

Platform

1. What is a host or room host?

It is the owner of the room. Normally it is the one who creates the room, however, in events it can be designated by the event creator or during the room assigned as host by itself. They have the power to choose the game, skip the turn, choose the number of stars or bombs in each game, and can be easily identified with a colored bar above the camera.

2. Who can create a room?

In the premium plan, only those designated by the administrator as hosts can create rooms or events. In the consumption plan, any user who enters with an email associated with the domain provided by the organization can create rooms and events.

3. How many people can be in the same room?

The technical limit of the platform is 50 people. However, given the nature of the platform which is to encourage spontaneous conversations and get to know the members of the room, we recommend up to 10 people. Our recommended number is 4-7 people.

4. Which people from my organization can enter the platform?

In the premium plan, you must add the accounts that will enter during the month in the Users module in the super administrator profile of the organization. In the consumption plan, all accounts associated with domains provided in the registration form by the organization will be able to enter the platform.

5. How do I log into the platform?

Access to the platform for either of the two plans is through a unified session login (SSO). Your corporate account must be Google, Microsoft, or associated with Slack. If your organization does not have these 3 options, you can let us know in the contact form or at support@joinnexus.io.

6. How can I change the language of the platform?

At the bottom right of the screen, press the language change button. 3 language flags are displayed, choose your language.

7. What types of rooms can I create in Joinnexus?

Currently, you have the possibility to create 3 types of rooms in Joinnexus. "Icebreaker" room for 15 minutes, "coffee hour" room for 30 minutes and "integration activity" room for 60 minutes.

8. Why isn't my camera transmitting video?

There are several reasons. Initially, we ask you to grant camera and microphone permissions to the platform in your browser, then reload the page. If it is not resolved, we ask you to reload the page once more. If you are a Microsoft user, you must exit or turn off the camera if you are in a Microsoft Teams meeting.

Additionally, we recommend logging in from the following browsers: Google Chrome, Mozilla Firefox, or Microsoft Explorer.

If the problem persists, you should contact support.

9. Why can't they hear me?

There are several reasons. Initially, we ask you to grant camera and microphone permissions to the platform in your browser, then reload the page. If it is not resolved, we ask you to reload the page once more. If you are a Microsoft user, you must exit or turn off the microphone if you are in a Microsoft Teams meeting.

Additionally, we recommend entering from the following browsers: Google Chrome, Mozilla Firefox, or Microsoft Explorer.

If the problem persists, you should contact support.

10. What do the stars mean in games?

Participants accumulate them with their successes in the activity. At the end of activities where stars are accumulated, a table is shown with a podium for participants who accumulated the most.

11. What do 'contaminated bombs' mean in games?

Participants accumulate them with their mistakes in the activity. At the end of activities where 'contaminated bombs' are accumulated, a table is shown with a podium for participants who accumulated the least.

12. From which devices can I access the platform?

The current version of the platform is for computers. We do not guarantee correct operation from other devices.

13. Why do I receive the message 'You do not have an active plan' and other participants in the activity can enter?

There are several reasons. The most common is that you are trying to access it with a personal profile and not that of your organization. We recommend checking the profile with which you are trying to enter.

In case of being on a premium plan, possibly the super administrator or administrator has not yet added your account or made a spelling mistake when adding your email and you should communicate with him/her.

If the problem persists, you should contact support.

14. Is it possible to add our own questions to the platform?

Yes. It is possible to do so by following the profile > Custom Categories route. We recommend watching the instructional video in our learning center.

15. Who can add questions to the platform?

In any of the plans, any user can add questions or add categories.

Plans and billing

Pay-as-you-go plan

1. How does the pay-as-you-go plan work?

In this plan, the charge is made for each user who enters a room or event on the platform on the day.

2. Is the charge made just by entering the platform?

No. The charge is made when entering a room or event.

3. What is an administrator in the pay-as-you-go plan?

It is a user designated by the organization with special powers. They can add or modify the payment method, monitor consumption, review invoices, and are the main contact between the organization and Joinnexus.

5. On what date is the charge made?

On the 2nd of each month, an automatic debit is made to the company for what was consumed the previous month.

6. What happens if there are problems with my card at the time of making the charge?

If on day 2 there are problems with the payment method, the organization has 5 days from day 2 to update the payment method or make payment of the invoice manually through the payment gateway. Subsequently, access to the platform is suspended.

7. What happens if the administrator has to be absent or leaves the organization?

Within the registration form, an administrator and an alternate user are indicated. In case of the absence of the administrator user, unless the organization indicates something different, the alternate user becomes the administrator.

Note: It is important to notify the Joinnexus team in advance.

8. How do people in my organization access the Joinnexus space?

The organization indicates in the registration form the domains with which the email accounts that will enter the platform will be associated. The platform has a unified login (SSO), therefore, when entering they must choose between Google, Slack or Microsoft options as appropriate.

9. What to do if in my organization we use different domains?

In the registration form, you must indicate the domains to which access will be given. To add extra domains, you must contact a member of the Joinnexus team expressing your intention.

Note: In case you require any modification in your organization's domains, you must contact the Joinnexus team.

10. Is there a charge when the administrator enters to monitor consumption?

No. The charge is made for entering a room/event.

11. Is there a charge when I add questions or categories?

No. The charge is made for entering a room/event.

12. Is the charge made for each time I enter the room?

No. Once you have entered a room/event, you can enter all the rooms you want during the day and the charge will be the same.

13. How long do I have to enter rooms/events with a single charge?

You have until midnight on the day you made your first entry to enter rooms and events with a single charge.

14. How many rooms can I create in one day?

On the same day, unlimited rooms can be created with a single charge. At the same time, only one room can be created per user.

Premium plan

1. How does the premium plan work?

Plan with extra features, in which the charge is made per user per month. The user can enter rooms and events unlimitedly during the month without receiving extra charges.

2. What is a super administrator in the premium plan?

It is the main administrator of the platform. They can designate secondary administrators and who can be hosts and who cannot.

3. How many administrators can a premium plan have?

The number of administrators is unlimited. The super administrator has the power to choose who will be an administrator.

4. Who can create rooms in the premium plan?

Those who have been designated as room hosts by the administrator.

5. Who can create events in the premium plan?

Those who have been designated as room hosts by the administrator.

6. How is the charge made in the premium plan?

Each month, a charge is made for the users who are active in the organization's plan on the cut-off date. In case the automatic debit of the card is not carried out satisfactorily, an email will be sent to the super administrator. During the following 5 days, the super administrator will have the possibility to update the payment method or make the payment manually through the payment gateway in the invoice section. If the charge is not satisfactory during the following 5 days, access to the platform is suspended.

7. What happens if there are problems with the payment method?

In case the automatic debit of the card is not carried out satisfactorily, an email will be sent to the super administrator. During the following 5 days, the super administrator will have the possibility to update the payment method or make the payment manually through the payment gateway in the invoice section. If the charge is not satisfactory during the following 5 days, access to the platform is suspended.

8. What happens if the super administrator has to be absent or leaves the organization?

Within the registration form, an administrator and an alternate user are indicated. In case of the absence of the administrator user, unless the organization indicates something different, the alternate user becomes the administrator.

Note: It is important to notify the Joinnexus team in advance.

9. How do people in my organization access Joinnexus space?

In the administrator user's account, there is a Users module. In this module, users who will enter the platform during that month are added.

10. Is it possible to withdraw users from my premium plan?

Yes. You can deactivate users who for some reason you no longer want to enter. However, remember that if they have entered at least once into the platform, you will not be able to add another one in their place.