



PORTAL GUIDLINES

SIGNLINES

Quick Start

01 Before the day

1. Obtain a portal login as an Admin user.
2. Prepare the participant list (First Name, Last Name, Email). Include admin/facilitator and any observers.
3. In the portal, create a **New Booking** → select **Signlines**
4. Set date/time/duration, paste participants details, add custom message/resources.
5. Choose invite sending option (send now or later). Confirm delivery.
6. Schedule a 20-minute rehearsal with the delivery team.
7. Admin staff send out Play invites to all participants 24 hours ahead of event.

The screenshot shows the TEAMVINE portal interface for creating a new booking. The left sidebar contains navigation options: Home Page, Manage accounts, Manage users, Manage bookings, Change password, and Logout. The main content area is titled 'New booking' and includes the following fields:

- Account ***: NewCo
- Description ***: Signlines Session 01
- Booking start time ***: 31 Dec 2025 6:00 PM
- Duration ***: 45 minutes
- Participants ***: A table listing participants with their names and email addresses, each with a delete icon.

| | | |
|--------|-----------------|----|
| Derek | derek@test.com | 🗑️ |
| Simon | simon@test.com | 🗑️ |
| Mal | mal@test.com | 🗑️ |
| Kaylee | kaylee@test.com | 🗑️ |
| Zoe | Zoe@test.com | 🗑️ |
| Jane | jane@test.com | 🗑️ |
| River | river@test.com | 🗑️ |
- Invite additional info**: Additional information (or links) to include in the invites. Text area: Meeting via MS Teams
- Notify**: Who should invitation emails be sent to? Dropdown: All Participants

Buttons for 'Add participant', 'Cancel', and 'Save' are visible at the bottom of the form.

Quick Start

02

On the day (run order)

1. Sign into the game using your email invitation, in advance of joining your video call. Select “I am facilitator”.
2. Choose Random or Teamvine Strategy option.
3. Invite all participants to open their Teamvine link email but stay concurrently on MS Teams (or the video platform you are working on).
4. De-select all who have received a play invite who you do not want to play (Observers)
5. Once all have entered game room; warm up chat, check audio; walk through rules avatars and general screen real estate.
6. Deal Tiles → (exclude observers/admin).
7. Start Timer (30-minutes). Observe.
8. Once the timer has elapsed to zero the game automatically enters “Crunch time”. This is an automatic countdown of 20 seconds designed for participants to re-arrange any tiles they believe are incorrectly positioned. During this period the software automatically returns incorrectly placed tiles to each relevant participant. As a team they use this 20 seconds to replace any incorrectly placed tiles.
9. End game → review stats and behaviours → close the tab.

1) Roles & Responsibilities

Admin

Creates/edits bookings:

- manages accounts/users
- ensures data hygiene post-session

Coordinates logistics:

- calendar invites & comms
- late joiners
- technical triage

Joins session as facilitator (observer) to monitor flow.



Facilitator

Runs the simulation:

