



SIMULATIONiQ™ Enterprise
Rover Service Pack 1 Release Notes

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The following items are included in Rover Service Pack 1, version 8.1.2011.1814:

IMPORTANT! Please note the following limitation on the SIMULATIONiQ™ Enterprise Rover SP1 release & up:

- Applications affected:** AV Control & AV Viewer
- Features affected:** Video playback, Edit video & Export Video
- Operating Systems:** Windows 10 & Windows 10 Pro
- Workaround:** Disable “Admin Approval Mode”

Note: Disabling “Admin Approval Mode” may result in some of the apps including Edge browser not working. <https://docs.microsoft.com/en-us/windows/security/threat-protection/security-policy-settings/user-account-control-admin-approval-mode-for-the-built-in-administrator-account>

Enhancement Summary

Telemedicine

Browser Requirements for Telemedicine and DistanceSIM

1. EMS recommends using a PC for Telemedicine and DistanceSIM. Enhancements to Telemedicine and DistanceSIM are not supported on mobile devices.
2. Recommended browsers for Windows and Mac: **Google Chrome, Firefox, Microsoft Edge.**

Note: Internet Explorer (Windows and Mac) and Safari for Mac are not supported.

Start link on the Dashboard for the Faculty Observer/Participant

Added link on the Dashboard To Do List for the Faculty Observer/Participant to join the Telemedicine Encounter video conference.

Countdown Timers

SP and Evaluator	<ol style="list-style-type: none"> 1. A countdown timer indicates if the learner has a <u>pre-encounter</u>. 2. A countdown timer to the start of the <u>encounter</u> appears. The video conference will be launched automatically at the start of the encounter time. 3. A countdown timer will display during the encounter to provide visual indicator of remaining encounter time. <p>IMPORTANT! Do not navigate away from the countdown timer page while you are waiting.</p>
Learner	<ol style="list-style-type: none"> 1. A countdown timer to the start of the <u>pre-encounter</u> appears. The pre-encounter will be launched automatically (if applicable) at the start of the pre-encounter time. 2. A countdown timer to the start of the <u>encounter</u> appears. The video conference will be launched automatically at the start of the encounter time.

	<ol style="list-style-type: none">3. A countdown timer will display during the encounter to provide visual indicator of remaining encounter time.4. Click <u>Start Post Encounter</u> to complete and submit the post encounter.5. A countdown timer to the start of the <u>next encounter</u> appears (if applicable). The video conference will be launched automatically at the start of the encounter time. <p>IMPORTANT! Do not navigate away from the countdown timer page while you are waiting.</p>
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Physical Exam and Lab Report Support

Added ability to create a physical exam file or lab report to be displayed during the telemedicine encounter. The SP or Evaluator can push the files to the learner on demand. See **Create a Telemedicine Case and Session** for more information.

Bookmarks

Displayed Physical Exam or Lab Report bookmarks on the Video > Bookmark tab with the user name and time a physical exam or lab report file is shared with the Learner. Click the bookmark time to go directly to that point in the video.

Zoom Video Conference window within SIMULATIONiQ Enterprise

- Displayed the Zoom video conference within SIMULATIONiQ Enterprise, not a separate Zoom window.
- Displayed SIMULATIONiQ Enterprise user name on user's Zoom video conference window.
- Displayed the video conference with the performance assessment.
- Displayed the next assigned activity (Telemedicine Encounter, Performance Assessment, Pre and Post Encounter) automatically without having to return to the Dashboard.

Tied pre-encounter time to the encounter

Tied pre-encounter time to the encounter for Telemedicine encounters. The pre encounter will be available X minutes prior to the encounter based on the configuration of the case.

Dashboard

Today's & Past Activities option on Dashboard To Do List

Added Today's Activities and Past/Future Activities option buttons to the Dashboard To Do List Activities tab.

- **Today's Activities:** Displays activities associated with today's sessions in the order they occur.

Note: Only Telemedicine Encounters will appear ahead of time. All other items (Performance Assessment, Pre & Post Encounters) will display at the encounter time.

