



CDP  
Center for Deployment Psychology



# ***SECOND LIFE USER GUIDE***

For more information on our Second Life programs, please visit our website at [deploymentpsych.org/virtual-provider-training-in-second-life](http://deploymentpsych.org/virtual-provider-training-in-second-life)

## Contents

<b>GETTING STARTED</b> .....	4
What kind of network connection do I need? .....	4
Registering for a Second Life account.....	4
Installing and Running Second Life.....	4
How do I download Second Life Viewer? .....	5
How do I know if my computer/device can run Second Life? .....	5
Can I log in from my smartphone or tablet? .....	5
Creating and Changing an Avatar .....	6
Logging On.....	6
Accessing a Second Life URL (SLurl) .....	6
Creating a landmark .....	7
Useful SLurls .....	7
Notifications.....	7
Heads Up Display (HUD) .....	7
Where is the HUD? I can't find it.....	8
<b>ORIENTING TO SECOND LIFE</b> .....	8
Walking .....	8
Running.....	9
Camera controls and Changing your view.....	9
Interacting with objects and people in Second Life.....	9
Sit .....	9
Controlling Inworld Media.....	10
Playing Videos .....	10
<b>COMMUNICATING IN SECOND LIFE</b> .....	11
Audio Preferences.....	11
Another visitor left their microphone on and it is disruptive. Can I mute them? .....	11

<b>TROUBLE SHOOTING ISSUES IN SECOND LIFE</b> .....	11
I think I've opened Second Life, why can't I get past the install//login screen? .....	11
My Mac told me that "Second Life Viewer" can't be opened because Apple cannot check it for malicious software. What does that mean and what should I do? .....	11
Can I enter the SLIPS Museum on my own? .....	12
Why does Second Life keep lagging or logging me out?.....	12
What can I do if my computer starts to overheat while running Second Life?.	12
How do I stop the environmental sounds (river, birds, etc.) from playing? .....	13
What should I do if my avatar was teleported somewhere else? .....	13
<b>ADDITIONAL SECOND LIFE RESOURCES</b> .....	14

*Second Life is a registered trademark of Linden Lab in the United States and other countries. Windows is a registered trademark of Microsoft Corporation in the United States and other countries. All other brands or product names are trademarks or registered trademarks of their respective companies.*

## GETTING STARTED

### What kind of network connection do I need?

Second Life utilizes a number of internet services and features to create the immersive experience of our workshops. As such, you will have the best experience in Second Life using a high speed internet connection (e.g., DSL, cable, fiber optics). Slower connections, such as dial-up, satellite, or cellular-based internet connections (e.g., mobile hotspot or cell phone tethering) are not recommended. If you are unsure about the kind of internet connection you have, contact your Internet Service Provider (ISP) and ask. Additionally, you will have a better experience if you connect your computer directly to a router or internet modem with a hardwire cable rather than connecting through a WiFi connection (though WiFi can be acceptable if high speed and your only option).

Many things affect the speed and quality of your internet connection. To optimize your connection, make sure that all other background applications on your computer are shut down during the workshop, especially those that utilize network connections. Additionally, if you can, reduce the number of other applications and devices that are connected to your internet access point to avoid splitting your signal strength.

### Registering for a Second Life account

You will need to create a new avatar to visit the grounds. To create an avatar, please visit <https://join.secondlife.com/>. A basic Second Life account is free and sufficient to access the SLIPS Museum.

We do not have access to this information. You may complete it however you choose. Finally, you can select whether you want the Basic (free!) account or a Premium account. The Basic account is sufficient for visiting. All features necessary for visiting are available to Basic accounts. After you create your account, you will receive an email asking to verify your email address. Once your account is set up, download and install the Second Life viewer if you haven't already done so. Your new account is "activated" after you log in to Second Life for the first time.

### Installing and Running Second Life

To access our grounds, you will need to download and install the Second Life viewer. The Second Life Viewer is free to download and install. Make sure you have the right administrative permissions to install applications on your computer before you begin.

