

Getting Help with SimsUshare

There are several options for getting program and other help from SimsUshare.

Customer/Technical Support & Sales

By telephone: +1.215.627.8146

By email: support@simsushare.com

By web: go to <https://simsushare.com> and chat with us (bottom right corner) or send us a message through the chat or Contact page.

Hours: Support is available Monday-Friday, 9am – 5pm Eastern Time. However, often our support staff is available outside these hours, so please do not hesitate to reach out to us by phone for the most immediate assistance.

To get self-service help with using SimsUshare, we suggest you visit our Help page, at

<https://simsushare.com/help>



may I help you?



On the Help page you will find:

- **Quick Start Guides:** a selection of printed guides, typically 1 page, for common operations.
- **SimsUshare Academy:** free, self-paced online classes for learning to use SimsUshare. The classes are arranged in three levels: Foundation, Intermediate, and Advanced.
- **Individual Tutorial Videos:** various short videos, from about 3 minutes to 10 minutes, aimed at specific topics.
- **Printed Documentation:** a full manual you can print or navigate through your browser.
- **FAQ: Frequently-Asked Questions:** a set of questions we receive most frequently.

You may also want to browse our YouTube channel for all of our instructional videos:

<https://www.youtube.com/user/SimsUshare>



Creating a Single-View, Single Element Simulation

Open SimsUshare and verify that NEW / EDIT / PLAY all have BLUE backgrounds (app is licensed). Press NEW. If NEW is greyed out, talk with your administrator or contact SimsUshare.

Type in a name for the simulation, then either take picture with your camera (iOS and Android), or choose a photo from your Camera Roll or Disk.

Press the plus (+) key to add an effect. You will see a first-level menu with types of effects, then click on “All Smoke” (for example), and the “Turbulent” to add a Turbulent Smoke effect.

When the smoke appears (after a brief purple flash), press on the smoke to edit it (move it and change its characteristics).

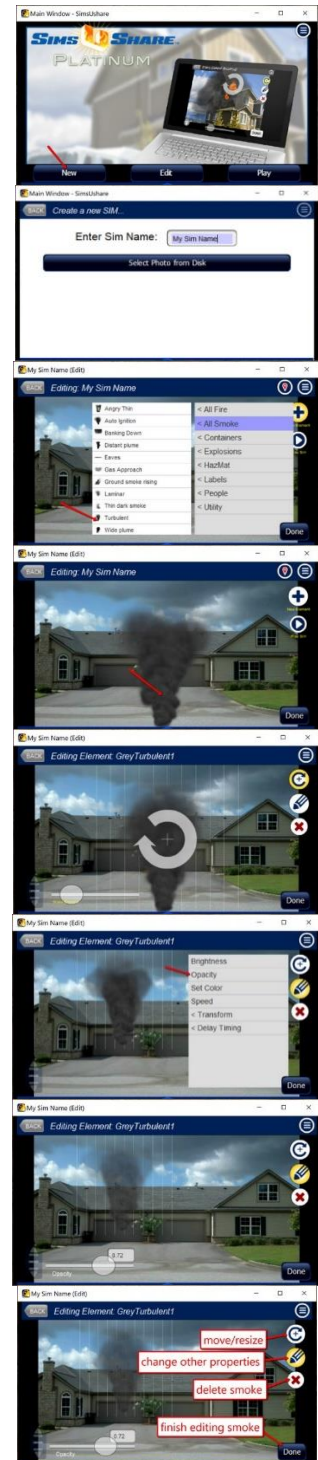
When you first press on the smoke, SimsUshare allows you to move it by pressing on its center and dragging your finger or mouse. The slider in the bottom right increases or decreases the size. Pressing and rotating the circular arrow rotates the effect.

To change a characteristic such as opacity, brightness (between black and white), speed, timing, etc., press on the pencil button and select the characteristic to change.

Once you select it, such as opacity, a slider typically appears which you can change to modify the characteristic. Some characteristics use a slider, some a switch, but it should be obvious at this point how to change that value.

You can press the move/resize button, pencil, or X (delete) to continue changing other characteristics or delete this effect. When you are finished editing this effect, press the DONE button.

Your simulations and edits are saved automatically—there is no SAVE or SAVE AS... needed. When you are finished creating or editing a sim, you can press the (>) button to view it, or return to the main screen and press PLAY, then choose the sim name of the sim you want to play.