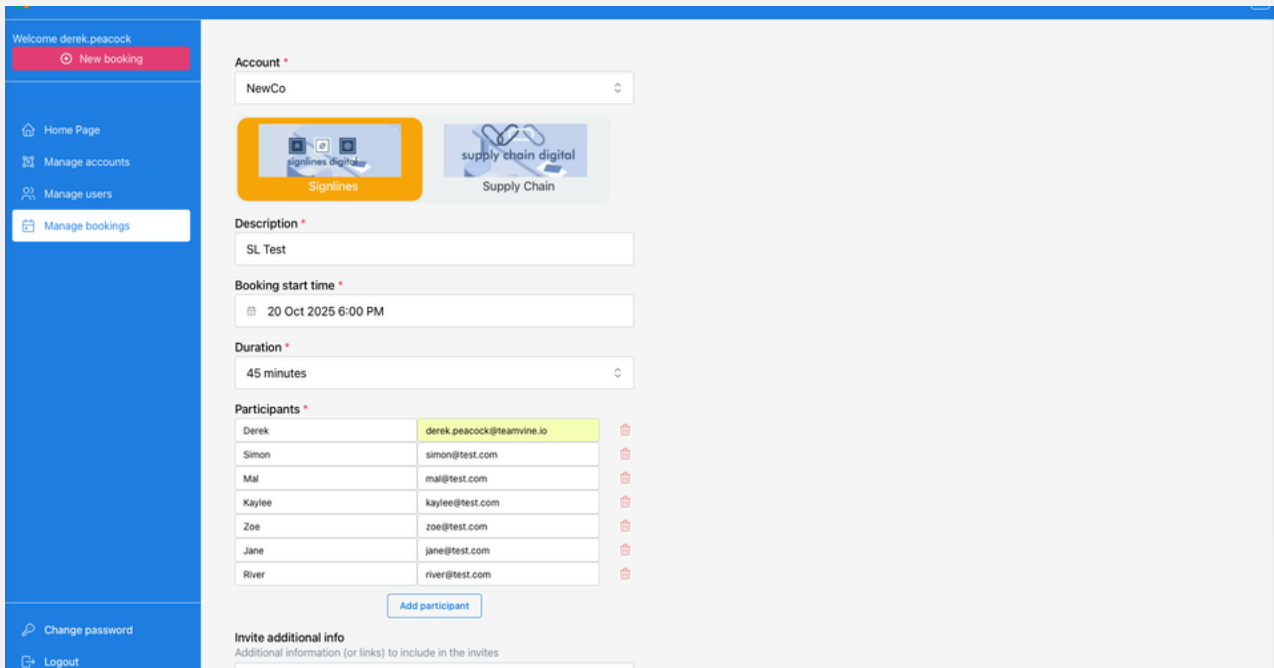
- briefing
- dealing tiles
- timing
- debrief

Manages players and observers, leads post-game play review.

Access to portal not required.



2) Environment & Access



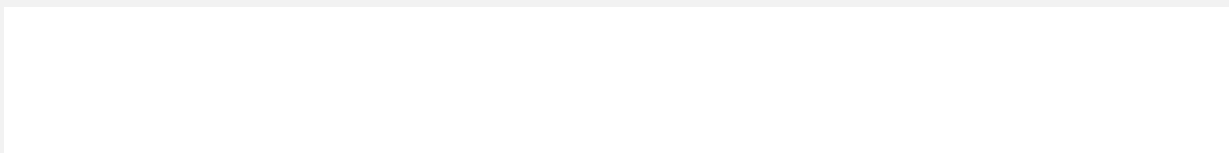
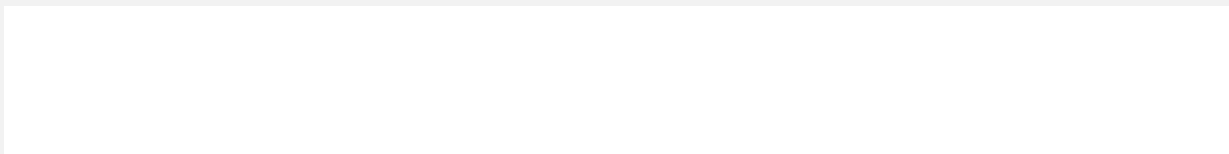
Portal

app.teamvine.io

Support Assets

teamvine.io

Logins - Provided by TeamVine



3) Creating a Booking

1: Go to: Portal Home → New Booking.

2: Select Game: Signlines.

3: Description: Clear label (e.g.; “Company Name – Cohort A”).

4: Date & Time: Defaults to next day; set exact date/time (e.g., 25 Sept, 15:00). Choose a duration (e.g., 45 min).

Note: duration is for calendar; in-game timing is manual.

5: Participants:

- Paste Name + Email entries for all participants. Include Admin, Facilitator(s), & any Observers.
- Use bin icon to remove; add late joiners any time.

