



SimCenter

Making Simulation Easier

Getting Started Guide for SimStore Super Users

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Welcome

Thank you for choosing SimStore to purchase and manage simulation content. We're confident you'll find that SimStore makes simulation easier.

What is SimStore?

HealthStream and Laerdal partnered to create SimStore as a solution to the challenges that face educators related to simulation content. SimStore makes accessible an ever-expanding catalog of pre-programmed, standardized simulation courseware for purchase through a secure web store. Your team can browse simulation content, purchase licenses, and then allocate those purchased licenses to your advanced simulators via any Internet connected computer.¹

Our goal with SimStore is to accelerate the global adoption of simulation-based learning by healthcare providers, with a focus on improving clinical competencies and patient outcomes. We thank you for joining this effort with us as a SimStore Super User!

The Purpose of This Guide

As a new Super User, your first task is facilitating the use of SimStore in your organization. This Getting Started Guide is designed to assist you in this task; it includes steps for completion, recommended practices, and questions to guide your organization's decision-making process.



¹ While licenses are transferred using SimStore and any Internet-enabled computer, it may be necessary to manually transfer files if the intended device does not have access to the Internet.

SimStore Roles

Within the SimStore, there are three roles that can be assigned to users. Any user can search or browse SimStore before authenticating (logging in) to the system. Once logged in, access to advanced SimStore features is limited to those features that are enabled for that user's role.

As the recipient of this document, you have likely been given the Super User role. Please review the following roles to prepare you for adding other users to your organization's SimStore.

User

The User role is designed for individuals who will search SimStore content, create wish lists of the content they desire, and then coordinate with the Purchaser to purchase licenses. Users can:

- Browse SimStore and add products to a cart.
- Create and send wish lists to Purchasers.
- View support materials for purchased scenarios.
- Access practice licenses for purchased scenarios.
- Refer products to colleagues.
- Rate & review purchased products.

Purchaser

The Purchaser role is intended to allow control over the ordering process within your organization. A Purchaser can perform all the same functions as a User with the addition of the following rights:

- Make purchases on account or by Credit Card.
- Request a quote for purchase.
- View and manage order history.

Super User

The Super User role is designated for individuals who will manage your organization's SimStore account. A Super User can perform all the functions of a User and Purchaser, with the addition of the following:

- Create new users.
- Manage user access.
- Register devices.
- Allocate content to registered devices.

Basic SimStore Terminology

Allocate: Allocating refers to the pairing of purchased content licenses with any of your organization's registered devices. Before a content license can be used, it must be allocated to a registered device. This helps your organization manage the distribution of purchased content licenses.

Annual License: An Annual License is typically purchased from the customer's operating budget. It gives a customer the right to use a scenario product for a period of one year from the purchase date, for an unlimited number of times. If an update is made to the product, customers with a valid Annual License will receive the update. SimCenter Customer Service will support an Annual License as long as it is active. At the end of the Annual License period, customers will receive a message from SimStore, alerting them to their expiring license and providing instruction on how to extend the license.

Please Note: Some products may only be available with a Capital or Annual License, not both.

Capital License: A Capital License is typically purchased from the customer's capital budget. It gives a customer the right to use a scenario product for an unlimited period of time and for an unlimited number of times. If an update is made to the product, customers with a Capital License will receive the update if it falls within one year from the purchase date. After that timeframe, the customer will keep the existing version of the product without future updates. In addition, Customer Service will support a Capital License for a period of one year from the purchase date.

Cart: SimStore content added to your cart can be purchased. Items in the cart reflect volume discounted pricing.

Device: The simulator software (Instructor Application) that will run SimStore content (scenarios). The simulator software is installed on the computer that connects to your simulator.

Device Key: A unique alphanumeric identifier for any device in use with SimStore. This identifier is used so that SimStore can track the devices to which you will allocate content. You must register devices by inputting their device key into SimStore before you can allocate your purchased content licenses.

Institution: A level in the SimStore hierarchy that typically represents a single facility or group of facilities.

Instructor Application: The simulator software that is installed on the computer and is required for use with your simulator and purchased SimStore content.

Organization: Top level of a SimStore organization hierarchy or a reference to the entire hierarchy.