Adding More Elements to Your View

If you are not already in the Edit mode for your simulation, click EDIT from the main screen or choose the simulation from the list of simulations and press the EDIT button.

If you want to add a new element, press the plus (+) key and choose the element you want from the menu. If you want to edit an existing element, press on that element, and it will go into edit mode for that element. If you already have a couple of elements on the screen and need to select an element that is visually beneath an element, press the SELECTION ROTATOR (see picture on the right) to cycle through all the elements on the screen until the one you want to edit is highlighted—then press on that element.

When you have selected an element, the topmost area will change to give the element name, such as “Editing Element: GreyTurbulent1”. You start in the mode in which you can move the element by pressing its center and moving your mouse or finger. Resize the element by using the cursor in the bottom left, or rotate by pressing and rotating the circular arrow over the effect.

You can press the move/resize button, pencil, or X (delete) to continue changing other characteristics or delete this effect. When you are finished editing this effect, press the DONE button.

If you want to move this element visually above other elements (towards you) or behind other elements (away from you), use the up and down arrows in the bottom left corner. When the effect has reached the top (closest), the arrow will grey out (as illustrated), similarly, when the effect has reached the bottom (farthest away).

When you are finished editing the effect, press the DONE button. When you are finished editing the simulation, press the DONE button again. If you want to test your simulation, press the PLAY (>) button, then when you press the BACK button, you will return to the Edit mode.



Playing Simulations

To play/view a simulation, choose “PLAY” from the main screen, or use the > button (“Play Sim”) during editing.

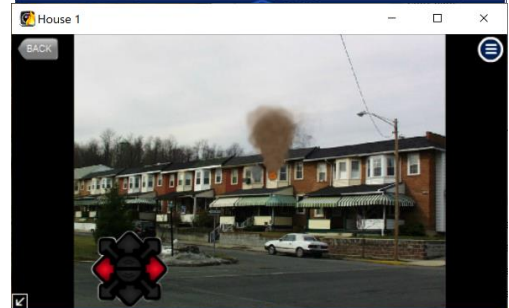
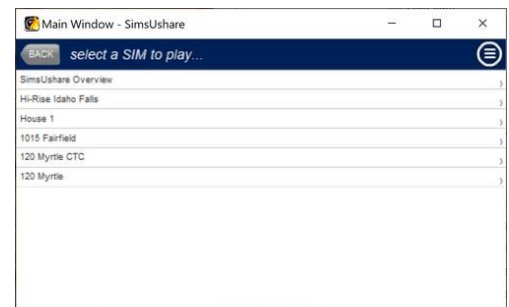
Note: as you add more locations/views, you will see that the PLAY (>) button always shows you the current view you are editing. However, when you play the simulation from the main screen, it will show you the simulation starting from the first view/slide. It is possible to change which slide/view is shown first.

From the list of sims, press the sim you want to play. If there are many sims available and the list reaches the bottom of the screen, you can scroll the list by pressing and dragging the list upwards to reveal more simulations (if there are).

When playing a sim, you will see the BACK button on the top left, and the menu button in the top right. If you want to hide the buttons, for more realism, click on the menu button and choose “Hide Menu”. The menu and BACK button will go transparent but will still be there for you to press to return to the last screen or show the menu.

If you see the arrow cluster in the bottom left corner, you can click on any red arrow. Clicking/pressing on the tiny icon in the bottom left corner will hide the arrow cluster.

When you are finished playing the simulation, press the BACK button or press the LEFT arrow key on your keyboard.



Making Multiple Views and Walkarounds

To make a new slide/location, click on the LOCATIONS menu and choose “New Location”. On the following screen, enter the new location name and choose the Background picture.



In the bottom left you will see a list of all the existing locations. If you want to copy all the effects from an existing location into the new location, click on the existing location—SimsUshare will place the original effects in the same spot as in the original picture, but on the new background picture you choose. Press CREATE to make the new location.

The new location is available for editing. Notice that the name of the location is now placed in the title of the screen (Bravo, in this example). You can see in the picture that the effects from the Initial Location were copied in. Move them to the proper place or remove them. These effects are not linked to the original, so any change you make is limited to this location.