- **Past/Future Activities:** Displays incomplete activities from past sessions and pre-encounter activities for future session from the most recent to the oldest.

Note: Removed **Display ONLY today's sessions on the Dashboard To Do List** parameter.

Updated name of To Do List links

Changed name of link from "Evaluate" to "Start" for Pre and Post Encounter items.

Cases & Scenarios

Increased the amount of text of Scenario Scripts Simulation Team and Scene Setting fields when creating a scenario. (*Johns Hopkins Medicine Simulation Center*)

Added the ability to upload .scx manikin program files to a scenario and then download the file.

Sessions

Chat for Sessions

Enabled Chat between the Administrator and SPs, Evaluators and Learners during active sessions using the SIMULATIONiQ Enterprise web application.

IMPORTANT!

Active sessions	Chat icon appears one hour before and after the encounter for all users.
No active sessions	Chat icon appears, but a message indicates “There are no sessions active for Chat.”

See **SIMULATIONiQ Enterprise Chat** for more information.

Calendar enhancements

Calendar enhancements:

1. Added a Calendar icon in header. **Note:** The Calendar icon only appears if the user has access to Session & Courses.
2. Added a Calendar button to the Session activity page. Click to see the Day View for the selected session’s date.

Save/Submit options for Standalone Survey

Added separate Save and Submit options for a Standalone Survey (not anonymous). (*Arizona State University*)

Save	Responses are saved and the survey remains on the Dashboard until the user completes and clicks Submit. <u>Message when clicking Save:</u> <i>Checklist has been saved and will remain on dashboard. Please click Submit to complete the checklist.</i>
Submit	Saves all responses as submits the survey. Checklist is removed from the Dashboard. <u>Message when clicking Submit:</u> <i>Checklist submitted successfully.</i>

Note: The Number of days to display To Do List items on the Dashboard parameter determines how long a Saved survey will remain available on the Dashboard.

Copy User Invites

Added “Copy User Invites” checkbox option when copying a session to copy SP and Sim Techs to the session.

Sessions option on Sessions & Courses Toolbelt

Added Sessions option to the Sessions & Courses Toolbelt to display scheduled sessions that meet the Course criteria. (*Johns Hopkins University*)

- If the **Open Course (Course with no time restrictions)** option is selected, all future sessions will be displayed.
- If a Start and End date is indicated for the Course, only sessions scheduled between those dates will appear.

Settings

Location field for Inventory

Added Location field to Settings > Inventory for Drugs, Supplies, and Capital Equipment to identify where inventory items are stored. Added Location column to the Inventory landing page. (*Nationwide Children's Hospital*)

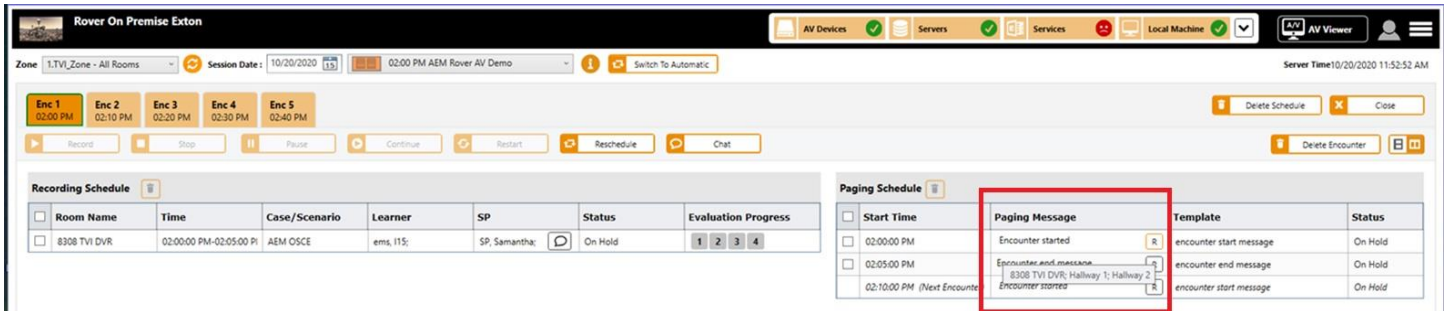
Multifactor Authentication

Added functionality to require multifactor authentication to verify user accounts when logging into SIMULATIONiQ Enterprise on a new device and browser.

