



LAKE LAND
COLLEGE

Lake Land College MFA, Email, and M365 Setup

Table Of Contents

Starting Out – Things to know	3
REGISTRATION	4
New Student, Staff or Faculty:	4
REGISTRATION – CONTINUED	12
Existing Student, Staff or Faculty:	12
Choose your Method of Authentication	21
Choose your Method of Authentication – Phone Call	22
Choose your method of Authentication – Authenticator App	31
Choose Your Method of Authentication – Different Authentication App:	36
Changing Registration Methods	39
ACCOUNT INFORMATION	46
WEB Browser Email	52
WEB Browser Email Configuration	57
HOW TO SETUP EMAIL ON ANDROID OR IPHONE	62
IPHONE:	62
ANDROID:	69
HOW TO SETUP SHARED EMAIL IN OUTLOOK	73
HOW TO SETUP SHARED EMAIL IN OUTLOOK ON THE WEB	79
HOW TO ACCESS YOUR OFFICE APPS	82
Lake Land College Published Apps	85
Frequently Asked Questions FAQ's	88

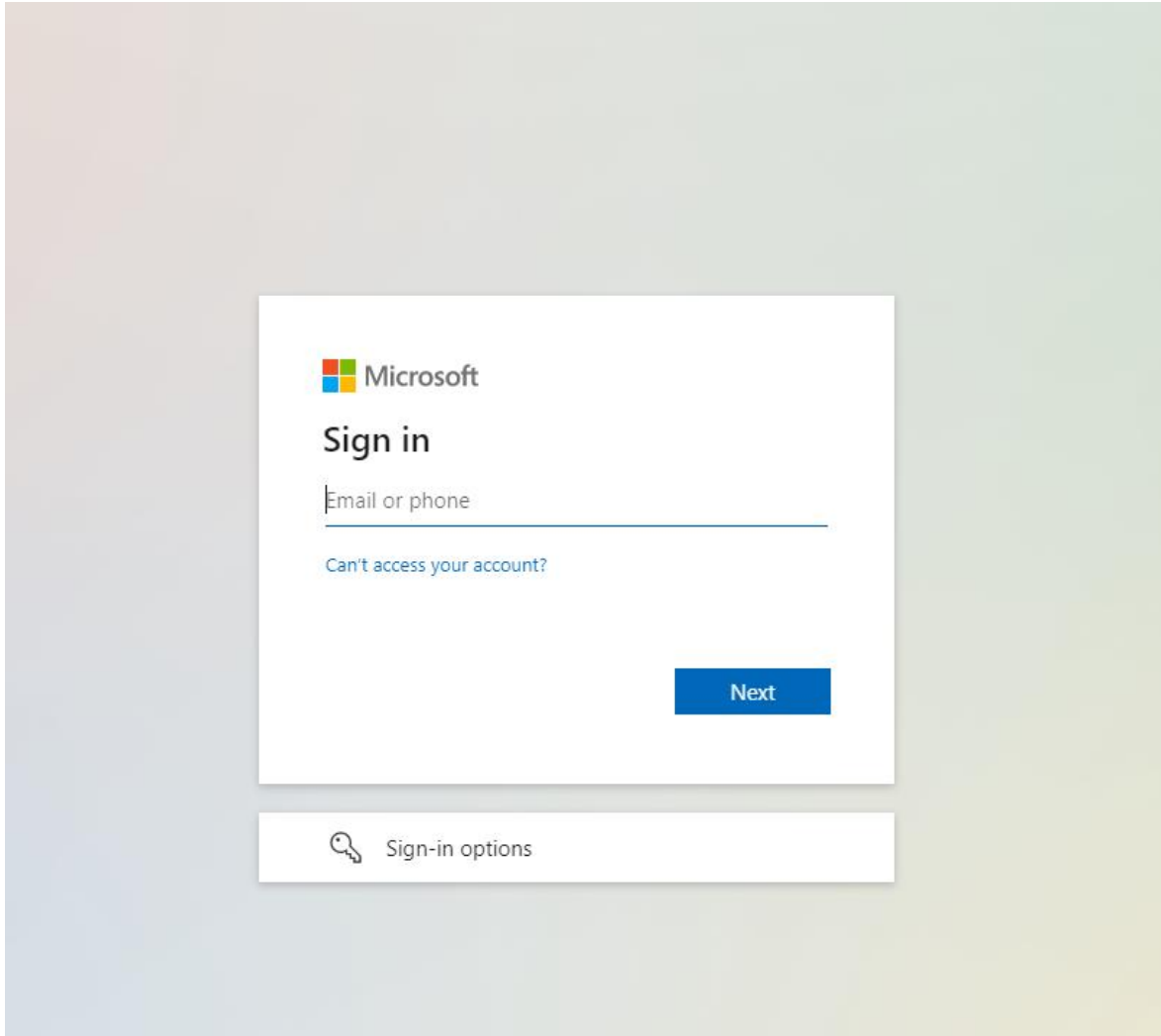
Starting Out – Things to know

1. You will need both a Phone/tablet and either a laptop, computer and/or tablet.
 - a. Reason for this is that you use the phone or tablet to scan the QR code on the other device (be it a laptop, computer or tablet)
 - b. You have to have both to be able to use MFA, as the authentication method is sent to your phone or tablet or other mobile device. Authenticator app **CANNOT** be installed on a laptop or computer.
2. Users who have not registered a Multi-Factor Authentication (MFA) Method:
 - a. All users are required to register MFA methods prior to being able to access Lake Land College Email and other Single-Sign on applications.
 - b. Registration before sign in to email or other single sign on applications is the best way to have a simple and easy experience in gaining access.
3. Preferred site to register MFA prior to your first sign in.
 - a. aka.ms/mysecurityinfo
4. Best thing to do is to register your MFA method, prior to trying to gain access to email.
5. If you choose to use the Microsoft Authenticator or other Authenticator Apps:
 - a. BE SURE TO DOWNLOAD THE APP FIRST, prior to doing any registration or access of email or single sign on applications.
 - i. Download from Google Apps if Android Mobile Phone or Android Tablet
 - ii. Download from Apple Store if IOS Mobile device or IOS Tablet
 - b. This will help to prevent the registration loop that is a known Microsoft bug issue.
6. Once you register MFA, you will not have to change, unless you switch phones, authentication methods, etc.
7. Any questions you may have can be answered or sent to the following:
 - a. visit the Lake Land College Help Desk website [Lake Land College ISS Help Desk](#)
 - b. contact the ISS Help Desk at [217-234-5261](tel:217-234-5261)
 - c. or Email [Lake Land College Help Desk](mailto:helpdesk@lakelandcollege.edu) (helpdesk@lakelandcollege.edu)
8. Lake Land College pages accept usernames in the **username@lakelandcollege.edu** format only!
9. **Security Warning:** Before entering your Lake Land College credentials, verify that the address in your web browser starts with <https://login.microsoftonline.com>

REGISTRATION

New Student, Staff or Faculty:

1. Go to aka.ms/mysecurityinfo (same as going to mail.lakelandcollege.edu, although this way takes you to MFA registration)



2. Enter your email (Format is `username@lakelandcollege.edu`)



← user name @lakelandcollege.edu

Enter password

Password

To reset your password, please click here to find out how to contact the Lake Land College ISS Department

Sign in

WELCOME TO LAKE LAND COLLEGE! Lake Land College pages accept usernames in the **username@lakelandcollege.edu** format only!

Need Help??? Try the "Forgot Username?" link above, visit [Lake Land College ISS](#) , or contact the ISS Help Desk at [217-234-5261](tel:217-234-5261) or [Lake Land College Help Desk](#) .

Security Warning: Before entering your Lake Land College credentials, verify that the address in your web browser starts with **https://login.microsoftonline.com**

3. Enter your Password



user name @lakelandcollege.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

WELCOME TO LAKE LAND COLLEGE! Lake Land College pages accept usernames in the **username@lakelandcollege.edu** format only!

Need Help??? Try the "Forgot Username?" link above, visit [Lake Land College ISS](#) , or contact the ISS Help Desk at [217-234-5261](tel:217-234-5261) or [Lake Land College Help Desk](#) .

Security Warning: Before entering your Lake Land College credentials, verify that the address in your web browser starts with <https://login.microsoftonline.com>

4. Hit Next, as it is asking for more information.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

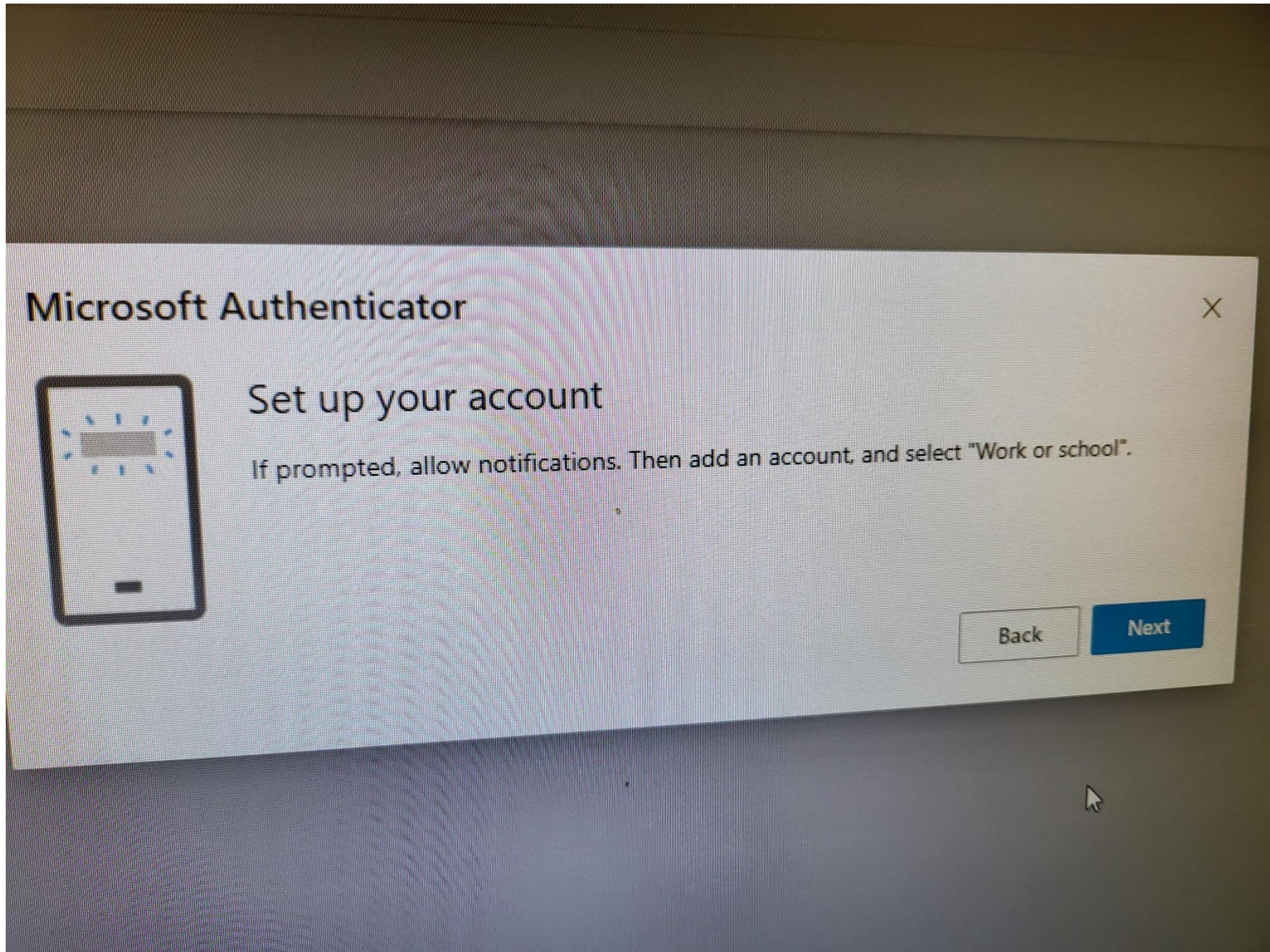
After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

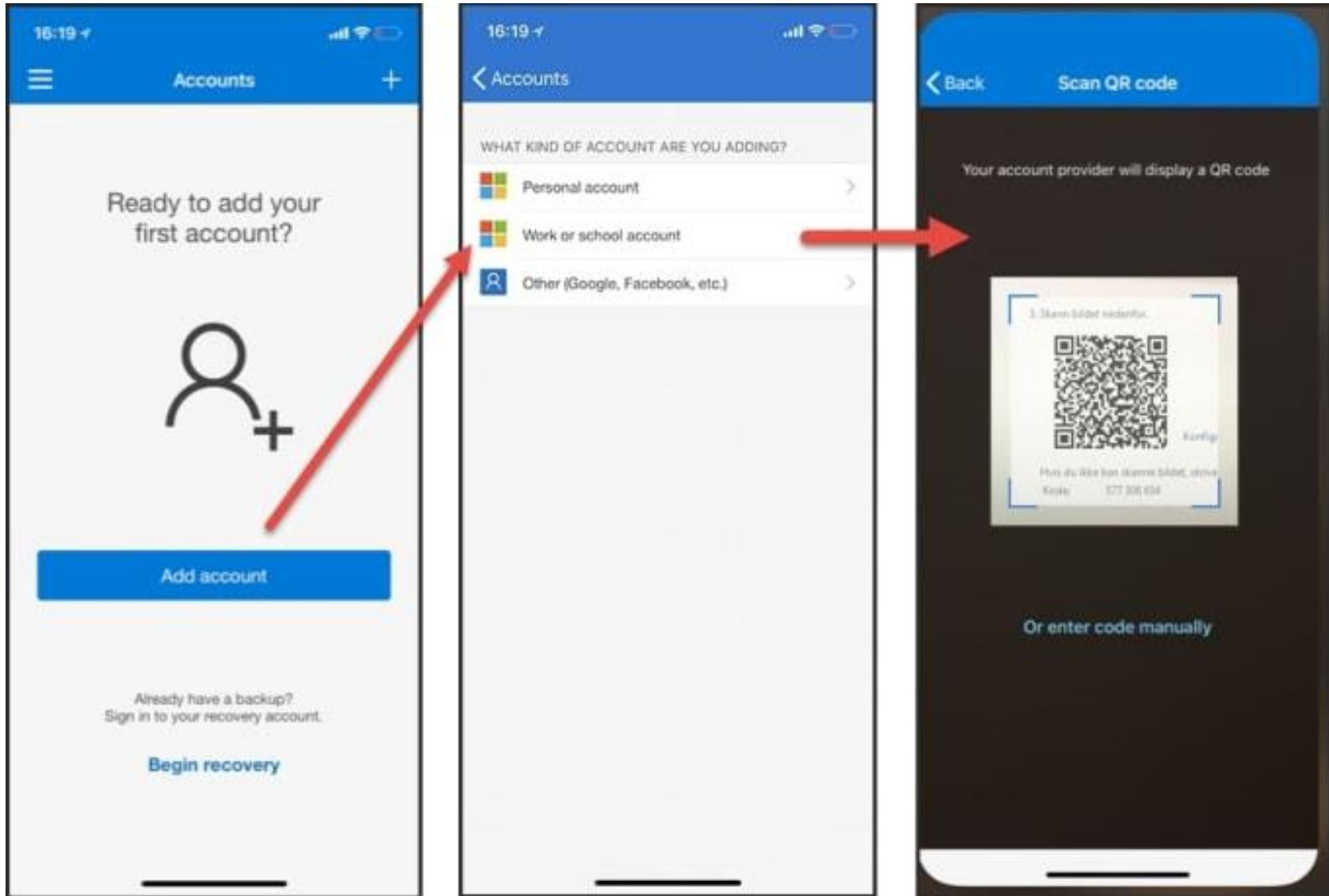
Next

[I want to set up a different method](#)

Next you will see a screen that will ask you to set up your account in the Authenticator app. IF YOU HAVE NOT DONE SO YET, PLEASE DOWNLOAD THE APP AT THIS TIME TO YOUR MOBILE DEVICE (i.e., Phone or Tablet only!). To see how to download the app, go to the following location: [How to download app](#)



5. Once you open the Authenticator app, select to allow notifications (IF PROMPTED), and then you will see:



First you want to click ADD Account.


Next You choose WORK OR SCHOOL ACCOUNT, as seen above and in the previous screenshot as well.

Next choose SCAN QR Code. (This is why you need a Phone and a TABLET and/or Laptop and/or Computer)

Next you will get a code from the computer asking you to try it out (usually 2-digit number) where you will enter into your authenticator app. Once entered, you will see the screen on laptop or computer present you the option to hit next, which was previously greyed out at this point.

Note: The first time you set up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select **Allow** so the authenticator app can access your camera to take a picture of the QR code in the next step.

Microsoft Authenticator



Let's try it out

Approve the notification we're sending to your app.

[Resend notification](#)

[Back](#) [Next](#)

Sometimes a notification is sent, and sometimes a number is shown for you to enter into the Authenticator app. Depends on OS versions and Authenticator App and Authenticator APP versions (Meaning keep all your things up to date, to ensure ease of access!!!!)

Microsoft Authenticator



 Notification approved

Back

Next

Here is where the previously greyed out option is now allowing you to click next! Go ahead and click next!

6. Here you have three options (We will look at each one by one in following sections, but first we go to Existing Students, Staff and Faculty)

REGISTRATION – CONTINUED

Existing Student, Staff or Faculty:

This section is for those who have already done setup MFA and are needing to get in to verify or change anything. The process is the same/Similar to a new user.

Important Note: If you already have MFA options, but they were deleted by request to ISS, or you are returning but have not setup MFA, this section is for you. It is possible that your information from the system was imported in when your account was setup, so you may have a number or authentication type listed, or may need to verify a type.

Any questions you may have, regarding this process can be directed to ISS by one of the following methods:

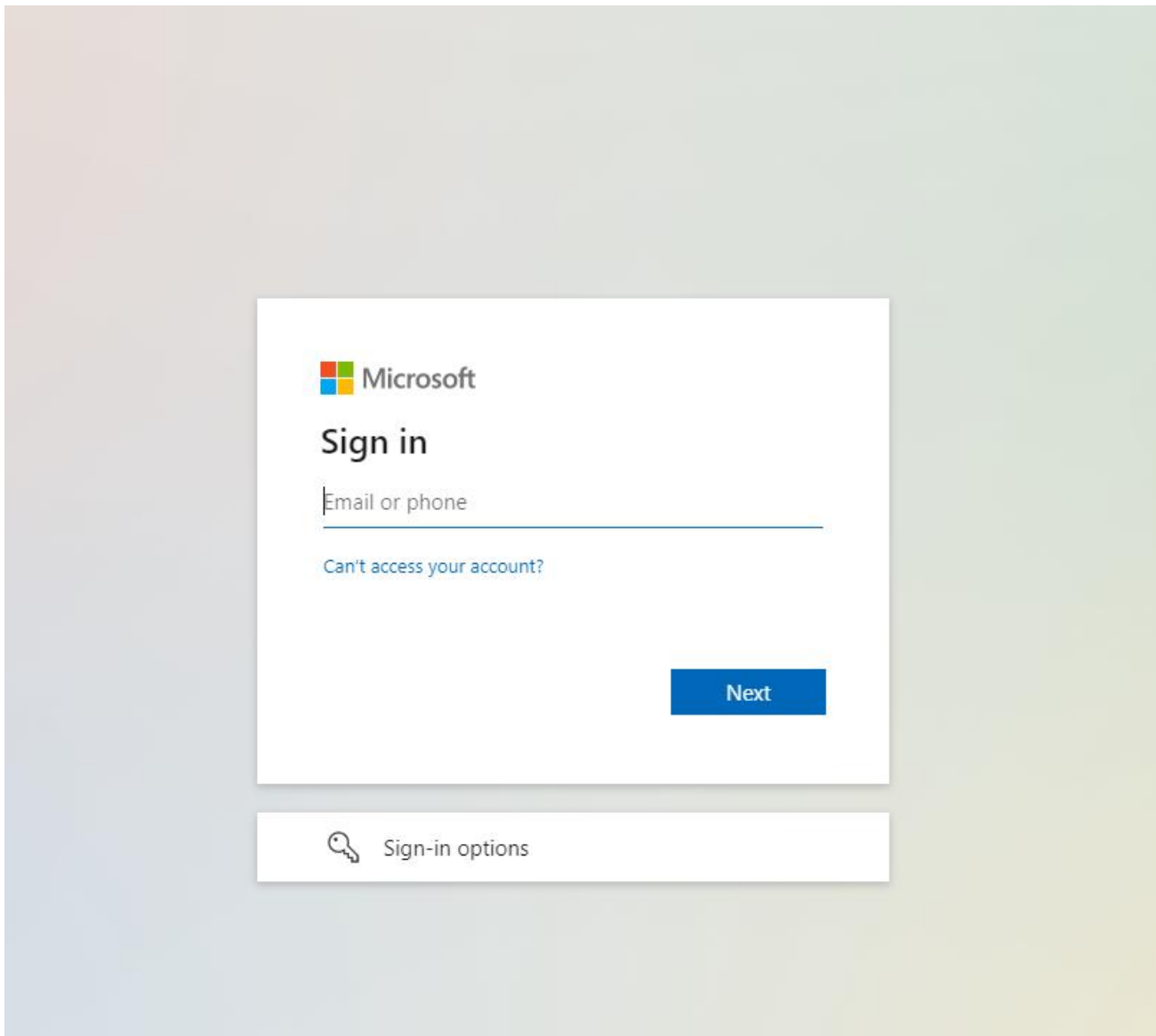
- a. visit the Lake Land College Help Desk website [Lake Land College ISS Help Desk](#)
- b. contact the ISS Help Desk at [217-234-5261](tel:217-234-5261)
- c. or Email [Lake Land College Help Desk](mailto:helpdesk@lakelandcollege.edu) (helpdesk@lakelandcollege.edu)

Also, if the following screenshots are different than what you see, be sure to do the following:

- a. Read the screen, to ensure you understand what it is saying or asking of you.
- b. Take note of the screen, or take a screenshot and send to ISS if you are unsure what to do.
- c. Continue to look in this manual to see if it answers your question or issue or addresses what is on your screen.

NOTE: Bear in mind, that over time, the screenshots may change or look slightly different. Always be certain that:

- a. Before entering your Lake Land College credentials, verify that the address in your web browser starts with <https://login.microsoftonline.com>
- b. Once your username is entered, look for Lake Land College Background and Logo on the Password screen where you enter your password.
7. Go to aka.ms/mysecurityinfo (same as going to mail.lakelandcollege.edu, although this way takes you to MFA registration)



8. Enter your email (Format is username@lakelandcollege.edu)



← user name @lakelandcollege.edu

Enter password

Password

To reset your password, please click here to find out how to contact the Lake Land College ISS Department

Sign in

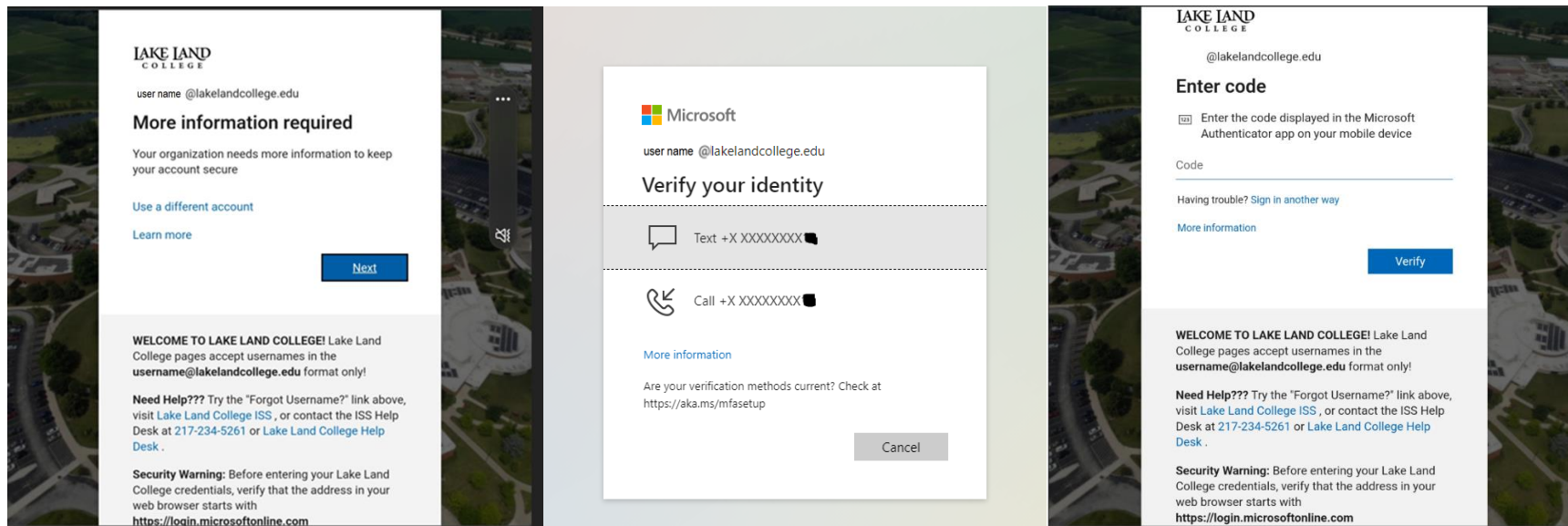
WELCOME TO LAKE LAND COLLEGE! Lake Land College pages accept usernames in the **username@lakelandcollege.edu** format only!

