# FAQ and Troubleshooting

Welcome to The Princess Diana 3D Virtual Museum the first of its kind. There are 14 galleries to explore with over 1,700 historical items and 40+ exclusive audio interviews with the creators and designers who were close to the late Princess Diana and much more. The Princess Diana 3D Virtual Museum is an ongoing charitable educational project and more assets will be added to the museum over time. Your membership and donations supports this museum directly, we sincerely appreciate your patronage.

The Princess Diana Museum is live online 24/7 and you can access it from any desktop computer, laptop and/or tablet device (no mobile device support) regardless of the operating system you are running, with any popular internet browser. Please navigate the following FAQ's at: www.theprincessandtheplatypus.org to start your journey with us.

1. How do I access the Princess Diana Museum for the first time?

There are 4 Museum Memberships and 5 Patron Membership levels to choose from to access the Museum for the first time depending on your donation and length of stay. *Available Memberships: 24 hour, 1 week, 1 month and 3 months.*

These can be selected from the main log in page: https://www.theprincessandtheplatypus.org
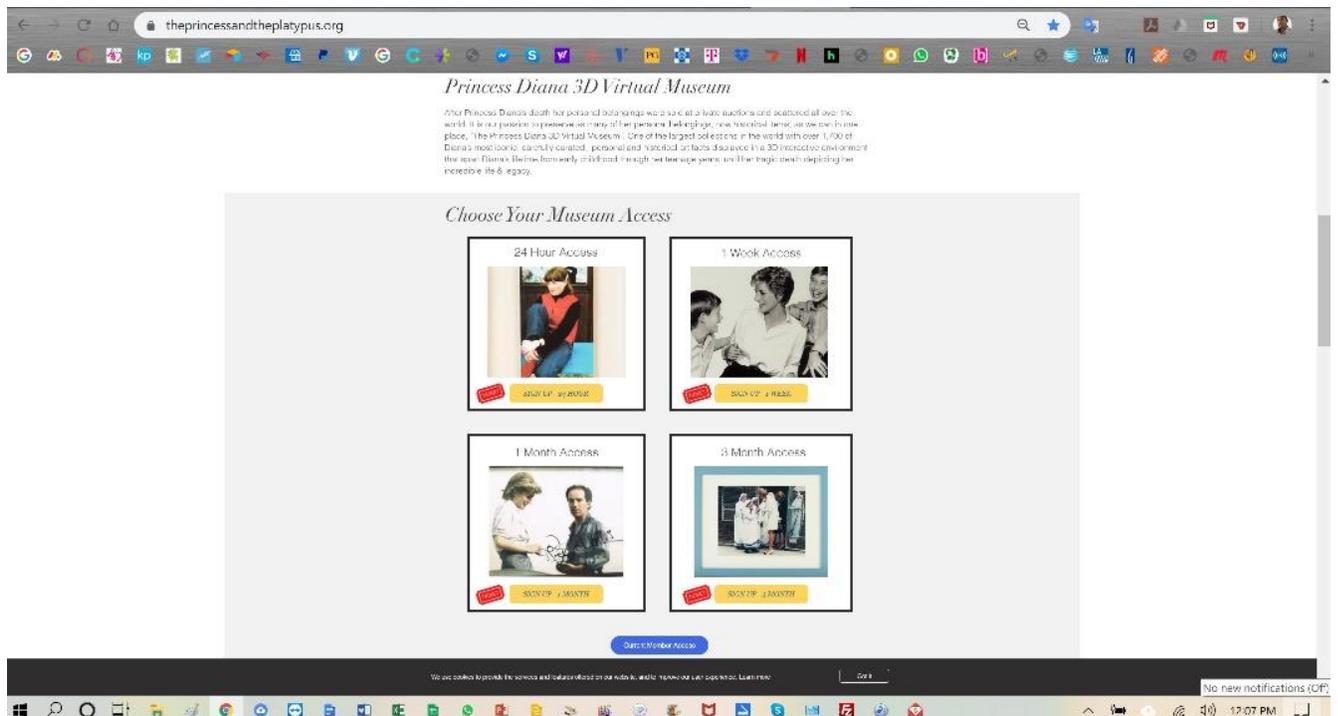
Patron Memberships are 1 year based on your level of donation: Sequins Patron, Jewel Patron, Diamond Patron, Tiara Patron, Crown Patron. Please navigate to: https://www.theprincessandtheplatypus.org/patronprogram
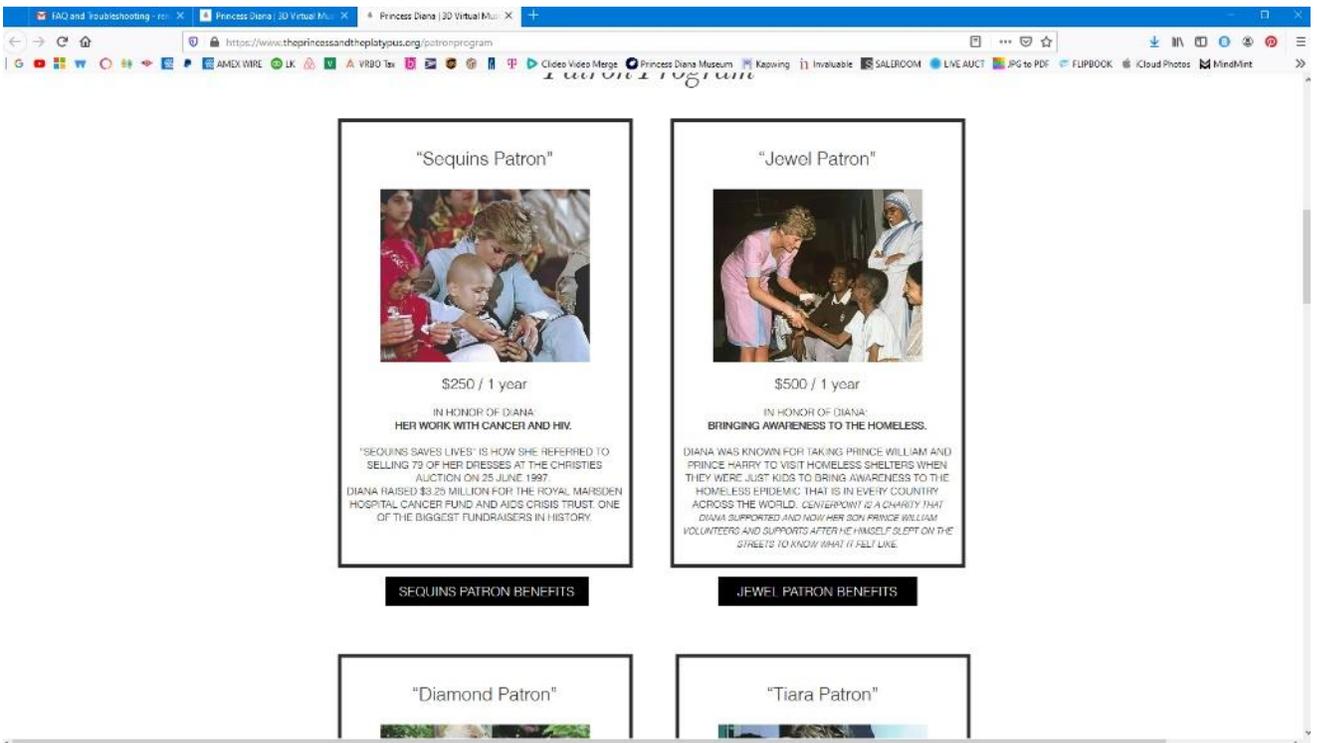
2. What happens after I select my membership or patron level?

