

How to log into the D2L Support site within Office 365 / SharePoint

Navigate to the new D2L Knowledge site:

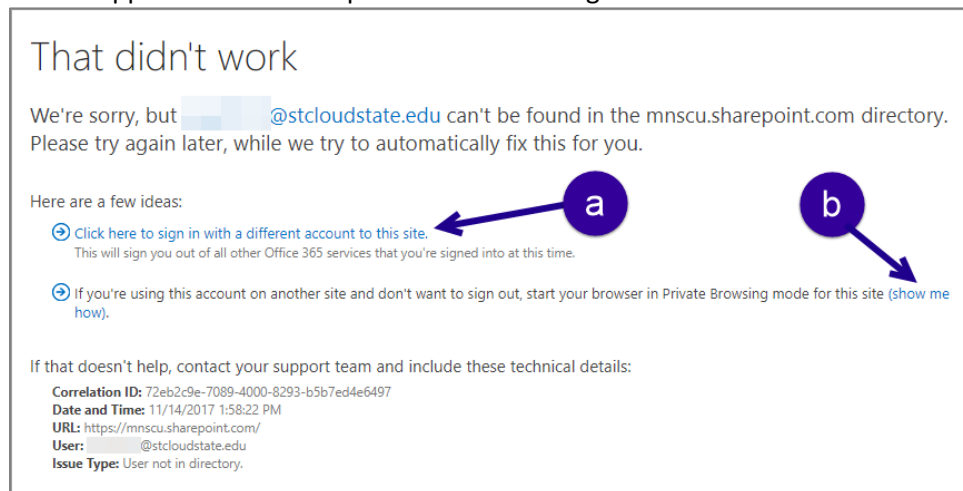
Students, faculty, staff, campus trainers, and campus admins have access to the [D2L Support](#) site. Go to the [D2L Support](https://mnsu.sharepoint.com/sites/D2Lsupport) site (https://mnsu.sharepoint.com/sites/D2Lsupport) in an Internet browser (such as Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari).

What if I am already logged into my campus Office 365/SharePoint site?

The page may display a “that didn’t work” message, stating your campus domain can’t be found in the mnsu.sharepoint.com directory. In this case, do one of the following:

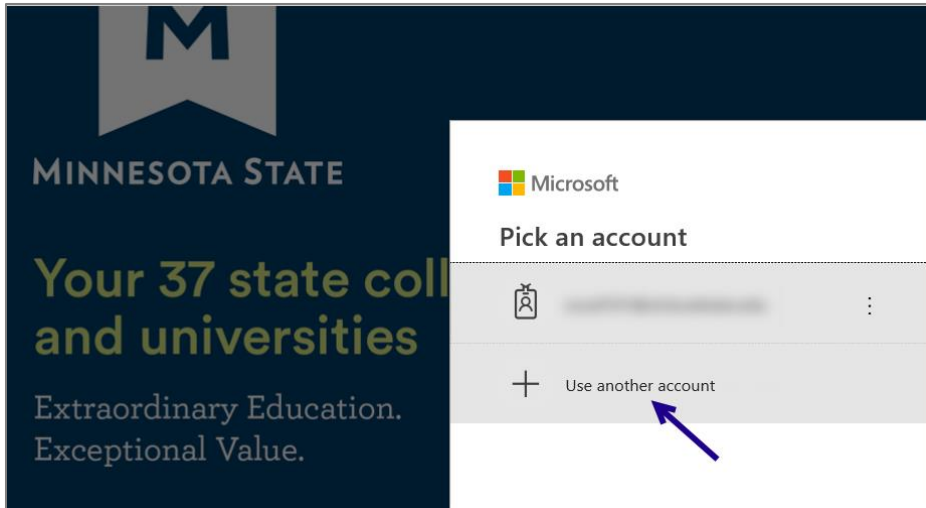
1. Click the **Click here to sign in with a different account to this site** link to be signed out of your campus Office 365 account. Wait for the browser to sign you, and redirect you to the login page.
2. Open an InPrivate or Incognito browser window (or a different Internet browser where you are not signed into Office 365/SharePoint). With the Incognito or InPrivate browser window, which allows you to have two separate Office 365/SharePoint sessions open at the same time. View the instructions in the links below for your specific browser:
 - a. [Internet Explorer 11](#)
 - b. [Microsoft Edge](#)
 - c. [Mozilla Firefox](#)
 - d. [Google Chrome](#)
 - e. [Apple Mac OS](#)

Optional: You can click the **Show me how** link to go to the [SharePoint Online help](#) at the Office support for common questions about using SharePoint Online.

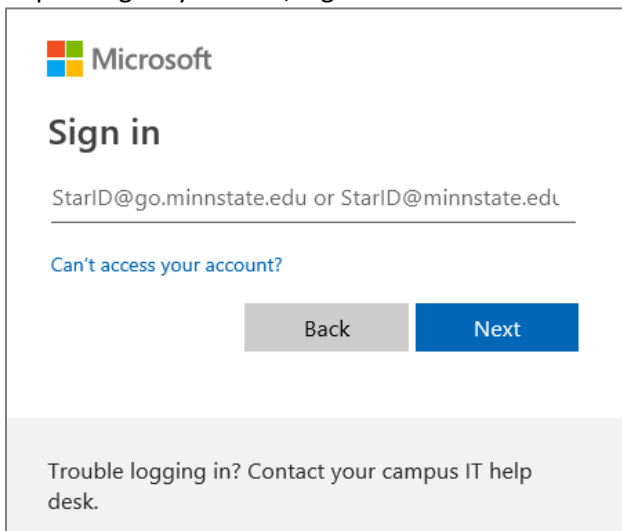


Log in with your minnstate.edu account:

