LAPTOP START UP & SUPPORT GUIDE

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NORMANDALE

COMMUNITY COLLEGE

Set Up

Before you begin, you will need:

1. Your personal email & its password
2. Your StarID & Password (and the password for a wifi network if you're setting up outside of Normandale)
3. Access to your Multi-Factor Authentication method for your StarID account; this could be your cell phone, the Authenticator App, or a personal email

Step 1
Unbox and plug in your laptop; they don't come charged and won't turn on out of the box unless they're plugged in.

Step 2
Follow the on screen set-up prompts.

How do I connect to Normandale's wifi during set up?
Select "Ndale-WiFi" from the network list. You will sign in with your StarID (it should be something like AB1234CD) and password.

What email should I use during setup?
We recommend using a personal email rather than your Normandale email since your Normandale email will expire after you graduate, and we don't want you to lose access to this computer since it is yours to keep.

Why is it asking for a credit card?
Office 365 isn't free to everyone, BUT since you're a Normandale student, you have free access. Be sure to skip the free trial and don't enter any credit card information.

Step 3

Once you've completed the set up prompts, we recommend that you also:

A. Download a different internet browser and set it as your default; D2L (the website that Normandale uses for its classes) doesn't work well with Microsoft Edge. We recommend Google Chrome, Mozilla Firefox, Safari or DuckDuckGo (whatever you're most comfortable with).

youtu.be/ ThQAkabE0J8

B. Sign in to Office 365 with your StarID email and password so that you can use it for free. Your StarID email is StarID@go.minnstate.edu (For example, AB1234DC@go.minnstate.edu)

youtu.be/_5l1Tj_G KeM

Step 4

Enjoy your new laptop!

Questions about setting up your laptop?
We're here to help! You can contact the Tutoring Center or Normandale ITS with any questions.

Tutoring Center
TutoringCenter@Normandale.edu
952-358-8624

Information Technology Services
ITS-ServiceDesk@Normandale.edu
952-358-8181

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Warranty

Your laptop comes with **Lenovo Premier Support.** If something isn't working on your laptop, you can get help 24 hours a day, 7 days a week, 365 days per year during the warranty period.

Note: _This warranty doesn't cover accidental damage. If you drop your laptop or spill something on it, you will be responsible for paying for repairs. If you can't afford to pay for repairs, you can apply for assistance through Normandale's Emergency Grants Program._

Lenovo Premier Support includes:

- Advanced technical support available 24 hours a day, 7 days a week, 365 days per year.
- Comprehensive hardware and original equipment manufacturer (OEM) software support
- Dedicated 800 phone number, no phone menus to navigate
- Warranty claims including parts and labor
- Onsite support

Check your warranty

pcsupport.lenovo. com/us/en/warra ntylookup#

File a claim with Lenovo

support.Lenovo.com or call 855-669-3600

Apply for a Normandale Emergency Grant

normandale.edu/ normandalecares

Office 365 & Email

Microsoft Office 365 is a suite of applications that all current students have access to. This includes email, productivity applications such as Word and Excel, and OneDrive for file storage.
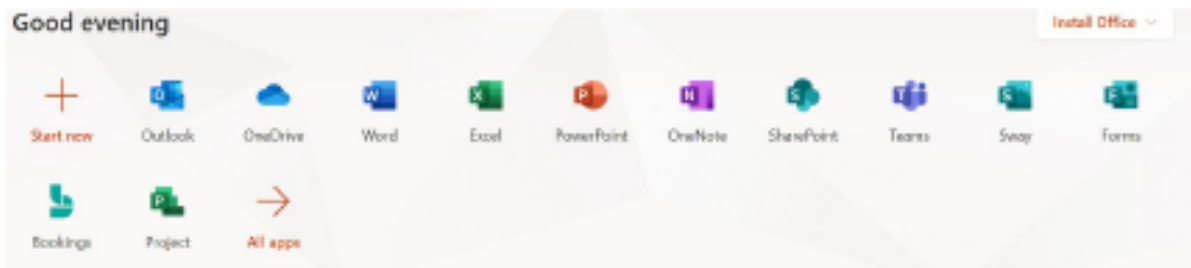
To Log In to Microsoft Office 365:
1. Go to www.office.com and click **Sign In**
2. Sign In with your MinnState credentials:

> Username: StarID@go.minnstate.edu
> Password: Your StarID password

3. After you have logged in, you will be on your Microsoft Office 365 account home page.

To access **email**, click on the **Outlook** icon.

