



**MINNESOTA STATE**

*Dakota County Technical College  
and Inver Hills Community College,  
members of Minnesota State*

## **CONTINUING EDUCATION & CUSTOMIZED TRAINING**

### *INSTRUCTOR GUIDE*

<u>WELCOME</u>	<u>2</u>
<u>StarID ACTIVATION</u>	<u>3</u>
<u>MN STATE EMPLOYEE ID</u>	<u>7</u>
<u>PAY DETAILS</u>	<u>8</u>
<u>CLASS PREPARATION</u>	<u>13</u>
<u>D2L BRIGHTSPACE</u>	<u>14</u>
<u>ZOOM</u>	<u>16</u>
<u>MARKETING</u>	<u>21</u>
<u>CECT DIRECTORY</u>	<u>22</u>

Discover What's Next



## Welcome!

Thank you for agreeing to teach for the [Continuing Education](#) department at [Dakota County Technical College](#)! You are a very important part of our success and we value your contributions. Any questions concerning your course activity, course logistics or payment amount should be directed to your program planner. Additional contacts and information can be found in this instructor guide. Wishing you an exciting and energetic tenure with us! Welcome!

## Instructors Paid through a Business or Sole Proprietorship

You will be paid directly by [Dakota County Technical College](#) at the end of your training.

## Instructors on Payroll

New employees will be sent a “token” email which contains a link to submit your personal and contact information, previous retirement participation, etc. This email will also include a list of documents that you will need to print and bring into the [Human Resource](#) department. After these steps are complete, and HR has entered your assignment into the system, you will need to access the [MN Self-Service](#) site to complete your direct deposit and W-4 information.

You will receive an email from Human Resources with your employee number. If you need assistance, please contact [Human Resources](#) at 651-423-8411 or via email at: [hr@dctc.edu](mailto:hr@dctc.edu).

You can expect to receive payment approximately 4 weeks after you begin teaching. The [payroll calendar](#) can assist in determining when you should expect your deposit.

## StarID Activation

StarIDs are used for D2L, [Dakota County Technical College](#) email, Zoom, and other technological access and may not pertain to you. If you have not activated your StarID you will need to do so in order to access the state payroll system and other functions. Please have your Tech ID, email address and social security number available.

**NOTE:** If you have activated your StarID in the past or at any Minnesota State College, you **do not** need to re-activate a new one. Please go to the link below to reset your password, or retrieve your previous StarID.

To begin visit: <https://starid.minnstate.edu/>

Select 'Activate my StarID - Activate your StarID and set a password.'

**MINNESOTA STATE** HELP

**Reset my Password**  
If you don't know your password.

**Sign in to Profile**  
Change your password, email preferences, and security questions.

**Activate my StarID**  
Activate your StarID and set a password.

**What is my StarID**  
If you don't know your StarID, start here.

**What is a StarID?**

The StarID is a username that replaces many login IDs with **one ID, one password, everywhere**.

You only need one StarID: you can use the same StarID across Minnesota State to log into many services like email, D2L Brightspace, and more. Change your password in one place — [starid.minnstate.edu](https://starid.minnstate.edu) — and it changes everywhere.

For more information, see [StarID Help and FAQ](#).

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Select 'I know my TECH ID (8 digit student ID).'

**MINNESOTA STATE** HELP

### Activate my StarID

Activate your StarID to set your password and make it ready to use. To start, select one of the options below.

- ▼ I know my Tech ID (8 digit student ID)
- ▼ I know my email address
- ▼ I have a verification code
- ▼ I have my library card
- ▼ I know my State employee number (8 digits)

[Return to Self Service signin.](#)

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Enter your TechID\* and Select '**Dakota County Technical College**' from the drop-down menu.  
*\*if your TechID begins with leading zeros, you must enter the zeros.*

**MINNESOTA STATE** HELP

### Activate my StarID

Activate your StarID to set your password and make it ready to use. To start, select one of the options below.

▲ I know my Tech ID (8 digit student ID)

Tech ID  
12345678 ?

College / University  
Century College ▼

⏪ Continue

## Add your social security number

Enter your social security number.

You **MUST** include dashes, ex. 123-45-6789 or the system will not recognize your SSN.



MINNESOTA STATE

HELP

### Activate my StarID

Activate your StarID to set your password and make it ready to use. To start, select one of the options below.

#### Enter your Social Security Number

SSN



Show SSN



Continue

This page includes space where you may enter your Social Security Number (SSN). If you do, the number entered will be compared electronically with the SSN that is stored in the Minnesota State system to verify your identity; no person has access to your SSN in this process. The number entered on this screen is encrypted during transmission, no one has access to it after it has been transmitted and it will not be stored. You are not required by law to provide your SSN. If you choose not to use your SSN for this purpose and are unable to use another identifier that does not require SSN, see information technology support for assistance.

