



TEAMVINE

teamvine.io



PORTAL GUIDELINES

SUPPLY CHAIN

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 **Supply Chain**
4. Set the 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 displays the TEAMVINE portal interface. On the left is a blue sidebar with navigation options: Home Page, Manage accounts, Manage users, and Manage bookings. The main content area shows a 'New booking' form. At the top, it says 'Welcome derek.peacock' and 'New booking'. The form includes the following sections:

- Account:** A dropdown menu set to 'NewCo'.
- Resources:** Two buttons: 'Signlines' (with a 'signlines digital' icon) and 'Supply Chain' (with a 'supply chain digital' icon).
- Description:** A text input field containing 'SupplyChain Session 01'.
- Booking start time:** A date and time picker set to '25 Jan 2026 2:00 PM'.
- Duration:** A dropdown menu set to '45 minutes'.
- Participants:** A table with columns for Name and Email, and a trash icon for each row.

| | | |
|--------|-----------------|----|
| Derek | derek@test.com | 🗑️ |
| Simon | simon@test.com | 🗑️ |
| Mal | mal@test.com | 🗑️ |
| Kaylee | kaylee@test.com | 🗑️ |
| Zoe | zoe@test.com | 🗑️ |
| Jayne | jayne@test.com | 🗑️ |
| River | river@test.com | 🗑️ |
| Wash | wash@test.com | 🗑️ |
- Invite additional info:** A text input field containing 'Meeting via MS Teams'.
- Notify:** A dropdown menu set to 'All Participants'.

At the bottom right, there are 'Cancel' and 'Save' buttons.

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. Invite all participants to open their TeamVine link email but remain concurrently on MS Teams (or your chosen video platform).
3. Once all participants have entered the game room: warm up the chat, check audio, and briefly walk through the rules, avatars, and general screen layout.
4. Click **Design** and select the **Initial Supply Chain layout** (6, 9, or 18 players).
5. If participant numbers do not match exactly, choose the closest lower layout.
6. Click **Create Initial Network**.
7. **Add** any additional players if required, positioning them in triangle groups or as spokes off existing groups.
8. **Connect** all added players using ropes: **Pink** ropes for local (triangle) connections, **Green** ropes for remote or spoke connections
9. **Allocate participants** to each player node. Leave any observers unallocated.
10. Once allocation is complete, click **Validate and Publish Network** to Generate Objectives. **Note: Players cannot be added or removed after this point.**
11. Remind participants they can access the rules at any time via the **Rules icon** (mortarboard).
12. Click **Start Game**. There is no fixed timer for Supply Chain; a typical session runs for approximately 30 minutes. Observe play.
13. During the session, participants may transfer links between players or bank them on their personal objective card. They can also verbally communicate over the video call and text chat in the game.
14. End the game when:
 - All players have completed their objectives
 - Some players have completed objectives but the team can no longer progress
 - The allocated time expires.
15. Click **End Game – Review Stats**. Review outcomes and behaviours, then 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:

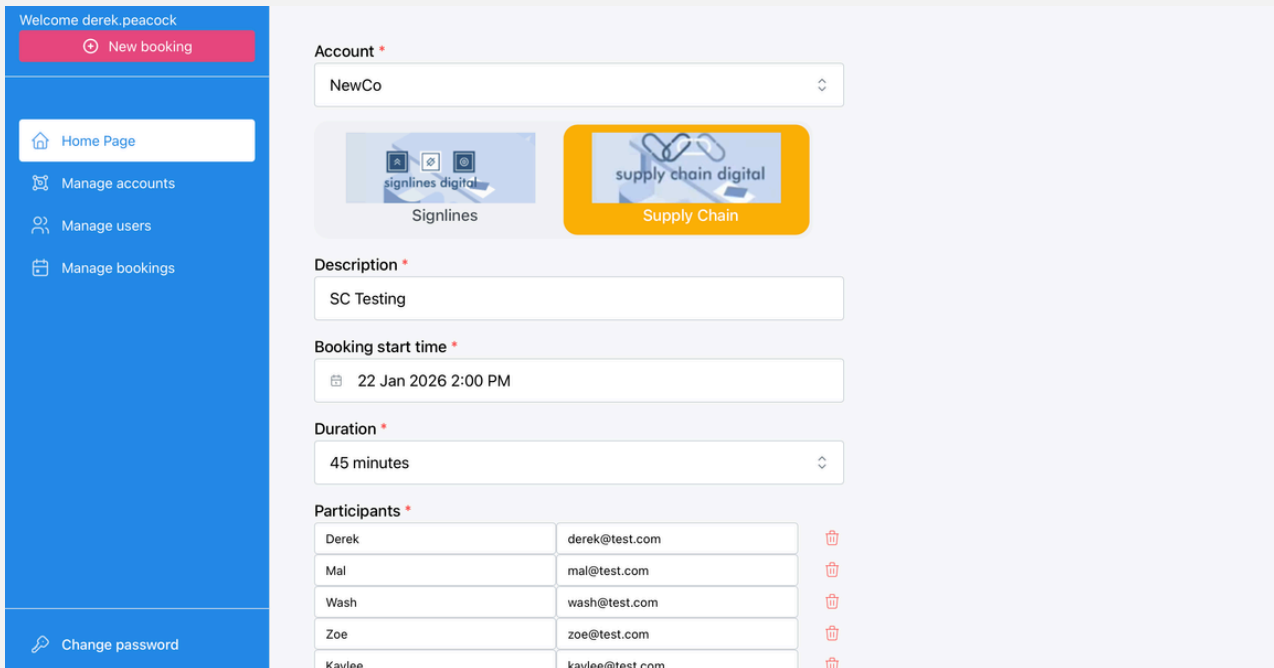
- briefing
- network design
- timing
- debrief

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

Access to portal not required.



2) Environment & Access



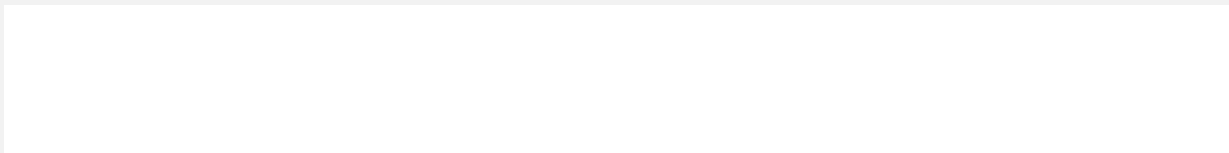
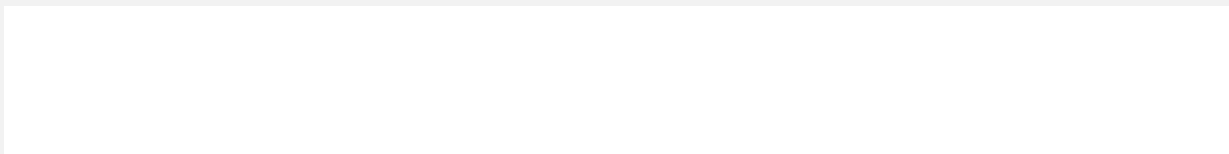
Portal

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: Supply Chain.

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).

TEAMVINE

Welcome derek.peacock

New booking

Home Page

Manage accounts

Manage users

Manage bookings

Change password

Logout

Account *

NewCo

Signlines

Supply Chain

Description *

SupplyChain Session 01

Booking start time *

25 Jan 2026 2:00 PM

Duration *

45 minutes

Participants *

| | | |
|--------|-----------------|----|
| Derek | derek@test.com | 🗑️ |
| Simon | simon@test.com | 🗑️ |
| Mai | mai@test.com | 🗑️ |
| Kaylee | kaylee@test.com | 🗑️ |
| Zoe | zoe@test.com | 🗑️ |
| Jayne | jayne@test.com | 🗑️ |
| River | river@test.com | 🗑️ |
| Wash | wash@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?

