



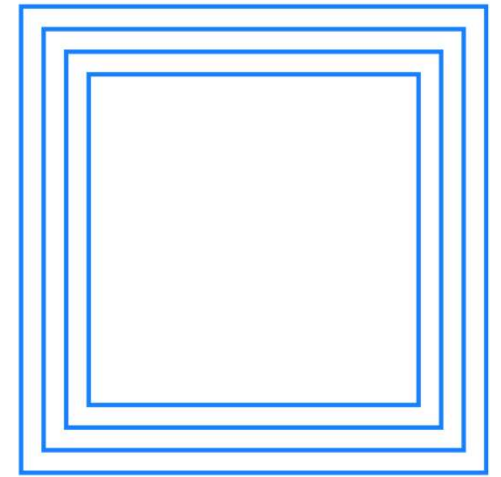
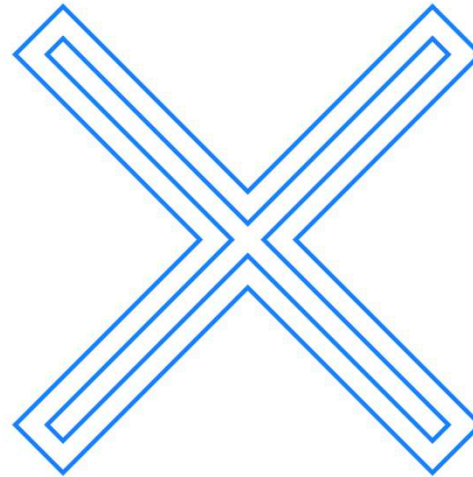
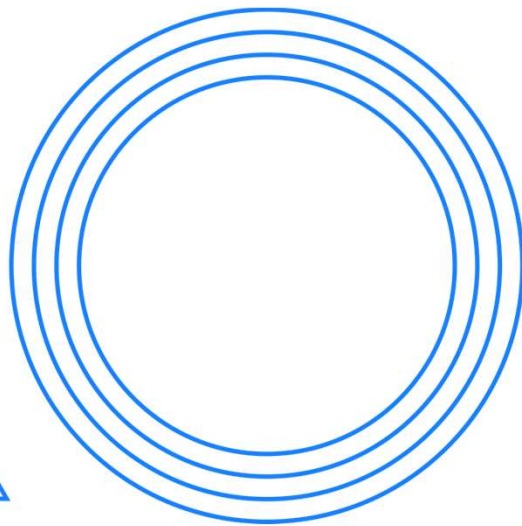
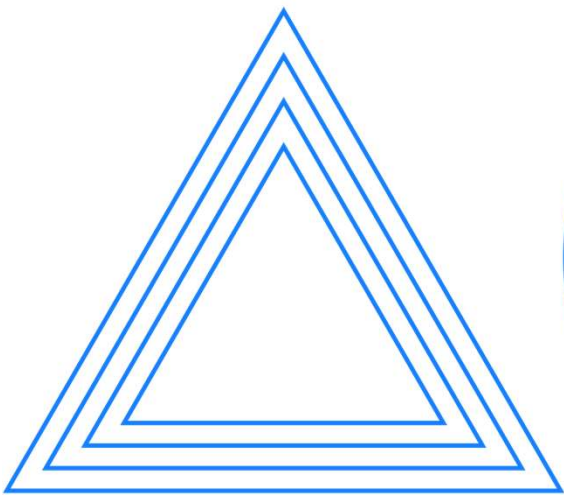
# INFORMATION ARCHITECTURE IN GAMES SETTING MENUS

## A PLAYER-FOCUSED, HOLISTIC APPROACH

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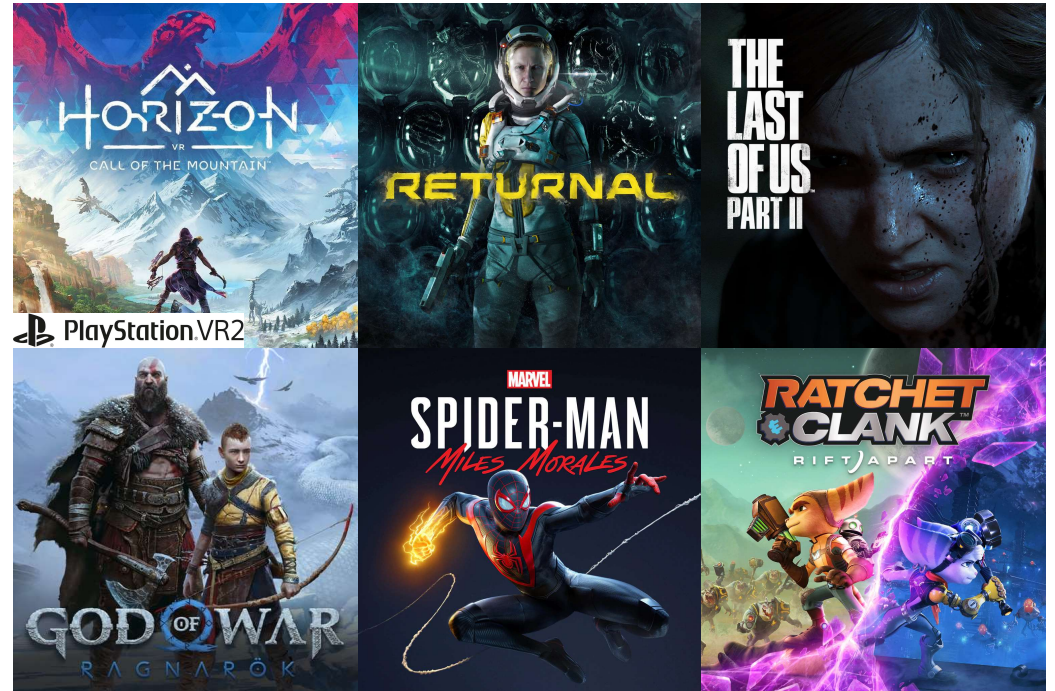
John Dickens