## Create a Password & Confirm Email

Create a password using the applicable rules. Review your email address.

If your email address is different than what is listed, contact our Human Resources Department at 651-779-5804.

The change should be on your account within one hour.



MINNESOTA STATE

HELP

#### Set Password

New Password

Confirm New Password

Passwords must be at least 8 characters long and must contain at least three of these types of characters: upper-case letters, lower-case letters, numbers, and special characters. Passwords may not include your name. Do not re-use passwords.

StarID Notification Email (preferred email)

Select the email address we use to send email about your StarID (password changes, expiration, etc.)



I acknowledge that I am subject to the terms of access and use as defined in [Board Policy 5.22 Acceptable Use of Computers and Information Technology Resources](#).



Set Password

## StarID Creation

You will be assigned a StarID which is a combination of two alpha characters, four numbers and two alpha characters.

Your password is good for 180 days. You will receive reminder emails, to the address on file at 21, 7 and 1 day prior to expiration. The email will come from "NoReply@minnstate.edu" with the subject line "StarID Reminder: Your password will expire in XX days"

## StarID Profile

Your password has been set.

You have set the password for your StarID, xxxxxxxx Great! Now we encourage you to protect your StarID with security questions.

<b>StarID</b>	xxxxxxx
<b>First name</b>	xxxxxxxxxx
<b>Middle name</b>	xxxxxx
<b>Last name</b>	xxxxxxx
<b>Password</b>	<input type="text" value="xxxxxx"/> <input type="button" value="Edit"/>
<b>Security Questions</b>	Protect your StarID with security questions.

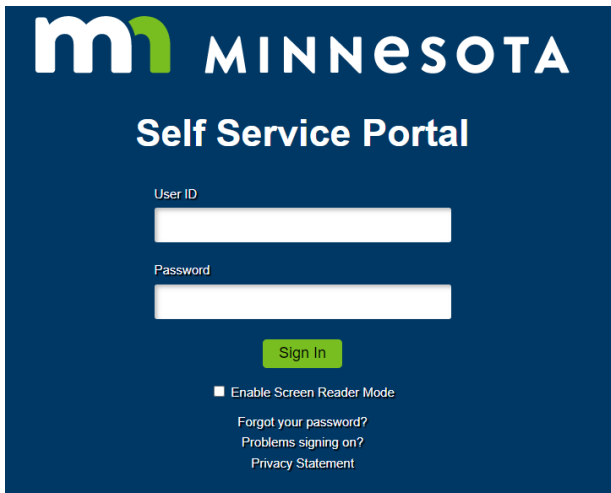
StarID Notification Email (Preferred)

Email address where we send messages such as password reset reminders.

Current notification email:

xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Please retain a copy of your newly created StarID and password. If you have trouble with accessing resources with your StarID please contact Dakota County Technical College IT Department or visit the MN State StarID website for password or StarID support: <https://starid.minnstate.edu/>



## MN State Employee ID

The following information is accessed through the **State of Minnesota self-serve website** [www.state.mn.us/employee](http://www.state.mn.us/employee).

Your employee ID number is used to log into the site. Once your new hire paperwork is received by Human Resources, your personnel data is entered into the personnel/payroll system and your ID number is generated. You will be contacted via email once this is completed and your employee ID is available.

Your password is initially set up as the last four digits of your social security number. When you login for the first time, you will be required to create a new password that is at least eight characters and is case sensitive. Passwords expire every 90 days. When leaving the Self-Serve Website, don't forget to logout using the *Sign Out* button on the top right corner.

### To Set Up Your W-4

Sign into the self-serve website. Select the *Other Payroll*, and then select *W-4 and MWR*.

If you need help, select the *Do not Submit* button at the bottom of the page, and then select the *Instructions* button under *W-4* and *MWR*. If you need additional assistance, please contact Payroll at 651-779-3919.

### To Set up Your Direct Deposit

All State of Minnesota Employees are required to sign up for 100% direct deposit under Minnesota Statue 16A.17, subd 10. To set up your direct deposit, sign into the self-serve website, select *Other Payroll*, and then *Direct Deposit*. If you need additional assistance, please contact Payroll at 651-779-3919.

### To Access Your Paystub

Sign into the self-serve website. Select *View Paystubs*. You can also view pervious paystubs by selecting the *Paycheck Selection* button. To return to the home page, select *Employee Self Service Home Page* button at the top of the paystub page.

### Other Services Available

From the Home Page, you can check for announcements, view your employee benefits, view and update your Personal Information and change your password. From the Home Page, under *Other Payroll*, you will be able to access your *W-2*, set up charitable deductions, access payroll forms, set up retirement savings plans, and set up your Deferred Compensation Conversion or Match (if applicable). Century College employees are not set up to use the self-serve Business Expenses.

