

# Quick Start Guide for New Employees

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

## IMPORTANT

Follow steps in order below to ensure you have resources needed to complete each step. Systems access is provided based on your position – you may not need/have access to some systems.

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## Step 1: Workday Temporary Username and Password during Pre-Employee Phase

During the pre-employee phase(before your hire date) of the Lynn University hiring process, you would have received two separate automated emails from the Workday system to your personal email address that you provided to Employee Services.

- The first email would have contained:
    - Your temporary Workday username
    - A link to the Lynn University Workday website. <https://wd5.myworkday.com/lynn/login.html>
  - The second email would have contained:
    - Your temporary password
1. After clicking on the Workday website link, there will be two options on the screen to log in. To log into Workday before your official hire date use the **Native Workday Login** button on the home page.
  2. Upon the first login, you would have been prompted to set a few challenge response questions
- These Workday challenge questions are temporary and are only used in the event that you forget your password during the pre-employment phase of the hiring process.
  - Do not confuse these with your account setup password recovery questions that you set in **Step 2: Complete Lynn account steps**

You'll use the username and password combination and the **Native Workday Login** button on the home page to log into Workday and upload all the documents necessary for Employee Services to complete the hiring process.

**VERY IMPORTANT \*\*** You will continue to use this username and password combination and Native Workday Login option to login into Workday **until 12:00 am on your hire date**temporary

## Step 2: Complete Lynn account steps

### Overview

As you continue through the hiring process and before your actual hire date you will receive further email communications on how to activate your Lynn account. Activating your Lynn account means the following:

1. Set the following password recovery options:
  - Set 3 security password recovery questions
  - Set/Confirm your personal email address
  - Set/Confirm your mobile number
2. Set your password

Once you have completed the steps above your Lynn account is enabled and you will be able to use it to log in to Lynn resources with one caveat. Read below.

**VERY IMPORTANT \*\*** Once you complete the steps below there is one caveat. You will not be able to use the new username and password to log in to Workday **until your hire date**, but you can use it to log in to other resources like email, Get Mobile, Zoom etc.

### Complete the steps below to activate your Lynn account

1. Find the Lynn Account Setup email (see image below).
  - a. This email should have been sent to your personal email address from your hiring manager.
    - i. It is important to note, your hiring manager is not necessarily your supervisor and your supervisor may need to reach out to your hiring manager to request the email be forwarded to you.
    - ii. If you don't see this email in your main inbox, check your spam or junk folders.



Information Technology

Dear John Doe,

Congratulations on joining the Lynn University community! Now it is time to setup your Lynn account. You 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](mailto:supportservices@lynn.edu) or call +1-561-237-7979.

