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1 GETTING STARTED

1.1 System Requirements - Hardware, PC

1.1.1 Minimum Requirements (PC)

The system will be able to run on these minimum requirements but for the best user experience a user should have the recommended hardware requirements stated below.

- **System RAM:** 4 GB
- **CPU:** Intel Pentium D, or AMD Athlon 64 X2 or better (within past 5 years)
- **GPU:** Any 3D Graphics Card that supports Shader Model 2.0 or greater
- **Video RAM:** 256 MB
- **Hard Disk:** 2 GB free hard disk space (for Unity Cache Data)
- **Input:** Keyboard and a Mouse
- **Audio:** Sound card and Speakers or headphones
- **Networking:** Broadband Internet or Network connection (NIC/Ethernet Card)
- **Resolution:** 1024 x 768 minimum display resolution

1.1.2 Recommended Requirements (PC)

For the best user experience, the user should have these following hardware requirements.

- **System RAM:** 8 GB or greater
- **CPU:** Intel Core 2 Duo 2.2 GHz, AMD Athlon 64 X2 2.6 GHz or better (within past 2 years)
- **GPU:** Discrete/Non-Integrated 3D Graphics Card that supports Shader Model 3.0
- **Video RAM:** 512 MB or greater
- **Hard Disk:** 4 GB free hard disk space (for Unity Cache Data)
- **Input:** Keyboard and a Multi-Buttoned Mouse with Scroll Wheel
- **Audio:** Microphone or Headset

**NOTE:** These are preliminary target specs, and are subject to change based on testing and benchmarking.

---

1 Any graphics card made since 2010 should be compatible, such as NVIDIA GeForce 6800, or ATI Radeon X1600 Pro
2 Such as NVIDIA GeForce 8800 GT, or ATI Radeon HD 4830, or better
1.2 System Requirements - Hardware, Mac OS

1.2.1 Minimum Requirements (Mac)

The system will be able to run on these minimum requirements but for the best user experience a user should have the recommended hardware requirements stated below.

- System RAM: 4 GB
- CPU: Intel Pentium Dual Core 2 Duo or equivalent/better (within past 5 years)
- GPU: Any 3D Graphics Card that supports Shader Model 2.0 or greater
- Video RAM: 256 MB
- Hard Disk: 2 GB free hard disk space (for Unity Cache Data)
- Input: Keyboard and a Mouse
- Audio: Sound card and Speakers or headphones
- Networking: Broadband Internet or Network connection (NIC/Ethernet Card)
- Resolution: 1024 x 768 minimum display resolution

1.2.2 Recommended Requirements (Mac)

For the best user experience, the user should have these following hardware requirements.

- System RAM: 8 GB or greater
- CPU: Intel Core i3 or equivalent/better (within past 2 years)
- GPU: Discrete/Non-Integrated 3D Graphics Card that supports Shader Model 3.0
- Video RAM: 512 MB or greater
- Hard Disk: 4 GB free hard disk space (for Unity Cache Data)
- Input: Keyboard and a Multi-Buttoned Mouse with Scroll Wheel
- VOIP: Microphone or Headset

**NOTE:** These are preliminary target specs, and are subject to change based on testing and benchmarking.

---

3 Any graphics card made since 2010 should be compatible, such as NVIDIA GeForce 8600M GT, or ATI Radeon HD 2600
4 Such as ATI Radeon HD 5670, or better
1.3 System Requirements - Software

1.3.1 Operating Systems – Windows

The following PC operating system versions are supported by the VA-VMC:

- Windows 7 or newer

*NOTE: Running the VA-VMC may be possible on older versions of Windows, but as they are not supported we cannot guarantee an optimal experience or provide support. Use at your own risk.*

1.3.2 Operating Systems – Mac

The following Mac operating system versions are supported by the VA-VMC:

- MAC OS X 10.5 or newer

*NOTE: Running the VA-VMC may be possible on older versions of Mac OS, but as they are not supported we cannot guarantee an optimal experience or provide support. Use at your own risk.*

1.3.3 Unity Web Player Plug-in

- Version 4.3 or later: (PC and Mac only; not applicable to mobile)

*Note: If it isn’t already installed on the user’s system, the Unity Web Player Plug-in will be downloaded on the first log into the VA-VMC system. The user should follow the installation instructions and accept the install. This may require admin rights or permissions to perform the installation, depending on the security settings of the computer or browser.*

*If you are on a restricted system, please provide ample time to coordinate with your organization’s network administrators or IT department in order to perform any such installations before trying to log into the VA-VMC for the first time.*

1.3.4 Internet Browsers

The following browsers and versions are supported by the VA-VMC:

- Internet Explorer 10+
- Safari 5.1.5+
- Firefox 25+

The Firefox browser is recommended for optimal performance on both Windows and Mac.