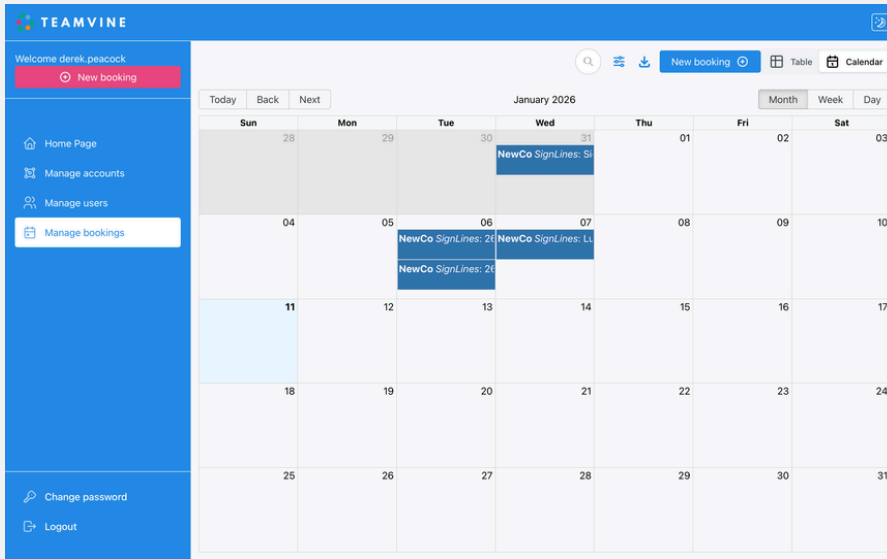
All Participants

Cancel Save

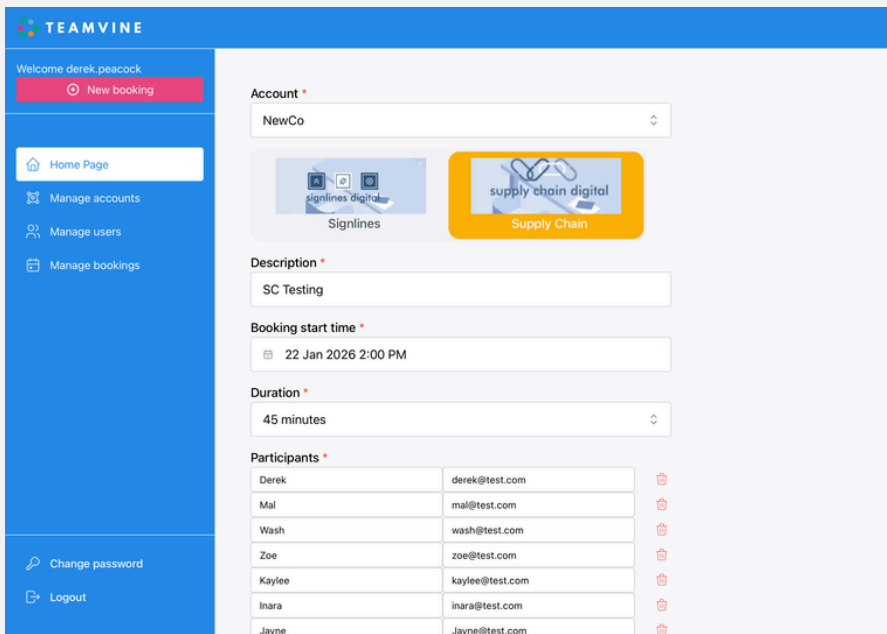
7: Notify: Choose “All Participants”.