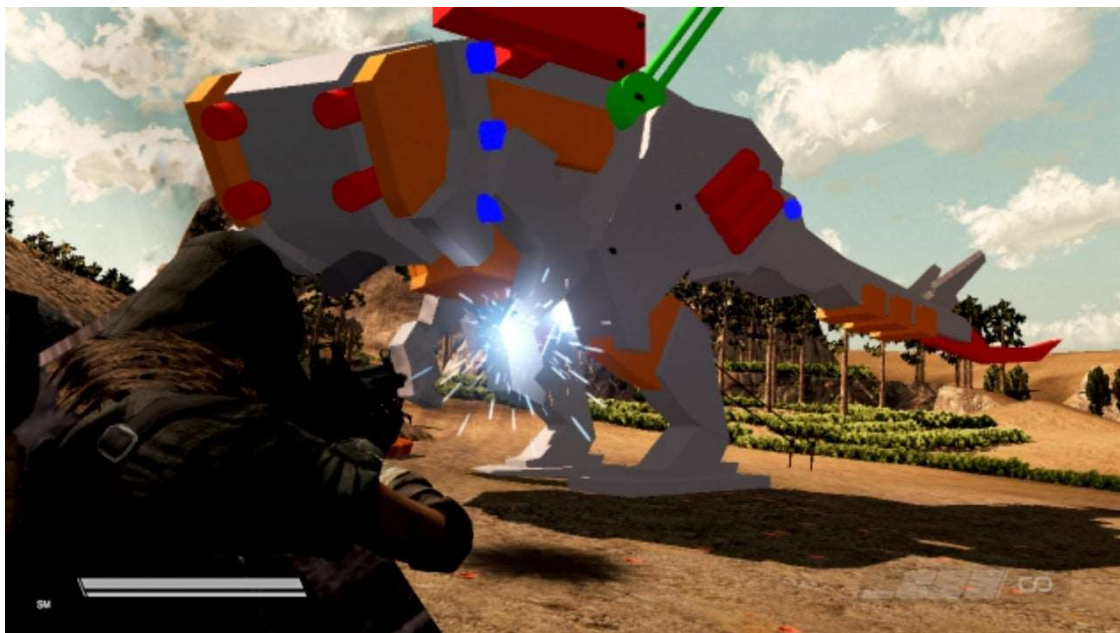
PlayStation Studios User Research Team



# OUR GAMES

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**Horizon Forbidden West (2022)**

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# USABILITY

- **Effectiveness**
  - Can users do what they want?
- **Efficiency**
  - How much effort it takes?
- **Satisfaction**
  - What is their attitude towards the product?

## Rescue Princess 2.0



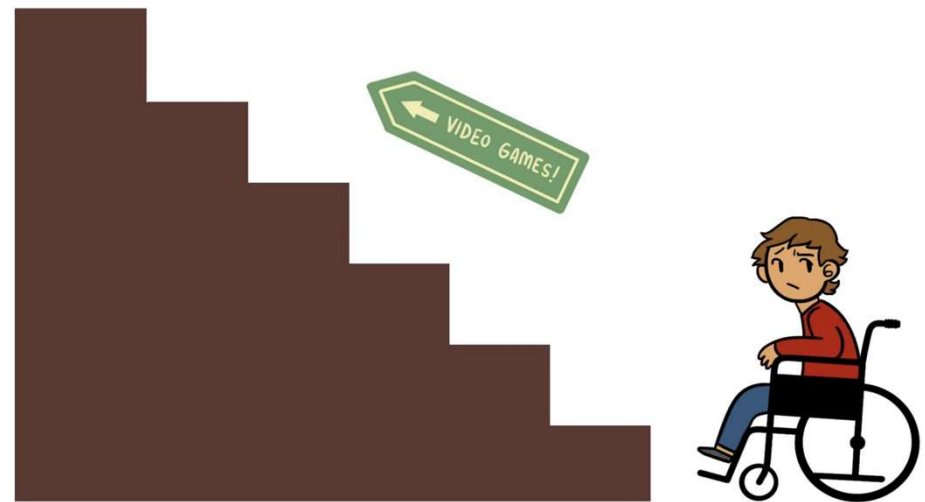
Rescue Princess

Press the button to rescue the princess.

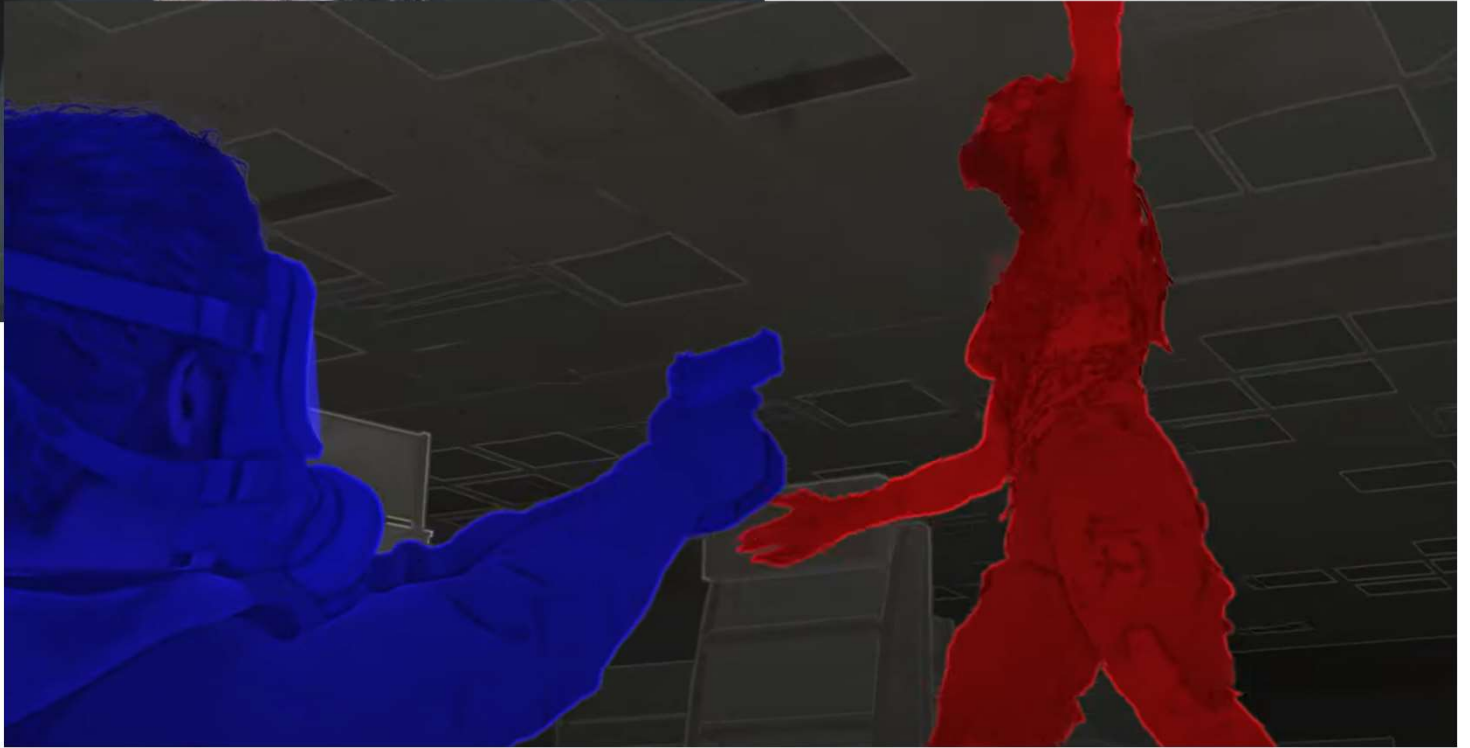
# USABILITY IN GAMES: REMOVING BARRIERS TO FUN

- Do players know what they're supposed to do?
- Do players know how they're supposed to do it?
- Are players able to do it?