### Leave Balances for Faculty and Administrators

Leave balances for faculty and administrators are available by contacting payroll.

### Leave Balances for Staff

Leave balances for staff are available on the employee self-service site under *My Leave Activity*.

## Employee Pay Details Report

The **Employee Pay Details Report** provides an employee with information by pay period and check date of scheduled pay and what was actually paid (Pay Check) across all institutions. The report shows totals by pay period and keeps a calculated balance each pay period using Assn Dollars total from Assignment Summary section minus Paid FYTD amount from Check Details.

The faculty assignment information is entered by your Human Resource office but is provided to them by the Dean at your institution through the Faculty Workload Management (FWM) application.

For Staff, MSUAASF and Administrators assignment information is also maintained by Human Resources, but the majority of the assignment information does not change from year-to-year.

### How to Access the Employee Pay Details Report

1. Sign into Employee Home at <https://eservices.minnstate.edu/employee/public/secure> using your StarID and password.
2. Go to the eTimesheet option.
3. Select Employee Pay Details from the Time and Leave Reporting toolbar. You will see Pay Details Report and State Self Service in the drop-down displayed. To view your pay details, select Pay Details Report.



1. The Report Setup screen displays. Select Fiscal Year for which you would like to view pay details from the drop-down.

### Pay Details



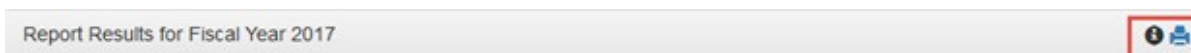
2. Select Yes or No if you would like to receive report via email. If you select Yes, you must enter a valid email address.

Send report to email?  No  Yes


3. Click Create Report to run the report.

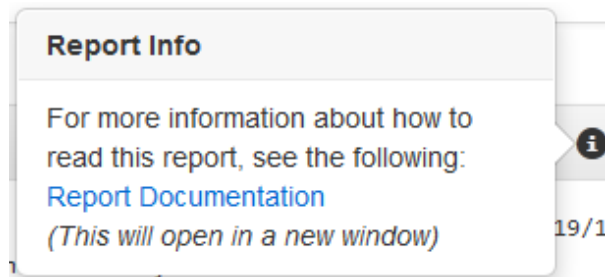
**NOTE:** See below for full *Report Setup* screen and parameter definitions.

The Pay Details Report Results return for the fiscal year selected and you will see two icons in the report header box.






a. If you click the information icon (  ), you are presented with an information text box containing a link that provides direct access to the report documentation.



**NOTE:** You will need to click on the information icon again to remove the box.

b. Click the printer icon (  ) to request a printer friendly version of the report. A new browser opens with the report displayed.

c. Choose File > Print from the browser toolbar to print report.

## Report Setup

### Pay Details

Report Setup

Select a fiscal year:  Send report to email?  No  Yes

Field Name	Description
Fiscal Year	Defaults to current fiscal year. If you need to run the report for a different fiscal year, select a different year from the drop-down selection. <b>NOTE:</b> Only fiscal years for which you have an assignment will display in the drop-down.
Send report to email?	Defaults to "No". If you would like to receive the report via email as well as viewing on-line, click the 'Yes' radio button and enter a valid email address. <b>NOTE:</b> You will receive the report via email and also view report results on-line.
Create Report	Click Create Report to generate the report. You will see a message 'Your report is being generated' to let you know that report was submitted and system is creating the report. Report results will display in a separate section below the Report Setup fields.