*NOTE: As of September 2015, Google Chrome no longer supports the NPAPI Plugin Architecture so the Unity Web Player no longer functions on the Chrome Browser. Therefore Chrome is not supported at all for the 3D version of the VA-VMC. A 2D version is currently in development which will provide support for Chrome.*

Popup blockers must be disabled in order to view content and other media.

1.4 System Requirements - Internet Bandwidth Speed

- Minimum: 10 Mbps download
- Recommended: 30 Mbps download

*NOTE: If you are unsure of your bandwidth, you can use the following link to test your connection:* 
[http://speedtest.vavmc.com/]
2 VA-VMC WEB PORTAL

2.1 Home Page

The VA-VMC’s Home Page provides links to Tutorials, a User Guide, a Media page, and Support information as shown in the figure below.

![Figure 1 - VA-VMC Home Page Screen](image)
2.2 Tutorials

The Tutorials page provides links to various tutorials about how to use the VA-VMC application. There are short videos on:

- User Interface Overview
- How to navigate, teleport, and use directories
- How to customize your avatar
- How to use gestures
- How to text chat
- How to voice chat
- How to view FAQs
- How to schedule an event
- How to accept an event and view event files
- How to create a buddy list
- How to create a group
- How to view kiosks in Cybraries and Clinics
- How to create an Instant Meeting
- How to share my screen

![Figure 2- Tutorials Screen](image)
2.3 User Guide

This User Guide is available from the VA-VMC Home Page and also from the Main Lobby in world. It is accessible from the first kiosk in the front of the Main Lobby.

![Figure 3- Main Lobby Kiosks](image)

2.4 Media

The Media page provides a series of screenshots from various locations inside and outside the VA-VMC. In addition, the media page will also contain videos of the VA-VMC application.

![Figure 4 - Media Screen](image)
2.5 Support

The Support page provides support information such as Frequently Asked Questions, and minimum and recommended Hardware Requirements for both Windows and Mac OS platforms. In addition, the Support page provides guidance on how to install the Unity Web Player, how to clear the Unity Web Player cache, and how to clear your web browser’s cache.

2.6 Login

There are two types of logins. DS Login for those users who have a DS Login account and Standard Login for users without a DS Login account.

![Figure 5 - Standard and DS Login Options](image)

2.6.1 DS Login

To login with a DS Login account, start by opening the latest version of any of these three browsers (Internet Explorer, Firefox, or Safari.)

Enter the following URL in the address bar: [http://www.vavmc.com/](http://www.vavmc.com/)

Select DS Login at the top right hand side of the screen and then enter your username and password on the DS Login page.
2.6.2 Standard Login

To login with a Standard Login, start the VA-VMC client by opening the latest version of any of these four browsers: Firefox, Safari, or Internet Explorer.

Enter the following URL in the address bar: http://www.vavmc.com/

Select Standard Login at the top right hand side of the screen and then enter your username (email address) and password on the Standard Login page.
3  LOADING THE APPLICATION

After entering your DS Login or Standard Login username and password, the system will authenticate your login and proceed to several screens which load the application. They are as follows:

### 3.1 Loading Unity Web Player Plugin

A Unity Web Player loading screen is displayed as shown in the figure below.

The typical duration for this load is approximately 10 seconds, but can vary depending on your system and internet connection speed.

If the Unity Web Player is not installed on your computer, then you will be prompted to download and install it.

![Figure 8: Unity Web Player Plug-In Loading Screen](image)
3.2 VA-VMC Assets Loading

After the Unity Web Player loading screen is displayed, an Asset Loading screen is displayed as shown in the figure below.

This is where the system downloads all the necessary virtual world assets and components in order to display the avatars and environments that make up the virtual world.