6: Additional Info

(optional): Add resource links (video guide) and a cohort message (leaders/managers).

Account *
NewCo

Description *
Signlines Session 01

Booking start time *
31 Dec 2025 6:00 PM

Duration *
45 minutes

Participants *

| | | |
|--------|-----------------|----|
| Derek | derek@test.com | 🗑️ |
| Simon | simon@test.com | 🗑️ |
| Mal | mal@test.com | 🗑️ |
| Kaylee | kaylee@test.com | 🗑️ |
| Zoe | Zoe@test.com | 🗑️ |
| Jane | jane@test.com | 🗑️ |
| River | river@test.com | 🗑️ |

[Add participant](#)

Invite additional info
Additional information (or links) to include in the invites
Meeting via MS Teams

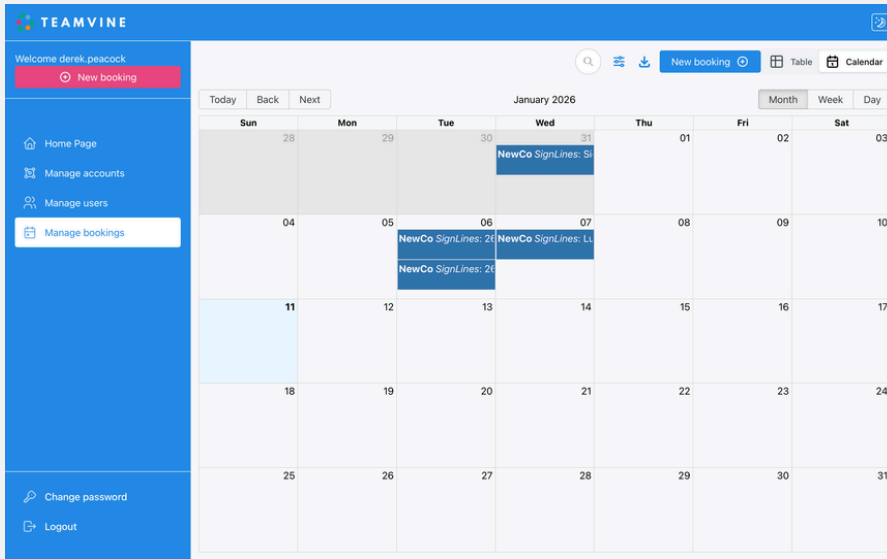
Notify
Who should invitation emails be sent to?
All Participants

[Cancel](#) [Save](#)

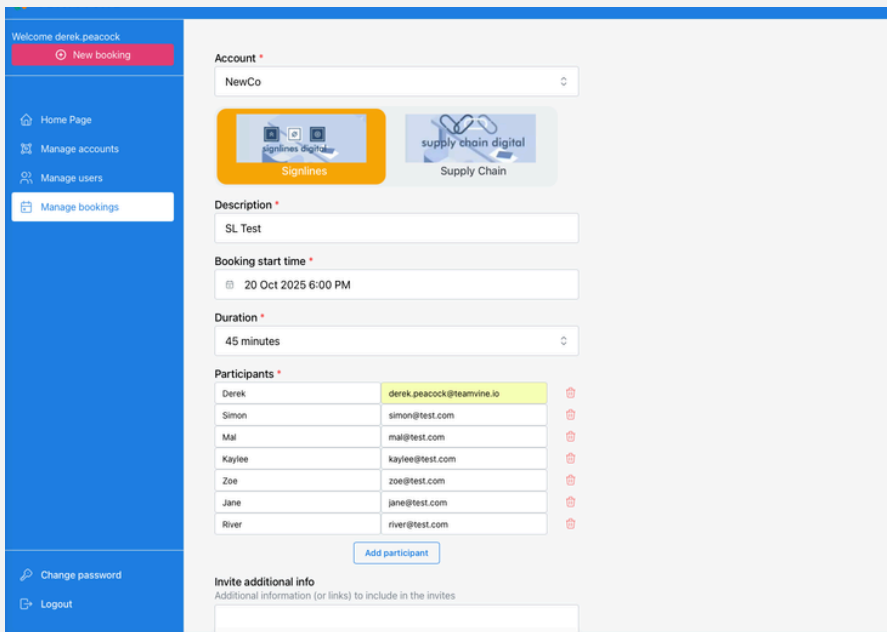
7: Notify: Choose “All Participants”.