To flip among the locations to edit, press the LOCATIONS menu and look at the bottom—each location you make will be added to the end of the menu. If there are more locations than fit in the menu, press and drag the menu upwards to reveal the others. Press the “Edit: (Location Name)” to edit that location’s effects.



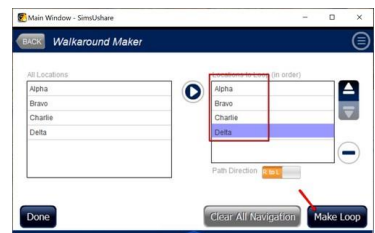
You will see that the first location created when you make the sim is called “Initial Location” by default. If you want to change the name of a location, press the “Rename Location” from the Locations menu, then follow the prompts.



Once you have created at least two locations, you can make a “walkaround” (arrows) by pressing the “Walkaround Maker” in the LOCATIONS menu. All your locations will be in the leftmost box. Move the



locations in the order you want (clockwise) by clicking the location name, then the (>) button, until the locations you want to loop are listed in clockwise order in the right box. You can use the up and down arrows to rearrange the locations if you need to. Finally, press the MAKE LOOP button to create the walkaround arrows. If you mess up, you can easily repeat these instructions.



Downloading the Free Simulations

Visit <https://simsushare.com/free-simulation-sets> to review the free simulations available. Make a note of the login and password for the set(s) you want to download, for example, **starter-sims-1**

In SimsUshare, from the main screen, click EDIT or PLAY

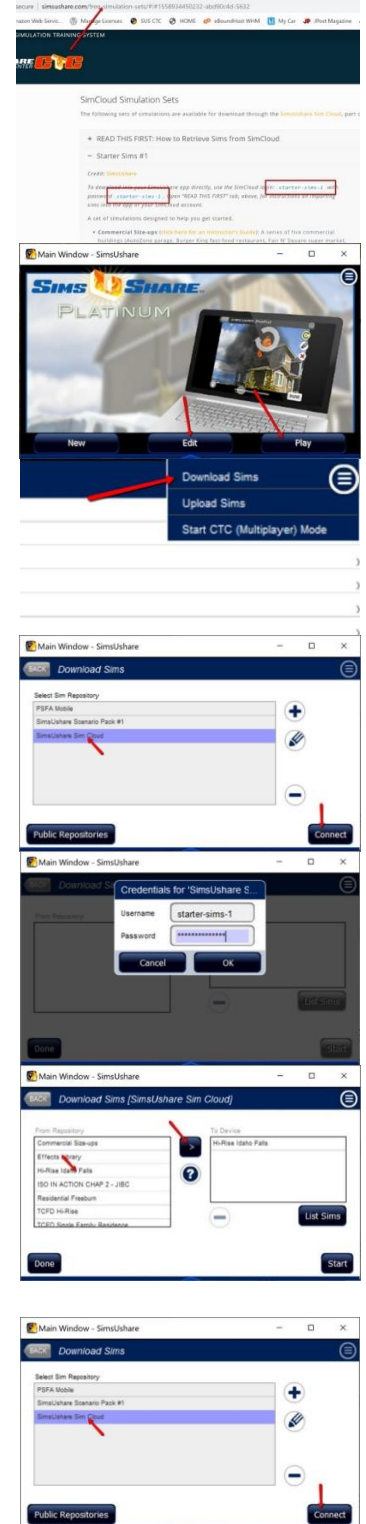
In the menu, choose “Download Sims”

In the next screen, choose “SimsUshare SimCloud” and press Connect

Enter the login and password for the sim set you want to retrieve (see the sim sets below for the login and password)

On the screen that follows, click on the sim to download from the left, then click the arrow (>)

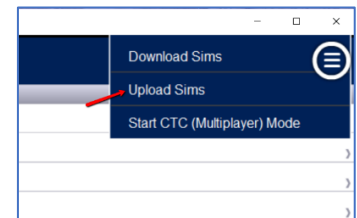
If you want to download more sims, repeat step 5
When you are ready to download the sims, press “Start” — SimsUshare will download and install the sim(s) in your app.



