Contact the IT Service Desk

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You may encounter technical issues that require a quick response, such as not being able to access your online courses. The IT Service Desk is available all **7 days of the week, from 6:00 AM - Midnight**.

Troubleshooting

Try the following troubleshooting steps before contacting the IT Service Desk (https://www.lonestar.edu/ITHelp.htm):

1. Verify your PC or device has Internet access by loading other websites (e.g. YouTube (https://www.youtube.com/), MSN (http://www.msn.com)).
2. Verify the status of your course:
    A. Students will not be able to enter a course until the start date of the course has arrived.
    B. If a course has not been activated by the instructor, the course tile will not be visible to students.
    C. Verify that your course has not been dropped from your course schedule in **myLonestar**.
3. Make sure you are using an approved browser. See Browsers Supported by Brightspace (https://vlac.lonestar.edu/help/d2l-supported-browsers).
4. Clear the browser's temporary Internet files.
    A. If you are unfamiliar with this process, please refer to the Browser Cache Clear (https://clear-my-cache.com/) instructions (Be sure to set the **Time Range** to **[All Time]** for the last step)
    B. You can also contact the IT Service Desk (https://www.lonestar.edu/ITHelp.htm) for assistance for this process.
5. Close and re-open your browser.
6. Reboot your PC or device and try to access the course again.

To Contact the IT Service Desk

1. You can contact the IT Service Desk through the LSC Service Portal (https://lonestar.service-now.com/sp), or phone the IT Service Desk at **281.318.HELP (4357)** (toll-free 866-614-5014).

2. You can also receive live chat support from the IT Service Desk through the **[Click for Live Chat]** button at the very bottom of the LSC Service Portal (https://lonestar.service-now.com/sp).

Please have the following information ready:

- Class name with section number (e.g. PSYC-2301 1001).
- Browser and version you are using (e.g. Chrome, Firefox ESR 43.0.1 etc).
- Note the steps you took so the technician can duplicate the problem.
- Note any error messages exactly. Take a screenshot if possible.

    - Provide your instructor with the ticket number.
3. The technician will document the issue and provide you with a **ticket number**.

If You Need To Contact Your Instructor About Your Issue

In an email to your instructor, explain what happened and when. Be specific and detailed. Explain why you contacted the IT Service Desk and what information they were able to give you. Include the **Ticket number** that you received from the IT Service Desk.

Contact the Instructor

- Email the instructor within the course. See Use Classlist (https://vlac.lonestar.edu/help/use-classlist).
- Use our Contact Directory (https://my.lonestar.edu/psc/porguest/EMPLOYEE/EMPL/c/LSC_CONTACTDIR.LSC_CONTACTDIR.GBL) to locate your instructor's contact information.

Reasons You May Need to Contact the IT Service Desk

- Navigating myLoneStar
- Unable to Access myLoneStar or D2L
- I Can't Access My Email
- Classes Listed Are Not Correct
- Problems Taking Online Exams (always contact the IT Service Desk **immediately** if you encounter a problem while taking a quiz)
- My Name is Incorrect in D2L
- Unable to Upload Recordings or Other Large Files to Assignment
- Unable to View Videos
- Use a Digital Signature
- Where Can I Find the Syllabus for My Class?
- Unable to View Content