The first time you load the VA-VMC this loading screen may take several minutes to complete. Once you have been in-world once, subsequent loading times should be significantly shorter.

Whenever content is updated you may need to download the latest assets, and this will automatically happen during this load screen.

The length of time will vary based upon your internet speed.

![VA-VMC Asset Loading Screen](image)

*Figure 9 - VA-VMC Asset Loading Screen*
4 MEDICAL DISCLAIMER

Upon a successful login, the user will be presented with a medical disclaimer that the user must acknowledge by selecting the “OK” button.

Figure 10 - VA-VMC Medical Disclaimer
5 LANDING PAGE

The Landing Page acts as the “Main Menu” for the VA-VMC. You can perform a variety of actions here before entering the virtual world.

5.1 Enter World

By selecting the “Enter World” button, the user can enter the 3D Virtual World environment. The initial starting location is the Main Lobby. From the Main Lobby, the user can explore the rest of the virtual world and begin to interact with other users.

5.2 Customize Your Avatar

By selecting the “Customization” button, the user can configure and customize the appearance of their avatar, which represents them in the virtual world environment. This will be covered in more detail in a later section.

5.3 VA News

Selecting this feature will display the VA’s Office of Public and Intergovernmental Affairs News Releases.

5.4 Manage Account

Selecting this option will allow the user to modify the various information that is stored with their account, such as Display Name, Password, and VA Facility affiliation.
5.5 CMS Console

This feature launches the CMS Console which allows authorized users to manage content by loading and mapping documents, videos, images, and presentations to various objects (kiosks, posters, TV screens, computer screens, and bookshelves) in the virtual world. In addition, the CMS Console allows authorized users to manage the Frequently Asked Questions (FAQs).
5.6 Support

By selecting this feature, the Help Desk Support hours and telephone number is displayed. In addition, the user can select the “Go to Support Page” which displays in a separate window, the web-based Ticket System to report problems or to ask questions from the Help Desk.

![Support Screen]

Figure 13 - Help Desk Support Screen

5.7 Options

Note: This feature is not implemented yet.

5.8 Logout

By selecting the “Logout” button, the user can exit the VA-VMC application. A logout confirmation screen is displayed to the user where the user can confirm the logout or cancel the logout.

![Logout Screen]

Figure 14 - Logout Confirmation Screen

5.9 Mute Music

At the lower left hand corner is a volume speaker icon. By selecting this icon, the user can mute the background music.
6 AVATAR CUSTOMIZATION

6.1 Customizing Your Avatar

From the Customize Your Avatar screen, the user has option to select and vary the following:

- Gender: Male or Female
- Body: Height and Weight (Thin, Average, Heavy)
- Clothing Set: Vary the clothing from professional to casual
- Clothing Color: Vary the clothing color
- Face: Vary Face Shape and Skin Tone
- Hair Style: Vary the Hair Style and Hair Color

The arrow icons below the avatar can be used to turn the avatar around so you can see all sides of the avatar.

![Figure 15 - Customize Your Avatar Screen](image)

6.2 Saving your Avatar

After you have completed customizing your avatar, select Accept to save your changes. If you don’t wish to save your changes, select the Back button to exit Avatar Customization and return to the Landing Page.
7 VIRTUAL WORLD

7.1 Enter World

To enter the Main Lobby, a user selects Enter World from the Landing Page. As you enter the Virtual World, a “Loading” symbol is displayed. In addition, scenes from the VA-VMC virtual world may be displayed, along with helpful tips to read while you wait.

7.2 Unity Web Player Authorization Request

On your initial entry into the Virtual World, the Unity Web Player displays a request to use your computer’s microphone. This display also alerts you that your microphone may be recorded. Allowing this authorization is required for Voice Over IP (VOIP) communication to work properly.

If you do not wish the VA-VMC application to access your microphone, select “Deny”

If you want to allow the VA-VMC application to access your microphone, select “Allow”

If you always want the VAVMC application to access your microphone, select “Always Allow for this Site”
8 NAVIGATION & CONTROLS

8.1 Navigation (Running, Walking, Turning) with Keys, Arrows Keys

Use the arrow keys (up, down, left, or right) for running forward, backward and to position the avatar in the desired direction. The avatar will move accordingly to the position and direction selected.