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Security Warning: Before entering your Lake Land College credentials, verify that the address in your web browser starts with **https://login.microsoftonline.com**

9. Enter your Password

10. Here you will see ONE OF TWO possible screenshots:



Either it will ask you for more information, or it may ask you to verify your identity...

OR

You may see a screen asking for a code, if you already have the authenticator app authorized....

Do not worry on the above screenshots, as we will examine each more closely in the next few pages.



user name @lakelandcollege.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

WELCOME TO LAKE LAND COLLEGE! Lake Land College pages accept usernames in the **username@lakelandcollege.edu** format only!

Need Help??? Try the "Forgot Username?" link above, visit [Lake Land College ISS](#) , or contact the ISS Help Desk at [217-234-5261](tel:217-234-5261) or [Lake Land College Help Desk](#) .

Security Warning: Before entering your Lake Land College credentials, verify that the address in your web browser starts with <https://login.microsoftonline.com>

11. Hit Next, as it is asking for more information.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

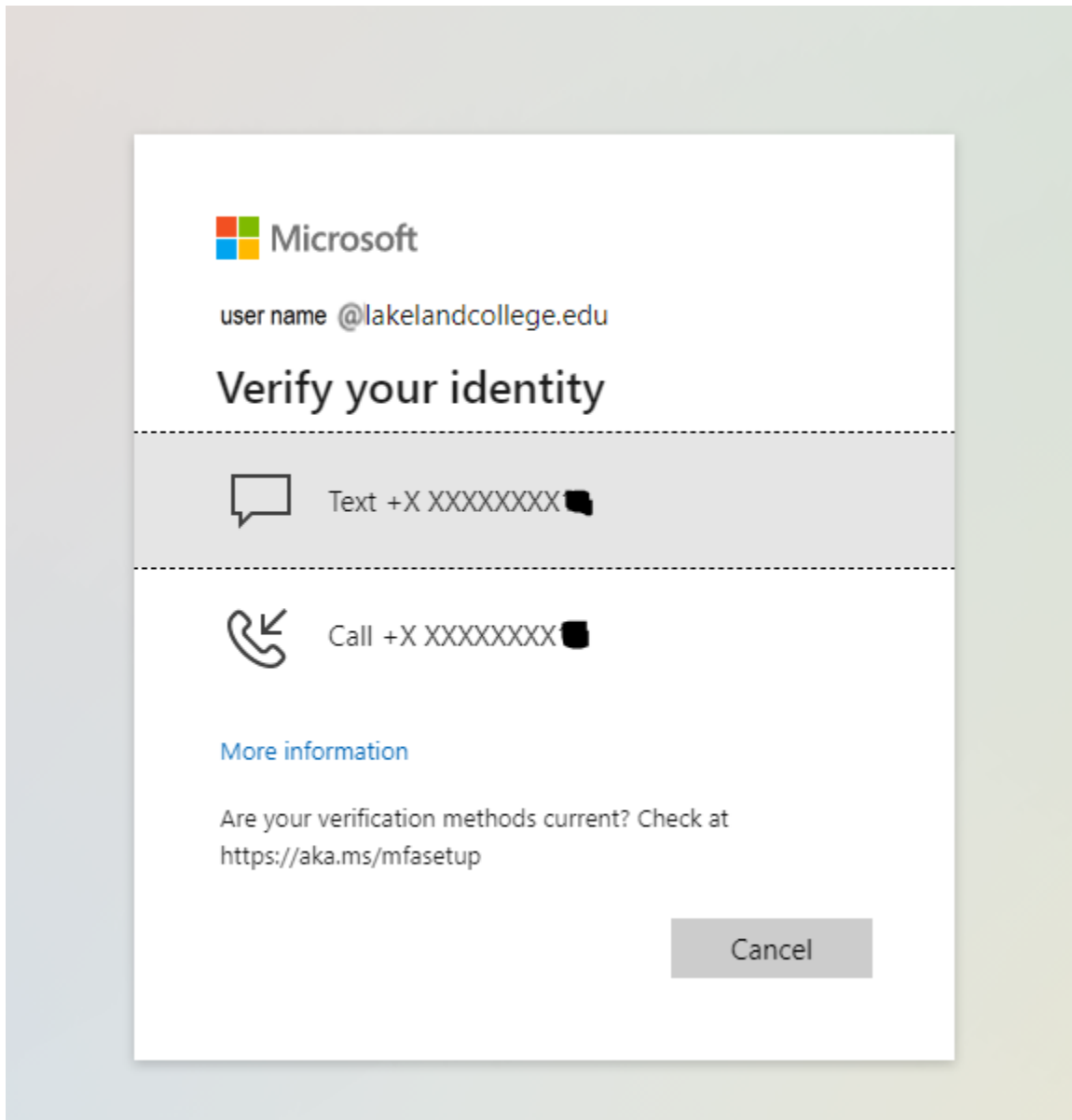
After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

[I want to set up a different method](#)

Here you have three options (We will look at each one by one in following sections, but first we go to the second screenshot of verifying identity)



12. Here you will select your preferred method, to text the code or call you.
 - a. You must be around the phone that shows in the screenshot (Only last 2 to 4 digits appear)



user name @lakelandcollege.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

WELCOME TO LAKE LAND COLLEGE! Lake Land College pages accept usernames in the **username@lakelandcollege.edu** format only!

Need Help??? Try the "Forgot Username?" link above, visit [Lake Land College ISS](#) , or contact the ISS Help Desk at [217-234-5261](tel:217-234-5261) or [Lake Land College Help Desk](#) .

Security Warning: Before entering your Lake Land College credentials, verify that the address in your web browser starts with

<https://login.microsoftonline.com>

13. Here you will switch over to your authenticator App and enter the code that appears on this screen and click Verify.

14. If you get a prompt for authentication after entering your password, then enter the authentication be it phone, text (SMS), or any type of Authenticator App (Microsoft, Google, etc.).

15. Otherwise, if you are asked to authenticate and do not have a method:
 - a. You do not want to, or cannot use the Microsoft Authenticator App

 - b. You do not want to, or cannot use a different Authenticator App

Continue to the next section of this manual to register your preferred method of Authentication. Keep in mind, the steps for changing Authentication Methods are the similar to those used to register your authentication method.

Choose your Method of Authentication

This section will touch on the methods of Authentication. There are a few known and used types of authentication at Lake Land College, such as:

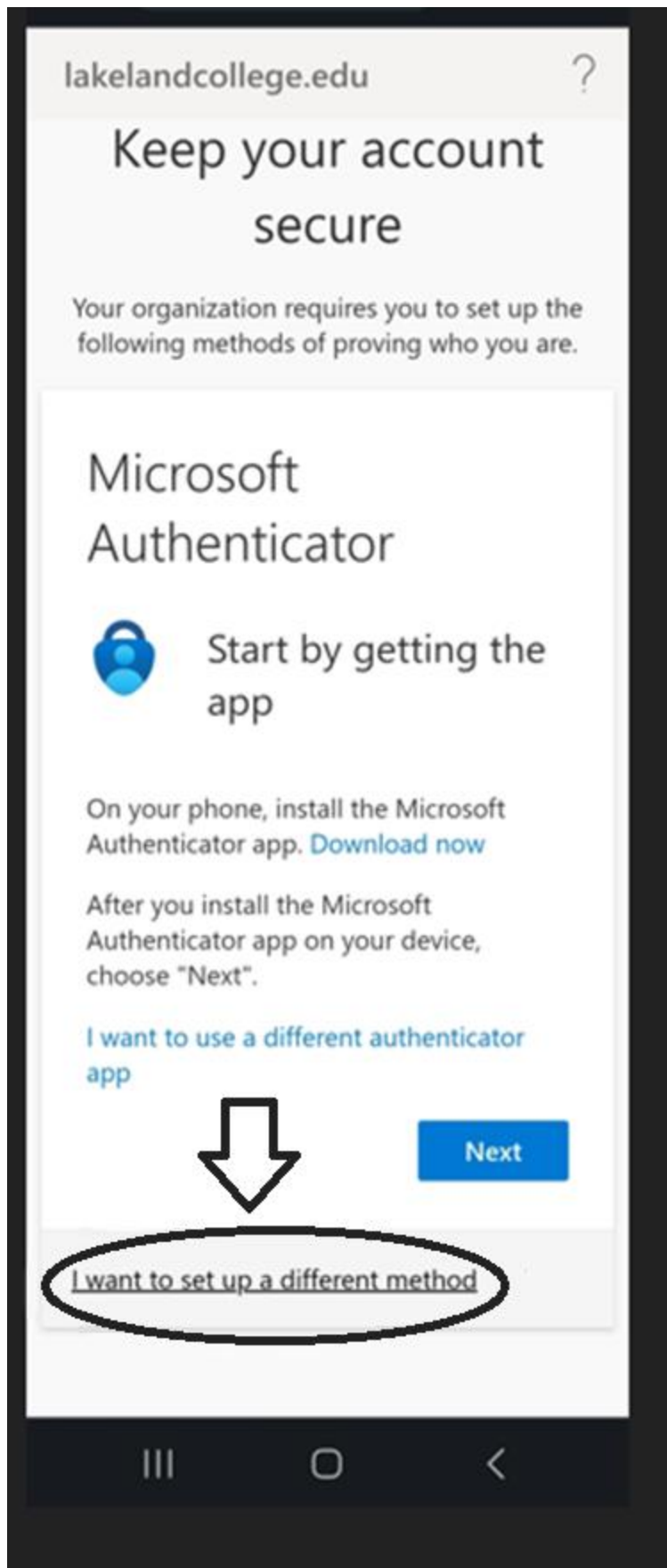
1. Phone Call
2. Text or SMS to Cell Phone
3. Microsoft Authenticator
4. Other Authenticator Apps

Choose your Method of Authentication – Phone Call

First Method is setting up for Phone Call. This method requires you to choose a link that can be quickly glanced over if not careful, so remember to read and know that the option is always available.

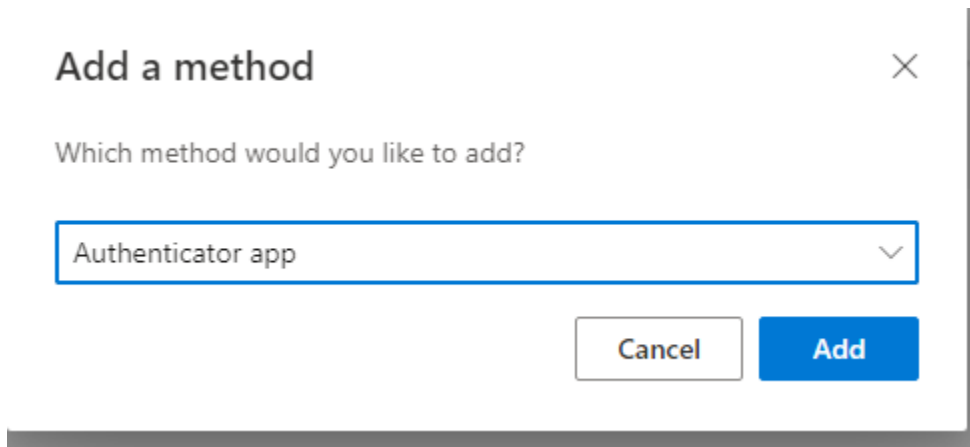
Just to re-iterate, you have 3 Options available when setting up Authentication:





Select the option to set up a different method.

c. You wish to setup using phone:



Add a method ×

Which method would you like to add?

Authenticator app ▾

Cancel Add

Options for methods include office phone, email, authenticator app, cellphone, however, what shows in the drop down may vary, depending if you already have methods registered.

1. No methods Registered for MFA, and you wish to add your first method:

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Start

Choose a different method ×

Which method would you like to use?

Choose a method ▾

Authenticator app

Phone

On your phone, install t

After you install the Mi

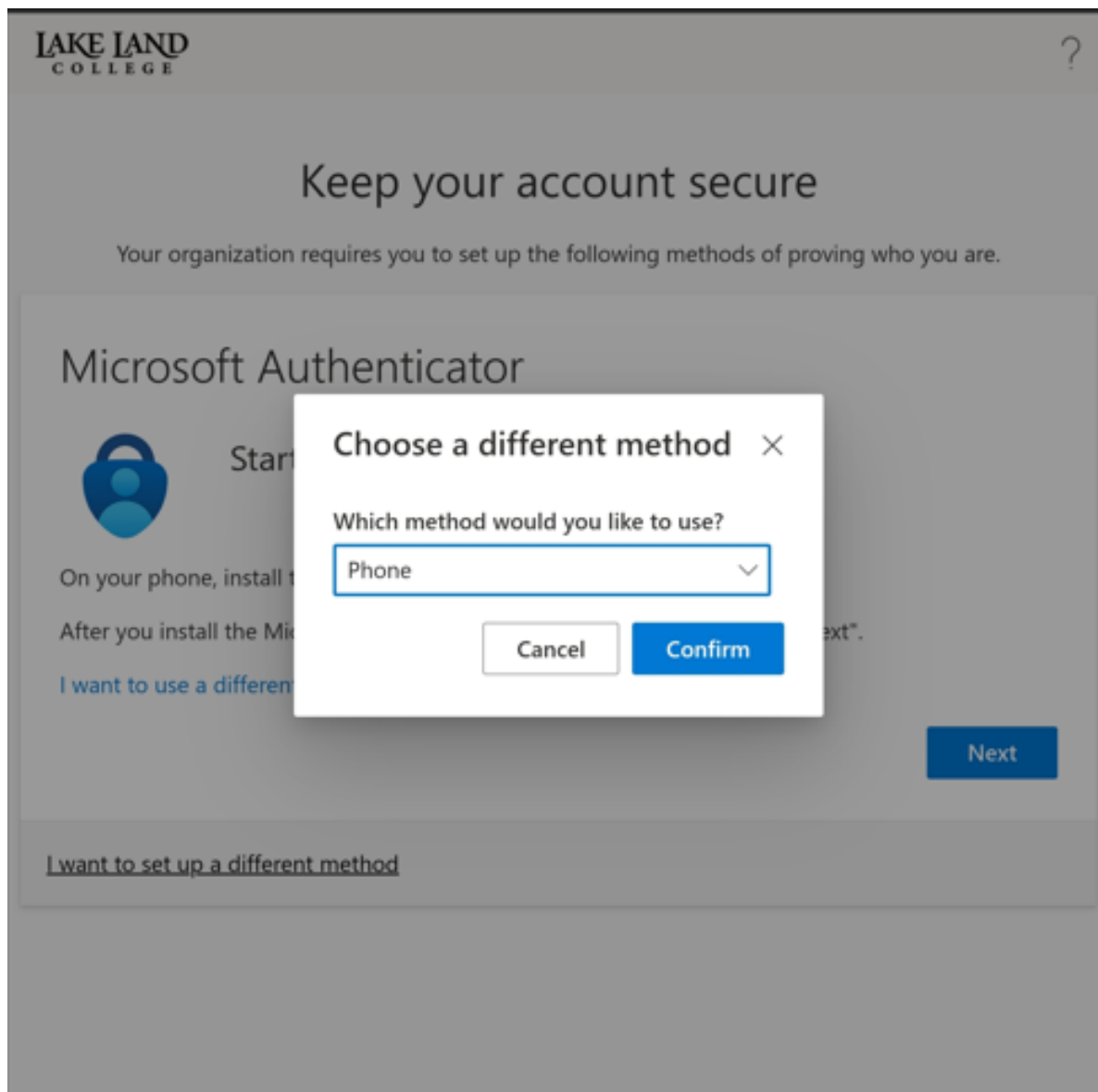
I want to use a differen

ext".

Next

[I want to set up a different method](#)

Here you want to select Phone then click Next.



2. Phone is selected, hit confirm.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

Text me a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#)

3. Here you will select to have it text (SMS) or Call. Just be sure that the phone you use is available to be reached at when authenticating.

Microsoft Authentication SMS Short Codes:

In the United States, we use the following SMS short codes:

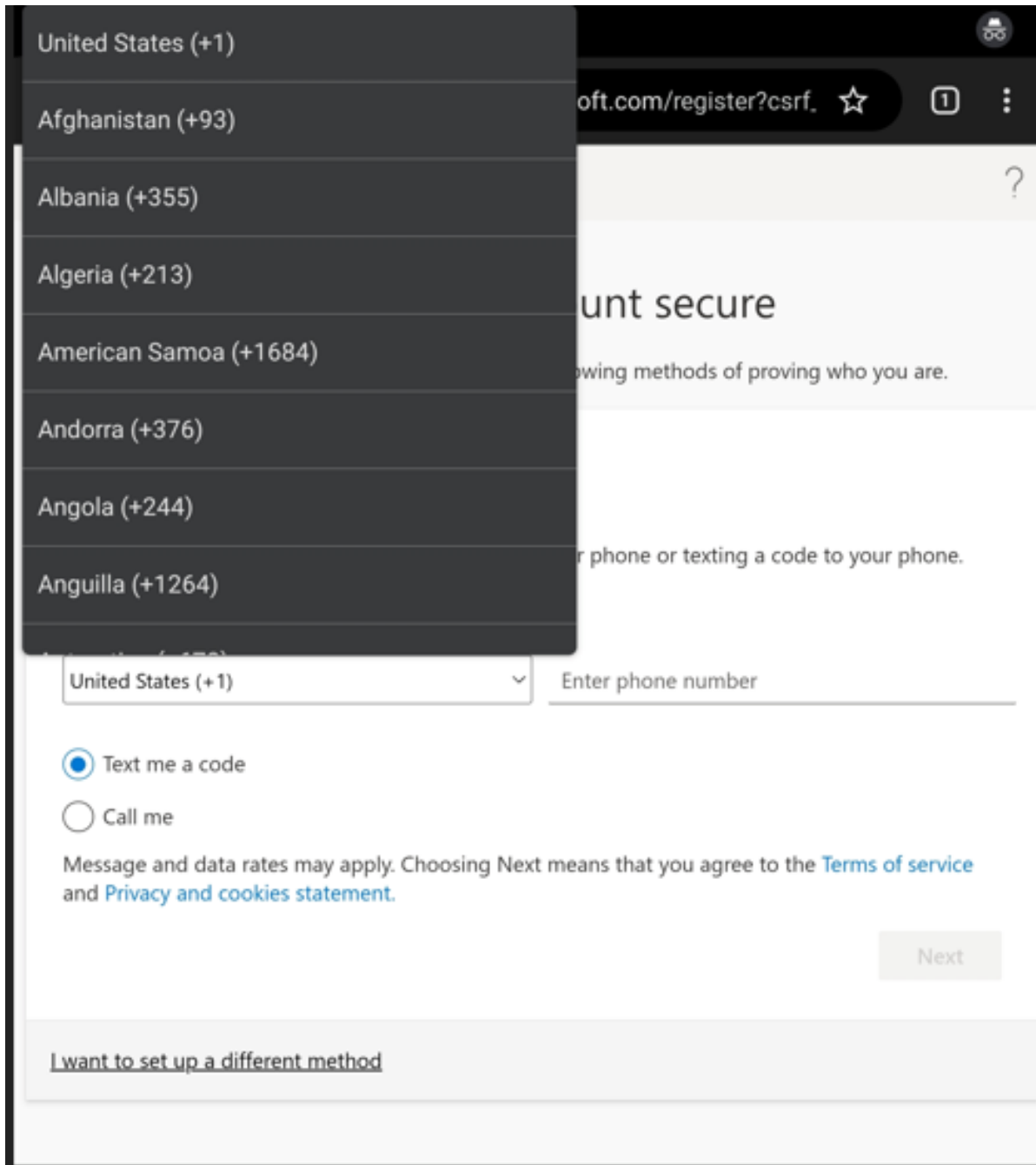
- *97671*
- *69829*
- *51789*
- *99399*

In Canada, we use the following SMS short codes:

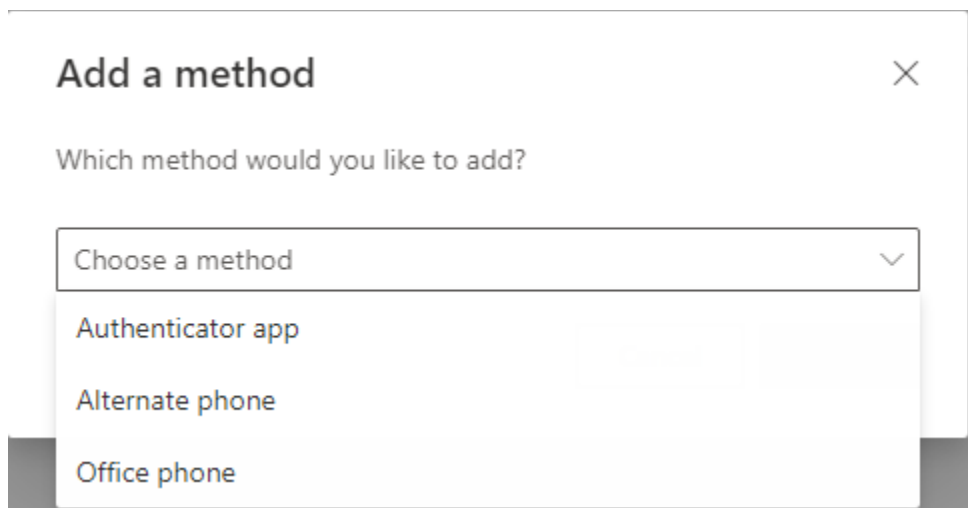
- *759731*
- *673801*

There's no guarantee of consistent SMS or voice-based Multi-Factor Authentication prompt delivery by the same number. In the interest of our users, we may add or remove short codes at any time as we make route adjustments to improve SMS deliverability.

We don't support short codes for countries or regions besides the United States and Canada.



4. Also, on this same page you will have a drop down for choosing the country code. Be sure to choose the correct country code. Then enter your number and hit next.
5. If you already have a method registered (meaning you have a phone already registered):



The image shows a modal dialog box titled "Add a method" with a close button (X) in the top right corner. Below the title, the text "Which method would you like to add?" is displayed. A dropdown menu is open, showing the text "Choose a method" with a downward arrow. The dropdown menu lists three options: "Authenticator app", "Alternate phone", and "Office phone".

Here you will see options to add alternate phone, Authenticator App, or Office Phone.

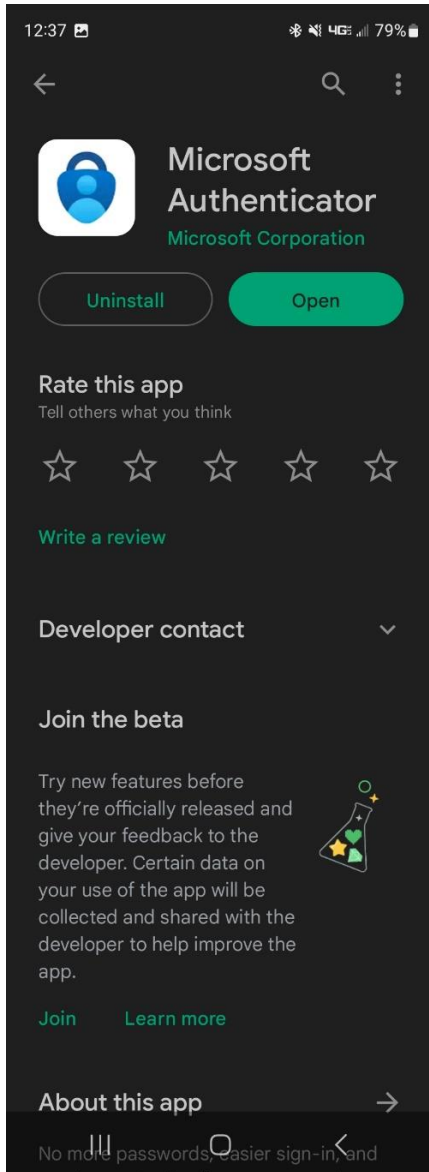
REMEMBER: You must be available to answer the phone that you list. Do not list a number that you cannot physically answer, or be at when you go to authenticate.

