



Education Partnerships

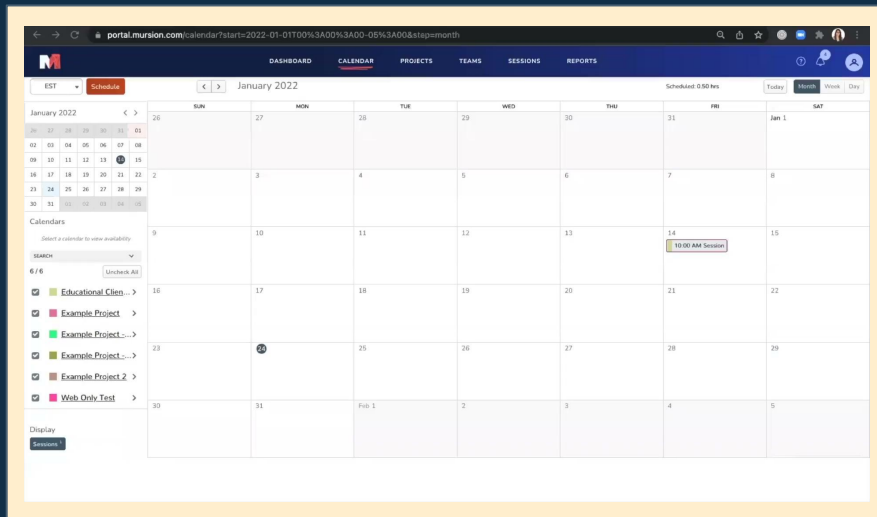
1:1 Learner Guide

[15 MINUTES]

JANUARY 2022



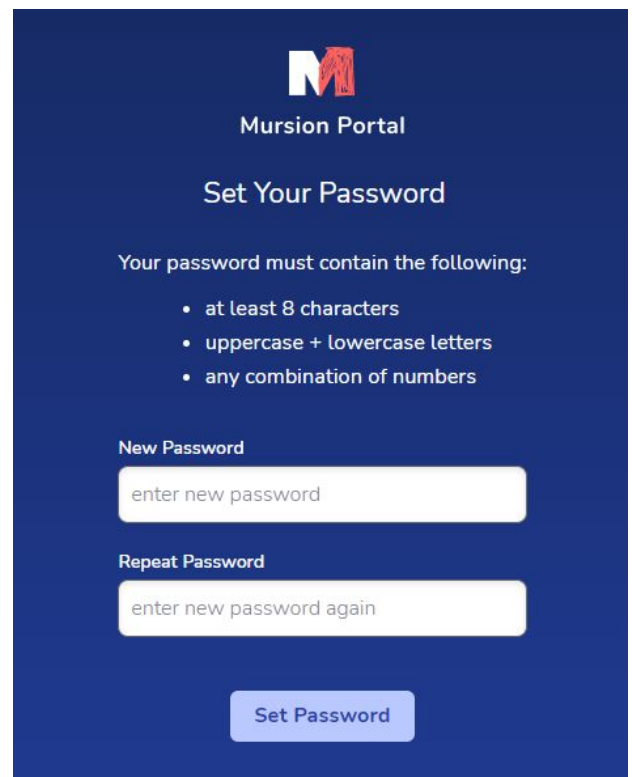
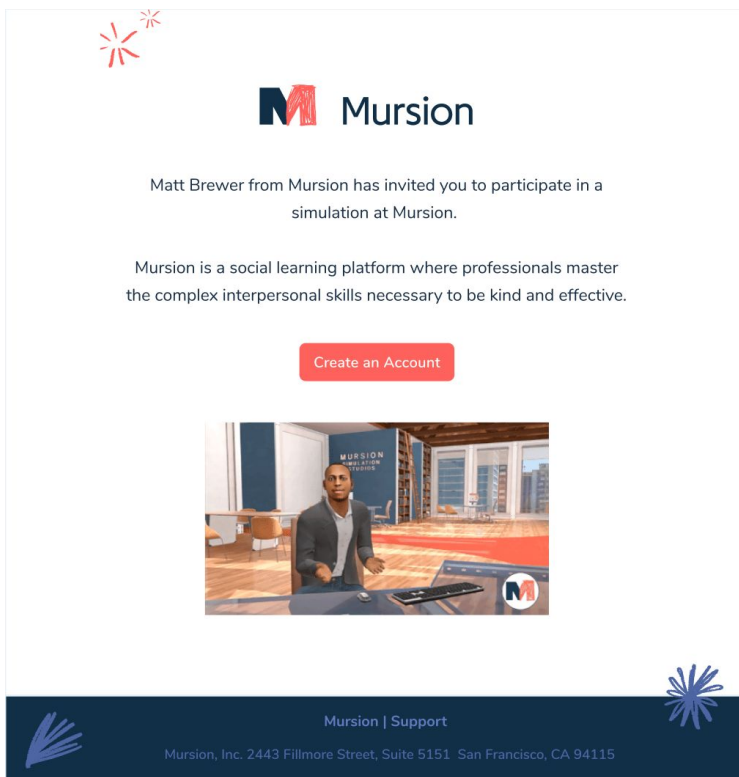
- Register in the Portal
- Schedule/Reschedule your Session
- Prior to & During your Session
- Access & Share your Video
- Frequently Asked Questions



Click on the image to view the Learner Guide Video

Register your Account

1. Look for an email from no-reply@mursion.com to register your account.
2. Click **Create an Account**



3. You will be prompted to create a password
4. Read the user agreement and click **Accept**
5. Enter your account information
6. Click **Save Changes**

Once your account is registered, you should always log in at portal.mursion.com.