**Contact the TotalCAREiQ Team to enable this process for your institution.
Refer to the *SIMULATIONiQTM Enterprise Multifactor Authentication* guide for more information.**

- Indicate how users should receive the one-time password code. Options are: Email-only, Phone-only, Both Email and Phone.
- Multifactor Authentication email template includes a one-time password code to be sent via email or text message.

AV Control



The screenshot shows the AV Control interface for 'Rover On Premise Exton'. It features a top navigation bar with status indicators for AV Devices, Servers, Services, and Local Machine. Below this, there are session controls including 'Session Date' (10/20/2020) and '02:00 PM AEM Rover AV Demo'. A row of encounter buttons (Enc 1 to Enc 5) is visible, along with playback controls like Record, Stop, Pause, Continue, Restart, Reschedule, and Chat. Two main tables are displayed: 'Recording Schedule' and 'Paging Schedule'. The 'Recording Schedule' table has columns for Room Name, Time, Case/Scenario, Learner, SP, Status, and Evaluation Progress. The 'Paging Schedule' table has columns for Start Time, Paging Message, Template, and Status. A red box highlights the 'R' icon in the 'Paging Message' column of the 'Paging Schedule' table, which is used to view rooms where pages will play.

View rooms where pages will play

Hover the mouse over the “R” to see the rooms where the pages will play.

Backup Cloud Appliance

Introduced the ability for the TotalCAREiQ team to configure a backup cloud appliance for SIMULATIONiQ Enterprise Cloud customers. The TotalCAREiQ team can configure all computers and devices installed in customer network with the Backup Cloud Appliance on customer’s local time-zone. The AV Control Station acts as the backup appliance to:

- Run AV Schedule – both recording and paging
- Trigger Offline Processes including scoring and report generation
- Download and Conversion Services

In addition the following will be necessary from the AV Control Station:

- Internet connection
- Connection to Camera or DVR or NVR Network
- Connection to Crestron network (for Analog cameras)

Note:

- When backup cloud appliance is enabled, download and conversion services will only run during after-hours (typically, 7 PM to 6 AM).
- There can only one backup appliance per location/organization unit.

Contact the TOTALCAREiQ team to enable the Backup Cloud appliance.

D2L Integration

Added single-sign-on integration with D2L, in addition to Blackboard and Canvas.

Resolved Issues

- Displayed correct sessions for selected Room Group (Zone) on the Room tab on the Session Calendar. (*Johns Hopkins Medicine Simulation Center*)
- Fixed issue where Dashboard KPI was not correctly calculating video hours. (*Drexel University College of Medicine*)
- Fixed issue where last name with hyphen was not accepted on user profile. (*Dalhousie University*)
- Fixed issue where report filter would not save when selecting highest level department. (*Rocky Vista University*)
- Fixed issue where Scenario name was incorrect in SP/Educators/Support Staff assigned to sessions email. (*Asante Rogue Medical Center*)
- Fixed issue where Ad Hoc evaluations were not being scored correctly. (*California Health Sciences University*)
- Fixed issue where user could not override Specialist time conflicts on recurring sessions. (*Johns Hopkins Medicine Simulation Center*)
- Fixed issue where paging templates being duplicated in the list of templates displayed when creating a paging schedule. (*University of North Texas Health Science Center*)
- Fixed issue where Evaluator shows 'Multiple' on copied session. (*University of Manitoba*)
- Fixed issue where Equipment availability dates did not display after adding an availability record. (*Cincinnati Children's Hospital*)
- Fixed issue where calendar from portal page was not displaying correctly when selecting a Room Group.
- Fixed issue where EMS Local Monitor services was not restarting as expected. (*University of South Carolina – Prisma Health*)
- Fixed issue where administrator was unable to edit comments for questions that had a Not Applicable score. (*Philadelphia College of Osteopathic Medicine – Georgia*)
- Fixed issue where Pre-Encounters were not displaying on learner dashboard for Cloud clients.
- Fixed issue where session dates were not displayed correctly for Cloud clients when indexing videos to a scheduled session.
- Fixed Organization list to show full name when adding Equipment.
- Fixed misspelling of "Debrief" on Case Landing page.
- Fixed error received when navigating from SP & Staff to Scores & Reports workflow.