# GAMES FOR EVERYONE







**The Last of Us Part II (2020)**

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by Naughty Dog LLC.

ACCESSIBILITY

MAGNIFICATION AND VISUAL AIDS

HUD Scale

DEFAULT

HUD Background

DEFAULT ◀ ▶

HUD Color

WHITE • ▶

HUD Colorblind Mode

OFF • ▶

HUD Flashing

ON

• High Contrast Display

SETTING 3 ◀ •

Screen Magnifier

OFF • ▶

Translation Prompts

AUTO (OFF) ◀ ▶

High Contrast Display



Mutes environment colors and adds distinct contrast coloring to allies, enemies, items, and interactive objects.

When enabled, use to toggle high contrast display.

CHANGE RESET TO DEFAULTS BACK

The Last of Us Part II (2020)

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SETTINGS	Group	Sub-group	Setting	Options (with default)	Game Description	
ACCESSIBILITY	TOGGLE & ASSISTS	Combat Toggles & Assists	Aim Mode	Hold, Toggle	Sets AIM action as either toggled on/off or a button hold.	
			Aim Assist	Default, Strong	Automatically adjusts the camera speed and reticle to help keep the target in the center of the screen. Setting this to STRONG increases the assists.	
			Auto-Aim	On, Off	Turns the camera towards the nearest enemy when firing.	
			Lock-On	On, Off	Automatically targets and locks onto an enemy when aiming. Switch targets by using [BTN_RightStick].	
			Melee Mode	Single, Combo	Sets the MELEE action as either a SINGLE strike or a 3-hit COMBO per button tap.  The icon below is displayed when set to COMBO.	
		Weapon Wheel Mode	Hold, Toggle	Sets WEAPON WHEEL action as either toggled on/off or a button hold. If this is set to OFF, tapping [BTN_SWAP_WEAPONS] will swap to your last weapon.		
		Look at Waypoint	On, Off	Automatically turns the camera towards the objective waypoint on button press.	OFF	
		Off-Screen Ledge Guard	Combat Only Always On	Prevents inadvertently falling off of on-screen ledges.	COMBAT ONLY	
		Auto Glide	On, Off	Automatically glide whenever you're in the air.  Can be set as a shortcut in the Shortcuts Menu.	OFF	
		Hoverboot Auto-Pump	On, Off	Automatically pumps to max speed when using the Hoverboots.	OFF	
		Sprint/Hoverboot Mode	Hold, Toggle	Sets Hoverboot action as either toggled on/off or a button hold. Functions as Sprint before Hoverboots are acquired.	HOLD	
		Swing Mode	Hold, Toggle	Sets SWING action as either toggled on/off or a button hold.	HOLD	
		Speetle Boost Mode	Hold, Toggle	Sets Speetle Boost action as either toggled on/off or a button hold.	HOLD	
		Flight Assist	On, Off	Automatically levels out during flight sequences.	OFF	
	Grind Assist	On, Off	Automatically slows down time when nearing a hazard on grind rails.	OFF		
	VISUAL & CONTRAST OPTIONS	Motion Sickness	Center Dot	On, Off	Enable a persistent center dot on the center of the screen. This is replaced by weapon reticles and is hidden during cinematics.	OFF
			Motion Blur	Intensity Slider (0-10)	Adjust the blurring effect created by camera motion and fast moving objects. Lower settings have less blur, while higher settings have more apparent blur.	10
			Depth of Field	On, Off	Turn ON or OFF the blurring effect for objects that are out of focus with the camera. When enabled, the farther away an object is from the camera's focusing point, the less sharpness in detail it will have.	ON
			Chromatic Aberration	On, Off	Enable Chromatic Aberration. Provides a filmic effect where colors appear slightly shifted and out of focus at the image's corners.	ON
			Film Grain	Intensity Slider (0-10)	Adjust the intensity of the film grain visual effect. The 0 setting is the lowest and 10 setting is the highest.	10
			Fullscreen Effects	On, Off	Turn ON or OFF fullscreen visual effects during gameplay such as lens flare, heat shimmer, on camera rain droplets, and gas effects.	ON
			Screen Shake	On, Off	Turns camera shake ON or OFF during gameplay.	ON
		Contrast Options	High Contrast Background	On, Off	Enable a high contrast background for assistance with visual clarity of some elements.	
			High Contrast Outlines	(Range of colors)	Apply a solid single-color outline to Heroes and Enemies to improve visibility.	
			Contrast Options	Preset 1 Preset 2 Custom Off	Enable various shader and high contrast options to help with visibility. Use presets or customize each setting individually.	
			>Hero Shader	(Range of colors)	Apply a solid single-color shader on the Hero to improve visibility.	
			>Ally Shader	(Range of colors)	Apply a solid single-color shader on allies to improve visibility.	
>Enemy Shader			(Range of colors)	Apply a solid single-color shader on enemies to improve visibility.		
>>Basic	(Range of colors)	Assign a color shader on basic melee enemies.				
>>Boss	(Range of colors)	Assign a color shader on all Boss enemies.				

# The Accessibility Settings Question:

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## Where do accessibility settings go?

- We need players to find the settings easily
- We need players to understand what the setting does

# The Accessibility Settings Question:

---

## Where do accessibility settings go?

- We need players to find the settings easily
- We need players to understand what the setting does

# The Accessibility Settings Question:

---

**So let's put them in a group that says 'ACCESSIBILITY'**

- Allows for easy categorisation on our side, by putting accessibility setting in one neat group
- Possibly easier for players to find
- Shows the player that the game has these type of options

# The Accessibility Settings Question:

---

## So let's put them in a group that says 'ACCESSIBILITY'

- Allows for easy categorisation on our side, by putting a11y setting in one neat group
- Possibly easier for players to find
- Shows the player that the game has these type of options

## But this decision brings with it some other questions:

- What actually makes a setting something associated exclusively with 'Accessibility'?
- Do players consider the setting to be related to Accessibility?
- Do players consider themselves as someone who needs this type of setting?
- Do players know what sort of setting might exist in a menu like that?
- Does labelling these settings as such reinforce ideas of 'othering'?

