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Login
To access the SIMULATIONiQ™ Counseling system:

To allow pop-ups to appear:
   a. From the Tools menu in Internet Explorer, select Pop-up Blocker, and then click Pop-up Blocker Settings.
   b. In the Address of website to allow field, type the SIMULATIONiQ Counseling URL, and then click Add.

2. From the Login screen, type your email address and password and then click the Sign In button. The Home screen appears.
   - Click the Remember Email checkbox to save your email address so that you don’t have to retype it every time you sign in.
   - If you have forgotten your password, click the Forgot Password link. A password will be e-mailed to the email address listed in your user profile.

Student Home Page (Dashboard)
The Student Dashboard:

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Progress Notes</td>
<td>Displays Progress Notes to be written after each client session and then submitted to Faculty for review and approval.</td>
</tr>
<tr>
<td>Assessments</td>
<td>Displays self and peer evaluations to be completed and submitted to Faculty. Click the View Completed Items or View Pending Items link to toggle between pending and completed items.</td>
</tr>
<tr>
<td>Comments</td>
<td>Displays Progress Note and Bookmark comments made by others. An icon with a mouse-over indicates whether the comment is for a video or progress note. Click the drop-down arrow to display All, Real, Role Play or Fake clients.) Click the Move to Completed Items checkbox to mark the Comment as read. Click the View Completed Items or View Pending Items link to toggle between pending and completed items.</td>
</tr>
</tbody>
</table>
You can view items for the past 7 days (default), past 15 days, past 30 days, yesterday or for a specific date range. Click **Make this my default view** to save the selected view.

**IMPORTANT!**

- The Client Name and ID are hidden if the application is accessed from outside of the network.
- Students can still access the following through **Courses > (select course) > My Submissions.**

<table>
<thead>
<tr>
<th>Submission</th>
<th>Submit a document or video for an event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit Form</td>
<td>Submit a form for review</td>
</tr>
<tr>
<td>Peer Evaluation</td>
<td>Review and evaluate an event for another student</td>
</tr>
<tr>
<td>Survey</td>
<td>Complete a survey following an event</td>
</tr>
</tbody>
</table>

- Students can only access course-specific data for courses to which they are assigned. Students who are not part of any course currently being offered cannot log in to SIMULATIONIQ Counseling.

For more information about uploading videos from the Dashboard, see **Upload Video** on page 33.

**Appointments**

The Administrator, Faculty, and Students can reschedule, cancel or mark the client as a no show directly from the Dashboard Appointments area.

= indicates that this is a Group Client.

**IMPORTANT!**

- Students can only view their own appointments.
### My Profile

<table>
<thead>
<tr>
<th>Click My Profile to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>· Update your user profile</td>
</tr>
<tr>
<td>· Change your password</td>
</tr>
</tbody>
</table>

To change your password:
1. Click the **My Profile** button. The **Edit Profile** screen appears.
2. In the **Password** field, delete the existing password and then type a new password.
3. In the **Confirm Password** field, retype your password to confirm that it is correct.
4. Click **Save**.

**Note:** All newly created passwords must include a minimum of eight characters, a number, a special character and a capital letter.

---

### Password Change

To change your password:
1. Click the **My Profile** button. The **Edit Profile** screen appears.
2. In the **Password** field, delete the existing password and then type a new password.
3. In the **Confirm Password** field, retype your password to confirm that it is correct.
4. Click **Save**.

**Note:** All newly created passwords must include a minimum of eight characters, a number, a special character and a capital letter.

---

### Password Reset

The **Password Reset** page appears after three unsuccessful login attempts. It includes options to receive a Password Reset Key via email and enter the reset key, or go back to the Login screen.
Courses

Course Tab

Use the Courses screen to search for and view courses to which you are assigned. Click any column heading to sort in ascending or descending order. **Note:** Only Administrators and Faculty can create courses.

1. From the Home page, click the Course button. The Courses screen appears.

![Courses Screen](image)

2. Click the Course Name to view the course. The Course tab appears.

![Course Tab](image)
Course Materials Tab

Use the Course Materials tab to view documents and videos assigned to the course. **Note:** Only the Administrator or Faculty member assigned to the course can add course materials.