Practice License: A Practice License for a scenario product is run from a Laerdal Simulator Instructor

License: Application. The purpose of a scenario Practice License is to help an instructor to prepare for a simulation by allowing them to run the scenario on a computer that is not connected to a simulator, such as a personal laptop. If a user attempts to connect their computer to a simulator the practice license scenario will not run the simulator functions. All SimStore scenario products come with free, unlimited access to Practice Licenses.

Release: The process of syncing a simulator to allow a scenario product to be allocated and downloaded to a different device.

Scenario: A simulation scenario is an educational activity that uses an advanced simulator, manikin, or standardized patient (actor) to reinforce specific learning objectives or to test specific competencies.

Support Materials: Support Materials are an integral part of a SimStore scenario product, providing instructors with the document to prepare for & run their scenario. Created by the developing organization, Support Materials provide information about Set-Up and Preparation for the scenario, Learning Objectives, Student Information, Debriefing points, and more. The Support Materials can be accessed anytime from SimStore but can also be seen in the Simulator Instructor Application when a scenario is downloaded. All SimStore scenario products come with free, unlimited access to Support Materials.

Trial License: A Trial License allows full access to the scenario product at no cost for one day. After one day, the Trial License expires and cannot be used.

Wish list: Users can add SimStore content to a wish list to track desired content. Users can email wish lists with Purchasers and Super Users as a means of requesting content for purchase. Once shared, the Purchaser or Super User can pull the content from the wish list into the cart. Items in the wish list reflect discounted license pricing for your organization.

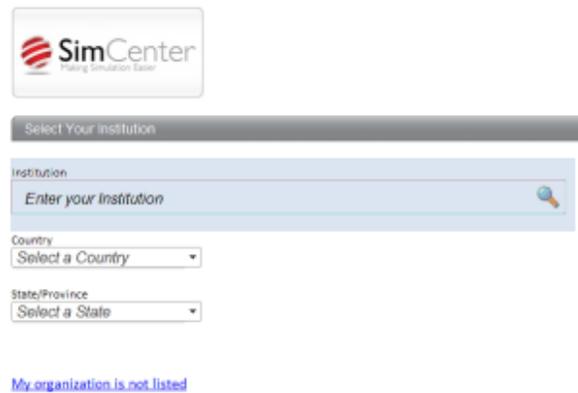
How to Log In, Change Your Password, and Log Out

While you can browse SimStore without logging in, you must authenticate to see pricing, add simulations to your cart, generate quotes, make purchases, register devices, allocate content, and manage other users (depending on your level of access).

Log In

To log in to SimStore:

1. Click **Login**.
2. When you first login, you will be required to select your institution. Click **Select Your Institution**.
3. In the **Institution** field, enter the **Institution Name** as provided by your SimCenter Representative. The system will automatically search for matching Institutions.



The screenshot shows the SimCenter logo at the top, followed by a header "Select Your Institution". Below this is a search form with a text input field labeled "Institution" containing the placeholder "Enter your Institution" and a magnifying glass icon. Underneath are two dropdown menus: "Country" with the option "Select a Country" and "State/Province" with the option "Select a State". At the bottom of the form, there is a blue link that says "My organization is not listed".

Note: If you have questions about which Institution to select, consult with SimCenter Customer Support.

4. Select the exact matching **Institution Name** from the displayed results. Once selected, the Login page will display your Institution name and the organization with which it is affiliated. This organization name may not be familiar to you; this is an identifier created and maintained in the system. There is no reason to note this identifier.

Note: After you login for the first time, SimStore will remember your institution. When logging in from this computer, you will not be required to select your institution again.

5. Enter your **User ID**, as provided by your SimCenter Representative.
6. Enter your **Password**, as provided by your SimCenter Representative.
7. Click **Login**. You will be taken to the Terms and Conditions page.
8. Read the terms and conditions and select **I Accept**. You will be taken to the SimStore home page and a personalized welcome message will appear at the top of the page.

Change Your Password

Upon your first log in, you should change your password for security purposes. To change your password:

1. Click the **Account** tab.
2. Click **My Users**. The User Management page appears, displaying a list of current SimStore users at your organization.
3. Click **Edit** to the right of your information on the My Users page. The Manage User Profile page appears.
4. Delete encrypted characters from **Password** field.
5. Type in a new password.
6. Delete encrypted characters from the **Confirm Password** field.
7. Retype the new password into the **Confirm Password** field.
8. Click **Reset Password**.

