

# Education Partnerships

# Portal Training Guide

[15 MINUTES]

JANUARY 2022

## Portal Set Up

- Add Users
- Create Teams
- Assign Teams to Scenarios

## Schedule a Session

- Share the Session Link
- Access Learner Facing Vignette

## Access Learner Videos

## Appendix



*Click on the image to view the Portal Set Up Video*

# Setting up Your Portal

## Adding Users to the Portal - Account Owner & Facilitators

Add or remove learners manually or by using the import function

1. Log into the [Mursion Portal](#)
2. Click the **Users** tab at the top of the screen



3. Click **Create User**
4. Enter the user's email address



New Users

A white form titled 'New Users'. It has an input field with 'example@domain.com', three role buttons: 'Acc Owner', 'Facilitator', and 'Learner' (which is selected). There are also edit and delete icons. At the bottom are 'Add user +', 'Cancel', and 'Create User' buttons.

**Note:** If adding more than 20 users, we recommend importing users with our template and assigning them to teams at that point. [Click here](#) for more information on **Importing Users**.

5. If you would like to add more detail or assign the user to a *team* click the **pencil icon** next to **Learner**
6. In the edit user pop-up, you can
  - a. Add additional user information
  - b. New users are automatically assigned to the Learner role. This can only be changed by the Account Owner. Learn more about roles [here](#).
  - c. Add the user to a team by clicking the pencil icon  
Then select one of your teams from the dropdown. Click **OK** to save your changes
7. Click **Add User + (A)** to add another user to the list, or **Create User (B)** to invite the user to Mursion

A white form titled 'New Users' showing 'SampleEmail@Email.com' with a green checkmark, 'Learner' role, and edit/delete icons. The 'Add user +' button is circled in blue and labeled 'A'. The 'Create User' button is also circled in blue and labeled 'B'.

Clicking **Create User** will send an email invitation to the user to complete the registration process.

The invite for users to registers stays active for 60 days. You can “Resend Invite” to users to send another email for your users to register. When this feature is used, old registration links expire.

If users are having difficulty logging in, please contact [support@mursion.com](mailto:support@mursion.com).



# Teams - Account Owners & Facilitators



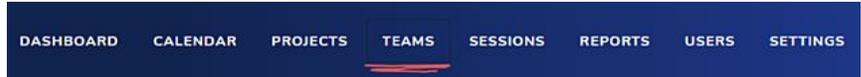
Teams help you assign specific Scenarios to groups of Learners

## What is a Team?

A team is a group of users from your organization that will be assigned together to scenarios.

For example, everyone in your EDUC101 course might be assigned to a Middle School Introducing Content session. You would create an EDUC101 team to easily assign the team to a scenario, so that all students can access and schedule.

## Creating a Team



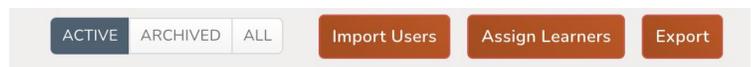
1. Log into the [Mursion Portal](#)
2. Click the **Teams** icon at the top of the screen
3. Click **Create Team +**



4. In the New Team pop-up:
  - a. Create a name and location for your team
  - b. Click **edit** under facilitator to Assign a facilitator (if not yourself)
  - c. Clicking **edit** under learners will open a new pop-up to add learners to a team
  - d. In the learners pop-up, search or select names to add to your team. Then click **Accept**.
5. Click **Create Team** to complete the process, now it will appear listed under **Teams**

## Adding/Removing Learners Once Team is Created

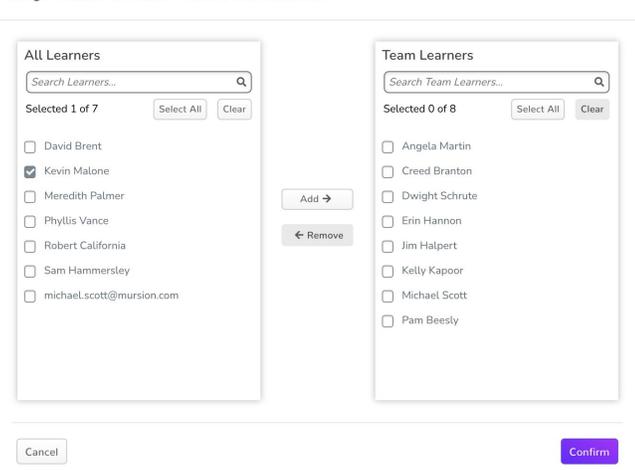
1. Log into the [Mursion Portal](#) and click the **Teams** icon at the top of the screen.
2. Select the team you would like to modify
3. Click **Assign Learners**
4. In the Assign Learners pop-up



