

## Topic: Login Help

### Frequently Asked Questions

Issue:	Reason / Solution:
I do not know what username or password to use	Use your StarID username and password to log onto D2L Brightspace . <a href="#">Don't know your StarID or password?</a>
I receive an "Invalid Username / Password" message when I try to log in	Make sure you are using your StarID username and password to log in. <a href="#">Don't know your StarID or password?</a>
I am a new MSUM student	You will not have access to D2L Brightspace until approximately... <ul style="list-style-type: none"> <li>• <b>30 to 45 days before</b> the start of the new semester</li> <li>• <b>1 to 2 business days</b> after officially registering for an online course (if within 30 to 45 days of the start of the new semester)</li> </ul> Tri-College registrations may take a few days longer.
I just registered for an MSUM course	If you are a new MSUM student, you will not have access to D2L Brightspace until approximately... <ul style="list-style-type: none"> <li>• <b>30 to 45 days before</b> the start of the new semester</li> <li>• <b>1 to 2 business days</b> after officially registering for an online course (if within 30 to 45 days of the start of the new semester)</li> </ul> Tri-College registrations may take a few days longer.

### For More Information

Please contact Instructional Technology Services at [support@mnstate.edu](mailto:support@mnstate.edu) or 218.477.2603 if you have questions about this material.