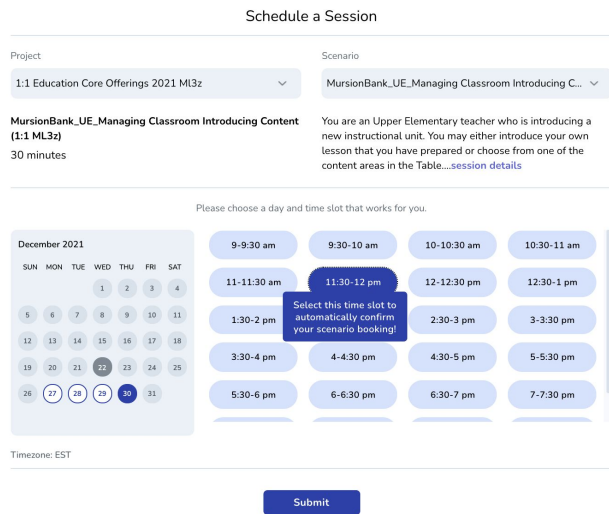
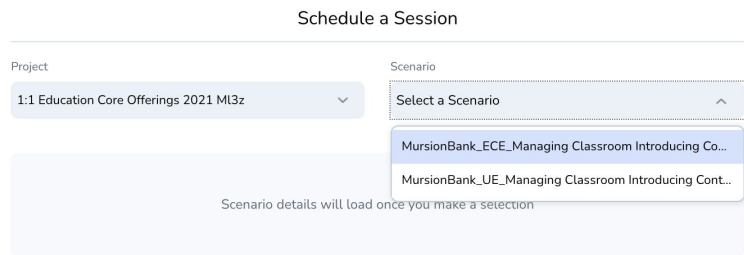
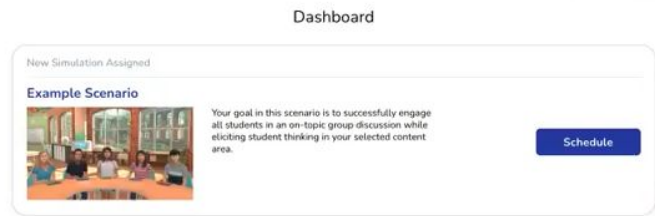
If you can't find the email from Mursion, you can check your spam or contact your administrator to "resend" the invitation which expires after 90 days.

If you run into any issues along the way, please reach out to our customer support team at support@mursion.com or (855) 999-5818. The team will be available Monday-Friday between the hours of 8am-9pm EST.



Schedule your Session

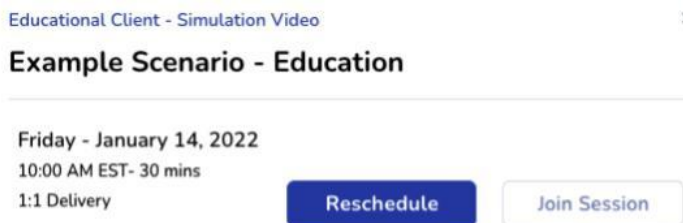
1. Log in to the **Mursion Portal** at portal.mursion.com
2. The default screen is the **Dashboard** view.
3. Select **Schedule** next to the simulation you would like to schedule.
4. The **Project** and the **Scenario** will automatically populate on the next screen.
Click **session details to access the learner facing vignette for the scenario you are booking.*
5. Select the date and time for your session.
6. Click **Submit**. You will receive a confirmation email.



After your confirmation email you will receive an email 2 days prior to the session as a reminder and 30 minute prior to the session for a final reminder and link to join the session.

Reschedule your Session

1. Log in to the **Mursion Portal** at portal.mursion.com
2. Click on the Calendar in the top navigation bar.
3. Select the simulation you would like to reschedule.
4. In the session card, click **Reschedule**



5. Enter a date using the calendar, then select the time that would work better for you.
6. Click **Submit**.
7. You'll receive a confirmation message. Click **Got it!** to complete the process. You'll also receive an email notification.

Rescheduling after missing your simulation

If you miss a simulation that has rescheduling enabled, you'll receive an email with a Reschedule button. This button will take you to the session card for this simulation (Step 4 of the above process).

