

Cyber Choices Challenge 2023 FAQs

Find answers to these frequently asked questions here

At school, I encounter issues with data communications, registrations, or logins when trying to play the Cyber Choices Challenge game.

Even though the previous FAQ has been actioned, I still can't play at school and I really want to compete in the competition

I've come across another web site / service called LootLocker – what is this?

When trying to log in I keep receiving the message “Please complete the verification email process before proceeding.”

When trying to log in I keep receiving the message “Your email or password is incorrect.”

I've got a question that has not been answered yet...

Cyber Choices Challenge 2023 FAQs

At school, I encounter issues with data communications, registrations, or logins when trying to play the Cyber Choices Challenge game.

When attempting to play the Cyber Choices Challenge game at schools, you may encounter messages such as:

1. “There was an error creating the user.”
2. “Sorry. There was an error getting the player's name.”
3. “Your email or password is incorrect.”

The CSCUK team have been able to identify a common fix to ensure connectivity is persistent on school wired / WIFI networks. Please contact the school's IT Administrator and request that the web address <https://api.lootlocker.io> is added to the school firewall's whitelist. This should help to alleviate some of the issues above.

Even though the previous FAQ has been actioned, I still can't play at school and I really want to compete in the competition

If you are struggling to access Cyber Choices Challenge during permitted times at school, the CSCUK team recommend that you:

1. Use your mobile device to play. You can download the app on the Google Play Store or Apple App Store.
2. Disconnect from the school WIFI and use your mobile data plan instead (3G, 4G or 5G) to play.

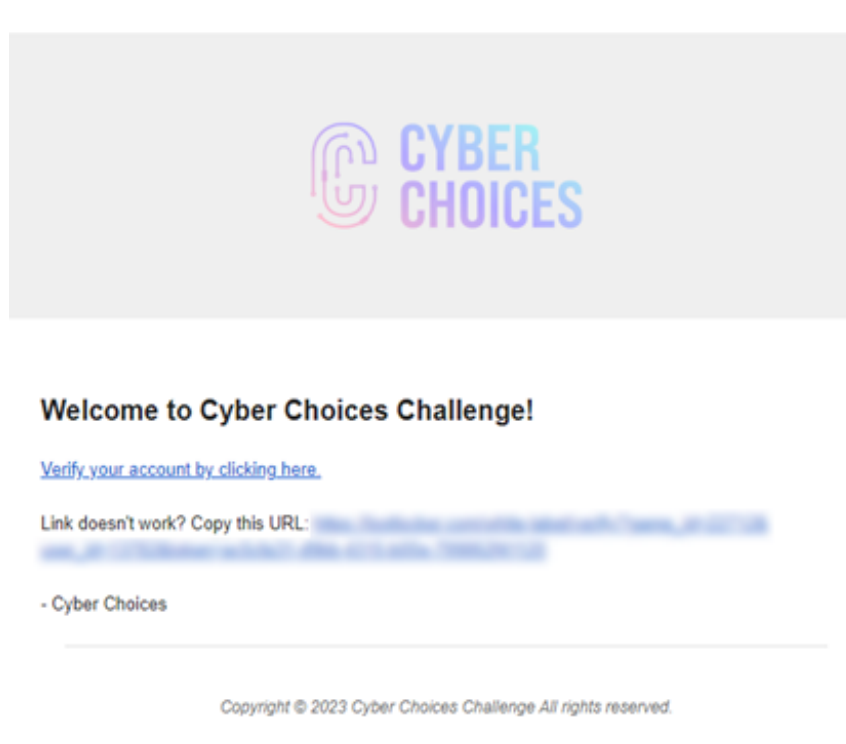
Please ensure you have permission from the mobile device's bill payer when using any data on the network plan attached to your mobile device.

I've come across another web site / service called LootLocker – what is this?

LootLocker is a service used by the Cyber Choices Challenge game. It is used to help manage the game, players and leaderboards. You can trust this source.

When trying to log in I keep receiving the message “Please complete the verification email process before proceeding.”

Upon registering, you should have received a verification email from the email address: hector@lootlocker.io. (Hector is the name of LootLocker’s mascot btw!), with a subject line: Welcome to Cyber Choices Challenge –



Don't forget to check your spam folder and once located, follow the instructions within.

If you did not seem to receive this email, you could try the following:

1. Perform at least one attempt at trying to log in.
2. If the message pops up saying you need to verify your email, click the Help? button.
3. A new button appears enabling you to Re-send Verification Email.

Fill in your email, click the Re-send Verification Email button and it should send you another verification email to action.

When trying to log in I keep receiving the message “Your email or password is incorrect.”

Well... Let's get the obvious suggestion out of the way: did you type your email / password correctly? Sometimes you might think you're typing it correctly, but just take a step back and be sure each and every character is as you recall it to be.

Otherwise, you could try resetting your password:

1. Choose the Register / Login button on the main menu.
2. Click the Help? button.

Fill in your email, click the Reset Password button and the game should send you a reset password email to action.

I've got a question that has not been answered yet...

Please reach out to us using our [contact form](#) and we'll be in touch as soon as possible to help you out with any issues you are encountering when playing the Cyber Choices Challenge game.