

Q: How do I participate in *Find the Force*?

A: Download. Scan. Unlock.

- Step 1: Connect to Wifi to download the **STAR WARS™ App** to your phone (iPhone® and Android™) and download the *Find the Force* feature. You will need to allow location, camera and microphone access for this feature to work.
- Step 2: Beginning September 1, visit participating retailers and websites to locate and scan graphics bearing the *Find the Force* icon using the **STAR WARS™ App**.
- Step 3: Scanning will unlock new and favorite characters from *Star Wars: The Last Jedi* like you've never seen them before. Each of the graphics will reveal one augmented reality character per day – 15 in all. Participants will collect a data chip for each new character they discover, and will unlock digital rewards as more data chips are collected.

Q: How do I participate in the sweepstakes?

A: For a chance to win the grand prize – tickets to the *Star Wars: The Last Jedi* premiere – and other exciting prizes, share a photo or video of a Find the Force AR character on Instagram or Twitter using the hashtags #FindtheForce and #Sweepstakes.

NO PURCHASE NECESSARY. Enter sweepstakes between August 31, 2017 at 7:00 a.m. Pacific Time (“PT”)/3:00 p.m. British Summer Time (“BST”) and September 4, 2017 at 2:59 a.m. PT/10:59 a.m. BST. Open to legal residents in 50 U.S. + D.C., Canada (excluding Quebec), Australia, United Kingdom, Republic of Ireland, France, South Korea and Chile who are 18+ or the age of majority in their place of residence, whichever is older. Limit 15 entries per person. There is 1 Grand Prize available to be won (ARV: US \$4,500). GRAND PRIZE WINNER MUST TRAVEL TO LOS ANGELES, CALIFORNIA, USA ON OR ABOUT DECEMBER 12, 2017. Visit starwars.com/findtheforce for Official Rules including details on how to enter, additional eligibility requirements, prize descriptions and limitations. Void where prohibited. Sponsor: The Walt Disney Company (Australia) Pty. Limited, Level 5, Chapel Street, South Yarra, Victoria 3141, Australia.

Q: How do I get the STAR WARS™ App? Why do I need it?

A: The **STAR WARS™ App** is available for both iPhone® and Android™ devices in select markets around the world. *Find the Force* will be added as a feature within the **STAR WARS™ App** through an update on August 24, 2017. It's a large file, so we recommend connecting to Wifi to download both the **STAR WARS™ App** and the *Find the Force* feature. Guests will need to open the *Find the Force* feature in the app to scan and unlock the *Star Wars* AR characters in stores or online.

Q: Which retailers are hosting *Find the Force*?

A: Visit starwars.com/findtheforce for a list of participating retailers and websites.

Q: What am I looking for?

A: There will be up to five different AR-enabled *Star Wars* character graphics with *Find The Force* icons located throughout participating stores, and select AR-enabled graphics available on participating websites.

Q: How do I know which graphics to scan?

A: Locate the *Find The Force* icon on the following five in-store *Star Wars* graphics: Rey, Kylo Ren, Poe & BB-8, and two new characters from *Star Wars: The Last Jedi*. Two *Star Wars* graphics with the *Find The Force* icon will be available online: Finn and Rose. Visit starwars.com/findtheforce to view the how-to video.

Q: How many AR characters can I find?

A: There will be five different AR characters available each day, from Sept. 1-3, 15 characters in total.

Q: Do I need Internet connection to use the STAR WARS™ App/Find the Force?

A: An Internet connection is required to download the **STAR WARS™ App** and load the *Find the Force* feature due to file size. Once installed, an Internet connection is recommended for the best experience with the *Find the Force* but not required.

Q: I installed the STAR WARS™ App but I don't see the Find the Force feature. What do I do?

A: Click on the "I" icon on the top left of the **STAR WARS™ App** main dashboard to open the information screen. If your version is lower than 2.3.1 you will need to update your app.

Q: When I aim my phone at the character, nothing happens...?

A: Click on the *Find the Force* feature within the **STAR WARS™ App**. With the feature open, aim your phone's camera in the area of the *Find the Force* icon on the graphic while standing 6-7 feet from the in-store graphic. Visit starwars.com/findtheforce to view the how-to video.

Q: Can I take photos?

A: Yes! You can even pose for photos with the character if someone else holds your phone. iPhone® users can also take videos while in the app. Don't forget to share a photo of an AR character during Force Friday II weekend on Twitter and Instagram with the hashtags #FindTheForce and #Sweepstakes to enter the sweepstakes.

Q: The character disappears when I try to take a photo. What do I do?

A: Point your phone's camera away from the *Star Wars™* graphic, then re-scan the graphic. Be sure to stand 6-7 feet away from the in-store graphic and minimize any movement with your phone's camera so that the AR-enabled graphic remains on screen.

Q: My phone says I don't have enough memory for the STAR WARS™ App. What do I do?

A: You can clear space in your phone by deleting other apps or media that are stored.

Q: I can't download the STAR WARS™ App – my connection is slow/spotty.

A: The **STAR WARS™ App** and *Find the Force* feature are large files; connecting to Wifi to download before September 1 is strongly recommended.

Q: Is there a cost to participate?

A: There is no cost for the **STAR WARS™ App** and *Find the Force* experience, and no purchase necessary to participate in the sweepstakes. However, standard data charges from your wireless carrier may apply.

Q: How do I resolve the download error when launching the STAR WARS™ App?

A: When attempting to launch the **STAR WARS™ App** on your Android device, an error message appears stating your app has not downloaded completely and to tap OK to continue. Tapping OK only refreshes the window. This issue can be resolved by force closing the app and restarting your device. After restarting, you should now be able to launch the app on your device. For detailed steps, please click the following links:

- 1. Force close the app**
- 2. Restart your device**
- 3. Relaunch STAR WARS™ App**

If you are still having issues launching the app after these steps, try uninstalling the app, restarting your device, and then reinstalling the app from iTunes or the Google Play Store.

Q: How can I see the STAR WARS™ App in my language?

A: In some locations, the launch sequence and the *Find the Force* feature will appear in your device's native language, with the remainder of the app available in English only.

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About STAR WARS™ App

The **STAR WARS™ App** is your official mobile connection to a galaxy far, far away. With a dynamic interface, the **STAR WARS™ App** immerses you in breaking news, rich media, social updates, special events, and interactive features. This app will continue to grow, evolve, and become more powerful than you can possibly imagine!

Original Release Date: July 8, 2015

Current Update Version: Version 2.3.1

Will this app run on my device?

Click on your device's platform for app requirements:

iPhone®: For the best experience, we recommend using this app on an iPhone 5 or higher running iOS9.0 and above

Android™: This app requires Android 4.2 and above

https://help.starwars.com/articles/en_US/FAQ/About-STAR-WARS-App?section=Star-Wars-android
Android

https://help.starwars.com/articles/en_US/FAQ/About-STAR-WARS-App?section=Star-Wars-ios
iOS

DISCLAIMER: It is Star Wars Mobile Support policy to not assist in troubleshooting our apps on device hardware which has been modified or altered ("Rooted", "Jailbroken", etc.) from OEM specifications or software that has been modified, flashed or customized beyond regulated software releases by the developer. While some of our products may run on altered hardware and software, due to the wide variations of alterations that can be made and the potential risks of such alterations, we are only able to provide technical support for officially sanctioned versions of device hardware and software.

Helpful Links

Click here for a link to the App Store iTunes: <http://itunes.apple.com/app/id960108075?mt=8>

Click here for a link to Google Play: https://play.google.com/store/apps/details?id=com.disney.starwarshub_goo