To walk, press the upward arrow key and then hold the shift key.

As an alternative, use the letters "w", "a", "s", and "d" to run forward, backward, turn left, and turn right, respectively.

To walk, press the "w" letter then hold the shift key.

To move the camera perspective, left-click and hold while moving the mouse. Notice that the camera orbits around your avatar’s position. This is especially useful when standing or sitting still and looking around the environment.

To turn your avatar using the mouse, right-click and hold while moving the mouse. Notice that your avatar will turn to face the direction your mouse moves in. This can be useful to make smooth turns while running.

8.2 Gesture Animations

Avatars can perform gesture animations by using the number keys or using the gesture icons located on the right hand side of the screen. These can be effective non-verbal cues to get the attention of other users, especially when other forms of communication like VOIP or text chat are not working or available.

The list below describes the current gestures available:

- To raise your hand select the first icon labeled 1 or press the number key 1
- To wave select the second icon labeled 2 or press the number key 2
- To give a thumbs up select the third icon labeled 3 or press the number key 3
- To show disapproval select the fourth icon labeled 4 or press the number key 4
- To point ahead select the fifth icon labeled 5 or press the number key 5
- To shrug “maybe” select the sixth icon labeled 6 or press the number key 6
- To wave “follow me” select the last icon labeled 7 or press the number key 7

Note: Keypad numbers do not currently work for gestures. The numbers over the letter keys on the keyboard must be used.
8.3 Sitting

Avatars can sit in chairs in any area with chairs. The "sittable" objects are displayed with a blue outline around them with the word “sit” in the center. To sit, select (click) an unoccupied seat for your avatar to sit. Select the up arrow or “w” to stand.
8.4 Teleporting

8.4.1 Teleport Menu

Clicking on the icon in the lower left corner of the mini-map will display a pop up screen of public locations available to teleport to.

Note: This is used to move between the major locations and scenes within the virtual world. If you want to move within the scene or room you are already in, see Section 9.4.2 or 9.4.3.

![Figure 20 - Mini-map Teleport Popup Screen](image)

For Teleportation simply select a location in the teleport pop up menu and the avatar will be teleported to the desired location.

8.4.2 Teleporting to Rooms via Mini-Map

The user selects the top right icon on the map to expand the map and then selects the room they wish to transport. The user can mouse over the white squares to display the room names or view the Room Labels off to the side of the room. Select the white square to teleport to that room. Their avatar appears in the room selected or at the doorway to that room.

Move your avatar (walk, run) around the new room.

If you wish to return to the previous room, then select your original location on the mini-map to return to that location. The avatar appears back in the room before the teleport.
In addition to teleporting to rooms via the mini-map, users can also teleport to directories to aid in moving rapidly around the virtual environment. Users can mouse over the green circles with an “I” in the middle. The location of the directory is displayed and the user can select that directory and be transported there.

8.4.3 Teleporting via Directories

Throughout the Virtual World, there are Directories to facilitate your movement to various locations in the Virtual World. The user selects the Directory and various locations are displayed. A user selects a specific room or location and is teleported to that location.
8.4.4 Teleporting via Elevator

Avatars can teleport between clinics by teleporting via the elevators. To teleport via the elevators, move your avatar (walk, run) to an elevator. A directory of clinics is displayed once you get close to the elevators. Select the clinic and your avatar will be teleported to that clinic. Once in the clinic, to teleport to another clinic, you must return to the Main Lobby. You return to the Main Lobby by using the elevators in the Clinic’s lobby.

![Figure 23 - Main Lobby Elevator to Clinics Screen](image-url)
9 WHERE TO GO (PUBLIC LOCATIONS)

9.1 Main Lobby

Figure 24 - Main Lobby

9.2 Provider Cybrary

From the Main Lobby, the user can navigate to the back of the Main Lobby. At the back of the Main Lobby, the Provider Cybrary is located on the left hand side. You enter the Provider Cybrary by moving your avatar through the Cybrary doors.

Figure 25 - To Enter Provider Cybrary
9.3 Patient Cybrary

From the Main Lobby, the user can navigate to the back of the Main Lobby. At the back of the Main Lobby, the Patient Cybrary is located on the right hand side. You enter the Patient Cybrary by moving your avatar through the Cybrary doors.