After selecting your membership or patron level you will be directed to the **check-out page** below where you will enter your name, billing and payment details on a secure server. **If you have a coupon code enter it, and hit "Apply Coupon Code" so it adjusts accordingly.** Once it's filled out hit **"Check Out Now"** button at the bottom of the page to complete your donation and you will be directed to the log in page to create an account and password associated to your email.
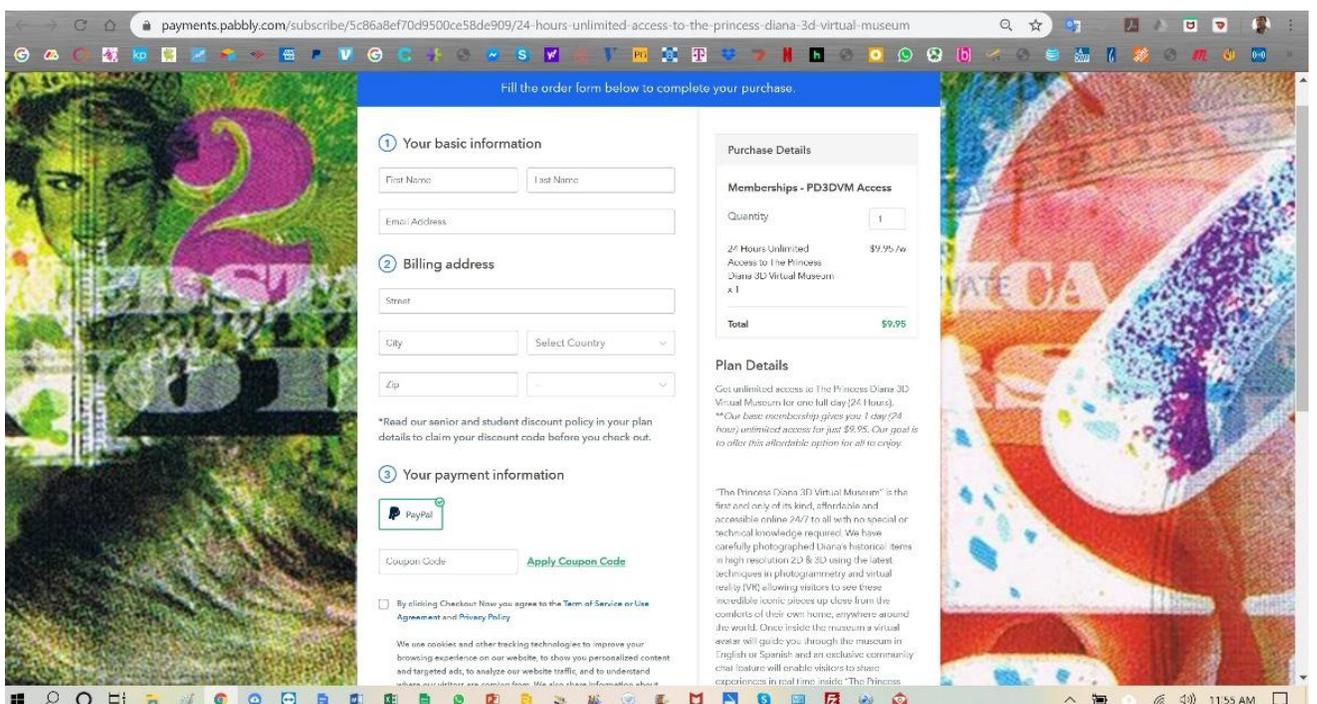
3. How do I create an account?

