



The Minnesota West web site URL is <http://www.mnwest.edu>.

Getting Started with Your Online Classes at Minnesota West

This document is a quick start guide and contains short bits of information on many different areas. If you have further questions, please contact your instructor or the help desk.

QUESTIONS	ANSWERS
Where Do I Log In?	From the Minnesota West web site page, click on Online Classes/D2L under Quick or Minnesota West Online .
What Is My Username/Password?	Use your StarID username and password to log in to D2L. If you are still unable to log in, contact the Help Desk at http://mnwest.custhelp.com/ .
Why Doesn't the Forgot Your Password link send me my information?	If we do not have a valid email for you in our record system, we will not be able to email you your password. Please contact the Help Desk at http://mnwest.custhelp.com/ .
Do I Need to Complete the System Check on the Login Page?	Yes, you should complete the system check. There are minimum computer requirements for online classes. You want to make sure that your system meets these minimum specifications.
What Are the Computer Requirements?	<p>The system check above checks your computers settings, including browser and display.</p> <p>For your computer, you would want a computer with sufficient memory, a good quality monitor/screen, and an Internet connection.</p> <p>You are not required to have a home computer, but you must have sufficient access to a computer and Internet connection. You should also have a backup plan in case your primary computer or Internet connection is unavailable.</p>
What If I Have Technical Problems?	Please contact the Help Desk at http://mnwest.custhelp.com/ .
Is There a "Quick Course" I Can Take to Learn More about Online Learning at Minnesota West?	Minnesota West offers a free, non-credit Introduction to Online Learning course. This course will take you 2 to 8 hours to complete, based on your level of computer expertise. This course is listed under Academic in Desire2Learn. If you do not see the course and wish to be enrolled, contact the D2L Site Administrator at D2Ladmin@mnwest.edu .
I Can Log In, But I Can't See My Classes. What Do I Do?	<p>Be sure that you click the Plus sign next to the headings (Fall 2015, Liberal Arts, Academics, Nursing, etc) to see your course listings.</p> <p>Keep in mind that some instructors do not open courses until the first day of class. If you feel you should be able to see a specific course and you cannot, contact the course instructor.</p>
What If I Have Questions About My Class Content/Assignments?	Contact your instructor. You can find the directory link on the Minnesota West home page.

Do I Have to Check in Right Away With My Online Class?	Yes, you should check in to your course during the first week. You may also want to email your instructor on or before the first day of class. Failure to check in may result in you being dropped from the class. Online classes are not correspondence courses.
Do I Have to Use My Minnesota West Email Address?	Yes, you must use your free Minnesota West email address. Hotmail, yahoo, and other types of accounts are not acceptable. You can access your student email from the Quick Links on the Minnesota West home page (Email – Students)

Students Services Information

This information is a brief overview of some of the student services available to you. For more information on student services, contact your home campus student services office or click on **Current Students** on the home page.

QUESTIONS	ANSWERS
How Do I Get My Books?	You may order books through the Minnesota West bookstore (under Current Students).
How Can I Update My Name/Address/Phone?	Log in to E-Services .
What If I Have a Question About Registration or Grades?	Log in to E-Services . You may also call the registrar.
What If I Need Help Deciding Which Courses Fit My Degree?	You will want to talk to your advisor or a counselor regarding course options.
Who Can I Ask for Academic Assistance?	If you need assistance with a course, contact your instructor first. Secondly, tutors are available on each campus, and arrangements will be made for students who are at a distance.
What If I Have a Disability?	Review the Disability Services information (search on “disability services” in the Search box). Also, be sure to let your instructors know of any additional needs you have.
What Is the School Policy on Plagiarism?	Plagiarism is not tolerated. Be sure to read about Academic Honesty in the Code of Conduct , under the Current Students link.
Where Can I Find the Student Handbook?	The Student Handbook is online and not actually a physical book, with the information found under the Current Students link.
Will I Have Access to Library Materials?	All Minnesota West students have access to library services (under Services/ LARC-Library).