![Figure 26 - To Enter Patient Cybrary](image)

9.4 Courtyard

From the Main Lobby, the user can navigate to the back of the Main Lobby. Through the doors located at the back of the Main Lobby, the user can enter the Courtyard by moving your avatar through the Courtyard doors.

![Figure 27 - To Enter Courtyard](image)
9.5 Clinics

From the Main Lobby, the user can navigate to various Clinics by teleporting via the elevators located in the middle section of the Main Lobby. As you move your avatar towards the elevators, a directory of Clinics is displayed for the user to select.

Once you have selected a clinic, your avatar is teleported to that Clinic.

9.6 Diabetes Clinic

If you selected the Diabetic Clinic, you are teleported to the Diabetic Clinic Lobby. Behind the front Information Desks, there are signs identifying that clinic.

Behind the Information Desk, in each clinic, is a Directory that provides a list of all rooms for that clinic. By selecting a room, your avatar is teleported to that room. The Diabetic Clinic Directory is shown below.
9.7 Pain Management Clinic

If you selected the Pain Management Clinic, you are teleported to the Pain Management Clinic Lobby. Behind the front Information Desks, there are signs identifying that clinic.

Behind the Information Desk, the Pain Management Clinic directory provides a list of all rooms for that clinic. By selecting a room, your avatar is teleported to that room. The Pain Management Clinic Directory is shown below.
9.8 Primary Care Clinic

If you selected the Primary Care Clinic, you are teleported to the Primary Care Clinic Lobby. Behind the front Information Desks, there are signs identifying that clinic.
9.9 Mental & Behavioral Health Clinic

If you selected the Mental & Behavioral Health Clinic, you are teleported to the Mental & Behavioral Health Clinic Lobby. Behind the front Information Desks, there are signs identifying that clinic.

![Figure 34 - Mental & Behavioral Health Clinic Lobby](image)

9.10 Post Deployment Clinic

If you selected the Mental & Behavioral Health Clinic, you are teleported to the Mental & Behavioral Health Clinic Lobby. Behind the front Information Desks, there are signs identifying that clinic.

![Figure 35 - Post Deployment Care Clinic](image)
9.11  Palliative Care Clinic

If you selected the Mental & Behavioral Health Clinic, you are teleported to the Mental & Behavioral Health Clinic Lobby. Behind the front Information Desks, there are signs identifying that clinic.

![Figure 36 - Palliative Care Clinic](image)

9.12  SCAN ECHO Clinic

If you selected the SCAN ECHO Lobby, you are teleported to the SCAN ECHO Clinic Lobby. Behind the front Information Desks, there are signs identifying that clinic.

![Figure 37 - SCAN ECHO Clinic](image)
9.13 **Heroes Beach**
If you selected the Heroes Beach, you are teleported to Heroes Beach. Behind the front Information Desks, there are signs identifying that you are at Heroes Beach.

![Figure 38 - Heroes Beach](image)

9.14 **Social Media Zone**
If you selected the Social Media Zone, you are teleported to the Social Media Zone. Behind the front Information Desk, there is a sign identifying that you are at Social Media Zone.

![Figure 39 – Social Media Zone](image)
9.15 Game Center

If you selected the Game Center, you are teleported to the Game Center. Behind the front Information Desk, there is a sign identifying that you are at Game Center.

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10 COLLABORATIVE TOOLS

10.1 Text Chat

Text chat is one of the collaborative tools that are available to all users. Users can text chat with anyone.
in the virtual world in a general chat session or to a selected number of users in a group chat session. In addition, users can text chat to another user in close proximity by using the whisper feature.

10.1.1 General Text Chat

The text chat window is located on the lower left hand side of the screen. The user’s input window is located below this window. To begin to text chat, the user places their cursor in the text chat input window after the word “Say”. The user then types their message and presses enter to send the message. The message is displayed in the chat window for all to see. Another user responds with their text message using the text chat window. The reply message is displayed in the chat window for all to see. Users repeat these steps to continue to text chat.

10.1.2 Group Text Chat

To group text chat, the user must first create a group if one is not already created. To create a group, a user can type /invite username to invite another user to a group. The user will repeat this for each invitation. Users can also be invited to a group by selecting a buddy in the Social window and then selecting a right-click to select “Invite to Group”.