- Displayed only Sessions for past 30 days when copying a session. Click the Search tab to view all sessions. (*University of Michigan Medical School*)
- Fixed ability for Department Administrators to approve Session Requests when user Access Security is enabled. (*Southern Illinois University – Edwardsville*)
- Resolved timer issues on the post encounter evaluation:
 - Learner cannot return to the note and add more text after submitting the note.
 - Removed ability to refresh the page, which removed the times and then will not automatically submit. (*Johns Hopkins University*)
- Resolved the time zone conversion issue on the Approve Date for Cloud clients. (*Edward Via College of Osteopathic Medicine*)
- Displayed sessions on Session Calendar correctly for the selected Zone. (*Johns Hopkins Medicine Simulation Center*)
- Configured “Inventory Out of Stock” email frequency to once a day. (*Johns Hopkins Medicine Simulation Center*)
- Displayed Events scheduled for several days on the Calendar. (*St. Luke’s Health System – Boise*)
- Fixed issue where calendar was not displaying sessions on the correct date for Cloud customers. (*Thomas Jefferson University*)
- Fixed issue where incorrect Pre-Encounter study documents were displayed for learners. (*University of the Incarnate Word*)
- Fixed Dashboard Quick Access Information to only be editable by Administrators. (*Johns Hopkins Medicine Simulation Center*)
- Fixed PTZ controls when viewing live in AV Viewer using full screen.
- Fixed video download issue caused by incorrect recording stop times. (*Dalhousie University, CAPE, University of Manitoba, Texas Tech University - Odessa*)
- Fixed issue where camera control was not working when viewing camera in full screen. (*University of Hawaii*)
- Fixed issue where camera control and presets were not working from AV Control and AV Viewer. (*Dalhousie University*)
- Resolved issue with blueprint showing a blank encounter if no participants are assigned to the encounter. (*National Board of Osteopathic Medical Examiners*)
- Fixed issue where Session Availability search was not returning data for Cloud clients in some scenarios. (*Johns Hopkins Medicine Simulation Center*)
- Added validation to Import Equipment process to check for duplicate records. (*Aspen University*)

- Fixed issue where changing the date on a recurring session was not updating as expected. (*NYIT - Arkansas State University*)
- Fixed issue where changes to session status were not being applied to all sessions in a recurring series. (*Johns Hopkins Medicine Simulation Center*)
- Fixed issue where users were not being notified when reports became available. (*Multiple customers*)
- Fixed issue where random recurring sessions were not being created correctly. (*Cincinnati Children's Hospital*)
- Fixed issue where changing session time and duration from the Calendar was not working as expected for cloud customers. (*Johns Hopkins University*)
- Fixed issue where copying session resulted in a negative session duration. (*Johns Hopkins University*)
- Fixed issue where learners and evaluators did not have Telemedicine Encounter links on the To-Do list for Team sessions. (*Johns Hopkins University, University of Incarnate Word*)
- Fixed issue where calendar invitations were incorrect for copied sessions. (*St. Luke's Health System*)
- Fixed issue where AV Viewer was not displaying the expected videos for Canadian clients using dd/mm/yyyy format. (*Dalhousie University*)
- Fixed issue where session list was not refreshing after deleting a session. (*St. Luke's Health System – Boise*)
- Fixed issue with SimREGISTER™ mobile app where sessions were not being displayed with the correct dates/times. (*Southern Illinois University*)