**Course Name: ADVANCED COUNSELING**

Click on the name of a document or video to view from “Documents” or “Videos” tab.

To preview course materials, click the name of the file in the Name column.

To download the file, click the Download icon.
### Forms Tab

Use the **Forms** tab to:

- View a list of forms assigned to this course
- Complete and submit forms
- Preview and print forms
- Upload forms that have been printed, completed, and scanned
- View form assignment history

#### Course Name: ADVANCED COUNSELING

<table>
<thead>
<tr>
<th>Course</th>
<th>Course Materials</th>
<th>Forms</th>
<th>Shared Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### To view a list of forms assigned to this course:
1. Click **Add**. The list of forms assigned to this course appears.
2. Click the checkbox next to the form you wish to complete and then click **Add**.

#### To complete and submit a form:
1. From the **Forms** list, click the form you wish to complete. The Form appears.
2. From the **Body Section**, complete the form. 
   **Note:** Pre-defined forms cannot be edited.
   - Use the formatting toolbar as needed.
   - Click to view the Property Section, which shows the person who assigned the form, the date it was assigned, the form status, due date, and instructions for completing the form.
3. Click **Save** to save changes to the form. 
   **Note:** To preview the form, click **Print Preview**.
4. Click **Submit** to submit the form for review.

#### To upload forms that have been printed, completed, and scanned:
1. Click **Upload**. The Upload Form Assignment screen appears.
2. Click the **Browse** button to locate the file you wish to upload.
3. In the **Initial** button, type your initials.
4. In the **Comment** field, add a comment if applicable.
5. Click **Save**.

#### To view the form assignment history:
1. Click to expand the **Forms** section and view the **Status**, **Due Date**, **Assigned by** and **Assigned Date** fields.
Shared Materials Tab

Use the Shared Materials tab to view documents and/or videos that either the student or faculty member assigned to supervise the student has marked as Public if this Event Type is marked as a Shared Event. **Note:** Materials can only be marked as public if the Event Type as Public. Otherwise the Public checkbox will not appear.

**To share materials (for Public Event Types only):**
1. From the Dashboard, select the Submission from your To Do List. The **Student Work Area** tab appears.

![Image of Student Work Area tab]

2. To mark the submission as Public, click the Public checkbox in the Documents/Videos section.

**To view shared materials (for Public Event Types only):**
1. Click Courses and select the Course. The **Course Definition** tab appears.

![Image of Course Definition tab]

2. Click the Shared Materials tab and then click the shared material. The **Student Work Area** screen appears.

3. From the Documents/Videos section, click the name of the document to view it, or click the Download icon to download the shared document or video.
My Submissions
Student Work Area: Create and Complete a Submission

To complete a submission:

Click Courses, select the desired course, click My Submissions and then click the item from the To-Do List

The Student Work Area screen appears.

Upload a document or video for this Event

1. In the Documents/Videos section, click New. Select the document or video you wish to upload and then click Open. The document or video appears in this section. For more information on uploading documents and videos from a Mac, see Uploading Documents and Videos via Mac on page 33.

2. To share the materials with anyone assigned to the course, click the Public checkbox. The document or video appears on the Shared Materials tab (See Shared Materials Tab on page 9). Note: Materials can only be marked as public if the Administrator or Faculty member has marked the Event Type as Public. Otherwise the Public checkbox will not appear.
Forms for the Event

**Note:** When creating a new event, you must save the event first before you can add forms.

1. Click **Courses**, select the desired course, click **My Submissions** and then click the item from the **To-Do List**.
2. Click **Forms** and then click **Add**. The list of forms assigned to this event appears.
3. Click the checkbox next to the form you wish to complete and then click **Add**.
4. From the **Forms** area, click the form you wish to complete.
5. From the **Body Section**, complete the form.
6. Click **Save** to save changes to the form.
7. Click **Submit** to submit the form for review.
Review Materials


2. To view materials, click **Download**. The **Upload Document/Video** screen appears.

3. Click **Browse** to select the document or video you wish to upload and then click **Open**. The document or video appears.

Site Supervisor Work Area

View-only if the creator of the event indicated this area should be visible.