The invited user then receives a request that they can either accept or deny. Once the user selects the Accept button, the text chat message window displays a message that they have joined a group. For the user creating a group, the text chat window displays a message that they are now the Group Leader. Usernames of users in a group chat are displayed on the top left by your username. Left click on the user desired and a list of options are displayed to whisper, promote to leader (if you are the group leader), invite to group, remove buddy, block.
Once a group has been created, then the users in the group can text chat among themselves and their messages are not displayed to users not in the group. Type “/g” or “/group” to enter Group chat mode. Once you are in Group chat, noted “Group:” in the text chat window, then the first user can begin to chat in group mode. The Text Chat window should only display that text on any user in the group.

10.2 Voice Chat (VOIP)

To voice chat, a microphone is needed. To voice chat, hold the control (Ctrl) key down while speaking. If you don’t hear anything check your connections and make sure that you don’t have the volume or microphone muted.

10.3 Buddy Lists

Users can create buddy lists to facilitate communication either with text chat. Once a user has buddies in a Buddy list, they can conduct private text chats. They can also use the buddy list to invite their buddies into a temporary group to conduct text chats.

10.3.1 Invite Other Users to be a Buddy (Add Contact)

Any user can send a request to another person to invite them to become their buddy. The invited user will get a message that they have a buddy request. A user can select another person’s avatar and their Display name is shown in the top left hand side.
After the Display name icon is displayed, you can select Add Buddy in the drop down list and the request is sent to that user.

As an alternative, the user can invite another user to become a buddy by typing /add username in the text chat input window. A message “Buddy Request Sent” is displayed in the Text Chat window. The invited user will receive a buddy request and a message “Buddy Request Received” is displayed in their Text Chat window.

**10.3.2 Accept/Deny a Buddy Request**

To accept a buddy request, a user opens their Social window by selecting the Buddy List icon located on the lower right hand side of the screen. Once the Social window is displayed, the user can select the Requests tab to display their current Requests as shown in the figure below. If the user selects Accept, then a message is displayed in both the inviter and invitee’s Text Chat window that they are now friends.
Once the buddy request has been accepted, the user can select the Buddies tab to show their list of buddies as shown in the figure below.

Users can right-click on a Buddy to see the options available as shown in the figure below. The user can select Whisper to conduct a Private Chat. The user can also invite a Buddy to Join a Group for a Group Chat, The user can also Block a Buddy and also Remove a Buddy.
10.3.3 Invite Buddy/Buddies to a Room

From any location in the virtual world, a user can invite a buddy / buddies to join them in a specified room. The user first selects the “Buddy List” icon located at the bottom of the page. This displays the Social Window as show below.

The user then selects the Create Buddy Room button which displays the various locations that a user can choose.
Once the user selects the room location and then selects the “Go” button, then the user is teleported to that room.

An invite request is displayed on the invited buddy / buddies. If the invited buddy selects “Accept”, then the invited buddy is teleported to the same room.
11 INTERACTIONS, ASSISTANCE, AND FAQS

In various places (information desk, pharmacy, virtual medical advisor, and fitness room) throughout the clinic, the user will be able to view an existing set of FAQs.

11.1 Information Desk Assistant (IDA) for System FAQs

The IDA in the Diabetes Clinic will be able to display system FAQs but not medical FAQs. A user can mouse over the IDA to see that it is selectable.

![IDA in the Diabetes Clinic](image)

*Figure 51 - IDA in the Diabetes Clinic*

The avatar selects the IDA to display a list of FAQs.
Once the FAQs have been displayed, the user can select a question to display the answer.
11.2 Virtual Medical Assistant (VMA) for VMA FAQs

The VMA NPC will be able to display medical FAQs

![Figure 54 - Virtual Medical Assistant (VMA) FAQs](image)

11.3 Pharmacists for Pharmacy FAQs

The Pharmacist NPC will be able to display medical FAQs restricted to information about medications.

![Figure 55 - Pharmacy FAQs](image)
11.4  Fitness Assistant for Fitness FAQs

The Fitness Assistant NPC will be able to display FAQs restricted to information about fitness.

![Figure 56 - Fitness FAQs](image)

11.5  Nutritionist for Nutritional FAQs

The Nutritionist NPC will be able to display medical FAQs restricted to information about nutrition.

