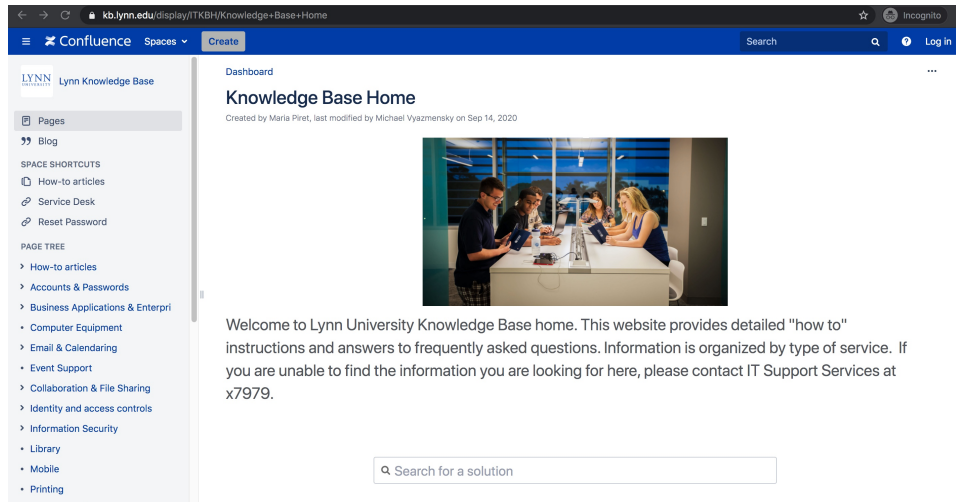


# Lynn University Knowledge Base

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

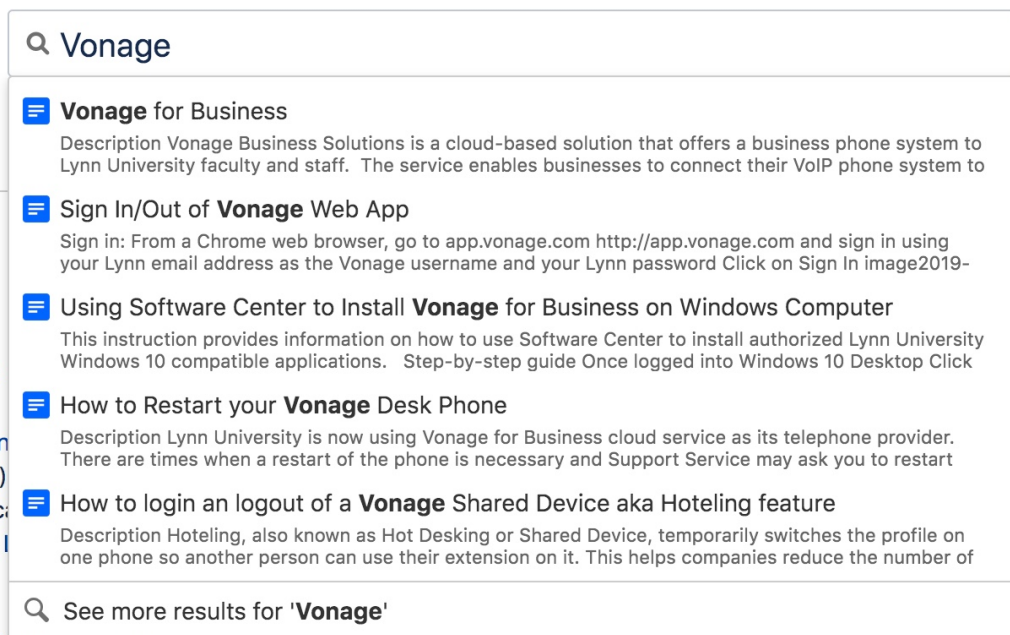
## How to access the KB

- 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.



A screenshot of a left-hand navigation menu. The menu is a vertical list of items, each preceded by a right-pointing chevron (>). The items are: 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, and Wi-Fi & Campus Network.

- > 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](mailto:SupportServices@lynn.edu)
- [Call: 561-237-7979 \(x7979\)](tel:561-237-7979)
- [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

agreement  
announcements  
apple  
as-built  
assignments  
business

### C

calendar  
canvas  
catalina  
cbord  
checkin  
check-in  
chime  
classroom  
comcast

### D-G

device  
discussions  
distribution\_lists  
duo  
eportfolios  
events  
files  
get  
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