

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

Navigate to the new D2L Knowledge site:

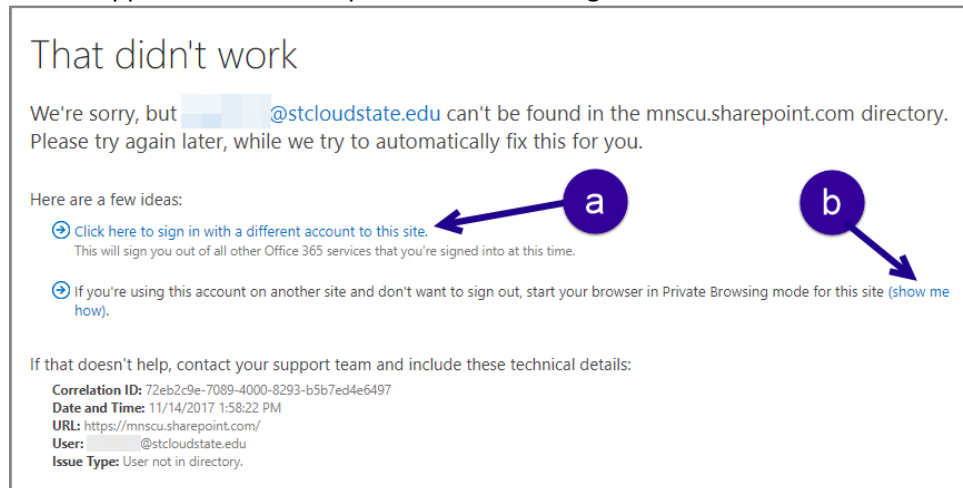
Go to the [D2L Support](https://mnsu.sharepoint.com/sites/D2Lsupport) site (https://mnsu.sharepoint.com/sites/D2Lsupport) in an Internet browser (such as Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari).

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:

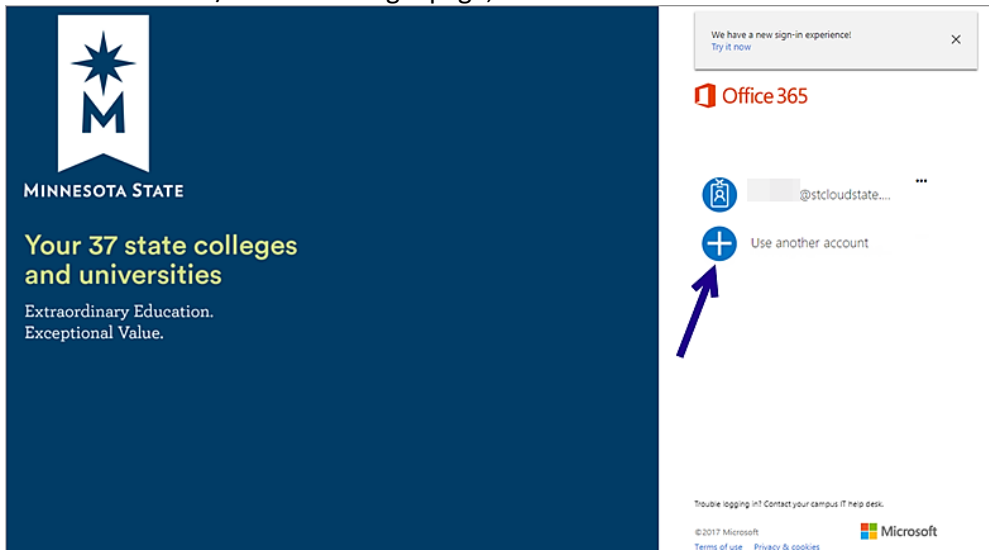
1. *Click* the **Click here to sign in with a different account to this site** link to be signed out of your campus Office 365 account. Wait for the browser to sign you, and redirect you to the login page.
2. *Open* an InPrivate or Incognito browser window (or a different Internet browser where you are 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.

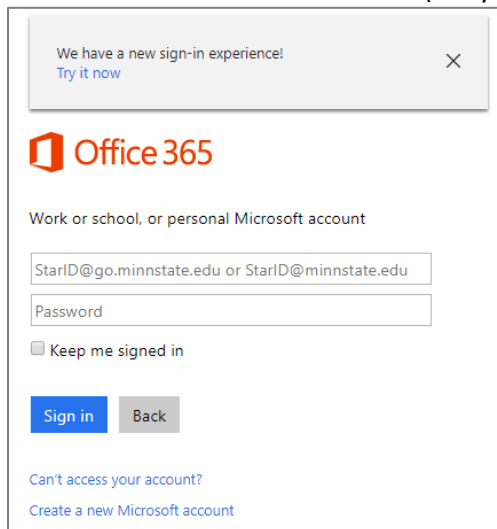


Log in with your minnstate.edu account:

1. On the Office 365/SharePoint login page, *click Use Another Account*.

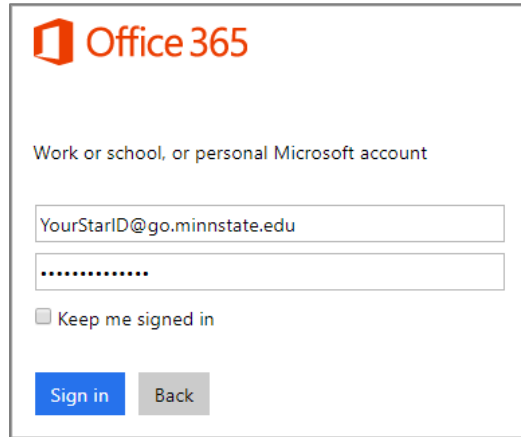


2. Type in your *minnstate.edu* account credentials in the fields, and then *click Sign in*.
*Remember to use *minnstate.edu* (not your campus domain).

A screenshot of the Office 365 sign-in form. At the top, there is a notification box that says 'We have a new sign-in experience! Try it now'. Below that is the Office 365 logo. The text 'Work or school, or personal Microsoft account' is followed by two input fields: one for the email address (containing 'StarID@go.minnstate.edu or StarID@minnstate.edu') and one for the password. There is a checkbox labeled 'Keep me signed in'. At the bottom, there are two buttons: 'Sign in' (in blue) and 'Back' (in grey). Below the buttons, there are links for 'Can't access your account?' and 'Create a new Microsoft account'.

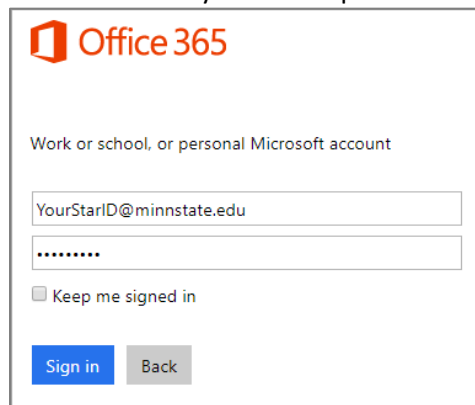
Depending on your role, log into the site with following username format (listed on the next page):

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



The screenshot shows the Office 365 login interface. At the top left is the Office 365 logo. Below it is the text "Work or school, or personal Microsoft account". There are two input fields: the first contains the placeholder text "YourStarID@go.minnstate.edu" and the second contains a masked password ".....". Below the password field is a checkbox labeled "Keep me signed in". At the bottom are two buttons: "Sign in" (blue) and "Back" (grey).

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



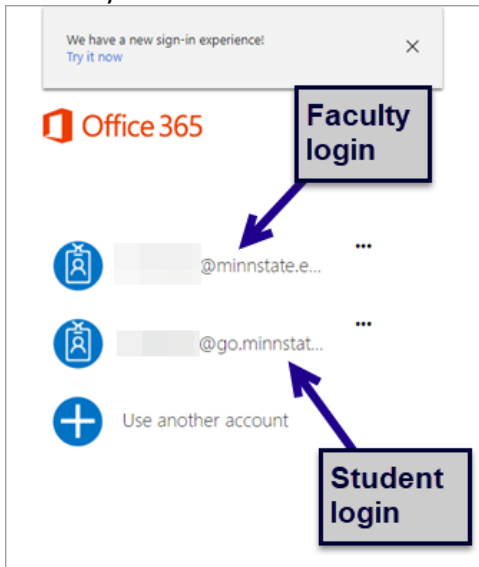
The screenshot shows the Office 365 login interface. At the top left is the Office 365 logo. Below it is the text "Work or school, or personal Microsoft account". There are two input fields: the first contains the placeholder text "YourStarID@minnstate.edu" and the second contains a masked password ".....". Below the password field is a checkbox labeled "Keep me signed in". At the bottom are two buttons: "Sign in" (blue) and "Back" (grey).

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.

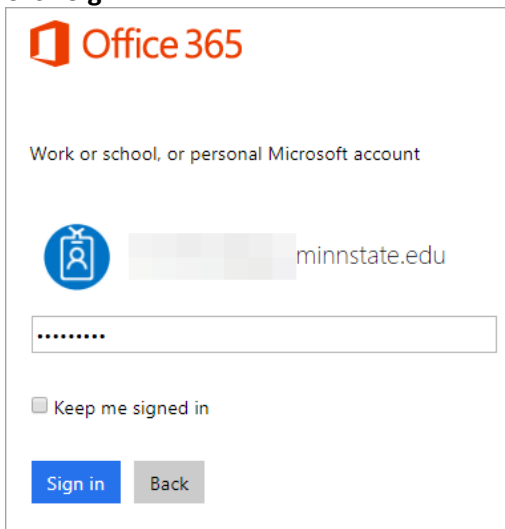
What if I already have my minnstate.edu account set-up in my browser?

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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