PRO TIP: Always setup multiple Authentication methods to prevent getting locked out of your account, if you have other phones, or methods available. Otherwise, as always you can contact the Lake Land College ISS Help Desk by:

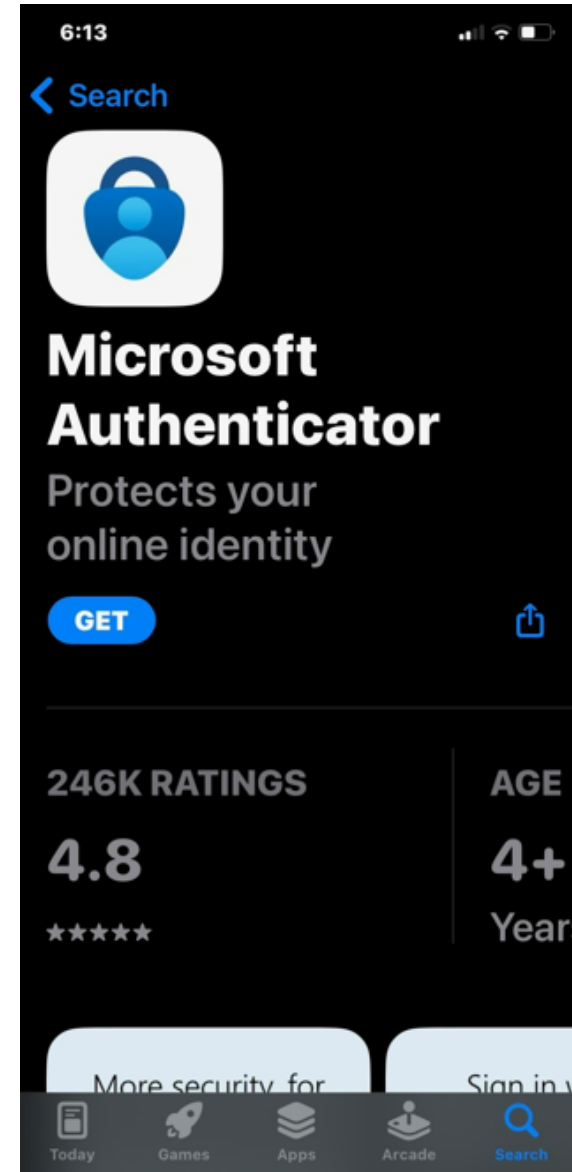
- a. visiting the Lake Land College Help Desk website [Lake Land College ISS Help Desk](#)
- b. contacting the ISS Help Desk at [217-234-5261](tel:217-234-5261)
- c. or Emailing [Lake Land College Help Desk](mailto:helpdesk@lakelandcollege.edu) (helpdesk@lakelandcollege.edu)

Choose your method of Authentication – Authenticator App

1. BE SURE TO DOWNLOAD FIRST. **NOTE: YOU SHOULD NEVER PURCHASE THE APP, AS THIS APP IS A FREE DOWNLOAD!!!!!!**



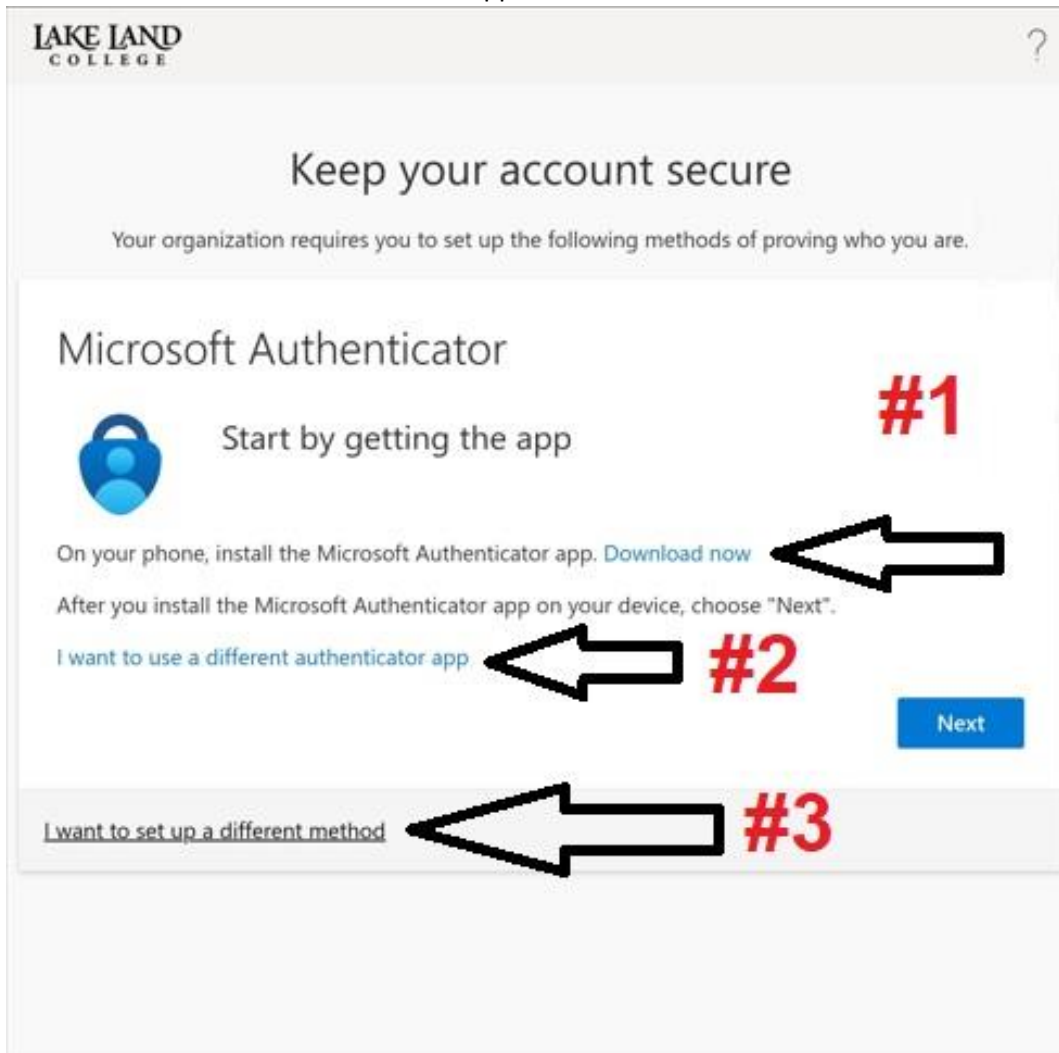
Download from Google Play for Android devices



Download from apple store for IOS Devices.

Return to [Table of Contents](#)

2. Or Feel free to download another authenticator app of your choice.
3. Once downloaded, open the authenticator app and connect your email.
 - a. Due to each authenticator app being different, follow the directions in the authenticator app of your choice.
4. During setup, you will refer back to the screen and if you chose Microsoft Authenticator (OPTION 1 BELOW), then you will hit next, otherwise, if you chose a different authenticator app (OPTION 2 BELOW), you will want:
 - a. I want to use a different authenticator app



b.

- 5. If you are using a computer, you can scan the QR Code
 - a. This is the same for both Microsoft Authenticator and for Other types of Authenticators
 - b. Examples of Other Authenticators include:
 - i. Google Authenticator



App Store Preview

This app is available only on the App Store for iPhone and iPad.



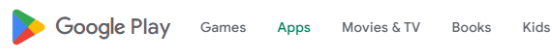
Google Authenticator 4+

Google LLC

#5 in Utilities

★★★★★ 4.8 • 448K Ratings

Free



Google Authenticator

Google LLC

3.6★
458K reviews

100M+
Downloads

E
Everyone

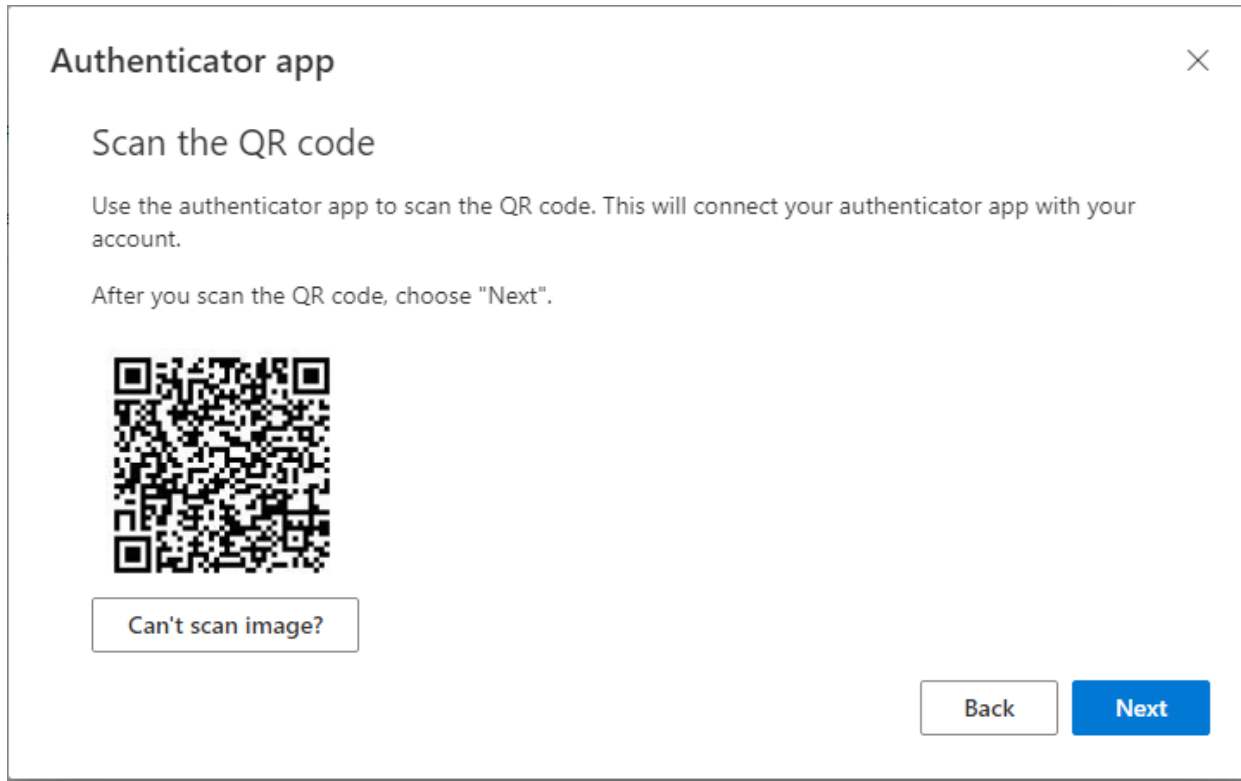
Install

Add to wishlist



ii. Other Authenticators may work, however, Microsoft supports the Microsoft Authenticator and Google Authenticator Apps. Use other authentication apps at your own choosing, but know that they may not be supported.

6. Setup the App using the QR Code.



Otherwise, you have to select Can't Scan Image, and you can copy your account name and your secret key for your Authenticator App you are using.

Authenticator app



Scan the QR code

Use the authenticator app to scan the QR code. This will connect your authenticator app with your account.

After you scan the QR code, choose "Next".



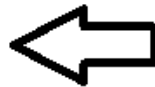
Can't scan image?



Enter the following into your app:

Account name:

Secret key:



Back

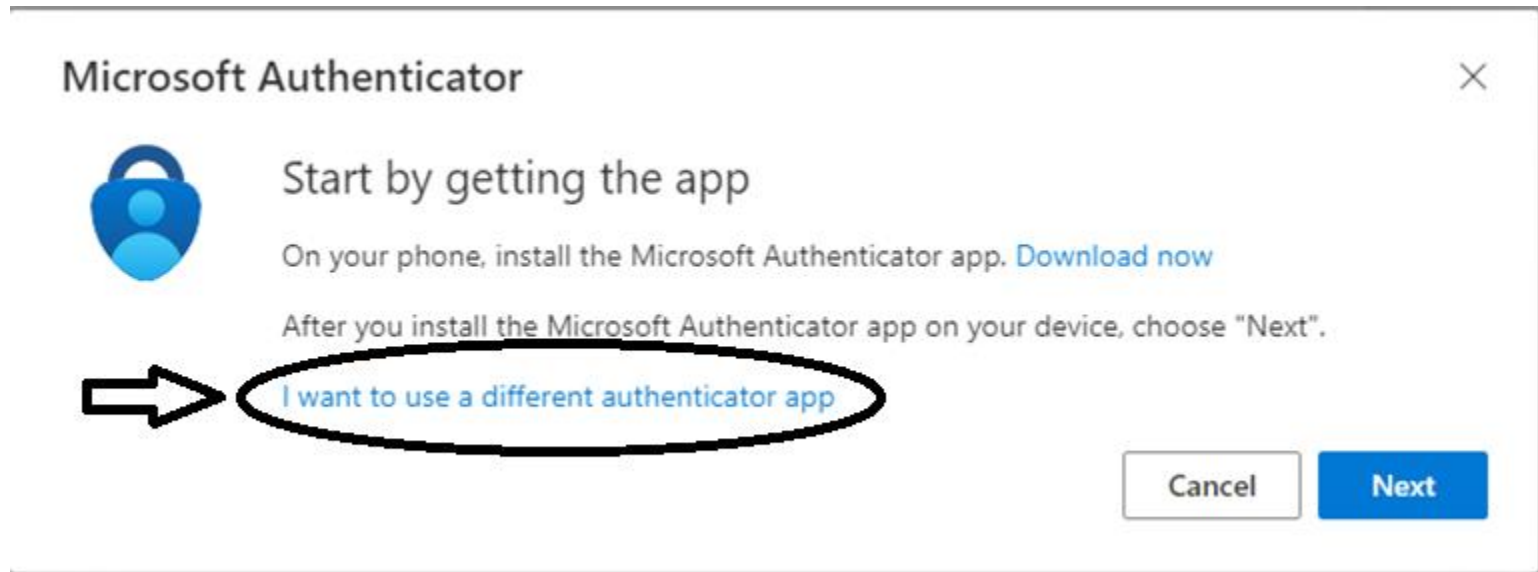
Next

Once you enter this into your authenticator app, you should be able to follow the authenticator app directions, but also then Click Next.

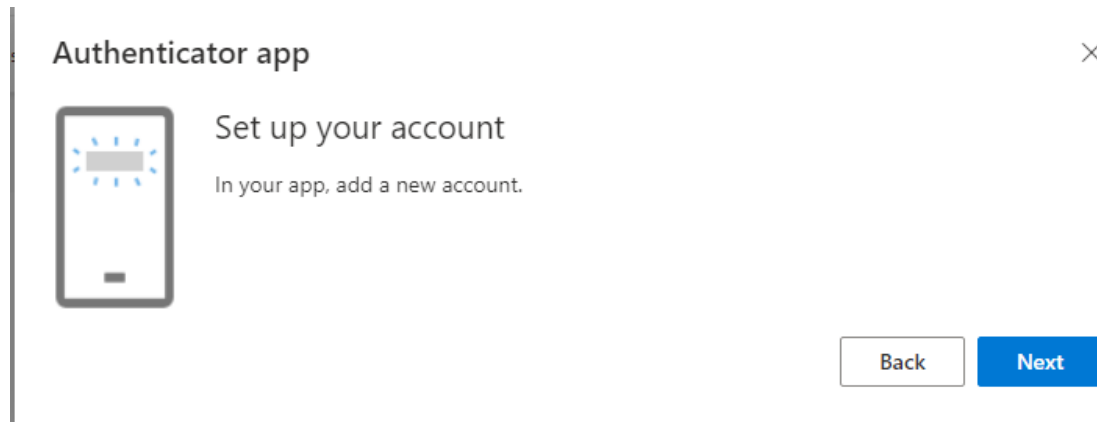
Choose Your Method of Authentication – Different Authentication App:

7. Directions are the same, other than you will want to:

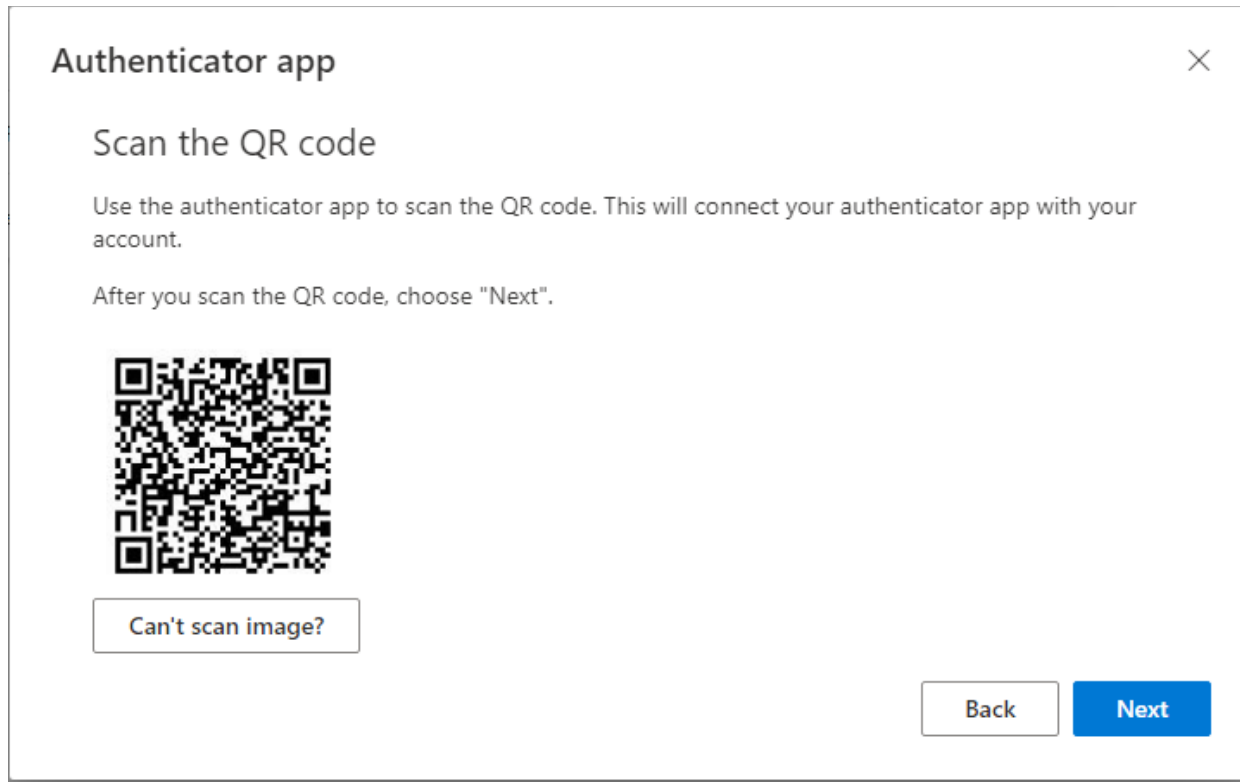
NOTE: If using something other than Microsoft Authenticator App on phone, such as Google Authenticator or another Authenticator app, you will have to select I want to use a different authenticator app, Otherwise just select Next if using Authenticator App from Microsoft.



After choosing "I want to use a different authenticator app," you will want to select Next on the following screen.



If you are using a computer, you can scan the QR Code



Otherwise, you have to select Can't Scan Image, and you can copy your account name and your secret key for your Authenticator App you are using.

Authenticator app



Scan the QR code

Use the authenticator app to scan the QR code. This will connect your authenticator app with your account.

After you scan the QR code, choose "Next".



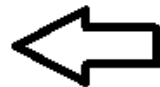
Can't scan image?



Enter the following into your app:

Account name:

Secret key:



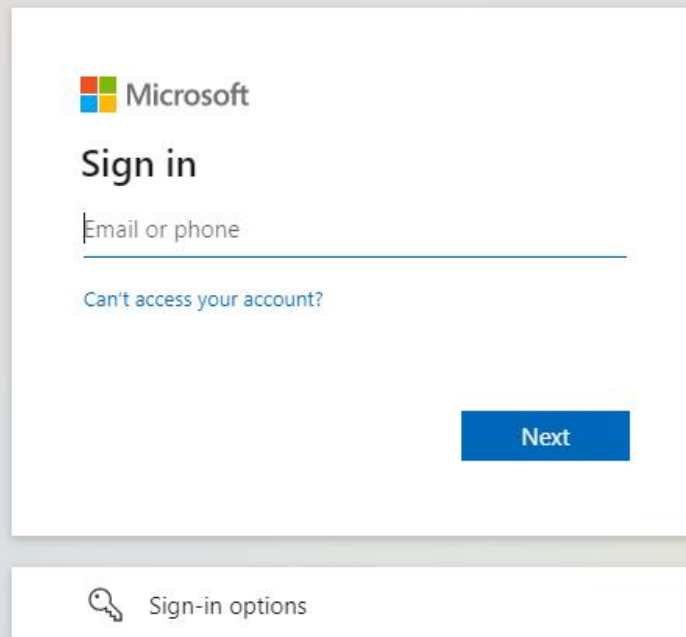
Back

Next

Once you enter this into your authenticator app, you should be able to follow the authenticator app directions, but also then Click Next.

Changing Registration Methods

1. Go to aka.ms/mysecurityinfo
2. Follow the prompts for signing in, entering email and password and authentication method.



The image shows a Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath "Sign in" is a text input field with the placeholder text "Email or phone". Below the input field is a link that says "Can't access your account?". At the bottom right of the sign-in box is a blue button labeled "Next". Below the sign-in box is a separate white box containing a key icon and the text "Sign-in options".



← user name @lakelandcollege.edu

Enter password

Password

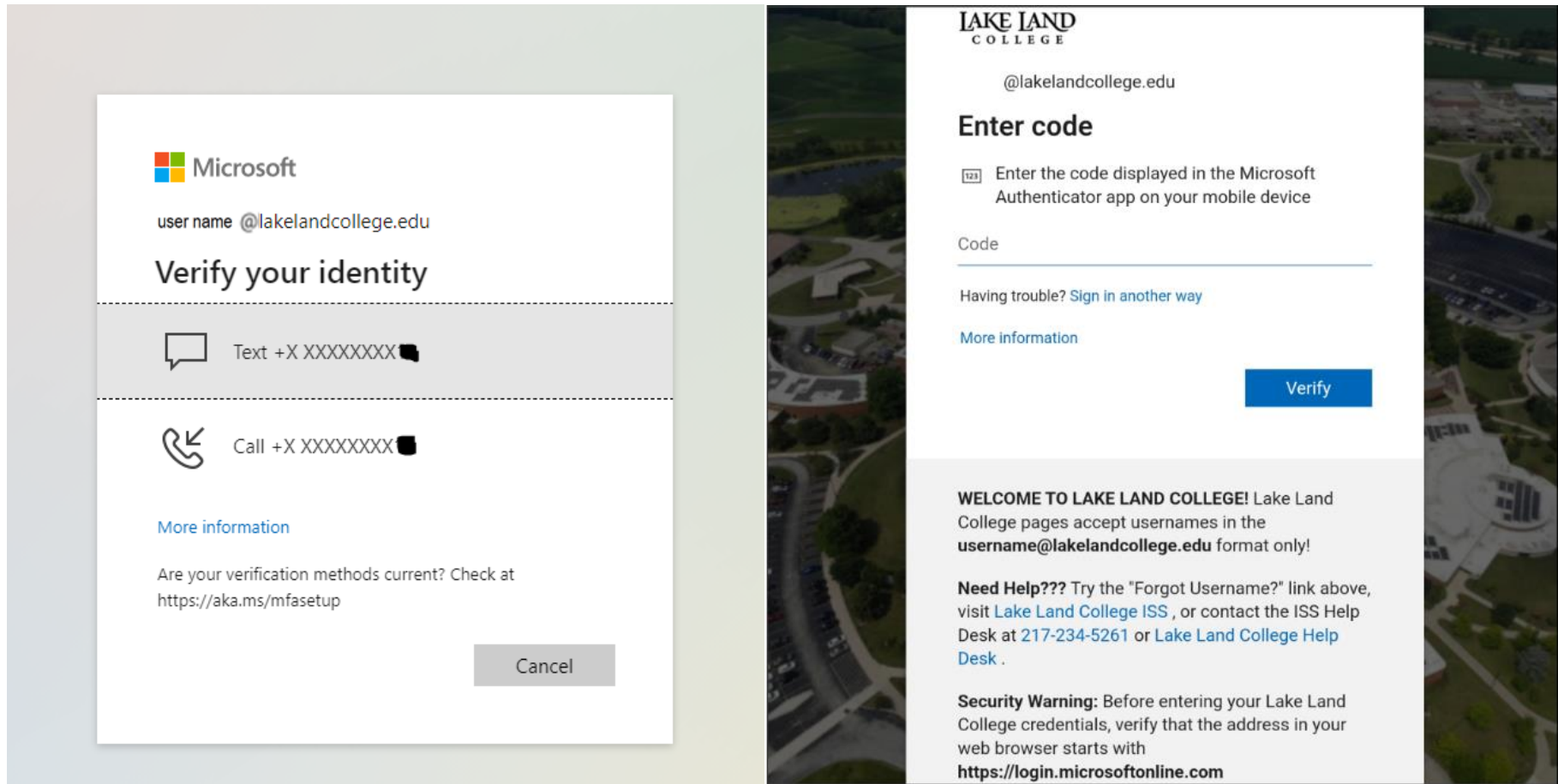
To reset your password, please click [here](#) to find out how to contact the Lake Land College ISS Department

Sign in

WELCOME TO LAKE LAND COLLEGE! Lake Land College pages accept usernames in the **username@lakelandcollege.edu** format only!