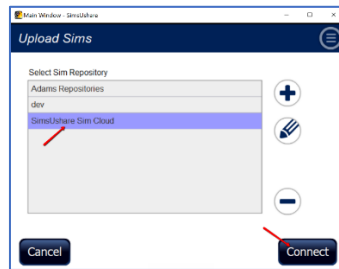
Uploading Simulations to a SimCloud Server

The Sim Cloud is a private storage area for your simulations, which gives you the ability to easily share simulations with your Department. You can access (download and upload) your simulations either through the SimsUshare app or through the CTC Web app (<https://ctc.simsushare.com>).

Open the SimsUshare app and click PLAY or EDIT.
In the menu, choose “Upload Sims”



Select the Sim Cloud server, then press “Connect”. SimsUshare will ask you to enter your CTC credentials (login email and password). If you do not have CTC credentials, please contact your administrator.



In the box on the left-hand side of the screen will be the simulations stored on your device.



To upload a sim, click on the sim name on the left-hand box, then press the “>” center button. The sim will appear in the right-hand box. Add as many simulations as you’d like to transfer. Clicking on the “List Sims” button will bring up a box listing the simulations currently in your Sim Cloud storage.

If you have selected a sim that you already have in your Sim Cloud, the system will ask you whether you want to: overwrite the sim in your Sim Cloud, or, create a copy. Select which option you would like.

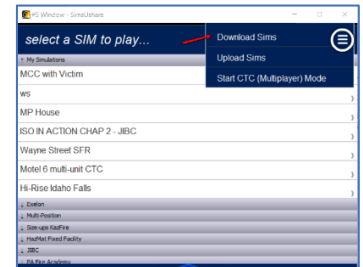
When you are finished selecting the simulations to download, press “Start”. The system will package and transfer each sim. When it is finished, it will tell you that the transfer is complete. Press OK to return to the PLAY or EDIT screens.



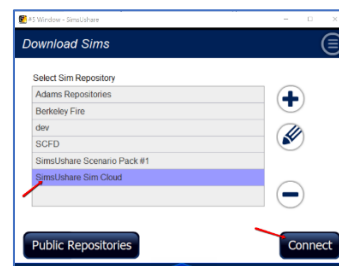
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Open the SimsUshare app and click PLAY or EDIT. In the menu, choose “Download Sims”



Select the Sim Cloud server, then press “Connect”. SimsUshare will ask you to enter your CTC credentials (login email and password). If you do not have CTC credentials, please contact your administrator.



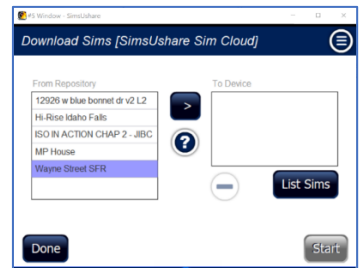
In the box on the left-hand side of the screen will be the simulations stored in your Sim Cloud account.

To download a sim, click on the sim name on the left-hand box, then press the “>” center button. The sim will appear in the right-hand box. Add as many simulations as you’d like to transfer.

Clicking on the “List Sims” button will bring up a box listing the simulations currently on your device.

If you have selected to transfer a sim that you already have on your device, the system will ask you whether you want to: overwrite the sim on your device, or, create a copy. Select which option you would like.

When you are finished selecting the simulations to download, press “Start”. The system will package and transfer each sim. When it is finished, it will tell you that the transfer is complete. Press OK to return to the PLAY or EDIT screens.



How to Mask Elements

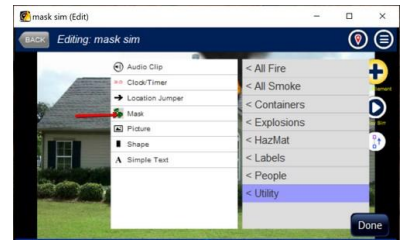
'Masking elements' allows you to hide parts of the elements, like a curtain, to make it appear that the element is coming from behind something in your picture (like the opposite side of a house).