To access your **files**, click on the **OneDrive** icon.

For additional assistance with Office 365 and email, including logging in and installing the applications, please contact the Normandale ITS Help Desk:

> Call: 952-358-8181
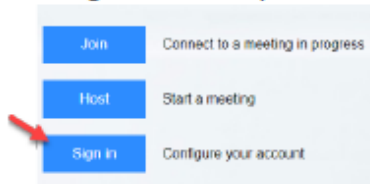> Online: www.normandale.edu/it

MINNESOTA STATE

Getting Started with Zoom

Zoom is a web conferencing tool available to all Minnesota State employees and students. Faculty may ask you to join a live synchronous meeting or watch an asynchronous recording. You may also create your own meetings to meet with faculty and other students. Zoom labels these gatherings as "meetings." Your instructor may refer to these gatherings as class, sessions, etc.

How to join a Zoom meeting as a Minnesota State student

From an internet-connected computer:

1. If you have a link to the Zoom room, click the link to join and enter your name when prompted
2. If you only have a Meeting ID number, visit https://minnstate.zoom.us/
   a. Click "Sign in" and enter your Star ID & Password

Join	Connect to a meeting in progress
Host	Start a meeting
Sign in	Configure your account

   b. Click "Join a meeting" in the upper right

   JOIN A MEETING   HOST A MEETING ▾

   c. Enter the Meeting ID provided by the meeting host.
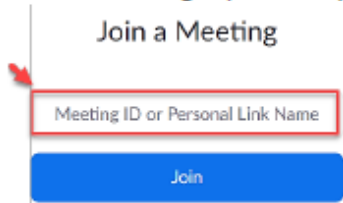
   Join a Meeting

   Meeting ID or Personal Link Name

   Join

3. Select "Join a Meeting" and enter the 9 or 10-digit "Meeting ID" or link name, provided by your host, or listed at the end of your meeting link
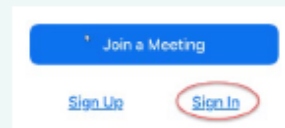
   Join a Meeting

   Meeting ID or Personal Link Name
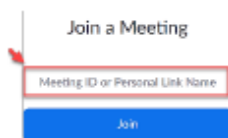
   Join

For a video tutorial, go to: https://youtu.be/vFhAEoCF7ig

From a smartphone:

1. Download and Open the Zoom app
2. Click "Sign in"

   Join a Meeting

   Sign Up   Sign In

3. Select "SSO" ("Single Sign-On")

   OR, SIGN IN WITH
   🔍 SSO   ›
   G Google   ›
   f Facebook   ›

4. Type "minnstate" in the company domain field

   ✕   Sign In with SSO

   Enter your company domain

   minnstate   .zoom.us

5. Type your Star ID & Password, and click "Sign on"

   Sign onto Zoom
   StarID
   [   ]
   Password
   [   ]

   Sign on

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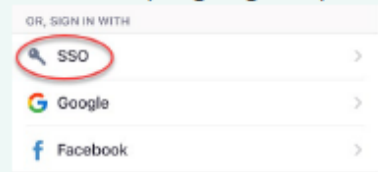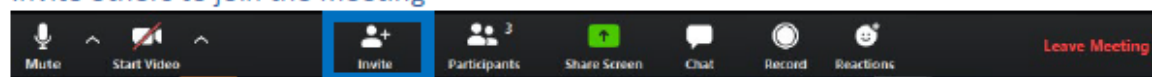
   Join a Meeting
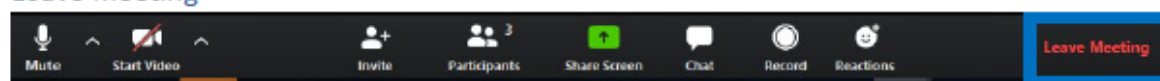
   Meeting ID or Personal Link Name

   Join

Invite others to join the meeting

This feature lets you invite others to the meeting. For example, I a peer cannot access or find the meeting information, this feature allow you to send them the needed information to join via email, instant message (IM), or copying the URL address.

Leave meeting

You may leave a meeting while it continues for other attendees by clicking the Leave Meeting text at the bottom right side of your screen. As an attendee, you are not able to end the meeting for everyone.

Can I create a meeting to work with my peers?