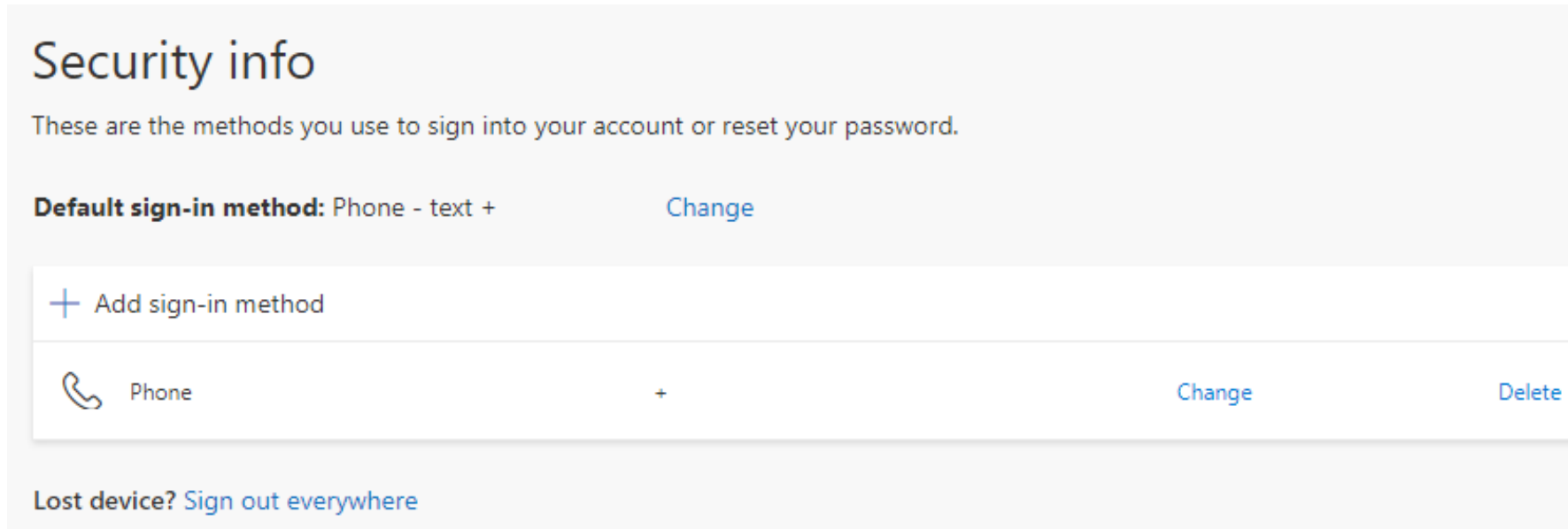
Need Help??? Try the "Forgot Username?" link above, visit [Lake Land College ISS](#) , or contact the ISS Help Desk at [217-234-5261](#) or [Lake Land College Help Desk](#) .

Security Warning: Before entering your Lake Land College credentials, verify that the address in your web browser starts with **https://login.microsoftonline.com**



Either have it text (SMS), Call, or use your Authentication App and enter the code. This is dependent on the type of Authentication you have registered.

3. Once the page loads, you should see something similar to the below screenshot, but maybe it is phone, or authenticator:




Security info

These are the methods you use to sign into your account or reset your password.

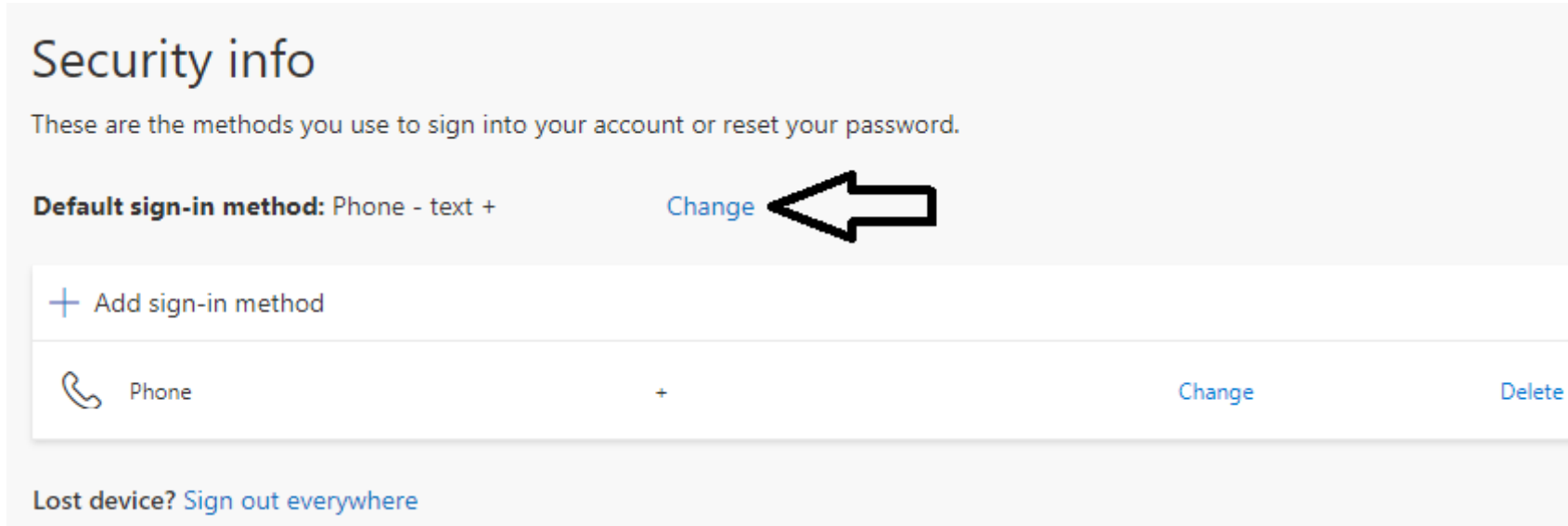
Default sign-in method: Phone - text + [Change](#)

+ Add sign-in method

 Phone	+	Change	Delete
---	---	------------------------	------------------------


Lost device? [Sign out everywhere](#)

4. If more than one method is listed, you can change your primary sign-in authentication method




Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text + [Change](#) 

+ Add sign-in method

 Phone	+	Change	Delete
---	---	------------------------	------------------------

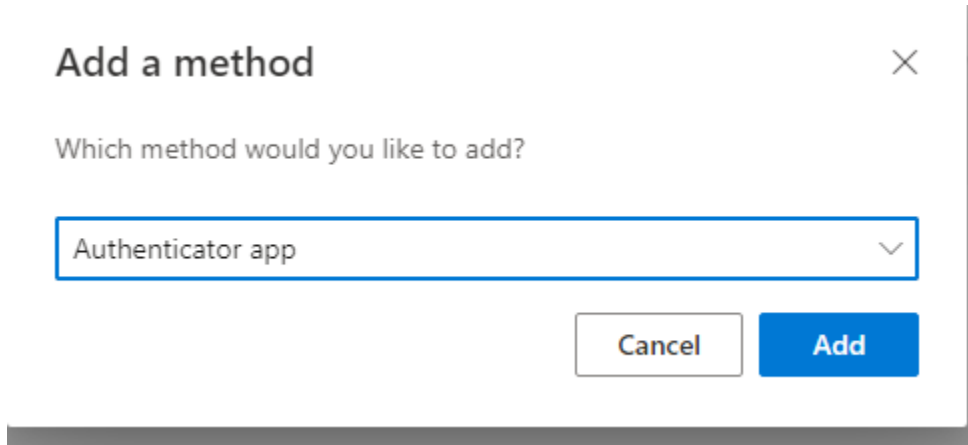
Lost device? [Sign out everywhere](#)

Click change and follow prompts to change method from the list, IF MORE THAN ONE IS LISTED.

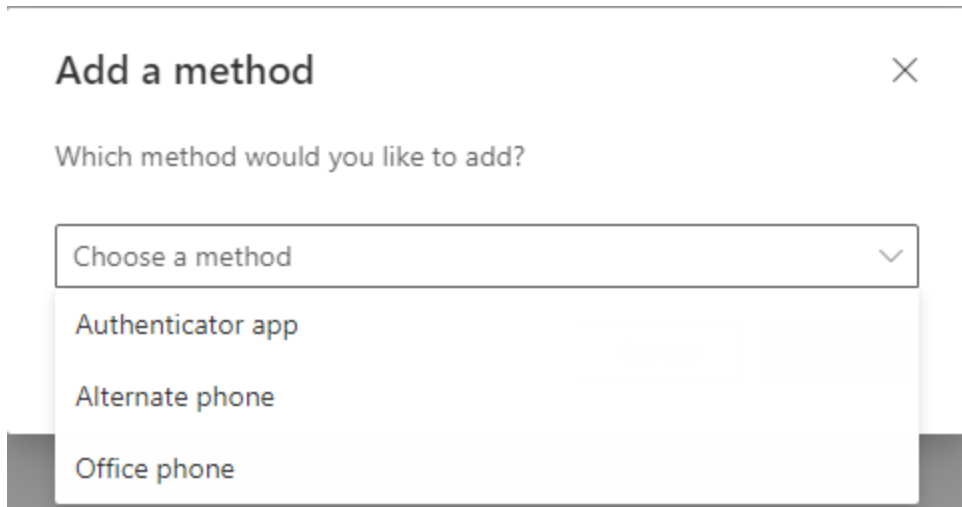
5. To add another method:



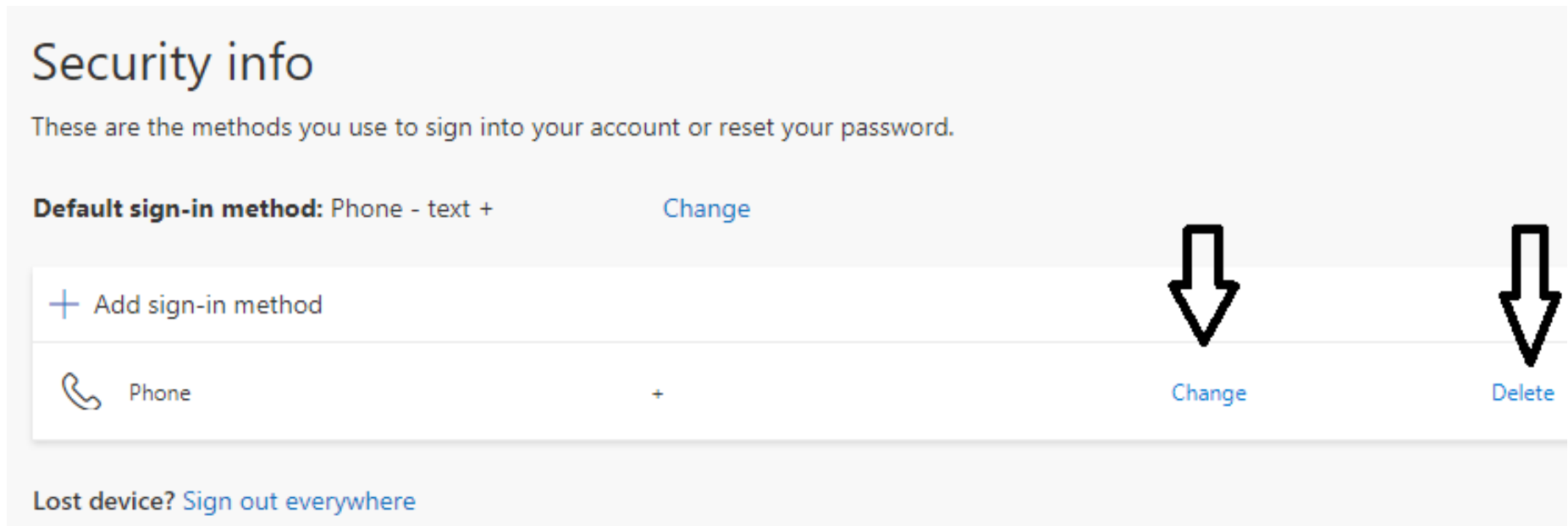
Click on this and go through the steps of choosing authentication method.



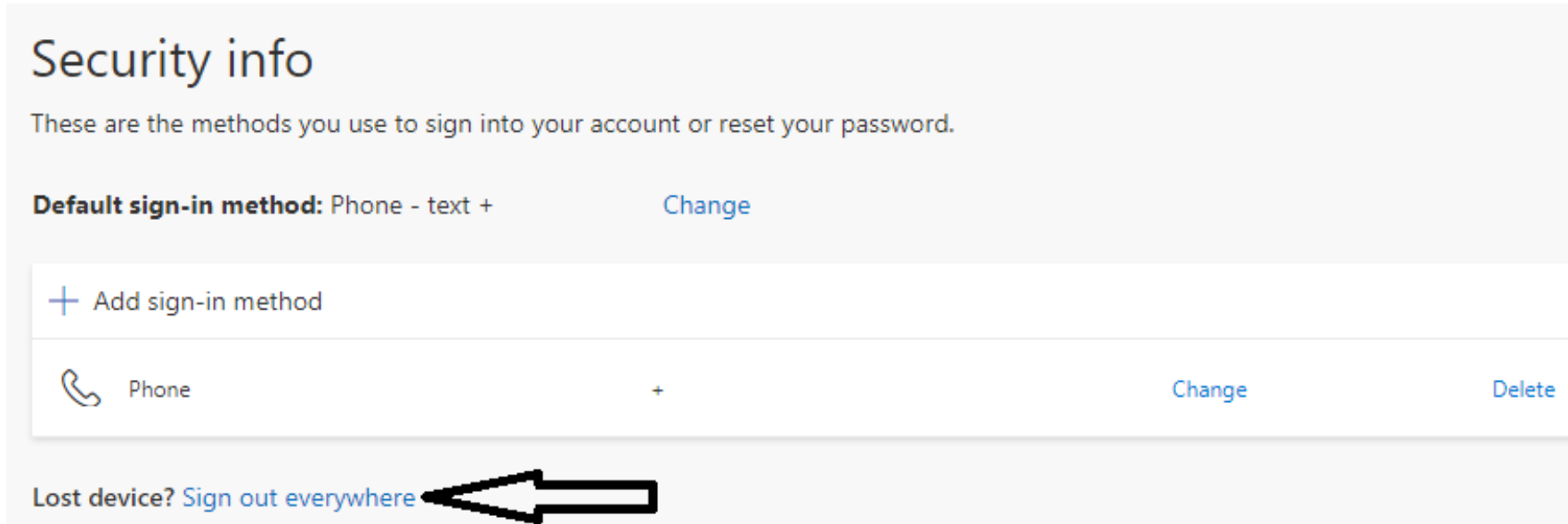
Options for methods include office phone, email, authenticator app, cellphone, however, what shows in the drop down may vary, depending if you already have methods listed.



6. If you need to change or delete a method, you can choose one of the two options next to the method you wish to change or delete:



7. If you lost your device and wish to sign-out everywhere, you can choose:




Continue below to go over each section of the aka.ms/mysecurityinfo website, which is your account information website.

ACCOUNT INFORMATION

1. While at aka.ms/mysecurityinfo , you will also see on the left side a menu of options. We will begin with Overview:

 Overview 

 Security info

 Organizations

 Devices

 Privacy



DISPLAY NAME

✉ [username@lakelandcollege.edu](#)

∨ [Why can't I edit?](#)

[Sign out everywhere](#)

Security info



Keep your verification methods and security info up to date.

[UPDATE INFO >](#)

Password



Make your password stronger, or change it if someone else knows it.

[CHANGE PASSWORD >](#)

Settings & Privacy



Personalize your account settings and see how your data is used.

[VIEW SETTINGS AND PRIVACY >](#)

Devices



Disable a lost device and review your connected devices.

[MANAGE DEVICES >](#)

Organizations



See all the organizations that you're a part of.

[MANAGE ORGANIZATIONS >](#)

My sign-ins



See when and where you've signed in and check if anything looks unusual.

[REVIEW RECENT ACTIVITY >](#)

Office apps



Install and manage Office applications

[MANAGE >](#)

Subscriptions



Licenses assigned to you

[VIEW >](#)

2. Here you can see your Display name (First and Last Name) and email address (username@lakelandcollege.edu).
3. You can see your Security info
 - a. This is where you change your Multi-Factor Authentication types
4. You can see Password
 - a. Currently nothing can be done here, as you have to contact ISS to get a password change.
 - b. If you try to change your password, you will see the following:

You can't change your password here.

Your organization doesn't allow you to change your password on this site. Please change your password according to the method recommended by your organization, or ask your admin if you need help.

- i. If you see this message, and you wish to change your password, kindly reach out to Lake Land College ISS Help Desk:
 1. visit the Lake Land College Help Desk website [Lake Land College ISS Help Desk](#)
 2. contact the ISS Help Desk at [217-234-5261](tel:217-234-5261)
 3. or Email [Lake Land College Help Desk](mailto:helpdesk@lakelandcollege.edu) (helpdesk@lakelandcollege.edu)
 4. Or you can go to the Lake Land College HUB and sign in, then choose to change your password there from the menu options. To get to the Lake Land College HUB, go to [Lake Land College – Lake Land College](https://www.lakelandcollege.edu) (https://www.lakelandcollege.edu) and select Laker Hub Login


5. You can see Settings & Privacy

a. Here you can change your settings for language:

The screenshot shows the Windows Settings application, specifically the 'Settings & Privacy' window. The 'Language & Region' tab is selected and underlined. Below the tab, the 'Languages' section is visible, containing three settings: 'Display language' (English (United States)), 'Preferred languages', and 'Translation' (Follow preferred language - Not Set, Ask me before translating). The 'Region' section is also visible, containing two settings: 'Regional format' (English (United States); 8/31/2000; 1:01 AM - 11:59 PM) and 'Time zone' (UTC-06:00) Central Time (US & Canada)).

b. As well as your privacy options

Data options

 Microsoft Search History 

 Manage Contact Search 

Services

 Dynamics 365 applications 

 Item insights 

 Merge duplicate contacts 


Organization's notice

 lakelandcollege.edu terms of use [View](#)

Microsoft's notice

 Microsoft privacy statement [View](#)

Contact preferences

 Microsoft product emails 


6. You can also see Devices:
 - a. This lists out devices you have connected to Office 365 (usually because you downloaded office 365 to the device)

7. Organizations:

Organizations

Home organization

Your work or school account belongs to your home organization. You can not leave your home organization. [Learn more](#)

 lakelandcollege.edu (Signed in)
Can't leave home organization

Privacy statement unavailable

[Why can't I leave](#)

Other organizations you collaborate with

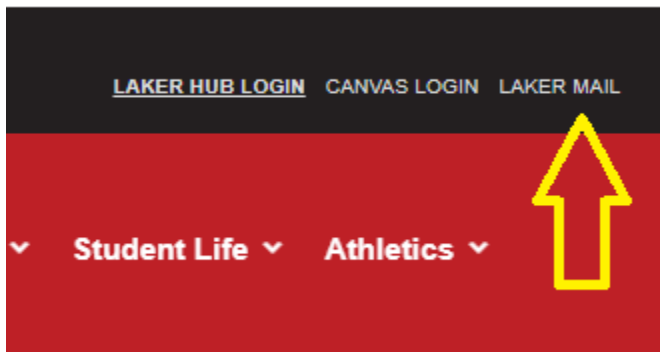
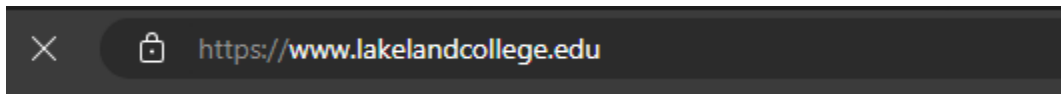
You have guest accounts for the following organizations. You can leave organizations you no longer work with. [Learn more](#)

This is all you may see, as you cannot leave the organization and this is really just for reference.

8. My Sign-ins:
 - a. Just shows your recent sign-ins to office 365 products (Email, word, excel, PowerPoint, OneDrive, OneNote, EAB and other college applications, and many other Microsoft 365 products you maybe licensed for that are web based versions)
9. Office Apps – shows all your apps you are licensed for that are web-based versions of the apps.
10. Subscriptions – Shows your license and the products available to you under your license.

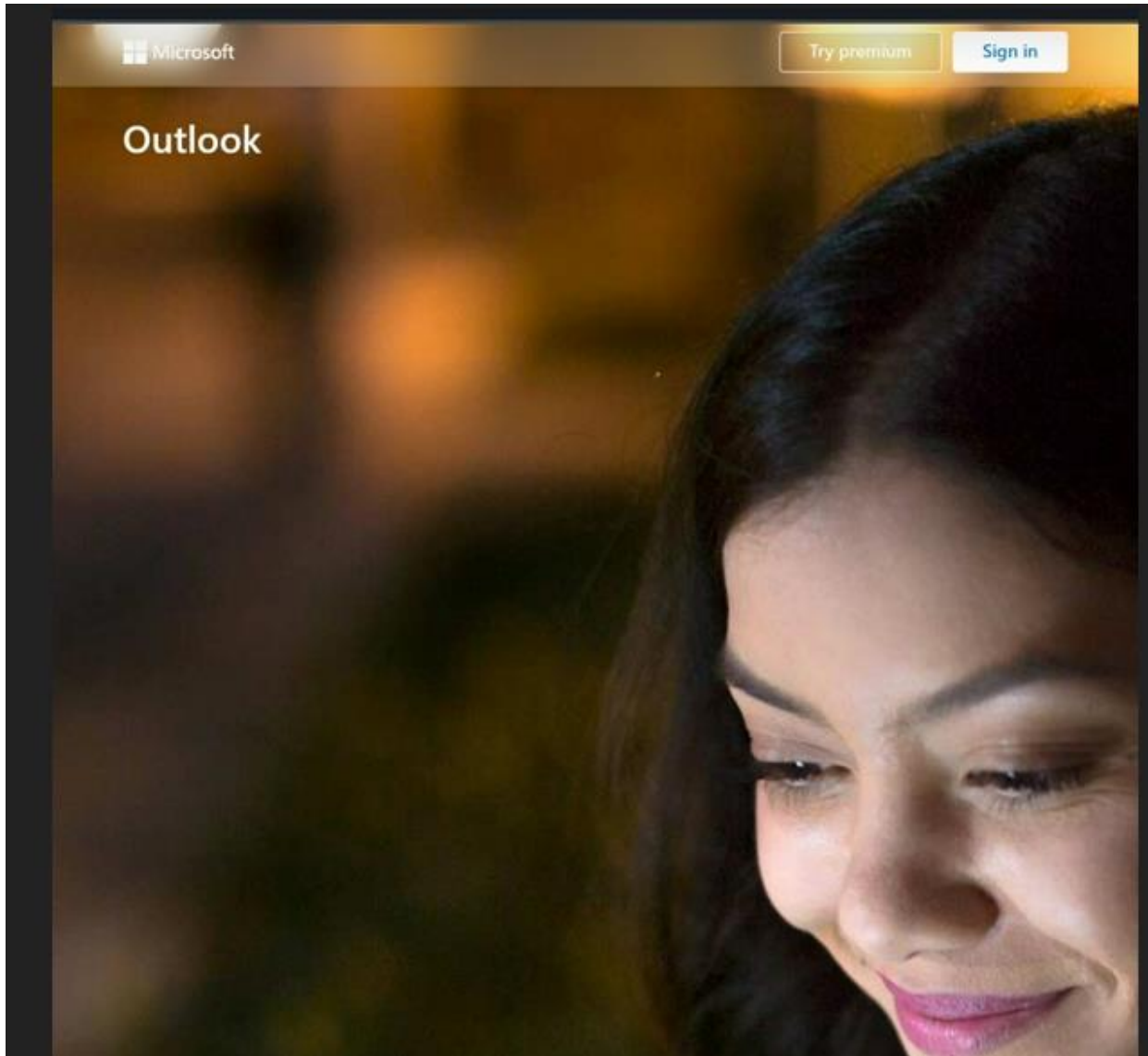
WEB Browser Email

1. Web Browser – So this is one way to access email, if you do not have outlook on your computer, tablet, mobile device, or other electronic device that has access to internet.
2. There are a few ways to access:
 - a. Mail.lakelandcollege.edu – main preferred method
 - b. Lakelandcollege.edu and then click on laker mail:



Second method to get to mail.lakelandcollege.edu

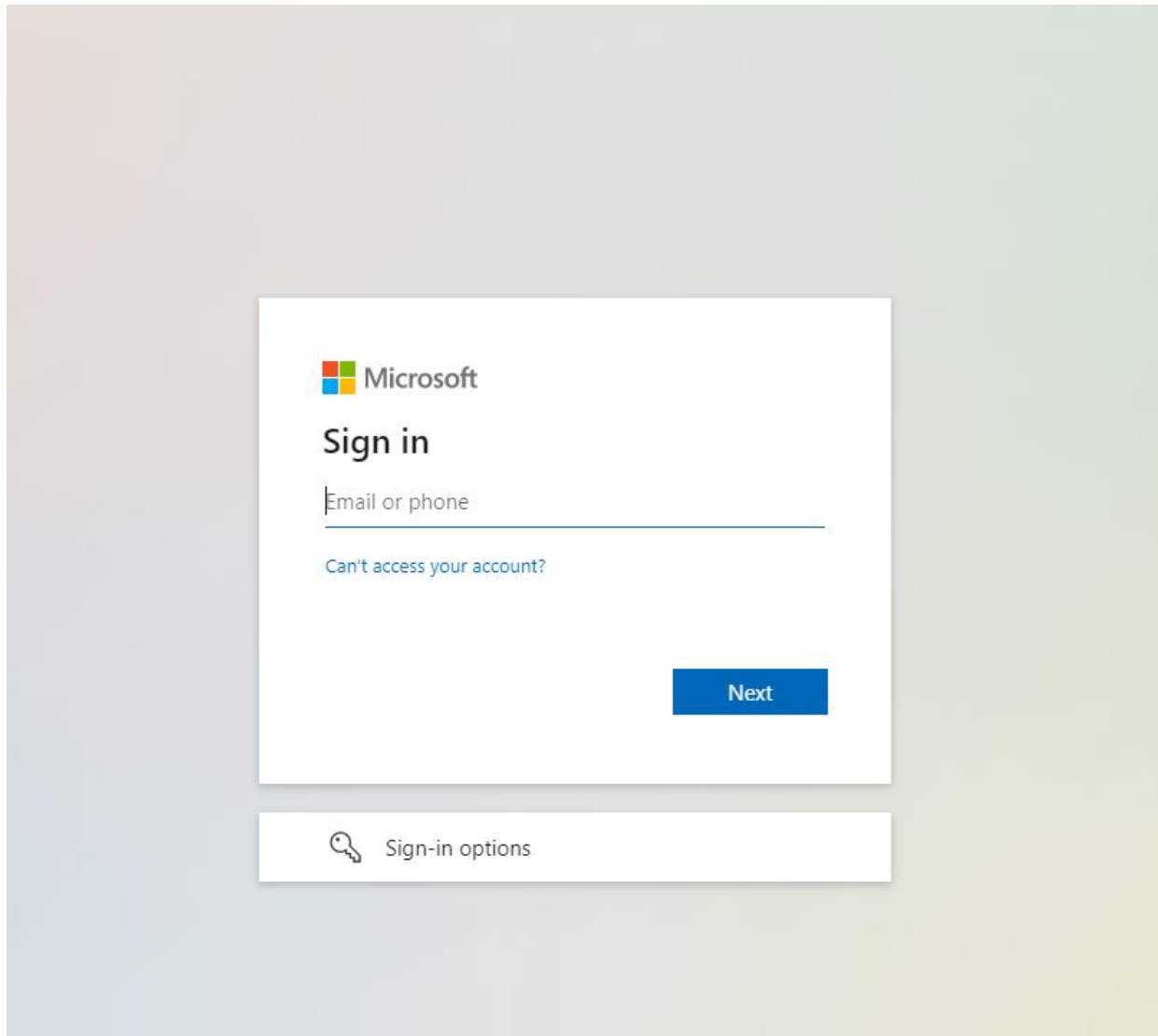
c. Live.com – alternate method, however this takes you to microsoft website.