- a. To Add Learners to a team, select users in the left column then click **Add** to move them to the Team Learners column
- b. To Remove Learners from a team, select users in the right column then click **Remove** to remove them from the Team Learners column

5. When complete, click **Confirm** to save your changes

Assign Learners to a Team "Educ101 Fall Semester"



# Assign Teams to Scenarios- Account Owners



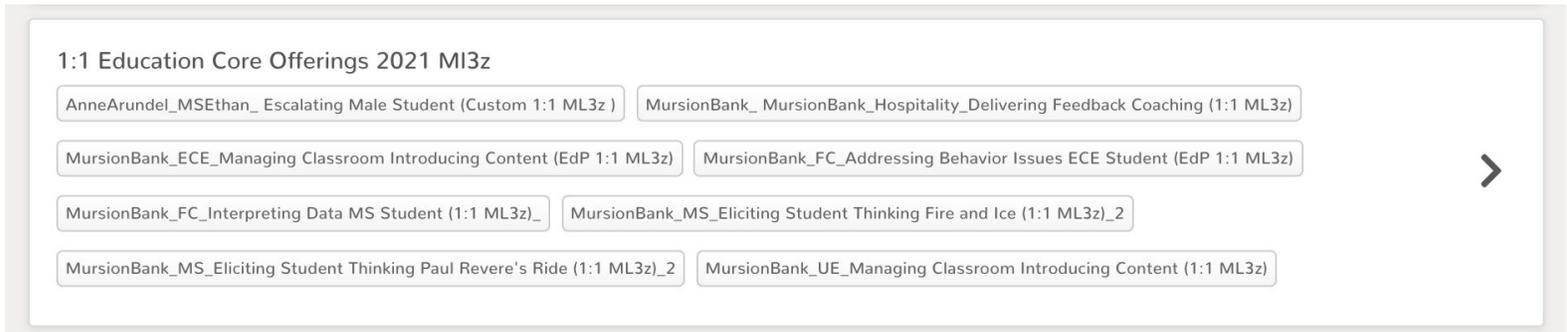
Teams help you assign specific Scenarios to groups of Learners

Note: Learners will only have access to scenarios that have been assigned to their team.

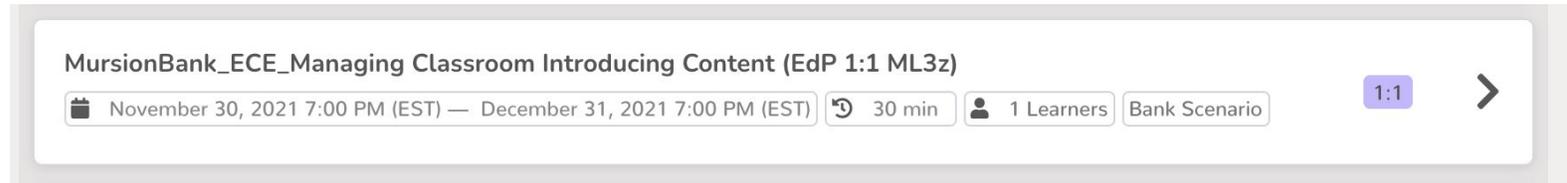
1. Log into the [Mursion Portal](#) as an Account Owner
2. Click the **Projects** icon at the top of the screen



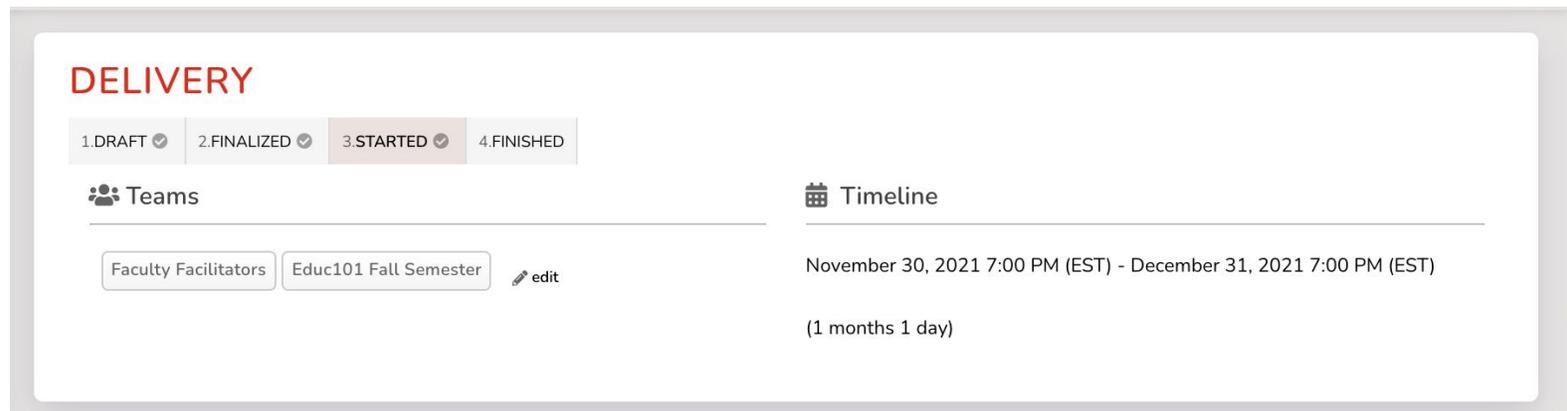
3. Click the Project that has the desired scenario