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

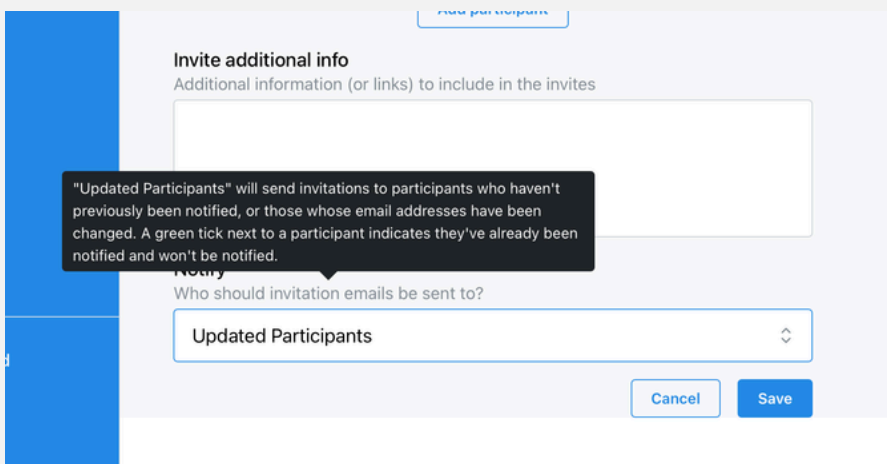
4) Managing Bookings



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

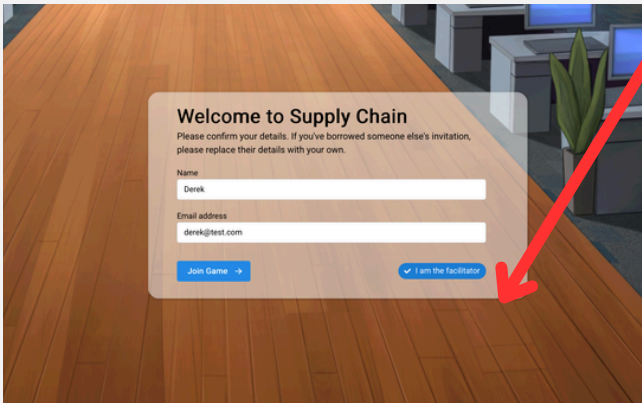


- **Late joiners:** Press the **Add Participant** button and enter their details.
- **Note:** New participants can not be added once the simulation has started.



- **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; 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 the shared network space, their objective card (once generated), chat, rules, and avatars.



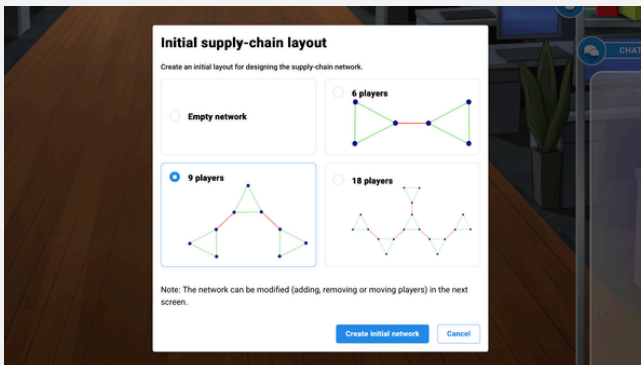
6) Network Design



1. Click **Design**.

2. **Choose Initial Supply Chain Layout:** Select a starting layout based on participant numbers:

- 6 players
- 9 players
- 18 players

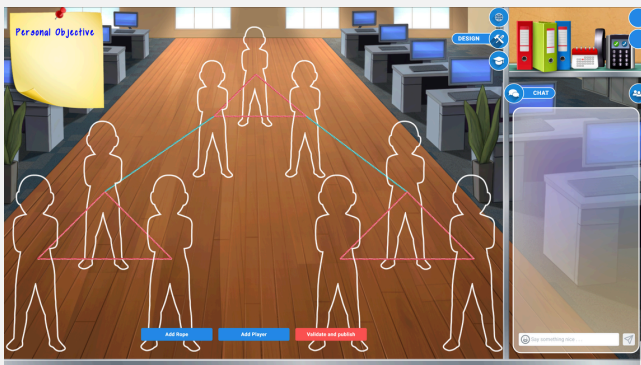


If your participant number does not exactly match a layout, choose the closest lower number. Additional players can be added in the next step.

3. Click **Create Initial Network**

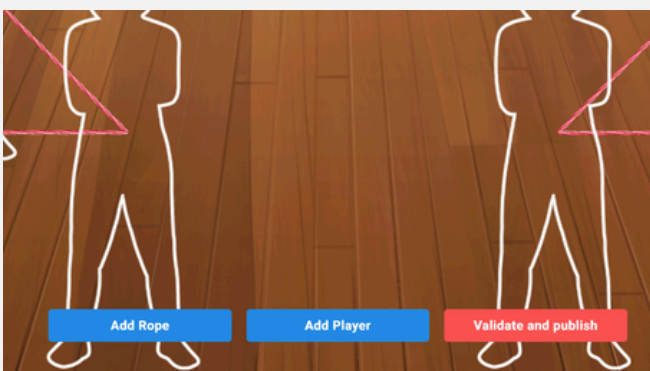
4. **Add Players (if required):**

If the initial network matches your participant number, skip this step.