## Report Sample

Report Results for Fiscal Year 2016									
Fiscal Year : 2016									Date: 12/16/15
Empl ID	Name	Barg Institution	Seq	Assn Desc	Assn Begin	Assn End	Days	Cred	Assn Dollars
00102392	Eberling, Kayla	216 Bemidji St	01	Regular	07/01/2015-06/30/2016		262		71,285.00
									71,285.00
Institution	Appointment Status	Bargaining	Range	Step	Annual Base				
Bemidji St	05/01/2015-07/31/2015 Probationary	216	05/01/2015-07/31/2015	17	0010	71,013.00			
Bemidji St	08/01/2015-06/30/9999	216	08/01/2015-06/30/9999	17	0010	71,013.00			
Bemidji St	08/01/2015-12/31/9999 Permanent								
CHECK DETAILS									
Pay Period Begin/End	Check Date	Institution	FY	Seq	Scheduled	Paid	Paid FYTD	Balance	
07/01/2015-07/14/2015	07/24/2015	Bemidji St	2016	01	2,720.00	2,720.01	2,720.01	68,564.27	
07/15/2015-07/28/2015	08/07/2015	Bemidji St	2016	01	2,720.00	2,720.00	5,441.61	65,843.47	
07/29/2015-08/11/2015	08/21/2015	Bemidji St	2016	01	2,720.00	2,720.01	8,162.42	63,122.66	
08/12/2015-08/25/2015	09/04/2015	Bemidji St	2016	01	2,720.00	2,720.00	10,883.22	60,401.86	
08/26/2015-09/08/2015	09/18/2015	Bemidji St	2016	01	2,720.00	2,720.00	13,604.02	57,681.06	
09/09/2015-09/22/2015	10/02/2015	Bemidji St	2016	01	2,720.00	2,720.01	16,324.83	54,960.25	
09/23/2015-10/06/2015		Bemidji St	2016	01	2,720.00		16,324.83	54,960.25	
10/07/2015-10/20/2015		Bemidji St	2016	01	2,720.00		16,324.83	54,960.25	
10/21/2015-11/03/2015		Bemidji St	2016	01	2,720.00		16,324.83	54,960.25	
11/04/2015-11/17/2015		Bemidji St	2016	01	2,720.00		16,324.83	54,960.25	
11/18/2015-12/01/2015		Bemidji St	2016	01	2,720.00		16,324.83	54,960.25	
12/02/2015-12/15/2015		Bemidji St	2016	01	2,720.00		16,324.83	54,960.25	
12/16/2015-12/29/2015		Bemidji St	2016	01	2,720.00		16,324.83	54,960.25	

## Information included on the Employee Pay Details Report

Field Name	Description
<b>Assignment Summary Section</b>	
This section displays all assignments for the selected employee and fiscal year combination across all Minnesota State institutions. It is sorted by institution and sequence number.	
Fiscal Year	The fiscal year the pay details report was generated for.
Empl ID	The 8-digit State Employee (SEMA4) ID for the employee.
Name	Employee's Name - Report will display legal name unless there is a Preferred Name entered.
Barg	Displays the bargaining unit the assignment relates to.
Institution	Institution the employee had assignment data and expected pay.
Seq	This field indicates the sequence number of the assignment when an employee has multiple records. This will tie the <i>Assignment Summary</i> section to the <i>Check Details</i> section to identify related assignment and pay information.
Assn Desc	Displays the short description from the assignment type code list.
Assn Begin	The begin date of the assignment.
Assn End	The end date of the assignment.

Days	The number of duty days for the assignment. If assignment dollars calculate based on Days, you will see Days listed. <b>NOTE:</b> If the assignment dollars calculate based on something other than days or credits (i.e. overload, manual, none, etc.) and days and credits have been entered, they will display.
Cred	The number of credits for the assignment. If assignment dollars calculate based on Credits, you will see Credits listed. <b>NOTE:</b> If the assignment dollars calculate based on something other than days or credits (i.e. overload, manual, none, etc.) and days and credits have been entered, they will display.
Assn Dollars	The assignment dollars for this assignment. Report lists each assignment separately and calculates a total to be used in the Totals section of the report.
Date	The date the report was run.
<p><b><i>Check Details Section</i></b> Includes all pay received in the selected fiscal year, even if it is for an assignment outside the selected fiscal year.</p>	
Pay Period Begin/End	This is a 10-day period that lists the first day of the pay period (begin) and the last day of the pay period (end). The end date is what we refer to as the Pay Period End Date (PPE).
Check Date	The date the checks are issued.
Institution	The institution the pay tape was charged to.
FY	The Fiscal Year the pay was charged to. You may see different fiscal years listed if there is pay for a different fiscal year (i.e. summer session pay). This typically happens during the months of May - August.
Seq	This field indicates the sequence number the pay tape ties back to in the <i>Assignment Details</i> section.
Scheduled	Scheduled amount to be paid per pay period by institution and sequence. A Total field will display the total scheduled amount to be paid for each pay period if more than one dollar amount is being paid. This field will have an amount listed under Scheduled for future payments that are scheduled to be paid, but not yet paid. You can see that in the example above by looking at PPE's 4/8 through 5/11. You see a scheduled amount, but the Paid amount is blank.
Paid	Amount paid for a specific pay period and institution. A Total field will display if employee was paid from more than one institution and/or sequence .
Paid FTD	Actual salary amount paid to date.

