

# Academic Instructional Technology

## Instructional Technology Support including

**Canvas, Amazon Chime, BioSig-ID, LockDown Browser, EvaluationKit**

Please submit a ticket through your [Canvas account](#).

- Go to the **Help** menu in the left navigation menu
- choose **Report a Problem**
- Links to: <https://lynn.instructure.com/>

Alternatively, you may email [canvas@lynn.edu](mailto:canvas@lynn.edu) or call us at **(561) 237-7979** and choose the **Canvas** option from the menu.

## Instructional Design

For any questions regarding instructional design, or if you need help with course design, contact the instructional design team using one of the following options:

- Email: [InstructionalDesigners@lynn.edu](mailto:InstructionalDesigners@lynn.edu)
- [Book an appointment](#) with an Instructional Designer
- Call: **(561) 237-7979** (pick Instructional Design option from the menu)

## Technical Related Issues (iPad, Email, Office 365, etc.)

For any technology-related inquiries, please use one of the following options:

- [Submit a ticket](#) through Lynn University Service Center portal
- Email: [supportservices@lynn.edu](mailto:supportservices@lynn.edu)
- Call IT Support Center at (561) 237-7979. *Do not select Canvas or Instructional Design if it is technology-related problem*

### Categories of technology-related services:

- Application/Software
- Card Office and Room Access Services (IDs, locks, and lock equipment)
- Classroom Technology
- Common area desktop and printing support
- Computer peripherals
- Equipment requests
- Email
- Passwords/Pins resets
- iPad support
- myLynn accounts
- Personal Desktop, Laptop and Mobile/Cell Device Support
- Network Resources and Connectivity
- Voice and Phone