Prior to Your Session —

1. Conduct a speed test by visiting: <https://www.speedtest.net/>

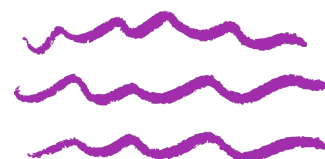
Mursion recommends connecting with 10mbps download/2mbps upload (or a minimum of 5mbps download/2mbps upload). It is ideal to be on a *wired* connection.

2. Check that you can download and run zoom by clicking on [this link](#).

For the best quality experience, connect to your session using the Zoom application, not through a browser. Visit [Zoom's Knowledge Base](#) if you have questions about how to download or use the platform.

3. Review your session details/Accessing the Learner Facing Vignette

If your professor/admin did not send you an overview of your scenario, you can find the details for your scenario by logging into portal.mursion.com, clicking on the Projects tab in the top navigation bar and locating your scenario. Click on the scenario name, scroll to the bottom and open the **PDF attachment** of the scenario.



During Your Session —

- Find a **quiet, private** place where you can connect to your session.
- Use a computer with a webcam (Note: Mursion recommends using a laptop or desktop computer, rather than a tablet or mobile device to connect to your session).
- Use headphones. If your sound quality is poor, you can also use a phone to connect to the audio for your session.
- Click on your **Session Link** from the portal at the start of your session, in order to join.
- You can also click on the “**Join Simulation**” button in your confirmation/reminder emails (Note: if you are not already logged into the Portal you will be prompted to log in to verify your identity in order to connect you to your session).
- When you sign into Zoom, please ensure you have entered your First and Last name in your Zoom profile so that Mursion's Simulation Specialists can match your profile to the attendance list.

If you run into any tech issues, please call Mursion's Customer Support line at (855) 999-5818.

Please note: if you are more than 12 minutes late to your scheduled session, the session will automatically end. You will need to reschedule your session for a new time.

See [Scheduling/Rescheduling](#).





After your Simulation

Accessing and Sharing your Video

24-48 hours after a session they will be able to access their videos from the Mursion Portal

1. Log in to the **Mursion Portal** at portal.mursion.com
2. Click on the **Reports** tab .

DASHBOARD

CALENDAR

PROJECTS

TEAMS

SESSIONS

REPORTS

3. Select the simulation you would like to share
4. Below the video panel, select **Send Video Link**. Enter the email address of the person you want to share your simulation with.

Sessions

Session Recording

MursionBank_ASD_Nate Comprehending Personification (1:1 ML3z)

Share Video Link

Video Session Information

Video Timeline Slices

0:0 / 14:28

0:0 3m 37s 7m 14s 10m 51s 14m 28s

5. Click **Send**
6. You can also right click the video, select **Copy Video Address**, and share that link directly with anyone

Recordings are to be used for internal purposes only and not to be posted publicly. If there is a need to use Mursion simulations for marketing purposes, please contact your Mursion administrator at your organization.



Frequently Asked Questions

- Can I record my simulation?

Yes! At the start of your simulation, your host avatar will confirm that you grant your permission to record. At the end of your simulation the video will process and can be accessed from the portal in several business days. You will also receive an email from scheduling@mursion.com notifying you that your Mursion Session recording is ready.

- What should I do if I run into technical issues?

If you run into any tech issues and need immediate assistance, please call Mursion's Customer Support line at (855) 999-5818. If you do not need immediate assistance, you can email support@mursion.com and one of our support staff will respond to your email within 1 business day. You can also search for an answer on Mursion's knowledge base [here](#).

- I have materials I want to share. Can I share my screen?

You cannot share your screen during the simulation, as the student avatars are being shared by screen, however you can hold up visuals in front of your camera and the students avatars can see them in real time. If you are holding up an electronic screen, please be aware of glare.

Make sure the "Mirror my Video" setting in Zoom is NOT checked-otherwise your student avatars will see everything in reverse!

- Can the student's be at a different grade level?

The academic level of our Student Avatars cannot be adjusted to accommodate differing lesson levels. If you choose to teach a lesson above/below the grade level of your scheduled classroom the students will respond appropriately to their set grade level. Our Grade Levels are set to the following:

ECE	UE	MS	HS
Pre-K	5th Grade	8th Grade	11th Grade



- I scheduled the wrong Scenario/Environment, can I change during the simulation?

The Portal will only allow you to participate in the Scenario and Environment that you have scheduled. If you are more than 4 days from your scheduled session you simply need to cancel and reschedule the correct Scenario/Environment. Contact the Support Team at support@mursion.com for assistance in scheduling the correct Scenario/Environment.

- Do you offer accessible sessions utilizing Closed Captioning: Live Transcript?

Yes we do, utilizing Zoom accessibility features. To schedule an accessible session please reach out to your Course Instructor for further assistance.

- I'm having technical difficulties. Who do I reach out to?

Email support@mursion.com or contact Customer Support during Mursion Business Hours (Monday through Friday, 8 AM ET – 9 PM ET) at (855) 999-5818.

