

Microsoft 365 FAQs

Last Modified on 02/03/2025 3:58 pm CST

1. When will the D2L email system be retired?

A. The D2L email system will be retired on **December 18, 2024**.

2. Can I still use the D2L email system after August 15, 2024?

A. Yes, the D2L email system will still be available until December 18, 2024. However, it's encouraged to start using the new Microsoft 365 widget within D2L to familiarize yourself with it before the D2L email system is retired.

3. What should I do to prepare for the D2L email system retirement?

A. Students should start using the new Microsoft 365 widget within D2L to familiarize themselves with its features. **Any important emails from the D2L email system should be forwarded to your Lone Star College email inbox before December 18, 2024**, to ensure no important information is lost.

4. What happens if I do not forward my D2L emails before the system is retired?

A. **If you do not forward your D2L emails before the system is retired on December 18, 2024, you will lose access to those emails**. It is strongly recommended to forward any important emails to your LSC email account well before the retirement date to ensure you retain any necessary information.

5. Will students be required to use the LSC email through D2L for all course communications?

A. Please contact your instructor to find out which email system they prefer for the Fall 2024 semester.

6. After December 18, can I still email my classmates through the D2L Classlist?

A. Yes, after the transition is complete, you will still be able to email your classmates through the **D2L Classlist**, and it will populate with your classmates' Lone Star College Email address, instead of their D2L email address.

7. I'm not seeing the Microsoft 365 widget on my course homepage, what should I do?

A. If you are accessing the widget for the first time, and you are receiving an **Internal Error** here, **be sure to be logged into your LSC Outlook account on the same browser**. This will pair the widget with your course, and will only need to be done once.

8. What should I do if I encounter issues with the new Microsoft 365 widget in D2L?

A. If you have questions about the new Microsoft 365 widget, please refer to the [Access Your LSC Emails through the Microsoft 365 Widget \(https://vtac.lonestar.edu/help/microsoft-365-widget\)](https://vtac.lonestar.edu/help/microsoft-365-widget) article. You can also contact your campus IT support for further assistance.

9. Is the LSC email accessible from devices other than my computer?

- A. Yes, you can access your LSC email, along with the Outlook calendar and OneDrive files, from any device with internet access through the D2L Microsoft 365 widget, providing flexibility and convenience for managing your communications on the go.

10. I'm expecting emails from D2L, but I'm not receiving them. What should I do?

- A. It is strongly recommended to check your Spam folder regularly, as important emails may have been mistakenly filtered.
-