Quick Start Guide for New Students

Welcome to Lynn University. Contained on this page is a quick start guide for student technology and systems.

Table of Contents

Step 1: Complete Lynn account setup steps

Overview

Setting up your Lynn account means the following:

Welcome to Lynn! It is time to setup your Lynn account (Lynn students only) by entering the information from the Lynn University account email that you received. Your can use your Lynn account to access information including your class schedule, financial aid documents, tuition payments, and grades. You can also use it to access many key University services such as email, Canvas, eBill, Workday, Navigate, eRezlife, Blueprint and more. If you have not received the email from Lynn University account you should contact your Admissions Counselor for more information.

Account Setup Steps

1. Find the admissions email (see image below) in your personal email inbox (the one you provided when applying to Lynn).

LYNN
UNIVERSITY

Information Technology   Page 2

Dear John Doe,

Congratulations on joining the Lynn University community! Now it is time to setup your Lynn account. Your can use your Lynn account to access many key University services such as email, Canvas, eBill, Workday, Navigate, eRezlife, Blueprint and more.

You will need the information below to setup your Lynn account:

- ID Number: XXXXXX

- Username: jdoe

- Lynn Email Address: jdoe@email.lynn.edu

- Pincode: XXXXXXXX

Please click on the link below to account setup process:

Lynn University Account Setup Link

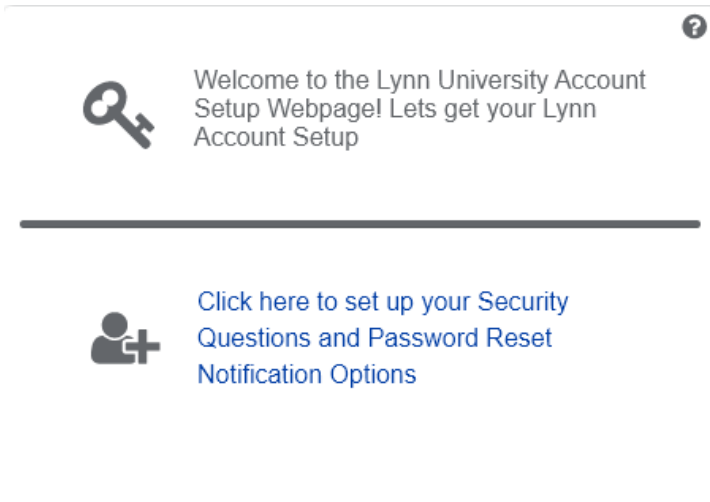If you need help, please click the link below for detailed instructions:

Lynn Account Instructions

If you need further assistance, contact Support Services at supportservices@lynn.edu or call +1-561-237-7979.
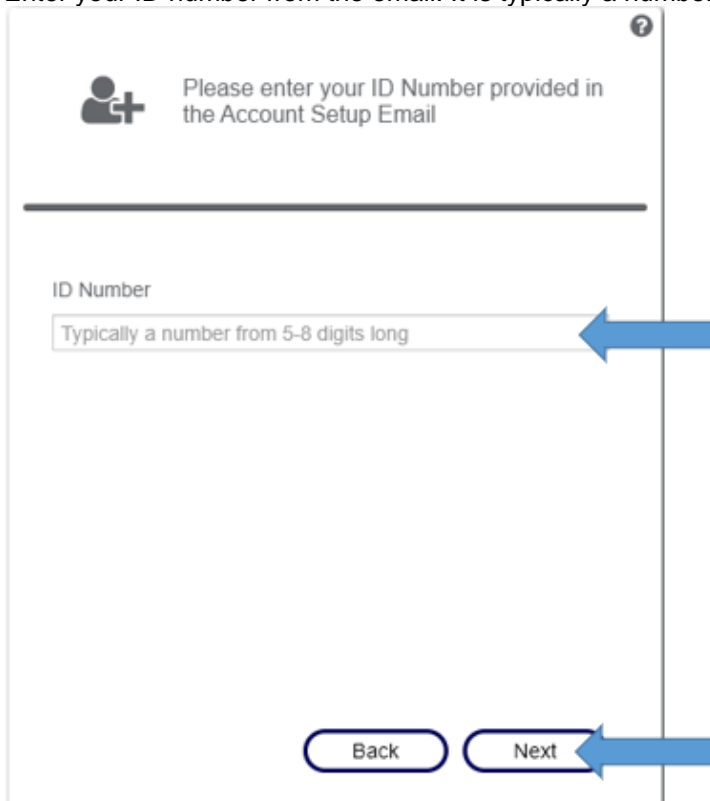
Thank you,

Lynn University Account Management Team

Follow the instructions in your email. Please keep the email ready, as you will need it for the steps below.

Welcome to the Lynn University Account Setup Webpage! Lets get your Lynn Account Setup

Click here to set up your Security Questions and Password Reset Notification Options

2. Enter your ID number from the email. It is typically a number from 5 - 8 digits long. Then Click 'Next'

Please enter your ID Number provided in the Account Setup Email

ID Number

Typically a number from 5-8 digits long

Back   Next

3. Here you will need to enter the pincode and username provided on the email. Then click 'Next'
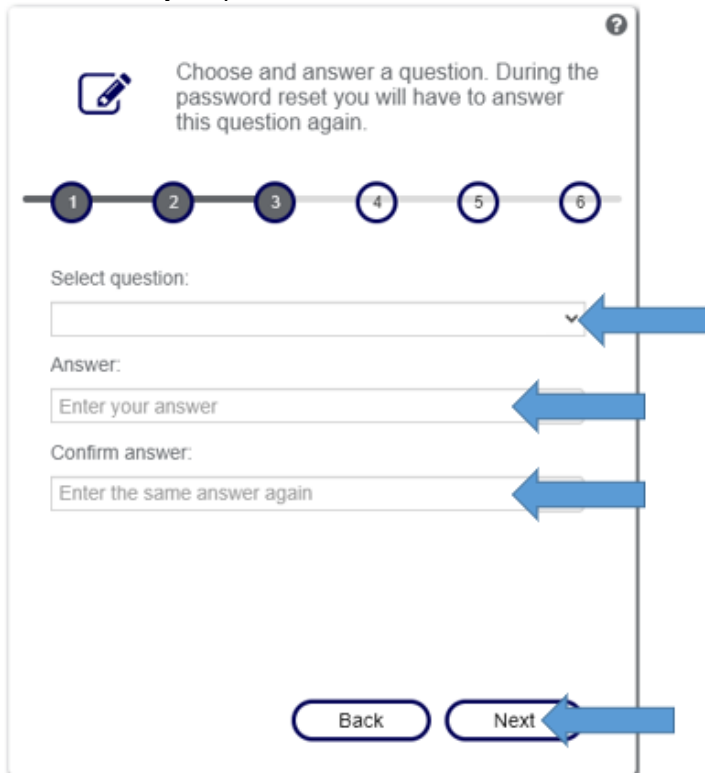
4. This page requires you to enter a required personal email address and an optional mobile phone number in the US. This information will be stored in our automated password reset system. Then Click 'Next