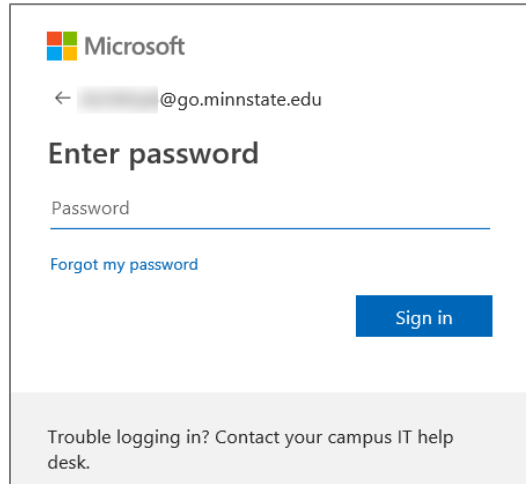
1. In the 'Pick an account' screen, *click Use Another Account*.



2. On the 'Sign in' screen, *enter your minnstate.edu account*, and then *click Next*. Depending on your role, log into the site with username format (listed on the next page).

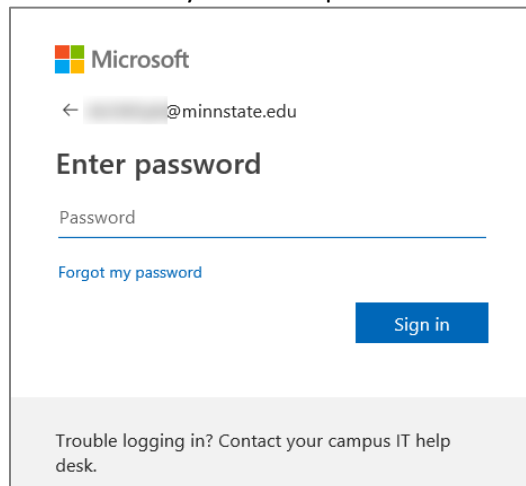


- a. **Students:** Use **YourStarID@go.minnstate.edu** as your username and your StarID password.



The screenshot shows a Microsoft login page. At the top left is the Microsoft logo. Below it is a back arrow and a text input field containing a blurred username followed by '@go.minnstate.edu'. The main heading is 'Enter password'. Below this is a password input field with the label 'Password'. A link 'Forgot my password' is located below the password field. A blue 'Sign in' button is positioned to the right of the password field. At the bottom of the page, there is a grey box containing the text: 'Trouble logging in? Contact your campus IT help desk.'

- b. **Faculty, Trainers, Admins, and Campus Staff:** Use **YourStarID@minnstate.edu** as your username and your StarID password.



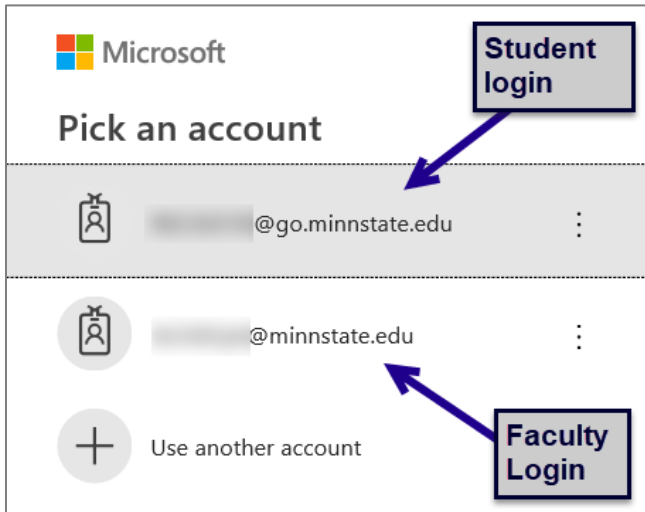
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Note: If you do not have StarID credentials, you can go to our [Minnesota State IMS Knowledge](#) public webpage to view select D2L Knowledge Articles (e.g. FAQs) and related information.

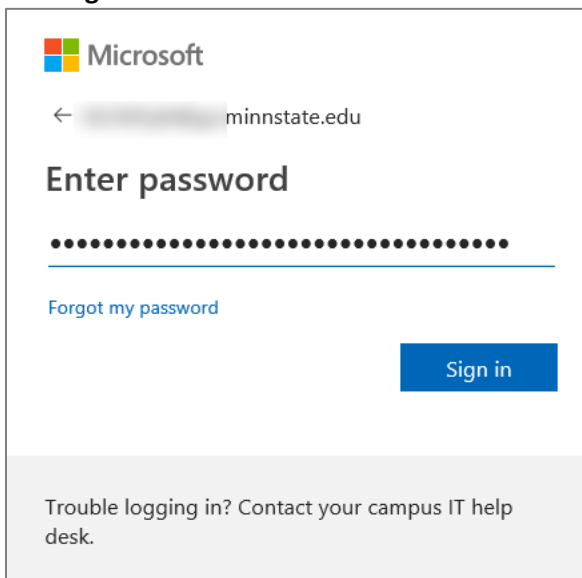
What if I already have my minnstate.edu account set-up in my browser?

After you have signed in your **minnstate.edu** account in the Internet browser, Office 365 saves your account information on the login page. When you return to the [D2L Support](#) site in that same Internet browser, you can easily click on the account again to enter your credentials and access the site.

1. Click on your **minnstate.edu** account.



2. Enter your StarID password.
3. Click **Sign In**.



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