I-VR Frequently Asked Questions

Where can I go for help?

- Refer back to the NFA I-VR user guide
- In I-VR, click the information icon, and select the Help tab
- Email the University of Tennessee at leic@tennessee.edu, with "I-VR" in the subject line

I'm getting an error message while trying to interact with a piece of evidence, why isn't my tool working?

This is a course designed for learning, while in a real life crime scene you may collect everything, in the virtual scene only specific objects are in play to provide a means of evaluation.

In addition, you may need to get closer to the piece of evidence or choose a different tool. If you are close enough to the evidence the hand will be in a closed fist. Consider kneeling or crouching to move closer to the evidence, try centering the tool in the middle of the evidence.

The scene froze. How can I restart the virtual reality?

On your keyboard hold down the <CTRL> + <ALT> + <Delete> at the same time, then select the Task Manager. Under the Application tab, click I-VR and press End Now. Select Yes when it asks if you want to end. Go back into NOLS, activate your I-VR session, and re-launch I-VR from your desktop.

How do I review my evaluation?

While in an I-VR evaluation, click the crime scene tape tool, and Release the Scene to view your evaluation results.

I am stuck in the scene, and cannot move. What should I do?

Turn your avatar to face an open area. On your keyboard while holding down the ALT key press the F1 key at the same time. This should allow your avatar to move again. If you are still stuck, email the University of Tennessee at leic@tennessee.edu, subject line I-VR.

How can I provide feedback?

Email leic@tennessee.edu with the subject line I-VR and include your feedback in the body of the email.

How do I retrieve my certificate of completion?

Once you have completed all lessons and evaluations, your certificate will be available under My Learning>Transcript on the course site. Click the icon to the right of the course title and status to save or print your certificate.

How do I logout of the course site?

You can logout of Solution Point (the course site) by clicking the Logout link in the top right corner of the web page.