Standard Evaluation

View-only if the creator of the event indicated this area should be visible.
Checklist Evaluation

<table>
<thead>
<tr>
<th>Checklist Name</th>
<th>Type</th>
<th>Passing Criteria</th>
<th>Score Type</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checklist 200</td>
<td>Faculty Evaluation; Self Evaluation</td>
<td>0</td>
<td>Grading</td>
<td></td>
</tr>
<tr>
<td>Child Counseling</td>
<td>Faculty Evaluation; Peer Evaluation; Self Evaluation</td>
<td>0</td>
<td>Grading</td>
<td></td>
</tr>
<tr>
<td>Marriage, Couple, Family, and Relationship Counseling</td>
<td>Faculty Evaluation; Peer Evaluation; Self Evaluation</td>
<td>0</td>
<td>Grading</td>
<td></td>
</tr>
<tr>
<td>test Checklist</td>
<td>Faculty Evaluation; Peer Evaluation; Self Evaluation</td>
<td>0</td>
<td>Grading</td>
<td></td>
</tr>
</tbody>
</table>

Appears if a self-evaluation is required for this event. For more information about completing an evaluation, see Evaluations on page 28.

Submit an Assignment

Once your submission is complete:

1. Click the Student Work Area tab.
2. Click Save, and then click the Submit video(s)/document(s) to faculty for evaluation checkbox.
3. Click Submit to Faculty. Your submission appears on the Dashboard(s) of the Evaluator(s) assigned to evaluate this event.

View all Submissions for this Course

The My Submissions tab displays all events in your To-Do List and Completed Items, and includes a search capability. Click any Completed Item to view more information.

Resubmitting Items

If an Evaluator marks a submission as Incomplete on the Standard Evaluation, the Submission will appear on your My Submissions list re-submit.
Use the Schedule screen to view the calendar for room scheduling, see events you are scheduled for, or add, edit or delete appointments on your calendar. Administrators and Faculty can view all events, but students can only view their own events—all other booked time slots will just appear as “Booked.” You can filter events by date, course, and room. Note: You cannot schedule appointments prior to the current date and time.

**IMPORTANT!**
- Students can only view their own appointments.

To schedule an appointment:
1. Click the desired date on the calendar and then double-click the desired time in the schedule OR click **New Schedule**. The Appointment screen appears.

1. Complete the fields to create the appointment and then click **Schedule**. The Appointment appears on the calendar. The Student will also receive an email notification of the appointment.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course*</td>
<td>Click the drop-down arrow to select the course.</td>
</tr>
<tr>
<td>Event*</td>
<td>Click the drop-down arrow to select an event.</td>
</tr>
<tr>
<td>Student*</td>
<td>Click the drop-down arrow to select the Student. Note:</td>
</tr>
</tbody>
</table>
The number of clients assigned to each student appear next to each student's name. You can create an appointment for multiple students. If more than one student is assigned to the appointment, the student name will appear as **Group Event** instead.

| Client* | Click the checkbox next to the name of the Client to assign to the Student for this appointment. Or type a keyword in the field and then click **Filter Clients** to search for a specific client. |
| Appointment Date* | Click the drop-down arrow to select the date and start and end times of the appointment. |

**Show Availability**

Click the **Show Availability** link when creating a new or rescheduling an existing appointment to show available rooms for the selected date. **Green** shading shows an available time slot; **red** time slots are unavailable. Click an available time slot to select it.

**Venue**

- Click the **Show Availability** link to view available rooms for the selected date.
- Administrators and Assistants can add a **Venue** outside of the organization for appointments.

**Schedule**

Click **Schedule** to schedule the event and close this window.

**Close**

Click **Close** to close the window without scheduling the appointment.

### Create recurring appointments (optional)

Create recurring appointments when creating a new appointment or rescheduling existing appointments.

### Calendar Grid View
The **Grid View** button:

- Enables you to toggle to more information about scheduled client appointments for today, tomorrow, or for a specific date or date range.

- Makes content accessible for people with disabilities as well as for those who need to access the application on laptops, phones, tablets and desktops with a keyboard only (no mouse). *Per Web Content Accessibility Guidelines (WCAG) 2.0 compliance standards.*

**IMPORTANT!**

- Cancelled appointments do not appear on the Calendar View but always appear in Grid View.
- Students can only view their own appointments.

- View appointments for **Today, Tomorrow**, or for a **specific date** or date range to display Scheduling information faster.