Log Out

To log out of SimStore, click the **Logout** link in the welcome message.

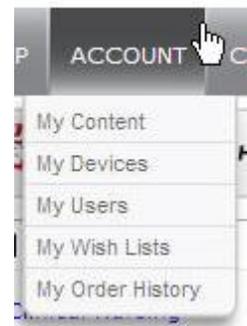
Your Getting Started Checklist

☑ Step 1: Set Up Additional Users (If Applicable)

As defined earlier in this document, the three SimStore user roles help your organization manage the review, purchase, and distribution of content licenses. If you wish to allow other users aid you in managing SimStore, your first step is to setup other user accounts.

To set up additional users:

1. Under the **Account** drop-down menu, click **My Users**. The User Management page will display.
2. Click the **Add New User** button, found at the bottom of the page. The Manage User Profile page will display.
3. Enter the required user information and select the desired user role for this individual.
4. Click **Save & Exit**.



Note: Complete these steps for as many additional users as your organization requires. SimStore can be managed by a single user, and additional user accounts can be added at any time.

* Recommended Practices

- Purchaser and User accounts should be utilized to avoid redundant content purchasing. For example, User accounts should be given to your content experts for the purpose of browsing content and creating wish lists. Purchaser accounts should be given to individuals who have authorization to make purchases, but may not have an understanding of the content.
- Think of Super User accounts as gatekeeper accounts. This role should be given to anyone who will ensure that content is managed and allocated appropriately.
- While all users should keep their account credentials private, it is highly recommended that Super Users not share their username and password with other individuals. Create backup Super User accounts, if necessary.

? Questions to Consider

- Should you create other Super Users to fulfill your role in the case of your absence?
- Which content experts will browse SimStore content?
- Which individuals will have authorization to make purchases?

☑ Step 2: Register Devices

Your devices must be registered in SimStore before you can allocate your purchased content licenses to them. To register devices, you will input the device's unique Device Key into SimStore, as well as a name of the device and its location.

You can register devices in two ways: online and offline. The online method is for those users who have access to the Internet from the computer that connects to their simulator. The offline method is for those who do not have access to the Internet from the computer that connects to their simulator. Note that you will need access to the Internet from an alternate computer when using the offline method.

To register a device via the online method:

1. Open the simulator software (Instructor Application).
2. In the top menu, select **SimStore** > **Register Device at SimStore**. The computer will open a web browser and attempt to connect to SimStore.
3. Login to SimStore. The Register Device page will display, and the device key for that simulator will populate in the **Device Key** field. Leave the Device Key field unchanged.

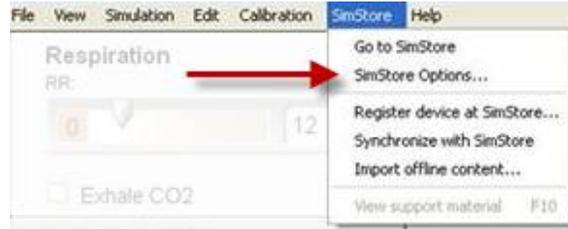


Note: If you've accessed SimStore from this computer before, SimStore may remember you and skip login. In this case, be sure that you are logged in to your SimStore account and not another user's account.

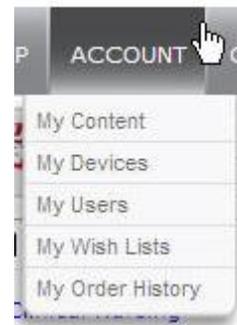
4. Enter a location name in the **Location** field to help you identify the location of your device. (Example: "5th Floor Simulation Lab")
5. Enter a device name in the **Device Name** field to help you identify this simulator. (Example: "SimMan Four")
6. Click **Register**.

To register a device via the offline method:

1. From a computer that is connected to a simulator, open the simulator software (Instructor Application).
2. In the top menu, select **SimStore** > **SimStore Options**. The SimStore Options menu will display.