After successfully checking out you will receive a confirmation email and you will be automatically redirected to the museum account registration page (screenshot below) to enter your email and password and create an account.

Once you hit the "LOGIN" button you will be redirected to the "PP" museum loading page for the museum, please do not click or hit any buttons in the screen, just wait for this page to finish loading.

You can navigate to https://www.princessdiana3dvirtualmuseum.org/auth/login and log back in the museum for as long as your membership if valid.

4. How do I access the Museum once I have become a member?

In the login page https://www.princessdiana3dvirtualmuseum.org/auth/login enter your membership subscription email and password, once you click "LOGIN" your subscription starts and you will be automatically redirected to the museum loading page.
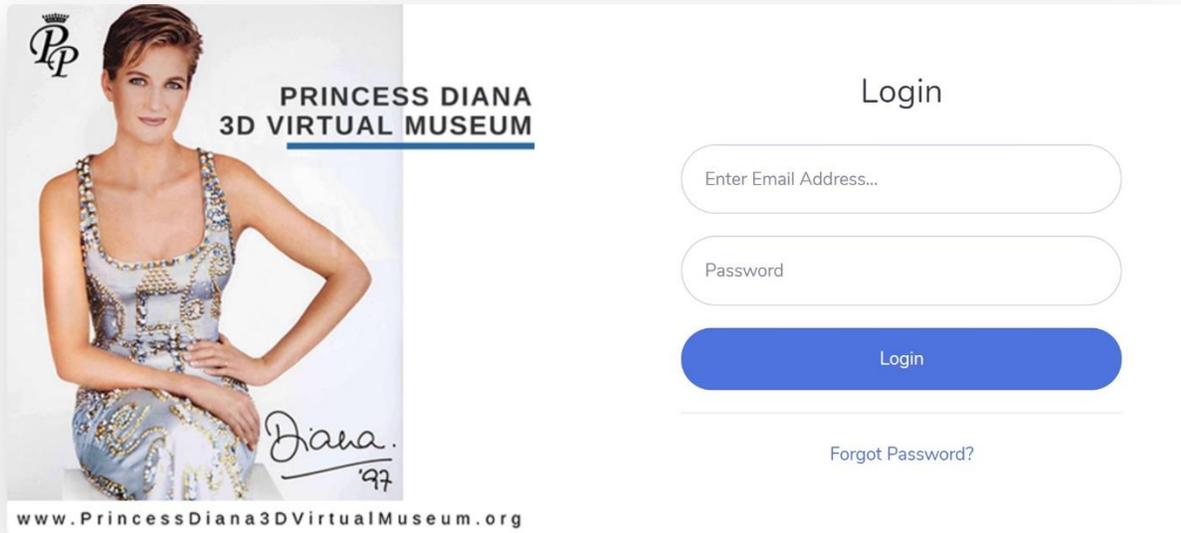
Depending on your internet speed, anywhere from 30 seconds to a minute loading completes the museum loading sequence at the end, *you should be automatically placed in the museum foyer ready to start your English or Spanish guided tour* or navigate on your own. **DO NOT navigate away from the "PP" loading page below** *or click anywhere in the screen, the museum loading sequence will be interrupted and your session aborted* .If you lose connection from your server you will need to log back in and start downloading again. Please navigate to log in page to enter your membership email and password as described above. If you experience problems please email us at: members@theprincessandtheplatypus.org
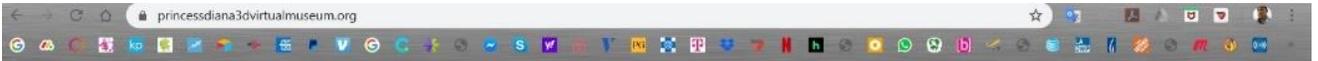
5. How do I navigate once inside the Princess Diana 3D Virtual Museum?