5. The next two pages will look very similar and require you to select security questions and provide answers. This information will be stored in our self-service reset password management system(SSRPM) should you

need to reset your password in the future. Click 'Next' when you have filled out both pages.
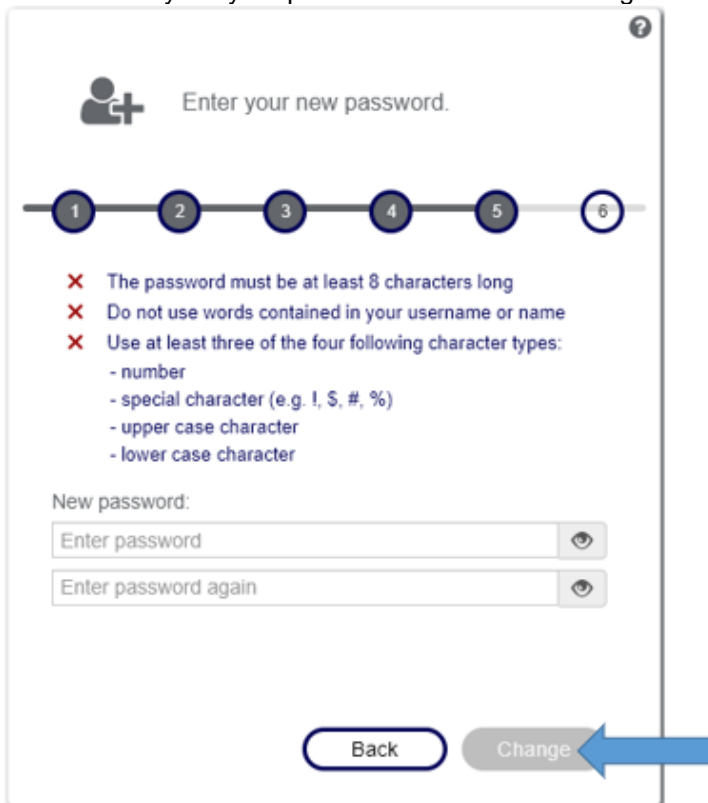
6. This next page allows you to set your account password for the first time. Please make sure to follow the password requirements listed on this page. All of the red X's must be green check marks for you to be able to successfully set your password. Then Click 'Change'

7. At this point, you have now successfully Activated your Lynn account and finished the setup process. Please remember both your Username and your Lynn Email Address, as these are what you will use to access Lynn

online resources. If you Click 'OK' you will be taken to the Lynn Knowledge base. You can close this browser window.
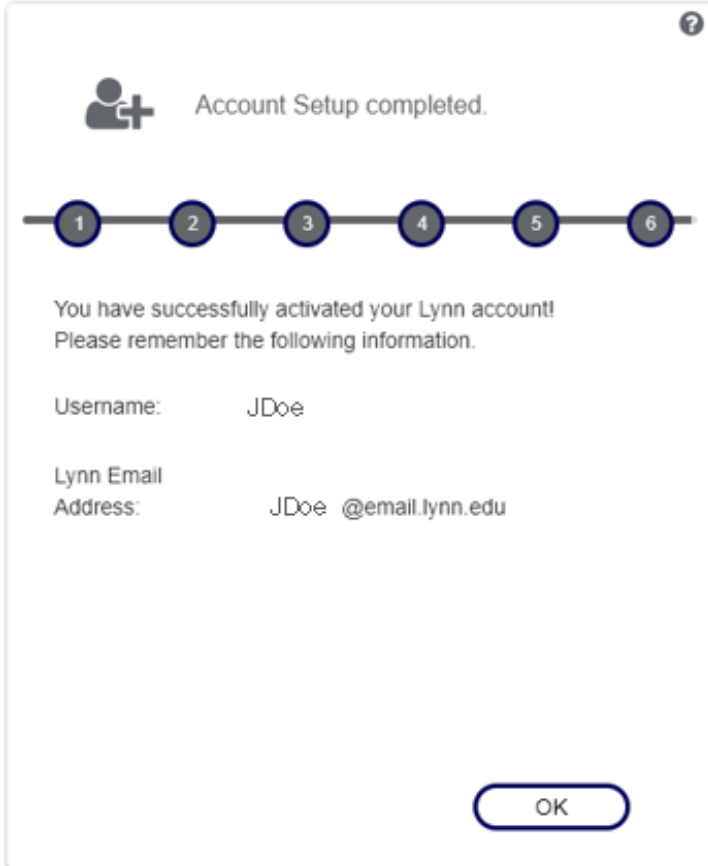
8. At this point you should receive a confirmation email in your inbox that you have successfully set up your Lynn account.

Information Technology

Dear John Doe,

Your Lynn University account has been activated and your password recovery options configured.

You are almost done. There is one more step required!

Please review the Quick Start Guide for Students by visiting the link below and review the additional Steps starting at 2.

Quick Start Guide for New Students

Once you have completed the Multi-Factor Registration Instructions in Step 2 above, continue through the remaining steps on the Quick Start Guide for New Students.

If you need further assistance, contact Support Services at supportservices@lynn.edu or call +1-561-237-7979.

Thank you,

Lynn University Account Management Team

Step 2: Complete Multi-Factor Authentication enrollment

Overview

Multi-Factor Authentication used for accessing Lynn resources:

Lynn Email Access and MFA Enrollment

> ⓘ **IMPORTANT**
>
> The authenticator app is required to access your Lynn Email, Canvas, and Workday. Please keep in mind that you will be asked to authenticate using the app every 90 days. This app is also automatically on your Lynn issued iPad. Please do NOT delete the app.

First time MFA Enrollment

1. Prepare two devices, one should be a phone or mobile device, the other should be a device with a larger screen (PC, Laptop, iPad)

2. On your Phone:
   a. Download the Microsoft Authenticator App

   b. Open the application and accept all Terms and Conditions
   c. If prompted, Allow Notifications

3. On your Other device:
   a. Go to navigate to https://outlook.office.com
   b. Sign in with your Lynn account
   c. You should be prompted that "More Information is Required"
   d. Hit Next until you are presented with a QR Code to scan

4. On your Phone
   a. In the Authenticator App, tap Add Account
   b. When presented the options tap "Work or School Account" and "Scan QR Code"
   c. Scan the QR code on the screen of your other device

5. Once your profile appears on the Authenticator app, hit next on the other device to have it send a test authentication notification
6. You should be prompted to enter 2 numbers and the option to input those numbers should appear on your phone
7. After a successful login you will able to access your Lynn University emails

Adding MFA to Another Device

It is highly recommended that MFA is added to another device, such as your school iPad, so you are less likely to lose access.

