



**St. Jude
Heroes®**

St. Jude Heroes® Augmented Reality FAQ

The St. Jude Heroes app uses augmented reality (AR) as a fun and interactive way to showcase artwork from St. Jude patients.

DOES MY PHONE SUPPORT AR?

iPhone devices 8 and up support AR with iOS 11 or later.

Android phones will support AR if they have ARCore, a Google platform for AR experiences. Most devices will already have this installed; if yours does not, you can download ARCore from Google Play.

If your device doesn't support AR, this section of the app will be hidden.

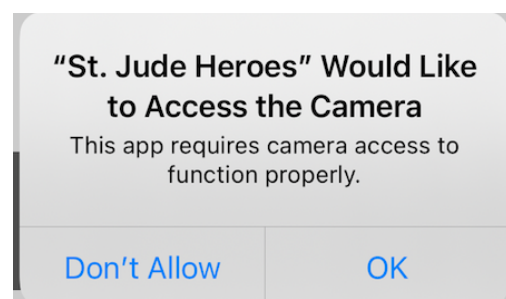
DO I NEED TO CHANGE MY PERMISSION SETTINGS TO USE AR?

Yes, you'll need to allow access to your camera.

- When you see the prompt:
"St. Jude Heroes" Would like to Access Your Photos —
Select **"Allow Access to All Photos."**



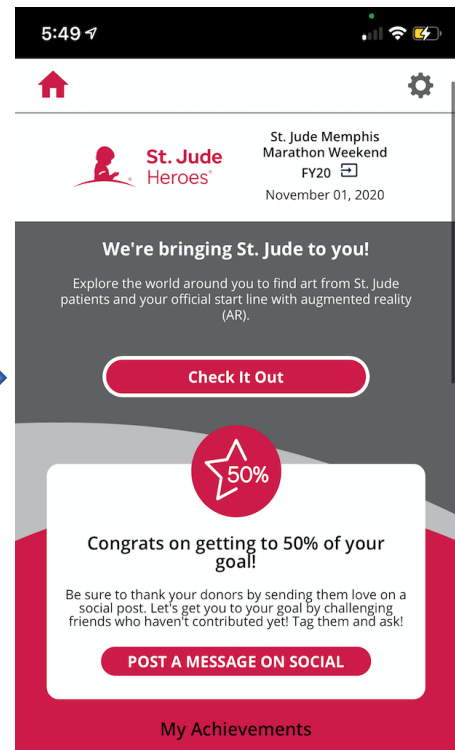
- When you see the prompt:
"St. Jude Heroes" Would Like to Access the Camera —
Select **"OK."**



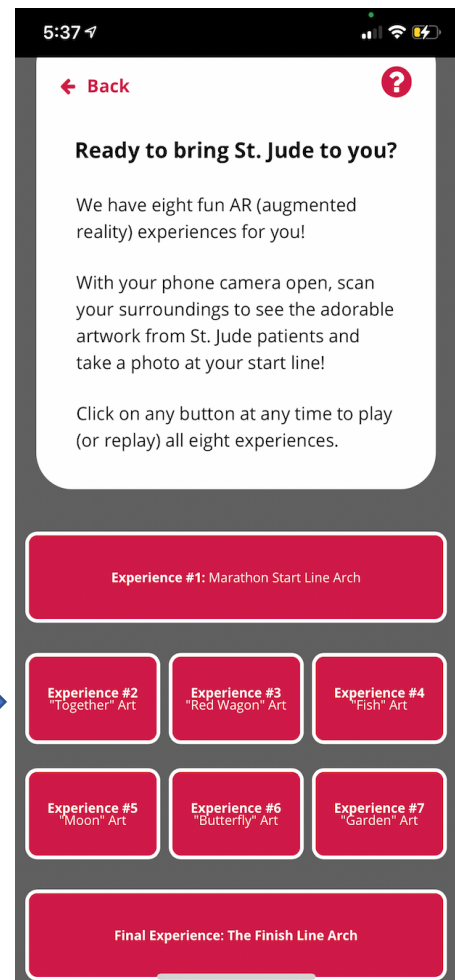
HOW DO I START THE AR EXPERIENCE?

