Welcome to your Second Life! This guide will help you get started fast, by explaining how to complete some of the most common tasks you’ll need to get the most out of your new Second Life. It might be helpful to print this guide for reference as you explore the World.

Mouse
You’ll use a mouse to click buttons, make selections, and interact with the Second Life Viewer interface.

Keyboard
You’ll use a keyboard to participate in text chats, IMs, for searching, and more. Lots of common tasks are easier once you learn keyboard shortcuts.

Mic/Headset
If you have a microphone and headphones (or speakers), you can participate in real-time voice conversations with other users.

Viewer Interface
This Quickstart Guide will teach you how to find and use the most important tools in the Second Life Viewer software.

Symbols used in this guide
- Right-click or Ctrl+click (On a Mac)
- Left-click

Symbols used in this guide
- Keyboard key

For help setting up your mic and headset, see Panel 8.

Symbols used in this guide
- Contextual menus
- Dropdown menus
- Interface button
To access most of the features, tools and options in the Second Life Viewer, you’ll want to get comfortable finding your way around both the Top Menu Bar and the Bottom Toolbar.

**Viewer interface overview**

As you explore the world of Second Life, you’ll encounter both people and objects to interact with. Many common actions and tools are accessed through contextual menus, which appear when you right-click on objects, yourself, or other users.

**Viewer contextual menus**

- **Object**: Interact with objects you encounter, such as buttons and links. Many objects you receive will be boxes containing other objects - open them to see their contents.
- **Self**: See a list of groups you’re a member of. Ask the selected user for permission to add them to your Friends list. Make changes to your physical appearance. Remove individual pieces of clothing and accessories.
- **Others**: Hides the messages of someone bothering you in Local Chat so you can ignore them. See the selected user’s profile. Send an IM to the selected user. Give a specified amount of L$ to the user.
3 Moving

In Second Life, your avatar can walk, run, and even fly. If you prefer, you can also use an onscreen control panel to move around.

Walk

- Walk forward
- Turn left
- Walk back
- Turn right

Sit

- When sitting, you must click `Stand Up` before you can move again or fly

Fly

- Click `Fly` to begin flying, and `Stop Flying` to stop flying
- `Page Up` and `Page Down` keys allow you to adjust your altitude and land comfortably

To access the onscreen movement control panel:

- `View` > `Movement Controls`

4 Seeing

By default, you’ll see Second Life from just behind your avatar, but you can move and turn the camera around to look at whatever you like - including yourself.

Use `alt` plus the arrow keys to move the camera around you
- Turn camera left
- Turn camera right
- `Zoom in`
- `Zoom out`
- Rotate camera in all directions
- Move camera in all directions

To access this panel:

- `View` > `Camera Controls`

- `Esc` to return the camera to its position directly behind you

Alt + click to focus the camera on a new point

5 Appearance

In Second Life, you can look like – and wear – anything you want. Edit your Appearance to adjust your physical features and body, and select clothing, outfits and costumes to wear from your Inventory. You can customize your appearance however you like, or buy pre-designed avatars and outfits that other Residents have made.

- Right-click an item in Inventory and choose `Wear` to put it on

Manage your clothing and avatars through the `Inventory`

Free and paid avatars and outfits are available in stores. To purchase, you’ll need Linden Dollars, which can be bought by clicking the `$300` at the right of the Top Menu Bar.

To see a wide selection of items to purchase, visit XStreetSL.com
Set up for voice chat

Tired of typing? To use the Voice features in Second Life, you’ll need to set up your microphone and headset. Just follow these simple steps, and you’ll be talking in no time.

1. Connect your microphone or headset via audio-in or USB.
2. Open the Viewer preferences.
3. Click Voice Chat.
4. Make sure Enable voice chat is checked.
5. Click Device Settings, then change both the input and output devices to your preferred microphone and speakers.
6. If your mic is working, you will see green bars in the input level monitor.
7. Click OK - when you start talking, you’ll see the voice indicator over your avatar’s head (see 6: Local chat & voice).