> ⓘ A computer is not needed this time for setup, you will only need the new device and the first device you set up in the previous section.

1. On your new device, download the Microsoft Authenticator app
2. If prompted, allow notifications
3. Tap Add account
4. When presented the options, tap "Work or School Account" and "Sign In"
5. Sign in with your Lynn credentials
6. You will receive a notification to your other mobile device, the one that set up with Authenticator the first time. Approve this sign in by tapping on the notification, tapping Approve, and confirming the two digits
7. You should now have another device setup for use with Multi Factor Authentication

Removing a Device from MFA

If for any reason you wish to remove your device from being used for MFA, you can do so by doing the following:

1. Navigate to https://mysignins.microsoft.com
2. You should see all the devices that are connected to your account
3. Select "Delete" next to the device that you would like to remove

If you experience any issues, please contact IT Support Services:

Create a Support Case: https://services.lynn.edu

Email: supportservices@lynn.edu

Phone: 561-237-7979

Step 3: Accessing Office365 resources

Overview

Accessing your student email and applications:

How to login to Office365

- Navigate to this link https://office365.com
- Click Sign in at the top
- Enter your Lynn email address and click Next.
- When redirected to the Lynn Sign on page, enter your Lynn password and click Next.
  - If prompted, approve your Multi-factor authentication push notification.
- You are now logged in to Office 365.

Resources available in Office365

- To access all of the Office365 applications, click on the 9-dot box at the top-left corner.
- If you do not see your app, click on "All Apps" to see them all.
- Select the app you wish to open. It will appear in a new tab.

:::   Office 365 →

Apps

Outlook		OneDrive
Word		Excel
PowerPoint		OneNote
SharePoint		Teams
Sway		Admin

All apps →
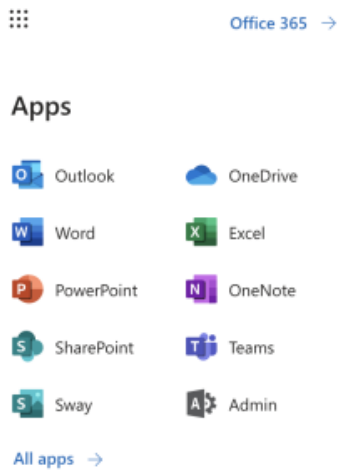
- Some of the apps available to all Students include (Click on the name of the application for training resources)
  - Outlook - Application for accessing University email account.
  - OneDrive - Application for cloud-based file storage and sharing functionality
  - Word - Application for creating documents
  - Excel - Application for creating spreadsheets
  - PowerPoint - Application for creating presentations
  - OneNote - Application for creating notes
  - SharePoint - Application for creating shared spaces for groups
  - Teams - Application for working with teams (Instant Messaging, Video Meetings, Shift Schedules)

Step 4: GET Mobile

Overview

Download and install Get Mobile:

About GET Mobile

GET Mobile is an app where students and employees can now use their mobile device to swipe for meals among other things! GET Mobile also provides valuable information about account balances and spending history and enables you to report a lost or stolen Lynn ID card at any time of day or night and also allows you to find places to eat on campus!

Where Can I Use GET Mobile?

The GET Mobile app on your mobile device can only be used in Mary's Kitchen on the first floor of the University Center.

What Can I Do With GET Mobile?

Feature
View meal plan balance
Report/Lock/Unlock my employee ID card if lost or stolen
View my meal plan usage history
Find locations to use meal card
Update my picture on my employee ID card
Submit picture for new employee ID card
Employees – Option to use my mobile device as my meal card
Submit picture for new student ID card
Update my picture on my student ID card
Students – Option to use my mobile device as my meal card
Report/Lock/Unlock my student ID card if lost or stolen

What Do I Do Next?

1. To start, download and install the GET Mobile installed on your mobile device using the "How do I Access GET Mobile on a Mobile Device" instructions below
2. Once you have it installed you have another option to access GET Mobile via a web browser if you would like. Use the instructions below, "How do I Access GET Mobile in a Browser".
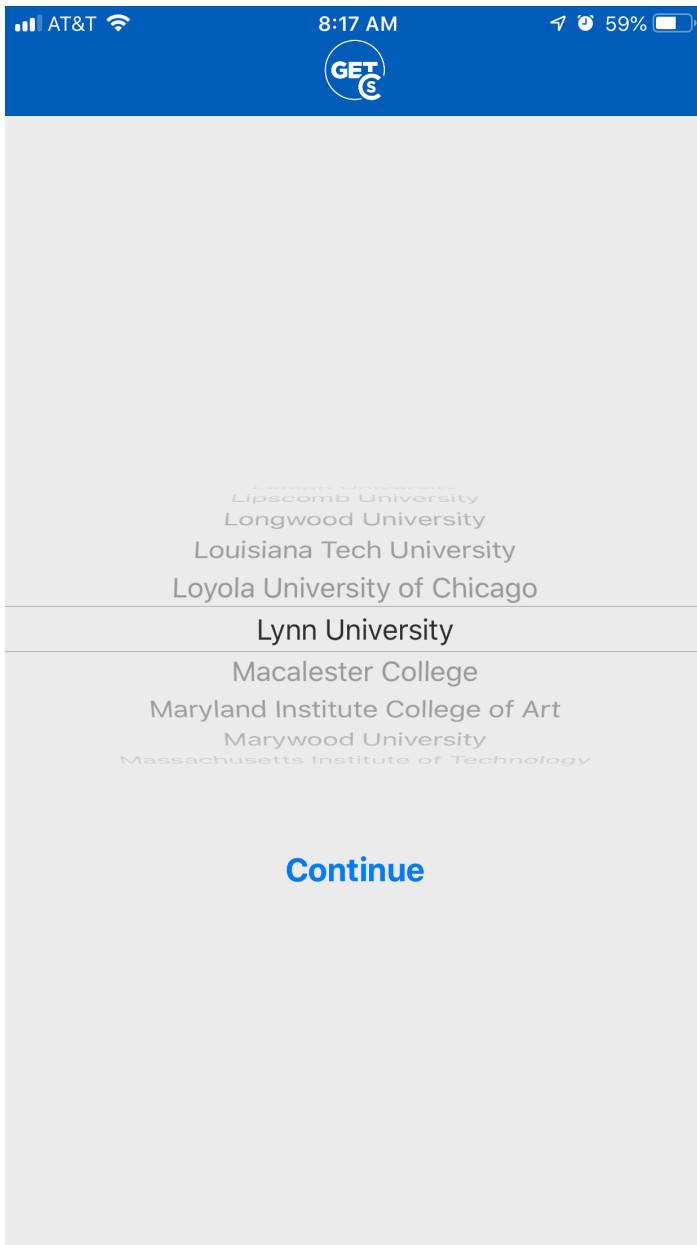
Accessing GET Mobile

Accessing GET Mobile on a Mobile Device

GET Mobile is available on iOS and Android devices. To download, open the corresponding app store and search for the words "GET Mobile" or click on the icons below if accessing this web page from your mobile device.

