

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**. Faculty and students now use [the Microsoft 365 widget \(https://vtac.lonestar.edu/help/microsoft-365-widget\)](https://vtac.lonestar.edu/help/microsoft-365-widget) for email communication within D2L.

2. Why was the D2L email system retired?

- A. Over the past two years, the D2L email system at LSC has been compromised multiple times, resulting in student identity theft and thousands of spam messages being sent to other colleges and universities. This led to LSC emails being blacklisted, which began to affect our ability to conduct business. Given that D2L is no longer updating their email tool, they recommended we transition to our current M365 system, which offers enhanced security. This change also simplifies communication for students, as they now have a single inbox to monitor all LSC-related information.

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

- A. Faculty and students were advised to start using the Microsoft 365 widget within D2L ahead of the retirement. Faculty were encouraged to communicate their preferred email system to students and forward any important messages from the D2L email system to their Lone Star College email inbox before the December 18 deadline to prevent data loss.

4. 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 messages is no longer available by default. However, if an email is very important, you may send a request to vtac@lonestar.edu to inquire about possible recover.

5. Can I still email students through the D2L Classlist?

- A. Yes, faculty can still [email students through the D2L Classlist \(https://vtac.lonestar.edu/help/send-email-to-students-in-d2l\)](https://vtac.lonestar.edu/help/send-email-to-students-in-d2l). Emails now go to students' Lone Star email addresses. Because D2L no longer maintains a Sent Folder, we recommend configuring D2L to [send copies to your LSC email \(https://vtac.lonestar.edu/help/send-outgoing-d2l-emails-to-your-outlook-inbox\)](https://vtac.lonestar.edu/help/send-outgoing-d2l-emails-to-your-outlook-inbox).

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

- A. Yes, your LSC email—along with your Outlook calendar and OneDrive files—is accessible from any internet-connected device via the Microsoft 365 widget in D2L or the [Office portal \(https://portal.office.com\)](https://portal.office.com).

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

- A. If you encounter an *Internal Error* while accessing the widget for the first time, make sure you're logged into your LSC Outlook account in the same browser. This only needs to be done once and will link the widget to your course.

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

- A. Check your Spam folder regularly, as important messages may be misclassified by your email provider.
9. **What should I do if I encounter issues with the Microsoft 365 widget in D2L?**
- A. 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, or contact your campus IT support for help.
10. **Is there any impact on Intelligent Agents?**
- A. No, there is no impact. Agent emails are now sent to students' LSC email addresses instead of their D2L addresses. Faculty should still designate their LSC email as the **Reply-To Address** in the Intelligent Agents settings. For more information, visit the [VTAC article on Intelligent Agents and Early Alerts \(https://vtac.lonestar.edu/help/intelligent-agents-early-alerts\)](https://vtac.lonestar.edu/help/intelligent-agents-early-alerts).
11. **Will replacement strings continue to work in Announcements?**
- A. Yes, this functionality remains unchanged. Replacement strings still work in Announcements.
12. **Will replacement strings work in emails sent from a D2L class?**
- A. No. Replacement strings have never worked in emails sent to external email addresses, and this remains the case. Since D2L emails are now routed to external accounts (e.g., LSC Email), personalization via replacement strings is not supported due to D2L security restrictions.