Local chat & voice

Express yourself! You can talk to the people around you through text-based Local Chat. If you have a microphone, you can also speak out loud using inworld voice.

IMs & voice calls

Want to have a private conversation? Use instant messages or voice calls to talk to other users, no matter where they are in Second Life.

You can also IM users who aren’t nearby from your Friends list.
9 Make friends

Second Life is a lot more fun when you have friends to explore it with. When you meet interesting people, you can ask for permission to add them to your Friends list. Then, use the Friends list to see which friends are online, send them messages, view their profiles and more.

To return to Landmarks you’ve created, open your Inventory and double-click on any item in the Landmarks folder.

10 Location

The world of Second Life is gigantic, and getting bigger every day. If you want to visit a specific location, you can search for it on the Map. You can create and save Landmarks – bookmarks that will bring you back to specific locations. Use Landmarks to save time, and jump straight to your favorite places!

To create a landmark you can return to later:

To return to Landmarks you’ve created, open your Inventory and double-click on any item in the Landmarks folder.

Teleport

You can Teleport to get from one location to another quickly. To invite a friend to your location, open your Friends list, and click Teleport. To invite a friend to your current location, click Teleport. To instantly Teleport to a specific location, click Teleport.

SLurl (Second Life URL)

You can use SLurl to teleport to new locations. A SLurl is a web-based link to a location in Second Life. If you click a SLurl with Second Life open on your computer, you can immediately teleport to that location.
**Help**
There's a lot to learn in Second Life, but you're never alone. If you have questions, need advice, or don't know what to do, help is always waiting for you. Visit the Support Portal at secondlife.com/support to get help now!

- **Support Portal**: At secondlife.com/support, you will have access to the Knowledge Base, tickets, and Billing Support.
- **Knowledge Base**: Find help videos and information on your avatar, Linden Dollars and more.
- **Live Chat**: Premium members have access to Live Chat support in Second Life.
- **Support Tickets**: If you can't find the help you need in the Knowledge Base, you can submit a ticket to the Second Life Support Staff.
- **Billing Support**: If you have a non-technical issue with your account, you can call the Billing Team toll free 24/7.

**What next?**
Second Life is packed with interesting things to do, people to meet and places to explore. If you're not sure what to do next, or want to see what's new, you have lots of options.

To find new activities, events and places to explore, visit: secondlife.com/showcase

- **Live Chat Support**: http://server.iad.liveperson.net/930994
- **Live Chat Support**: Hi, Can you help me?
- **Live Chat Support**: Well, let me tell you...
- **Live Chat Support**: Of course! What's the problem?
- **Live Chat Support**: Enter http://server.iad.liveperson.net/930994
- **Live Chat Support**: Live Chat Support
- **Live Chat Support**: Hi, Can you help me?
- **Live Chat Support**: Well, let me tell you...
- **Live Chat Support**: Of course! What's the problem?
- **Live Chat Support**: Enter

- **KnowledgeBase**: Find help videos and information on your avatar, Linden Dollars and more
- **LiveChat**: Premium members have access to Live Chat support in Second Life
- **BillingSupport**: If you have a non-technical issue with your account, you can call the Billing Team toll free 24/7
- **Search Feature**: Use the Search feature to search all of Second Life
- **Showcase Tab**: The Showcase tab displays interesting places and things going on in Second Life
- **Narrow your search results using the tabs at the top of the search window to specifically search for events, places, people and more

Talk to other users in Second Life whenever you have questions!