8: Save: Verify calendar entry appears in Manage Bookings/Calendar.

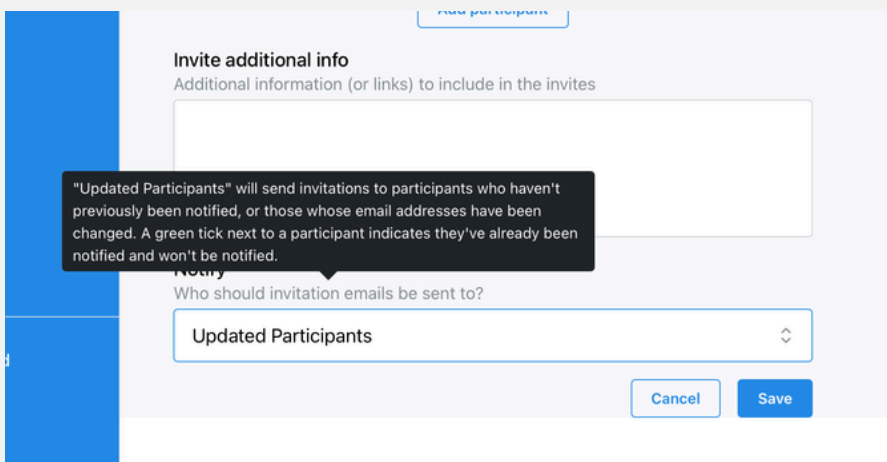
4) Managing Bookings



- **Manage Bookings:** Open from calendar entry to review/edit details, resend invites, or add/remove participants.

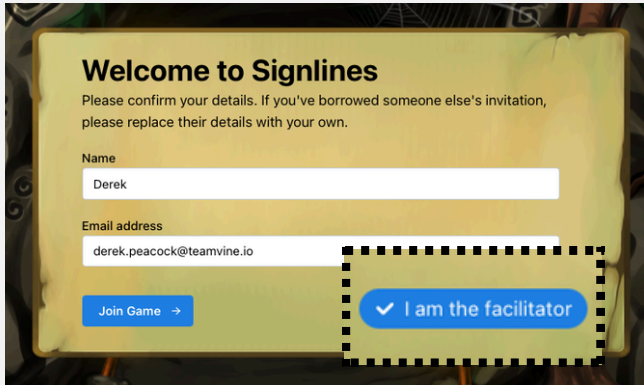


- **Late joiners:** Press the **Add Participant** button and enter their details.
- **Note:** New participants can not be added once the simulation has started.



- **Send and Save:** Under Notify, select "Updated Participants", then press **Save**

5) In Room Setup (Facilitator)



1. **Join as Facilitator:** Check the box **“I am the Facilitator”** first, then **Join Game**.