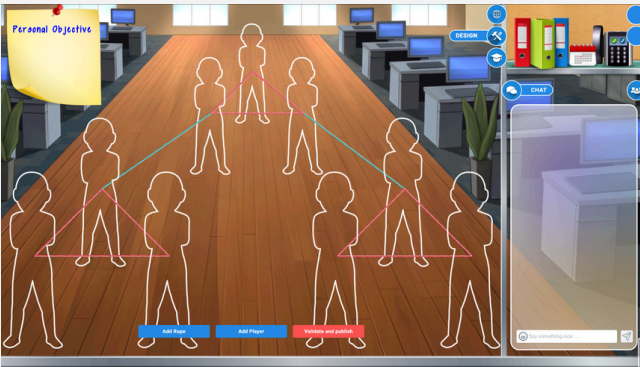


To add players:

- Click **Add Player**
- Move your mouse to position a player silhouette anywhere in the room
- Click to lock the placement
- Repeat for any additional players.
- **Players may be:**



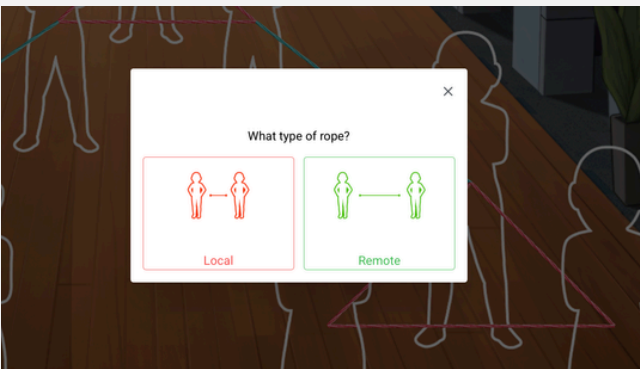
- Grouped into a new triangle formation
- Added as a spoke off an existing group



5. Connect Players with Ropes:

Any additional players must be connected to the network:

- Click **Add Rope**
- Click one player to start the connection
- Click a second player to complete it



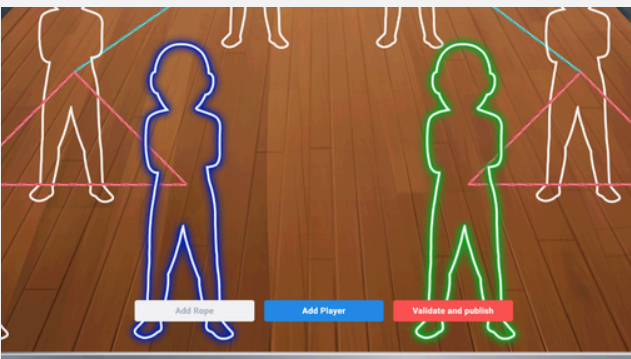
Use:

- **Pink ropes** for local group (triangle) connections
- **Green ropes** for remote groups or individual spoke connections

6. Allocate Players:

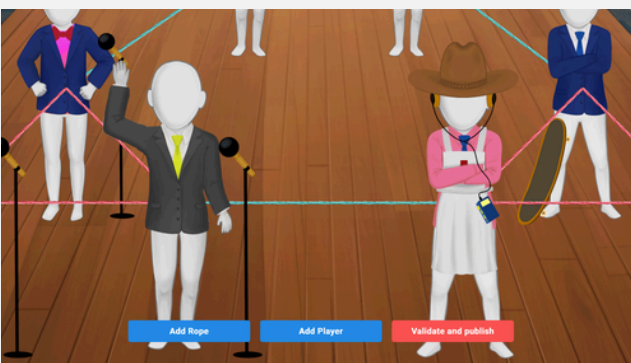
Once the network is complete:

- Click each player silhouette
- Allocate a participant from the dropdown list



Leave any observers unallocated. Observers remain in the room and may watch and use chat, but do not receive objectives.

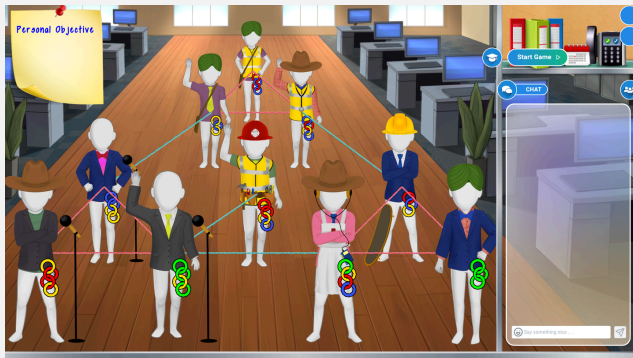
Click **Validate and Publish**



7. When all players are allocated: Click **Publish Network and Generate Objectives**

You will be unable to add or remove players after this point.