# PEAS

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# Player Experience of Accessibility Settings

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# RESEARCH GOALS (R1):

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- Understand settings that players use the most
  - Provide insight that will guide how we organise settings in our titles
  - Learn how players organise and understand Accessibility settings, specifically
-

# RESEARCH METHOD:

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## Survey

Sent to ~1200 PS4 players (50% UK, 50% US)

Respondents were presented with a list of game-agnostic settings, and asked to select each setting as: "Never use ", "Nice to have " or "Essential to play"

## Card Sort

Unmoderated card sort of game settings conducted with 43 participants, with a further 12 participants completing a moderated card sort with researchers.

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# Key Takeaways from Round 1 - Summary

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- Many players who do not identify as having a disability are **reliant on flexible settings** options for games.
- One setting can serve **multiple purposes**, preferences and needs.
- Players generally expect **settings relating to a specific features to be grouped together** (e.g. Subtitle size/colour with the subtitle on/off option).
- Players might expect an accessibility group, but the **number of settings sorted into it was minimal\*** – with players typically only associating two settings from our list with "accessibility" (colourblindness and text-to-speech).

*\*even when the list of settings we used was based on a game with an accessibility menu*

# RESEARCH GOAL (R2)

---

In short, we wanted to try answer the following question:

How does a variant of settings **without a defined accessibility group** perform in comparison to a variant **with an accessibility group**?

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# RESEARCH METHOD

---

## Tree Test

Of three variations of a settings menu, based on **Ratchet and Clank: Rift Apart**, and created based on card sorting from previous round.

## With a twist...

Tree tests do not always present the contents of a group to a participant. In our study, we made this available to participants as we weren't necessarily solely testing findability, but **Directness** as well as **Comprehension**.

We wanted to assess the player's approach to finding the correct location(s) in a single (direct) attempt rather than assessing their guess based on group namings.

We also wanted to see how the naming of certain settings would influence their understanding of its place within that group.

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# VARIANT 1

AS SHIPPED (A11Y MENU + DUPLICATES)

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- As shipped in Ratchet and Clank: Rift Apart, this menu features an Accessibility menu as one of the level 2 groups within the settings menu.
- Most of the settings found in the Accessibility menu are duplicated within the main body of settings. For instance, '**Screen Shake**' exists in both '*Settings > Visuals > Screen Effects > **Screen Shake*** and *Settings > Accessibility > Visual & Contrast Options > Motion Sickness > **Screen Shake***

# VARIANT 2

(A11Y MENU WITH NO DUPLICATES)

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- Variant 2 is guided by the standardisation process generated from card sort findings of R1.
- This menu includes an accessibility menu, but does not contain duplicates. Therefore, settings such as '**Screen Shake**' exist only in *Settings > Accessibility > Visual & Contrast Options > Motion Sickness > **Screen Shake***

# VARIANT 3

(NO A11Y MENU, NO DUPLICATES)

---

- Variant 3 is guided by the standardisation process generated from card sort findings of R1.
- It is a version where the settings are not duplicated and do not fall under any type of accessibility menu. Instead, settings are placed in the relevant main group. For instance, '**Screen Shake**' exists in '*Settings > Visuals > Screen Effects > **Screen Shake***

The creation of Variant 2 + Variant 3 was guided based on result of standardised/aggregated card sort results from R1.





# COLOURBLIND FILTERS + TTS

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- Ratchet and Clank: Rift Apart did not ship with a **Colourblind Filter** or **Text-to-Speech/Narration** option.
- However, both settings were included in the card sort for R1, and proved to be particularly contentious in their placement.
- As a result, they were added to all three variants in this Round to test their position.

# Round 2 – Key Findings

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**The following barriers were presented to players when trying to find settings, across all Variants:**

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## **Word Misdirection**

**Double Meanings**

## **Setting Unfamiliarity**

**Game-Specific Terms**

## **Technical Speak**

**Technical Blockers**

## **Abbreviations**

**Unknown Abbreviation**

**Dyslexia**

## **Grouping Mismatch**

**Misleading Group Names**

**Prefix Misdirection**

The following barriers were presented to players when trying to find settings, across all Variants:

## Word Misdirection

Double Meanings

Setting Unfamiliarity

Game-Specific Terms

Technical Speak

Technical Blockers

Abbreviations

Unknown Abbreviation

Dyslexia

Grouping Mismatch

Misleading Group Names

Prefix Misdirection

The inclusion of some words, such as 'Prompt', can draw incorrect associations to their actual function

- The settings 'Icon and Prompt Size' + 'Rift Tether Prompts' failed to draw players to their correct location in the Visuals > Heads Up Display group.
- The word *Prompt* drew associations with tutorial messages that appear onscreen
- As a result, players sought out a tutorial menu/sub-menu which did not exist.

# The following barriers were presented to players when trying to find settings, across all Variants:

## Word Misdirection

Double Meanings

## Setting Unfamiliarity

Game-Specific Terms

## Technical Speak

Technical Blockers

## Abbreviations

Unknown Abbreviation

Dyslexia

## Grouping Mismatch

Misleading Group Names

Prefix Misdirection

### Pure unfamiliarity with a setting by its name alone leads to barriers in understanding

- *Hoverboot Auto-Pump* and *Rift Tether Prompts* were not immediately obvious to players on what they were.
- Though they are introduced in the game, players still need to know enough to find the setting.
- Good descriptions of these settings greatly help understanding

# The following barriers were presented to players when trying to find settings, across all Variants:

## Word Misdirection

Double Meanings

## Setting Unfamiliarity

Game-Specific Terms

## Technical Speak

Technical Blockers

## Abbreviations

Unknown Abbreviation

Dyslexia

## Grouping Mismatch

Misleading Group Names

Prefix Misdirection

**The use of technical speak, especially words commonly used by game developers, is not commonly understood by players**

- *Traversal*
- *Chromatic Aberration*
- *Depth of Field*
- *Off Screen Ledge Guard*

All of these are terms we might use in a developer-facing environment, but are not so great for players.

# The following barriers were presented to players when trying to find settings, across all Variants:

## Word Misdirection

Double Meanings

## Setting Unfamiliarity

Game-Specific Terms

## Technical Speak

Technical Blockers

## Abbreviations

Unknown Abbreviation

Dyslexia

## Grouping Mismatch

Misleading Group Names

Prefix Misdirection

### Abbreviations are not universally understood

Use of the acronym *HUD* was a barrier especially for more casual players. Even its full name, Heads Up Display, was not always understood.

