RIDGEWATER COLLEGE

Student Resources for Learning from Home

Email

Access your email on the web by going to ridgewater.edu - Logins – Email & Office 365. Log in with yourstarid@go.minnstate.edu For phones or tablets, download the Microsoft Outlook app from the Apple App Store or Google Play Store.

Apple: https://apps.apple.com/us/app/microsoft-outlook/id951937596

Android: https://play.google.com/store/apps/details?id=com.microsoft.office.outlook&hl=en_US

OneDrive

As part of our Office 365 licensing, all Ridgewater users have 1TB storage available to them in OneDrive (share with email). Below is the link to instructions on how to setup OneDrive. Students use your StarID@go.minnstate.edu and password to set this up. Directions on how to setup OneDrive are provided in the Office Support Link below:

https://support.office.com/en-us/article/sync-files-with-onedrive-in-windows-615391c4-2bd3-4aae-a42a-858262e42a49

This service can be used to store files that you would typically store in your H: drive.

You can access any files you store here through the web via the Office 365 signing link on the Ridgewater College Homepage, or through the OneDrive application installed on the computer.

You can also back up your college issued PC important folders (Documents, Pictures, and Desktop) to OneDrive after you have setup the OneDrive Client. For instructions on how to set this up, please refer to the Office Support link below:

https://support.office.com/en-us/article/Back-up-your-Documents-Pictures-and-Desktop-folders-with-OneDrive-d61a7930-a6fb-4b95-b28a-6552e77c3057

Teams

Your department or student teams may already be using Microsoft Teams. Teams is a collaborative tool that includes communication and shared file storage. Your team leaders or supervisor may be already leveraging this tool. Sign into this service with your StarID@go.minnstate.edu and password.

If your teacher decides to utilize this tool, please contact them, and they will work with you to get it installed on your laptop, if it isn't installed already. You can also access a web version of Teams through the Office 365 link on the Ridgewater College Homepage.

Teams can also be used to make computer-based calls to other college users. This works best if all parties have USB headsets. Integrated speakers and mic in a laptop will work as well, but they can pick up background noise and sometimes create echoes.

Teams Training Channel: https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7?ui=en-US&rs=en-US&ad=US

Brightspace(D2L)

The link to use D2L is available on ridgewater.edu under student logins and D2L – Brightspace. Login with your StarID and Password. Once your logged in there are instructions on the right-hand side at the bottom of the page under the heading of "Student Help Videos". Watch these short videos to learn how to use D2L.

ZOOM

Another communication tool available to you is Zoom. Information regarding Zoom is available on the Technology page on the website. You will sign in with your StarID and Password. You do not need to install the Zoom client on your computer to join Zoom meetings, you just need to click the link provided by your instructor.

Information Direct link: https://ridgewater.edu/student-services-activities/technology-services/

Zoom Direct link: https://minnstate.zoom.us

Zoom has an app available. You may want to download onto your cell phone.

Help Desk Support

Should you need support, please use our ticketing system, via the link below. You will sign in with your email address, example Firstname.Lastname@go.ridgewater.edu, to sign in and create a ticket.

https://support.lsc.edu/helpdesk/WebObjects/Helpdesk.woa

You can also contact us via email but creating a ticket in the ticketing system would help to ensure that no single support technician is getting pummeled with a disproportionate amount of support requests.

Remote support: While we're assisting you remotely, we may instruct you to launch our remote support too. It can be found here: https://get.teamviewer.com/6wfdrck

Download the file then launch it, answering yes if prompted. The person helping you will need the ID number and password in order to connect to your PC.