Training Frequently Asked Questions 1

December 22, 2016

1. When will we get a training schedule?

We know this is very important. However, we cannot release a training schedule until the MNLARS Adoption environment is available. Training should take place in mid-January. We will get the schedule out to you as soon as we can. *(JAN 27 UPDATE: When training will begin has yet to be determined. DVS will notify deputy registrar office manager and Super Users as least one week before training starts.)*

2. **I don't have a Super User, what do I do?**

All deputy registrar offices **must** have appointed at least one Super User or arranged to be represented by a Super User from another office. Super Users are responsible for training their colleagues.

If you neglect to have a Super User, you will not receive MNLARS training. Without MNLARS training, you cannot open for business when MNLARS goes live later this spring. Remember, all of the motor vehicle functions in ESupport go away when MNLARS goes live. You will have nothing to fall back on.

3. **I have a small office and I don't see how I can go to training while I have customers at my counter - what should I do?**

Deputy registrars may opt to close their office for MNLARS training. General operating rules for deputy registrars apply (Minnesota Rule 7406.0500 subp. 2b). You must notify the DVS Deputy Support Unit for approval. As soon as you are approved, you must put up signage at your location that informs customers of the closure.

4. **Is there is a cost to participate in the webinar?**

No, there is no cost to deputy registrars.

5. **I have headphones, but I do not have a microphone for training. Do I really need one?**

Super Users need some form of audio communication to interact with the instructors during the webinar. A phone, set on speaker, is one option or you could purchase a headset with microphone. Many retailers sell them for under $20.

6. **It seems many offices that completed the training survey opted for webinar. Will classroom training still be available in Saint Paul?**

Yes, classroom training for phase 1 will be available in Saint Paul at the DVS Town Square location.

7. **Will there be classroom training for phase 2, when you start the weekly information/support sessions?**

The only classes offered at Town Square will be for phase 1 training.

Phase 2, the weekly updates and support sessions, will be done by webinar. So, even if you plan on attending the classroom training in St. Paul for phase 1, you will need to be able to access the webinar later on.

8. **Why does each Super User in my office need to use a separate computer for training?**

During training, you will be asked to practice particular steps in the Adoption environment. That is difficult to accomplish if sharing a computer.

During phase 2 of training (weekly updates and support webinars), you can share a computer.

9. **Do you plan on testing the webinar service?**

Yes. Deputy registrars will have an opportunity to login in and test their connections a week or so before training. The MNLARS training team is putting together a webinar user guide.

10. **Will you provide technical support for the webinar?**

Technical support is very limited and does not extend to your browser or computers. You may wish to have your IT service available on the day we run the test.

11. **As a Super User, what tools will I have to train my coworkers?**

In addition to the MNLARS training, you will receive train-the-trainer instruction. When training your coworkers, you and they will have access to:

- Online training videos
- Written instruction materials
- Written job aids
- MNLARS practice environment

In addition, part of the Super User experience is the weekly updates and support provided by the MNLARS training team. It is a time for Super Users to raise questions or ask for clarification on MNLARS processes.

12. **Do I have to do ongoing practice after I've completed training?**

Yes. Training and practice go hand in hand. You need to take advantage of the opportunity to practice with MNLARS to gain proficiency. If you do not practice regularly during the Adoption phase, you will not be prepared to transition to MNLARS.

Offices that fail to complete training or practice during the Adoption phase may have to close temporarily when MNLARS goes live, until DVS is satisfied they can carry out their responsibilities competently in MNLARS.

13. **This sounds like a lot of work. Can I add more Super Users?**

No. For an optimum training experience, we're limiting classroom and webinar participation to about 20 individuals per class. We have reached our maximum capacity of Super Users for training.