the desired zoom.

Method 2:

While in the web browser, you can also use the “CTRL +” or “CTRL –” keyboard shortcuts.

Pressing and holding the “CTRL” key, while pressing the “+” zooms in.



Pressing and holding the “CTRL” key while pressing the “-” zooms out.



If you need to restore the screen to the original settings, press and holding “CTRL” while pressing the “0”.



Method 3:

Located at the top right of the web browser, click on the menu button. On this menu you will find the zoom options. Click on the “+” or “-” sign to adjust the zoom.