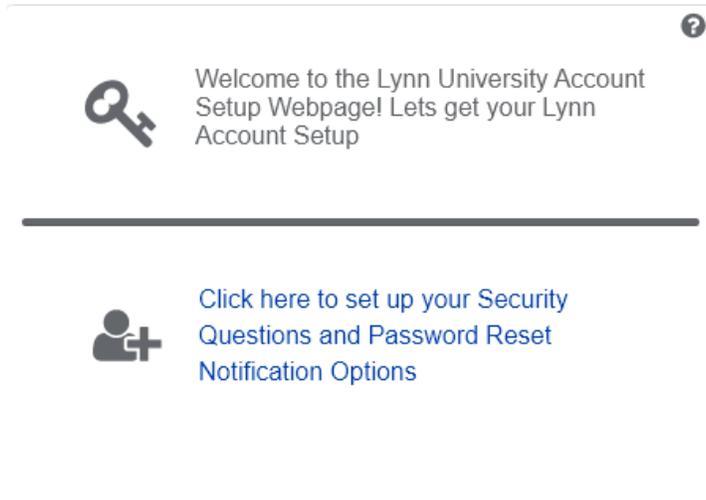
Thank you,

Lynn University Account Management Team

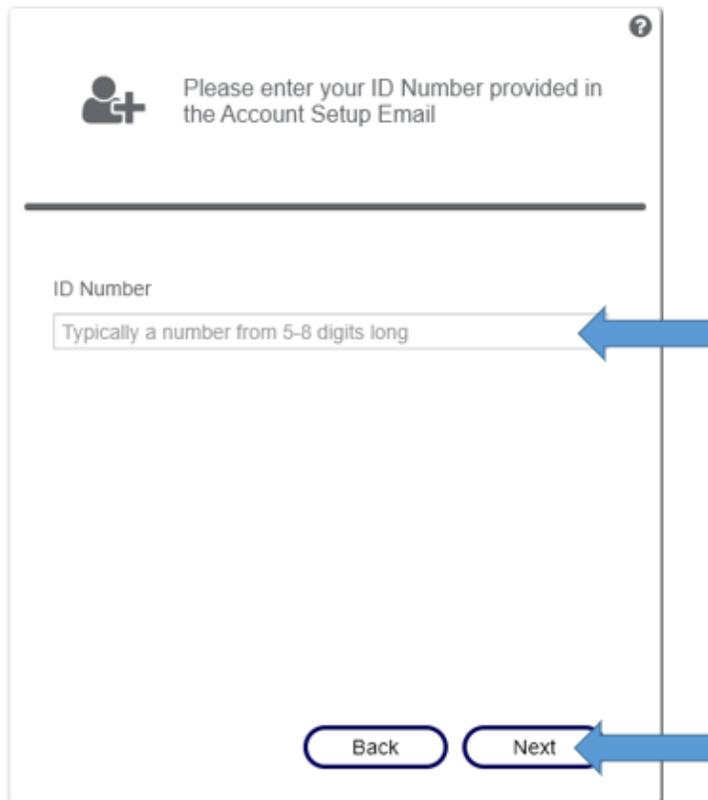
iii.

2. Complete these steps to setup your Lynn account

- Follow the instructions in the account setup email by clicking on the **Lynn University Account Setup Link** or you can open up any browser and enter <https://accountsetup.lynn.edu>.
- Please keep the account setup email open, as you will need the information contained in it to complete the steps below.



- iii. Enter your ID number from the account setup email. It is typically a number from 5 - 8 digits long. Then click 'Next'



- iv. Here you will need to enter the pincode and username provided in the account setup email. Then click 'Next'

This is a registration form titled "Please enter the following information". It features a progress indicator at the top with seven numbered steps (1-7), where step 1 is currently selected. The form contains two input fields: "Your pincode:" with the placeholder "Enter your pincode." and "Your username:" with the placeholder "Enter your username.". At the bottom, there are two buttons: "Back" and "Next". Blue arrows point to the right side of the pincode and username input fields, and to the "Next" button.

- v. This page requires you to enter a personal email address and an optional US mobile phone number. This information will be stored in our automated password reset system. Then click 'Next'

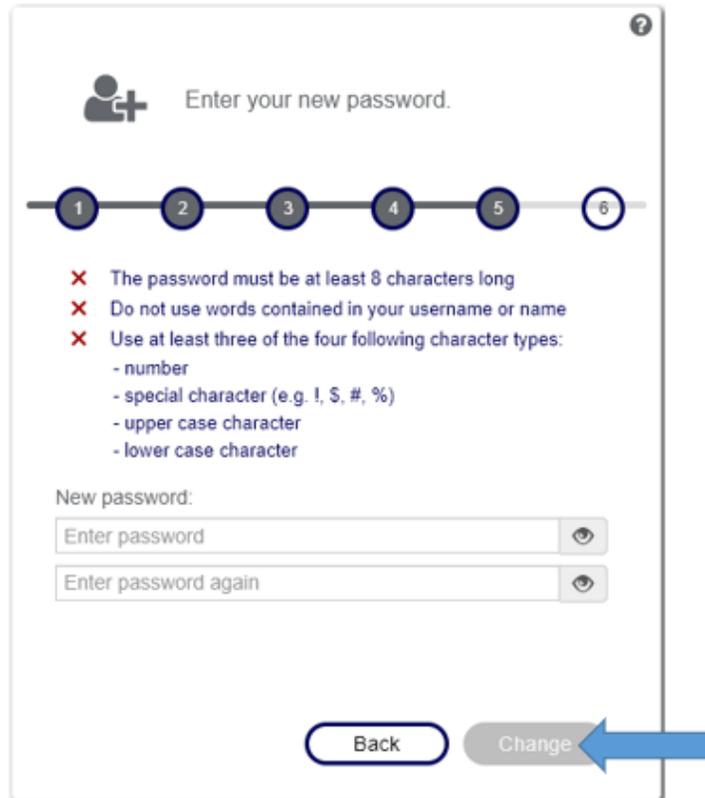
This is a registration form titled "During the password reset you will be asked to enter a PIN code. Specify how you wish to receive the PIN code.". It features a progress indicator at the top with six numbered steps (1-6), where step 2 is currently selected. The form contains two input fields: "Enter your personal e-mail address(Not Lynn)" and "Enter your preferred US mobile phone number". The first field is marked as "Required" and the second as "Optional". At the bottom, there are two buttons: "Back" and "Next". Blue arrows point to the right side of both input fields and to the "Next" button.