- The recurring session icon and mouse-over indicate when the session repeats and how many sessions there are in the series. The date displayed for the recurring session is the date of the next appointment in the series.

- **Click New Schedule** to create a new appointment.

- **Click the Print Schedule** button to print the grid view of the calendar. Select Today, Tomorrow, or for a specific date or date range.

- **The Contact** icons appear based on the client’s preferred method of contact:

  - 📞 = Indicate that the client was called and you left a message. Add Comments as needed. Click **Add** to add this to the Communication Log in the Client’s file.
- = Click to view the date and time when the client was called and any comments indicated.
- = Mouse-over to view the client’s email address.

- The Appointment Status column to indicate if the Client arrived: **On Time, Late, No Show, Reschedule** or **Cancel**. You can Reschedule or Cancel the current session or all session in a series if this is a recurring session. All appointment statuses are updated in the Communication Log in the Client's file.

**Edit Appointment**

![Appointment Editing Interface]

Click **Scheduling** and then click the desired appointment you wish to:
- Reschedule
- Cancel
- Mark a participant as a No Show for the appointment

You must add a reason that the appointment was rescheduled, cancelled or the reason for the No Show.

**Schedule a Group Event**

Complete the following steps to create a **Group Event** and select multiple students so ALL selected students can view and evaluate the SAME recorded video.
1. **Schedule a Group Event in the Video Recording application (or web)**

An **Administrator or Faculty member** can schedule a Group Event in either the web or Video Recording application. To schedule a Group Event in the Video Recording application, complete the following steps:

1. Click the date in the calendar and then double-click on the desired time to schedule an event. The schedule is divided into 15-minute intervals. **Note:** The start date and time default in the Event box and can be edited.

2. Complete the following fields:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Start Time</td>
<td>Click the drop-down arrows to select the <strong>Start Date</strong> and <strong>Time</strong> for this event.</td>
</tr>
<tr>
<td>Event End Time</td>
<td>Click the drop-down arrows to select the <strong>End Date</strong> and <strong>Time</strong> for this event.</td>
</tr>
<tr>
<td>Select Course*</td>
<td>Click the drop-down arrow to select the <strong>Course</strong> this event applies to or click <strong>Search</strong> to search by keywords.</td>
</tr>
<tr>
<td>Event Name or Create New Event*</td>
<td>• To select an <strong>existing event</strong>, click the drop-down arrow in the <strong>Event Name</strong> field or click <strong>Search</strong> to search by keywords.</td>
</tr>
<tr>
<td></td>
<td>• To create a <strong>new event</strong>, click <strong>New Event</strong> and then type the name of the new event.</td>
</tr>
<tr>
<td>Student(s)*</td>
<td>To create a Group Event, click the checkboxes next to multiple student names or click <strong>Search</strong> to search by keywords.</td>
</tr>
<tr>
<td></td>
<td><strong>IMPORTANT!</strong> Students must be assigned to the selected course in order to log in to the system. In the Counseling web application, see <strong>Courses &gt; Students tab</strong> for this course.</td>
</tr>
<tr>
<td>Faculty</td>
<td>(Administrator and Faculty only) Click the drop-down arrow to select a faculty member for this event. <strong>Note:</strong> Faculty must be assigned to the selected course. In the Counseling web application, see <strong>Courses &gt; Faculty tab</strong> for this course.</td>
</tr>
<tr>
<td>Client(s)</td>
<td>Click the checkbox next to the name of the Client(s) to assign for this appointment or click <strong>Search</strong> to search by keywords.</td>
</tr>
</tbody>
</table>
Save

Click **Save** to save the event to the calendar.

---

2. **Record the Group Event in the Video Recording application**

1. From the Calendar, double-click the scheduled Group Event. **Note:** *If an event has expired, you must create a new event before starting the recording.*

2. Click **Next** to proceed with the recording. The **Start Recording** screen appears.

3. Record the Group Event.
3. Search for the Video in the web application

Students assigned to the Group Event search for the video in the web application, select the video, and then complete the evaluation checklist.

1. In the web application, click **Videos** to search for the Group Event video.
2. Click the Group Event video from the grid. The Student Work Area appears.