**The following barriers were presented to players when trying to find settings, across all Variants:**

---

## Word Misdirection

Double Meanings

## Setting Unfamiliarity

Game-Specific Terms

## Technical Speak

Technical Blockers

## Abbreviations

Unknown Abbreviation

**Dyslexia**

## Grouping Mismatch

Misleading Group Names

Prefix Misdirection

### Abbreviations can provide a barrier for players with Dyslexia

- Players with Dyslexia mentioned that reading and deciphering acronyms can sometimes be an issue for them.



# The following barriers were presented to players when trying to find settings, across all Variants:

## Word Misdirection

Double Meanings

## Setting Unfamiliarity

Game-Specific Terms

## Technical Speak

Technical Blockers

## Abbreviations

Unknown Abbreviation

Dyslexia

## Grouping Mismatch

Misleading Group Names

Prefix Misdirection

The name of the setting, and hence, player perception, does not align with the name of the group.

- Players tried to find a group name that would align with their interpretation of what the *Aim Sensitivity* setting meant, but the group names in front of participants did not offer this.

Settings > Controls & Shortcuts > Camera > Aim Sensitivity

### Unmoderated Participant feedback [Variant 3]:

“For some reason my brain never associates ‘Camera’ with aiming or movement. If I’m playing a game like ratchet and clank, It’s not a photography game... So call me basic but it does seem kind of weird relic from 3D-rendering software rather than consumer end vibes. You feel like a player or character and not a ‘Camera’.”

# The following barriers were presented to players when trying to find settings, across all Variants:

## Word Misdirection

Double Meanings

## Setting Unfamiliarity

Game-Specific Terms

## Technical Speak

Technical Blockers

## Abbreviations

Unknown Abbreviation

Dyslexia

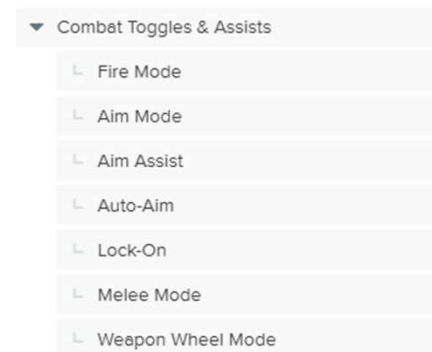
## Grouping Mismatch

Misleading Group Names

Prefix Misdirection

The name of the setting, and hence, player perception, does not align with the name of the group.

- Where they had seen other *Aim* related settings in other groups, they were perplexed when they couldn't see 'Aim Sensitivity' amongst them.



P4 [variant 1]:  
"They're not the ones are they? It's difficult.. I expect aim sensitivity to be there with them, because they are related."

# Variant Performance

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# Directness and Hops

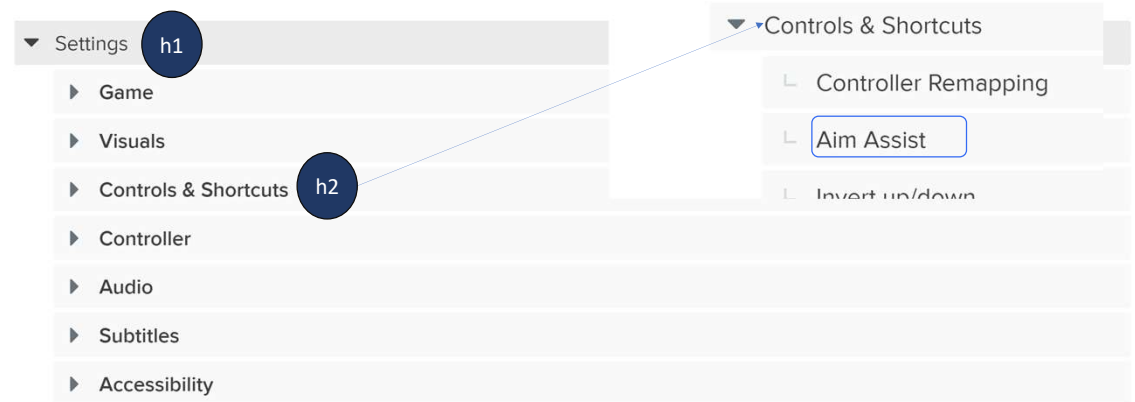
Task: Find 'Aim Assist',

**Direct Success** = Settings > Controls & Shortcuts > Aim Assist

A click into another group at any point in that journey would make it an **Indirect Success**.

Each click = **Hop** (h). Any click out of the menu results in an additional Hop.

In this case, just 2 **Hops** are needed for a **Direct Success**.

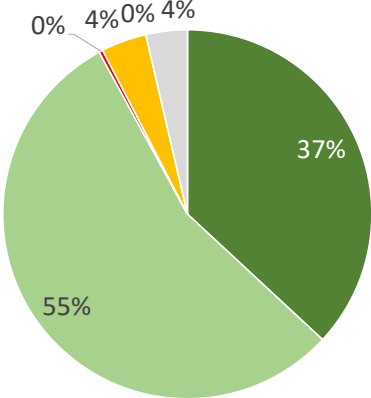


The higher the rate of **indirect success**, and the **higher the number of Hops** (against average needed for that variant), the more difficult it is to find a setting.

# Directness and Hops

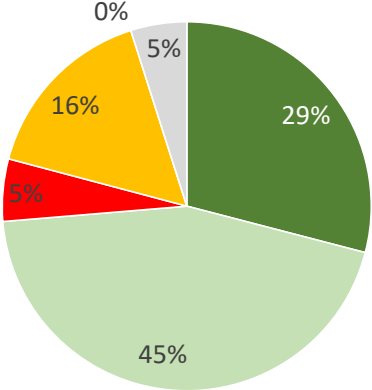
## Variant 1

(SHIPPED – A11Y MENU AND DUPLICATES)



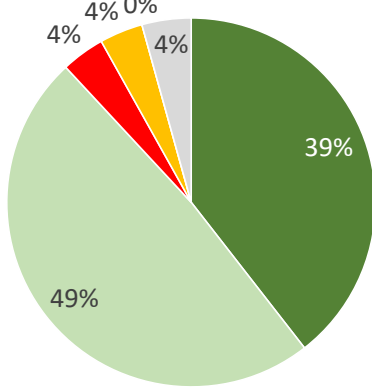
## Variant 2

(A11Y MENU WITH NO DUPLICATES)



## Variant 3

(NO A11Y MENU, NO DUPLICATES, A11Y SETTINGS IN 'MAIN' GROUPS)



■ Direct Success  
 ■ Indirect Success  
 ■ Direct Failure  
■ Indirect Failure  
 ■ Direct Skip  
 ■ Indirect Skip

Variant 1 Mean #Hops (SHIPPED – A11Y MENU AND DUPLICATES)	Variant 2 Mean #Hops (A11Y MENU WITH NO DUPLICATES)	Variant 3 Mean #Hops (NO A11Y MENU, NO DUPLICATES)
16.44	14.20	9.25

## Variant 1 (A11Y Menu and Duplicates)

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- For the majority of the duplicated 'Accessibility' settings tested, players overwhelming **did not** select them from the Accessibility menu presented to them.
- The exception to this are two settings, ***Colourblind Filters*** and ***Text-to-Speech***. Players went to the accessibility menu 65% and 75% of the time for these settings respectively. This directly matches with the findings from R1.