Balance	A calculated balance each pay period using Assn Dollars total from Assignment Summary Section minus Paid FYTD amount from Check Details.
<b>Totals Section</b>	
Institution	The institution the employee had Scheduled and Paid dollars.
Seq	This field indicates the sequence number of the Assn Dollars and Total Sched Dollars as it relates to Check Details and Assignment Summary.
Total Assn Dollars	The total assignment dollars from the Assignment Summary section. This is the total Assn Dollars field.
Total Sched Dollars	The total scheduled dollars displays based on all scheduled payments listed in Check Details.
Difference	<p>This field will display the difference between <b>Total Assn Dollars</b> and <b>Total Sched Dollars</b>. A difference of less than \$1.00 represents a difference in rounding. For example, a classified employee's base salary is \$56.03/hour. Multiplying \$56.03 by 2,088 hours yields \$116,990.64. The annual base salary in the compensation grid (which is the amount that populates the <b>Total Assn Dollars</b> field) for this hourly rate is rounded up to \$116,991 which results in a difference of \$.36. This is not a difference to be concerned about.</p> <p>For some types of faculty assignments, the pay isn't scheduled until the assignment ends. It will be common to see differences between Assigned and Scheduled Dollars in this scenario, too, until the assignment ends and all payments have been made.</p> <p>In <b>rare</b> instances, a difference between the Assigned and Scheduled pay of greater than \$1.00 could represent a potential under- or over-payment. Questions should be directed to your campus HR office.</p>

## Data Availability

Since the report is run by fiscal year and future fiscal year data may not be available, the following rules apply if an employee generates the report during April.

- April – If report is generated in April for the next fiscal year, the report will be blank. We process fiscal year payroll during the month of April and data may not be reviewed until the process has been reviewed; they will not be able to view future fiscal year data during this time.

## Need Help?

If you need additional assistance, please contact [Human Resources](#) at 651-423-8411.

If you need technical assistance, please contact the [IT Service Desk](https://servicedesk.minnstate.edu/): <https://servicedesk.minnstate.edu/> or call 877-GO-MNSCU (877-466-6728), Monday through Friday, 7:00 AM to 5:00 PM.

## Class Preparation

Below are resources to assist in preparing for your course(s). If at any time you need assistance, please contact your Program Manager found in the CECT Directory of this handbook.

## Schedules

Once your proposal to teach a class is accepted, you'll work with your Dakota County Technical College customized Training Rep to schedule the class based on student needs and room availability.

Proposals are reviewed and accepted year-round with semester deadlines as follows:

- Fall (Sept-Dec): April 15
- Spring (Jan-May): August 15
- Summer (June-August): January 15

## Technology Requests

If you require more than the standard equipment (data projector, flip chart, instructor computer and whiteboard), please contact your Customized Training Rep

If you are uncertain about how to use any equipment in the classroom, you can schedule a training session by contacting the [IT Help Desk via JIRA ticket. https://prompt.dctc.edu/prompt/secure/Dashboard.jspa](https://prompt.dctc.edu/prompt/secure/Dashboard.jspa)

## Class Materials

Dakota County Technical College Customized Training staff will complete any duplicating required for your class; however:

When you teach for us, you represent [Dakota County Technical College](#), and all materials should reflect the look and integrity of the [Dakota County Technical College](#) brand. Contact your Customized Training Rep for more information or to request a DCTC-branded template to use for class materials.

All duplicating requests should be sent **TWO WEEKS** in advance of the class start date. If we do not receive these materials two weeks in advance, you will need to have them copied at your own expense.

**NOTE:** No copying facilities are available on campus for last-minute duplicating, so please plan ahead.

All materials will be run back-to-back and in black ink unless you have received approval from your Customized Training program Rep.

The class attendance roster, duplicated materials, and class evaluation forms will be delivered to your classroom on the day or evening of your class. If you have a one-session class, Certificates of Completion will also be provided.

## D2L Brightspace Learning Environment

Below are resources to assist in troubleshooting or preparing for your course(s) that include D2L Brightspace. If your course(s) do not use D2L, this will not pertain to you. If at any time you need assistance, please contact your Program Manager found in the CECT Directory of this handbook.

### D2L Course Shells

**Non-Credit:** [www.cect.learn.minnstate.edu](http://www.cect.learn.minnstate.edu)

To ensure timely and smooth access for students, please log in to the appropriate D2L site for your course(s). Check to make sure the shell is viewable to you as a Teacher and any other instructors that should be included.

### D2L Course Contents

Once your D2L course shell has been created and it is accessible, you can begin building your class contents.

If you need a previous course/class copied to a more current shell, contact your Customized Training Rep. Include the previous course number and the current shell you would like the content copied into (**Credit example:** 20215001234 copied into 20221000123 // **Non-credit example:** RST 123456 copied into RST 112345).

For assistance please view **D2L Brightspace Learning Environment** tutorials online: [CLICK HERE](#)

## D2L Troubleshooting

About a week prior to the course start date, an email is sent out to students with information on how to access the D2L Brightspace site for the course(s). This email contains a direct link to the D2L shell, troubleshooting help, and resources for students. An example of the email is below:

**On the day your course starts**, it will be located at <https://cect.learn.minnstate.edu>

This is **NOT** the same D2L listed on the DCTC website.

Chrome or Firefox are the best browsers to use.