Let's make smoke and fire appear from behind a house, like this

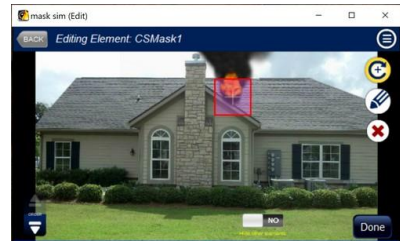


Add a "Mask" to your sim (from (+) > Utilities > Mask)

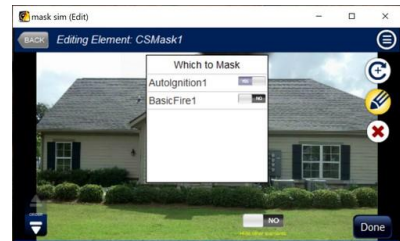
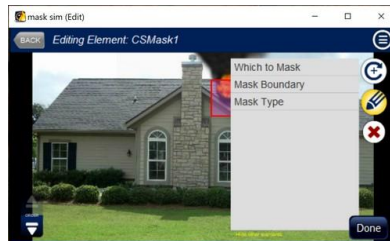
starting with this:



When the mask element appears, click it and drag it close to where you want to mask the smoke and fire. You are going to adjust the shape to fit the 'curtain' that will hide the part of the element you want to hide, in this case, the roof.



Click on the pencil icon, then choose "Which to Mask". Click YES for all the elements you want to mask with this shape.

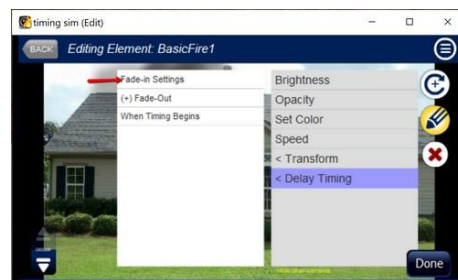


Adjust the shape of the mask by clicking on the pencil icon and then "Mask Boundary". On this screen, you can move individual points by clicking and dragging them (or pressing the arrow keys on your keyboard for tiny changes). You can also add more points by clicking on the (+) button on the left, then selecting where you want the new point. You can remove points by clicking on the (-) button. If you want to adjust the mask without seeing the smoke and fire (for example, to see the roofline clearly), press the "YES" under "Hide Other Elements" (bottom switch towards the right of the screen). When you are finished editing the mask, press DONE. You can always change the mask and elements by re-selecting the mask and changing any of the characteristics.



How to Make Smoke or Fire Fade-In or Fade-Out over Time

You set the timing of effects one-by-one, i.e., you adjust the fade-in or fade-out settings by editing each effect. First choose the effect you want to edit, such as the fire in the accompanying image, then select the Pencil icon and “Fade-in Settings”



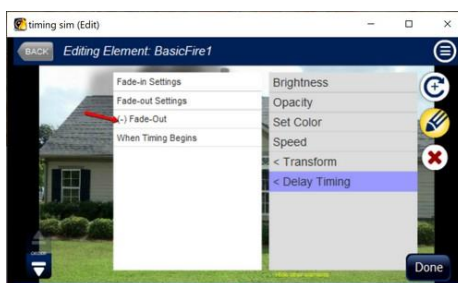
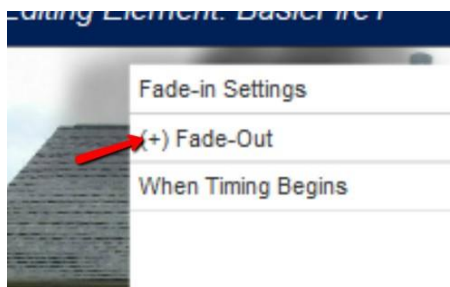
SimsUshare gives you two options (sliders) for fading-in:

- **Fade-in When:** In how many seconds (since the sim started) should the effect start coming in?
- **Fade-in Duration:** How long (in seconds) should the effect take to become fully visible?

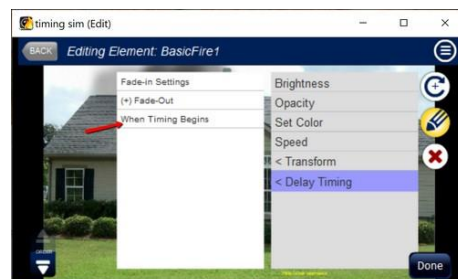
Adjust the sliders according to your wishes. If you want more than 30 seconds, type the number of seconds into the box above the slider.