*Settings present in both Accessibility Menu and main body of the V1/2 Settings:*

- *Depth of Field*
- *Look at Waypoint*
- *Chromatic Aberration*
- *Screen Shake*
- *Motion Blur*
- *Hoverboot Auto-Pump*
- *Auto Glide*
- *Aim Mode*
- *Off-Screen Ledge Guard*
- *Melee Mode*
- *Directional Button Movement*
- *Fullscreen Effects*

## Variant 1 (A11Y Menu and Duplicates)

Variant 1 (Shipped –A11Y Menus and Duplicates)

<p><b>“Where would you find the Setting...”?</b>  <i>All of the below settings were placed in both the A11Y menu and the main body of settings</i></p>	<p>% Players who <b>visited a11y menu</b> during task</p>	<p>% Players who <b>selected</b> setting through the a11y menu</p>
<p><b>Depth of Field</b></p>	<p>20%</p>	<p>5%</p>
<p><b>Look at Waypoint</b></p>	<p>35%</p>	<p>20%</p>
<p><b>Chromatic Aberration</b></p>	<p>30%</p>	<p>20%</p>
<p><b>Screen Shake</b></p>	<p>40%</p>	<p>15%</p>
<p><b>Motion Blur</b></p>	<p>10%</p>	<p>5%</p>
<p><b>Hoverboot Auto-Pump</b></p>	<p>15%</p>	<p>5%</p>
<p><b>Auto Glide</b></p>	<p>20%</p>	<p>10%</p>
<p><b>Aim Mode</b></p>	<p>20%</p>	<p>20%</p>
<p><b>Off-Screen Ledge Guard <sup>2</sup></b></p>	<p>45%</p>	<p>25%</p>
<p><b>Melee Mode</b></p>	<p>5%</p>	<p>5%</p>
<p><b>Directional Button Movement</b></p>	<p>15%</p>	<p>15%</p>
<p><b>Fullscreen Effects</b></p>	<p>10%</p>	<p>0%</p>

## In V1, only two settings drew players to the A11Y menu more often than not:

<b>“Where would you find the Setting...”?</b> <i>the below settings were placed in both the A11Y menu and the main body of settings</i>	% Players who visited a11y menu during task	% Players who found setting through the a11y menu
<b>Colourblind Filters</b>	90%	65%
<b>Text-to-Speech</b>	75%	75%

### Pervasive A11y Settings

**Colourblind Filters or Modifiers** and particularly **Text-to-Speech** are pervasive accessibility features, more commonly found in other types of software or discussed in articles or society.

### In line with R1 Results

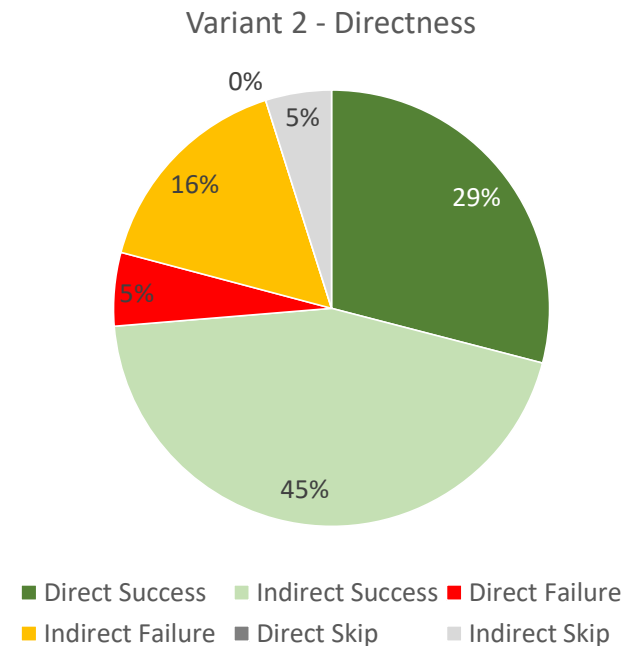
R1 results showed that players overwhelmingly grouped both of these settings into a dedicated Accessibility Menu, more so than most other settings..

**Note:** Other settings where the words [Auto or Assist](#) were included also drew people towards looking in Accessibility menus.



## Variant 2 (A11Y Menu and No Duplicates) – low levels of directness

- Variant 2 had **the lowest level of directness**, and highest level of failures (i.e. players chose the wrong setting).
- This is likely a result of the effect of removing duplicates without consideration to the organisation of the main body of settings.
- Settings such as ‘*Screen Shake*’ were removed from the VISUALS > SCREEN EFFECTS group but remained in their original location in the ACCESSIBILITY group.



## **Variant 3 (No A11y Menu, No Duplicates) – despite a lack of duplicates, performance was high**

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- The lack of a clearly defined ‘Accessibility’ group **did not** impact the discovery, findability or understanding of Accessibility settings as present in V1 and 2.
- The settings duplicated in V1 + 2 were matched at a similar, and sometimes better, level of Directness and Hops in V3.
- This variant had the **highest rate of Directness (41%)** and had **the fewest amount of Hops (9.25)**.