Click “Sign on with STAR ID” button

If a student is having trouble accessing the course, check the web browser (it is best to use a desktop computer with Chrome), and check the website (make sure they are using the appropriate course shell/site).

**StarID Help:** [Dakota County Technical College](#) uses StarID login info to access all of your resources including D2L Brightspace for online courses. To activate your StarID, to reset a forgotten or expired password, or general password help, please visit: [StarID Self Service](#) or [starid.minnstate.edu](http://starid.minnstate.edu)

Additional support is available from the [Minnesota State Service Desk](http://servicedesk.minnstate.edu) - <http://servicedesk.minnstate.edu> or by phone 1-877-466-6728

## ZOOM

Below are resources to assist in troubleshooting or preparing for your course(s) or other meetings that include Zoom. If your course(s) or communication does not require Zoom, this may not pertain to you. If at any time you need assistance, please contact your Program Manager found in the CECT Directory of this handbook.

### GET GOING WITH ZOOM. PRE-WORK FOR CLASS

Though Zoom is a fairly intuitive platform, you will need to go to the Zoom site and test a few things out prior to your class.

Join a Zoom test meeting to familiarize yourself with the layout and test your microphone and speakers prior to your class date. Please [Join a Test Meeting](#) and read through the instructions on the page beginning with 'Instructions.' Click on the test link and walk through the numbered steps.

If you do not have audio on your computer you may still join the online meeting then use a telephone to call in through one of the phone numbers on the meeting invite you will be receiving. If you do not have video on your computer you may still participate in the online meeting, just with a black screen and your name in white letters.

### SPECIAL NOTES ON COMPUTER CLASSES

Students will find optimal success if they have TWO monitors (or dual monitors) as it will be challenging to look at what is being modeled and use their own version to follow along.

Please run any system updates that may exist for your computer and software.

The version on a student's computer may differ from the one being used by the instructor. Every effort will be made to take differences in versions into consideration.

### TROUBLESHOOTING AUDIO ISSUES IN ZOOM

Entering a web meeting in Zoom and realizing your microphone or speakers aren't working can be stressful and frustrating. It's also one of the most common technical difficulties confronting Zoom users. In this troubleshooting guide you will learn nine approaches to correcting your audio problems in Zoom.

**NOTICE:** *If you need to access audio in a Zoom meeting immediately, skip to Solution #10 for instructions on dialing into the meeting using your landline or smart phone.*

**Perform the following troubleshooting solutions below (in the order of complexity):**

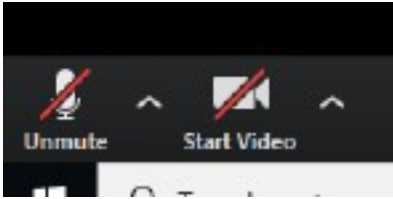
- Solution #1: Make sure you aren't muted
- Solution #2: Check your speaker and microphone volume levels
- Solution #3: Run the Test Speaker and Microphone Tool
- Solution #4: Unplug your USB device, and plug it back in
- Solution #5: Exit the Zoom room completely, then re-enter the Zoom room
- Solution #6: Restart your computer
- Solution #7: Close all conflicting applications on your computer
- Solution #8: Disable /enable your audio device(s) in Windows / MacOS
- Solution #9: Connect with an IT professional
- Solution #10: Call-in to your Zoom meeting by phone



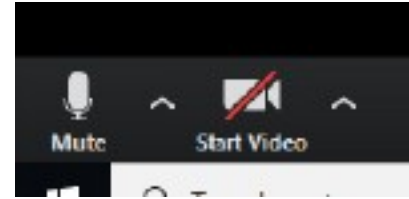
### Solution #1: Make sure you aren't muted

Zoom rooms are often set up to automatically mute users upon entry. Look in the lower left hand corner of the Zoom window to see if your microphone is muted. If it is, **click the microphone icon to unmute.**

**Mobile app users:** Same basic process



**Microphone Muted**

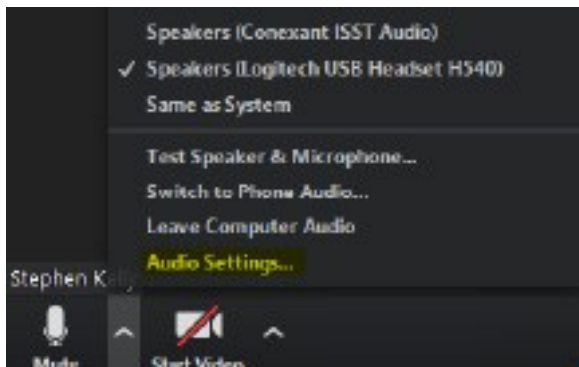


**Microphone Unmuted**

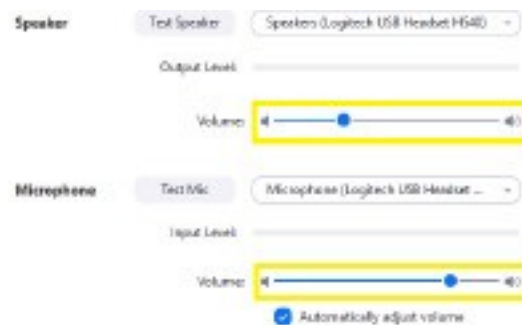
### Solution #2: Check your speaker and microphone volume levels

