Who to Contact

1. First, if you have your instructor’s contact information, let your instructor know that you cannot access the course.

2. From the D2L Home page, click on **Contact Us**.

3. You can email, call or chat for help. If the Chat attendant cannot help you immediately, a ticket will be sent to the LSC-Online department. You will be contacted as soon as possible.

4. If you cannot access D2L, here is the 24/7 helpdesk contact information:

**24/7 Service Desk**

Need help at 2am? No problem. The Office of Technology Services "Service Desk" is available to support your technical needs and will forward tickets to LSC-Online as needed.

- Email: [online@lonestar.edu](mailto:online@lonestar.edu)
- [Report an Issue to the Service Desk](#)
- Phone Number: 1-866-614-5014