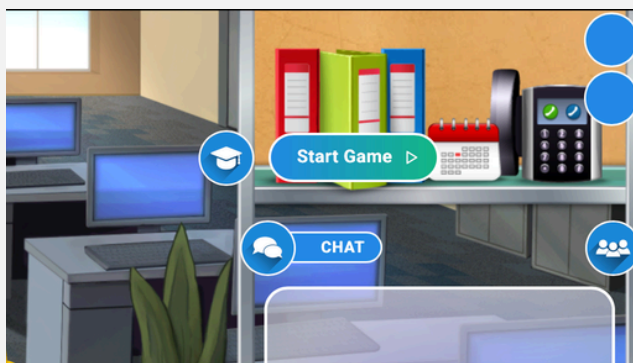
7) Timing & Game Flow



1. Game Start: All players will now see:

- The full supply chain network
- Their personal objective card

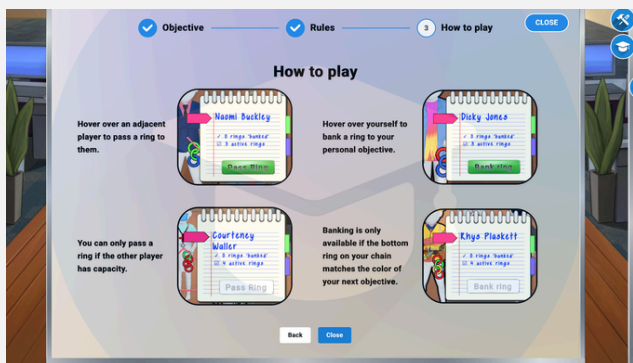
Remind participants they can access the rules at any time via the **Rules icon** (mortarboard).



2. Session Timing: Supply Chain has no fixed timer. A typical session runs for approximately 30 minutes. Use a timer to manage the time, then click **Start Game**.

3. Gameplay Mechanics: During play, participants may:

- **Pass Rings** to other players
- **Bank Rings** on their personal objective card
- **Verbally communicate** via the video call platform
- **Text Chat** using the chat function within the game