3. Click the **Click here to export device key** link. The simulator software will generate a TXT file and request a location to save this file. Choose the location of your choice and click **Save**.
4. Copy the TXT file to any portable storage media of your choice (e.g., USB storage drive).
5. From the Internet-accessible computer, open a web browser and login to your SimStore account.
6. Under the **Account** drop-down menu, click **My Devices**. The Device Management page will display.
7. Click the **Register Device** button, found at the top of the page. The Register Device page will display.
8. Click the **Browse** button to upload your device key. The file browser dialogue window will open. Navigate to the TXT file you generated in Step 3 and copied to this computer in Step 5. Click **Upload**.
9. With the file selected, click the **Load Device Key** button in SimStore. Your device key will automatically populate in the **Device Key** field.
10. Enter a location name in the **Location** field to help you identify the location of your device.
11. Enter a device name in the **Device Name** field to help you identify this simulator.
12. Click **Register**.



Note: Complete these steps for as many devices as your organization requires. Devices can be registered at any time, but remember that content cannot be allocated to a device until it is registered.

* Recommended Practices

- It's easiest to register devices from a connected Internet-enabled computer, if possible.
- Develop a rigid naming convention for device management, with specifications for how you will determine location name and device name. Consider creating an internal numbering or naming system for your simulators for easier inventory. Match your internal ID and the Device Name when registering devices. For example: your location name may be the name of the room that houses the device, and the device name may be your unique internal ID.

? Questions to Consider

- Which devices will your organization use when allocating content?
- Are your devices paired with Internet-accessible computers?
- Do you have a clear naming convention for the rooms in which your simulators are located?
- Do you have a clear naming convention for simulators, especially when multiple simulators are located in the same location?

☑ Step 3: Begin Purchasing and Allocating Content Licenses

Once you have created user accounts and registered your devices, your organization can begin purchasing content licenses. You should determine an official workflow for purchasing within your organization and instruct your users to utilize SimStore within those specifications.

Additional information about managing wish lists and carts for making purchases can be found in the SimStore Help System.

After your Purchasers have purchased content licenses, you will be required to allocate those licenses to your devices. Licenses must be allocated before they can be used. To allocate licenses:

1. Under the **Account** drop-down menu, click **My Content**. The Content Management page will display a list of all content purchased at your organization.
2. Click the **Product Name** you wish to allocate. The Content Management Details page will display. This page includes the Allocations section which displays details about the purchased licenses, as well as the devices to which they are allocated.
3. In the Allocations section, locate a license listed as **Not Allocated**. Use the **Allocate To** drop-down field to select one of your registered devices.



Allocations			
Expiration Date	Allocate To	Currently Downloaded To	Last Updated
N/A	Not Allocated	fb719412-160c-e011-815c-005056a327bc	12/20/2010 6:10:00 AM
N/A	JLC SimMan	Barry's SimMan Device	1/14/2011 11:49:00 AM
N/A	Not Allocated		12/21/2010 4:55:00 AM

4. The page will save automatically when changes are made.

* Recommended Practices

- Develop an official workflow for purchases within your organization that specifies:
 - How Users and Purchasers will manage wish lists for purchase requests.
 - Standard for communication between Users, Purchasers, and Super Users.
 - How Users can make requests for license allocation.

? Questions to Consider

- Does your organization have content experts who should be tasked with browsing for content within a certain domain?

- Do your Purchasers have an approved method of payment for making SimStore purchases?
- How should requests for content allocation be routed to Super Users?

Ongoing Tasks

Once the three steps outlined above are complete you should move into a process of managing ongoing needs. As a Super User, your ongoing needs will likely include:

- Fulfillment of account setup requests from additional users.
- Acceptance of terms and conditions as they are periodically updated.
- Management of expirations and revisions (sent via email).
- Management of basic support questions from other users in your organization.
- Allocate or re-allocate content licenses to devices.

For Additional Support

Phone and Email Support

For assistance in the United States, please call the SimCenter customer service team at **800-898-2046** or send an email to customer.service@mysimcenter.com. Support hours are from 8 am to 8 pm EST, Monday through Friday. Saturday support hours are from 10 am to 6 pm EST.

Are you outside the United States? To find support information for your region, please point your Internet browser to <http://www.laerdal.com/Pages/ContactForms.aspx> and choose your location from the dropdown menu.

Self-Guided Support

To access the SimStore Help System, click the **Help** tab in the top menu when logged in.