First Time Setup

Open the application. Select Lynn University and click continue.

Lipscomb University
Longwood University
Louisiana Tech University
Loyola University of Chicago

Lynn University

Macalester College
Maryland Institute College of Art
Marywood University
Massachusetts Institute of Technology

Continue

Enter your Lynn email address and your password. Click the Sign in button.

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Sign in with your Lynn email account.
Make sure to include your full email address
jdoe@email.lynn.edu (For Students) or **jdoe@lynn.edu (For Staff/Faculty)**
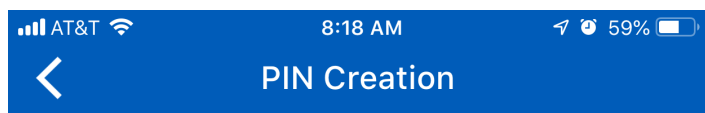
someone@example.com

Password

Sign in

For security reasons, please Logout and close your web browser when you are done accessing services that require authentication!

Reset Password Student Staff/Faculty

Need Help ?
Call 561-237-7979
IT Support Services

Create a pin.

Enter PIN

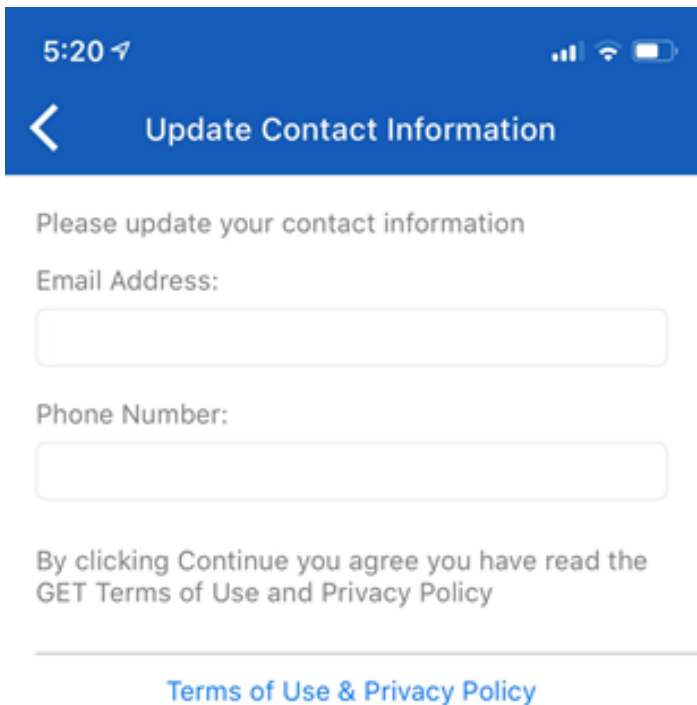|		
1	2	3
4	5	6
7	8	9
	0	Cancel

Remember Your PIN.

Note

**If you've misplaced your PIN or the app no longer functions, the quickest way to resolve the issue is to uninstall the app and reinstall it. When you launch the app again you will be prompted to create a new pin.

- FAQ: IT Support FAQ
- Open a Service Desk Issue: Lynn University Service Center
- Email: SupportServices@lynn.edu
- Call: 561-237-7979 (x7979)
- Customer Service Desk Location: First Floor Eugene M. and Christine E. Lynn Library
- Book an appointment
- Remote Support Portal
- Hours: Monday – Friday 8:00am – 5:00pm

Update your contact Information Page. You can enter the information and click Next to continue. Use your Lynn email address.

You'll now be taken to the home page. For future logins you may be required to authenticate the account using a fingerprint or the PIN you set up for your GET Mobile account.
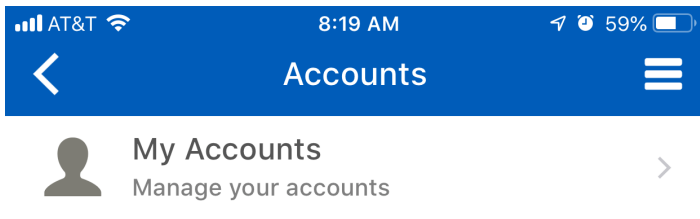
Accessing GET Mobile in a Browser

GET Mobile is available via a web based interface for Windows and Mac computer users.