3. Click the **Checklist Evaluation** tab and then click the **Evaluate** icon. The Checklist and the Video appear.

4. Click the link under **Documents/Videos** to playback the recording.

**Note**: Once you select a video, an acknowledgement checkbox appears to remind you to close the video when finished viewing to avoid HIPAA violations.
IMPORTANT!

Video Playback: Adobe Flash Player
You must have Adobe Flash Player installed to for 3GP video playback. Click here to install for free: http://get.adobe.com/flashplayer/

Viewing Windows Media files on a Mac
As we continue to look for an alternative to the Flip4Mac plug-in, users that are not utilizing 3GP DVRs are required to purchase the Flip4Mac plug-in to view playback videos on a Mac.

To install the Flip Player plugin (now available for purchase), click the following link: http://www.telestream.net/flip4mac/overview.htm

Firefox is the recommended Internet Browser for Mac OS X. Google Chrome on Mac is only supported up to version 41.

4. Bookmark the Video

Use Bookmarks to mark the video at a desired location. Bookmarks allow for quick location and review of important events that take place within the recording and are available to anyone reviewing the video in the future.

- Multiple users can add bookmarks to a video. Only the user that created the bookmark can edit or delete it.
- Click the drop-down arrow to display all bookmarks or filter bookmarks by user.
- The grid shows which user bookmarked the video (such as for a team session).
5. Complete the Evaluation Checklist

To evaluate the Event with the evaluation checklist:

1. For multiple choice questions, click the appropriate checkbox for each question based on the evaluation scale. **Note:** Click the Evaluation Scale link to view how the evaluation scale is defined.

2. For text responses, type your response in the text box.

3. In the Comments field, click the drop-down arrow to add more feedback as needed.

4. To add an overall comment on the evaluation, click Overall Comment.
   - Click Submit once the evaluation is complete.

6. Mark the Evaluation as complete

   1. Click the Student Work Area tab.
   2. Click the Submit video(s)/document(s) to faculty for evaluation checkbox.
   3. Click the Submit to Faculty checkbox. The Submission appears on the Faculty member’s Dashboard in the To Do List.
Progress Notes

1. Schedule session with Client

Students can write Progress Notes after each client session (Individual or Group) and then submit to Faculty for review and approval.

IMPORTANT! Begin by scheduling a session to enable the ability to create a Progress Note

1. Click Scheduling. See Scheduling on page 14 to schedule the appointment and assign clients. Once the session is scheduled, click Progress Notes to complete the Progress Note (see below).

IMPORTANT! Remember to click the Group Clients tab to complete the Progress Note for a Group Client.

2. Student completes the Progress Note and submits to Faculty for approval

Select the Progress Note from the Dashboard

OR

Search for a Client:

To ‘Start New Progress Note’ or ‘Edit Existing Progress Notes’, please Select the client from the list of all your clients by Clicking the row.

Individual Client Progress Notes

1. Click Progress Notes and then click the Individual tab.
2. Use the following information to complete an Individual Progress Note:

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profile</td>
<td>Client’s user profile.</td>
</tr>
<tr>
<td>Client Information</td>
<td>Client’s demographic information.</td>
</tr>
<tr>
<td>Reason for Visit</td>
<td>Client’s reason for visit, availability, and visit history.</td>
</tr>
<tr>
<td>Health Status</td>
<td>Client’s medical conditions, medications, family structure.</td>
</tr>
</tbody>
</table>

**Progress Notes**

**Progress Note Status**

- Start New Progress Note
- Draft Saved
- Submitted
- Approved

Use this tab to:

- Create new and update progress notes only for assigned clients.
- View History of Progress Notes (approved only) only for assigned clients.
- Add Comments (per section and overall) about Progress Notes.
- Upload/playback video of session. Videos will be removed at the end of the semester.
- Submit to Faculty for approval.
- Edit Progress Notes based on comments by Faculty and resubmit.

**Note:** Faculty and Students can open the Comments after the Progress Note is approved.

**Upload Video**

Click to upload a video recording of the session.

**Client History**

Displays the Client’s appointment history.

**Progress Note**

1. Compete each tab for either the:
   - **Subjective, Objective, Assessment and Plan** (SOAP Note)
   - **Data, Assessment and Plan** (DAP Note) depending on what type the Faculty member selected for the course.