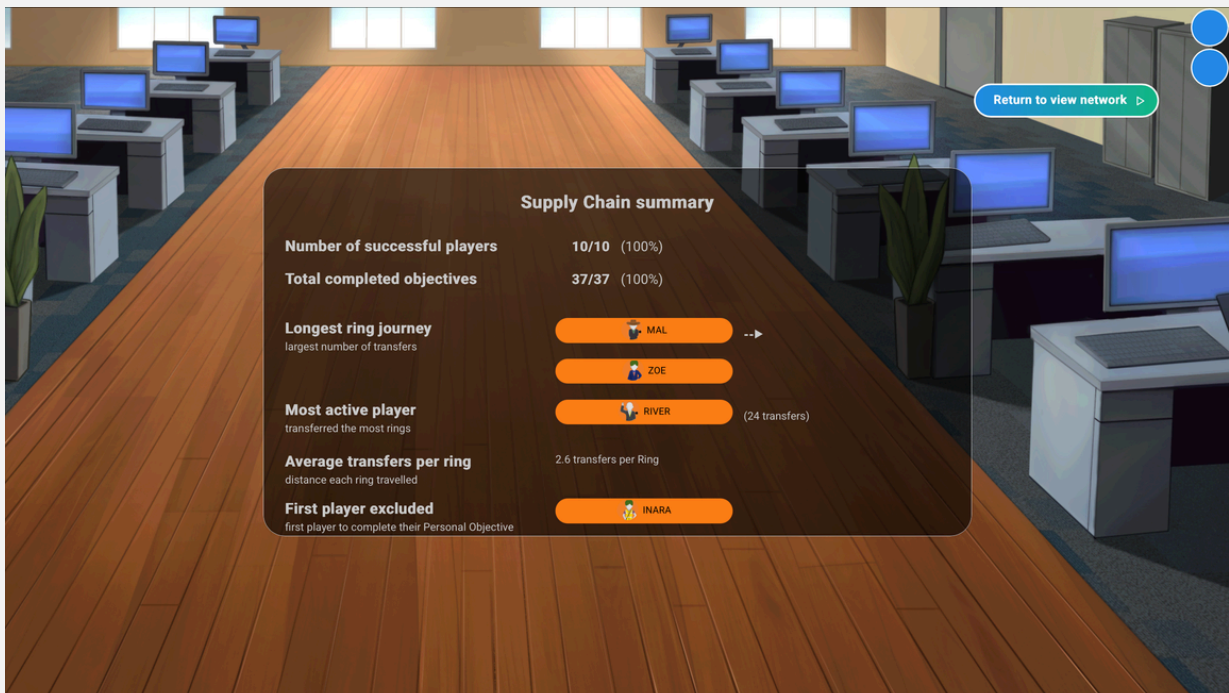
4. End Conditions

Click End Game – Review Stats once one of the following conditions are met:

- All players have completed their personal objectives
- Some players have completed objectives, but the team can no longer continue
- The allocated session time expires



8) Post-Game Review



Stats include:

- Number of successful players
- Total completed objectives
- Longest ring journey
- Most active player
- Average transfers per ring
- First player excluded

Debrief prompts:

- Where did flow break down or bottlenecks emerge in the network?
- How did local vs remote connections affect performance?
- What behaviours supported or restricted supply movement?
- Who took coordinating roles? Were they explicit or emergent?
- What would you change if the network were rebuilt?

9) Wrap Up

1. Close the game tab to end the session. Participants cannot re enter a finished session.
2. **Replay:** You can run a second or third round. 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.

12) Facilitator narrative & participant briefing

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

“What you're about to play is called **SupplyChain Digital**.

It's a short, time based simulation designed to act as a **mirror** for how work actually gets done across a system especially when there are constraints, dependencies, and 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 has a **personal objective**... a specific sequence of coloured rings you need to complete in the order prescribed”

“Nobody starts with what they need. So success depends on how well you **work the network**, not how smart or fast you are individually.”

“The stated objective is not 'how quickly can I finish'. It's **how does everybody get out.**”

3. The system you're operating inside

“You're connected to some people, not everyone.

You can only pass items along the connections you have to others you are directly linked to.

“That means outcomes are shaped less by effort, and more by **structure, constraints, and coordination.**”

Optional (use if helpful):

“You may notice moments where sensible local decisions don't add up to a good global outcome.”

4. Core constraints (introduced lightly)

Capacity

“Each of you has a capacity limit. Once you’re full, you cannot receive anything else, even if you want to help.”

“So people can unintentionally become bottlenecks simply by being at capacity.”

Commitment (banking)

“When you commit an item to your objective, it’s locked in. You can’t undo that decision.”

“Commitment feels productive, but it also removes options.”

Exit / node loss

“Once you complete your objective and clear what you’re holding, you leave the network.”

“When someone leaves, the system doesn’t just lose a task, it loses **connectivity and capacity.**”

(Do not over-explain this yet. Let them experience it.)

5. How to play (set mindset, not mechanics)

“I’ll give you just enough to start. 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 impress.”

“Expect ambiguity. Expect the first run to feel messy or uncomfortable.”

“That’s not failure, that’s orientation.”

6. The three-play arc (this is the key amendment)

“We’ll play this three times.”

Play 1:- Orientation

“Play one is about **orientation**.”

“It’s simply about getting your head around the system, the constraints, the flow, and your own default behaviours.”

“You’re not trying to be good at it. You’re learning what kind of system you’re in.”

Play 2 — Optimise

“Play two is about **optimisation**.”

“You’ll carry insight from the first run back into the same system and see what actually changes.”

“This is where patterns become visible:
capacity, bottlenecks, coordination, leadership, communication.”

“Again, the focus is not score, it’s whether behaviour shifts.”

Play 3 — Operationalise

“Play three is about **operationalising** the learning.”

“This is where insight turns into deliberate choices:
how you coordinate, when you commit, how you protect capacity, and how you decide who leads.”