To log in, open your browser of choice and visit https://get.cbord.com

Select Lynn University in the drop down menu.
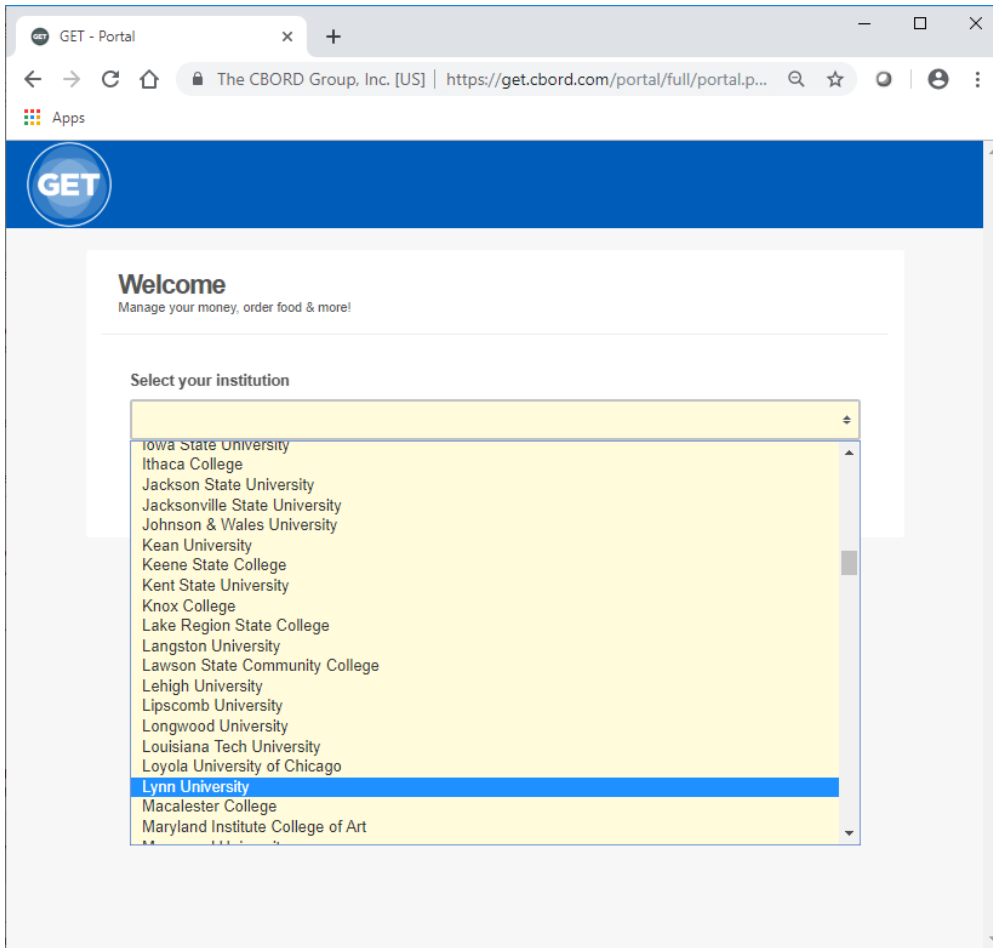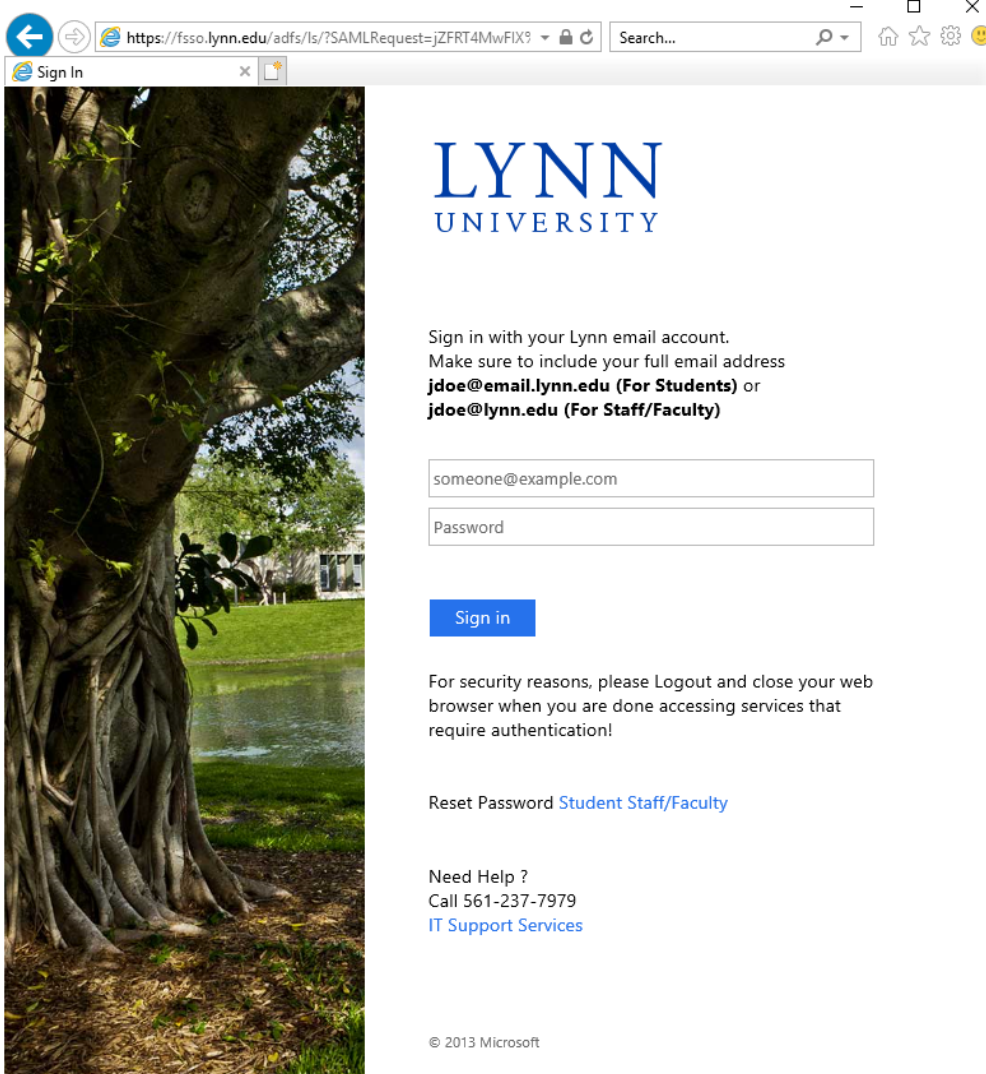
You'll now be taken to the Lynn University GET Mobile options page.

Web Login

Select the "Login to Get Click here to login" link.
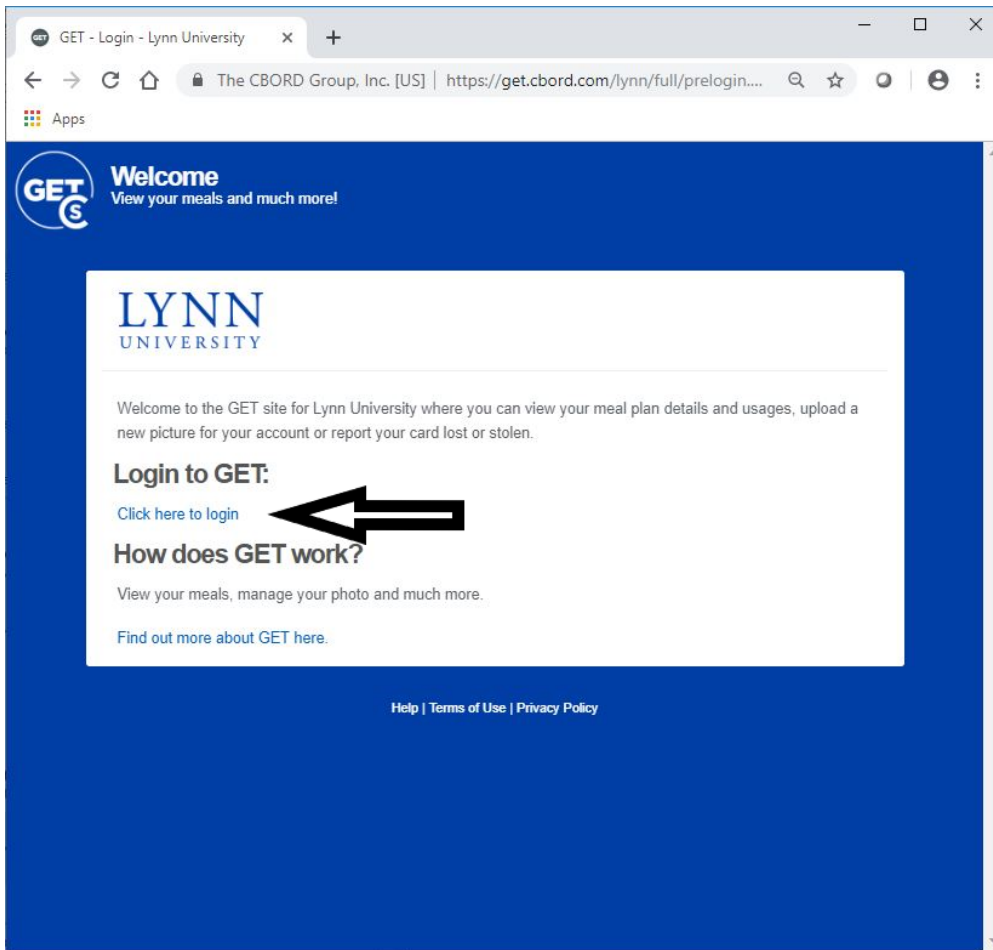
You should be taken to a Lynn University login page. Enter your myLynn username and password.