- vi. 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.

The screenshot shows a user interface for selecting and answering a security question. At the top, there is a question mark icon and the text: "Choose and answer a question. During the password reset you will have to answer this question again." Below this is a progress indicator consisting of six numbered circles (1-6) connected by a horizontal line. The first circle (1) is highlighted in blue, indicating the current step. Below the progress indicator are three input fields: "Select question:" with a dropdown menu, "Answer:" with a text input field containing the placeholder "Enter your answer", and "Confirm answer:" with a text input field containing the placeholder "Enter the same answer again". At the bottom of the form are two buttons: "Back" and "Next". Blue arrows point to the dropdown arrow, the answer input field, the confirm answer input field, and the "Next" button.

- vii. 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 and move on to the next step. Then click 'Change'.
  1. It is strongly recommended that users **DO NOT** write down their password in any location. Instead, write down the password hint that will help to jog your memory. You could also write down some hints for your security question answers which would also

allow you to reset your password should it be needed in the future.



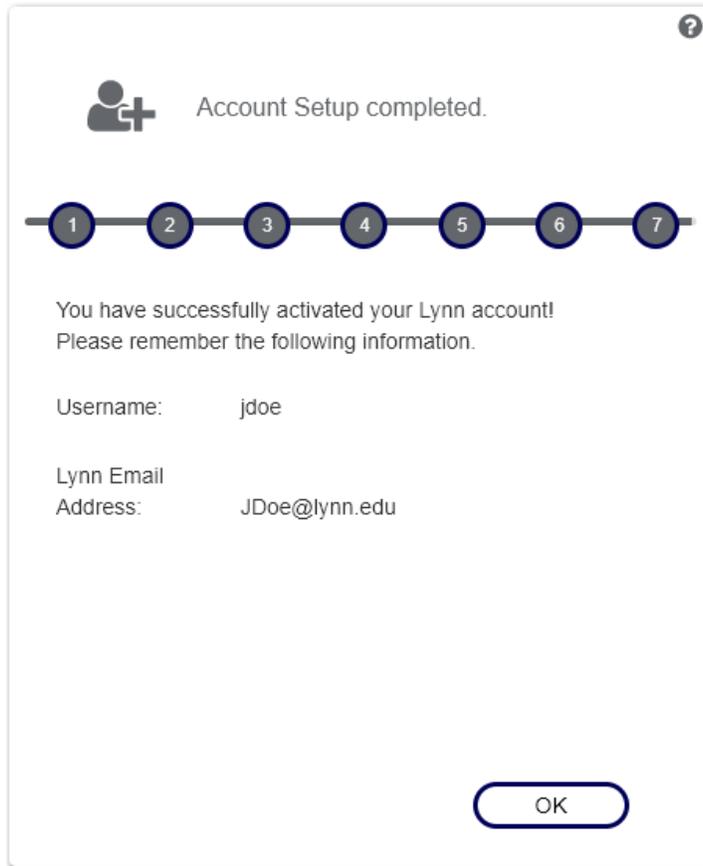
The screenshot shows a web form for creating a new password. At the top, there is a user icon and the text "Enter your new password." Below this is a progress bar with six numbered steps. Steps 1 through 5 are filled with blue, while step 6 is empty. Below the progress bar, there are three error messages, each preceded by a red 'X' icon:

- × The password must be at least 8 characters long
- × Do not use words contained in your username or name
- × Use at least three of the four following character types:
  - number
  - special character (e.g. !, \$, #, %)
  - upper case character
  - lower case character

Below the error messages, there are two input fields labeled "New password:" and "Enter password again". Each field has a small eye icon to its right, indicating a password toggle. At the bottom of the form, there are two buttons: "Back" and "Change". A blue arrow points to the "Change" button.

- i. At this point, you have successfully activated your network account and finished the account setup process. Please remember both your username and your Lynn Email Address, as these are what you will use to access the myLynn portal and other online resources. If you click 'OK'

you will be taken back to the home page for account setup. You can close this browser window.



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### Step 3: Register three separate methods for multi-factor authentication

#### Overview

Now that you have completed **Step 1: Complete Lynn account steps**, there is one more step that you need to do before you can access your email. In an effort to protect your email and the university's data we have implemented multi-factor authentication and require it for all employees. Multi-factor authentication is an extra layer of security designed to ensure that you're the only person who can access your account, even if someone else knows your password.

#### Before you complete this step, read below:

- Please wait a full 24 hours from the time that your manager received the account setup email from Employee Services before you attempt the following steps.