Once inside you will arrive in the foyer and a Virtual Avatar will appear at the bottom of your screen and ask you if you would like to start the tour in English or Spanish. Select either English or Spanish. We strongly suggest for first time users to select **YES** and let the Avatar guide you around each gallery showing you items of interest until you get familiar with the environment. In addition, the Avatar will teach you the basics on how to navigate by moving your mouse button and clicking the circle to where you want to go.
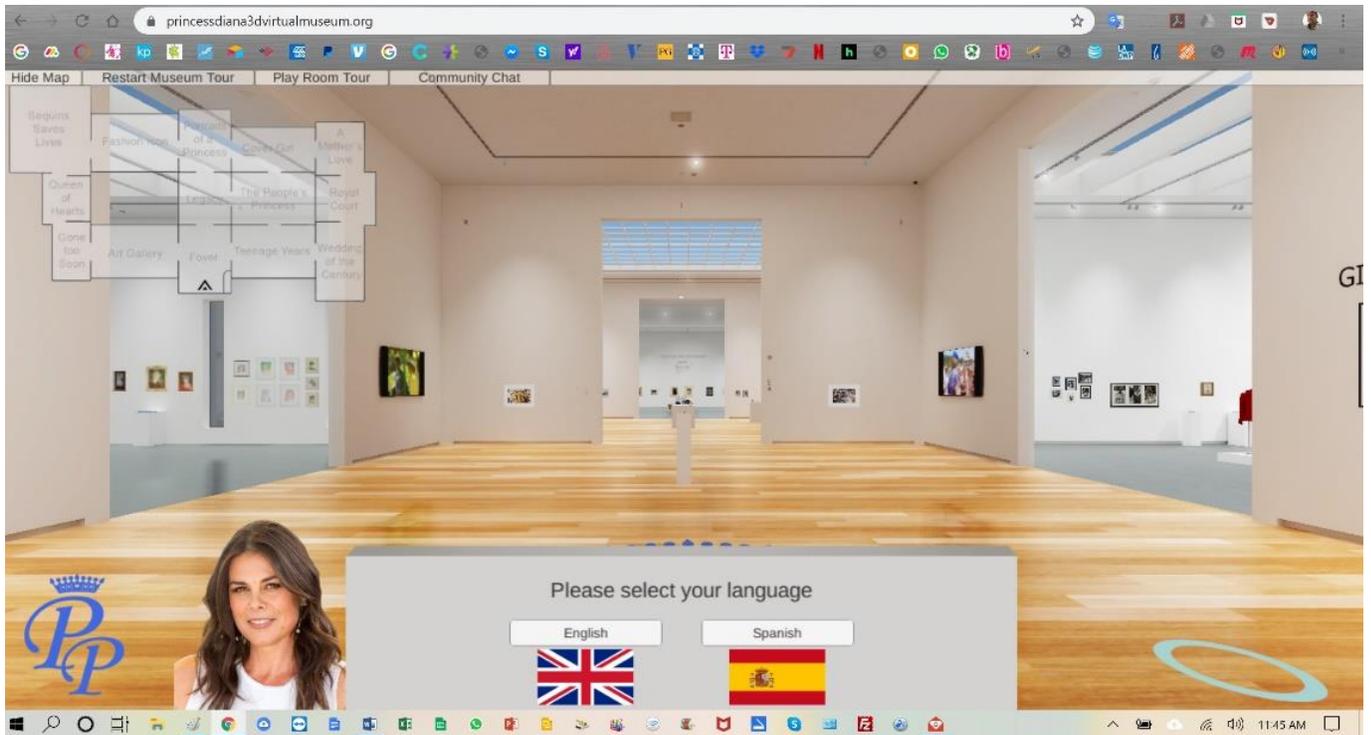
It will then ask you to proceed to the "Teenage Years Gallery." Each gallery entrance highlights with the name of the gallery under it, once selected to show you were to proceed.
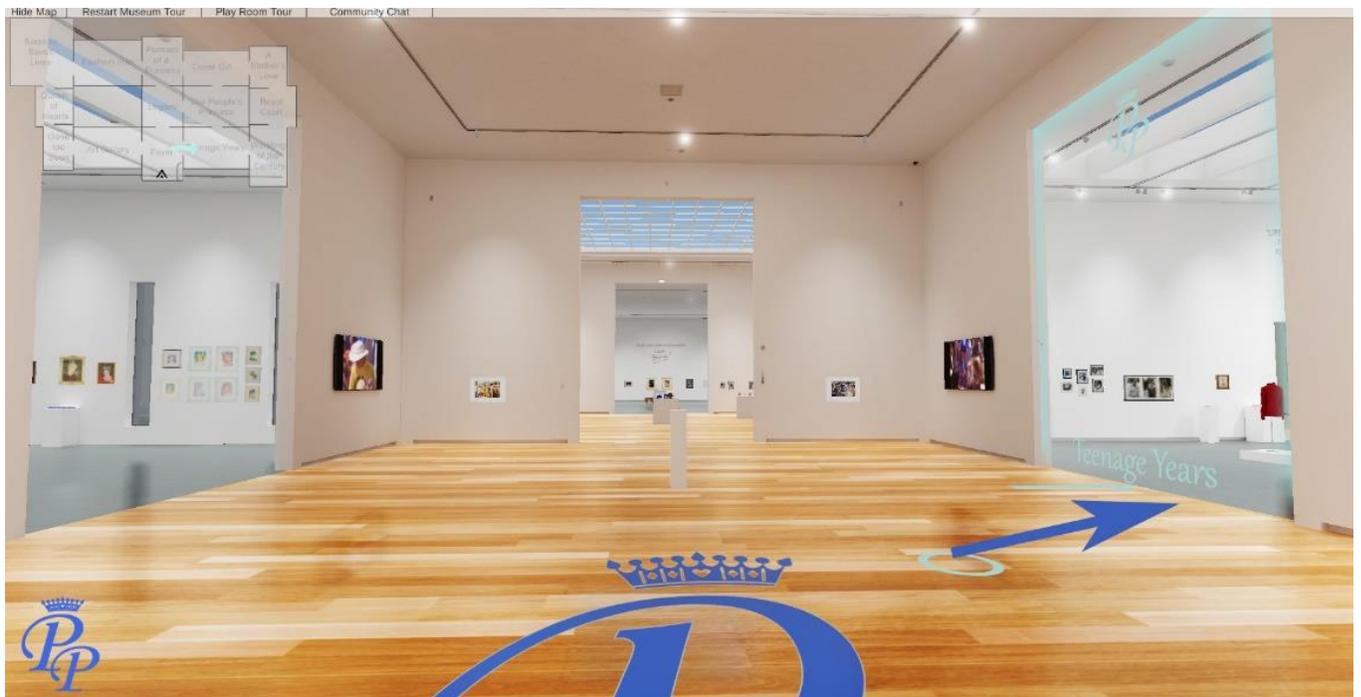
6. What are some of the other features I need to know to navigate throughout the museum?

