

# DARS Support Services

**Contact the MnSCU DARS Team via campus support services, individual email, or phone.**

**DARS Help Desk/Support Services at: <http://dars.custhelp.com/>**

**FAX # : 651-632-5008**

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## **LISTSERVS & FORUMS**

The CollegeSource/redLanternu listservs and forums are intended for open discussions and questions about all aspects of the CollegeSource products: u.direct, u.select, and DARwin/u.achieve. The site includes training announcements, implementation issues, technical issues, and other related information.

CollegeSource/redLanternu Forums is an online discussion site where clients can communicate with each other and request and share information about issues related to all aspects of CollegeSource/redLanternu's products. Additionally, the forums enable CollegeSource to share news regarding product updates, conferences, webinars and other training opportunities. The best way to learn about forums is to use them. All clients with CollegeSource Support Center Accounts are automatically signed up for the Announcements forum. If you are a MNSCU institution, you can request an account at <http://clients.redlanternu.com/home/display/SUP/CollegeSource+Support+Center>

Check out the forums from the Support Center:  
<http://clients.redlanternu.com/home/display/SUP/Forums>

## **CollegeSource Support Center**

The CollegeSource Support Center is your link to information about upgrades, documentation, and software products. Trouble shooting is assisted with DARwin Error Message Guide  
<http://clients.redlanternu.com/home/display/dwin/DARwin+Error+Message+Guide> and

## DARwin 3.5 Help Topics

<http://clients.redlanternu.com/home/display/HELP/DARwin+3.5+Help+Topics> .

The Support Center requires that you log in for assistance. **Request an account user name and password.**

The screenshot shows the CollegeSource Support Center website. At the top left is the CollegeSource logo. To its right is the text "Support Center" and "Formerly redLantern® Support Center". On the far right are social media icons for Twitter, Facebook, and Email. Below this is a navigation bar with links: Home, Services, u.direct, u.select, u.achieve, DARwin, Issue Tracker, Forums, and CollegeSource.com. A secondary navigation bar shows "Dashboard > Support > CollegeSource Support Center", a user dropdown menu for "Mary Dandrea", and a search box. The main content area is titled "CollegeSource Support Center" and includes a "Tools" gear icon. Below this is a "Products" section with three boxes: "u.direct", "u.select", and "u.achieve : DARwin". A "Support Services" section follows with icons for "News & Events", "Services", "Issue Tracker", "My Profile", "Visit the Forums | More Information", and "Client Contributions". At the bottom is a "Troubleshooting Access to Products & Support Services" box containing two numbered instructions.

CollegeSource Support Center

Added by [Melissa Brooks](#), last edited by [Melissa Brooks](#) on Apr 18, 2011 ([view change](#))

**Products**

- u.direct**  
u.direct
- u.select**  
u.select
- u.achieve**  
u.achieve : DARwin

**Support Services**

- News & Events**
- Services**
- Issue Tracker**
- My Profile**
- Visit the Forums | More Information**
- Client Contributions**

**Troubleshooting Access to Products & Support Services**

1. If you are having trouble accessing specific product information, check [your profile](#) to make sure your institution has a current license for the product.
2. If you're having a different problem, please contact us at [support@collegesource.com](mailto:support@collegesource.com).


## Webinars

Various training is offered by CollegeSource via webinars. You can attend the webinars as often as you wish. Visit the Support Center > Services > Training and Conference Information > Webinar Schedule.

When you register for a topic, you will be asked to give your name, email address, phone and organization.

## Webinar Schedule

 Tools ▾

 21 Added by [Mindy Aufderheide](#), last edited by [Nikki Hiciu](#) on Apr 28, 2011 ([view change](#))

Invitations to register for upcoming webinars will be sent out over the redLantern forums two weeks prior to the event. Please make sure you are watching the [CollegeSource announcements forum](#) so that you will receive these invitations. For questions regarding upcoming webinars, please contact Nikki Hiciu, [Nikki@collegesource.com](mailto:Nikki@collegesource.com).

### Upcoming Webinars

TES: The Transfer Evaluation System	Monday, May 2, 2011	<a href="#">Register</a>
Abnormal Sub-requirements	Wednesday, May 18, 2011	<a href="#">Register</a>
TES: The Transfer Evaluation System	Friday, May 20, 2011	<a href="#">Register</a>
Solutions Showcase: u.achieve, u.direct, u.select	Wednesday, May 25, 2011	<a href="#">Register</a>

### 2011 Recorded Webinars

<b>April 2011</b>	
Handling Course Number Changes Webinar	<a href="#">View Webinar</a> <a href="#">View PowerPoint</a>
<b>March 2011</b>	
Batch Access Software for the Non-Technical User	<a href="#">View Webinar</a>
u.achieve Banner Interface webinar	<a href="#">View Webinar</a>

### 2010 Recorded Webinars

<b>October 2010</b>	
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<http://www.dars.mntransfer.org>

The screenshot shows the MnSCU DARS Project website. The browser address bar displays <http://www.dars.mntransfer.org/>. The page layout includes a left-hand navigation menu with the Minnesota State Colleges & Universities logo and links such as 'DARS/u.select Home', 'News', 'About DARS/ u.select', 'Support', 'Training', 'Project Reports', 'Contact Us', and 'More System Links'. The main content area features a header with 'DEGREE AUDITING REPORTING SYSTEM' and 'Minnesota State Colleges and Universities system resources'. Below this is the 'MnSCU DARS Project' title and a 'WELCOME' message. The text describes DARS as a self-directed, automated electronic tool for tracking student progress and u.select as a statewide, web-based, student-driven system. A 'u.select' logo is displayed with the tagline 'get the credit you deserve'. At the bottom, the 'DARS/u.select Team Mission & Vision Statement' is provided, including a 'Mission' statement about supporting 37 Minnesota State Colleges and Universities and a 'Vision' statement.

DARS.mntransfer.org is your web site for training announcements, open lab events, conferences, documentation, and the DARS user network. Forthcoming training announcements, Third Wednesday and Thursday topics, open labs, DARS/u.select User Conference agendas, new documentation, and DARS catalogs are announced via the DARS/u.select Monthly News and e-mail.

All attendees of MnSCU training sessions are placed on DARSHELP listserv.

### Websites:

CollegeSource at <http://www.redlanternu.com/>  
MnSCU at <http://www.dars.mntransfer.org>

### Training:

CollegeSource  
[http://www.redlanternu.com/training\\_schedule](http://www.redlanternu.com/training_schedule)

Transfer Articulation Online Training  
Degree Audit Encoding Online Training  
Basic Encoding Workshop  
Transfer Articulation Workshop  
Intermediate Methods Workshop

MnSCU at [http://www.dars.mntransfer.org/training/training\\_index.html](http://www.dars.mntransfer.org/training/training_index.html)

Basic DARS Encoding  
Transfer Articulation  
u.select Administrator Training  
u.select Advisor Training  
Third Wednesday & Thursday Open Labs  
DARS “Down South” Open Lab  
DARS “Up North” Open Lab  
DARS “Out West” Open Lab  
DARS “Central” Open Lab  
DARS “North Shore” Open Lab

### **User Group:**

The MnSCU DARS User Group meets twice yearly to discuss possible DARS enhancements, ISRS-DARS integration, and training needs.

Meeting minutes are posted at

<http://www.dars.mntransfer.org/usergroup/minutesindex.html>

### **DARS/u.select User Conference:**

The Minnesota DARS/u.select User Conference is held annually, providing an opportunity for announcements, presentations, discussion, and networking. The Minnesota DARS/u.select User Conference is announced via the listserv.

Updated: 5-5-11