#### Complete the steps below to register, at a minimum, three separate methods for multi-factor authentication

This is one of the most important steps. If you do not complete this step, you will not be able to access Lynn University resources. We recommend you register a **minimum of three** methods of authentication. These can include a push notification to your mobile device, an SMS (text message), or a phone call to your mobile, desk, or home phone. If you register only one method, for example, the push notification to the authentication app on your cell phone or your cell phone number for SMS, and you lose or replace your cell phone, you will be locked out of your account.

If you are locked out of your account, you will need to contact IT Support Services to regain access. IT Support Services is open Monday through Friday between 8:00 AM and 5:00 PM EST and closed on university observed holidays.

Click the links below for more instructions on how to register for multi-factor authentication.

- [Configure Student Office365 Multi-Factor Authentication Registration Instructions](#)

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## Step 4: Important information regarding accessing the resources below

### Important information regarding logging in to Canvas.

There is automation in place that requires at least 24 hours to pass between the time your hiring manager receives your account setup email from Employee Services and you are authorized to access the Lynn University resources listed below.

### Canvas - Important Information!

Please wait a full 24 hours from the time that your manager received the account setup email before you try and log in to Canvas with your email address.

- Adjuncts and faculty will be able to log into Canvas once they complete **Step 1: Complete Lynn account steps**.
- However, adjuncts and faculty will **NOT** be assigned any courses in Canvas until Academic Affairs completes their steps. Typically Academic Affairs assigns the courses within two weeks of the course start date.
- If you are an adjunct or a faculty member and you do not see the courses you expect in Canvas and it is two weeks or less before your class start date, please contact Academic Affairs.

Click the link below for more instructions on how to access Canvas

- [Academic Instructional Technology](#)

### MyLynn - Important Information!

- Please wait a full 24 hours from the time that your manager received the account setup email before you try and log in to myLynn with your network account email address and password.
- Your manager will receive the account setup email directly from Employee Services.
- If your manager has not received an account setup email before your start date, your manager should contact Employee Services.

Click Here for more instructions on how to access myLynn

- [myLynn](#)

### Workday - Important Information!

#### How to log into Workday as a pre-employee (before your official hire date)?

During the pre-employee phase of the Lynn University hiring process, you would have received two separate automated emails from the Workday system to your personal email address that was provided to Employee Services.

- The first email would have contained:
  - Your temporary Workday username
  - A link to the Lynn University Workday website. <https://wd5.myworkday.com/lynn/login.html>
- The second email would have contained:
  - Your temporary password

1. After clicking on the Workday website link, there will be two options on the screen to log in. To log into Workday before your official hire date use the **Native Workday Login** button on the home page.
2. Upon the first login, you would have been prompted to set a few challenge response questions

- These Workday challenge questions are temporary and are only used in the event that you forget your password during the pre-employment phase of the hiring process.
- Do not confuse these with your account setup password recovery questions that you set in **Step 1: Complete Lynn account steps**

You'll use the username and password combination and the **Native Workday Login** button on the home page to log into Workday and upload all the documents necessary for Employee Services to complete the hiring process. You will continue to use this username and password combination and option to login into Workday **until your hire date**.

#### How to log into Workday as an employee (on or after your official hire date)

On your hire date or after your hire date **your Workday username, your Workday password, and the button that you click to log in on the home page** all change. Read on below for more details.

- You will use the **Lynn Account** option on the Workday Login Page <https://wd5.myworkday.com/lynn/login.html>
- You will use your **Lynn email address** as the username. i.e. [jdoe@lynn.edu](mailto:jdoe@lynn.edu)
- You will use the password that you set in **Step 1: Complete Lynn account steps**

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## Step 5: Helpful information for the most common resources

### Workday Training

Please reference this link for all Workday training resources: [Workday Documentation](#)

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### Safe Colleges (Compliance Training)

An invite email will be sent with a link to the available trainings for you. Or please use the following link to access Employee Compliance Trainings: <https://lynn-fl.safecolleges.com/>

**Note: For student employees, please make sure to log in with your Lynn PSW account in order to access the trainings.**

Follow the instructions to complete each training course as needed.

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### Requesting Additional Resources (Applications, Hardware, Equipment)

To request additional resources and access, please put in a ticket in the [LU Service Center](#), or contact IT Support Services at 561-237-7979.

**Note: Supervisor approval may be needed for specific requests; Vice President approval may be needed for specific requests.**

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## 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".

