How to log into the D2L Supportsite within Office 365 / SharePoint

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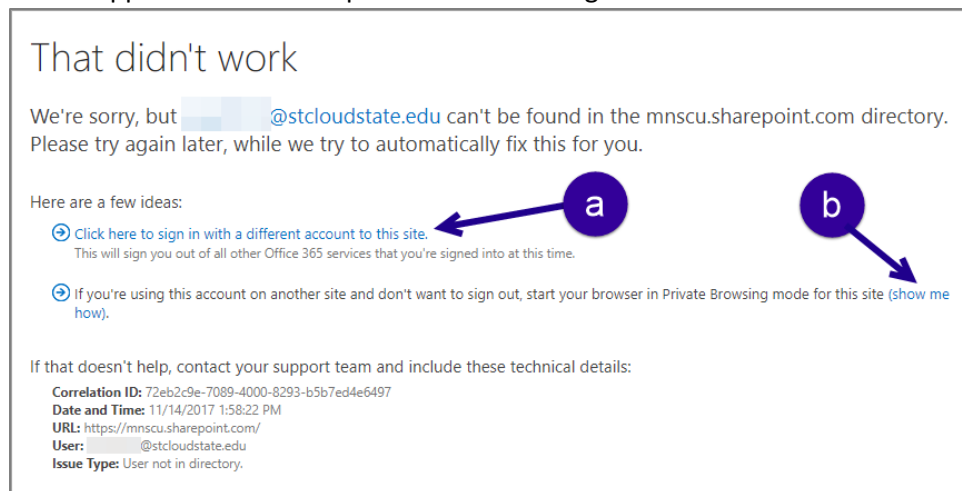
Students, faculty, staff, campus trainers, and campus admins have access to the D2L Support site. Navigate to the D2L Support site (https://mnscu.sharepoint.com/sites/D2Lsupport) in an Internet browser, such as Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari.

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 mnscu.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 your 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 to 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.

That didn't work

We're sorry, but [redacted]@stcloudstate.edu can't be found in the mnscu.sharepoint.com directory. Please try again later, while we try to automatically fix this for you.

Here are a few ideas:

→ Click here to sign in with a different account to this site. **(a)**
   This will sign you out of all other Office 365 services that you're signed into at this time.

→ If you're using this account on another site and don't want to sign out, start your browser in Private Browsing mode for this site (show me how). **(b)**

If that doesn't help, contact your support team and include these technical details:

Correlation ID: 72eb2c9e-7089-4000-8293-b5b7ed4e6497
Date and Time: 11/14/2017 1:58:22 PM
URL: https://mnscu.sharepoint.com/
User: [redacted]@stcloudstate.edu
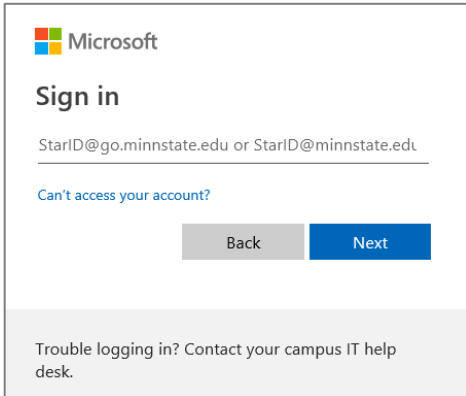**Issue Type:** User not in directory.

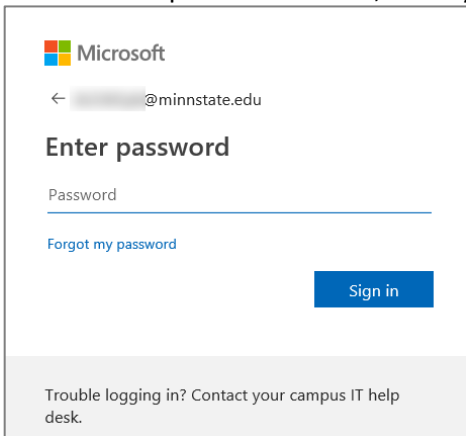## Log in with your minnstate.edu account:

1. In the 'Pick an account' screen, click **Use Another Account**.
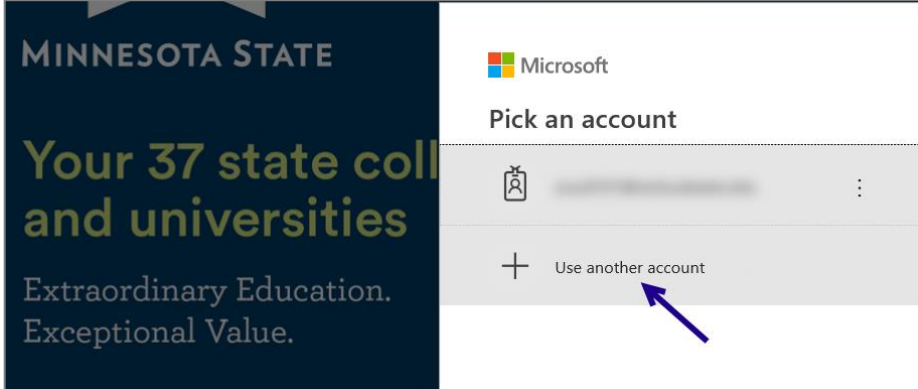
2. On the 'Sign in' screen, enter **YourStarID@minnstate.edu** as your username, and then click **Next**.

3. On the 'Enter password' screen, enter your StarID password.

Note: If you do not have StarID credentials, your school's help desk or IT staff is able to help you log in with your StarID, even if the StarID password has expired or you have forgotten it. If you have forgotten your StarID password or need to reset your password, navigate to the StarID Self Service site (https://starid.minnstate.edu) for help.
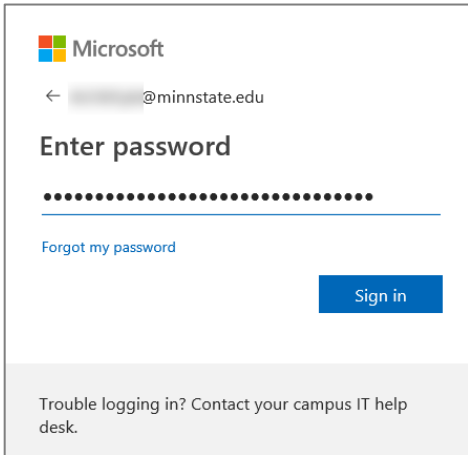
What if I already have my minnstate.edu account set-up in my browser?

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 IMS 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 **YourStarID@minnstate.edu** account.
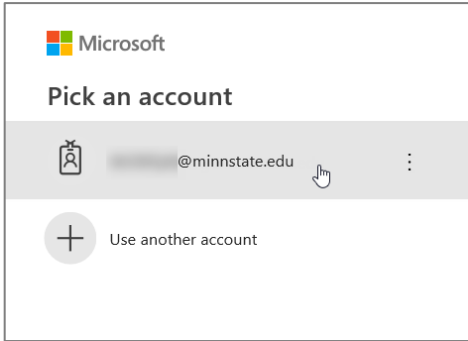
2. Enter your StarID password.
3. Click **Sign In**.

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