Live Online Courses

Student Manual

Textbooks and Course Materials

- Purchase required books and materials 1-2 weeks before the course begins: https://mnscu.rschooltoday.com/cad_clients/mnscu/uploads/files/Live%20Online%20Textbooks%20Materials%20List.pdf
- You can purchase or rent new or used books from any bookstore or online shop.
- For textbook questions, please contact your enrolling college.

Connecting to Class

- Follow instructions in the Technology Manual on page 2 to set up and test your equipment in advance.
- You will receive course connection information via email 1 week prior to the course start date.
  - If you do not receive this information, call 507-389-7203 or email cbi@southcentral.edu.

D2L Access

All CMAE manufacturing courses will utilize D2L for additional course content and assignments. Shorter, non-credit only courses may not use D2L. In that case, skip to next section.

- After registration for the course, you should receive a registration confirmation email from notifications@mail-cr.rschooltoday.net.
  - If you do not have a StarID, follow the instructions in the email to set one up.
  - If you already have a StarID, do not activate another one. You can already log in to D2L.
  - To reset your StarID password, use StarID Self Service: starid.minnstate.edu
- Visit and bookmark the CE/CT D2L Website: CECT.learn.minnstate.edu
- Log in using your StarID and your StarID password.
- To view the courses you’re enrolled in, click on the View All Courses link under “My Courses” on the right-hand side of your homepage. Review 5 Key Tools for D2L if needed.
  - NOTE: You will not gain access to course content in D2L until after the first live class meeting, unless otherwise specified by the instructor.
- If you have problems logging in to CE/CT D2L, contact the MN State Service Desk: 877-466-6728

Registration Cancellation/Refunds

- You must submit the cancellation form (southcentral.edu/dropcourse) at least 3 business days prior to the session start date. After that, the student and/or employer incurs all charges without refund.

Attendance Policy

- Please refer to the course syllabus from your instructor to verify their attendance policy.

Taking a Course for Closed Credit

- If you are enrolled through a college offering closed credit for CMAE manufacturing courses, you will receive a letter grade for the course and your attendance will be tracked.
- For withdrawal from the college, application questions, and/or credential testing questions, please contact the college you enrolled through.
Technology Manual

Required Equipment
- Computer (Mac, PC, desktop, laptop) OR Tablet (iPad, Kindle, etc.)
- Webcam – Built-in or external, any brand/type (Logitech works well)
- Microphone – Built-in or external, any brand/type OR
- Video Conferencing System (ITV)

First-Time Users
You will receive course connection information via email 1 week prior to the course start date.
- Connect early – You may need to install an extension and refresh your browser (See pages 3-7).
  o For PC/Tablet, follow instructions on pages 3-4 (Chrome) or 5-7 (other browsers).
  o For Video Conferencing/ITV, follow instructions on page 8.
- Set up a time to test your connection with IT.
  o Contact Bill Erickson (IT Specialist) to help you test your connection in advance.
    ▪ 507-389-7212, bill.erickson@southcentral.edu

Internet Recommendations
User experience is affected by internet speed and the personal computer system's reliability.

Web Browser
- Google Chrome is currently the only fully supported web browser.
  o We strongly recommend that you update to the latest version of Chrome.
  o If you are not allowed to update to the latest version, try the following:
    ▪ Open Chrome.
    ▪ Paste the following URL: chrome://flags/#enable-usermedia-screen-capture.
    ▪ Locate the setting "Enable Screen Capture Support in getUserMedia(). Mac, Windows, Linux, Chrome OS". (This is about half way down the page so you need to scroll to display it.)
    ▪ Click Enable.
    ▪ Close Chrome completely and re-open it to start using the new setting.

Internet Speed
- Download Speed of at least 5 Mbps and Upload Speed of at least 0.5 - 1 Mbps required
- To test your internet speed, complete a simple test at http://www.speedtest.net/ from the location you will be joining your course. NOTE: To run this test your device must have Flash.
- Call and ask your internet provider to test your upload speed and turn it up if needed.

