

CDP Second Life Issue FAQ

Below are some fixes for common issues our attendees run into within Second Life. The CDP has trained technical support staff at all Second Life events, so please reach out to them if problems continue!

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

It is the responsibility of all attendees to ensure that they can access Second Life in advance of the Open Houses and the webinar itself. We recommend that all attendees make preparations to use Second Life on a personal computer and home internet connection, and to work from home on those days 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

You can see if your computer is equipped to run Second Life by accessing the [System Requirements Lab](#), clicking the blue “Can You Run It?” button, and letting the download run a diagnostic on your computer.

2. What is a Second Life Open House and why do I have to attend?

Second Life is a unique platform, with over 18 years of history and growth. However, it's used far more for recreational and creative purposes than as an educational platform. Our Open Houses were developed to give all attendees the opportunity to run Second Life on their devices, adjust to the controls and expectations, and familiarize themselves with the platform before the webinar begins. Learners who attend an Open House are significantly more likely to complete a webinar in its entirety and earn Continuing Education credits (CEs) in the process.

Open Houses are scheduled throughout the 2-3 weeks prior to the 2-day Second Life webinar. Open Houses are scheduled across a variety of dates and times, including one that runs from 7:00pm - 9:00pm to account for learners with packed workdays. Although Open Houses are scheduled for two hours, learners should expect to spend only 20-40 minutes covering chat, navigation, and the auditorium environment alongside a trained CDP employee. Attendees who complete the Open House content are free to leave long before that 2-hour window is done!

In addition, attendees are free to log back into Second Life on their own time to further familiarize themselves with the platform and CDP's virtual learning environments.

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3. What else does CDP offer through Second Life?

CDP has created interactive, award-winning experiences that allow self-paced learning on vital topics for providers who work with service members, like PTSD or insomnia. Please reach out to CDP staff if you are unable to access these virtual spaces.

The **CDP Virtual Education Center** hosts all webinars and Open Houses, and includes kiosks with professionally-dressed avatars for attendees to use.

<https://maps.secondlife.com/secondlife/CDP%20Prime/128/128/25>

The **PTSD Learning Center** focuses on conceptualization, assessment, and treatment of trauma and Post-Traumatic Stress Disorder. Operation AVATAR, an interactive role-playing game putting the player in the shoes of a returned veteran, was awarded the Gold Medal at the 2019 International Serious Play Awards.

<https://maps.secondlife.com/secondlife/CDP%20PTSD1/3/71/34>

The **Snoozeum** is all about sleep, sleep disturbances, insomnia, and circadian rhythms, and its Build-A-Bedroom module was awarded the Bronze Medal at the 2020 International Serious Play Awards.

<https://maps.secondlife.com/secondlife/CDP%20Sleep1/248/162/33>

CDP is also currently developing an educational environment dedicated to **Suicide Prevention** in the context of treating service members.

4. 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 to 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>

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5. I don't think Second Life is a good fit for me, what should I do?

We understand that Second Life isn't a good match for everyone's needs as learners and providers. If you realize during an Open House or before the webinar that you're not going to be comfortable, we encourage you to reach out to our technical staff and the training's project manager about the possibility of a refund or transfer of your enrollment.

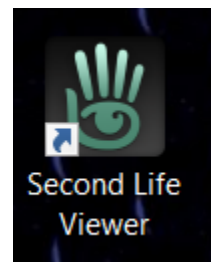
6. I think I've opened Second Life, why can't I get past the install//login screen?

Make sure you have created a **FREE** Second Life account **and** downloaded and installed the Second Life Viewer. You run the Second Life Viewer to log-in and access locations like CDP's Virtual Education Center.

- Second Life account creation: <https://join.secondlife.com/>
- Second Life Viewer install: <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.



7. 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.