Second Life is unfortunately incompatible with mobile phones, tablets, and tablet computers, which include Chromebooks, Macbook Airs, Surfaces, and Yogas. Also note that Second Life is not permitted on networks or internet connections belonging to US military bases or the US Department of Veterans Affairs. Some workplace internet

connections will also not permit Second Life. In these instances, we encourage visitors to use a home internet connection.

### How do I download Second Life Viewer?

Navigate to <https://secondlife.com/support/downloads> to install the viewer. If you are installing on a 64-bit Windows machine, click on the large orange button titled "Download the SL Viewer on Windows," then find and execute the downloaded install file. If you are installing to a Mac system, click on the smaller link just beneath the large orange button that says "Not running Windows? Download the Mac viewer." The viewer is free to download and install. Once installed, open the viewer and log in with your Second Life username and password.

### How do I know if my computer/device can run Second Life?

We recommend that all attendees use Second Life on a personal computer and home internet connection if possible.

Second Life is **compatible** with:

- computers OR laptops running
- Windows
- Mac OSX

Second Life is **incompatible** with:

- cell phones
- tablets
- Devices, networks, and internet at:
  - US military bases
  - US Dept. of Veterans Affairs offices
  - Some workplaces

For more information on system requirements, visit <https://secondlife.com/system-requirements>.

### Can I log in from my smartphone or tablet?

No. At this time there are no good mobile options for Second Life. Instead, please access Second Life using a desktop or laptop computer running Windows or Mac operating systems.

Additionally, connecting to the internet using a mobile device as a hotspot is not recommended. While this may appear to work sometimes, mobile device internet connections generally lack the speed and throughput necessary to stream all data required for a smooth, error-free experience in Second Life.

## Creating and Changing an Avatar

The first time you log into the Second Life viewer, your avatar will be one of the default system avatars. You will first arrive on "Welcome Island" and be presented with a quick Second Life orientation. As part of this orientation, you will learn how to change your avatar in the avatar selector area. If you find one you like, you can click on the avatar mannequin to change your appearance. You also can edit your avatar by clicking "Avatar" on the menu at the top-left of the viewer.



Second Life's default (free) avatars focus on being fashionable and fantastical over professionalism or diversity. You can access the default avatars by selecting "Complete Avatars" on the "Avatar" drop-down menu, or by clicking on the Avatars button on the left side of the screen, marked with an icon of people silhouettes. The window that opens will have multiple options, but "New Avatars" or "Classic" will have the most professionally-appropriate choices.

## Logging On

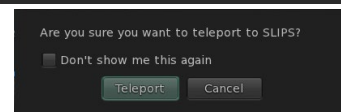
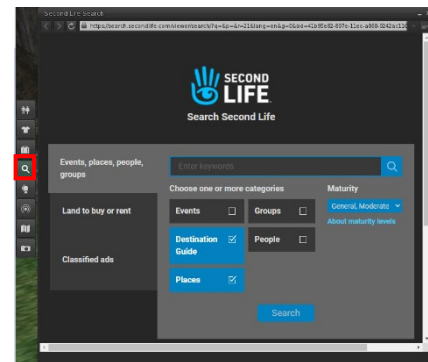
Start the Second Life Viewer and then login to Second Life by entering the username and password you selected when you registered. The first time you log into the Second Life Viewer, you will be taken to the Welcome Island. This will provide you with an orientation to Second Life and can be very useful in learning to navigate and interact.

## Accessing a Second Life URL (SLurl)

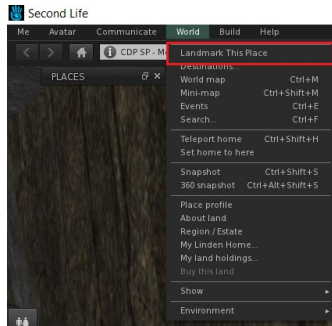


SLurl stands for Second Life URL and is used to navigate around Second Life. The viewer acts similarly to a web browser, so you are able to click links, see your history, or create bookmarks known as landmarks.

You can search for places, activities, or communities by using the search feature in Second Life, accessed by clicking the magnifying glass in the menu on the left. In the search menu, you can get more information by clicking the plus sign. You can visit any place by clicking "teleport."