There is a navigation tool bar at the top left hand side of the museum (below screenshot blue arrows point to menu) with some really cool features to make your experience visiting the museum a really integrative and fun one. **Site Map, Restart Museum Tour, Play Room Tour** and our **Community Chat** which allows you to "talk" in real time with other guests visiting the museum in real time via text or video chat.

7. How does the museum "Location Map" work?

The museum location map is displayed at the top left hand corner of your screen to show you where you are in the museum in real time. Simply click **"Show Map"** to enable this feature. It shows you your current position in the museum at any time and also allows you to click on any gallery on the map to be taken directly to that gallery. If you no longer wish to see the map, simple click "**Hide Map.".** Please note that by doing so you will miss your Avatar guided tour if you happened to be in it as you would in a traditional museum tour guide.
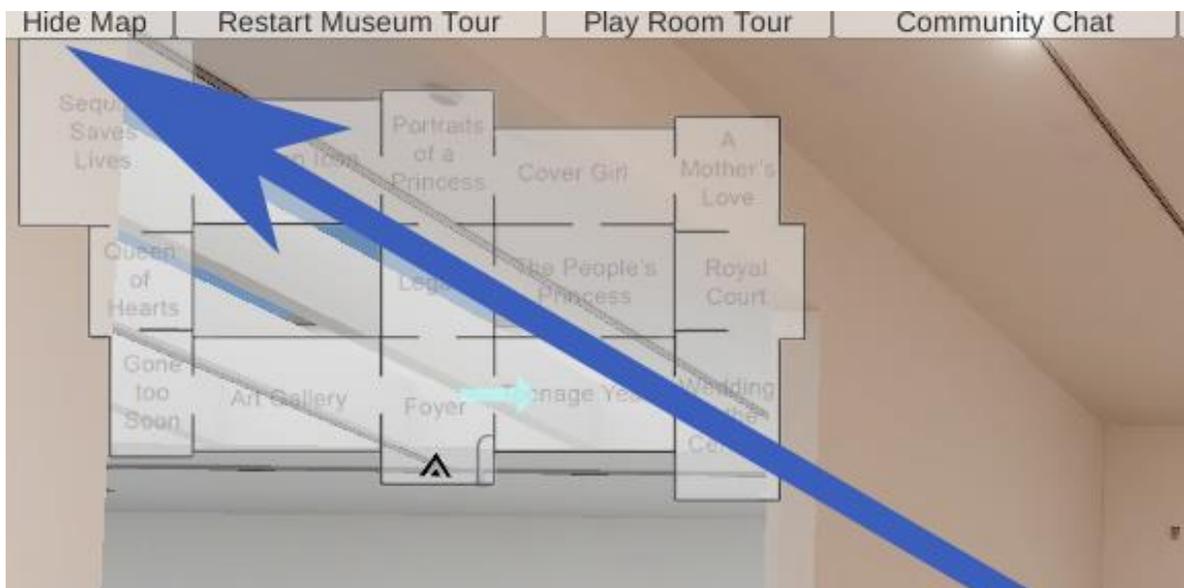
8. How does the Restart Museum Tour Work?