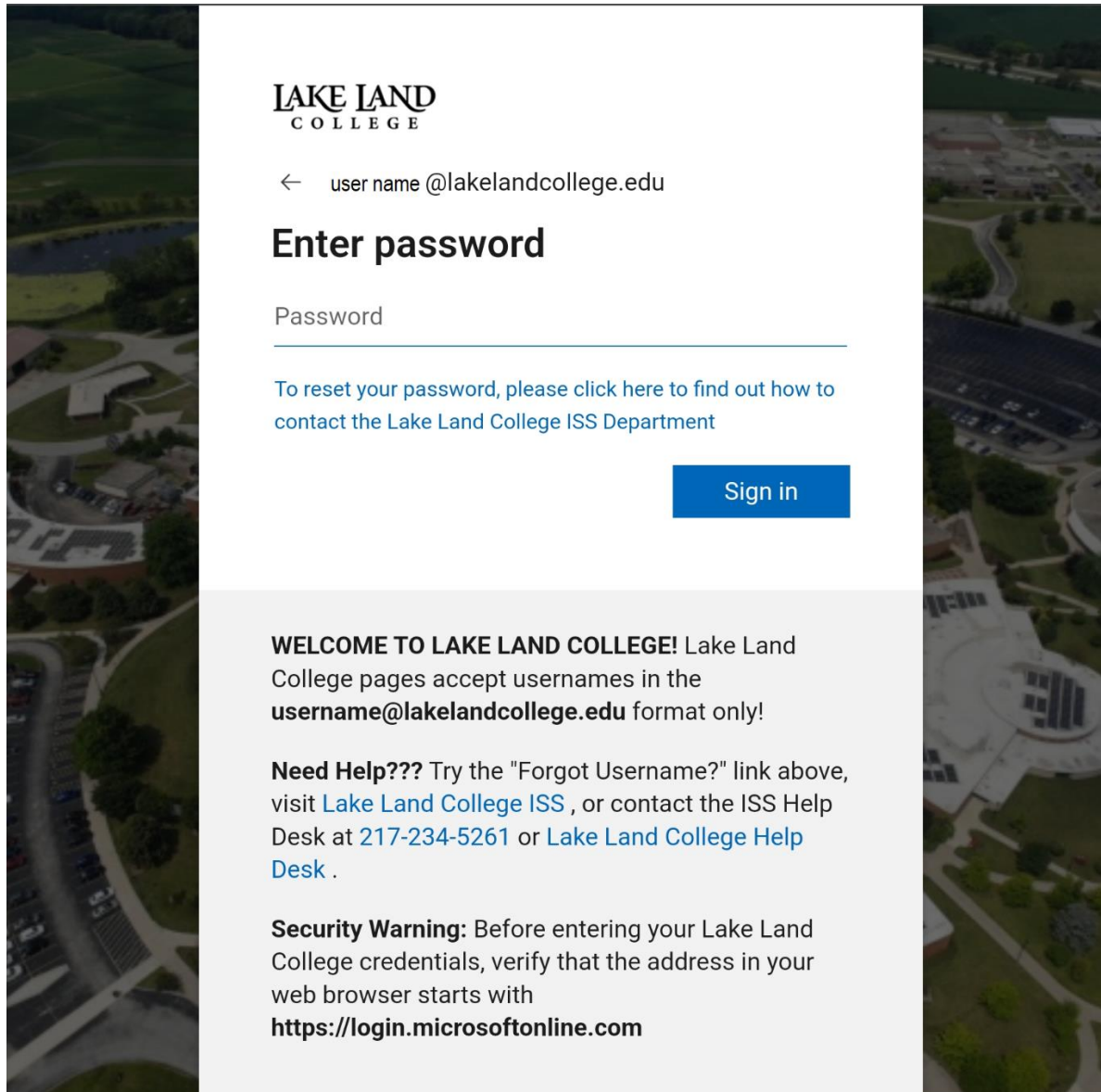
Here you have to select Sign In from top right if using the live.com website.

Return to [Table of Contents](#)

Sign in is same as other methods of going through mail.lakelandcollege.edu and lakelandcollege.edu and selecting laker mail.



8. Enter your email (Format is username@lakelandcollege.edu)



9. Enter your Password



user name @lakelandcollege.edu

Verify your identity



Text +X XXXXXXXX



Call +X XXXXXXXX

[More information](#)

Are your verification methods current? Check at
<https://aka.ms/mfasetup>

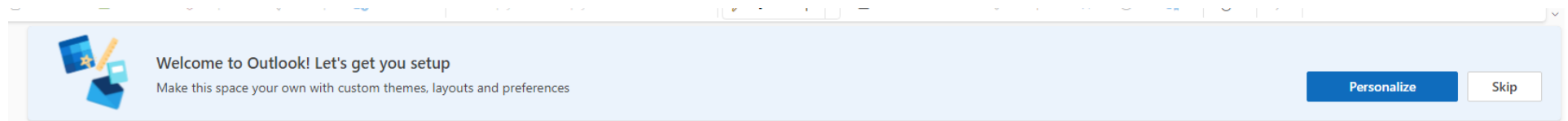
Cancel

If prompted, enter your authentication method, be it phone, text, authenticator app, etc.

WEB Browser Email Configuration

1. So once you are in your email, there are some things you can do to help make things easier on you if you prefer.

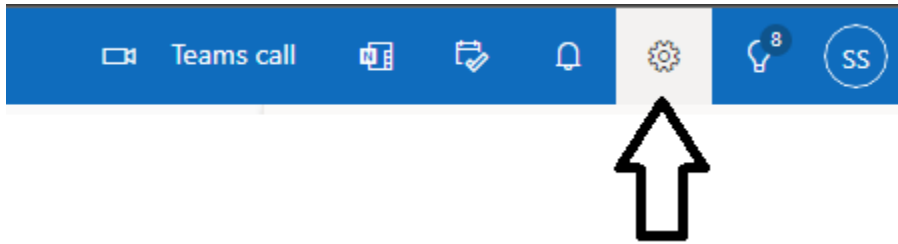
First option is you may see this banner:



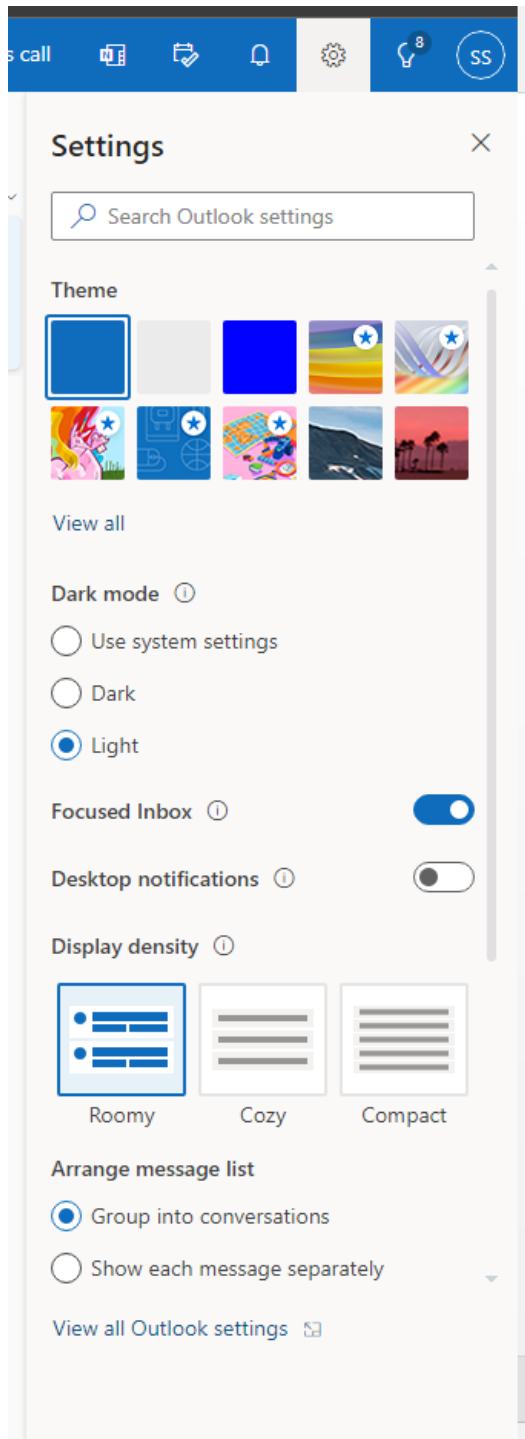
This allows you to personalize your email using Microsoft Wizard.

NOTE: If you are familiar with Outlook on the web (Outlook 365), from previous use, or from using hotmail, live.com email, or other outlook email, you can skip. If you accidentally choose skip, no worries, as you can access what this does another way.

Basically clicking personalize opens up a settings menu, so if you skip, you can open settings yourself:

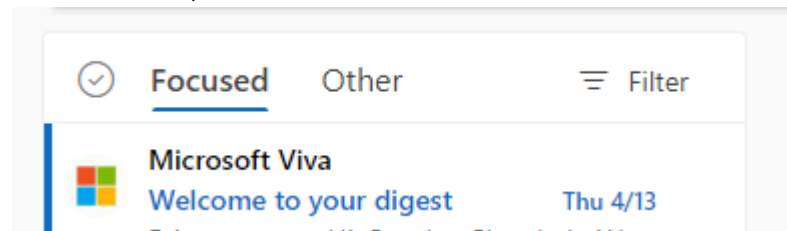


Top right side of your email is a cog wheel which opens the settings page. So whether you choose to personalize, or skip, you can always come to this area to make changes in the settings.



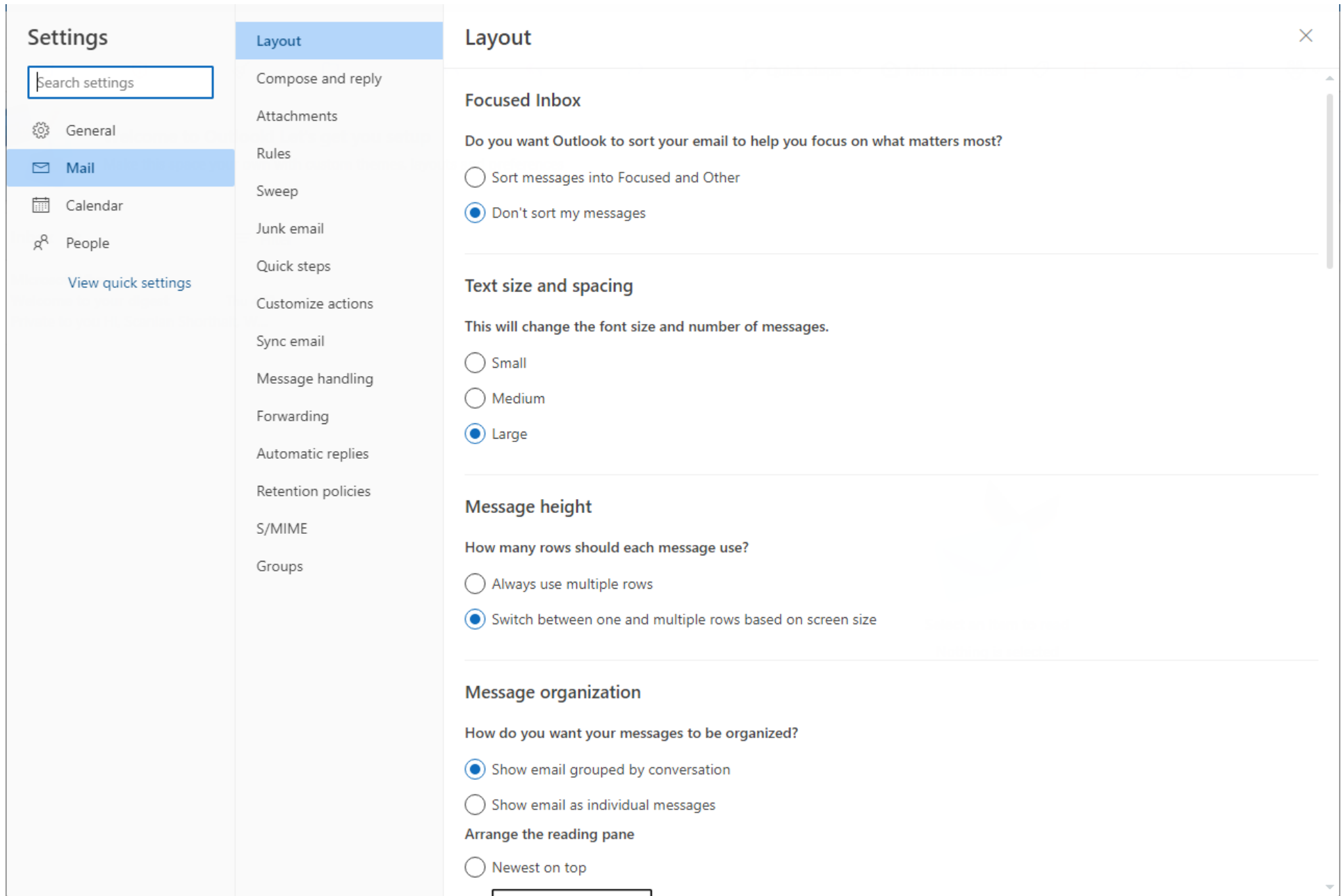
Settings menu:

1. Choose a theme for your email – this is the bar that displays at the top of the screen.
 - a. As you can see it is blue currently in the picture.
2. Choose from Light or Dark mode – or let the settings be the same as your Device Settings.
 - a. Device settings default as light, unless you choose to change your device to dark mode.
3. Focused Inbox – it is on currently by default, as seen in picture.
 - a. Recommendation is to turn it off, so all email shows up in a single pane, rather than having two panes (Focused and Other). This often confuses people, and emails can be missed, so best to turn off.



4. Desktop notifications – off by default. This will attempt to connect with your device and display notifications. Basically limited to windows devices.
5. Display density – default is roomy, but controls how big or small the screen is for folders, emails and everything.
6. Arrange Message List – Default is group into conversations.
 - a. RECOMMEND CHANGING TO SHOW EACH MESSAGE SEPARATELY.
 - i. Easier to miss messages and harder to search when they are grouped and not separate.

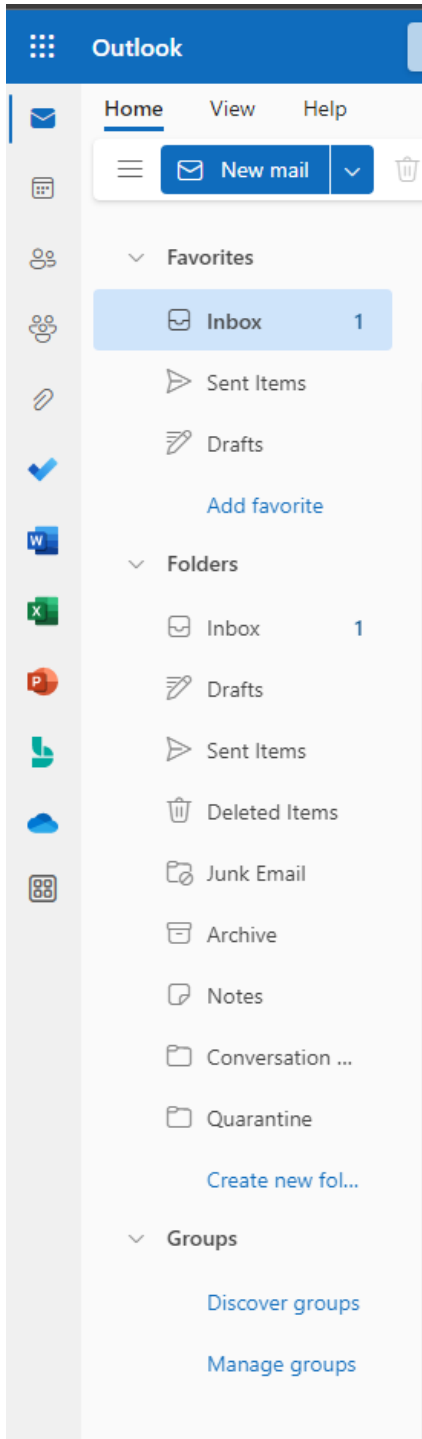
7. By clicking on View all Outlook Settings, you get a bigger page of options, where you can do many things to better your Outlook Experience.



The screenshot shows the Outlook Settings application with the 'Layout' section selected. The left sidebar contains a search bar and categories: General, Mail (selected), Calendar, and People. Below these are links for 'View quick settings' and a list of settings: Compose and reply, Attachments, Rules, Sweep, Junk email, Quick steps, Customize actions, Sync email, Message handling, Forwarding, Automatic replies, Retention policies, S/MIME, and Groups. The main content area is titled 'Layout' and includes three sections: 'Focused Inbox' with options to sort or not sort messages; 'Text size and spacing' with options for Small, Medium, and Large; and 'Message height' with options for Always use multiple rows or switching based on screen size. The 'Message organization' section is partially visible at the bottom, showing options for grouping by conversation or individual messages, and 'Arrange the reading pane' with an option for Newest on top.

Here you can go through and setup automatic replies, Mail Flow Rules, Alerts, Forwarding options, and other things, dealing with email, calendars, and contacts (also called people).

8. Going back to your email, on the left side, you have your menu for the different Microsoft 365 applications:



The menu is the 9 dots arranged in a square, however, you also see going down the list below that:

- a. Mail
- b. Calendar
- c. People (contacts)
- d. Groups
- e. Files – the paperclip icon
- f. ToDo – The blue checkmark icon
- g. Word
- h. Excel
- i. PowerPoint
- j. Bookings
- k. OneDrive
- l. More apps – The Square with four circles inside (icon)

9. To the right of the above icons, you see your Home tab, view tab and help tab.

10. Below that, you see your folders which are arranged as follows:

- a. Favorites
 - i. Lists starts with Inbox, sent items, and drafts by default, but other folders can be added to favorites.
- b. Folders
 - i. lists out your folders as you create them.

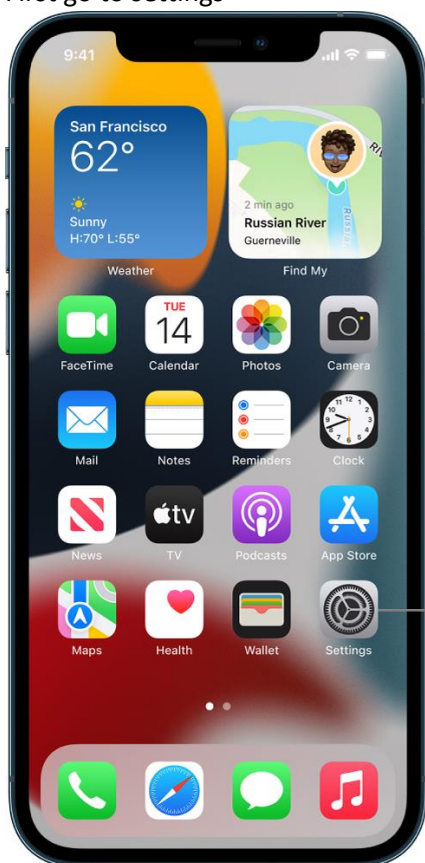
HOW TO SETUP EMAIL ON ANDROID OR IPHONE

IPHONE:

For those who have Apple products, the IPHONE, this section will describe how to setup the Lake Land College email on your phone, now that your email has been migrated.

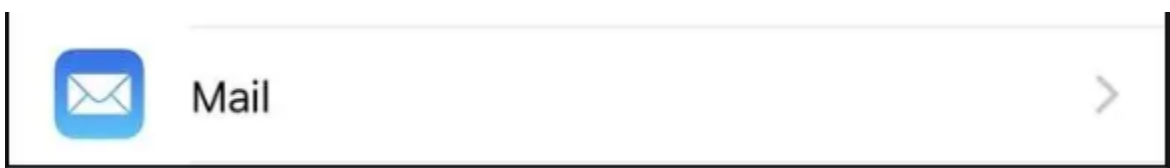
If you have an Android Phone, please skip down to Android section for those steps.

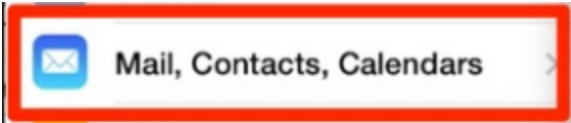
1. First go to settings



Tap Settings to change your iPhone settings (volume, screen brightness, and more).