AR will be available from Nov. 30 – Dec. 13. To begin:

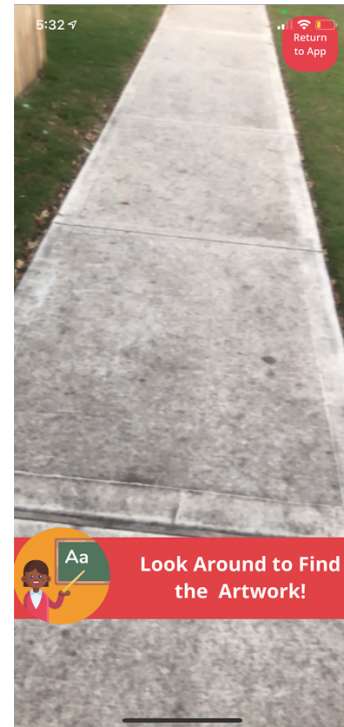
- Sign into the app.
- Click the button that says **“Check it Out.”**



- Click on the experience you'd like to unlock.



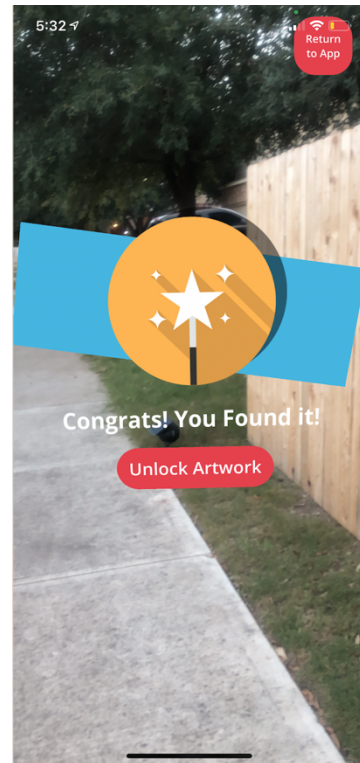
- You should see a red banner on your phone's screen that says, **"Look Around to Find the Artwork!"**



- Slowly look around your surroundings to find the artwork.
- When you see a second prompt (a blue banner on the top of your screen with the text **"Look Around to Find the Artwork!"**), this means you're one step closer to finding the artwork. Keep slowly looking around...



- Once you see a **“Congrats! You Found it!”** message, click on the **“Unlock Artwork”** button to view the AR experience.



Note: If you're having trouble finding the **“Congrats! You Found it!”** message, the app will guide you with a compass. Simply follow the arrows on the screen.



HOW DO I KNOW WHEN TO UNLOCK THE NEXT AR EXPERIENCE?

You can unlock any AR experience from Nov. 30 – Dec. 13, in any order you'd like. Just click on the experience box, and start searching for the artwork!

I SEE TWO DIFFERENT SCREENS ASKING ME TO FIND MY ARTWORK. IS THAT NORMAL?

Yes. There will be two different screens asking you to find the artwork.

1. The first one appears right away. Look around at your surroundings until you see the second message appear at the top of the screen.
2. When you see the blue banner with the message that says "**Look Around to Find the Artwork**," you'll know you're close to finding it.

I FOUND MY AR EXPERIENCE. NOW WHAT?

Once you've found the artwork and see the "congratulations" message, click the red button that says "**Unlock Artwork**" to see the art pieces come to life.

CAN I SEE AN AR EXPERIENCE MORE THAN ONCE?

Yes, you can see your AR experiences as many times as you like between Nov. 30 and Dec. 13.

CAN I TRY THE AR EXPERIENCE AT NIGHT?

Unfortunately, darkness does affect your AR experience. If you're using the app at night, we recommend being in a well-lit area.

I CAN'T FIND MY AR EXPERIENCE!

Follow the compass arrow, and turn your device screen to find the "**Congratulations! You found it!**" message. Try slowly looking to your right, left, up, down and all around you.

HOW CAN I GET CLOSER TO THE AR EXPERIENCE?

If you'd like to zoom into the artwork, walk closer and you'll see the image get bigger.

WHY DOESN'T MY AR EXPERIENCE WORK?

If you are having trouble triggering the AR experience, please try the following:

1. Make sure you have your camera permission settings enabled for the St. Jude Heroes app.
2. Ensure you're slowly moving your device from side to side so it can capture its surroundings.
3. Try moving the device up and down and side-to-side in slow motion.
4. Please be sure you're in a well-lit area.