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Sign in with your Lynn email account.
Make sure to include your full email address
jdoe@email.lynn.edu (For Students) or
jdoe@lynn.edu (For Staff/Faculty)

someone@example.com

Password

Sign in

For security reasons, please Logout and close your web browser when you are done accessing services that require authentication!

Reset Password Student Staff/Faculty

Need Help ?
Call 561-237-7979
IT Support Services

© 2013 Microsoft

Once logged in, you'll be taken to your account home page.

Submitting your ID Photo using the GET Mobile App

Requirements for Photos:

Your Lynn University ID Photo should look similar to the photo on your Driver's License or Passport.

- Take a photo from shoulders up (medium headshot) and do NOT crop the picture.
- Face must be clearly visible and facing forward - no profile shots, no photos on an angle, no sunglasses, and no hats.
- Photo must be in color with a solid light blue or white background.
- You must be the ONLY PERSON within the frame of the photo. No pets, no trees, no friends.
- No graduation caps, hats, gowns or costumes.
- Nothing can be touching or blocking your face - hands, trees, parents, etc.
- No hand gestures.

Step By Steps:

1. Launch the GET Mobile App
2. Unlock the app with touch ID or enter your pin depending on how you've set your app up
3. Tap on the Credit Card image in the middle of the screen underneath the barcode
4. Click the icon with three horizontal lines at the top right
5. Click on Settings
6. Click on Upload Photo
7. Tap the Choose Photo button
8. Choose one from the library or choose to take the photo

9. Take the picture
10. Click done
11. You will now see you photo that is pending approval
12. After your photo has been reviewed and approved by the Campus Card office you will be notified by your university email with further instructions.
13. If you are attaching an image that you had previously you'll need to meet the following requirements
    a. Photo must be JPEG, PNG, or GIF file type.
    b. Maximum file size accepted is 1 MB.

***Your first Lynn ID Card s provided at no charge. For each lost or stolen card, you are required to pay a replacement fee.

Getting Help

Login Password Help

The GET Mobile app will look for your myLynn username and password once you have selected Lynn University.

Need Help?

If you are continuing to have trouble logging into the application you may contact the Support Service Desk at:

Support Services Contact Information

- FAQ: IT Support FAQ
- Open a Service Desk Issue: Lynn University Service Center
- Email: SupportServices@lynn.edu
- Call: 561-237-7979 (x7979)
- Customer Service Desk Location: First Floor Eugene M. and Christine E. Lynn Library
- Book an appointment
- Remote Support Portal
- Hours: Monday – Friday 8:00am – 5:00pm

Login PIN and Transaction Help

If you would like to report discrepancies with the the meal plan assigned or usage information found within the app, please contact Student Financial Services at 561-237-7185 or stopping into the Green Center to visit Student Financial Services (SFS) during university business hours. SFS will be able to confirm that you have the correct meal plan assigned based on what was purchased.

If you would like to report technical issues with the mobile app or the website you may contact the Support Service Desk at 561-237-7979 or stopping into the Library to visit the Support Service Desk on the first floor during university business hours.

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Additional Resources

Lynn University Knowledge Base

The Lynn University Knowledge Base is a resource for documents and instructions relating to Information-Technology programs and services.

How to access the KB

- Navigate to this link https://kb.lynn.edu/display/ITKBH/Knowledge+Base+Home
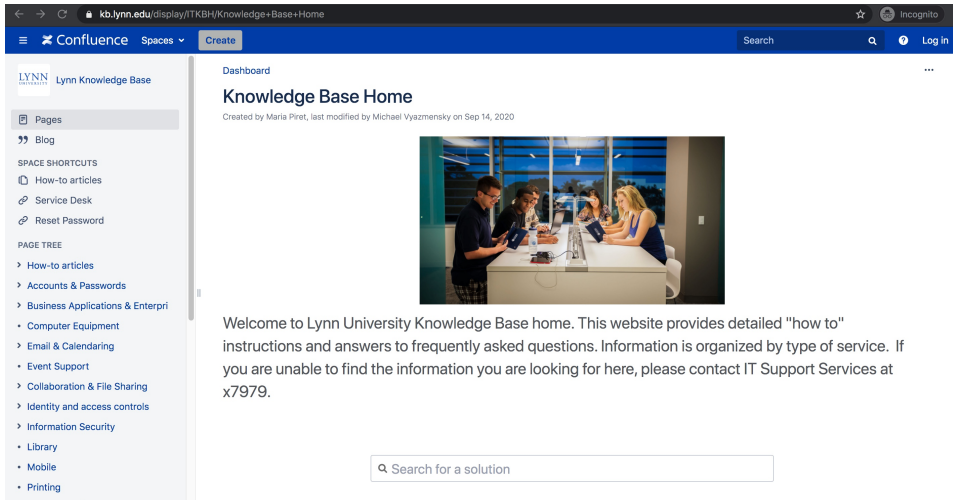
How to search the KB