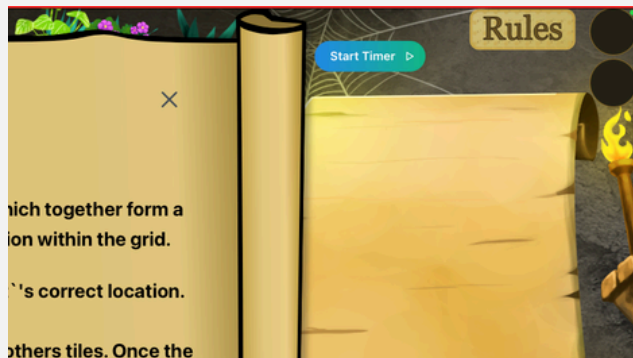
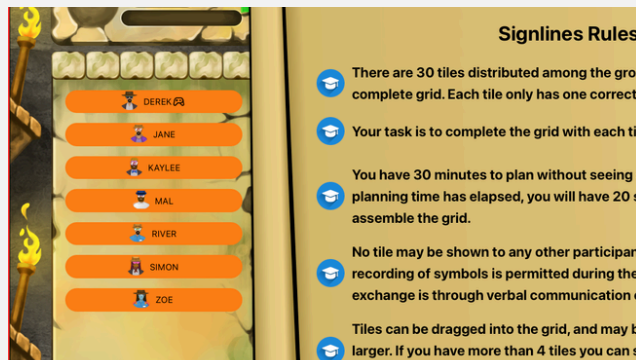
2. **System Check:** Full screen toggle; sound on/off (ambient crackle); chat works; emojis.

3. **Confirm Players:** Check the player list and confirm everyone has entered the game.

4. **Warm up:** Greet participants in chat; prompt quick “hello” to confirm audio/chat functions.

5. **Rules Review:** Open rules panel; summarise goal and mechanics.

6. **Avatars:** Invite participants to customise their avatars.



Participants will see their tile tray, shared board, chat, rules, avatars. They see names on played tiles (e.g., “Lorraine” on a tile) but not the content of the card others have played.

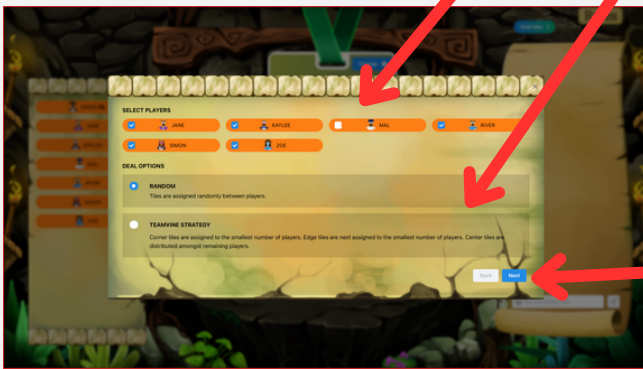
6) Dealing Tiles & Strategy



1. Click **Deal Tiles**.

2. Un tick any **Admins** or **Observers** so they receive no tiles (they remain in room, can watch and chat).

3. Choose distribution mode:



Random: Mixed distribution of centre, perimeter, and corner tiles—good default for larger groups.

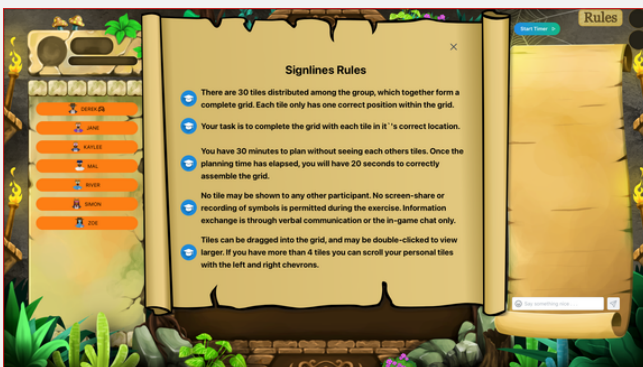
TeamVine Strategy (Silo Mode): Deliberately clustered distribution:

- One section of the cohort gets centre (white) tiles.
- One section of the cohort gets perimeter (single dark shape) tiles.
- 1-2 players get corner tiles.



Purpose: Induce silo behaviour to prompt cross silo collaboration during play and debrief.

Once selected, click **next**, then **next** again to confirm distribution.



