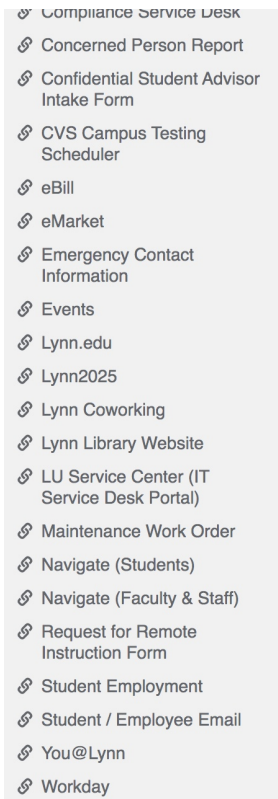


# Lynn University Services Center

## 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".



## 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

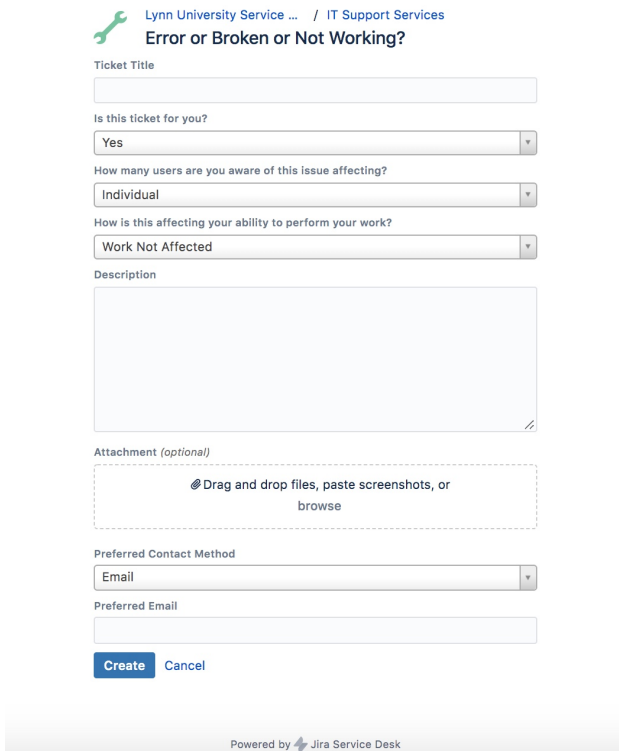
MFA Authenticator App issues

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## 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.



The screenshot shows a web form for creating a service request. At the top, there is a green wrench icon and the text 'Lynn University Service ... / IT Support Services'. Below this is the title 'Error or Broken or Not Working?'. The form includes several fields: 'Ticket Title' (a text input), 'Is this ticket for you?' (a dropdown menu with 'Yes' selected), 'How many users are you aware of this issue affecting?' (a dropdown menu with 'Individual' selected), and 'How is this affecting your ability to perform your work?' (a dropdown menu with 'Work Not Affected' selected). There is a large 'Description' text area. Below the description is an 'Attachment (optional)' section with a dashed border and the text 'Drag and drop files, paste screenshots, or browse'. Underneath is a 'Preferred Contact Method' dropdown menu with 'Email' selected, followed by a 'Preferred Email' text input. At the bottom left are 'Create' and 'Cancel' buttons. At the bottom center, it says 'Powered by Jira Service Desk' with a Jira logo.

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

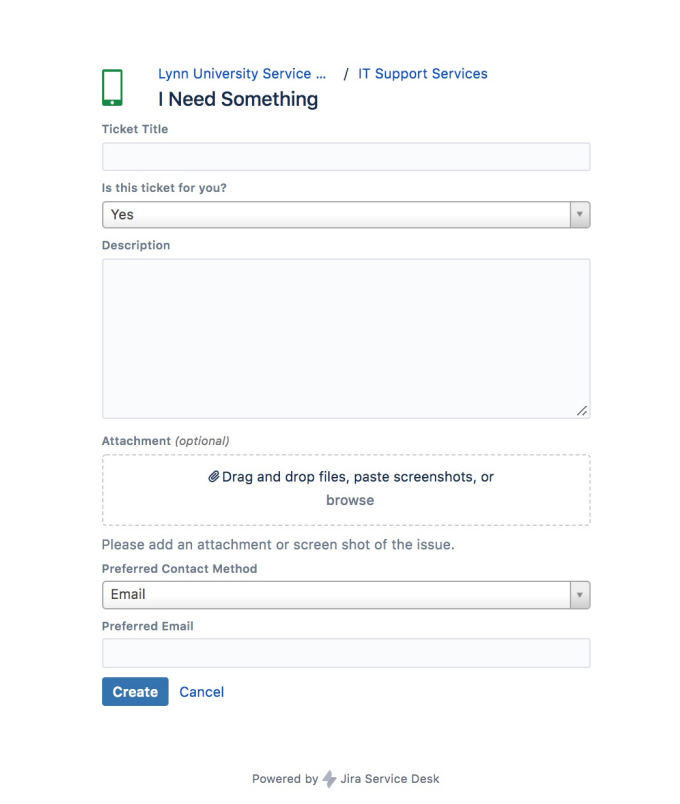
Preferred Email


Create Cancel

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### 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

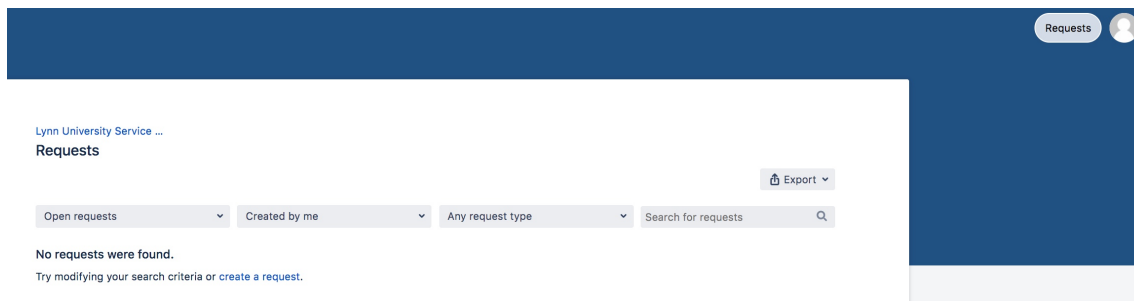
Preferred Email


[Create](#) [Cancel](#)

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### 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](#).