

Mursion Operational Protocols

Scenarios

- We have had a few clients wanting to customize their scenarios. Any customization of the scenarios must be put through a scenario design. You can request this service by emailing operations@mursion.com. This ensures that our Simulation Specialists are prepared to deliver your session and meet all the goals for your classroom.
- There have been a few instances where the scenario that was scheduled has not been the one the facilitator has wanted to perform. The scenarios scheduled are the ones the Simulation Specialist is prepared to deliver and we cannot make last minute changes, because our Simulation Specialists take great care to prepare for the scenarios to ensure that you have a fantastic session.
- We have special needs avatars available! Please reach out to operations@mursion.com if you would like to learn more.
- We can deliver simulations to online learners who are not able to come to your location. Ask us how to set your account up at operations@mursion.com.

Session Start-Times

- All sessions must be scheduled to start at the top of the hour or at the half-hour. Simulation Specialists will be ready to engage with the client at exactly 00:00 or 00:30. To ensure that the technology is functioning at its optimal capacity and to allow time for a brief check-in with your Simulation Specialist, it is highly recommended that you schedule your connection time at least 15 minutes prior to the start of your planned interaction time.
- At the start of delivery, only a trained facilitator, technical lead, and/or designee can be present in the room while connection is established, and no learners can be present. After connection is established, a brief check-in with the Simulation Specialist will occur for five to seven minutes with the purpose of confirming session objectives.

Permitted Scenarios for Simulation

- Clients may choose any Simulation Scenario from the Mursion Simulation Scenario Library without incurring any customization fees.
- Clients wishing to have Mursion conduct Customized Simulation Scenarios for end users must have those Customized Simulation Scenarios added to their formal Contract (or signed Scope of Work) with Mursion. Reach out to us at operations@mursion.com to find out if your scenario needs customization.
- Mursion will not be responsible for delivering any Customized Scenario with corresponding materials that is not appended to the Client's Contract or Signed Scope of Work.

Technical Support

Supporting applications of the Mursion software can be found at web.mursion.com/resources. If you require help setting up your computer to run the Mursion software, or need any other technical assistance, please feel free to contact our support team. They can be reached by emailing techsupport@mursion.com or by calling +1-855-999-5818 between the hours of 8am - 9pm EST.