## Variant 3 requires fewer hops to reach most accessibility settings

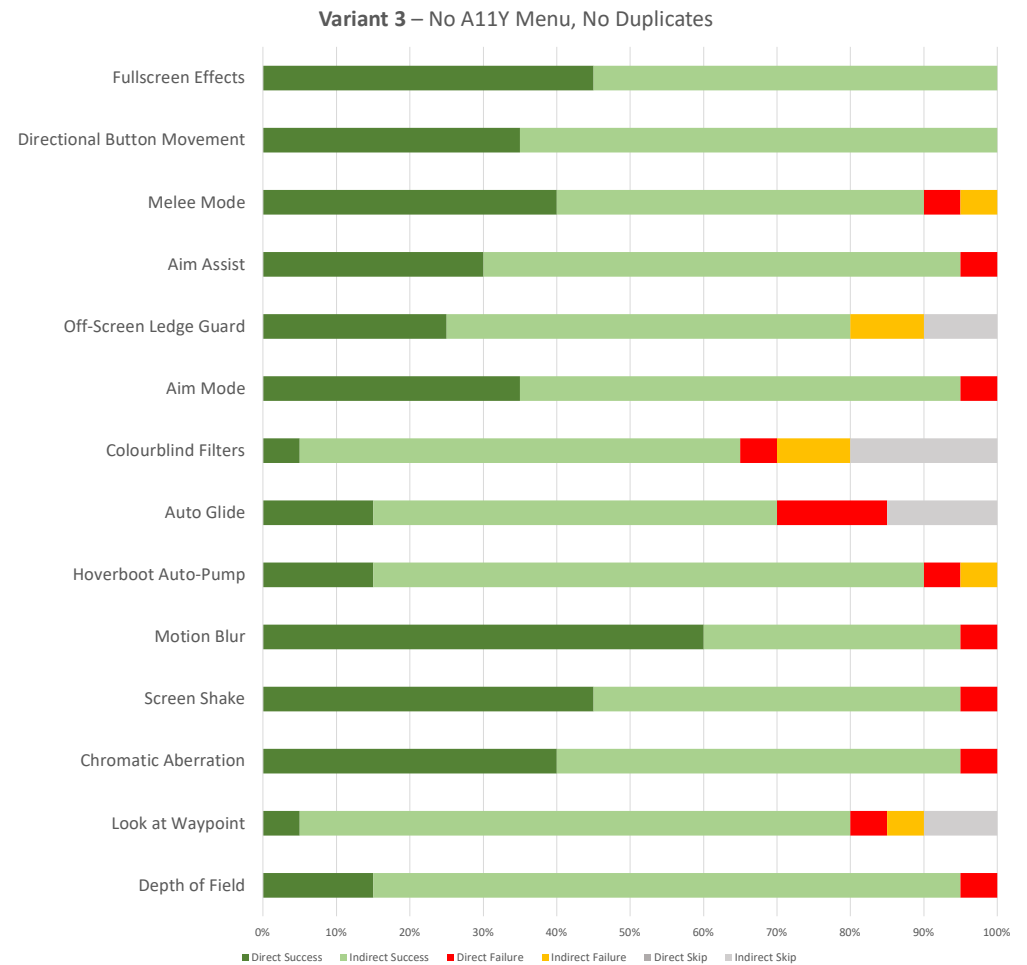
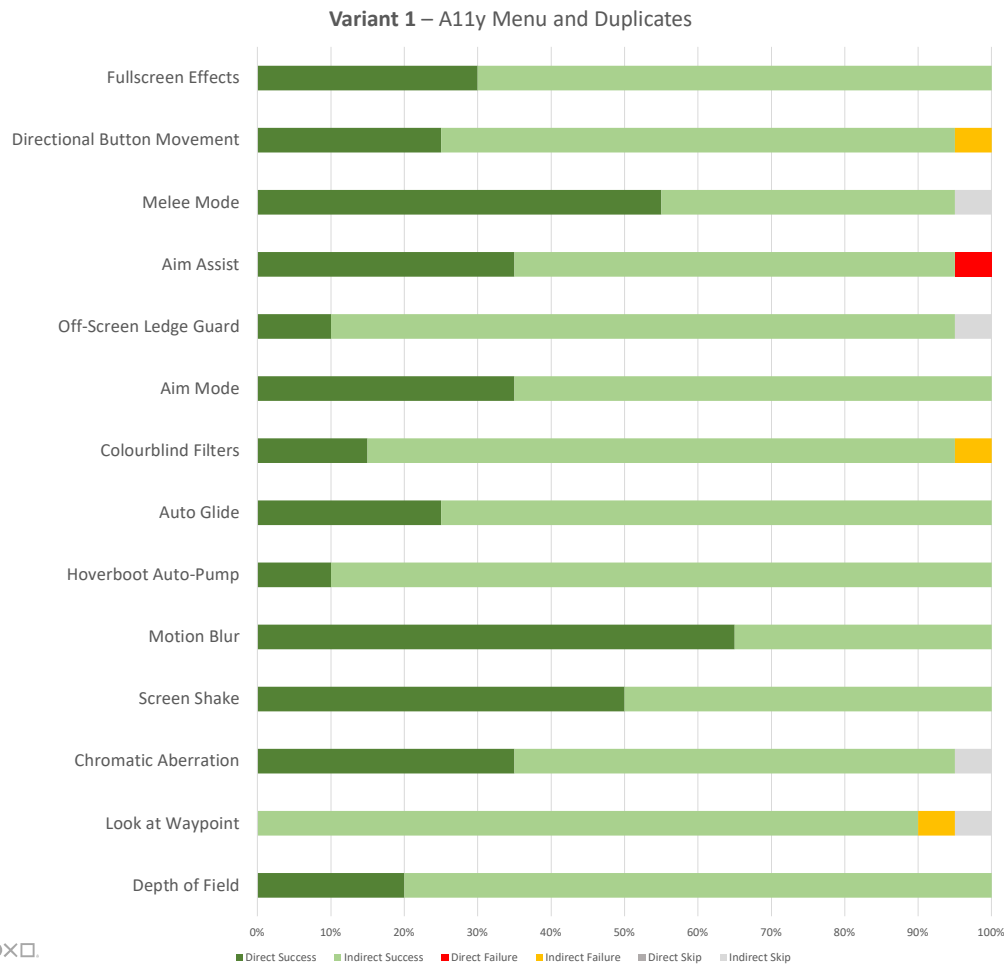
Average Hops per task, per Variant (duplicated settings in V1/2)