At any point in the museum you would like to restart the Avatar tour from the beginning simply click "Restart Museum Tour" and you will be re-directed back to the foyer to start it again.
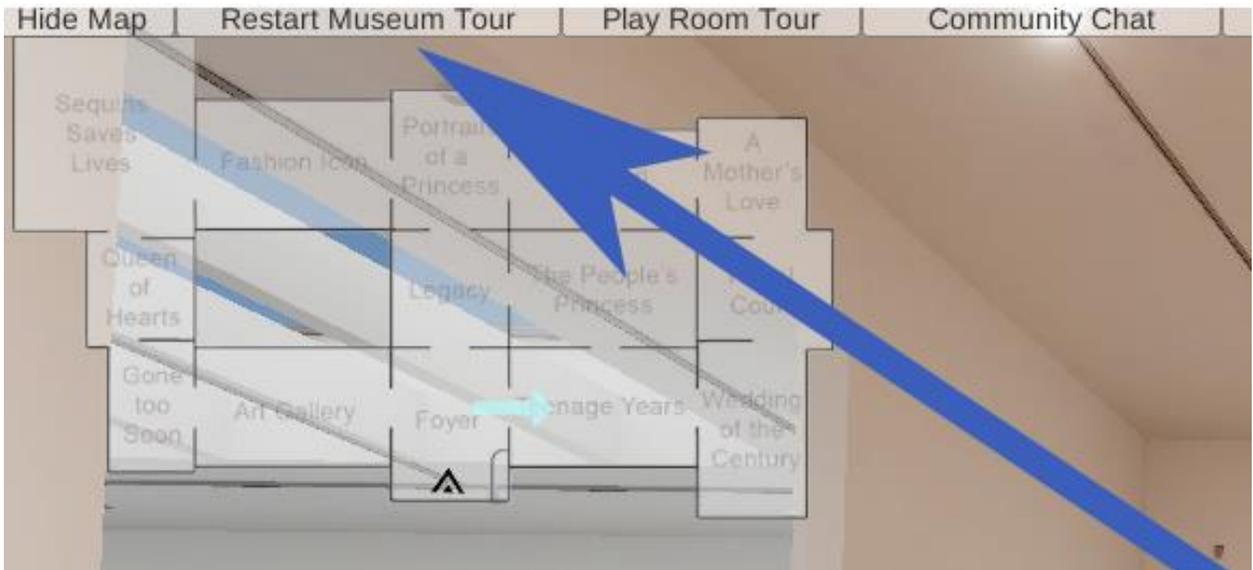
9. How do I start the tour once inside a gallery?

You can start the Avatar tour once inside any of the galleries. Simply click "Play Room Tour" and it will talk about the items in that room. Please note if you move out of that room, the Avatar will keep talking about that gallery until it's complete.
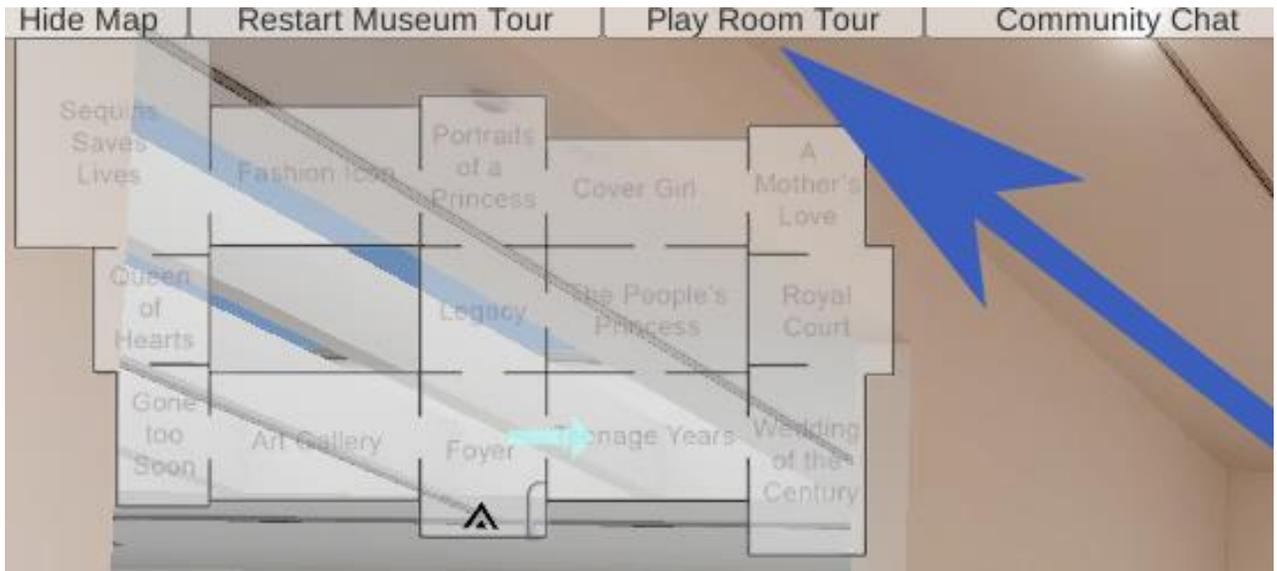
10. How does the "Community Chat" feature work?

