

Royal Mail – Dog Safety - Facilitator Guide

There are some helpful tips you need to know when facilitating this Dog Safety Virtual Reality training. These include some points around the basic functionality of the experience, as well as how to achieve the best performance on digital devices so users can get the most out of the training.

First things first...

There are a couple of points to note to ensure you're getting the best possible performance of this experience:

- Ensure the mobile device you are using is significantly, if not fully, charged as this experience can drain your battery
- Consider your internet connection. For peak performance, a strong Wi-Fi connection is ideal. 4G also provides apt functionality, but 3G, especially on iPhones, may not be a sufficient connection.
- Turn off notifications where possible to avoid disruptions to the experience
- Please bear in mind that the experience can take some minutes to load. Ensure you have planned ahead for this in the time allocated for users to experience the learning.
- We highly recommend you go through the experience yourself so that you are able to guide users through the scenarios if necessary.

Setting up

Here's what you need to think about when setting up the experience:

- Follow the link that has been sent to you on the smartphone, then save it to your home screen.
- Clip the mobile device into headset. Once it's in, select the 3D mode. This will create a line that splits the screen. Ensure the split lines up with the centre of the headset.
- In some cases, the distance between the two lenses, as well as that between the lenses and the mobile, can be adjusted. See your headset's instructions on how to do this and inform the user when they're putting it on.
- If multiple people are doing the experience at the same time, it's a good idea to use headphones so that the audios don't cross over. Put these on once the headset is secure and the user is comfortable. We'd recommend no more than two users doing this experience at the same time.
- Ideally, have the user sit at a computer chair which can turn 360 degrees so they are safe to rotate around

- If there is no chair available, make sure the floor space around the user is clear and free of any trip hazards
- Have anti-bacterial wipes on hand to clean the headsets so they are hygienic for the next user. To be supplied locally.

Preparing the user

It's important to note that the user may not have experienced VR before, and different people may react differently to the experience. Firstly, you will want to brief the users fully on what they are about to see, why they are seeing it, and what to expect. Points to include are:

- A brief overview of the context behind dog safety
- The types of interaction they will go through (decision-making, hazard finding)
- How to interact with the environment (the gaze feature) and explaining the nature of 360 video

Below is an example overview of the experience you could use:

Dog safety is a key focus for us at Royal Mail, and your safety is our priority, so we want to put you in a realistic experience to help you practice good behaviour to avoid accidents. In this experience, you'll be helping a new postwoman on her first week's postal run. You'll be faced with decisions you must make, as well as having to spot signs of a dog present.

To do this, you'll use the movement of your head to navigate a 360 degree space. This means you can look all around you: above, below, and behind, for things to interact with in the environment. To select a hazard or answer you can gaze over it by lining up the white circle in the centre of your vision with the object, and a loading symbol will let you know when you've selected it. Make sure you're looking all around to ensure you're getting all the options available.

Make it clear to users what they will be seeing during the experience, including the tutorial feature at the beginning. Explain that the tutorial is a practice environment to get used to the navigation, and that they should look for the hotspots in the 360-sphere.

There are important factors to mention:

- Inquire about the user's experience with virtual reality and be on hand to answer any concerns or questions they might have

- Check with the user that the visuals and audio are functioning once the headset is on
- Advise the user that if they feel uncomfortable or ill to close their eyes for a few seconds, and if the feeling continues, to remove the headset
- Explain to the user that they can wear glasses, but the headset may make them uncomfortable. If they can see okay without them, suggest removing them for the experience.

FAQs

Does my movement affect the experience?

Head movement only. So if the user spins on a chair, this will affect where they are facing in the headset. However, moving the entire body, such as walking, will not influence the experience and is discouraged for safety reasons.

Can I wear glasses?

Yes, but it may be uncomfortable in the headset. If the user can see reasonably well without glasses, they might feel more comfortable removing them for the experience.

How do I select something?

Users select something by holding their gaze over options. Sometimes these options are hidden for them to find, other times they are highlighted, but a loading animation will always show them when they are focusing over one.

Why has the experience frozen/why is nothing happening?

Double check that the experience really has frozen and check internet connection. However, in many cases this can be down to the user having not spotted the advance option. In this situation, encourage the user to take another careful look around the full environment.