## Creating a landmark



Creating a landmark allows you to set a virtual “bookmark” so that you can return to that location at a later point. You can create a landmark in a few of ways. First, you can click the star icon next to the SLurl box (highlighted in red above).

Alternatively, you can add a landmark by going to the “World” tab in the menu at the top of your screen and clicking “Landmark This Place.” You can access your landmarks in the “Places” window by clicking the globe icon on the menu on the left of the screen. In the “Visited” tab in “Places,” you can

view a list of places you have visited in the last six months.

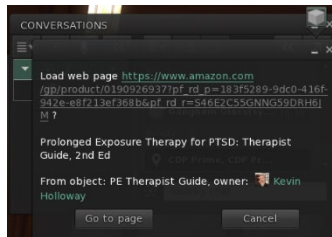
## Useful SLurls

Snoozeum: <https://maps.secondlife.com/secondlife/CDP%20Sleep1/222/150/33>

PTSD Learning Center: <https://maps.secondlife.com/secondlife/CDP%20PTSD1/5/70/34>

SLIPS (Second Life Island for Preventing Suicide):

## Notifications



Notifications will pop-up in the top right-hand corner of the Second Life Viewer.

If you receive an invitation from CDP, Kevin Holloway, or 2b3d Studios, please accept the invitation by clicking “YES.” This allows us to give you tools to improve your experience in Second Life to help you navigate the area.

## Heads Up Display (HUD)

A Heads-Up Display, or HUD as it is commonly referred to, is a tool to access additional features in Second Life. The HUD helps you follow several paths in the museum, including participating in interactive exhibits, enabling closed captions, and finding answers to FAQs. Without the HUD, your experience will be limited to static posters and videos.

The HUD is attached to your screen automatically after you click the HUD distributors. Those are located near exhibit entry points once you click the distributor, the HUD should be appear on the right-hand side of your screen.

Where is the HUD? I can't find it.

The HUD should appear when you click the the ranger standing next to the "Patient Departures" sign at the left side of the museum, or the top of the sign at the end of the ramp for the gun range.



## ORIENTING TO SECOND LIFE

### Walking

There are several options to make your avatar walk in Second Life. First, you can use the arrow keys on your keyboard. The up arrow moves you forward, and the down arrow moves you backward. The left and right arrow allow you to turn (left and right, respectively) while holding down the up or down arrow. If you are not holding down the up or down arrow, then your avatar will simply turn where they are standing. Similarly, you can use the W, S, A, and D keys to walk. These keys act the same as the arrows, with W moving you forward, S backward, A to the left, and D to the right. You may need to click outside of the chat window first so that you walk instead of typing in the chat. Alternatively, you can click to walk by clicking the ground where you would like to go. Your avatar will then walk to that location. If you see a hand instead of an arrow, you will interact with the object instead of walking to it. Try moving your mouse slightly on the ground until you see the mouse arrow. Finally, you can use the "Walk/Run/Fly" control panel (accessible from the button at the bottom of your screen).





## Running

Running functions much the same as walking. To run, double tap the respective key (forward: double tap the up arrow or W; backward: double tap the down arrow or S).

## Camera controls and Changing your view

The "Camera Controls" window (accessible via the toolbar at the bottom of your screen) allows you to change your camera view (raise, lower, or turn your camera perspective) or to change your camera perspective (first world vs. third world perspective).


To switch between third-person and first-person views, press M on your keyboard. First-person view is also known as "Mouse View" in that you can use your mouse to move your perspective camera in this mode.

You can reset your camera view to the default position at any time by pressing "Esc" on your keyboard.

To zoom in and out, you can use the scroll wheel on your mouse. To zoom in, spin your mouse wheel forward. To zoom out, spin your mouse wheel backwards. Alternatively, you can hold "Alt" on your keyboard (your mouse cursor will now be a plus sign) and left click on an object or person to center your view on the object/person, or left-click and hold to zoom in and out by moving your mouse forward and backward respectively.

Hold the "Alt" and "Ctrl" keys (your cursor will be a rectangle) to see all sides of an object. You can change the vantage point of your camera by holding "Ctrl," "Shift," and "Alt" on your keyboard.