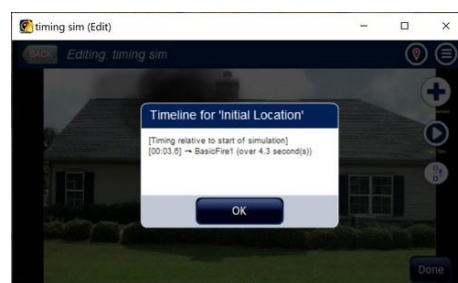
If you want to have the effect fade-out, press the Pencil button and select “(+) Fade-Out”. You will then have an option to change the “Fade-out Settings”. Press “(-) Fade-Out” to remove a fade-out.



By default, the number of seconds is measured from the start of the exercise. If you prefer to have the timing start from when the viewer enters this slide/location, select “When Timing Begins” and choose “Location” from the dropdown.



While timing is set on an individual effect basis, you can view all the timings in the location when you are in the general edit mode, i.e., not editing a specific element, and select “Show Location Timeline” from the menu. A box will pop-up with a chronological ordering of the effects and when they come in () and when they come out, if there are fade-out's.



Conducting a Multi-Company Exercise

Open a browser (preferably Chrome, Firefox, Edge, or Safari) and navigation to <https://ctc.simsushare.com>.

Enter the CTC credentials (email and password) for your CTC license.

Navigate to the “Exercises” tab.

The list will show you any exercises that are currently running. If there are any exercises running currently, you can click on the name of the exercise and it will show you information about that exercise, including how you would tell participants to join (the exercise code). If you want to join this exercise as an instructor/organizer, then click “Join”. If you want to terminate this exercise, click “Delete”.

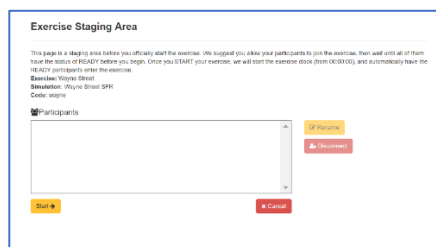
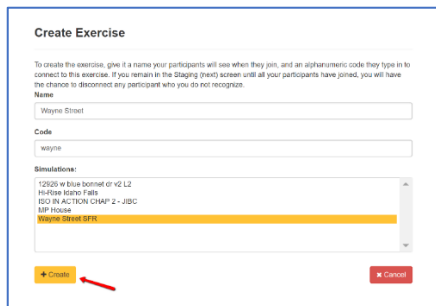
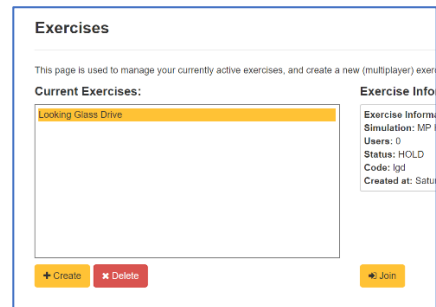
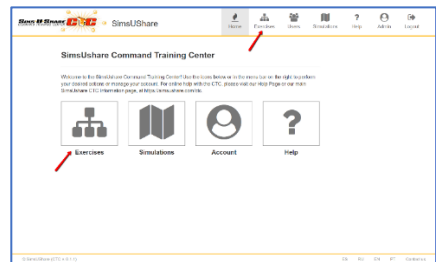
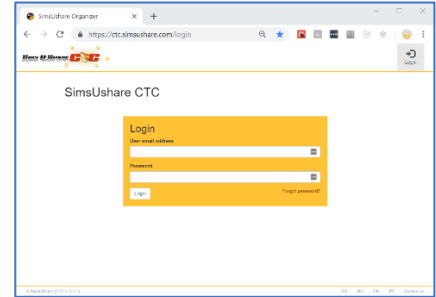
If you want to start a new exercise, press the “Create” button.

When you create an exercise, it will ask you to select

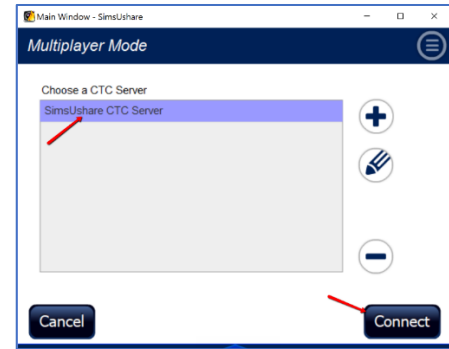
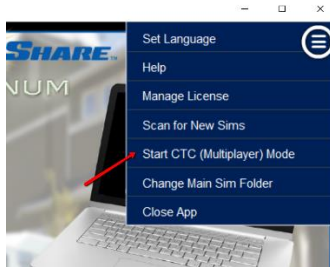
- **an exercise name** (shown to participants who connect)
- **an exercise code**: any alphanumeric text more than three characters that your participants will use to connect. If the code is in use already by someone else, it will tell you.
- **a simulation** to use for the exercise. The box will be populated with simulations you have loaded into your SimCloud.

