

# IT Support FAQ

## iPad Program

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We continually embrace new ideas and technologies that enhance learning and empower faculty. iPad offers performance that rivals most portable PCs and multitasking so you can do more at the same time. It also supports Lynn's ongoing efforts to create a more affordable education. The device not only eliminates personal computer costs, but also has apps and e-books that are more cost-effective, timely, and relevant than traditional textbooks and course materials.

Yes, the iPad is a required course material. All academic programs use apps that are not available on a laptop or PC.

If you're an undergraduate day student, a Lynn-issued iPad is required to ensure you have access to all course materials. If you're a graduate or online student, you may use your own iPad. Your personal iPad must be able to support the latest Apple iOS and have at least 20 GB of available storage.

Yes; however, we encourage you to set up a new account if you share your account with family members. If you're an international student, you must establish a U.S. Apple ID.

No. Customization, including color selection, is not available on Lynn-issued iPads.

Undergraduate day students will receive a Smart Keyboard and Apple Pencil. Graduate students will receive a Bluetooth keyboard.

Students outside of the U.S. must obtain their own device.

Students who started at Lynn in fall 2016 or later, as well as online and graduate students, can keep their iPad upon completion of their degree.

You can find iPad resources for students at the [IT Knowledgebase](#).

You must return your iPad to IT Support Services upon notification of departure. You may choose to keep your iPad for a fee and should inquire with Student Financial Services regarding the balance due.

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Yes, you can access Lynn-provided apps on any Apple device. Log in using the same Apple ID that you use with your coursework.

Your iPad will come with instructions that help you configure it for use with Lynn's classroom environment, security, Wi-Fi, and email. This includes a Mobile Device Management called "Jamf" that provides access to other pre-paid or faculty-recommended apps.

Nearly all of our courses have e-books, which provide significant cost savings. If your course requires you to purchase a textbook, this will be indicated when you log into the online bookstore to purchase course materials.

No. iPads are Wi-Fi enabled, so no data plan is required. Lynn has a state-of-the-art wired and wireless network that ensures you will have a reliable and fast connection anywhere on campus. Students studying off-campus must have access to a wireless Internet connection.

You are responsible for the device, and you need it for your coursework. Lynn will determine on a case-by-case basis any fees to cover iPad damages or losses. Fees may be higher for multiple repairs on one device or multiple replacements for one student.

Undergraduate day students will receive their iPads during new student orientation.

Online and graduate students iPad will be shipped to a U.S. address for the first day of the semester. The instructional materials fee is required two weeks prior to the start of the term.

## College of Communication and Design Toolkit

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Lynn University partnered with SHI to provide the college of communication and design toolkit. Please follow the instructions below to create an SHI account in order to purchase your toolkit.

1. Go to SHI website: [www.SHI.com](http://www.SHI.com)
2. Click on **Sign In**
3. Scroll down and click on **Need an account?** to start creating your SHI account
4. Click **Enter my Token and Key** (Green box)
  - a. **Customer Token:** 118463
  - b. **Customer Access Key:** XCYMPUQMN4
5. **Step 5:** Fill in necessary information and registration is complete

Yes, as long as your laptop meets the college of communication and design requirements.

### **B.F.A. Computer Animation**

- Will need a PC laptop. Macintosh will not support all the needed software for this program
- Software Needed
  - Adobe Suite (FREE - Please see I.T. Help Desk for instructions)
  - Maya (FREE - Please see I.T. Help Desk for instructions)
  - ZBrush
  - Cinema 4D (FREE - Will be provided later in program)
  - Unreal (Free Download)

### **B.F.A. Graphic Design & As Graphic Design**

- The student can use either a PC or Macintosh laptop
- Software Needed
  - Adobe Suite (FREE - Please see I.T. Help Desk for instructions)

### **B.F.A Visual Art and Design**

- The student can use either a PC or Macintosh laptop
- Software Needed
  - Adobe Suite (FREE - Please see I.T. Help Desk for instructions)
- Photography Specialization will also need a **DSL Camera**

### **B.F.A. Film Production**

- The student can use either a PC or Macintosh laptop
- Software Needed
  - Adobe Suite (FREE - Please see I.T. Help Desk for instructions)

### **M.F.A Visual Effects**

- Will need a PC laptop. Macintosh will not support all the needed software for this program
- Software Needed
  - Adobe Suite (FREE - Please see I.T. Help Desk for instructions)
  - Maya (FREE - Please see I.T. Help Desk for instructions)
  - ZBrush
  - Cinema 4D (FREE - Will be provided later in program)
  - Unreal (Free Download)

### **M.F.A. Graphic and Web Design**

- The student can use either a PC or Macintosh laptop
- Software Needed
  - Adobe Suite (FREE - Please see I.T. Help Desk for instructions)

## **Zoom**

For those of you working from home, the easiest way to acquire the Zoom desktop app is by going to [Zoom.lynn.edu](https://zoom.us) and click on **Download Client** at the bottom of the page. From the Download center, select the correct download for your device.

The three downloads you are most likely to use are:

- **Zoom Client for Meetings** -
  - This is the most commonly used app for desktop computers
- **Zoom Plugin for Microsoft Outlook**
  - IT will push this plugin from the backend

- If you do not see the Zoom meeting when creating a meeting invitation through Outlook, please contact IT by opening a Zoom issue at the [Lynn University Service Center](#)
- In order to use this plugin you must:
  - log in when prompted from Outlook
  - the **Zoom Client for Meetings** desktop app must be installed
  - the **Zoom Client for Meetings** desktop app must be open
  - you must be logged into the **Zoom Client for Meetings** desktop app with the same account
- **Zoom Client Plugin for Sharing iPhone/iPad** is useful for those that plan to utilize an Apple iOS device during their meeting to present or use as a whiteboard

**\*Please Note** - The **Zoom Client for Meetings** desktop app will be pushed to computers on campus when we return to campus.

The IT support service team has created a Jamf package. Zoom app will be automatically pushed to all iPads and iPhones.

The IT support service team has created a Jamf package. Please use the Service Center to install the Zoom app.

Yes, you may install Zoom on your personal devices and use your Lynn Zoom account.

No, you can continue to use your paid account.

Please use the first login [instructions](#) to ensure your personal account is merged.

No. When you migrate your existing account your scheduled meetings come with your account.

By default, students are issued a Zoom Basic license. Students should open an [IT support service request](#) ticket to get their Zoom account upgraded to avoid this limitation.

Lynn has a limited number of webinar licenses for events of up to 1000 participants. These licenses are assigned upon request and should be requested prior to scheduling your event to ensure availability. These licenses are shared among all the entire campus and have limited availability. Following your event, the license will be unassigned from your profile and will need to be requested again for future events.

Skype for Business and Amazon Chime will be removed from the campus computers when employees return to campus. It is recommended to end any recurring meetings and replace them by creating new recurring meetings in Zoom. Any other meetings that have been scheduled using Skype for Business and Amazon Chime after September 1, 2020, should be canceled and a new meeting invitation sent using Zoom.

A license is available to all faculty, staff, or student with a Lynn University email address and password. Single Sign-on is used to authenticate users.

[If someone invites you to their Zoom meeting, you can join as a participant without creating an account. However, you will need an account to host your own Zoom meeting.](#)

Zoom Meeting is the preferred choice for meetings, chat, and collaboration with Lynn employees and students. Zoom Phone is best used for inbound and outbound phone calls and can be used to send and receive text messages to mobile devices.

Microsoft Teams offers similar functionality and integrates nicely with the Office 365 suite of applications and is also can be used for virtual meetings, chat and internal only calls.