## Interacting with objects and people in Second Life

You can get information about nearby objects and people by hovering your mouse over the object and clicking the  icon that appears over the object. Once you click the icon, the object will become outlined and information should appear on your screen. If you click the icon for an avatar, you will see an information box with their avatar name and age in Second Life, a link to their profile and a profile "biography" (if added), voice volume slider specific for that person, and an option to "Add Friend."

### Sit

You can easily sit on any chair or furniture by clicking on the object when your mouse cursor changes to a chair symbol. If you do not see a chair symbol, you can sit by right clicking on the object and choosing "Sit Here." While sitting, you will see a "Stand" button at the bottom-center of your screen, which, when clicked, will direct your avatar to stand up.



## Controlling Inworld Media

### Playing Videos

#### *Why won't the videos play in Second Life for me?*

Playing videos in Second Life requires computers, internet, and Second Life to all operate in sync. We cannot guarantee that workshop videos played within Second Life will display properly for attendees. However, we include links (YouTube, Panopto, etc.) to all videos in the text chat. Clicking the link will open the video in your internet browser. If a video does not play "in world" (in Second Life) for an attendee, it should play properly in the browser window.

#### *I clicked on the video screen and can't go back to looking over my avatar's shoulder. How do I fix this?*

Click the world within the Second Life viewer (floor, wall, etc.), and then press the Esc button on your keyboard. This should return your camera perspective to your avatar. Alternatively, you may need to click the blinking video camera button on the CDP Attendee HUD in the lower right corner of your screen (left-most small button—looks like an old movie camera in profile)

## COMMUNICATING IN SECOND LIFE

### Audio Preferences

We recommend that learners use headphones or a headset for the fullest experience, as the sound quality will be much better than if you use your computer's speakers. If you plug in headphones or a headset *after* you've already opened Second Life, then it might not recognize that you've plugged a device in. Try logging out of Second Life, then logging back in while the headphones/headset are plugged in, and it should reroute the sound appropriately.

Another visitor left their microphone on and it is disruptive. Can I mute them?

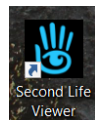
We call this a “hot mic” situation, and everyone has done it before—even our most experienced Second Life instructors! You can increase and decrease the voice volume of a nearby user by hovering the mouse over their avatar, clicking the green (i) icon that appears next to their name, and moving the volume slider to the left or right.

## TROUBLE SHOOTING ISSUES IN SECOND LIFE

I think I've opened Second Life, why can't I get past the install//login screen?

Make sure you have created a Second Life account and downloaded and installed the Second Life Viewer. You run the Second Life Viewer (not the Second Life website) to log-in and access locations like CDP's Virtual Education Center. You can download the Second Life Viewer at <https://secondlife.com/support/downloads/>

You can tell if you've downloaded the Second Life Viewer when this icon appears on your computer's desktop:



Your internet connection, workplace, military base, etc. may be blocking you from installing and running Second Life. Be prepared to try using a home internet connection or a personal computer instead.

My Mac told me that “Second Life Viewer” can't be opened because Apple cannot check it for malicious software. What does that mean and what should I do?

This is a known issue that Mac users may encounter when installing Second Life, and it's common enough that the Second Life Viewer install page includes a link at the bottom for additional support for Mac users. The link below is official documentation from Linden Labs, the company who runs Second Life, and includes multiple options that allow users to run Second Life on Macs.

<https://lindenlab.freshdesk.com/support/solutions/articles/31000157063-troubleshooting-second-life-installation-on-mac-os-x>

## Can I enter the SLIPS Museum on my own?

Yes! You can enter the educational islands whenever you'd like to learn or re-learn the content provided. Our technical support staff usually won't be present to assist you, so please make sure you reach out to us if anything doesn't go according to plan!

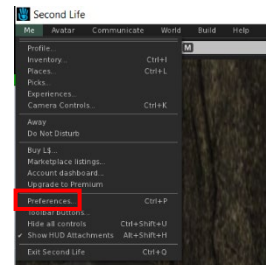
## Why does Second Life keep lagging or logging me out?

