

VLAC Support

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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.

Service Desk Live Chat

Librarian Chat

Ticketing System

For Service Desk Live 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>)

View Browsers Supported by D2L

(<https://vlac.lonestar.edu/help/a274>)

What to Expect from the Service Desk

(<https://vlac.lonestar.edu/help/additional-technical-issues>)

OTS Resources for Students

(<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."

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>).