

The Wolf Among Us

An RYG Analysis

Platform: PC (Windows 7 only)
DRM: User-Account Online Activation
Digital Distributor: Telltale Games

Developer: Telltale Games
Publisher: Telltale Games

RYG's VERDICT

56%

BARGAIN BIN MATERIAL

64% and Below

1a. Product Info

Note: First time users and purchasers of Telltale Games direct should expect a [one-off online activation](#) that requires the user's email address and password (e.g. A Telltale User Account)

Looking at how much information is provided on The Wolf Among Us on Telltale Games's Website site prior and on release.

- ✓ The Wolf Among Us was released globally on 11.11.2013
- ✓ Base game and (future) episodic DLCs sold as one package
- ✓ Minimum and recommended specs provided
- ✓ All game-related information can be found on telltalegames.com

- ✗ Available only on Windows and Mac
- ✗ No demo
- ✗ Difficult to find accessible [DRM information](#)
- ✗ Little advice on how the DRM would affect users playing The Wolf Among Us
- ✗ No Manual and/or Readme

1b. Digital Dwnld

Note: A Telltale User Account is required to purchase The Wolf Among Us from Telltale Games. Purchases can be made via. PayPal or via. Credit Card through their payment gateway service.

Looking at Telltale Games's Storefront as a digital distributing service for PC games.

- ✓ The Wolf Among Us sold at one, global price
- ✓ Available worldwide through telltalegames.com
- ✓ Download / Client Manager is not required for gameplay
- ✓ Minimum and recommended specs provided
- ✓ Free and unlimited access and downloads after purchase
- ✓ Can backup purchased games "offline" (e.g. external or optical drives)
- ✓ Refunds and/or exchanges offered for purchased physical copies only
- ✓ Can access personal data

- ✗ Difficult to find accessible [DRM information](#)
- ✗ Little advice on how the DRM would affect users playing The Wolf Among Us
- ✗ User account creation is required
- ✗ No refunds or exchanges for pre-orders
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ No options to terminate account
- ✗ Account termination voids past purchases and licenses to play them

2. Privacy Policy

Note: 3,158 words found within [Telltale Game's Privacy Policy](#).

See Also: Relevant Sections: *Collection of Information, Personally Identifiable Information and Use of Personally Identifiable Information.*

Note: Privacy Policy was retrieved November 2013; Effective Date of Telltale Game's Privacy Policy prior to this evaluation was July 2013.

3. TOS EULA

Note: 2,631 words found within The Wolf Among Us EULA.

Note: While there are no specific third party services within The Wolf Among Us, the game will connect online at any given chance to [collate & monitor gameplay habits](#).

- ✗ Consumers prevented from validating TOS breaches made against them
- ✗ Can't review and question changes made to [Telltale Games TOS](#)
- ✗ Past purchases voided after refusing to accept Telltale Games TOS

Looking at The Wolf Among Us's Privacy Policy through Telltale Games

- ✓ Privacy Policy found on [telltalegame.com](#)
- ✓ Policy applies to The Wolf Among Us and Telltale Game's DRM
- ✓ Easy to read, understand and is worded with clear consistency
- ✓ "Personally-identifiable" and "non-personally identifiable" info are defined
- ✓ Policy specifies login details & gameplay data are collected
- ✓ Data centres are 100% safe and secure
- ✓ Info is used solely for processing payment and gameplay analysis
- ✓ Users can access their Telltale Games's user account
- ✓ Users can modify Telltale Games's user account
- ✓ Users can validate the info they've provided

- ✗ Users not visibly notified of any changes made to the Policy
- ✗ Not advised where the info is specifically stored
- ✗ Third parties not identified
- ✗ Opt-in / opt-out process not provided
- ✗ Users have limited control over their personal information
- ✗ User data is retained by Telltale Games for an extended period of time
- ✗ Can't review and query changes made to the Privacy Policy
- ✗ Users must accept ALL changes made before playing The Wolf Among Us

Looking at The Wolf Among Us's EULA from Telltale Games.

- ✓ EULA / TOS covers The Wolf Among Us and Telltale Games's DRM
- ✓ Can back-up copies of The Wolf Among Us
- ✓ Won't blacklist specific background services or software
- ✓ Users can initiate legal action if the arbitration process fails
- ✓ Users can criticise or provide criticism about the game without reprisals

- ✗ Difficult to read, understand and is inconsistently worded
- ✗ Drafted to only abide by the laws of the US
- ✗ Users not visibly notified of any changes made to the EULA / TOS
- ✗ Can't review and query changes made to the EULA / TOS
- ✗ License to play the game only provided
- ✗ No refunds or exchanges for purchased games
- ✗ Terms and conditions for Telltale Games's DRM aren't clearly defined
- ✗ Circumvention of Telltale Games's DRM is prohibited
- ✗ The Wolf Among Us's source code isn't to be modified or reverse-engineered
- ✗ Not permitted to create "mods"
- ✗ Monitoring services / software are required to play The Wolf Among Us
- ✗ Warranties waived (excluding physical merchantability warranties)

4. Setup / Install

Note: The Wolf Among Us should take ~2 Gb of HDD space.

5. Updates / Patching

Note: The earliest version evaluated required no patches or updates.

6. DRM & Activation

Note: The Wolf Among Us will be connected to the following servers: Amazon Web Services.