2. Depending on your version of Apple IOS, your settings may look different, but you will go to Mail, or it may say Mail, Contacts, Calendars

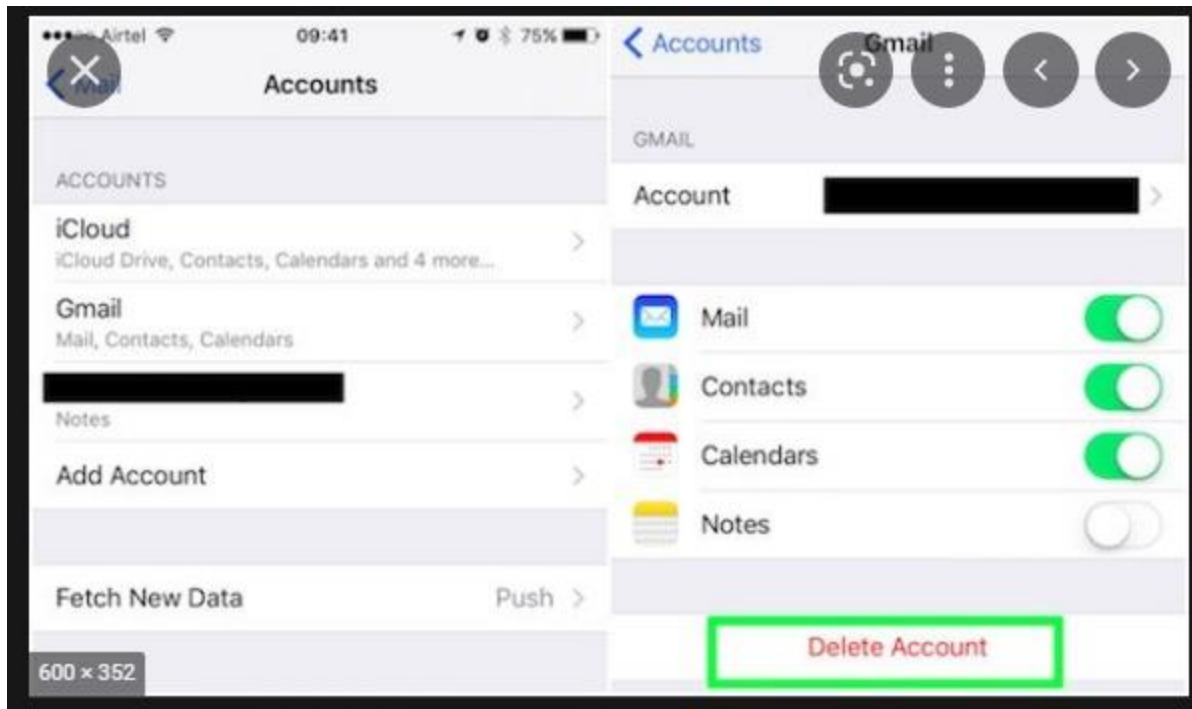




3. When you first open MAIL, it will show you your accounts



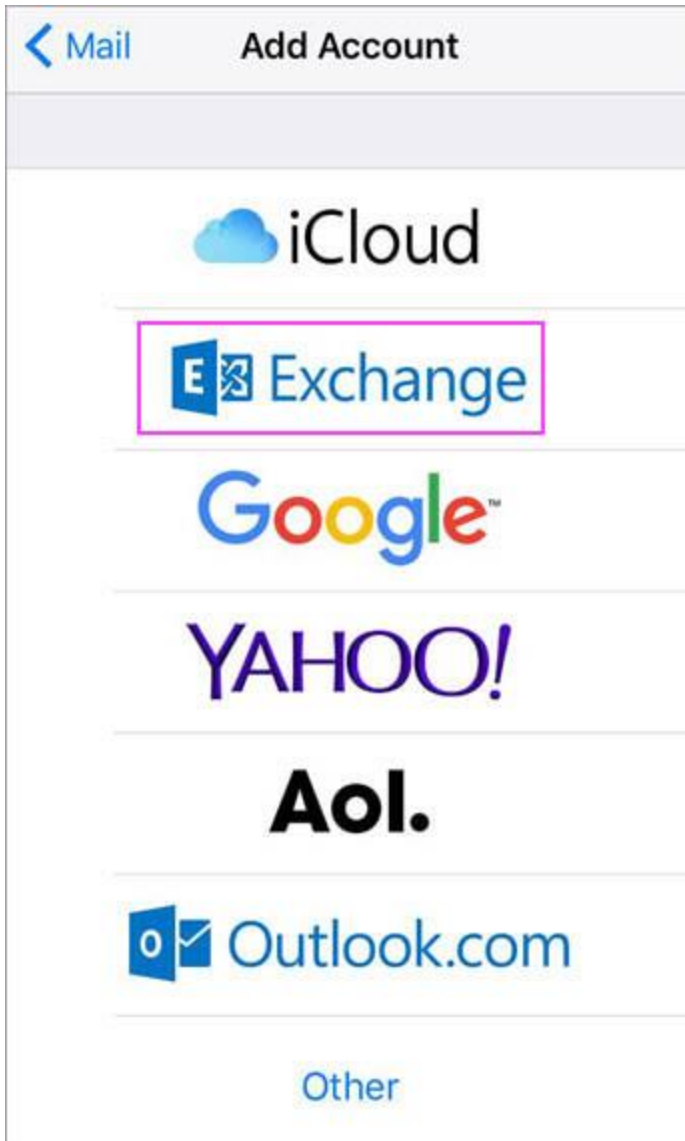
4. Once in Mail, you will first DELETE your old Lake Land College Email Account. To do so, select the Lake Land College account you wish to delete. **If you never had your email on your phone, disregard deleting.**



5. Once done, you will select ADD ACCOUNT

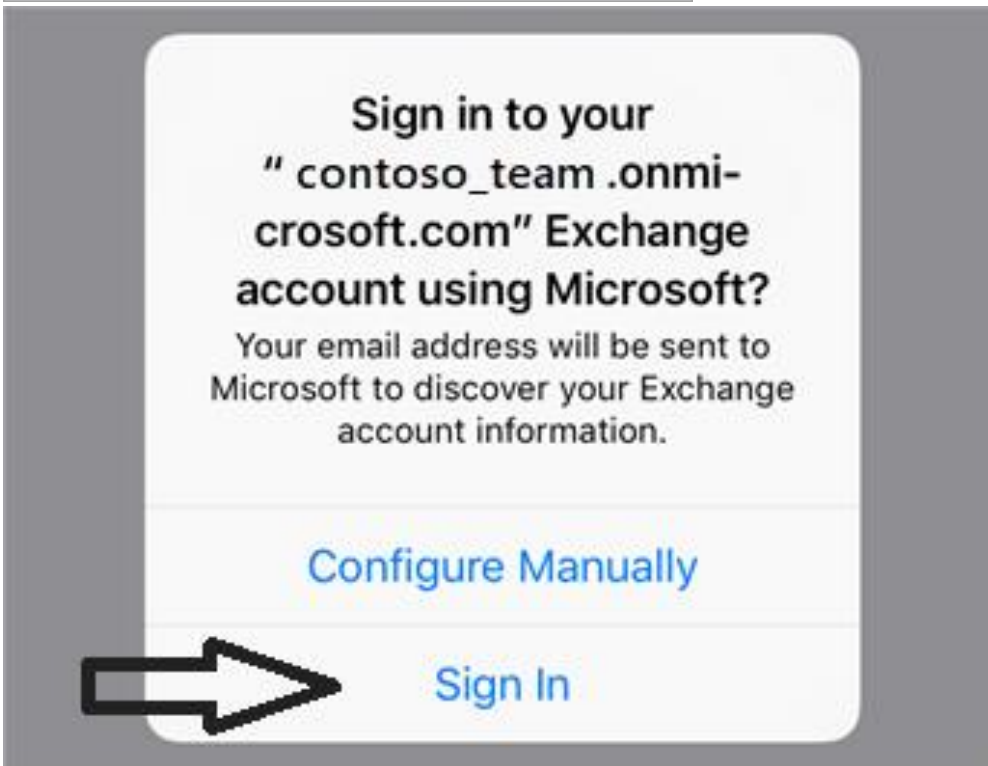


6. Then you will choose EXCHANGE



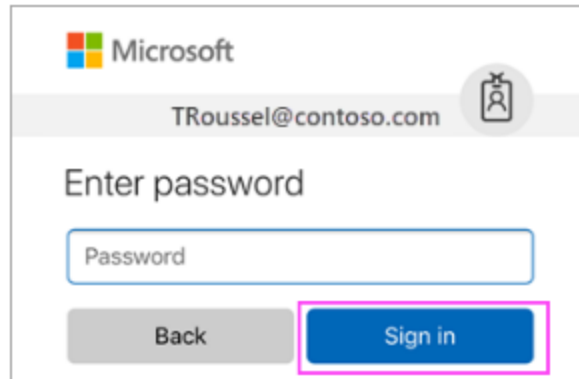
7. Then you will enter in your email (username@lakelandcollege.edu) and for the description, you can put whatever you want to let you know that it is your Lake Land College email. Usually, you delete out **exchange** from the description, and type LLC Email or Lake Land College Email or something like that, **as seen in image below!**

Cancel	Exchange	Next
Email	TRoussel@contoso.com	
Description	Exchange	



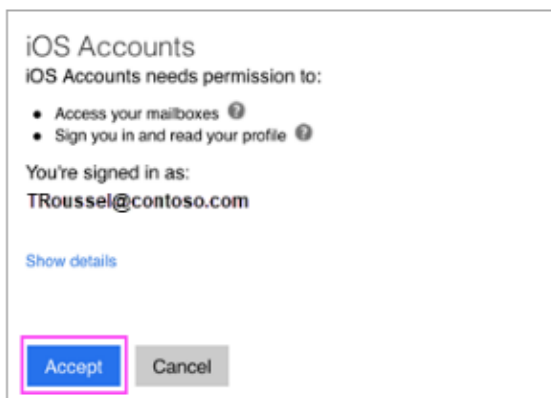
8. Sign in. It will open to where it asks for your password. The password is your email password (Same password you use to sign into Canvas, Hub, Iris)

Enter the password associated with your email account. Tap **Sign in** or **Next**.

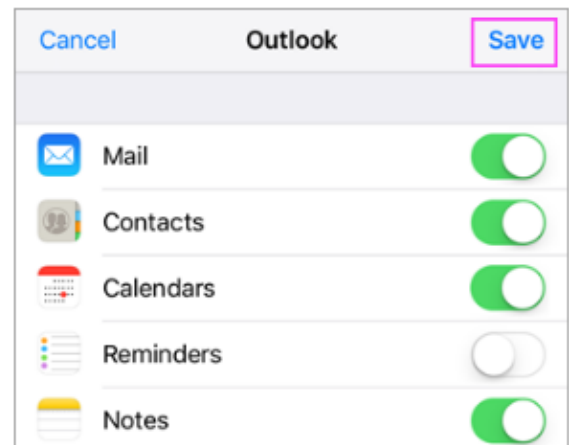


9. It may ask you for permissions, accept them and then choose which you want to sync to your phone. It can be just email, just calendar, or everything. Options are yours to choose.

The Mail app may request certain permissions. Tap **Accept**.



Choose the services you want to sync with your iOS device and tap **Save**. You're done!



Now your email is setup and should begin to sync to your IPHONE.

ANDROID:

For android setup please continue on here for proper email setup.

1. Open the Google Play Store and search for Outlook APP. Should look similar to the below screenshot



2. Search for OUTLOOK APP and download and install it.



3. Once installed, then you will open it.
4. Select add account

Add account

Enter your work or personal email address.

yourname@yourdomain.com

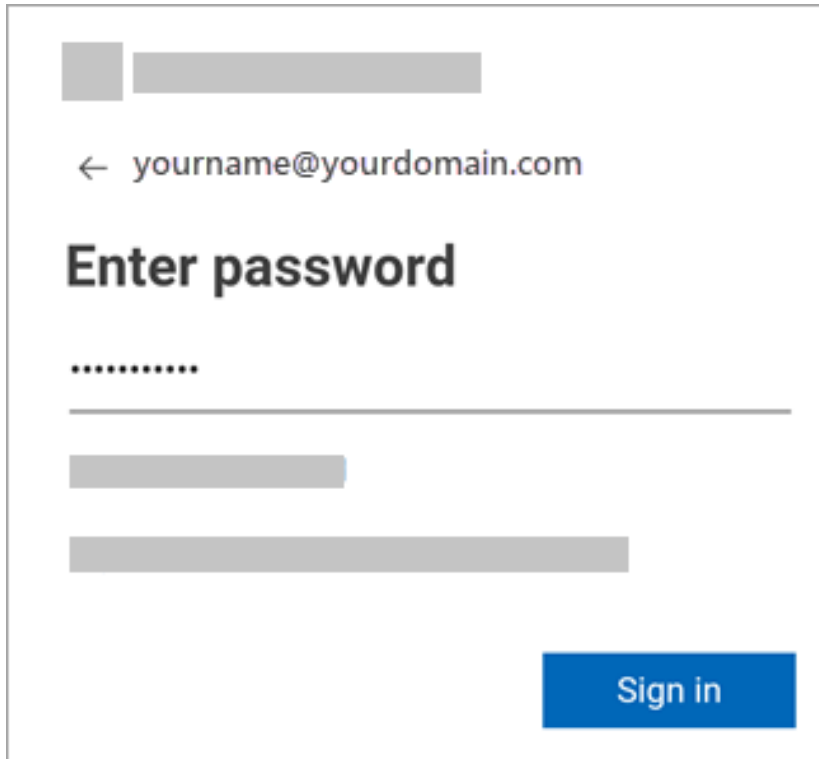
[Grey button]

[Light blue button] [Light blue button] [Light blue button]

[Grey button] **CONTINUE >**

5. Enter in your email (username@lakelandcollege.edu)

6. Click next or continue

A screenshot of a web form for password entry. At the top left, there is a small grey square icon followed by a greyed-out text field. Below this is a back arrow icon followed by the text 'yourname@yourdomain.com'. The main heading is 'Enter password' in a large, bold, black font. Underneath the heading is a password input field with a horizontal line and a series of dots representing the password. Below the password field are two more greyed-out text fields. In the bottom right corner, there is a blue rectangular button with the text 'Sign in' in white.

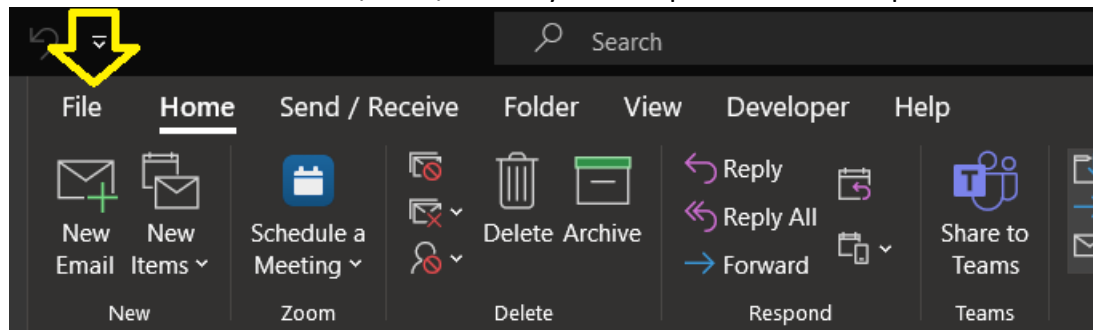
7. Enter your email password (Same one as Canvas, Hub, Iris)
8. Click next or sign in.

Should begin syncing your email.

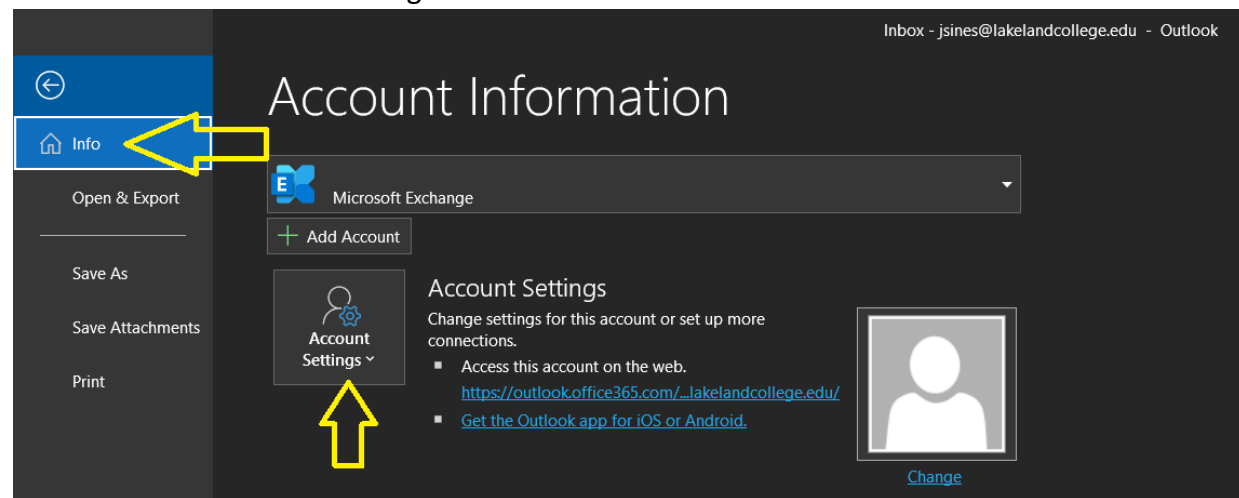
HOW TO SETUP SHARED EMAIL IN OUTLOOK

Here are the steps for adding a shared mailbox in outlook.

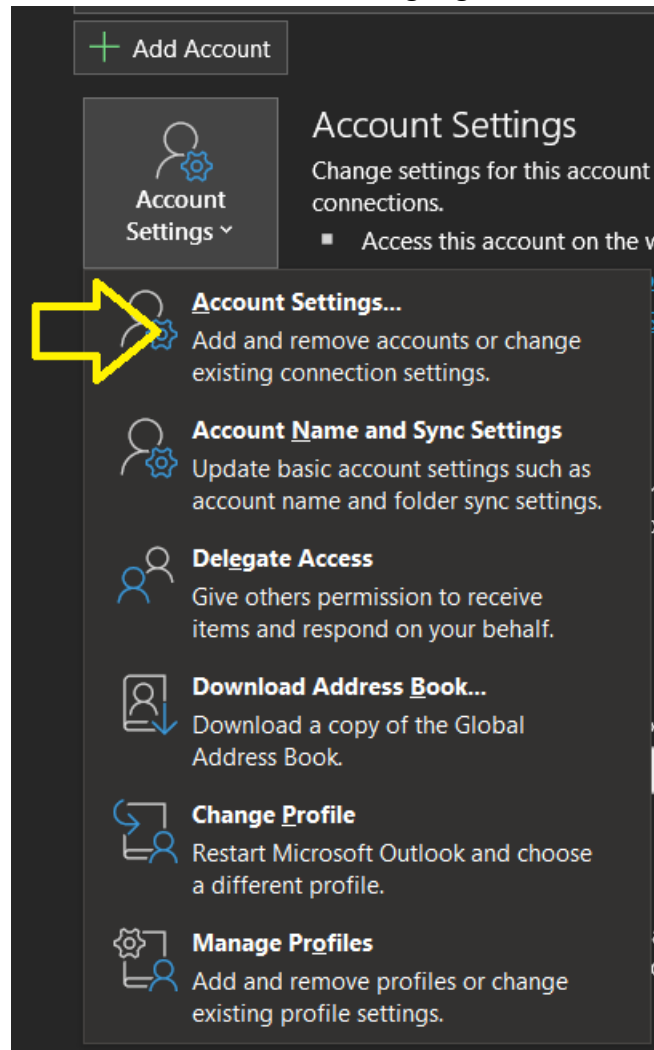
1. Go to Outlook 2016/2021/365 on your computer and once open select file in upper left corner of Outlook.



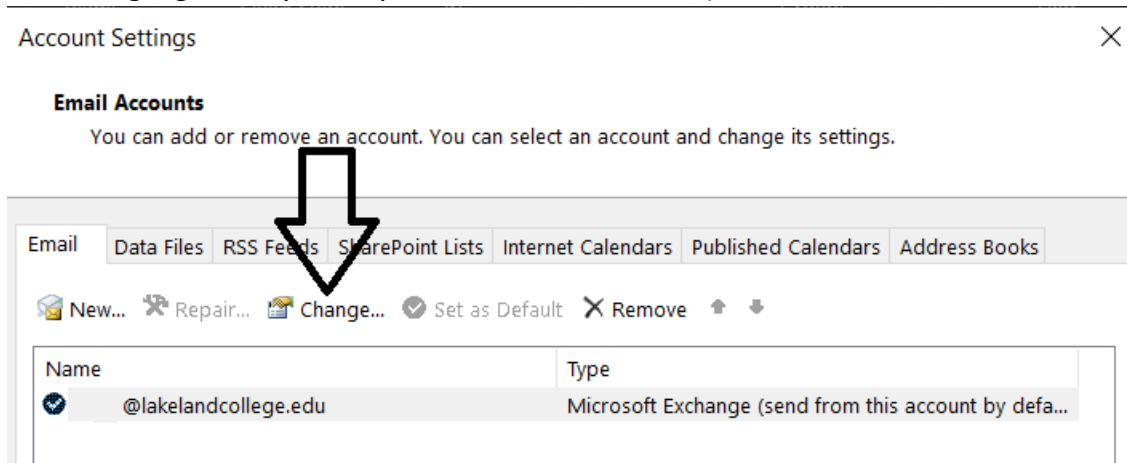
2. Then select Account Settings.



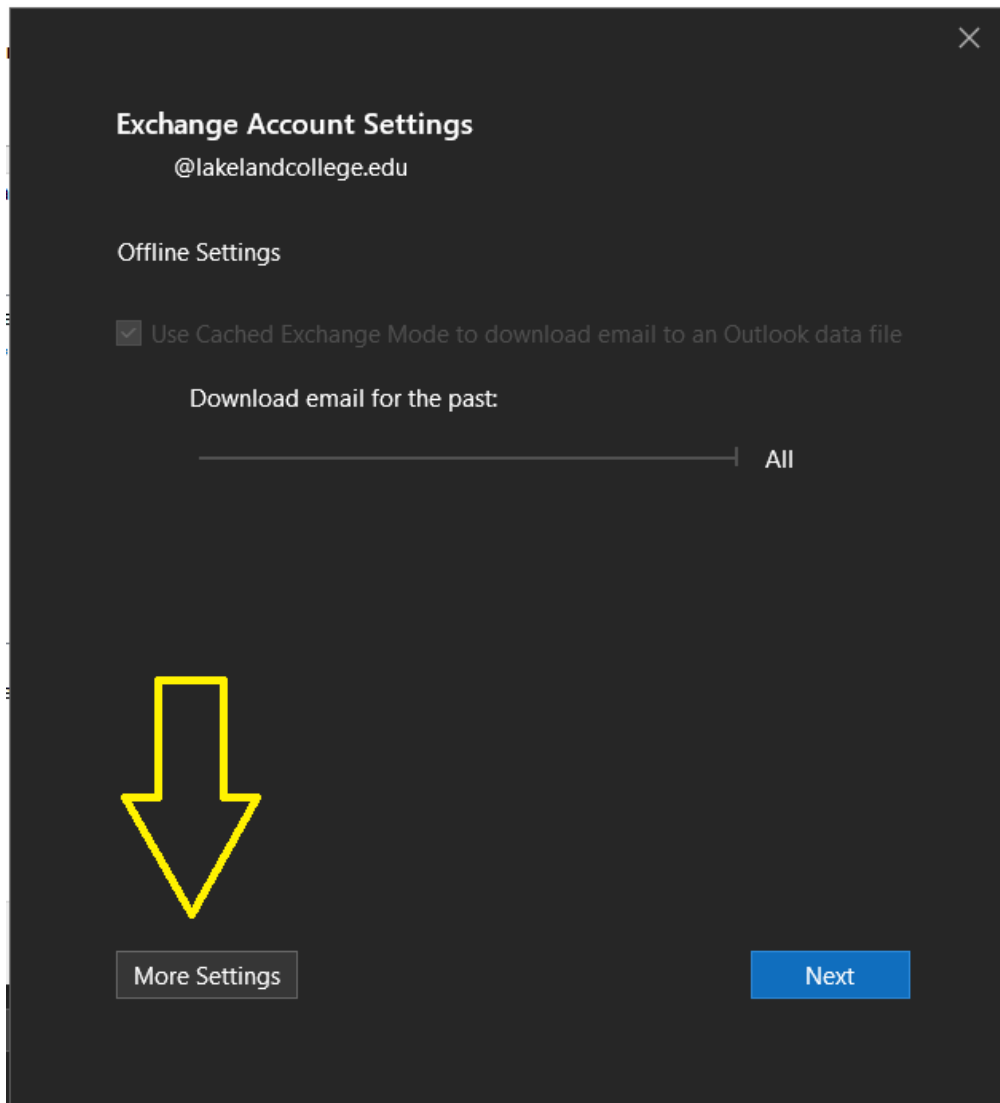
3. Then select Account Settings again from the drop down that appears.



