



Improved in-lab experience FAQ

What is changing?

> **We're improving the in-lab experience across our entire catalog of over 1,700 labs by providing superior usability and error-assistance. This includes:**

- Richer briefing content, formatted to make it simpler to read and skip to the relevant parts
- A new "Tasks" panel on the left hand side displaying tasks and questions in the order they should be completed
- The ability to "pop out": the briefing panel and virtual machines so that you can position them however you like, even across multiple screens
- A simpler clipboard for copying and pasting in and out of labs
- Clearer information on machine IP addresses
- More usable design, extensively tested with customers

This will be followed within a matter of weeks by:

Error Assist : Explanations

Tailored error messages explaining why answers in specific labs are wrong. This will help users who get stuck get back on track and recognise they need a new approach to solving the problem.

Error Assist : Answer formats

When your answer is right, but the lab creators didn't anticipate the exact format you entered, our algorithm will determine whether the answer is sufficiently close. In response the wizard will display a "Did you mean ____" prompt, allowing you to select the correct answer.

Why is it changing?

At Immersive Labs, we're committed to consistently improving the exercising and learning experience for all users of our platform. All of the above changes were designed to make our labs more engaging and intuitive and are based on feedback from you, the customer.

We've rolled out these changes to ensure that users enjoy the experience of completing labs and are driven to come back and do more. This will ultimately increase overall usage and therefore help your organization build its cyber resilience more rapidly.

When will it change?

You'll see the first changes around mid-November.

What do users need to know and do?

The new format is extremely user friendly and intuitive. We anticipate that this will help users achieve more when using our labs. The changes will be made automatically so there is no need for users to do anything except to utilize the new format as and when it becomes available

How will existing labs be affected? Will labs be migrated to the new format? What is the migration timeline?

Existing labs will be updated to the new format over time. Changes will be made rapidly, completing before 2023.