2. Click Save.

**Include a comment for this section**

Click this link to include a comment for each section.
3. Complete the Progress Note and then click **Submit for Approval**. The Progress Note appears as a To Do List item on the Faculty member’s Dashboard to review and approve.

**Note:** If an Event was created, the Progress Note tab also appears on the Student Submission screen to complete and submit the Progress Note as shown below.

### Group Client Progress Notes

Select the Progress Note from the Dashboard

**OR**

Click **Progress Notes** and then click the **Group Clients** tab. The **Group Clients tab** differentiates Group Client Progress Notes from Individual clients.
1. To complete an individual client assessment (Progress Note) for each client within a Group, click the **Show Details for all Clients** link or click the **Show Details** link next to each client name.

2. Select either a DAP or SOAP progress note format for the **Overall Group Impression** for Group Progress Notes.

3. Accept the e-signature terms of agreement and then click **Submit for Approval** to submit the Group Progress Notes to Faculty.
3. Faculty reviews and approves the Progress Note or returns to the Student to resubmit

<table>
<thead>
<tr>
<th>The Faculty member either:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Reviews and approves the Progress Note. <strong>Note:</strong> No edits are allowed while the Progress Notes are being reviewed. Once approved, the Progress Note appears on your Dashboard in the Completed Items area.</td>
</tr>
<tr>
<td>• Sends the Progress Note back to you for revision based on Student/Faculty comments in the Progress Note.</td>
</tr>
</tbody>
</table>

**Note:** Faculty can lock and unlock the ability for Students and Faculty to add Comments after the Progress Note is approved.
**Evaluation**

**Peer Evaluations**

Use the Evaluation screen to assign events to other students (peers) to evaluate.

**To assign a peer evaluation:**

5. Click **Evaluations > Assign Peer Evaluations**. The **Assign Peer Evaluation** screen appears.

6. Select the **Course** and **Event** and then click **OK**.

7. In the **Checklist** field, click the drop-down arrow to select the peer evaluation checklist.

8. Click **Search** to select another student to evaluate this event. **Note:** You must assign a checklist and a peer.

9. Click **Save** to assign the peer evaluation to the selected student. The Peer Evaluation appears on the Dashboard To Do List for the selected student.

**To complete a peer evaluation:**

Click **Evaluations**, click the **Show Pending Evaluations** checkbox, and then click **Search**. From the Action drop-down, click **View** to complete the Peer Evaluation. For more information about completing an evaluation, see **Evaluations** on page 28.
Self Evaluations

Use the Evaluation screen to submit a self evaluation.

To complete a self evaluation:

1. Click **Evaluations > Submit Self Evaluation**. The **Evaluation** screen appears.

2. Select the **Course**, **Checklist**, **Submission** and **Student** and then click **OK**.

3. The evaluation appears. Complete the evaluation and then click **Submit**.
To playback the recording on Evaluations:
Click the link under Documents and Videos. The document or video appears. Use the video controls as detailed below.

Note: An acknowledgement screen appears to remind you to close the video when finished viewing to avoid HIPAA violations. Click the checkbox and then click Continue.

<table>
<thead>
<tr>
<th>Video controls</th>
<th>Audio Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play</td>
<td>To increase or decrease the volume settings:</td>
</tr>
<tr>
<td></td>
<td>• Move the volume slider to set the desired volume, OR</td>
</tr>
<tr>
<td>Stop</td>
<td>• Go to Control Panel &gt; Sounds &gt; right-click on Speakers &gt; Properties &gt; click Levels tab &gt; move the slider to set the desired volume.</td>
</tr>
<tr>
<td>Pause</td>
<td></td>
</tr>
<tr>
<td>Volume</td>
<td></td>
</tr>
<tr>
<td>Full Screen</td>
<td></td>
</tr>
<tr>
<td>Exit Full Screen</td>
<td></td>
</tr>
<tr>
<td>Time Elapsed</td>
<td></td>
</tr>
<tr>
<td>Time Remaining</td>
<td></td>
</tr>
</tbody>
</table>

The application will be running through out the video playback. So, please make sure to close the video before leaving your work station.