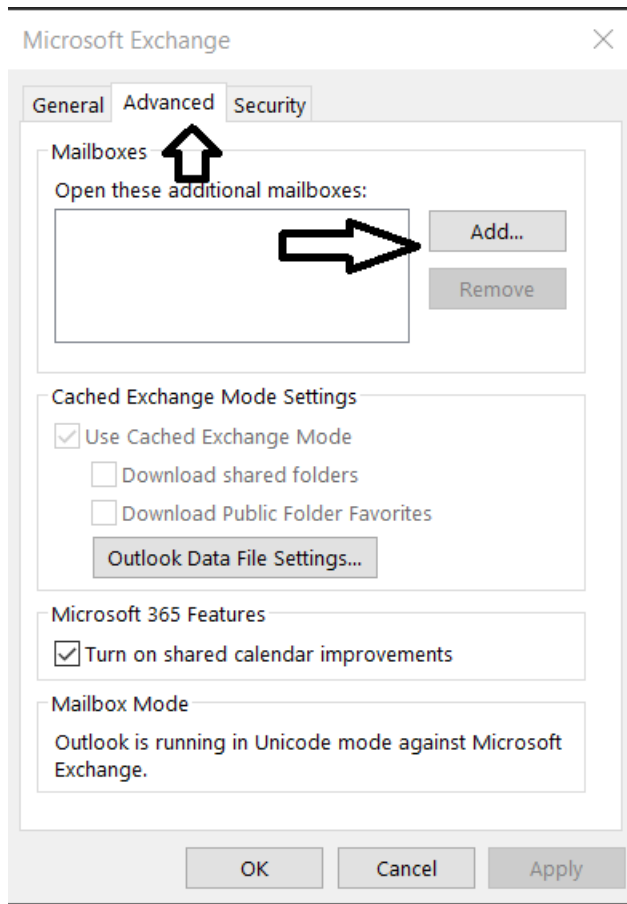
4. Once selected, a window opens for account settings. Select Change after you highlight your main account (Default is highlighted if you only have one account listed)



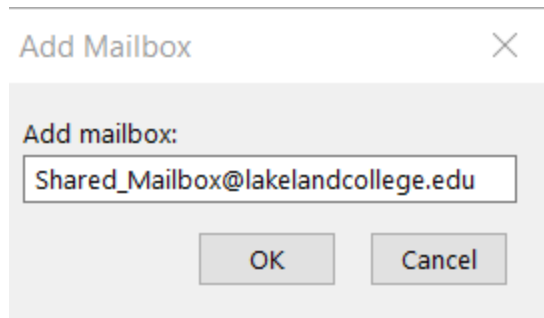
5. Click on More settings when the new window opens.



6. Click on Advanced tab, then click add button to add additional or shared mailbox.



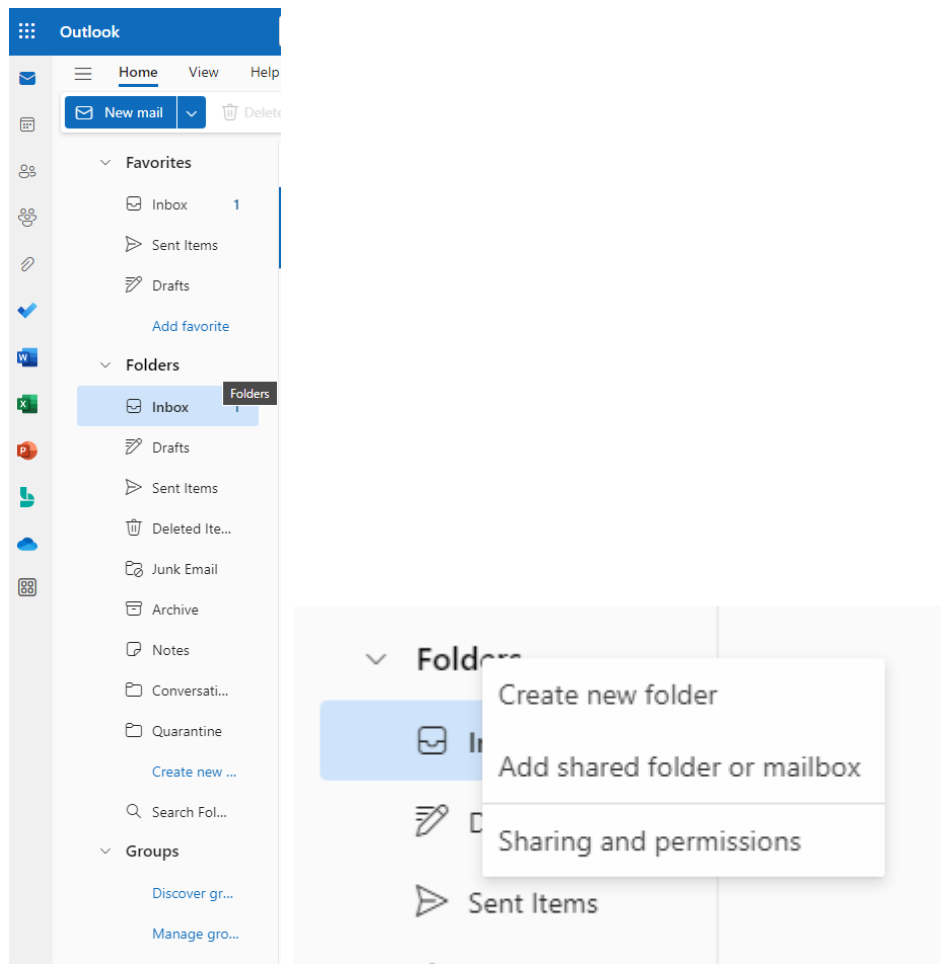
7. Type in the mailbox name in format of email address, example being: Shared_Mailbox@lakelandcollege.edu



- Click Ok after email is properly entered in.
- Click ok when it goes back to advanced tab from above screenshot
- Click next on the Exchange account settings screen, which should go to a screen with finish button, then click finish or close.
- Once back to account settings, you can click close or Ok, and then go back to your inbox.
- You should notice, that below your mailbox, you will see the shared mailbox listed.
 - This is much like what you see if you have an archived mailbox attached in the past before we migrated to Microsoft Online.

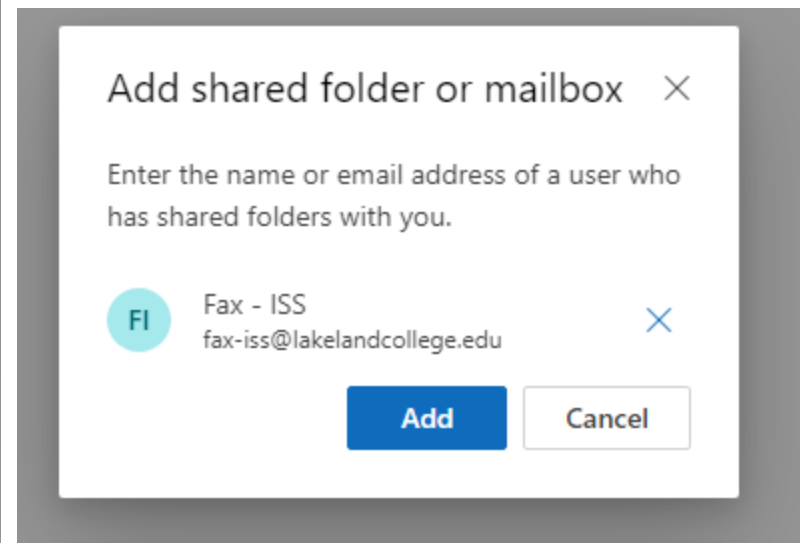
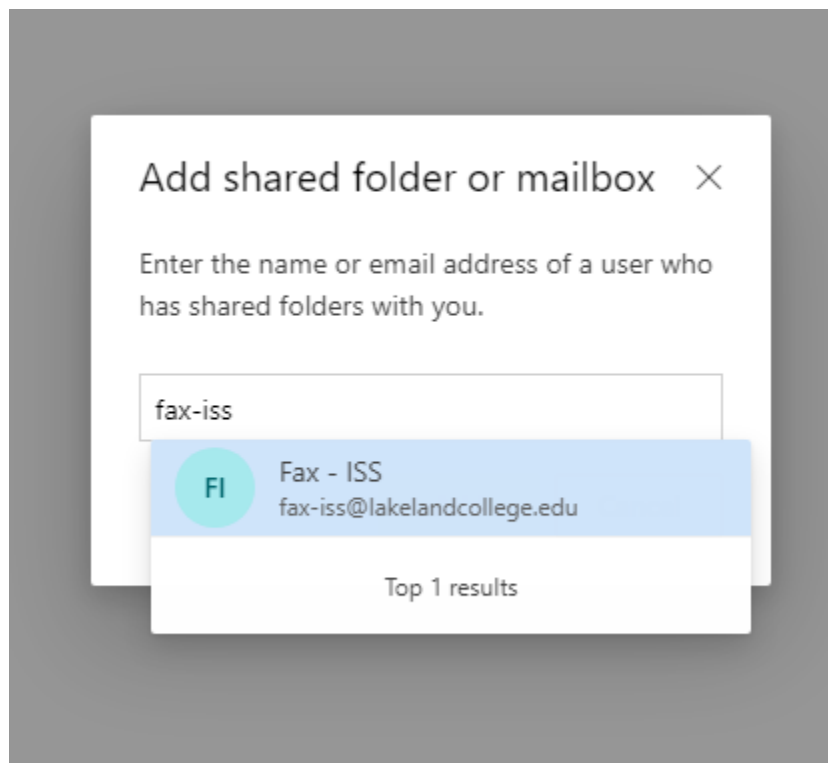
HOW TO SETUP SHARED EMAIL IN OUTLOOK ON THE WEB

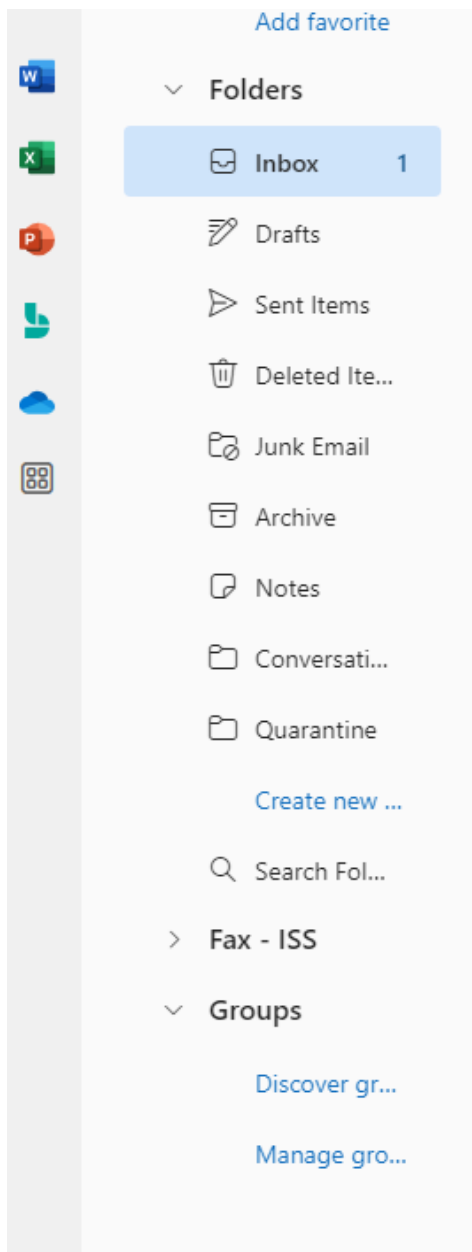
1. In your online mailbox, you will see folders, which you want to right click on:



2. Here you select Add shared folder or mailbox

3. Here you will type in the name of the shared mailbox, in which case the shared mailbox then appears as a selection.
4. You then select it and click Add.





5. It then appears below your folder, which normally consists of:

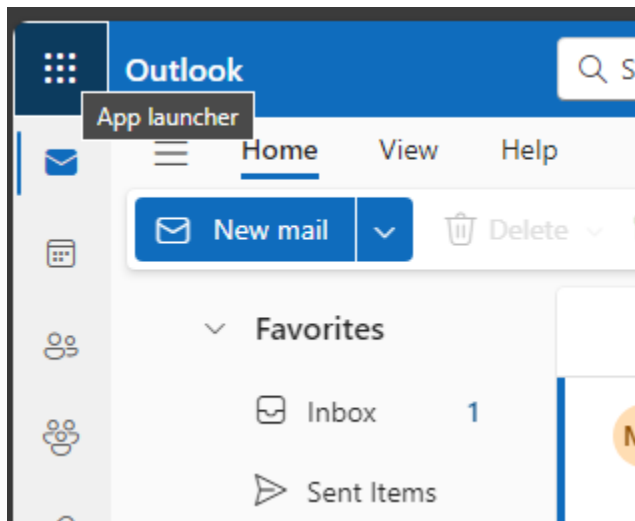
- a. Inbox
- b. Drafts
- c. Sent Items
- d. Deleted Items
- e. Junk Email
- f. Archive
- g. Notes
- h. Conversations
- i. Quarantine
- j. Any custom folder you create

Here you see the shared mailbox appear as it's own set of folders, hence the arrow > next to it to expand or collapse.

HOW TO ACCESS YOUR OFFICE APPS

1. As a member of Lake Land College, be it staff, faculty or student, you have access to office applications, along with additional applications published by Lake Land College.

- a. To access these applications, you can select the menu from the top left of your Outlook on the web browser:



This is the app launcher



Microsoft 365 →

Apps



Outlook



OneDrive



Word



Excel



PowerPoint



OneNote



SharePoint



Teams



Sway



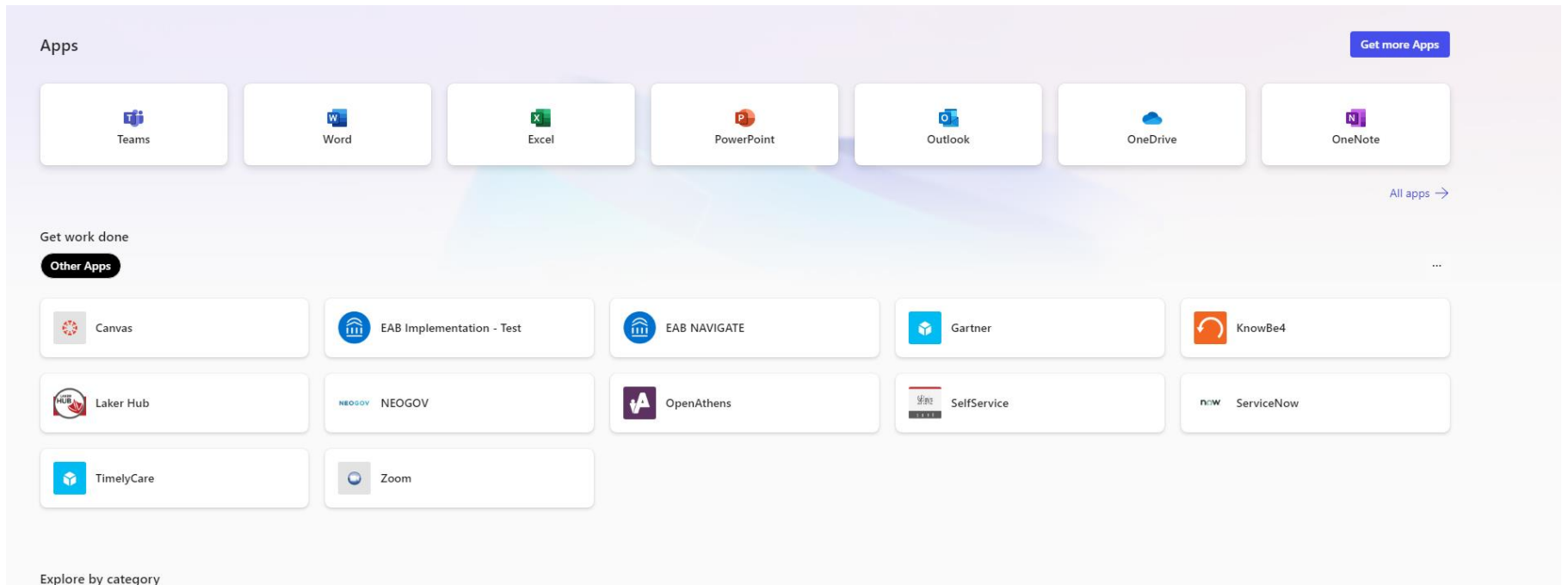
Forms

[Explore all your Apps](#) →

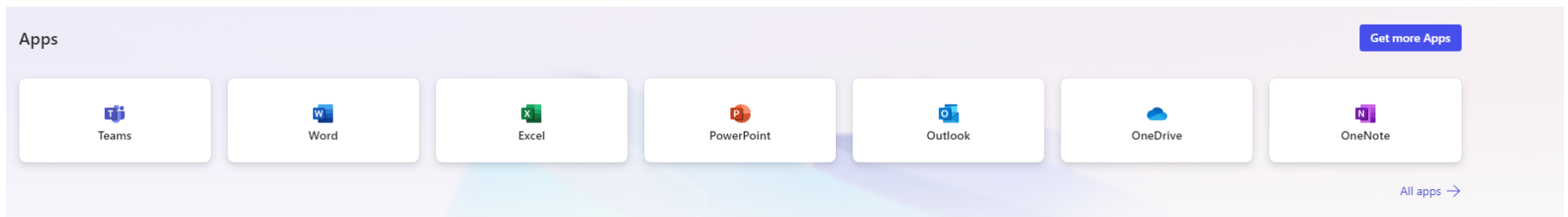
Documents



- When opened, it shows some of the applications you may have access to.
- Know that the applications may appear different than the ones in these pictures.
- To see all your applications, you need to select [explore all your apps](#) →



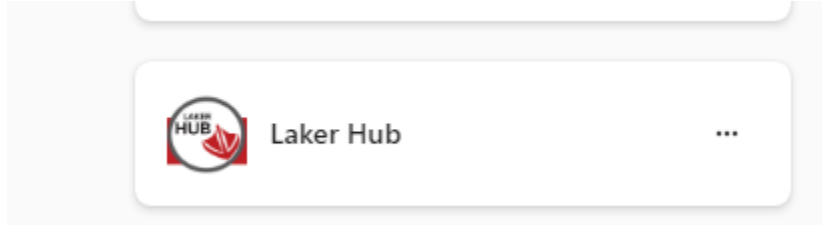
Here you can see your applications. You will only have access to ones that you have been assigned, so your list of applications maybe different than the ones seen above.



By Clicking on ALL APPS → you will see the complete list of applications you have access to.

Lake Land College Published Apps

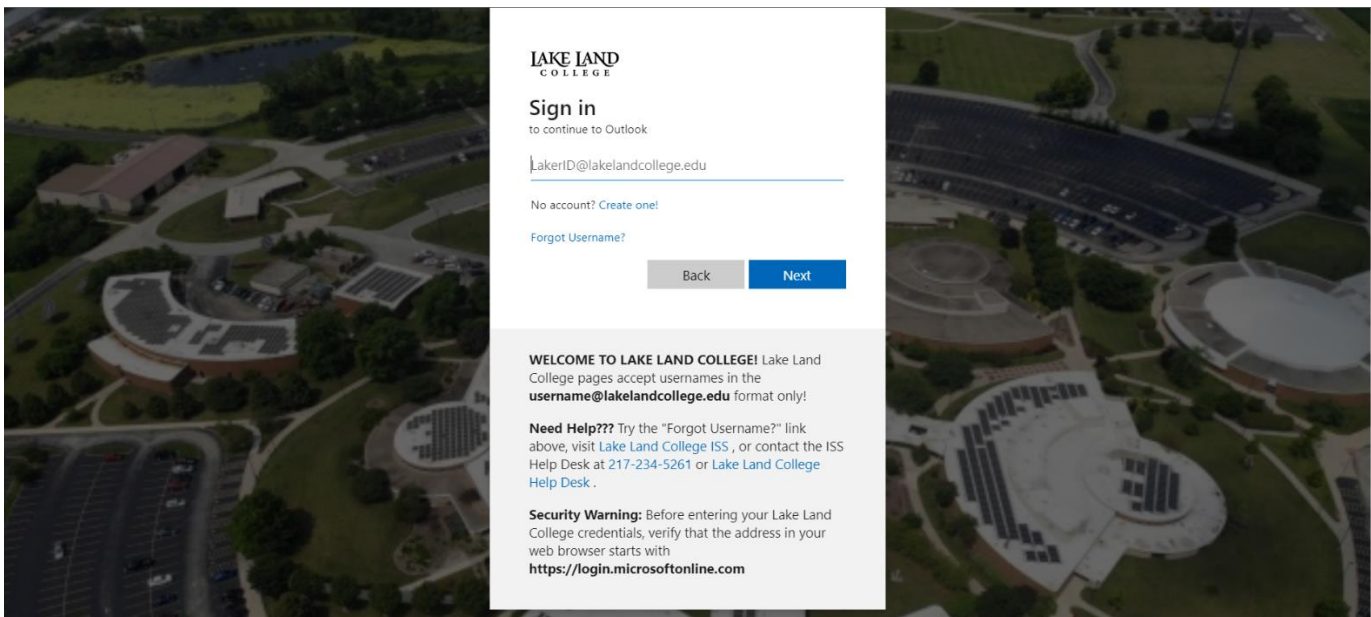
1. To show you how the Published Apps work, it is best to take you through 1 of them, in order to see how it works with all of them.



To show you this, you will see our published application, Laker Hub in action. First you click on Laker Hub in the applications menu from the previous section

How to Access your Office Apps

2. If you are outside of Lake Land College Network (Via your home computer, coffee shop, etc.), you may be required to login or Multi-Factor.





← user name @lakelandcollege.edu

Enter password

Password

To reset your password, please click [here](#) to find out how to contact the Lake Land College ISS Department

Sign in

WELCOME TO LAKE LAND COLLEGE! Lake Land College pages accept usernames in the **username@lakelandcollege.edu** format only!

Need Help??? Try the "Forgot Username?" link above, visit [Lake Land College ISS](#) , or contact the ISS Help Desk at 217-234-5261 or [Lake Land College Help Desk](#) .

Security Warning: Before entering your Lake Land College credentials, verify that the address in your web browser starts with **https://login.microsoftonline.com**



@lakelandcollege.edu

Enter code

Enter the code displayed in the Microsoft Authenticator app on your mobile device

Code

Having trouble? [Sign in another way](#)

[More information](#)

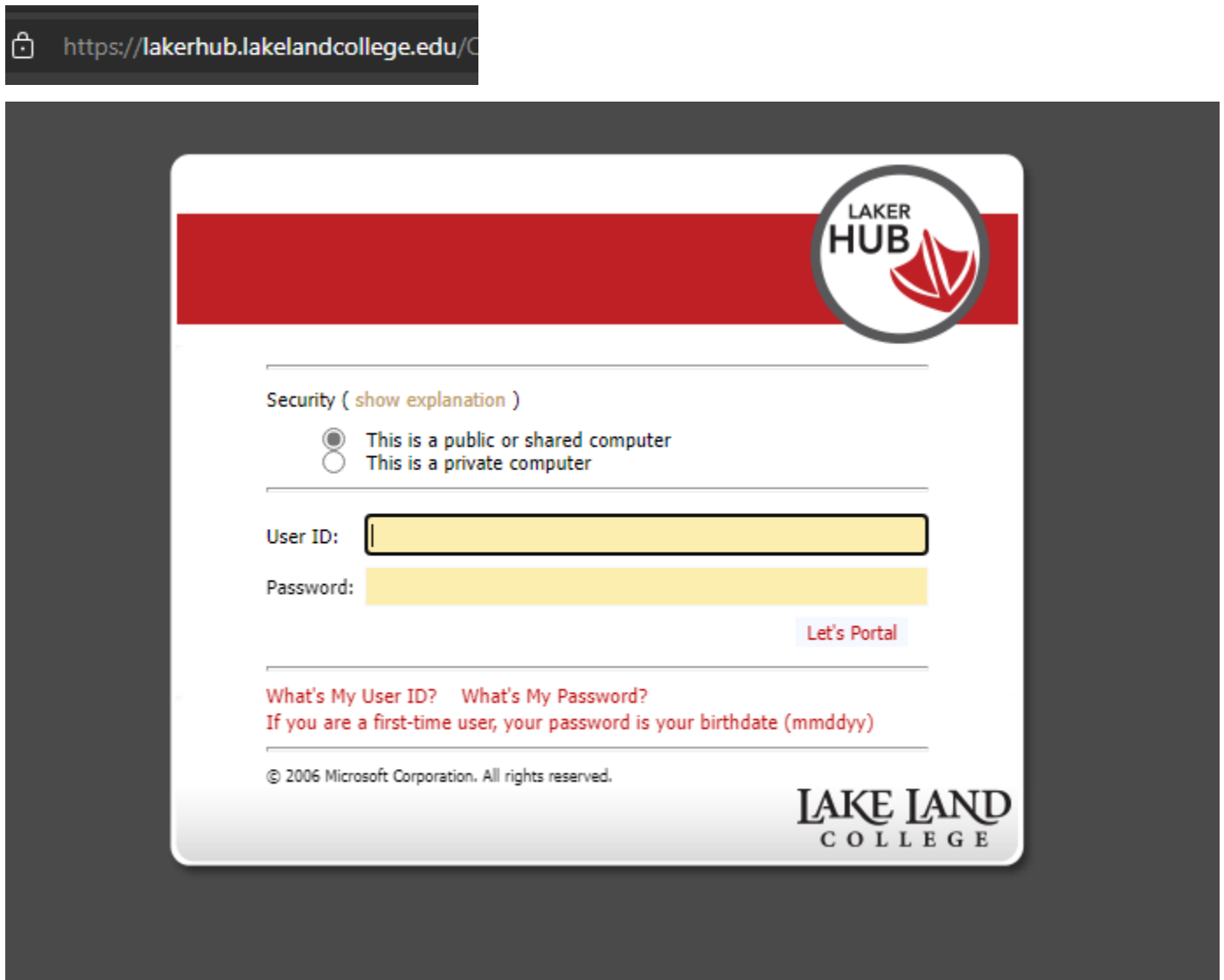
Verify

WELCOME TO LAKE LAND COLLEGE! Lake Land College pages accept usernames in the **username@lakelandcollege.edu** format only!

