

# Livin' It Up FAQs

## **Where can I download the game?**

You can download the game from the Google Play store (on Android phones) or the App Store (on iOS phones).

## **The game won't download on my phone/I can't see it on the store**

The game uses 3D graphics and effects that may not work with older phones. Only devices produced within the last 3 years and that have a minimum of 2GB of RAM with either Android version 6 – Marshmallow or iOS version 10 will be supported.

If your phone falls outside of these specs, the game may not be visible in your app store or it may not be available for download. Alternatively, you may get the error message "Your device is not supported".

## **I've just started a new game. What do I do now?**

You can start earning money so you can reach your character's dream! Simply tap on the briefcase at the bottom of the screen to play a minigame. You can spend the money you earn playing minigames on decorating and upgrading your character's home or save it to reach their dream.

## **How do I play minigames?**

Each minigame has a simple goal – to score as many points as possible! All you need to do is tap or drag the correct object in each game. Scoring high will earn you more money.

## **How can I upgrade my character's home?**

You must spend money to upgrade your character's home. Find out what you can upgrade by tapping anywhere inside your character's 3D home.

## **How do I win?**

To win (and potentially unlock a new dream/character), you must reach your character's dream before time runs out! To see your progress, tap the graph button (located top-centre of your screen) in your character's home. This will take you to a screen that shows your savings and how far you are from reaching your character's dream. You can also see how many months you have left to reach the current dream you are working towards. But it's all about balance, so be careful – the amount of time you have left to reach your character's dream decreases slightly every time you go to work.

## **Why is my character unhappy?**

Happiness steadily goes down over time but goes up when you pay for home improvements. The lower your character's happiness, the less you earn playing minigames – which means you may have to withdraw from your savings to manage your character's happiness.

## **How do I improve my character's happiness level?**

Upgrading your character's home is the most reliable way to improve their happiness.

## **Can I withdraw the money I've saved and use it to buy things?**

Yes, and sometimes it will be necessary. Tap the graph icon (located top-centre of your screen) to view your account balance. To make a withdrawal, choose a negative amount to put into your savings. Just be careful not to do this too often.

## **What does it mean when I have a negative amount saved?**

If your savings reflects a negative amount, it means you are in debt. You will first need to save money to settle the debt before you can start saving for your character's dream. The longer you are in debt, the greater that debt becomes – so settle the debt as quickly as possible!

## **Is there any other in-game help?**

Check your mail by tapping the envelope at the top of your screen. You'll get mail and tips related to your character's situation, as well as money tips you can use to manage your own money.

## **Why do I have to enter my cellphone number to get more content?**

Livin' It Up was created for Capitec as a fun approach to positively influencing South Africans' financial habits. Your phone number is used to link your game profile to your Capitec Global One profile, should you be a Capitec client. This enables us to see whether the game has a positive impact on how clients manage their financial lives. Your number will not be used for marketing purposes.

## **Why am I earning very little money from work?**

Keeping your character happy is extremely important: if your character is miserable, they earn less. If your character is in a situation where they are unhappy and unproductive, you may need to withdraw from your savings to fix the short-term crisis.

## **What does "from happy" mean in my work results?**

This indicates that your happiness level has decreased. Be careful not to let it fall too far!

## **I've been pushing the back button but I can't close the app.**

In graphics-heavy apps, some phones hide the back button to improve the look and feel: swiping up from the very bottom of the screen should bring the button back to its usual place.

If swiping up from the bottom of the screen doesn't bring the button back, lock/unlock your phone to minimise or dismiss the app.

## **My menu has disappeared from the screen so I can't press the home or back button.**

Swipe up from the bottom of the screen to pull the native menu up – you will then be able to interact with the back and home buttons.