DOWNLOAD AND INSTALL

I can't find the app

You can download the app via https://attensi.wilhelmsen.com/ , follow the instructions to download the application on your machine.

The download is moving very slowly

The first time you download the simulation it may take some time, as you are downloading all the files needed to start the simulation. After the first download it should start much faster, unless the simulation has been updated and needs to download additional files.

If you lose internet-connection mid-download, you need to cancel the download, ensure that you have stable internet-connection and start again.

Some connections may have limits on bandwidth speed, we recommend using ethernet when downloading the app.

LOGGING IN

How do I log in?

You log in with your regular Wilhelmsen-user.

I have filled in all the correct data, but I still can't log in

Double check the data, no spacing should be present. If you still can't log in, contact *Support*.

I get the message "no user found for email 'xxx@...' "

Check that you have written the correct email address, no spacing should be present. If you still can't log in, contact *Support*.

I can't press the log in button

Check internet connectivity, this will happen when the user starts the simulation offline.

ATTENSI LAUNCHER

I can't download Attensi Launcher, it requires administrator privileges

If Attensi Launcher isn't installed, you need administrator privileges on the PC to install it, contact IT for this. On your personal PC you should have administrator privileges and can download it through https://attensi.wilhelmsen.com/ .

I've installed Attensi Launcher, how do I start the App?

Go to https://attensi.wilhelmsen.com/ and follow the instructions.

Do I need to update Attensi Launcher?

No, Attensi Launcher will update automatically.

PLAYING

I get a black screen when trying to start the simulation

Depending on your internet connection, it may take some time before the simulation starts. In some cases you might need to update your graphics driver if they are outdated.

The simulation freezes and/or quits suddenly

Try turning the device off and on and ensure that you have as few other programs/apps as possible running at the same time.

Ensure the device meets the required technical specifications.

Windows:
Operating system: Windows 7 or higher
CPU: 4th generation Intel core i5 or higher, or compatible
GPU: DirectX 11/Shader Model 3.0 compatible
Memory: 2 GB total RAM+VRAM
Hard drive: 1000 MB free disk space

MAC:
Operating system: OS X 10.11 or higher
CPU: 4th generation Intel core i5 or higher, or compatible

GPU: Shader Model 3.0 compatible
Memory: 2 GB total RAM+VRAM
Hard drive: 1000 MB free disk space

Recommended browsers:
Latest versions of Google Chrome, Firefox, Safari and Microsoft Edge

All devices require stable internet connection.

Do I have to be connected to internet to play?

Yes, all simulations require stable internet connection to play.

I don't see the "start"-button when the simulation has downloaded

You might have started in full screen mode and pressed "ESC" at some time. You might also have a resolution on your screen that resulted in the button "disappearing" outside the screen. Close all browser windows and start the simulation again.

Further support

My problem was not documented here, or I need further support.

Go to Service now and select *"Get Help"* to submit a ticket.