I acknowledge and agree that it is my responsibility to close the video if and when I will not be watching. If I fail to do so, I would be in violation of HIPAA rules and regulations and would bear all penalties allowed by the law.

Continued...
Use **Bookmarks** to mark the video at a desired location. Bookmarks allow for quick location and review of important events that take place within the recording and are available to anyone reviewing the video in the future.

- Multiple users can add bookmarks to a video. Only the user that created the bookmark can edit or delete it.
- Click the drop-down arrow to display all bookmarks or filter bookmarks by user.
- The grid shows which user bookmarked the video (such as for a team session).

**To complete the checklist:**

1. For multiple choice questions, click the appropriate checkbox for each question based on the evaluation scale. *Note*: Click the **Evaluation Scale** link to view how the evaluation scale is defined.

2. For text responses, type your response in the text box.
   
   1. In the **Comments** field, click the drop-down arrow to add more feedback as needed.
   2. Click **Submit** once the evaluation is complete.

3. To add an overall comment on the evaluation, click **Overall Comment**.

**To submit the video(s)/document(s) for evaluation:**

1. Click the **Student Work Area** tab.
2. Click the **Submit video(s)/documents(s) to faculty for evaluation** checkbox.
3. Click **Submit to Faculty**.
Click Videos to search for videos (both from the Video Recording application and those uploaded to SIMULATIONiQ Counseling.)

1. Click Videos. The Videos search screen appears.
2. Type the search criteria to search for videos and then click Search. The videos that meet your search criteria appear in the grid.

Note: Once you select a video, an acknowledgement checkbox appears to remind you to close the video when finished viewing to avoid HIPAA violations.

IMPORTANT!

Video Playback: Adobe Flash Player
You must have Adobe Flash Player installed to for 3GP video playback. Click here to install for free: http://get.adobe.com/flashplayer/

Viewing Windows Media files on a Mac
As we continue to look for an alternative to the Flip4Mac plug-in, users that are not utilizing 3GP DVRs are required to purchase the Flip4Mac plug-in to view playback videos on a Mac.

To install the Flip Player plugin (now available for purchase), click the following link: http://www.telestream.net/flip4mac/overview.htm

Firefox is the recommended Internet Browser for Mac OS X. Google Chrome on Mac is only supported up to version 41.
The Administrator, Faculty and Students can upload videos from the Dashboard (Home screen) quickly. Administrators and Faculty can upload videos on behalf of Students and attribute videos to specific events.

- Administrators and Faculty can upload videos on a student’s behalf and the video appears on the Student’s To Do List.
- Students can upload videos and then submit to faculty immediately for evaluation.

**IMPORTANT!**

**Video Playback: Adobe Flash Player**
You must have Adobe Flash Player installed to for 3GP video playback. Click here to install for free: http://get.adobe.com/flashplayer/

**Viewing Windows Media files on a Mac**
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Firefox is the recommended Internet Browser for Mac OS X. Google Chrome on Mac is only supported up to version 41.

**To upload video:**

1. From the Dashboard, click **Upload Video**. Upload (optional) a signed audio-visual consent form from the client with the uploaded video.
If a signed consent form is available, click Browse to upload the form (optional). The signed client consent form appears in Manage Clients > Search Clients > (client profile) > Documents tab.

Note: If a signed consent form is not available, then the user must click the checkbox to agree to the terms to avoid HIPAA violations.

2. Click Browse to upload videos.

Note: Administrator and Faculty can upload videos on behalf of Students and attribute videos to specific events.

3. Associate the video to a Course, Event, Student, and Client, as well as indicate the video date and time. Note: Students can only index videos to themselves and can only view the names of clients to which they are assigned.
4. Submit to Faculty

☐ Submit to faculty after upload

4. Click the checkbox to submit the uploaded video to the Faculty member once you click **Upload**.

Please wait for the virus scanning...

5. The progress of the upload and virus scan appears once the user clicks **Upload**.

6. A confirmation message appears when the video has been uploaded successfully.

7. A message appears if the upload fails because the file may contain a virus.
8. Displayed and played back .wmv video files immediately after upload. Click **Finish** to continue.