You may also want to read [8. What can I do if my computer starts to overheat while running Second Life?](#)

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

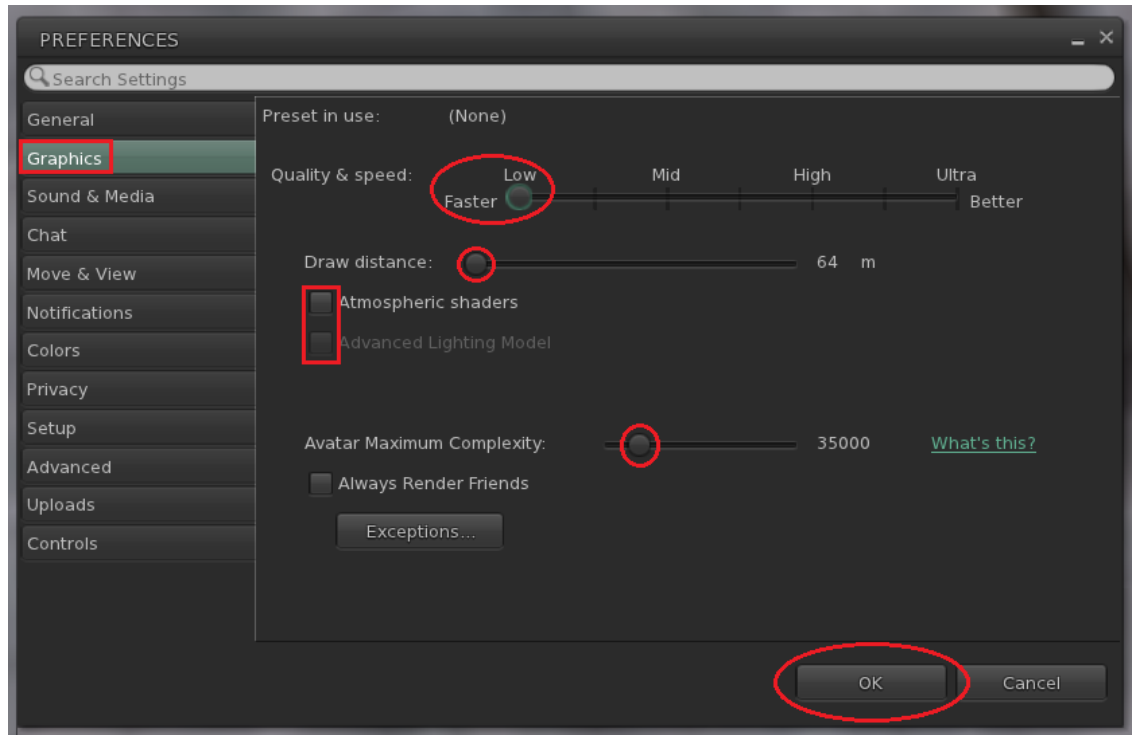
Computers that struggle to run Second Life effectively may produce a lot of heat and noise, which can be distracting to learners as the webinar progresses. Lowering the graphics settings while inside Second Life can reduce the processing power needed to remain in the webinar.

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. Then, click **“Graphics”** 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.

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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.



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9. Why can't I hear anyone else talking?

It's possible that other users aren't talking at the moment; feel free to ask!

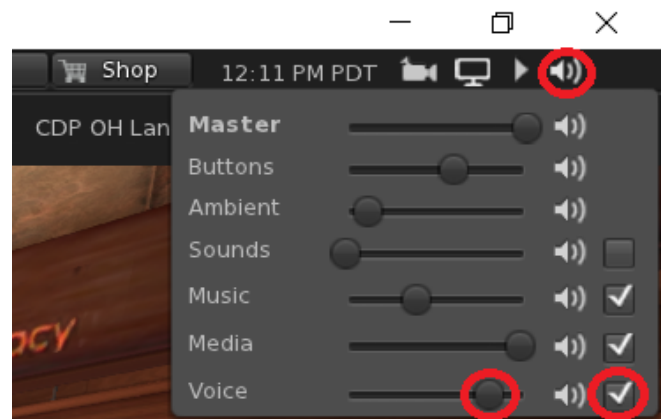
Users that are connected to Second Life's voice servers have a small grey dot over their avatar's head. If you don't see that dot over your avatar's head, you won't be able to hear anyone's voice, and they won't be able to hear yours. Second Life will not connect you to the voice server if you do not have a microphone in or plugged into your device. If you are connected to the voice server, you'll be able to see **green** or **red** waves coming from that grey dot; **green** indicates good sound quality, **red** indicates that the user may be speaking too loud or encountering audio issues.

We recommend that learners use headphones or a headset during our Second Life webinars, 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.

10. My sound got cut and I can't hear the presenter anymore, what do I do?

First, double-check that you haven't accidentally muted your computer or that the presenter hasn't accidentally muted themselves. If you're seeing the slides and chat continue when you can't hear anything, you might have disconnected from the voice server.