Zoom uses your operating system volume levels to inform its use of your speaker and microphone, and on occasion you may adjust these down while using another application.

To check your volume levels, **click the carat icon** next to the microphone icon. **Choose the Audio Settings** option. **Adjust your speaker and microphone levels using the sliders.** The checkbox for automatically adjusting your microphone may be checked. It is recommended you keep this checked, but if you wish to manually set your microphone volume, you may deselect it and set the volume manually.



**Select Audio Settings**



**Adjust volume levels using the sliders**

If your audio is still not working correctly, move to Solution #3.

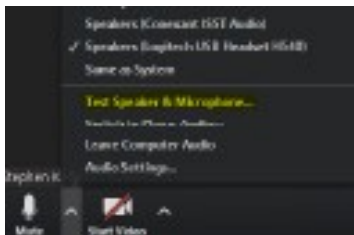
**Mobile app users:** There is no comparable audio settings option in the mobile app. Adjust the volume level of your mobile device using the device's volume buttons. These are typically located on the side of the device.

### Solution #3: Run the Test Speaker and Microphone Tool

If Zoom is not automatically detecting your microphone and speaker, then the Test Speaker and Microphone Tool allows you to manually choose the speaker and microphone you would like Zoom to use.

Click the **carat icon** next to the microphone icon. **Choose the option Test Speaker & Microphone.** Allow the tool to walk you through the steps, checking your speaker and microphone volumes. Be sure to **use the dropdown options to select the correct speaker and microphone you would like to use.** Once you've completed each step of the tool, **click Finish.**

**Mobile app users:** No equivalent process exists for the mobile app since most mobile devices only support the on board speaker and microphone.



**Select Test Speaker & Microphone**



**Choose a speaker from the dropdown**



**Choose a microphone from the dropdown**

### Solution #4: Unplug your USB device, and plug it back in

Many USB devices (like headsets) require drivers or similar software to communicate with your computer. These are often automatically loaded when a device is inserted into a USB port. **Unplug your device(s), and plug them into your computer again.** Wait up to 10 seconds, make sure your speaker and microphone are on in Zoom, then see if you can hear others and if they can hear you. If you cannot hear them or they cannot hear you, **repeat Solution #1, Solution #2, and Solution #3.**

**Mobile app users:** Same basic process if your mobile device supports a USB device, except skip Solution #2 and Solution #3 when using the mobile app.

### Solution #5: Exit the Zoom room completely, then re-enter the Zoom room

Occasionally Zoom can load without identifying your audio devices, and this can cause audio failure. **Exit out of the Zoom room completely, then re-enter the Zoom room the same way you entered the first time.** If your speaker and audio are not immediately functioning, repeat Solution #1, Solution #2, and Solution #3.

**Mobile users:** Same basic process, except skip Solution #2 and Solution #3 when using the mobile app.

### Solution #6: Restart your computer

Sometimes the best thing to do is simply **restart your computer.** This does work on a surprising number of occasions. Power your system down, then power it back up.

**Mobile app users:** Same basic process.

## Solution #7: Close all conflicting applications on your computer

**Caution:** only pursue this solution if you are comfortable shutting down programs that are running on your computer. Do not close programs you are unfamiliar with as this could cause your computer to stop working properly and require a restart.

Most audio devices may only be used by one application at a time. For instance, if you have Dragon Naturally Speaking running on your computer, and it is currently accessing your microphone, then Zoom may not be able to also access your microphone.

**Close any programs on your computer you think may be preventing Zoom from accessing your speaker or microphone by pressing ctrl + alt + delete (Windows) or option + command + escape (Mac).**

**Mobile app users:** close all non-system apps running on your mobile device, especially social media and music apps that may use your microphone or speaker.

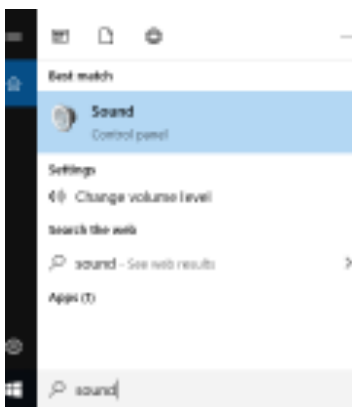
## Solution #8: Disable /enable your audio device(s) in Windows / MacOS

On startup, your computer may be choosing to select a default speaker or microphone that is different from the ones you would like to use. You can set the default speaker and microphone.