9. A message appears if your video needs to be converted to .wmv format. If the file cannot be converted to .wmv, it will be removed from SIMULATIONiQ Counseling and the user who attempted to upload the video will receive an email that the file failed to convert.
Manage Clients

Manage Clients > Search Clients enables you to:
- Search for Individual and Group Clients that you are assigned to
- Schedule appointments
- Create Treatment Plans
- Create Progress Notes

**IMPORTANT!** The icons in the Treatment Plan and Progress Note columns indicate:
- Black = New
- Orange = In Progress
- Green = Approved

<table>
<thead>
<tr>
<th>Field/Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Status</td>
<td>Search for Active, Inactive, or All Individual Clients.</td>
</tr>
<tr>
<td>Client Type</td>
<td>Search for clients by Real, Role Play or Demo clients</td>
</tr>
<tr>
<td>Status</td>
<td>Icon and mouse-over indicates the type of client (Real, Role Play, Demo)</td>
</tr>
<tr>
<td>Client ID</td>
<td>Displays either user-defined or system-generated ID that was created when the client was added to the system.</td>
</tr>
<tr>
<td>No Show</td>
<td>Indicates the number of appointments for which the client was marked a No Show.</td>
</tr>
<tr>
<td>Schedule</td>
<td>Schedule clients directly from the Search Clients screen. Click the icon next to the desired client to create an appointment.</td>
</tr>
<tr>
<td>Treatment Plans</td>
<td>Create client Treatment Plans from the Search Clients screen.</td>
</tr>
<tr>
<td>Progress Notes (if available)</td>
<td>View client Progress Notes (if available) directly from the Search Clients screen.</td>
</tr>
</tbody>
</table>
Intake Outline

The client intake form indicates:

- Presenting problem
- Family of origin/history and functioning
- History of mental health diagnosis in family
- Current family structure/history and functioning

Treatment Plan

Create treatment plans to indicate the client’s:

- Diagnostic Summary
- DSM-IV and V Diagnosis Codes with accompanying evidence
- Goals, Objectives and Interventions with completion checkboxes to show treatment progress
• Add Digital Signatures for the Client and Student

**IMPORTANT!** Treatment Plans are only visible to the Student or Faculty member who created them.

### Communication Log

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>User Name</th>
<th>Intake Method</th>
<th>Appointment Status</th>
<th>Reason/Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/5/2015 9:42:49 AM</td>
<td>Kulkarni, Deepak</td>
<td>Web Schedule</td>
<td>Active</td>
<td>New Schedule</td>
</tr>
<tr>
<td>4/23/2015 3:30:44 PM</td>
<td>Kulkarni, Deepak</td>
<td>Web Schedule</td>
<td>Active</td>
<td>New Schedule</td>
</tr>
<tr>
<td>4/22/2015 1:23:21 PM</td>
<td>Kulkarni, Deepak</td>
<td>Web Schedule</td>
<td>Active</td>
<td>New Recurrence Schedule - Occurs every 12 day(s) effective from 4/21/2015 for 10 occurrence(s).</td>
</tr>
<tr>
<td>4/21/2015 10:35:30 AM</td>
<td>Kulkarni, Deepak</td>
<td>Web Schedule</td>
<td>Active</td>
<td>New Schedule</td>
</tr>
</tbody>
</table>

Displayed all Scheduling updates in the Communication Log in the Client’s file.
Uploading Documents and Videos via Mac

In order to upload documents and videos to the following areas from a Mac, please complete the steps below:

- Administrators and Faculty to upload documents and videos to Courses > Course Materials
- Students to upload documents and videos for a Submission

To set Safari 7 to allow the Silverlight plug-in to run specifically to support CTI Navigator Web functions:

1. Open CTI Navigator Web in Safari.
2. In the top left of the Desktop, next to the Apple icon, click Safari.
3. Under Safari, select Preferences.
5. Click on the Manage Website Settings button.
6. Click on Silverlight in the list of available plug-ins on the left.
7. On the right, select the CTI Navigator website for your MLS/
8. Click Allow (Not “Ask”) to run the most current version of Silverlight; or
   - Click Allow Always to always run Silverlight (even if not latest version); or
   - Click Run in Unsafe Mode to give Silverlight unrestricted access to computer resources.
   - Select Allow beside When visiting Other sites only if you intend for all website to use the selected plug-in (which is not typically necessary).
9. Click Done.

Application Version: June 2015