Yes, you can! In step 2b (above) instead of selecting "join a meeting" selection "host a meeting."

What if I don't have a smart phone?

You can still join a Zoom meeting even if you do not have a smart phone. You can 'call into' a Zoom meeting from any phone but will not be able to see any display of content. Let your instructor know before the meeting that you will need a phone number in addition to a meeting ID.

What if my computer doesn't have a camera?

You do not need to have a camera to be part of a Zoom meeting. You will still be able to view content. Others will just not be able to see you.

What type of smart phones are compatible with Zoom?

If you have a smart phone that uses Android, iOS, Blackberry, or Windows operating systems, you can use Zoom on your phone.

What if I don't have a computer that uses Windows, Linux or Mac operating systems (more information HERE)?

You do not need to install Zoom on your computer to view a Zoom meeting. When you join Zoom, you can **open Zoom meeting**, or launch from your browser.
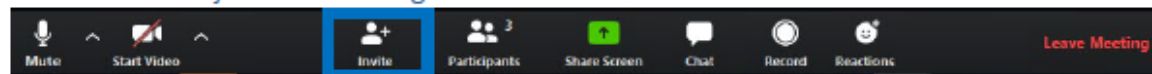
Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, click here to launch the meeting, or download & run Zoom.

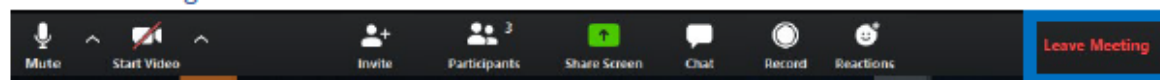If you cannot download or run the application, join from your browser.

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Minnesota State is an affirmative action, equal opportunity employer and educator.

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What browsers are supported by Zoom?

The following browsers are currently supported

- Windows: IE 11+, **Edge 12+, Firefox 27+,** Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+

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MINNESOTA STATE

Getting Started with D2L Brightspace

D2L Brightspace is the primary online tool that you will use to access course materials whether you are in a face-to-face, hybrid, or participating in a fully online course. Here are a few tips you should know to help you get started.

Accessing D2L Brightspace

There are multiple ways to access D2L Brightspace:

➤ **normandale.learn.minnstate.edu/d2l/home** will take you directly to D2L Brightspace. If you are using the direct link, we recommend that you bookmark this web address to access it more easily in the future.
➤ Through **normandale.edu**
  ○ Click on the **D2L** button in the upper right
➤ Through the Minnesota State website. Select your institution's specific D2L Brightspace login.

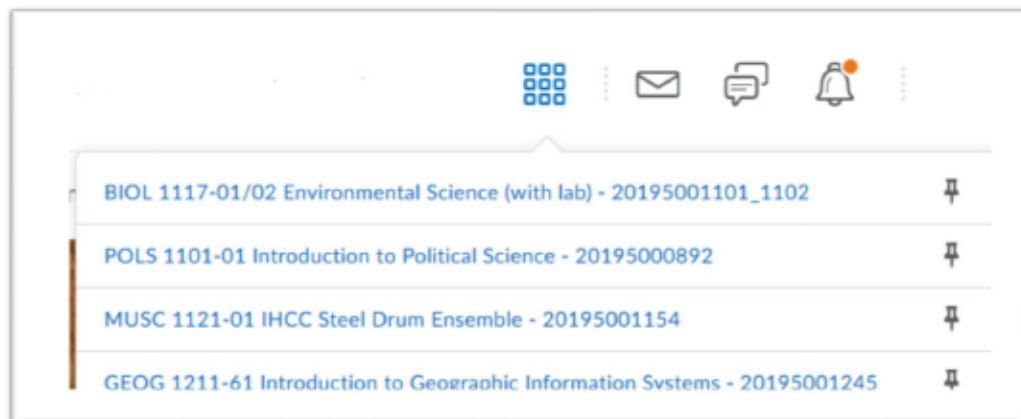CURRENT STUDENTS

D2L BRIGHTSPACE LOGIN
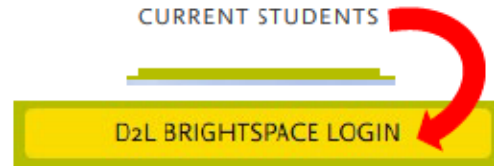
Accessing Your Courses within D2L Brightspace

Once you have logged in to D2L Brightspace, there are multiple places you can access your course that allows you to switch between courses more easily:

Course Selector / "Waffle"

While in D2L Brightspace, at the top of the page you will see the **Course Selector** or **"Waffle"** as it is often referred to. Clicking on this icon will show you a list of your active courses. You can click the **thumbtack** icon next to any course in this list to pin it to the top for quicker access. Use the **waffle** to quickly jump between courses without going back to the homepage.