**Second Life Quickstart Guide**
## Appendix: Keyboard Shortcuts

### Movement
Guide your avatar’s movements in Second Life.

<table>
<thead>
<tr>
<th>Action</th>
<th>Key(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk forward</td>
<td>W or ↑</td>
</tr>
<tr>
<td>Walk backward</td>
<td>S or ↓</td>
</tr>
<tr>
<td>Turn left</td>
<td>A or ←</td>
</tr>
<tr>
<td>Turn right</td>
<td>D or →</td>
</tr>
<tr>
<td>Run</td>
<td>Double-tap W or S or ↑ or ↓</td>
</tr>
<tr>
<td>Always run</td>
<td>Ctrl/Cmd + R</td>
</tr>
<tr>
<td>Jump</td>
<td>E (Tap once)</td>
</tr>
<tr>
<td>Toggle flying</td>
<td>Home</td>
</tr>
<tr>
<td>Fly up</td>
<td>Hold E or hold ↑ up</td>
</tr>
<tr>
<td>Fly down</td>
<td>Hold C or hold ↓ down</td>
</tr>
</tbody>
</table>

### Communicate
Access and participate in text-based Local Chat and Instant Messages with other users.

<table>
<thead>
<tr>
<th>Action</th>
<th>Key(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show chat bar</td>
<td>/ (if not displayed)</td>
</tr>
<tr>
<td>Hide chat bar</td>
<td>Esc (if displayed)</td>
</tr>
<tr>
<td>Friends</td>
<td>Ctrl/Cmd + Shift + F</td>
</tr>
<tr>
<td>Local chat</td>
<td>Ctrl/Cmd + H</td>
</tr>
<tr>
<td>Communicate</td>
<td>Ctrl/Cmd + T</td>
</tr>
<tr>
<td>Look at last speaker</td>
<td>Ctrl/Cmd + \</td>
</tr>
<tr>
<td>Gestures</td>
<td>Ctrl/Cmd + G</td>
</tr>
</tbody>
</table>

### System
Basic system-wide functions that work in Second Life.

<table>
<thead>
<tr>
<th>Action</th>
<th>Key(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undo</td>
<td>Ctrl/Cmd + Z</td>
</tr>
<tr>
<td>Redo</td>
<td>Ctrl/Cmd + Y</td>
</tr>
<tr>
<td>Cut</td>
<td>Ctrl/Cmd + X</td>
</tr>
<tr>
<td>Copy</td>
<td>Ctrl/Cmd + C</td>
</tr>
<tr>
<td>Paste</td>
<td>Ctrl/Cmd + V</td>
</tr>
<tr>
<td>Duplicate</td>
<td>Ctrl/Cmd + D</td>
</tr>
<tr>
<td>Select all</td>
<td>Ctrl/Cmd + A</td>
</tr>
<tr>
<td>Deselect</td>
<td>Ctrl/Cmd + E</td>
</tr>
<tr>
<td>Close window</td>
<td>Ctrl/Cmd + W</td>
</tr>
<tr>
<td>Close all windows</td>
<td>Ctrl/Cmd + Shift + W</td>
</tr>
</tbody>
</table>

### General
Quick access to useful Second Life resources, interfaces and tools.

<table>
<thead>
<tr>
<th>Action</th>
<th>Key(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferences</td>
<td>Ctrl/Cmd + P</td>
</tr>
<tr>
<td>Help</td>
<td>F1</td>
</tr>
<tr>
<td>Search</td>
<td>Ctrl/Cmd + F</td>
</tr>
<tr>
<td>World map</td>
<td>Ctrl/Cmd + M</td>
</tr>
<tr>
<td>Mini-map</td>
<td>Ctrl/Cmd + Shift + M</td>
</tr>
<tr>
<td>Teleport home</td>
<td>Ctrl/Cmd + Shift + H</td>
</tr>
<tr>
<td>Inventory</td>
<td>Ctrl/Cmd + I</td>
</tr>
<tr>
<td>Build</td>
<td>B</td>
</tr>
<tr>
<td>Upload image</td>
<td>Ctrl/Cmd + U</td>
</tr>
<tr>
<td>Take snapshot</td>
<td>Ctrl/Cmd + Shift + S</td>
</tr>
<tr>
<td>Snapshot to disk</td>
<td>Ctrl + S</td>
</tr>
<tr>
<td>Quit Second Life</td>
<td>Ctrl/Cmd + Q</td>
</tr>
</tbody>
</table>

### Key:
- Ctrl = Ctrl on a PC; Command on a Mac
- Alt = Alt on a PC; Option on a Mac