My quests have expired, why do they still appear in my operator portal?

When a quest expires, simply hit the "Archive" button. This will archive all of the data and remove the expired quest from your operator account.

What happens if a machine breaks down mid quest?

If a machine breaks down, simply change the machine name in the quest as well as the target score for the new game. If someone completed a mission on the game prior to breaking down, their status will remain complete. Just make sure you DO NOT delete the machine slot from the existing quest.

How do I approve a quest?

To approve a quest, it depends on what prize option you have selected when creating a quest.

A. If you select "QuestBux" you will not have to do anything to validate a quest completion. The user will automatically be rewarded their QuestBux and Wizard Points upon completion of the quest. You will receive an email when a player completes a quest that shows all of the photo proofs for you to audit. If you see an invalid photo or feel that someone cheated, you will have the ability to "reject" the quest submission inside of the email. You have 24 hours to audit and revoke a quest once completed otherwise the quest completion is finalized.
-Best option for the" hands off" operator/location experience

B. If you select "Prize", upon completion of a quest a user will not receive their reward until the location staff manually validates the quest completion. A validation box will pop up that prompts a user to take their mobile device to the bar where they must present the staff with their device. The staff will then enter the unique pin number that you set when establishing your location. The staff will then be presented with the photos and scores to skim through to make sure there is no cheating. The staff then digitally signs off and validates the quest. At this time the staff is prompted with what they should reward the user(Example: Free Soda) and the Wizard Points are rewarded to the user.
-Best option for giving immediate prize following a quest completion

C. If you select "Both", you will reward both a physical, on location prize as well as QuestBux. Because a portion of this method requires giving a prize away in house, the location staff will have to use the validation method from item **B.** above. Upon the manual validation, the staff presents the user with the on-site prize(Example: Free soda) and the app will automatically reward the QuestBux and Wizard Points to the user.
-Best option for immediate gratification as well as QuestBux accumulation for a user

D. If you select "None - Wizard points only", you will not have to do anything to validate a quest completion. The user will automatically be rewarded their Wizard Points upon completion of the quest. You will receive an email when a player completes a quest that shows all of the photo proofs for you to audit. If you see an invalid photo or feel that someone cheated, you will have the ability to "reject" the quest submission inside of the email. You have 24 hours to audit and revoke a quest once completed otherwise the quest completion is finalized.
-Best option if you do not want to give away a prize, but still want to give users a goal

How can I reward people for coming to league and tournaments?

If you want to reward players with QuestBux for attending league or tournaments here are the steps.

1. Click my locations
2. Click "quests"
3. Click "new quest"
4. For the quest name, give the title of the event. For example "June 2021 Tournament"
5. Make the start date and end date the same day of the event. Example: Start June 20th. End June 20th. This would open the quest window from 12:01AM to 11:59PM that day.
6. For prize, select QuestBux and enter the value of QuestBux you wish to reward for attendance.
7. **IMPORTANT! Check the "Don't award Wizard Points" box.** This will remove the rewarding of Wizard Points for checking in, as well as remove the requirement of a score for completing the "check in".
8. Create a trophy.
9. Click "add goal"
10. For machine type, select "other"
11. In the name box, give instructions of how to "check in". Example: "Take a photo of your shoes"
12. Click create quest.

Users will now see your event as a standard quest under your location and will be able to complete the quest(check in) with no score requirement.

How do I determine how many QuestBux I should award?

While there is no right or wrong answer, it really just depends on what you want your earnings to redemption ratio to be.

QuestBux have a value of 1/100th of a dollar or 1¢ per $1.00.

At my personal location I award QuestBux as follows:
Easy Difficulty = 100 QuestBux or $1
Medium Difficulty = 200 QuestBux or $2
Hard Difficulty (or Wizard) = 300 QuestBux or $3

Here are a few Samples of quests and their estimated earnings vs reward.
Assumptions: 1 quest, 3 missions(games) per quest.
Definitions:
Wizard= The player you typically see on the high scores of a machine.
Average= The player that knows the rules, has flipper skills and an understanding of the game's rules.
Casual= The player that thinks a pinball machine is a box of pretty lights/has no clue how to play.

Easy: Wizard: will take 1 play per game to complete the quest
Average: 2+ play per game to complete the quest
Casual: 3+ Play per game to complete the quest

Assumptions **10** total players
3 Wizards- ($1 per play, 1 play to complete, 3 missions)= $9 in earnings
3 Average--($1 per play, 2 plays to complete, 3 missions)= $18 in earnings
4 Casual- ($1 per play, 4 plays to complete, 3 missions)= $36 in earnings
Total earned in example = $63
Total QuestBux distributed assuming 100 for completed quest: 1000 QuestBux or $10

Medium: Wizard: 1.5 play per game
Average: 3+ play per game
Casual: 5+ per game

Assumptions **10** total players
3 Wizards -($1 per play, 1.5 play to complete, 3 missions)= $13.5 in earnings
3 *Average* - ($1 per play, 3 plays to complete, 3 missions)=$27
4 *Casual*- (assume casual will spend $5 to try average Quest then give up)=$20
Total earned in example = $60.50
Total QuestBux distributed assuming 200 for completed quest: 1200 or $12

Wizard: Wizard: 5+ plays per game
Average: Likely wont attempt
Casual: Likely wont attempt

Assumptions **10** total Players
3 Wizards--($1 play per game, 5 plays to complete, 3 missions)= $45
3 Average- likely wont try $0
4 Casual- likely wont try $0
Total earned in example =$45
Total QuestBux distributed assuming 300 for completed quest 900 or $9

At my location a t-shirt costs 1500-1800 QuestBux depending on the size.
For a "Wizard" to earn enough QuestBux they would have had to complete roughly 3
months of all Easy, Medium and Wizard goals. Total spend to achieve this would be $67.50
per the example above(3 easy quests= $9 spent, 3 Medium quests= $13.50 spent, 3 Wizard
quests=$45 spent)
Redemption item cost $15. Total earned $67.50. Net earnings $52.50

What are QuestBux and how are they used?

QuestBux are a virtual version of a redemption ticket. You have the option to reward users with QuestBux specific to your location upon a user completing a quest.

QuestBux can be redeemed using your free Silverball Swag store. You will need to supply Silverball Swag with logos/art files, they will then create your product library and launch your digital redemption store.

QuestBux earned at your location CANNOT be redeemed at another location or vise-versa so rest assured, people are not earning QuestBux at other locations and spending them at your location.

What are Wizard Points, and can I change the given value?

Wizard points are used to rank individuals on a national basis(currently). To keep the weight of wizard points fair, a location is unable to change the value of given Wizard Points upon a quest completion. Regardless of difficulty, 10 wizard points will be rewarded upon completing a quest at a location.

PINQUEST and other "promoters" will be hosting challenges where a greater level of Wizard Points can be achieved, but these challenges will be limited in frequency. Make sure to keep your game line up current on pinballmap.com as when official challenges are posted, the goal is to benefit all operators by giving end users a "find a game" function built into the app.

Summary:
-Locations cannot change the Wizard Points value
-Official PINQUEST challenges and "promoter" challenges can award a greater level of Wizard points
-Keep your game lineup current using pinballmap.com