- Type in your search word(s) in the bar. Options will appear as you type. Select the one you would like to view.
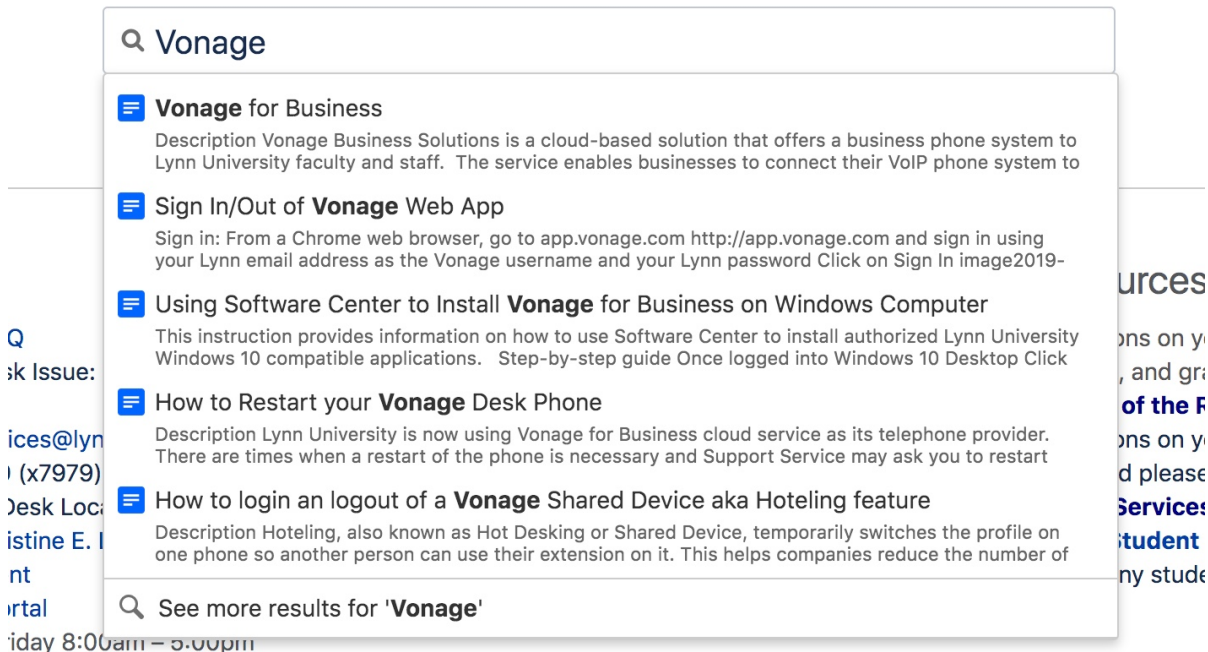
How to navigate the KB

- Using the menu in the left pane on the screen, select the category of programs/services that you would like to view.

- Expand the category to view specific documents.

> How-to articles
> Accounts & Passwords
> Business Applications & Enterpri
- Computer Equipment
> Email & Calendaring
- Event Support
> Collaboration & File Sharing
> Identity and access controls
> Information Security
- Library
- Mobile
- Printing
> Remote Work
- Reports
- Software & Apps
- Teaching, Learning & Instruction
- Technology Purchases
> Telephone, Voicemail & eFax
> TV & Streaming
> Wi-Fi & Campus Network

- In the center pane, you can browse by first letter of the program/service you are looking for.
  - You can also see recently updated items.
  - This is also a good place to find links for how to contact IT support Services.

Need help now?

- FAQ: IT Support FAQ
- Open a Service Desk Issue: Lynn University Service Center
- Email: SupportServices@lynn.edu
- Call: 561-237-7979 (x7979)
- Customer Service Desk Location: First Floor Eugene M. and Christine E. Lynn Library
- Book an appointment
- Remote Support Portal
- Hours: Monday – Friday 8:00am – 5:00pm

Frequently asked questions

- How to reset myLynn password.
- Xfinity on campus.
- Connecting to Lynn University's wi-fi.
- Remote work resources.

Other resources

- For questions on your academic records, enrollment, and graduation please contact the **Office of the Registrar**
- For questions on your student account or financial aid please contact **Student Financial Services**.
- Fill in the **Student Maintenance Requests Form** for any student housing maintenance requests.

Browse by topic

A-B	C	D-G
agreement	calendar	device
announcements	canvas	discussions
apple	catalina	distribution_lists
as-built	cbord	duo
assignments	checkin	eportfolios
business	check-in	events
	chime	files
	classroom	get
	comcast	global

Recently updated articles

How To: Add your device to Lynn_Open
Jan 25, 2021 • updated by Aaron Stanger • view change

Student Office365 Multi-Factor Authentication - FAQ
Jan 14, 2021 • updated by Aaron Stanger • view change

Support Services Contact Information
Dec 10, 2020 • updated by Aaron Stanger • view change

Support Services Contact Information
Dec 09, 2020 • updated by Kevin Kerr • view change

How to setup your Lynn University Student Email in the Microsoft Outlook app on your Lynn Issued iPad
Dec 08, 2020 • created by Aaron Stanger

Lynn University Services Center FAQs

How to login

- Navigate to MyLynn. Sign in with your MyLynn email address and password.
- In the left menu pane, scroll down and click on "LU Service Center".

⚯ Compliance Service Desk
⚯ Concerned Person Report
⚯ Confidential Student Advisor Intake Form
⚯ CVS Campus Testing Scheduler
⚯ eBill
⚯ eMarket
⚯ Emergency Contact Information
⚯ Events
⚯ Lynn.edu
⚯ Lynn2025
⚯ Lynn Coworking
⚯ Lynn Library Website
⚯ LU Service Center (IT Service Desk Portal)
⚯ Maintenance Work Order
⚯ Navigate (Students)
⚯ Navigate (Faculty & Staff)
⚯ Request for Remote Instruction Form
⚯ Student Employment
⚯ Student / Employee Email
⚯ You@Lynn
⚯ Workday

How to create an issue

- Once on the main LU Service Center page, there are a number of options
    - If you need to book an appointment to visit the IT customer service desk, click the link.
    - For Canvas-specific issues, click on the link to be re-directed to the Canvas support page.
    - For Workday-specific issues, click on the link to be re-directed to a Workday issue entry page.
    - For an issue (Something broken, error, not working and needs to be fixed), click the link to begin a new ticket.
    - For a request (I need something that is not broken or not working), click the link to begin a new ticket.
    - For a Zoom issue, click on the link to begin a new ticket.
    - For an MFA Authentication issue, click on the link to begin a new ticket.

Lynn University Service …

IT Support Services

Welcome! You can raise a request to IT support services from the options provided.

Need help now?
Call: 561-237-7979 (x7979)
Walk-in: First Floor Eugene M. and Christine E. Lynn Library
To Book an Appointment, click here
Hours: Monday – Friday 8:00am – 6:00pm

For **Canvas** issues, click here and then click **Help** and **Report a Problem**
For **Workday** issues, click here

What do you need help with?	🔍

Search help

Error or Broken or Not Working?
Click here, and tell us more!