Note: At present, this feature is not implemented.

11.6  Submit a Question

After viewing the FAQs, a user will be able to submit a question if their question hasn’t been answered. This question goes into a queue to be answered at a later date. If the question is deemed applicable to others, then it will be added to the list of FAQs.

Note: At present, this feature is not implemented.
12 VIEW SCHEDULE OF PUBLIC CLASSES/EVENTS

The Information Desk Billboard will be able to display a schedule of upcoming or current Classes and Events that are open to the Public.

Billboards are located near most information desks and when clicked on will provide a list of public events.

13 CONDUCT RESEARCH

13.1 Cybraries

There are currently two cyber-libraries, or “cybraries” available within the VA-VMC. One is populated with Patient-focused content, which is accessible by all users, including patients, providers, and staff. The second is populated with Provider-focused content, which is only accessible by providers. They are both located near the rear of the main lobby, accessible from the courtyard, or from the mini-map direct teleport menu.

13.1.1 View Content in Cybraries

Users will be able to browse all content available from the VA-VMC from within the Cybrary. The content will be in a variety of formats (MS Office, PDF, images, and videos) and will be viewable in a variety of objects (kiosks, posters, computers, TVs, and projector screens)

13.1.2 View Content at Computers

By selecting the computer, a popup screen is displayed where a user can select all clinics or just a specific clinic. The user selects a category or categories by selecting the check box beside the category name. The user can enter a term in the keyword search to filter through the subcategories shown in the center area of the popup screen.
The user selects a subcategory such as “diabetes” and all files tagged to “diabetes” are displayed in a popup screen. The user selects the “View” button to view that file in a separate browser tab.

13.1.3 View Content at Bookshelves

By selecting a bookshelf (on the second and third floors), a popup screen is displayed where a user can select a category or conduct a keyword search to filter through the content alphabetically.
By selecting a bookshelf, a popup screen is displayed with results based upon the letter of the bookshelf. In the example, below, the bookshelf labeled “D” was selected.

The user can select a subcategory to view all information in that subcategory as shown in the figure below. Or the user can change the filtering criteria to another clinic, category, or subcategory.
13.2 Education Centers

Similar to the Cybrary, the Education Center is populated with Patient-focused content, which is accessible by all users, including patients, providers, and staff. Each clinic has a dedicated education center with information specific to that clinic.

13.2.1 View Content in Education Center

Users will be able to browse all content available for each specific clinic. The content will be in a variety of formats (MS Office, PDF, images, and videos) and will be viewable in a variety of objects (kiosks, posters, computers, TVs, and projector screens).

13.2.2 View Content at Computers

By selecting the computer, a popup screen is displayed where a user can select all clinics or just a specific clinic. The user selects a category or categories by selecting the check box beside the category name. The user can enter a term in the keyword search to filter through the subcategories shown in the center area of the popup screen.
14 EVENT SCHEDULING

Providers will be able to schedule an event. The provider schedules the room, invites attendees, and may upload materials to present at the event.

14.1 Reserve Room

The Provider begins the Event Scheduling process by selecting the Event Scheduling icon (Clock) located on the bottom right hand side of the screen which displays a popup window for Event Scheduling. The user selects “Create Event” located on the lower left hand side of the window.

From the Event Scheduling: Select Location popup, a user enters the Name of the Event, and then selects a meeting room by scrolling through the available rooms and selecting a room. Once a room has been selected, the capacity of that room is displayed. The user has the option to make the event a Private or Public event and to add a description of the event. Once the user has completed these steps, the user selects “Next” to move to the Event Scheduling: Set Date and Time screen.
14.2 Set Date and Time

From the Set Date and Time popup, the provider can set the Date and Time of the event.

14.3 Select or Upload Files

From the Select or Upload Files popup, the Provider can upload content to be shared at the event. One or more files can be uploaded. The Provider can upload content in standard formats such as MS Office, PDF, images, and videos. Once the files have been uploaded, then the user selects Next to invite participants. A reminder is located at the bottom of the screen to provide instructions on how to screen share in your event.
If you select the information icon, then a popup screen is displayed with a reference to the User’s Guide.