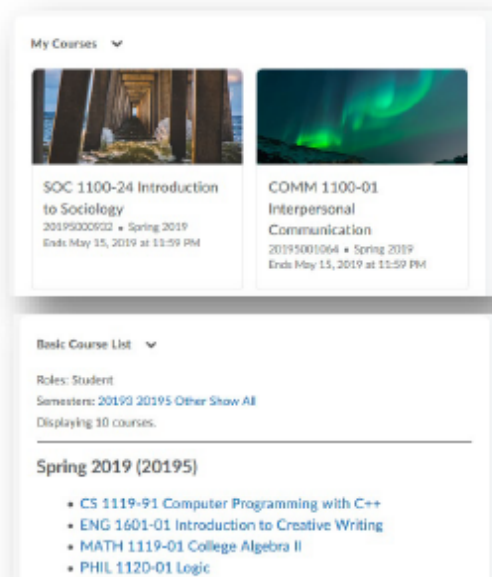| BIOL 1117-01/02 Environmental Science (with lab) - 20195001101_1102 | 📌 |
POLS 1101-01 Introduction to Political Science - 20195000892	📌
MUSC 1121-01 IHCC Steel Drum Ensemble - 20195001154	📌
GEOG 1211-61 Introduction to Geographic Information Systems - 20195001245	📌

My Courses

The **My Courses** widget on the D2L Brightspace homepage will show you images of all your courses. Click on an image to access the course. Small icons also appear on the course tiles when you have assignments to submit, unread discussion posts, and quizzes you have yet to take.

Basic Course List

The **Basic Course List** widget on the D2L Brightspace homepage will show you a simplified list of all your courses. They are organized by semester and will appear as links that you can click on to access that course.

My Courses ⌄

SOC 1100-24 Introduction to Sociology
20195000932 • Spring 2019
Ends May 15, 2019 at 11:59 PM

COMM 1100-01 Interpersonal Communication
20195001064 • Spring 2019
Ends May 15, 2019 at 11:59 PM

Basic Course List ⌄

Roles: Student
Semesters: 20193 20195 Other Show All
Displaying 10 courses.

Spring 2019 (20195)

- CS 1119-91 Computer Programming with C++
- ENG 1601-01 Introduction to Creative Writing
- MATH 1119-01 College Algebra II
- PHIL 1120-01 Logic

Navigating Your Courses within D2L Brightspace

Within your courses in D2L Brightspace, you will use the **navigation bar** towards the top of the page to navigate to different tools (discussion, assignment upload) that may be used in your course. This navigation bar also includes links for other support services if you need them.

Course Home   Materials ⌄   Communication ⌄   Assessments ⌄   Resources ⌄

Content
Calendar
Checklist
FAQ
Glossary
Links
Locker
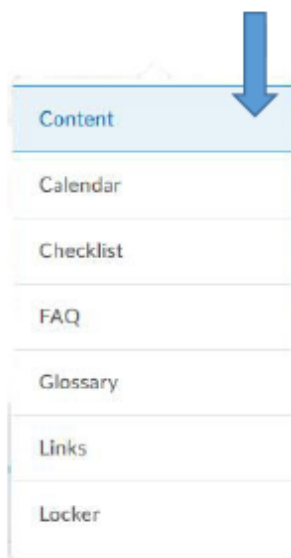
➢ **Course Home** will take you to the course homepage where you can view your instructor's **Announcements**.
➢ **Materials** dropdown brings you to course materials like the syllabus commonly found in **Content**.
➢ **Communication** dropdown allows you to access tools to communicate with others in your course, such as viewing other's emails in **Classlist**, participate in online **Discussions**, or view the instructor's course **Announcements**.
➢ **Assessments** dropdown displays tools like **Assignments** where you can submit papers, **Quizzes** where you can take online tests, and **Grades** where you can view the grades given to you by your instructor.
➢ **Resources** dropdown has links to useful academic resources such as eServices, Technology Support, and more.

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