AspieLand Moderated Minecraft - Tech Support Guide Connection Support and Troubleshooting

To help new and returning players to join AspieLand as easily and smoothly as possible, we've put together this tech support guide. This has been put together by our admin team and our moderators, and also includes suggestions from our server provider as well as from Minecraft.

The information in the next few pages covers the steps required for first-time AspieLand players to access the AspieLand server, as well as some other suggestions to try if you've added the AspieLand server and are still having trouble connecting.

For first-time players
If you're joining the AspieLand server as a first time player, you will need to add the AspieLand server to Minecraft on your computer manually. Please follow the instructions on the next page to do this.

The server will be accessible during advertised session times only, so please don't worry if you try to access it a little early or at other times and are unsuccessful.
Please note that this server is private and only available to whitelisted usernames provided during registration.

If you're having trouble accessing the server, please work through the suggestions we've included in this guide. If you get to the end and you're still having trouble, you're welcome to contact our Minecraft support team: please call or text 0480 385 710, or please email admin@aspergersvic.org.au

Basic tech requirements to access AspieLand

- Minecraft Java Edition, for Windows or PC.
  If you don't yet have Minecraft: Java Edition, you can purchase it from the Minecraft website.
  AspieLand isn't available on other versions of Minecraft. Please see our AspieLand FAQ Guide for more information.
- Currently running version 1.17.

Server subdomain: AspieLand.apexmc.co

For first-time AspieLand players

If you're joining AspieLand for the first time, you will need to add the AspieLand server to Minecraft manually, as well as providing your username to our admin team in the registration process.
If you aren't sure how to add AspieLand as a server, please follow the below instructions.

How to add AspieLand to Minecraft as a server

The AspieLand server subdomain needs to be added directly into Minecraft on your computer. It may appear as a link in emails, however if you click on it as a link, it's likely that it won't allow you to connect to AspieLand.
To connect, please follow the steps below:

- Launch Minecraft
- When the Minecraft screen appears, click "Multiplayer"
- Click "Add server"
- In the "Server Name" field, please type:
  AspieLand
- In the "Server Address" field, please type:
  AspieLand.apexmc.co
- Click "Done"
- Wait for the server to connect. The AspieLand server should appear in your server list.
- Click on it and click "Join Server"

Having trouble connecting after adding the server?

If you can't see the AspieLand server, or if you are having trouble connecting during session times, please read through the below suggestions for assistance.

Username
You would have provided your username in the AspieLand registration process. Usernames are case-sensitive, and they do not contain spaces: they may contain an underscore in place of a space.

When the server starts for the first session of each program, we work through the list of usernames to add each one to the whitelist. This may take a few minutes, and we really appreciate your patience while we work through this.

If you can see the AspieLand server but you then see an error message which mentions that your username has not been whitelisted, this could be for a few reasons:
- If it's at the start of the first session for the program, or if it's your player's first session, it's likely we're still adding your player's username to the whitelist. Please give us a few minutes to work through the list.
- If it's still not working after a few minutes, it's possible that we haven't received your player's username, or that the username provided in the registration process either has a typo or that it includes characters which Minecraft doesn't allow. Could you please check the username with your player? If you need to update your username, please contact our admin team for assistance.

Alternative server access method
We recommend following the steps above to connect to the AspieLand server using the subdomain, as this method is the easiest and should work for most players.

However, if that isn't working for you, you are welcome to try using this method instead. You will need the server IP address: our IP address does change occasionally, so please contact our admin team for the current IP address.
To connect directly with the server IP address:
- Launch Minecraft
- When the Minecraft screen appears, click "Multiplayer"
- Click "Add server"

- In the "Server Name" field, please type:
  AspieLand
- In the "Server Address" field, please enter the server IP you received from our admin team.
- Click "Done"
- Wait for the server to connect. The AspieLand server should appear in your server list.
- Click on it and click "Join Server"

Version issues

The current version of Minecraft we are running is **1.17** (as of 30 September 2021).

If you are running a different version of Minecraft, you will need to either update your version (if it's older than 1.17), or create an installation for a previous version (if your version is newer than 1.17).

- (If you have the main Minecraft window open where you would usually click on "AspieLand", please close that before you continue.)
- Start the Minecraft launcher (the program you run to start Minecraft)
- About halfway down the screen, where it says "Latest release 1.17.1", look for "1.17".
  If you can see it, please select it. Then click "Play".

If that doesn't solve the issue, please follow these steps:
- In the Minecraft launcher, click "Installations"
- Click "New Installation"
- Under "Version", change "Release 1.17.1" to "Release 1.17"
- Click "Create"
- Then move the mouse onto the installation you've just created, and click "Play"
- This should start Minecraft.

Other suggestions

If you have successfully logged in to your game, you can sometimes still run into problems with communication between your computer/network and the server that you are trying to connect to.

Possible solutions are:

- Check that your network connection is enabled, and that no programs are blocking outgoing connections.
- Try disabling any existing firewall program, or changing its configuration options.
- Restart your modem/router.
- You may also want to try logging out of your account and then logging back in, as this refreshes your profile's authentication and connection with our servers.
- Reinstall Minecraft.

It may also help to reboot your computer after each one of these to allow the system to refresh.

It is also possible that this can occur when the Mojang servers are having difficulties processing requests. If you have tried the above solutions, please wait a bit and try your server login again later.

If you're still receiving a connection error after trying the above solutions, then you may want to check that this is not caused by some third-party Minecraft software/mods that you have downloaded.