There may be issues with the quality and bandwidth of your internet connection. It might help to make sure that your computer is the only device using the internet connection, and to disconnect computers, video games, printers, and other devices that could overwork the connection. Some users may benefit from using a wired internet connection with an ethernet cable instead of a wireless connection. If you're using a workplace internet connection, content blocking may be disconnecting you from Second Life after you log in. Check with your office IT specialists to assist if you suspect content-blocking at your work site.

## What can I do if my computer starts to overheat while running Second Life?

Computers that struggle to run Second Life effectively may produce a lot of heat and noise, which can be distracting. Lowering the graphics settings while inside Second Life can reduce the processing power needed to remain in-world.

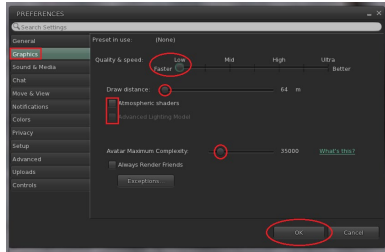
You can access your preferences in two ways. Click "Me" in the upper-left corner of the Second Life screen. In the drop-down menu, find and click "Preferences" to open Second Life's options menu. Alternatively, you can use the keyboard shortcut Ctrl+P (PC) or Cmd+P (Mac). Then, click "Graphics" in the left menu of the Preferences window to open graphics settings, and make changes to any of the options below:



Find "Quality & Speed" and drag the circle to the left, to "Low" and "Faster."

Reduce the "Draw Distance" by clicking and dragging that circle to the left until it says "100 m" or less.

Make sure that the boxes reading "Atmospheric shaders" and "Advanced Lighting Model" are unchecked.



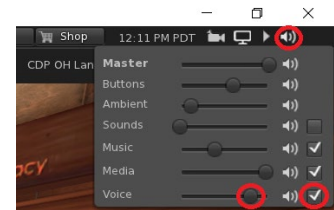
Reduce "Avatar Maximum Complexity" by moving the slider to the left. Some more complex avatars may not be displayed, but you will still be able to interact with these users.

Click "OK" at the bottom of the Preferences window to save your changes.

If your computer continues to produce large amounts of noise and heat after making these changes, we recommend you log out and/or shut down your computer during all 15-minute and 1-hour breaks so that your device isn't running for 8 or more hours straight.

### How do I stop the environmental sounds (river, birds, etc.) from playing?

You can modify sound settings by hovering your mouse over the speaker icon in the upper-right corner of Second Life. Then, find the section labelled "Ambient," and lower the volume. If that doesn't work, lower the volume on the "Sounds" bar as well. This will reduce unwanted noise.



### What should I do if my avatar was teleported somewhere else?

Click anywhere that is not occupied floor, wall, etc.), and then press the Esc button on your keyboard. This might return your camera perspective to your avatar. Alternatively, you may need to click the blinking video camera button on the CDP Attendee HUD in the lower right corner of your screen.

If that doesn't work, try logging out and back into Second Life to reset your location and view settings back to your avatar's location.

## **ADDITIONAL SECOND LIFE RESOURCES**

CDP Virtual Education Center:

<http://maps.secondlife.com/secondlife/CDP%20Prime/126/88/25>

Second Life Community Quickstart Guide:

- <https://community.secondlife.com/knowledgebase/english/second-life-quickstart-r373/>

Second Life Community Knowledge Base:

- Provides user created guides on things like managing your account, changing your avatar's appearance, and quick start guides.
- <https://community.secondlife.com/knowledgebase/english/>
- The getting started guides can be found here:  
[https://community.secondlife.com/search/?type=cms\\_records3&tags=getting%20started&nodes=30&search\\_and\\_or=or](https://community.secondlife.com/search/?type=cms_records3&tags=getting%20started&nodes=30&search_and_or=or)

You can return to the Second Life Welcome Island to access the guidebook:

- <http://maps.secondlife.com/secondlife/Welcome%20Island%202/125/119/21>
- To access the Second Life guidebook, click the guidebook button in the bottom toolbar or "Help" in the menu at the top of the screen and then clicking "Guidebook"

There are many helpful Second Life videos available on YouTube.