**Mobile app users:** No equivalent process exists for the mobile app since most mobile devices only support the on board speaker and microphone.

### Windows 10

In Windows 10, type “sound” in the search input filed on your toolbar. Choose Sound Control Panel from the results. On the Playback tab, choose the speaker that you would like to make your default speaker device. Click Set Default. On the Recording tab, choose the microphone that you would like to make your default microphone device. Click Set Default. Click the OK button.



**Search Sound for Sound Control Panel**



**Set your preferred speaker as default**



**Set your preferred microphone as default**

### Mac OS

Please refer to the page Set up audio devices in [Audio MIDI Setup on Mac](#) for guidance on setting default sound devices on a Mac computer.

### Solution #9: Connect with an IT professional

If all the previous solutions fail to solve your audio problems, contact an IT professional within your organization for further assistance. There is likely a more complex issue occurring with your computer or mobile device.

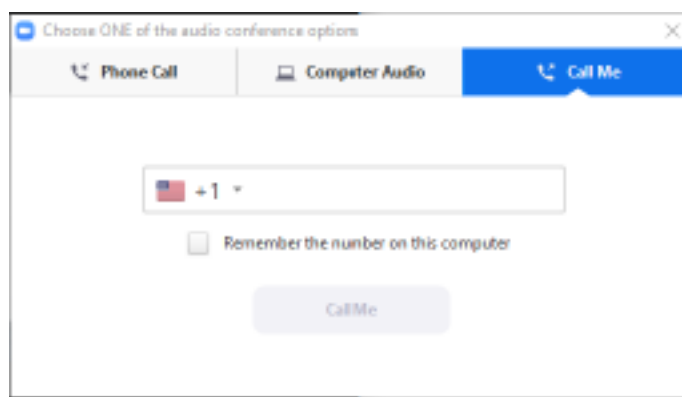
For immediate access to Zoom meeting audio, go to Solution #10.

### Solution #10: Call-in to your Zoom meeting by phone

Due to the unpredictability of mobile phone reception and wifi, calling in to a Zoom meeting by phone may not offer the best audio experience, but in a pinch, it will allow you to communicate and participate, and sometimes this is all you need.

To call in to a Zoom meeting using a standard computer or laptop, **choose the Call Me option** when you first enter the Zoom room, and **enter the phone number you would like Zoom to call you at. Click Call Me.** Zoom will call that number and you will then be connected by phone to the meeting.

**Mobile app users:** *This option works if you are on a tablet device. In testing, attempting to call a mobile phone that currently has the Zoom app open can fail. If you must use a mobile phone for calling in, make every effort to use an alternate computer to run your video.*



**Enter your phone number, click Call Me**

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### Additional Zoom Help

In the event that all troubleshooting efforts have been exhausted, contact your Program Manager or alternate host(s) for help, or contact your Program Manager to reschedule your class.

Other Zoom solutions and resources can be found on the Zoom website: [zoom.us/signup](https://zoom.us/signup)

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## Marketing

The success of your classes depend greatly on branding and marketing as much as having a well taught class. [Dakota County Technical College Continuing Education & Customized Training \(CECT\)](#) provides general marketing throughout the year through printable flyers & catalogs, mailouts, digital newsletters & emails, community engagement, and posting digital advertisements a/o material on many different social media platforms.

Instructor marketing is greatly helpful and encouraged! All instructors can help promote by making social media posts, sending information to contacts, or utilizing our printed flyers and catalogs.

## Branding

The [Dakota County Technical College](#) brand reflects the College's mission, vision and values and, like those values, will last for many years to come. The visible elements of a brand (such as colors, design, logotype, name, symbol) together identify and distinguish the brand in the consumers' mind.

**The branding guidelines will be strictly enforced.** If you are unsure of the proper logo usage, you are welcome and encouraged to discuss with your Customized Training Rep to have material reviewed.

**NOTE:** The marketing department reserves the right to decline all materials not meeting proper logo and color palette usage. **New logo and development is prohibited in all cases.** If you have questions about graphic identity for a program or service, please contact your Program Manager for logo options.

## Need a Flyer?

CECT can produce a course/class flyer upon request. Please speak to your Customized Training Rep to submit a flyer request. Include any HD or PNG files for pictures, logos, and general information needed on the flyer. Please allow up to 2 business weeks for flyer completion.

## CECT Directory

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General Campus Maps, Building Hours, & Parking -<https://www.dctc.edu/about-us/location-maps/>  
Support Services -<https://www.dctc.edu/support-services/>