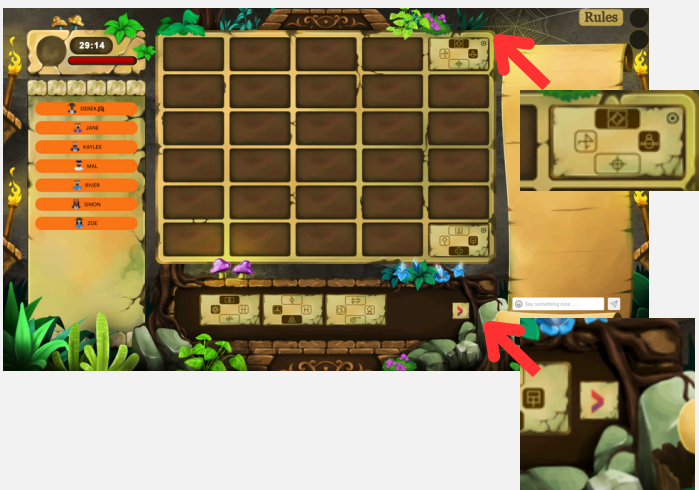
7) Timing & Game Flow



Planning Phase (30 minutes default): Press **Start Timer** to begin.



Crunch Time (Execution): When 30 minute timer gets to 0 'Crunch Time' automatically commences for 20 seconds giving participants the opportunity to re-position any incorrectly placed tiles.



Mechanics

Drag and drop: Although participants can drag and drop tiles to any position on the grid, each tile has only one correct position.

Participants may remove a tile from the grid by clicking on the small X in the corner of the tile.

If a participant has more than 4 tiles, a slider will appear in their tray. Participants use the slider function to see their full array of tiles.

8) Post-Game Review



Stats include:

- Correct tiles (e.g., 17/30)
- Planning accuracy (e.g., 10/30)
- Fastest finger
- Master of accuracy
- Most decisive
- Late breaking

Debrief prompts:

- Where did accuracy vs speed trade offs help or hurt?
- How did siloed allocations shape behaviour? What broke the silos?
- What communication protocols emerged? Which would you keep?
- Who took coordinating roles? Was authority explicit or emergent?
- What would you change in the next 10 minutes of practice?

9) Wrap Up

1. Close the game tab to end the session. Participants cannot re enter a finished session.
2. **Optional replay:** You can run a second round (e.g., TeamVine Strategy followed by Random) if time allows—requires fresh setup and invites as needed.

10) Troubleshooting & Edge Cases

- **Invites not received:** Check spelling; re send; have a backup join link handy; ask participants to check spam/filters.
- **Late joiners:** Add to booking; re send to the new contact only.
- **Role confusion:** Remind Producers or Observers to log in as Facilitator but remain observers; exclude them at Deal Tiles.
- **No tiles dealt:** Confirm Deal Tiles was pressed and recipients selected.

12) Facilitator narrative & participant briefing

1. Opening frame...what this is (and isn't)

- “What you’re about to play is called Signlines Digital.
- It’s a short, time-based simulation designed to act as a mirror for how teams coordinate, communicate, and make decisions under pressure.”
- “This is not a test, and it’s not a puzzle to solve perfectly. There is no single ‘right way’ to play it. The value is in noticing what happens.”

2. What participants are doing

- “Each of you holds partial information.
- No one can see the whole picture.”
- “You’ll be working with tiles that belong somewhere on a shared board, but you’ll never have everything you need on your own.”
- “So success depends less on individual intelligence, and more on how information moves, how decisions are made, and how coordination emerges.”

3. The system you’re operating inside

- “You’re working inside a shared digital space, but with asymmetric access to information.”
- “You can communicate freely, but you can’t see what others are holding.”
- “That means outcomes are shaped less by effort, and more by communication patterns, trust, timing, and assumptions.”

Optional (use if helpful):

- “You may notice moments where people act with good intent, but still make the system worse.”

4. Core constraints (introduced lightly)

Information asymmetry

- “No one can see the whole board from the start.”
- “Assumptions will fill the gaps unless communication replaces them.”