Note: A number of DRM-related issues are easily solved through [Telltale Game's FAQ section](#).

- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Termination process dictated by Telltale Games
- ✗ Arbitration process isn't freely-provided and is requested by Telltale Games

Looking at how The Wolf Among Us is installed on Windows PCs only.

- ✓ Custom installation options are provided
- ✓ All game and DRM files are installed within folders designated by users
- ✓ Currently-executing background services won't interfere with installation
- ✓ Error-free installation
- ✓ Installation completed within 30 minutes (using an ADSL2+ connection)

- ✗ No installation logs of files and registry keys

Looking at how The Wolf Among Us is patched prior and after gameplay.

- ✓ Can opt-in / opt-out of automatic updates
- ✓ Can play the game unpatched

- ✗ No plans to sunset Telltale Games's DRM

Looking at Telltale Games's in relation to The Wolf Among Us and its effects on Windows PCs only.

- ✓ Won't interfere with currently-executing background services or software
- ✓ Firewall and AV settings aren't modified or required to be modified
- ✓ Username, password and email are only required
- ✓ Unlimited online activations to any one PC
- ✓ Can play single-player game offline
- ✓ Only Telltale Games's DRM is implemented
- ✓ Unlimited hardware activations
- ✓ Unlimited installations
- ✓ Support and troubleshooting process provided

- ✗ No instructions provided on the activation process
- ✗ Can't verify the safety and reliability of the activation process
- ✗ Activation pathway isn't explained
- ✗ No offline option
- ✗ A non-transferrable user account is required
- ✗ Game is locked to specific account after activation
- ✗ Activating the game isn't simple and hassle-free

7. Gameplay Experience

Note: Savegames are found within the \My Documents\ Telltale Games\The Wolf Among Us folders.

Note: Saves are automated through a checkpoint system (at the end / start of each level).

Note: While there are no specific third party services within The Wolf Among Us, the game will connect online at any given chance to [collate & monitor gameplay habits](#).

Looking at the gameplay aspects of The Wolf Among Us and how it interacts with PC Windows.

- ✓ Can play on minimum specs
- ✓ Can play a backup copy of the game
- ✓ Suitable options to modify video settings
- ✓ Can play with console controller
- ✓ Can play in windowed mode
- ✓ Can play offline
- ✓ Can play without connectivity issues on an ADSL connection
- ✓ Can play error-free for more than 5hrs
- ✓ Won't interfere with services and background software
- ✓ Will resume at the last checkpoint

- ✗ Only playable on fixed controls either for keyboard/mouse or console controls
- ✗ Will "phone home"
- ✗ Can only play on one PC at a time per game / account
- ✗ Can't modify savegame and/or ini file
- ✗ DRM and monitoring services will operate during and after gameplay

8. PC Checkup

Looking at whether The Wolf Among Us will modify certain PC settings without users permission / consent.

- ✓ PC clean after scanning for viruses
- ✓ PC clean after scanning for malware and spyware
- ✓ PC clean after scanning for rootkits
- ✓ HOSTS wasn't modified
- ✓ Played The Wolf Among Us without major errors
- ✓ Start-up settings remain unaltered
- ✓ No DRM and monitoring services running in the background
- ✓ System configuration files remain unaltered

9. Removal Uninstall

Looking at how clean, efficient and effective the removal process is for The Wolf Among Us (How much legacy material is there after the removal of The Wolf Among Us?)

- ✓ Direct uninstallation shortcut provided
- ✓ Backup savegames prompt provided / Savegames retained

- ✗ Some registry keys related to Telltale Game's user account remain

10. Customer Support

Looking at the customer support side of The Wolf Among Us through Telltale Games's Community Forums

- ✓ Customer service / support found in one place at [telltalegames.com](#)
- ✓ Telltale Games's forum is easy to use and navigate
- ✓ Searching on Telltale Games's forum is direct and quick
- ✓ Info is easy to read and understand

RYG's VERDICT

56%

BARGAIN BIN MATERIAL

64% and below

SHOWS PROMISE & POTENTIAL

Between 65% and 84%

WORTH SUPPORTING

85% and above

While The Wolf Among Us was playable without any errors or issues, it did come with some issues and points of concern, namely with its one-sided legal documentation, phone-home requirements and its online activation service. The information on its DRM and its workarounds were difficult to find beyond the main website, but otherwise they did help in getting The Wolf Among Us running.



Colophon

This analysis of The Wolf Among Us was compiled by Lisa and Martin Pham. Typeface used is ITC Stone Sans. RYG thanks Anna Henriksson, [Josh Bush](#), [Ethan Lee](#), [Adam Ames](#) and [David Hatch](#) for their insights and suggestions in the design of this analysis. The Wolf Among Us was bought with RYG funds through Telltale Games.

Disclaimer

These analyses are only a guide and represent RYG's perspective into The Wolf Among Us as a product. We believe everyone should perform their own research and reach their own conclusions. This is one view of many. Again, we thank you for taking the time to read our analysis of The Wolf Among Us and hope you continue to support our work.

RYG is a user research and design studio for video game developers and publishers. Our focus is planning and designing games with a gamers'-first mentality through user and product research. RYG is led by a husband-and-wife team of Lisa and Martin Pham. RYG is operated in the heart of Sydney.

RYG Analysis: The Wolf Among Us:
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