4. Select the scenario you would like to add your team to.



5. Select the **Edit** button above teams



6. Add the Team by selecting the + next to the team name.
7. Click **Confirm**.
8. Repeat this process from step 3 for each scenario.

# Scheduling a Session- Account Owners & Facilitators

Scheduling a for another learner (or yourself)

Once your learners are assigned to a Team, follow this process to Schedule a Session.

1. Log into the [Mursion Portal](#)
2. Click the **Projects** tab at the top of the screen (all active Scenarios are within Projects)
3. Select the appropriate Project
4. At the bottom of the next screen, you will see a list of all available Scenarios. Select a **Scenario**, if there are many scenarios, use the search function in the left navigation bar.
5. The next screen will display information about the scenario, click **Schedule**.
6. In the Scheduling Pop-Up, make the following selections
  - **Project** - This will be pre-populated with your Project Selection
  - **Scenario** - This will be pre-populated with your Scenario Selection
  - **Date** - Select a Date to offer your Scenario
  - **Time** - Select a Time to offer your scenario
  - **Simulation Content** - Select the Simulation Content, there may only be one option. This is typically an environment the Scenario will take place in
  - **Learners** - Select Facilitator(s) and/or an individual learner.  
\*A learner must *always* be added to a session.
  - **Notes** - An *optional* field that allows you to make notes about this particular session for your Simulation Specialist. Including but not limited to: number of students, students first session, Facilitator names, etc. *This field is not for requests. Questions should be directed to [education@mursion.com](mailto:education@mursion.com).*
7. When all selections are complete, click **Create** to confirm your session. You will receive a confirmation email from the Portal.



*If you are scheduling on someone else's behalf, use the **Notes feature** to list the name(s) of the facilitator(s) who will be running the session and attending learners.*

*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.*

## Access the Learner Facing Vignette

The Learner Facing Vignette provides a general overview of the scenario and desired outcomes and strategies. These are important to share with learners **in advance** of their session.

1. Select the **Projects** tab
2. Click the Project that has the desired scenario
3. Select the **scenario** you would like to learn more about
4. Scroll to the **Attachments** portion of the page and open the attachment labelled with the scenario name.



Mursion		Scenario Guide
Early Childhood Education: Managing Classroom Introducing Content		Activation: 09/2021 Intensity Range: L-M
Author(s) Mursion Jordan Don Julie Snyder	Avatar(s) & Environment Host Avatar(s) Nina (she/her)/Michael (he/him) Simulation Avatars Luna, Andre, Mateo, Anna, Brandon Environment [ML3z] Early Childhood Education	Suggested Learner Audience <ul style="list-style-type: none"><li>• Pre-Service Teachers</li><li>• Non-credentialed Teachers</li><li>• Novice Teachers</li></ul>
Delivery Mode(s) Available for Scheduling 1:1, Facilitated Group		

### Learner-Facing Vignette:

You are a Pre-Kindergarten teacher who is introducing a new instructional unit.

You may either introduce your own lesson that you have prepared or choose from one of the content areas in the Table.

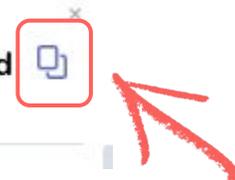
If your lesson is based on content of your choice, the students may not have any prior knowledge of the subject matter. If you

## Sharing your Session Link - Schedulers, Account Owners, & Facilitators

1. Select the **Calendar** tab
2. Select the session from the calendar view.
3. Click the two boxes at the top right corner of the session card to copy the session link to your clipboard.

1:1 Education Core Offerings 2021 ML3z

MursionBank\_ECE\_Managing Classroom Introducing Content (EdP 1:1 ML3z)



4. Paste into your browser, email, or a document to share with your Learners!

**Important:** If you forward forward the scheduling confirmation to your students they will NOT be able to access the Mursion Session. If individuals are scheduling private practice sessions, they will receive a confirmation email with the link to their session.

