

Microsoft 365 FAQs

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1. When was the D2L email system retired?

A. The D2L email system was officially retired on **December 18, 2024**.

2. What if I didn't forward my D2L emails before the system was retired?

A. If you did not forward your D2L emails before the December 18, 2024 retirement date, access to those emails is no longer available.

3. Can I still email my classmates through the D2L Classlist?

A. Yes, after the transition, you can still email your classmates through the **D2L Classlist**, which now uses your classmates' Lone Star College email addresses instead of their former D2L addresses.

4. Where and how can I download Microsoft 365?

A. You can [download the app from Microsoft365's official site \(https://microsoft365.com/\)](https://microsoft365.com/). For more details, please refer to the [OTS documentation \(https://lonestar.service-now.com/now/nav/ui/classic/params/target/kb_view.do%3Fsysparm_article%3DKB000200168%26sysparm_rank%3D1%26sysparm_view%3D1\)](https://lonestar.service-now.com/now/nav/ui/classic/params/target/kb_view.do%3Fsysparm_article%3DKB000200168%26sysparm_rank%3D1%26sysparm_view%3D1) for this process.

5. 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 receive an *Internal Error*, make sure you are logged into your LSC Outlook account in the same browser. This action links the widget to your course and only needs to be done once.

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

A. If you have questions about the 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 assistance.

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

A. Yes, you can access your LSC email, Outlook calendar, and OneDrive files from any device with internet access through the D2L Microsoft 365 widget.

8. 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.

9. What if I am an Employee who is also taking classes as a student?

A. Your D2L email will remain your Employee Email. If you experience any issues with your email in D2L, please contact the [IT Service Desk \(https://vlac.lonestar.edu/help/contact-it-service-desk\)](https://vlac.lonestar.edu/help/contact-it-service-desk).
