vrClinicals for Nursing
Beta Test Potential Issues and Solutions

THE WEB APP DOES NOT LOAD

ISSUE: After you select 'Launch Simulation' on The Point, the new tab that opens with vrClinicals Web App does not load, freezes at the 'Loading' screen.

SOLUTION: Clear Cache of your browser

In Chrome

1. On your computer, open Chrome.
2. At the top right, click More ⋮ .
3. Click **More tools** › **Clear browsing data**.
4. At the top, choose a time range. To delete everything, select **All time**.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click **Clear data**.

PIN CODE ENTERED STAYS WHITE

ISSUE: Sometimes when the student is entering the Pin Code that's provided in the Web App into the Pin Entry Menu in VR, the numbers might not turn green automatically after the full code has been entered (the numbers would stay white).

SOLUTION 1: In this case, this could mean that the text under the pin code is saying that the Server isn't connected. In that case, please check the wifi connection on the headset to ensure that it's connected. Then the text would say Connected to Server.

SOLUTION 2: If the same thing happens (the numbers stay white) even while the server is connected, that means that the VR app doesn't register the code. Press the Oculus Button to bring up the Main Menu and hit Quit to quit the app. Then open the app again and enter the same code.

If it happens again, please try to quit and open the app one more time. At the end of that, if it still doesn't work, please try SOLUTION 2 of the ISSUE below.

PIN CODE ENTERED TURNS RED

ISSUE: If the Pin Code turns red after the full code has been entered and the text says Incorrect Pin

SOLUTION 1: Please check the Pin Code displayed on the Web App to make sure that the correct code is being entered.

SOLUTION 2: This is not ideal but at this point, the student will need to refresh the Web App and skip through all the steps to get a new Pin Code. They will unfortunately lose the to dos they have entered and the prioritization order they had set. To save time, we recommend skipping the to do list entry, but it would be good to quickly reorder the brainsheets to reflect their prioritization so that they can at least see that in VR. This is a very rare situation but it can happen as we're still in Beta. The student would still experience the VR Round but without the to dos they had entered.

'I FINISHED MY ROUND' BUTTON ON WEB APP DOESN'T WORK

ISSUE: When the student finishes the round in VR, the End of Round pop up comes up, they click the button and the pop up says they can take off their headset, but when they come back to the Web App, the 'I finished my round' button is still greyed out and unclickable.

SOLUTION 1: Look back into the headset and make sure that the student has in fact clicked the End button on the pop up and it has moved on to the 'you can take off your headset' pop up. If it hasn't been clicked, make sure to click the End button with the Trigger Button on the controller.

SOLUTION 2: The student or the facilitator will need to refresh the Web App, skip through the steps to get a new Pin Code. Open the VR app, enter the new Pin Code, start the simulation, turn around and select the END button on the wall.
Click that button to force quit the scenario and the 'I finished my round' button on the Web App should be clickable now.