# Accessing Learner Videos- Account Owners & Facilitators

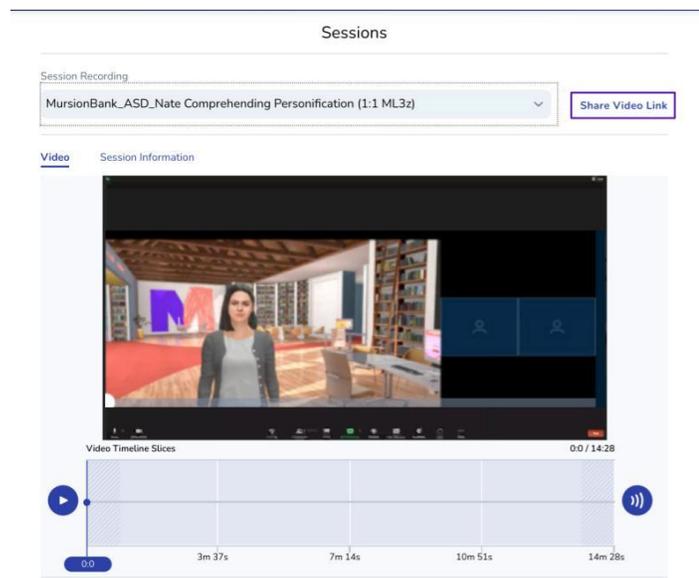
24-48 hours after a Learner's session they will be able to access their videos from the Mursion Portal. Learners will receive an automatic email from the Portal when their simulation is ready to view.

## View and Share Learner Videos

1. Log into the [Mursion Portal](#)
2. Click the **Reports** tab at the top of the screen



3. The reports tab displays all your completed session information. Click the session you wish to view
4. Video of the session will display in the left column and the session info will display in the right column
5. Use the **Send Video Link** button to share the video as you wish



## Things to Remember

- If you don't see a session video in the reports tab, make sure you have waited 24-48 hours. If it has still not shown up, please reach out to [support@mursion.com](mailto:support@mursion.com).
- To share the video, click the 'Send Video Link' button, enter an email address and click 'Save'.
- To download the video, use the "Send Video Link" button to email a download link to yourself

**Note:** Learners can share their video link with you directly rather than you having to log into the portal. Learners will login to the Portal and follow the same instructions as above. Then right click the video and select 'Copy Video Link'. That link can be shared via email for access.

**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 us at [education@mursion.com](mailto:education@mursion.com) or speak with your Mursion contact get what you need.**



# Frequently Asked Questions

## - Can I record my simulation?

1:1 Sessions: 1:1 Private Practice Sessions will only be recorded with Permission from the Learner and can be accessed from the Portal after 24-48 hours.

Facilitated Sessions: Mursion will not record facilitated sessions of your students and assumes that the University or School District has taken responsibility for acquiring video release permissions from its learners. For more information about this, visit the Session Facilitation Guide.

## - 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](mailto: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 have visuals on 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. We ask that you do not share a video during your session.

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. If it is within 4 days from your scheduled session, this will count as a billable session, as we require cancellations or rescheduling 4 days prior to session.

## - 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 Client Success Manager or our Support Team for further assistance.

# Appendix

## Understanding Portal Roles

There are three user roles in the Mursion portal. This gives a high-level overview of their abilities and responsibilities.

### Account Owner

- Visibility into all client data, including project and user details and session data
- Ability to create, edit, and archive additional client users
- Ability to view, create, edit, and delete teams, and assign them to scenarios
- Ability to schedule, view, and cancel simulations

*Note:* This is the only role that can add teams to scenarios.

### Facilitator

- Assigned at the team-level, with visibility into data at the team-level
- Ability to create, edit, and archive additional client users and teams
- Ability to schedule or cancel simulations for the team to which they are assigned

*Notes:*

- If you would like to add teams to scenarios, speak with your Account Owner.
- Facilitators should be assigned as both Facilitator and Learner to any team they will manage.

### Learner

- Participant in a live simulation
- Ability to schedule or cancel their own 1:1 simulations, based on the scenarios available to their team

## Need Support?

Need Technical Help?

Camera, microphone, connection problems, portal error messages, etc.

Going to be late?

Connected on time, but where's Mursion?

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

Having Scheduling Issues?

Have Policy Questions?

Have Scenario and Content Questions?

Questions about this Training?

Email [education@mursion.com](mailto:education@mursion.com) to get directly in contact with the Mursion Education Partners Team.