I Need Something
Click here, and tell us more!

Zoom is not working properly
Zoom related issue

Vonage Phone Issue
This is only to report Vonage Issue

MFA Authenticator App
MFA Authenticator App issues

Powered by ⚡ Jira Service Desk

Error or Broken or Not Working (Incident)

*Also for Zoom and MFA Authentication Issue

- Enter a title for your ticket
- If the ticket is for yourself, enter Yes. If you are reporting the ticket for someone else, select No and find their name by typing in and searching.
- Make a selection for how many users are affected by the issue you are reporting (Individual, Multiple Individuals, Multiple Groups)
- Make a selection for how this issue is affecting your work (Work Not Affected, Work Degraded, Work Blocked)
- Type a description of your issue. Be sure to include as much detail as possible, including any troubleshooting steps you may have taken already.
- If you would like to attach a screenshot of the issue, you can do that by dragging the file in or clicking Browse to locate and attach the file.
- Please select a Preferred Contact Method so that IT Support Services may contact you with further details (Email or Phone).
- When finished, click Create.

Lynn University Service ...   / IT Support Services
Error or Broken or Not Working?

Ticket Title
[   ]

Is this ticket for you?
[Yes   ▾]

How many users are you aware of this issue affecting?
[Individual   ▾]

How is this affecting your ability to perform your work?
[Work Not Affected   ▾]

Description
[   ]

Attachment *(optional)*
```
⌖ Drag and drop files, paste screenshots, or
                browse
```

Preferred Contact Method
[Email   ▾]
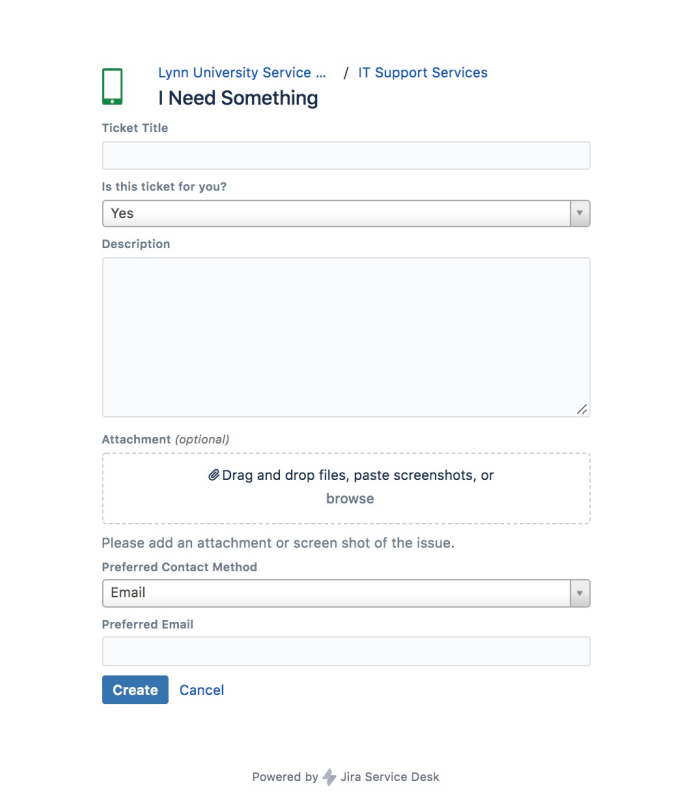
Preferred Email
[   ]

Create   Cancel

Powered by ⚡ Jira Service Desk

I Need Something (Service Request)

- Enter a title for your ticket
- If the ticket is for yourself, enter Yes. If you are reporting the ticket for someone else, select No and find their name by typing in and searching.
- Type a description of your issue. Be sure to include as much detail as possible, including any troubleshooting steps you may have taken already.
- If you would like to attach a screenshot of the issue, you can do that by dragging the file in or clicking Browse to locate and attach the file.
- Please select a Preferred Contact Method so that IT Support Services may contact you with further details (Email or Phone).
- When finished, click Create.

Lynn University Service ... / IT Support Services
I Need Something

Ticket Title

Is this ticket for you?

Yes

Description

Attachment *(optional)*

🖇Drag and drop files, paste screenshots, or browse

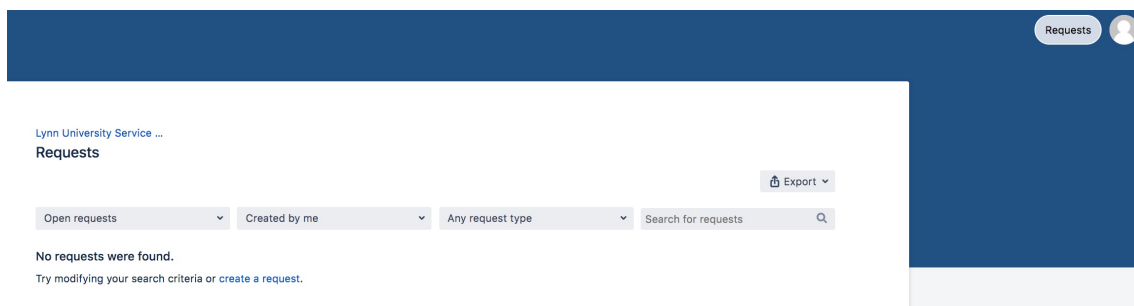Please add an attachment or screen shot of the issue.

Preferred Contact Method

Email

Preferred Email

Create Cancel

Powered by ⚡ Jira Service Desk

How to update or respond within the issue

- For an issue you have already created, you can access it by clicking the link in the email confirmation you were sent, or by logging in to the Service Center portal and clicking on Requests at the upper-right corner.
- You can send an additional message or see the status of your ticket here.

Requests

Lynn University Service ...
Requests

📤 Export ⌄

Open requests   Created by me   Any request type   Search for requests 🔍

No requests were found.
Try modifying your search criteria or create a request.

[Return to Top](#)

ⓘ

Related articles

- [Quick Start Guide for New Students](#)
- [Lynn Account](#)

- Quick Start Guide for New Employees
- Lynn University Account Setup (Students Only)
- Reset your Lynn account password
- Zoom HIPAA Account Quick Start Guide
- Zoom Web Portal - Initial configuration settings
- How to: Change Video Default on/off in Zoom
- How to add Lynn Exchange account to your mobile device
- How To: Access Microsoft Office365 Resources
- Zoom - How to sync Office365 Calendar
- Zoom Web Conferencing
- Enabling Zoom Closed Captioning/Live Transcription
- How-to: Install Office 365 App Suite from Office.com
- Zoom Existing User: 1st Lynn Domain Login