Need Help??? Try the "Forgot Username?" link above, visit [Lake Land College ISS](#) , or contact the ISS Help Desk at 217-234-5261 or [Lake Land College Help Desk](#) .

Security Warning: Before entering your Lake Land College credentials, verify that the address in your web browser starts with **https://login.microsoftonline.com**

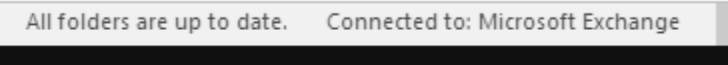
3. Otherwise, if on the Lake Land College network, via Lake Land College building or your virtual machine, you will see that when you click Laker Hub or any other Published Lake Land College Application, that it will open. For the Laker Hub, it opens to the Login Page for the Hub:



Unfortunately, the Hub is an application that is older, and does not allow Single Sign on, so you will need to log in with your Web username and password (example: USERID = jdoe Password = *****)
Basically this should be your email address without the suffix and your password for it.

Frequently Asked Questions FAQ's

1. Unable to connect email to phone or other device, as Microsoft Authenticator is not working.
 - a. Be sure to install Microsoft Authenticator first, prior to trying to add email.
 - b. Be sure to connect Microsoft Authenticator your email account following steps from above, to prevent authentication loop.

2. Exchange email shows error at bottom (triangle sign with exclamation point)
 - a. Minimize all desktop open software and websites or close out of everything and then only open exchange email.
 - b. Should see a login prompt asking to re-enter your email/password
 - c. Reason for this, is that your web account has had a password reset.
 - d. Once done, should see exchange show:
 - i. 
 - ii. Or may say, updating folders, but still say Connected to Microsoft Exchange

3. Mobile app states needing to log in to Microsoft exchange:
 - a. Re-enter your password for the exchange account (Lake Land College) email.
 - b. Could be due to reaching your 60 day MFA period, where you must re-authenticate
 - c. Could be due to a change of your web account password.

4. Unable to add email to mobile app
 - a. IOS does not currently support adding exchange to GMAIL app, due to Google and Apple compliance.
 - b. Try using a different app, the preferred one being Outlook app.
 - c. App being used (Gmail, Yahoo, Apple Mail, etc.) must support MFA and newer authentications to be used.

5. What if I do not receive a response on my phone for Multi-Factor Authentication?

- a. Attempt up to five times in 5 minutes to get a phone call or SMS for authentication. Microsoft uses multiple providers for delivering calls and SMS messages. If this approach doesn't work, open a support case with Lake Land College ISS to troubleshoot further.
- b. Third-party security apps may also block the verification code text message or phone call. If using a third-party security app, try disabling the protection, then request another MFA verification code be sent.
- c. If the steps above don't work, check if you are configured for more than one verification method. Try signing in again, but select a different verification method on the sign-in page.
- d. If you've mistakenly made many sign-in attempts, wait until you can try again, or use a different MFA method for sign-in. If you suspect someone else is trying to access your account, contact your administrator. The error could be caused by malicious activity, misconfigured MFA settings, or other factors.

6. MY DEVICE WAS LOST OR STOLEN:

- a. If you've lost or had your mobile device stolen, you can take the following actions:
 - i. Ask your organization's Help desk to clear your settings.
 - ii. Contact Lake Land College ISS at:
 - 1. visit the Lake Land College Help Desk website [Lake Land College ISS Help Desk](#)
 - 2. contact the ISS Help Desk at [217-234-5261](tel:217-234-5261)
 - 3. or Email [Lake Land College Help Desk](mailto:helpdesk@lakelandcollege.edu) (helpdesk@lakelandcollege.edu)
- b. We strongly recommend letting your organization's Help desk know if your phone was lost or stolen. The Help desk can make the appropriate updates to your account. After your settings are cleared, you'll be prompted to register for two-factor verification the next time you sign in.

7. I'm not receiving the verification code sent to my mobile device:

- a. Not receiving your verification code is a common problem. The problem is typically related to your mobile device and its settings. Here are some suggestions that you can try.

Suggestion	Guidance
Use the Microsoft authenticator app or Verification codes	<p>You are getting “You've hit our limit on verification calls” or “You’ve hit our limit on text verification codes” error messages during sign-in.</p> <p>Microsoft may limit repeated authentication attempts that are perform by the same user in a short period of time. This limitation does not apply to the Microsoft Authenticator or verification code. If you have hit these limits, you can use the Authenticator App, verification code or try to sign in again in a few minutes.</p> <p>You are getting "Sorry, we're having trouble verifying your account" error message during sign-in.</p> <p>Microsoft may limit or block voice or SMS authentication attempts that are performed by the same user, phone number, or organization due to high number of failed voice or SMS authentication attempts. If you are experiencing this error, you can try another method, such as Authenticator App or verification code, or reach out to your admin for support.</p>
Restart your mobile device	<p>Sometimes your device just needs a refresh. When you restart your device, all background processes and services are ended. The restart also shuts down the core components of your device. Any service or component is refreshed when you restart your device.</p>
Verify that your security information is correct	<p>Make sure your security verification method information is accurate, especially your phone numbers. If you put in the wrong phone number, all of your alerts will go to that incorrect number. Fortunately, that user won't be able to do anything with the alerts, but it also won't help you sign in to your account. To make sure your information is correct, see the instructions in the Manage your two-factor verification method settings article.</p>
Verify that your notifications are turned on	<p>Make sure your mobile device has notifications turned on. Ensure the following notification modes are allowed:</p> <p>Phone calls</p>

Your authentication app
Your text messaging app
Ensure these modes create an alert that is visible on your device.

Make sure you have a device signal and Internet connection

Make sure your phone calls and text messages are getting through to your mobile device. Have a friend call you and send you a text message to make sure you receive both. If you don't receive the call or text, first check to make sure your mobile device is turned on. If your device is turned on, but you're still not receiving the call or text, there's probably a problem with your network. You'll need to talk to your provider. If you often have signal-related problems, we recommend you [install and use the Microsoft Authenticator app](#) on your mobile device. The authenticator app can generate random security codes for sign-in, without requiring any cell signal or Internet connection.

Turn off Do not disturb

Make sure you haven't turned on the Do not disturb feature for your mobile device. When this feature is turned on, notifications aren't allowed to alert you on your mobile device. Refer to your mobile device's manual for instructions about how to turn off this feature.

Unblock phone numbers

In the United States, voice calls from Microsoft come from the following numbers: +1 (866) 539 4191, +1 (855) 330 8653, and +1 (877) 668 6536.

Check your battery-related settings

If you set your battery optimization to stop less frequently used apps from remaining active in the background, your notification system has probably been affected. Try turning off battery optimization for both your authentication app and your messaging app. Then try to sign in to your account again.

Disable third-party security apps

Some phone security apps block text messages and phone calls from annoying unknown callers. A security app might prevent your phone from receiving the verification code. Try disabling any third-party security apps on your phone, and then request that another verification code be sent.

8. **HELP!!! I am not receiving a text message or the verification for entering the code times out:**

- a. Delivery of SMS messages aren't guaranteed because there are uncontrollable factors that might affect the reliability of the service. These factors include the destination country or region, the mobile phone carrier, and the signal strength.
- b. Third-party security apps may also block the verification code text message or phone call. If using a third-party security app, try disabling the protection, then request another MFA verification code be sent.
- c. If you often have problems with reliably receiving text messages, use the Microsoft Authenticator app or phone call method instead. The Microsoft Authenticator can receive notifications both over cellular and Wi-Fi connections. In addition, the mobile app can generate verification codes even when the device has no signal at all.

9. **Multi-Factor Authentication (MFA) – How to Update Microsoft Authenticator when you get a new phone:**

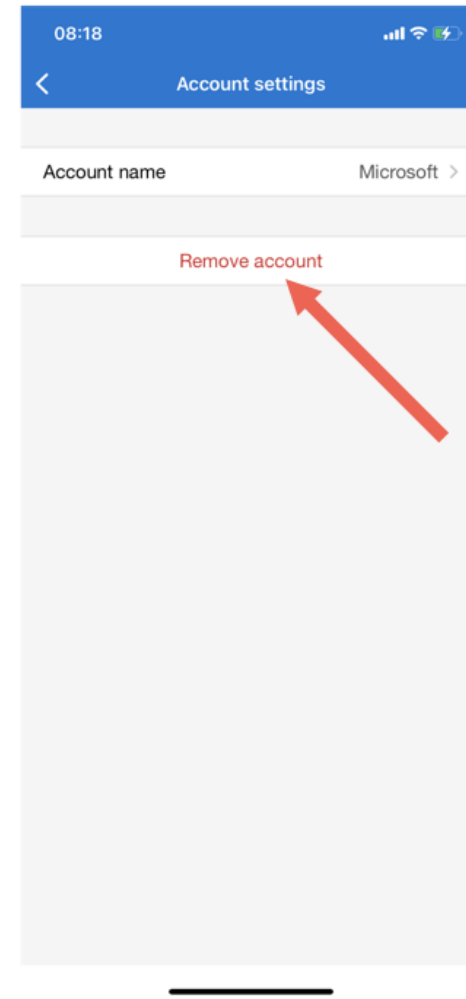
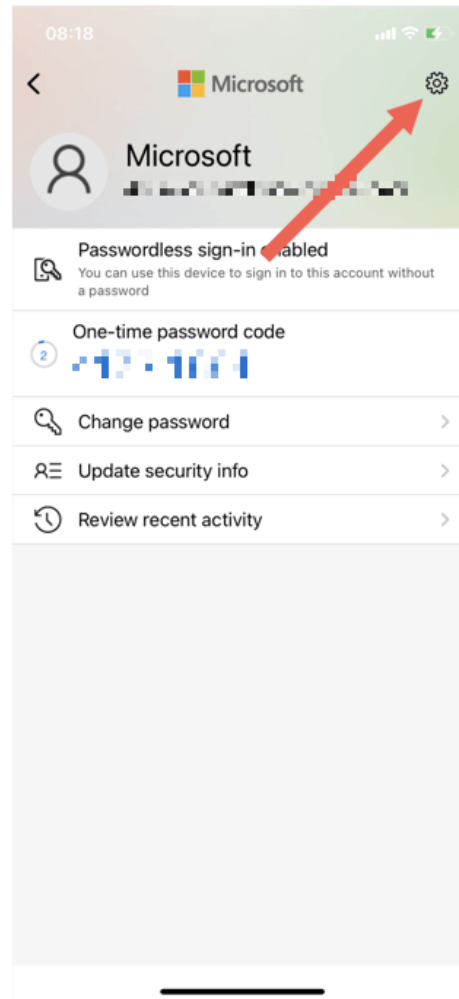
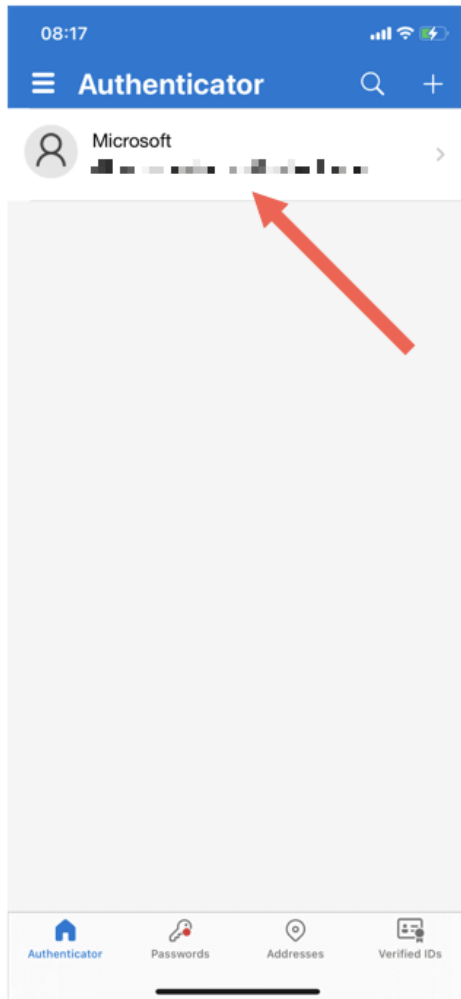
Setting up MFA on a new phone is an essential step in ensuring the security of your accounts. However, the process will vary depending on your situation. In this article, we will provide you with step-by-step instructions on how to set up MFA on a new phone for different scenarios.

a. I got a new phone but still have my old phone:

- If you have a new phone but still have your old phone, you can easily set up MFA on your new device. To do so, go to <https://aka.ms/mfasetup> and log in using your Lake Land College email address. During the login process, use your old phone to approve MFA. Once logged in, you can choose to set up Authenticator on your new phone. Follow the instructions provided to add the new device as an approved MFA option. With Authenticator set up on your new phone, you can receive MFA notifications and verify your identity easily and securely. Once done, go to <https://aka.ms/mysecurityinfo> and be sure to remove the old method prior to getting rid of your old phone.
 - Also, once removed, on the old phone, you will want to open the authenticator app, click on your email, and select the settings (cogwheel) and say remove account.
 - Then you can delete the authenticator app from the old phone.
 - If using SMS (text or voice verifications) then this is not applicable, as you do not have the authenticator app on the phone.
- Otherwise, go to <https://aka.ms/mysecurityinfo> and log in using your Lake Land College email address. Once logged in, choose add new method and go through the steps in the [existing employee, student, faculty](#) section to

add the new method, then be sure to remove the old method (delete) once you have added your new method successfully.

- Also, once removed, on the old phone, you will want to open the authenticator app, click on your email, and select the settings (cogwheel) and say remove account.
- Then you can delete the authenticator app from the old phone.
- If using SMS (text or voice verifications) then this is not applicable, as you do not have the authenticator app on the phone.



b. I got a new phone but still have the same phone number:

- If you have a new phone with the same phone number, updating your MFA settings is straightforward. Go to <https://aka.ms/mfasetup> and log in using your Lake Land College email address. During the MFA process, you will see a "Use a different verification option" button. Click on it and select the option that works best for you, either by text or call. Once you are logged in, you can set up Authenticator on your new phone. Follow the instructions provided to add the new device as an approved MFA option. With Authenticator set up on your new phone, you can receive MFA notifications and verify your identity easily and securely.

This method **ONLY** applies if you have setup text message authentication only, as the authenticator app overrides the ability to authenticate through text (SMS) and voice..., if you have the authenticator app, you'll need to follow the options above, providing you still have the old phone, otherwise, you will have to contact ISS at helpdesk@lakelandcollege.edu or 217-234-5261.

c. I got a new phone with a new number and no longer have my old phone:

- If you have a new phone with a new number and no longer have access to your old phone, you will need to contact us at the ISS Help Desk to temporarily exempt your account to allow for a new setup. To reset your MFA methods, you can either visit the ISS Help Desk in person or call us at (217)234-5261. We will verify your identity and assist you in resetting your MFA methods.

If you have any questions or concerns about updating your MFA settings or need further assistance, please do not hesitate to reach out to us at (217) 234-5261 or email us at helpdesk@lakelandcollege.edu. We are available to provide support and guidance to ensure that your MFA setup is seamless and secure.

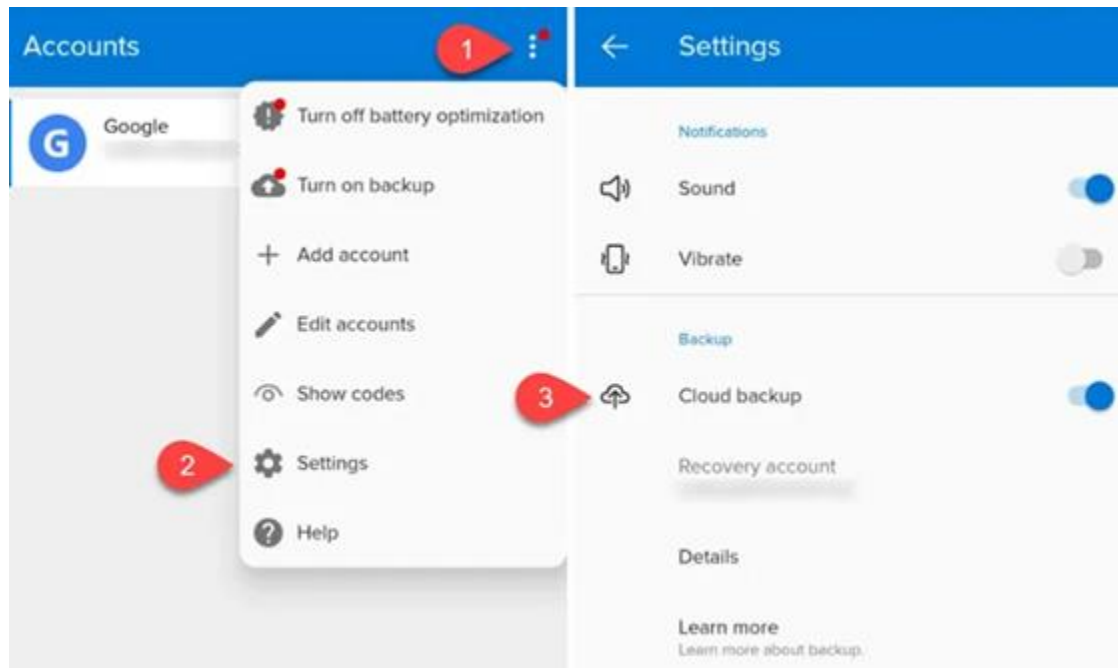
10. How to transfer the Microsoft Authenticator App from one phone to another seamlessly:

Transferring apps, photos, contacts, etc. from your old phone to a new phone is a seamless process these days. However, if using authenticator apps, you must physically transfer your authenticator account to your new iPhone or Android before you wipe your old phone. If you no longer have your old phone then you'll need to recreate your accounts manually on your new phone, after speaking with Lake Land College ISS dept.

Microsoft Authenticator provides a backup and recovery option to transfer your accounts to your new phone.

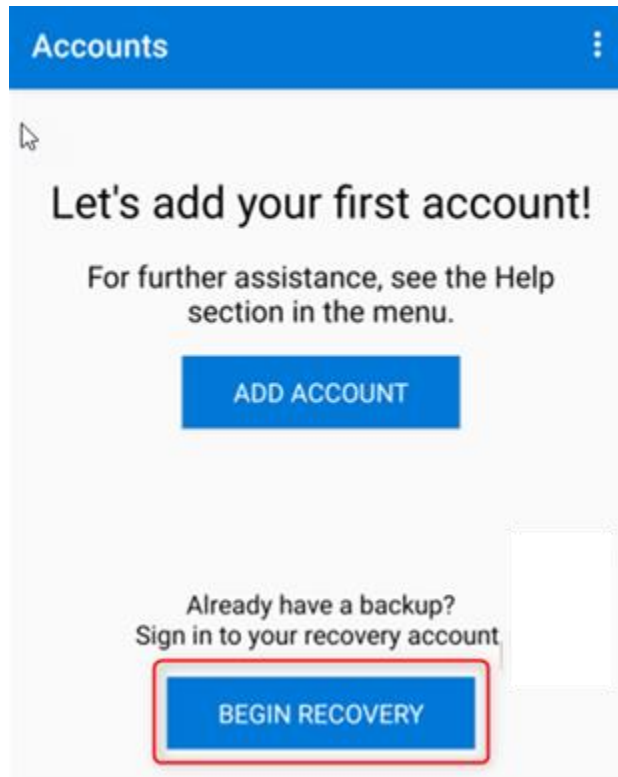
To set up Microsoft Authenticator on a new phone, follow these steps:

- i. Open the Microsoft Authenticator app on your old phone.
- ii. Tap on the three-dotted icon located at the top right and go to **Settings**.
- iii. Toggle-on **Cloud backup** for Android or **iCloud backup** for iPhone.



- iv. Install Microsoft Authenticator on your new phone.
- v. Add a recovery account. Use the same email account you used for the backup on your old phone.
- vi. Open the Microsoft Authenticator app on your new mobile from the Google Play Store for Android or Apple App Store for iPhone.

- vii. On your new phone, open Microsoft Authenticator and select the *BEGIN RECOVERY* button. Enter your credentials of the recovery account.



- viii. You'll be asked to sign in to the Microsoft account you used for the backup on your old phone. Your accounts will then automatically be added to Microsoft Authenticator on your new one.
- ix. Reverify accounts to start using them.

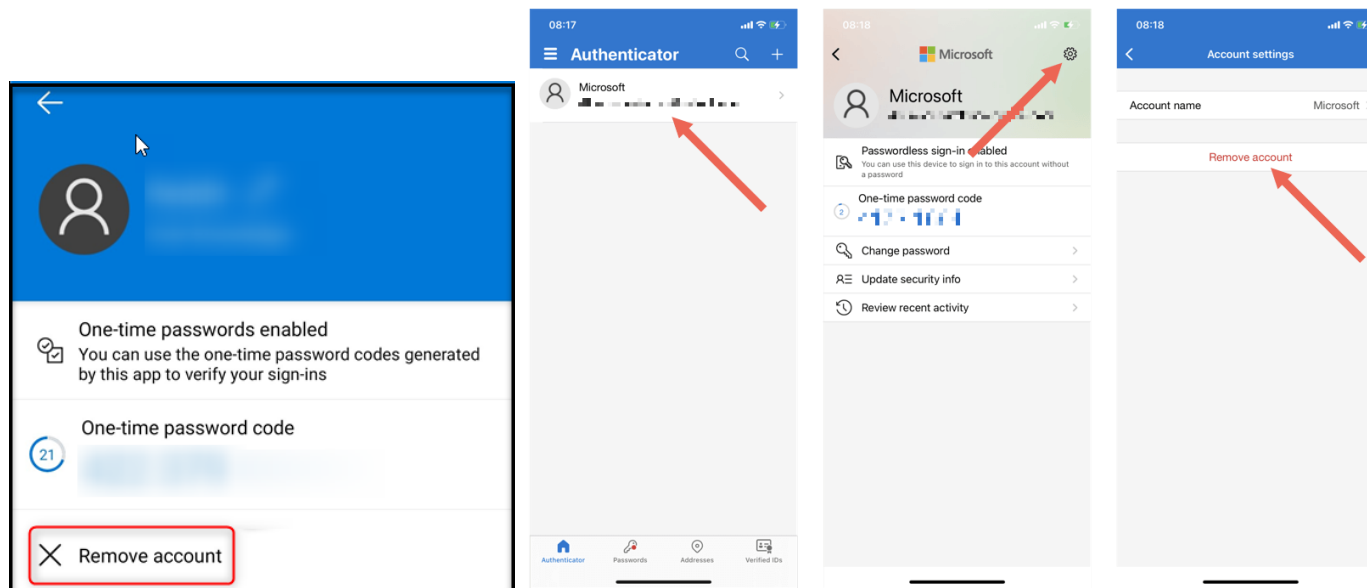
Some accounts will require you to revalidate, either by signing into those accounts or scanning a QR code.

After you finish your recovery, you might notice that your personal Microsoft account verification codes in the Microsoft Authenticator app are different between your old and new phones. The codes are different because each device has its own unique credential, but both are valid and work while signing in using their respective phones.

However, for security purposes, you should remove the accounts from your old phone. First test and make sure you can access these accounts on your new phone via Microsoft Authenticator.

11. How to remove Microsoft Authenticator from your old phone

- a. To remove an account from your old phone, open Microsoft Authenticator on it. Tap the account you want to remove, and then tap “Remove Account.”
- b. Once you’ve removed all your accounts from Authenticator on your old phone, you can remove the app. From this point onward, only your new phone will provide 2FA codes for you.



12. What if you don't have access to Microsoft Authenticator on your old phone?

If you no longer have your old phone, it was stolen, lost or damaged, you'll need to contact the Lake Land College ISS Help Desk by going to the "My question is not listed in this article" section below.

13. MY QUESTION IS NOT LISTED IN THIS ARTICLE:

- i. Contact Lake Land College ISS at:
 1. visit the Lake Land College Help Desk website [Lake Land College ISS Help Desk](#)
 2. contact the ISS Help Desk at [217-234-5261](tel:217-234-5261)
 3. or Email [Lake Land College Help Desk](mailto:helpdesk@lakelandcollege.edu) (helpdesk@lakelandcollege.edu)