### 14.4 Invite Participants

From the Invite Participants popup, the provider can enter usernames or email addresses of those participants to be invited to the event. The Provider repeats adding user names or email addresses until all participants are included in the invitation list.
14.5 Accept/Deny Event

Once a Provider has finished scheduling an event, the invitee can either “Accept” or “Deny” the invitation to the event by selecting the Pending tab in their Events window. See figure below.

14.6 Move Event to Another Room

Once an Event has been scheduled, based upon the number of attendees accepting, the Providers will be able to move to a larger or smaller room as needed.

Note: At present, this feature is not implemented. If you require a new venue for your meeting, the organizer (provider) will have to create a new event.
During an Event, the Presenter has the capability to share their desktop screen. The screen is then streamed to the students/meeting attendees on the projector screens or TVs.

15.1 Screen Sharing Setup for Windows

The presenter clicks on a screen object. The options window will appear. Click the green “share screen” button.

![Figure 71 – Screen Share Step 1](image1)

After selecting share screen, the open file window may appear. Open the jscreencaster.jsp file.

![Figure 72 – Screen Share Step 2](image2)
Run the java application.

![Figure 71 – Screen Share Step 3](image1)

Your screen is now shared (if using multiple monitors the primary monitor is shared). Clicking on the screen again will expand the shared screen to fill the browser.

![Figure 72 – Expanding the shared screen](image2)
Click the minimize button in the top right corner to show a windowed version of the shared screen in the browser.

![Windowed Screen](image)

**Figure 73 – Windowed Screen**

To exit out of screen sharing, click the screen, then click the red stop sharing button.

![Exit Screen Share](image)

**Figure 73 – Exit Screen Share**
16 INSTRUCTOR TOOLS

16.1 Instructor Views Roster
Once an Event has been scheduled, the Provider/Instructor can view the Roster of invitees and see their status of accepted or deny.

Note: This feature is not available in the current release.

16.2 Instructor Views Gradebook
Once an Event has been conducted, if the event was a Training Class, then the Provider/Instructor can view the student’s grades in a consolidated view.

Note: This feature is not available in the current release.

16.3 Instructor Views Students Survey Comments
Once an Event has been conducted, if the event concluded with a student survey, then the Provider/Instructor can view the student’s survey comments in a consolidated view.

Note: This feature is not available in the current release.
17 ATTEND EVENT / STUDENT TOOLS

17.1 Join Event

After the invitee has accepted the invitation to an event, at the meeting time, they can join the event by selecting “Join” in the Event window as shown in the figure below.

![Figure 74 - Invitee Join Event](image)

17.2 View Event Documents

Once you have joined the event and teleported to the meeting location, you can view the meeting’s materials, if the meeting organizer has uploaded any. There is a “Document” icon in the top right corner as shown below.
The user selects the “Document” icon to display a listing of the Event Files as shown in the figure below.

The user selects the file they wish to open and it opens in a separate tab.

17.3 Views Shared Screens at Meeting Spaces

During an Event, a Provider will be able to share his screen to all of the students.

Note: This feature is not available in the current release.
17.4  Student Reviews Student Workbook

Need requirements regarding Student Workbook.

Note: This feature is not implemented yet.

17.5  Student Takes Quiz

The Instructor/Provider can create a quiz with multiple choice questions for the students to answer. The system grades the student’s quizzes and places the grades in the Instructor Grade book.

Note: This feature is not available in the current release.
18 HELP DESK & SUPPORT

18.1 Submitting a Help Desk Ticket for User Administration Assistance

All users will be able to submit a ticket to request System Help from the Help Desk such as Password Resets.

*Note: This feature is not available in the current release.*

18.2 Submitting a Help Desk Ticket to Report System Error or Enhancement

All users will be able to submit a ticket to report problems or enhancements with the VA-VMC application.

*Note: This feature is not available in the current release.*
19 USER ADMINISTRATION

19.1 Create / Approve New User Accounts

System Administrators are able to create or approve new user accounts.

Figure 77 - Administrator Screen

Note: Please see Administrator Guide for further information.

19.2 Reset Passwords / Change Permissions / Roles

System Administrators are able to reset passwords or change permissions or roles of user accounts.

Note: Please see Administrator Guide for further information.

19.3 Remove Accounts

System Administrators are able to remove user accounts.

Note: Please see Administrator Guide for further information.