When you have selected all of these, press “Create”.

An exercise starts in the “Staging” area. You can wait here for participants to connect (in which case they will be held in a staging screen before entering the simulation), or you can press “Start” at any time to begin the exercise.



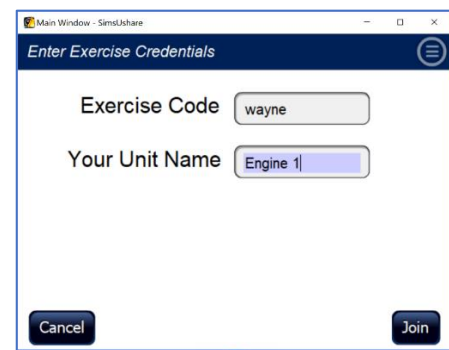
Tell the participants to open the CTC mode in the SimsUshare app -- main screen > menu > “Start CTC (Multiplayer) Mode”.



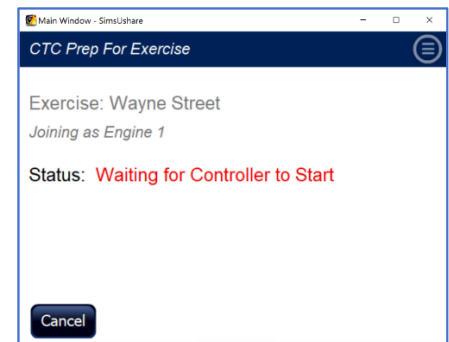
Choose the SimsUshare CTC Server from the list of CTC Servers, then press Connect.

Tell your participants to enter the **exercise code** and their unit name. The app will connect to the CTC Server, which may take a few seconds. Press “Join”.

If the Join button remains grey, SimsUshare is telling you that either you have not entered one or both of the entries above, or it cannot connect to the CTC server properly. Please see your administrator or contact us for help.

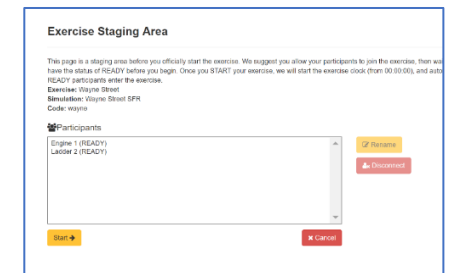


Once the participant connects, the app will download the exercise simulation if necessary, and when done, hold the participant in the Staging screen.



Back at the instructor/organizer’s panel, when you are ready to start the exercise, press “Start”.

The participants will automatically enter the exercise at the initial location of the simulation.



Your exercise dashboard consists of the following:

- **Current exercise time:** gives you a running clock on the total exercise time. You can pause or reset the exercise time;
- **Exercise information** (exercise name and code): this can be useful to remind yourself of the code you used in case you want to add participants after the exercise has started;
- **Dashboard of participants:** the main action area. You will see a grid of the locations in the simulation. You will see tokens for each participant—even as they move—which you can drag-and-drop to wherever you want to place them;
- **Preview windows:** a floating window in the bottom right that shows a visual preview of whichever location you click on (clicking on the location title), or, if you click on a participant token, it will show you a visual of which location the participant occupies (even as that participant moves). Beneath the dashboard, there are two additional panels: the panel on the left duplicates the floating window behavior, and the panel on the right – a view that you can navigate through the simulation that no one else sees;
- **Communications panel:** Send short text messages to All participants or specific participants (choose the target);
- **Running transcript:** a transcript of actions performed in this exercise.

If you lose your connection for any reason or you are no longer in the Exercise Management screen, open the CTC, go to the “Exercises” tab, click on the name of the exercise and press the “Join” button.

Terminating the exercise. When you are finished with the exercise, click the red “End Exercise” button near the top of the screen.