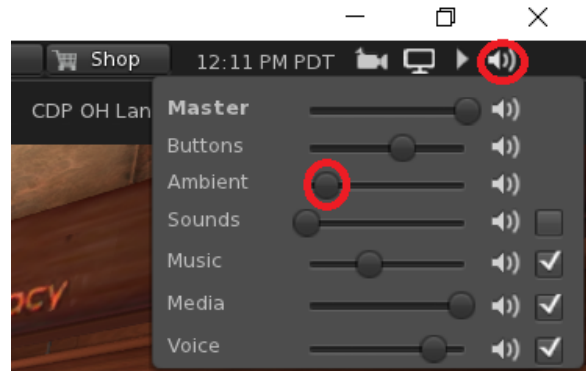
You can reconnect to the voice server by finding the speaker icon in the upper-right corner of Second Life, then hovering your mouse over it. Then, find the section labelled **"Voice,"** then **uncheck** and **recheck** the box to disconnect and reconnect to the voice server. Make sure the volume slider is in the middle of the bar!



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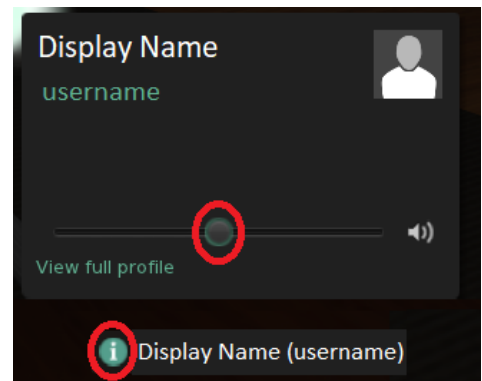
11. How do I stop the environmental sounds (river, birds, etc) from playing?

You can modify sound settings by finding the speaker icon in the upper-right corner of Second Life, then hovering your mouse over it. 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.



12. Another attendee left their microphone on and is disruptive, can I mute them?

We call this a “hot mic” situation, and attendees who leave their microphones on for too long may be temporarily removed from the Virtual Education Center. However, 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.



Please be aware that if you lower someone’s volume and are placed in a breakout room with them, you may need to adjust this setting so that you can hear them.

13. 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 videos played within Second Life will display properly for attendees. However, we include **links (Youtube/Vimeo/etc) to all videos** in the text chat, and clicking them will open the video in your internet browser.

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14. I clicked on the slides/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 **Escape** 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.

15. What should I do if my avatar was teleported somewhere else, but I can still hear the presenters talking?

Click the world within the Second Life viewer (floor, wall, etc), and then press the **Escape** 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.

16. When everyone moved to breakout/roleplay rooms, Second Life froze. What should I do?

Some internet connections get disrupted by the transition into breakout rooms. If possible, take note of which breakout room you're in or who's in your breakout room with you. Then, **log out and back in and reach out to CDP technical support** to get placed back in your breakout room.

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17. What should I do if I'm in a breakout room and I can hear my groupmates, but they can't hear me?

Since each breakout room is on a separate voice server, it's possible that the system failed to put your voice connection in the right place. You should take a few minutes to test the solutions listed below before contacting CDP's technical support staff.

- **Walk your avatar out** of the breakout room and into the hallway, then turn them around and walk back in. Sometimes this will reset your voice server connection.
- Manually **reset your voice chat** connection by following the steps at [My sound got cut and I can't hear the presenter anymore, what do I do?](#)
- If you're pressed for time and are willing to type on the keyboard instead, try using the **text chat** to communicate with your partners instead of the voice chat.
- **Log out** and back into Second Life to reset your connection to the voice server.
- If none of the above approaches work, **contact CDP's technical support staff**.

18. I don't like my avatar's appearance, can I change it?

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

For additional options, CDP has supplied basic male- and female-presenting avatars with diverse skin tones and professional attire at kiosks near the Virtual Education Center.

<http://maps.secondlife.com/secondlife/CDP%20Prime/83/56/26>



19. Can I enter the Virtual Education Center to get a refresher on my own?

Yes! You can enter the [Virtual Education Center or CDP's educational islands](#) whenever you'd like to learn or re-learn the content provided in the Open House or in our [tech intro video](#). Our technical support staff won't be on hand to assist you, so please make sure you reach out to us if anything doesn't go according to plan!