We are so excited to be able to offer a "Community Chat" feature in the Princes Diana 3D Virtual Museum which allows you to connect in real time and securely either by text chat or live video feeds – all connections are encrypted for your safety. Please keep all chat sessions respectful and professional, we reserve the right to terminate your membership immediately without any compensation or refund, if you abuse other guests and/or engage in offensive and/or derogatory exchanges using our Community Chat. Specifically comments pertaining to sexual orientation, racial status, religion, ethnicities, civil status, immigration status, politics, and health conditions are NOT permitted at any time in any electronic exchange using our Community Chat and will violate our terms of use for the Princess Diana 3D Virtual Museum, resulting in immediate and effective termination of your membership without any refund or compensation for any of the remainder portion of your membership. Other Privacy and Terms of Use May Apply.

CLICK on the "**Community Chat**" feature. This will open a box where you enter your username. Once you connect you can start texting anyone else that is visiting the exhibit at the same time. You can see other "blue circles" on the floor that indicate other people visiting the museum.
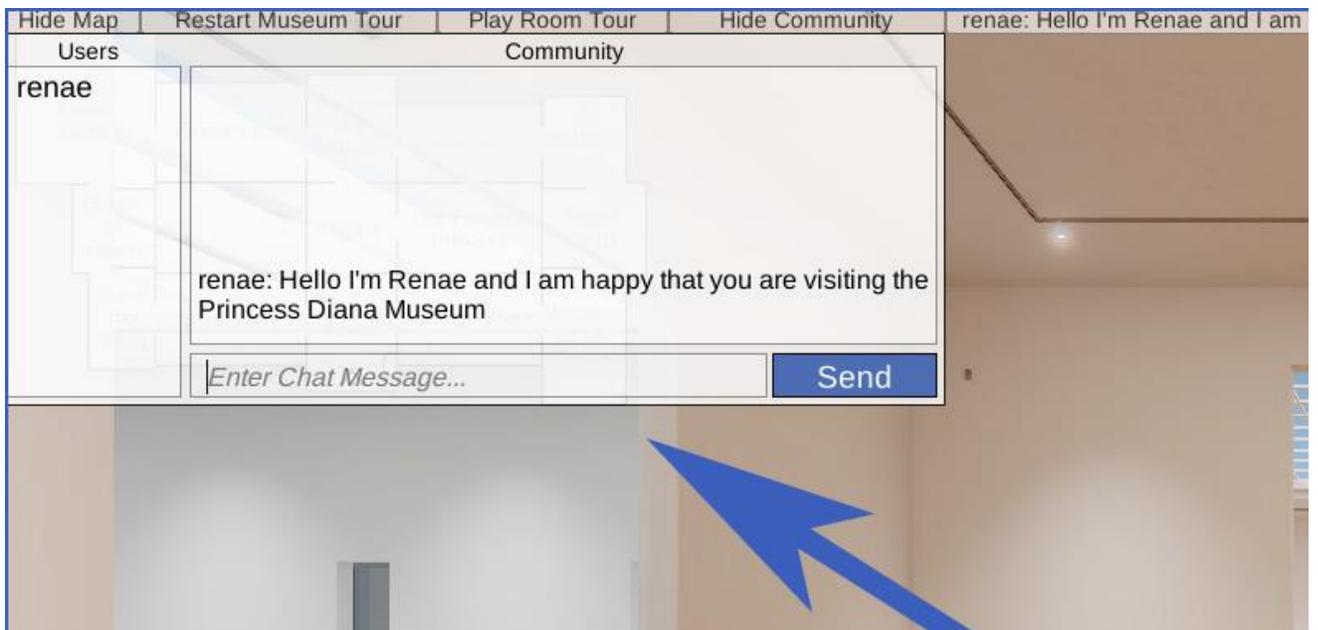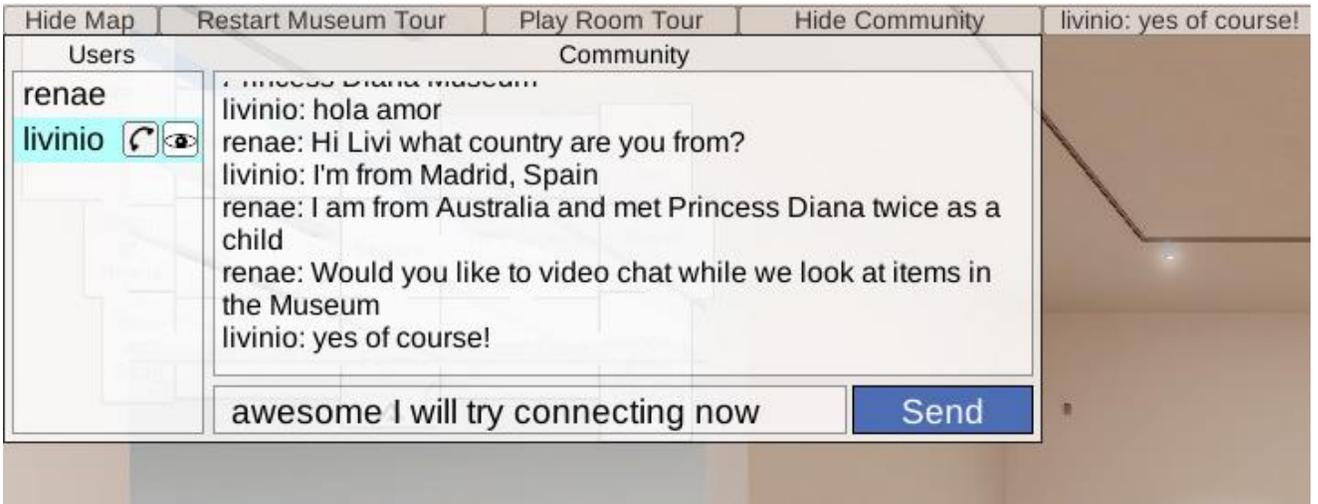
If you would like **to connect with someone in the "Community Chat" room via video**, please ask them first, and when they agree you will be prompted to accept the conditions of a 'secure server' connection
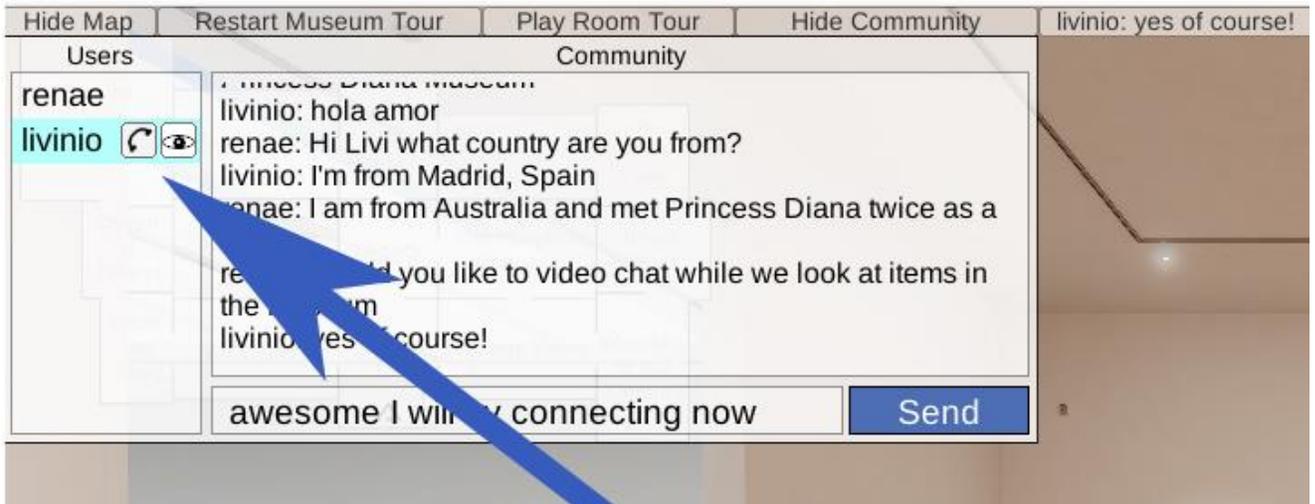
After you **hit the telephone icon** it will ask you whether you accept the call to connect. Once you do, you will both be connected and be able to move around the museum sharing your experience in real time as you do. The **"EYE ICON"** allows you to click on it to see the immediate prospective of the person you are connected to….so you get to see what they are seeing☺ If you want to end he video call at any time simply click the "red telephone button" in the middle of your screen.