		Variant 1 Average #Hops	Variant 2 Average #Hops	Variant 3 Average #Hops
DUPLICATED SETTINGS IN V1	Depth of Field	13.90 (-2.54)	16.16 (+1.96)	8.35 (-0.90)
	Look at Waypoint	23.45 (+7.01)	23.79 (+9.59)	14.10 (+4.85)
	Chromatic Aberration	10.80 (-5.64)	17.47 (+3.28)	7.50 (-1.75)
	Screen Shake	9.80 (-6.64)	14.05 (-0.14)	5.60 (-3.65)
	Motion Blur	5.70 (-10.74)	10.79 (-3.41)	5.60 (-3.65)
	Hoverboot Auto-Pump	11.45 (-4.99)	19.95 (+5.75)	6.80 (-2.45)
	Auto Glide	10.80 (-5.64)	22.11 (+7.91)	10.05 (+0.80)
	Colourblind Filters	20.80 (+4.36)	20.37 (+6.17)	17.50 (+8.25)
	Aim Mode	9.40 (-7.04)	13.00 (-1.20)	5.70 (-3.55)
	Off-Screen Ledge Guard	26.05 (+9.61)	21.89 (+7.70)	8.50 (-0.75)
	Aim Assist	12.35 (-4.09)	12.05 (-2.14)	8.70 (-0.55)
	Melee Mode	6.65 (-9.79)	14.63 (+0.44)	7.55 (-1.70)
	Directional Button Movement	7.65 (-8.79)	14.32 (+0.12)	5.45 (-3.80)
	Fullscreen Effects	8.70 (-7.74)	11.79 (-2.41)	4.70 (-4.55)
NON-DUPLICATED SETTINGS IN V1	Center Dot	79.00 (+62.56)	24.00 (+9.80)	15.45 (+6.20)
	High Contrast Outlines	27.15 (+10.71)	7.42 (-6.77)	4.85 (-4.40)

- A majority of the settings duplicated in V1 + V2 in the Accessibility group and main body were found with fewer hops (when compared to each variant's average) in V3 where there was no Accessibility group.
- *There are exceptions:*
  - *Colourblind Filters* performs better in Variant 1 and 2 because of an immediate association with Accessibility, and a clearly labelled group name.

# Directness between Variant 1 and 2, the two most overall successful variants, were almost identical

Success Rate of duplicated settings within A11Y menu and Main Body – Variant 1 + 3



# KEY LEARNINGS

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# How to make settings clearer

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- **Use accurate and easy to understand wording** to remove barriers for players who may not be familiar with the setting.
- **Similarly, use accurate descriptions** to explain the settings' function.
- **Name groups and sub-groups accurately** to reflect their content and minimise hops between tabs/sections.
- **Avoid Abbreviations and Technical Language** to minimise barriers for those with dyslexia, or simply anyone that is not as savvy with video game language as game devs are.
- **Test your IA!** Don't leave it too late.
- **Be aware that:**
  - The use of words like 'Assist' or 'Auto' can drive associations towards accessibility-related functions.
  - Players expect settings with the same prefix, e.g. *Aim Assist* and *Aim Mode* to be grouped together.

# IN SUMMARY

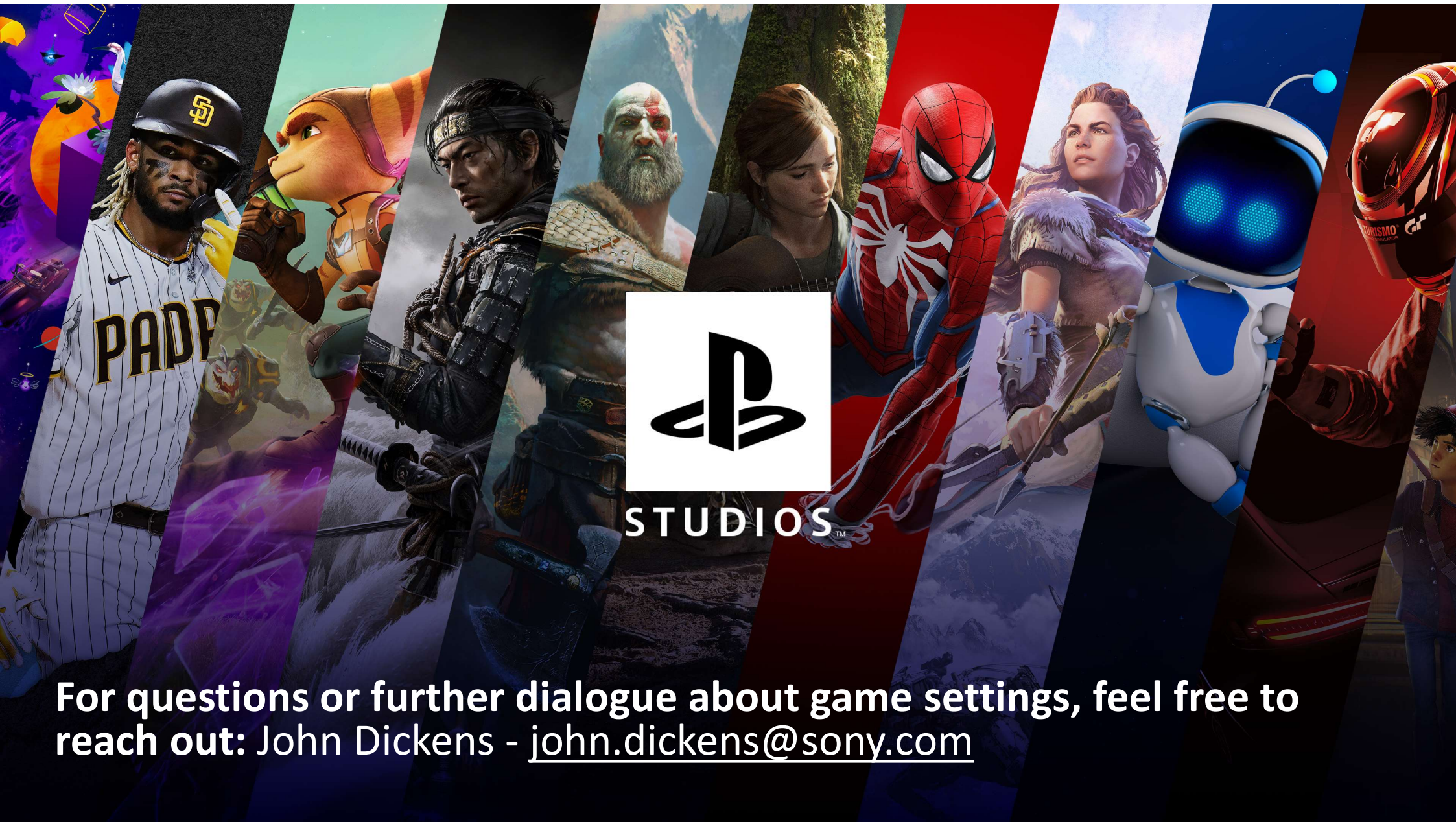
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# Accessibility settings, not (necessarily) accessibility groups

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- **A separated Accessibility group is not needed** for players to find most accessibility-related settings.
- **Duplicated settings do not necessarily increase the chance of findability.**
- **Including accessibility-related settings in the main body may increase overall discovery** and introduce new features to people who may not have known it could be useful for them.





**For questions or further dialogue about game settings, feel free to reach out: John Dickens - [john.dickens@sony.com](mailto:john.dickens@sony.com)**