“If the first run shows you the system, and the second helps you optimise it, the third asks: ‘Can we now run this differently on purpose?’”

This is where Teamvine quietly does its best work.

7. Facilitator stance (permission not to rescue)

“As facilitator, I’m not here to rescue you or optimise the system for you.”

“I’ll let you experience consequences, because that’s where the learning lives.”

“At times I may pause you, or let you sit in discomfort a little longer.

That choice is intentional.”

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 encouraged or punished.”

“Then we’ll connect that to real work, where capacity limits, dependencies, premature completion, and noise show up every day.”

“Finally, we’ll talk about what you would do differently, here and back at work.”

9. Final reset before Play 1

“So: play it straight, make it real, don’t overthink it.”

“If it feels uncomfortable at times, that’s a good sign.”

“Let’s begin.”

SupplyChain Digital: Facilitator prompts by play

PLAY 1 — ORIENTATION

Purpose: Experience the system as it is. Notice default behaviours. Do not fix.

Facilitator stance

- Minimal intervention
- Let ambiguity and friction surface
- Protect psychological safety

Opening prompt (before starting Play 1)

- “For this first run, just play it as you would work. Don’t try to be clever or efficient yet — just respond to what’s in front of you.”
- “If it feels messy or uncomfortable, that’s normal.”

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

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

- “Just notice what you’re doing right now.”
- “You don’t need to solve it — just keep playing.”
- “There’s no need to optimise yet.”

Avoid

- Explaining strategy
- Highlighting rules too early
- Suggesting coordination or leadership

Transition prompt (end of Play 1)

- “Let’s stop there.”
- “Before we talk about performance, I want each of you to hold one thing you noticed yourself doing.”
- “We’ll come back to those.”

PLAY 2 — OPTIMISE

Purpose: Apply insight. Test whether awareness changes behaviour.

Facilitator stance

- Slightly more visible
- Still not directing moves
- Begin naming patterns

Opening prompt (before starting Play 2)

- “This time, carry what you noticed in the first run back into the system.”
- “You’re not trying to win. You’re testing whether different choices change the outcome.”
- “Pick two or three things you want to do differently — and try them.”

In-play prompts (used to sharpen attention)

These prompts name system dynamics without giving answers.

- “What’s happening to capacity right now?”
- “Who’s full — and what does that mean for flow?”
- “Notice what happens when someone commits.”
- “Where is coordination helping... and where is it getting noisy?”
- “Who’s actually holding the whole picture at the moment?”

Use when

- Noise increases
- Bottlenecks repeat
- People revert to Play 1 behaviours

Transition prompt (end of Play 2)

- “Let’s pause.”
- “Don’t compare scores. Compare behaviour.”
- “What changed because you were more aware?”
- “What didn’t change — even though you tried?”

This sets up Play 3 properly.

PLAY 3 — OPERATIONALISE

Purpose: Turn insight into deliberate operating choices.

Facilitator stance

- Most intentional
- Still not solving, but framing decisions
- Encourage explicit agreements

Opening prompt (before starting Play 3)

- “This run is about doing it on purpose.”
- “You’ve seen the system. You’ve tried to optimise it.”
- “Now decide how you want to operate inside it.”

Then ask one of these (not all):

- “What are we going to protect this time?”
- “What will we do differently the moment things get noisy?”
- “How will we treat capacity and completion?”
- “Who is coordinating — and what is their job?”

In-play prompts (very light, very intentional)

These reinforce operating agreements.

- “Is this aligned with what you agreed?”
- “What decision are you making right now?”
- “What are you trading off?”
- “Are you optimising locally or for the whole?”

Avoid

- Correcting tactics
- Suggesting moves
- Rescuing poor decisions

Final stop prompt (end of Play 3)

- “Let’s stop there.”
- “This is as far as the game goes.”
- “The real question now is what you take back.”

13) Email/Invite example template (Admin)

Subject: TeamVine – Supply Chain Simulation (Cohort A)

Body:

You're invited to a TeamVine Supply Chain simulation. Please join 5 minutes early to test audio and chat. You'll work as a Team to

TBC.....

- **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?** Yes - set prior to Publishing Network.
- **Can we run two rounds?** Yes, time permitting (requires re setup). Supply Chain is designed to be ran 3 times to impliment learning.
- **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.



TEAMVINE

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