Time pressure

- “You have a fixed planning window.”
- “As time runs out, behaviour tends to shift...often in predictable ways.”

Commitment through action

- “Once tiles are placed, they create momentum.”
- “Some actions make coordination easier. Others quietly reduce options.”

(Do not over-explain this yet. Let it show up.)

5. How to play (mindset, not mechanics)

- “I’ll give you just enough to begin.”
- “You’ll discover the rest by playing and that’s deliberate.”
- “Please play this as you would work.”
- “Don’t try to game the exercise, and don’t try to perform.”
- “Expect ambiguity. Expect moments of confusion.”
- “That’s not failure, that’s the system revealing itself.”

6. Timing and flow (what matters, not buttons)

- “There’s a planning phase where coordination emerges, or doesn’t.”
- “When time runs out, you’ll enter a short execution window.”
- “This is where intent meets reality.”
- “Any tiles that are incorrectly placed at the end of this phase are returned to the players who placed them.”
- “Nothing is hidden, consequences are simply made visible.”

7. Facilitator stance (permission not to rescue)

- “As facilitator, I’m not here to optimise the group for you.”
- “I won’t correct mistakes or point out better strategies mid-play.”
- “I may let you sit in uncertainty a little longer than feels comfortable.”
- “That’s intentional, because that’s where learning comes from.”

8. What we’ll talk about afterwards

- “In the debrief, we won’t start with performance.”
- “We’ll start with behaviour:
- what you noticed yourself doing, and what the system seemed to reward or punish.”
- “We’ll explore:
 1. How information moved
 2. How decisions were made
 3. Where coordination helped or hindered progress
 4. How authority emerged, or didn’t”
- “Then we’ll connect that to real work, where incomplete information, time pressure, and assumptions shape outcomes every day.”

9. Final reset before play

- “So: play it straight.”
- “Make it real.”
- “If it feels uncomfortable at times, that’s a good sign.”
- “Let’s begin.”

Signlines Digital: Facilitator prompts by play

Purpose of the simulation

- Signlines Digital is a short, time-based simulation designed to act as a mirror for how teams coordinate, communicate, and make meaning when information is unevenly distributed.
- It surfaces how structure, assumptions, and communication patterns shape inclusion, exclusion, and outcomes.
- This is not a test and not a puzzle to solve perfectly. There is no single “right way” to play.
- The value lies in noticing what happens.

Facilitator stance (applies throughout)

- Minimal intervention
- Let structure do the teaching
- Protect psychological safety
- Do not rescue, optimise, or explain while the game is running

The facilitator’s role is to hold the space, not improve performance.

PRIMARY PLAY...EXPERIENCE THE SYSTEM

Purpose

- Experience the system as it is.
- Notice default behaviours, assumptions, and patterns of coordination.
- Do not fix.

Opening frame (before starting play)

- “What you’re about to play is called Signlines.”
- “It’s a short, time-based simulation designed to act as a mirror for how teams coordinate when information is distributed unevenly.”
- “This is not a test, and it’s not a puzzle to solve perfectly.”
- “There is no single right way to play it.”
- “The value is in noticing what happens.”

Context-setting prompt (before dealing tiles)

- “Each of you will hold partial information.”
- “No one can see the whole picture.”
- “How this unfolds will depend less on individual effort, and more on how information moves or doesn’t.”

In-play prompts (use sparingly, maximum 1-2)

Use only if the group is stuck in confusion, not productive struggle.

- “Just notice what you’re doing right now.”
- “What are you assuming?”
- “You don’t need to fix it, just keep playing.”

Avoid:

- Explaining strategy
- Naming silos mid-play
- Correcting decisions or placements

Closing prompt (end of primary play)

- “Let’s stop there.”
- “Before we talk about outcomes, take a moment to notice what it felt like to play from where you were.”
- “Hold onto that we’ll come back to it.”