TECHNICAL Q & A

1. **What type of web browser do I need to run the Princess Diana 3D Virtual Museum?**
   The Princess Diana 3D Virtual Museum is designed to run in all popular web browsers. Make sure you update your browser to the last version available. Check your settings or help menu in your browser and check for available updates if any, please update your browser.

2. **What do I need to do with the cookies in my browser?**
   Make sure you accept cookies in your browser, here are simple steps on how to do this. If museum loading page suddenly stops or crashes please check your cookies settings and empty the history cache in your browser settings to refresh the page.

3. **Why are the assets in the Museum taking a long time to load?**
   During navigation a message "loading artwork" appears that is a normal aspect of loading a great amount of graphical assets. As you navigate through the museum, the graphic engine will automatically render the artwork and this message will appear. The museum contains hundreds of 3D models as well as video and audio feeds and thousands of original photographic pieces.

4. **What happens if I choose to leave the museum and come back?**
   If you choose to close or end your session you can come back at any time during your active subscription through our foundation page portal (www.theprincessandtheplatypus.org) - click on "current member" blue button link. You will be redirected to the login sign in page where you enter your username and password. Or navigate to the login page: https://www.princessdiana3dvirtualmuseum.org/auth/login

5. **What happens if I forget my username and password?**
   Please reset your password in this page: https://www.princessdiana3dvirtualmuseum.org/auth/forgotpassword

Thank you for your kind donation and support. For technical questions or issues please email us at: members@theprincessandtheplatypus.org

The Princess and the Platypus Foundation | info@theprincessandtheplatypus.org | www.theprincessandtheplatypus.org

#HUMANKINDNESSMATTERS