

# VLAC Support

Last Modified on 04/30/2025 3:24 pm CDT

## Student Support Services

<https://lonestar.service-now.com>

Phone Number: 1-866-614-5014 ()

We are available by e-mail, phone, or through our website.

IT Service Desk Chat

Librarian Chat

Ticketing System

For IT Service Desk Chat, click on the button above to open a new page. Then use the **[Click for Live Chat]** button at the bottom right of that page.



[https://lonestar.webex.com/lonestar/supportcenter/webacd.wbx?  
WQID=2634d9e6933706d68018f0836027afdb](https://lonestar.webex.com/lonestar/supportcenter/webacd.wbx?WQID=2634d9e6933706d68018f0836027afdb)

[View Browsers Supported by D2L \(https://vlac.lonestar.edu/help/d2l-supported-browsers\)](https://vlac.lonestar.edu/help/d2l-supported-browsers)

[What to Expect from the IT Service Desk \(https://vlac.lonestar.edu/help/contact-it-service-desk\)](https://vlac.lonestar.edu/help/contact-it-service-desk)

[IT Resources for Students \(https://www.lonestar.edu/ots.htm#student-resources\)](https://www.lonestar.edu/ots.htm#student-resources)

## LSC Maintenance Windows

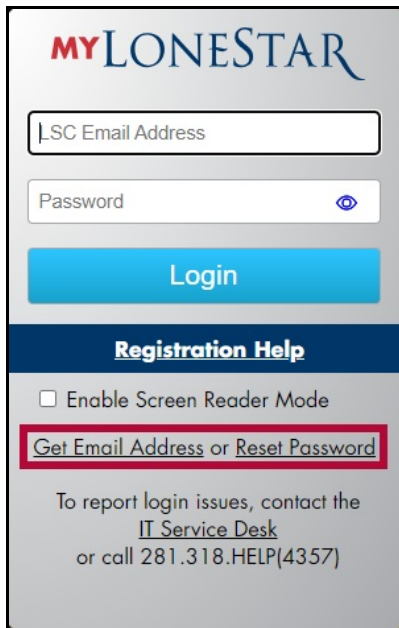
Weekly Maintenance

Every Tuesday & Thursday  
10 p.m. - 11:55 p.m.

Every Weekend  
Sat. 11 p.m. - Sun. noon

## Student Account Management

To find your email address or password, click **[Get Email Address]** or **[Reset Password]**.



**MY LONESTAR**

LSC Email Address

Password

Login

**Registration Help**

☐ Enable Screen Reader Mode

**Get Email Address or Reset Password**

To report login issues, contact the  
IT Service Desk  
or call 281.318.HELP(4357)

## D2L System Check Tool

Check your system using the D2L [System Check Tool](https://d2l.lonestar.edu/d2l/systemcheck)  
(<https://d2l.lonestar.edu/d2l/systemcheck>).

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