DEBRIEF: MAKING SENSE OF THE EXPERIENCE

Purpose: Surface how structure shaped behaviour, experience, and inclusion.

Debrief prompts (choose selectively)

- “Where did you feel most engaged during the game?”
- “Where did you feel least useful, least included, or least certain?”
- “What did you assume others could see or knew that turned out not to be true?”
- “What patterns of communication helped?”
- “What patterns quietly got in the way?”

Optional system-level prompt:

- “What did the structure make easy and what did it make hard?”

SECOND PLAY — STRUCTURAL CONTRAST (RECOMMENDED)

- Signlines is designed to be replayed.
- Replay is not about improvement or optimisation.
- It is about experiencing how different structural choices produce different behaviours.
- A second play often deepens insight and consolidates learning.

Purpose: Experience the same system under a different structural condition, and notice what changes without trying to change behaviour on purpose.

Facilitator stance

- Intentional, not corrective
- Explicit about contrast
- Still not coaching behaviour

Reframe prompt (before second play)

- “We’re going to run the simulation again.”
- “This is not about improving your score or fixing what happened.”
- “It’s about noticing how changing the structure changes the experience.”
- “You don’t need to do anything differently on purpose.”
- “Just play again and notice what shifts.”

If Play 1 used Strategy / Silo distribution

- “This first run deliberately separated information.”
- “Some of you were positioned closer to the centre. Others were working the edges.”
- “Notice what that did to engagement, initiative, and coordination.”

Second play setup (Random distribution)

- “This time, tiles will be distributed randomly.”
- “No one is designed into a particular role.”
- “The task stays the same.”
- “Only the structure changes.”

In-play prompts (second play — very light)

- “Just notice what feels different.”
- “What are you doing more or less of this time?”
- “What assumptions no longer seem to hold?”

Avoid:

- Saying this works “better”
- Framing the second play as a fix
- Encouraging ‘one team’ language

Final debrief (after second play)

- “Let’s pause there.”
- “Compare experience, not outcomes.”
- “What changed simply because the structure changed?”
- “What stayed the same, even though the structure was different?”
- “What version of this do you recognise most from real work?”

Final close

- “That’s as far as the simulation goes.”
- “The real value isn’t choosing the right structure.”
- “It’s noticing what different structures make possible and what they quietly take away.”

Facilitator reminder

- Signlines is most powerful when teams return to it at different moments, with different structural questions.
- Replay supports learning when it is framed as continued inquiry, not performance improvement.

13) Email/Invite example template (Producer)

Subject: TeamVine – Signlines Simulation (Cohort A)

Body:

You're invited to a TeamVine Signlines simulation. Please join 5 minutes early to test audio and chat. You'll work as a Team to assemble a complex pattern under time pressure—expect high energy, pressure, personal and group reflection.

- **When:** {Date}, {Time} ({Timezone})
- **Duration:** 30 minutes (simulation time)
- **Join:** Use the portal link in your invitation
- **Prep:** Watch this short fly-through: <https://vimeo.com/1117934831>

If you can't attend or your details change, reply to this email so we can update access.

15) FAQs

- **When should I log into the platform?** Ideally 10-15 minutes in advance of your video call with participants.
- **Can we save without sending invites** Yes. You can edit later and send when ready.
- **Can participants re enter after finishing?** No. Start a new session if re entry is needed.
- **Can we include observers with no tiles?** Yes - set prior to Dealing Tiles.
- **Can we run two rounds?** Yes, time permitting (requires re setup). A popular combo is Random then TeamVine Strategy.
- **What happens if someone didn't get the email invite to the game?** From the manage booking page in the portal, you can click the mail symbol next to each person's email address to copy their unique URL. You can then paste that into a direct message via whichever video chat platform you are using.
- **Can a participant share their email invite with another participant?** No! Each link is unique to the user and must not be shared. Doing so will cause 2 people to login to the same seat and will disrupt the game.



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