Troubleshooting
- Local IT Support – Check equipment, internet connection, camera/mic, firewall ports (see pg. 6)
- MN State IT – Remote testing/troubleshooting
  o Bill Erickson, 507-389-7212, bill.erickson@southcentral.edu
- Pinnaca Helpdesk – Higher level issues on the platform
  o 866-433-2240, support@pinnaca.com
Connecting via PC/Tablet

**Google Chrome**

1. Open your Google Chrome browser.
2. Click on the course connection link provided to you to connect to the virtual classroom.
3. This will connect you to the Pinnaca Video Conferencing page, shown below.

![Pinnaca Video Conferencing as a Service](image)

4. Enter your name (which will be displayed) and click Join Meeting.
5. If prompted, click Install/Allow/Open to allow any add-ons to be installed to your browser. After completion, this may require you to refresh your browser and connect again.
6. After clicking on “Join Meeting” you will land on the Call Management and Settings page where you can select and test your camera, microphone, and speakers prior to entering the call.

![Joining SCC CBI 4](image)

7. Click Join Meeting.
8. Once connected, your video camera should appear in a box in the lower left corner.

9. To view video camera and microphone settings, click the gear icon.

10. To mute your camera, click the camera icon.

11. To mute your microphone, click on the microphone button at the bottom of the screen.
   - We recommend that all participants mute the microphone unless asking a question or participating in discussion. To unmute, click the blue microphone icon.

12. To view participants, click on the symbol in the upper right.
   - In a large conference, not all participants can be displayed on screen at the same time.
   - In an All Equal layout, up to 25 participants may be shown in a 5x5 grid.

13. If you lose connection during class, simply try connecting again.
   - Weak internet connections or other network issues can cause this to happen.
   - If it happens often, refer to the Troubleshooting section on page 1.

14. To share your screen (to show documents/media to participants), click the share icon.
   - Choose the screen or application you wish to share.
   - You may be prompted to get the Chrome extension. Click "Get extension".
   - The WebRTC screen sharing screen will appear, click "ADD TO CHROME".
   - The add WebRTC screen sharing prompt will appear. Click "Add extension".
Internet Explorer, Safari or Firefox

1. Click on the course connection link provided to you to connect to the virtual classroom.

2. This will connect you to the Pinnaca Video Conferencing page, shown below.

![Pinnaca Video Conferencing page](image)

3. Enter your name (which will be displayed) and click Join Meeting.

4. You will be prompted to either “Join the Call from CMA” or “If you don’t already have CMA installed, click here”. First time users, click the 2nd option to install the Cisco Meeting App.

![Cisco Meeting App installation prompt](image)

5. Save the Cisco Meeting App.

![Cisco Meeting App save prompt](image)

6. Once the app is saved (downloaded and installed), choose “Click this link to join the call from CMA”.

7. You will be prompted to allow this program to open on your computer. Click Allow.
8. You will land on the Call Management and Settings page where you can select and test your camera, microphone, and speakers prior to entering the call.

9. Click Join Meeting.

10. Once connected, your video camera should appear in a box in the lower left corner.

11. To view video camera and microphone settings, click the gear icon.

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- Choose the screen or application you wish to share.
- You may be prompted to get the Chrome extension. Click "Get extension".

- The WebRTC screen sharing screen will appear, click "ADD TO CHROME".

- The add WebRTC screen sharing prompt will appear. Click "Add extension".
Connecting via ITV/Video System

1. Power up your ITV system and locate the Call area.
   - Each ITV/Video System is different, so you will need to work with your local IT if you need assistance in locating the Call feature and dialing in.

2. Enter the call link that was provided to you to connect via ITV/Video System.
   - It should look similar to this: XXX@vgconnectus.com

3. Click on the Call button.

4. Once connected, you should see:
   - Other participants on the screen
   - OR-
   - Messaging that says: “You are the first to join. Your meeting will begin when other participants connect.”

5. To mute your voice, use the mute button on your ITV/Video System’s remote control.

6. To share documents or other digital media, you may need to log in using a laptop, tablet or mobile device at the same time.
   - This will depend on your ITV or Video System’s capabilities.
   - If you do login with a laptop at the same time as using ITV, make sure to mute the microphone on your laptop so the sound does not pick up on both devices.

7. To end the connection, you will either click the End Call button on the screen or use a button on your system’s remote control.
Firewall Port Information (for Local IT Support)

Ports needed for the Pinnaca Cloud Video Conferencing Service

In order to properly utilize the Video Conferencing Cloud technology on your network, open the following firewall ports to the Pinnaca Cloud network. This document covers four different use scenarios: WorkSpace clients (iOS and PC), WorkSpace WebRTC, existing videoconference room systems, and Skype for Business (Lync).

WorkSpace iOS and PC Clients

For the WorkSpace iOS and PC clients, the following ports need to allow OUTGOING only from your environment:

- XMPP/TURN Servers: 168.215.93.134 and 212.46.148.66
  5222 TCP - XMPP over TLS (Registration)
  3478 UDP - STUN Signaling + Tunneled Media
  32768 – 65535 UDP - Media (Optional for best performance)

WorkSpace WebRTC client

If you have a compatible WebRTC browser (Chrome or Firefox), allow the following outgoing ports:

- Web Servers: 168.215.93.134 and 212.46.148.66
  443 TCP - HTTPS
  3478 UDP - STUN Signaling + Tunneled Media
  32768 – 65535 UDP - Media (Optional for best performance)

Videoconference Room Systems

In order to use your H323/SIP videoconference devices as part of a demo you must allow calls to and from our Gateways. Call traffic will come from:

- Gateways: 168.216.93.135
  168.215.93.131
  38.117.72.147

Skype for Business (Lync) Federation

In order to allow Skype for Business Federation, use:

- SIP domain: pinnaca.com or vgconnectus.com
- Access Edge: pinnaca.com or vgcslyncsip.vgconnectus.com

Pinnaca Helpdesk

Toll Free: 866-433-2240 Email: support@pinnaca.com
5 Key Tools for D2L

https://CECT.learn.minnstate.edu

1. **Content Tool**
The Content tool is where your instructor will post articles, PowerPoint presentations, videos, etc. for you to review as part of your homework. View the video tutorial: [https://youtu.be/IZtzwWJnlXU](https://youtu.be/IZtzwWJnlXU)
   - *To access:* Click on Materials in the navigation bar. Then click Content in the dropdown menu.

2. **Discussions Tool**
The Discussions tool is an area to post, read, and reply to messages on different topics, share thoughts about course materials, and ask questions. View the video tutorial: [https://youtu.be/FKgcKu3CAOA](https://youtu.be/FKgcKu3CAOA)
   - *To access:* Click on Communication in the navigation bar. Then click Discussions in the dropdown menu.

3. **Assignments Tool**
The Assignments tool lets you submit assignments for grading, eliminating the need to email or fax. Simply upload your assignment to the appropriate folder. View the video tutorial: [https://youtu.be/d3YxtuHaQT4](https://youtu.be/d3YxtuHaQT4)
   - *To access:* Click on Assessments in the navigation bar. Then click Assignments in the dropdown menu.
4. **Grades Tool**

The Grades area is where your instructor will place your grades for +Connect courses that are offered for credit. View the video tutorial: [https://youtu.be/XfCet4t8b5Q](https://youtu.be/XfCet4t8b5Q)

- To access: Click on Assessments in the navigation bar. Then click Grades in the dropdown menu.

5. **Quizzes Tool**

Use the Quizzes tool to take a quiz or test, review your quiz results, and see class statistics for a quiz. View the video tutorial: [https://youtu.be/gFHrKRoGImU](https://youtu.be/gFHrKRoGImU)

- To access: Click on Assessments in the navigation bar. Then click Quizzes from the dropdown menu.