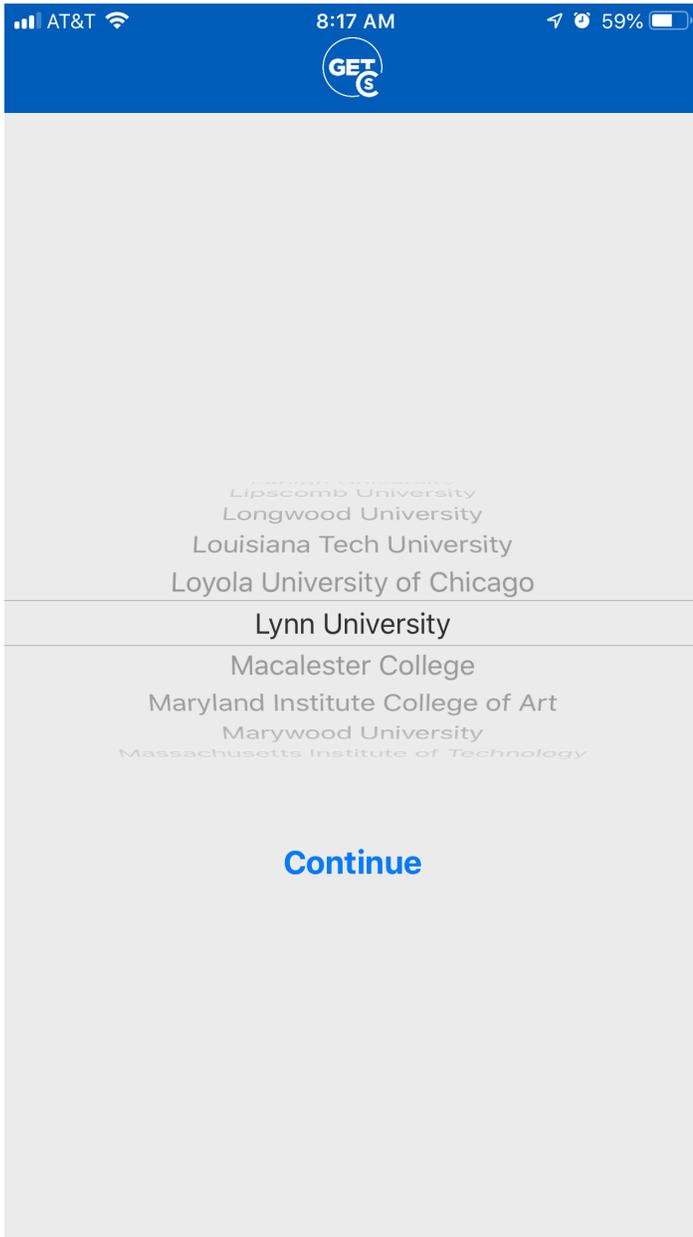
## Accessing GET Mobile

### 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.



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



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

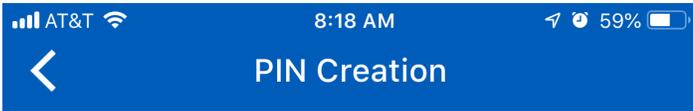
Sign in

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

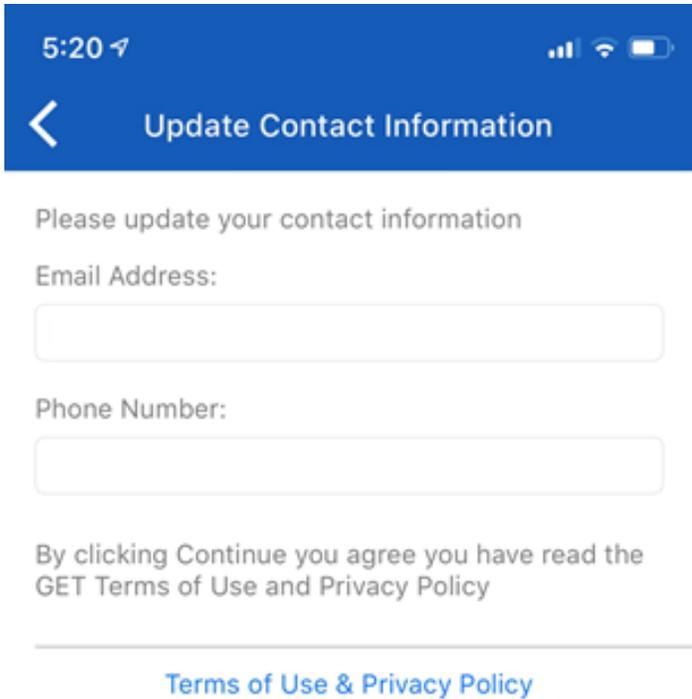
Remember Your PIN.

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.

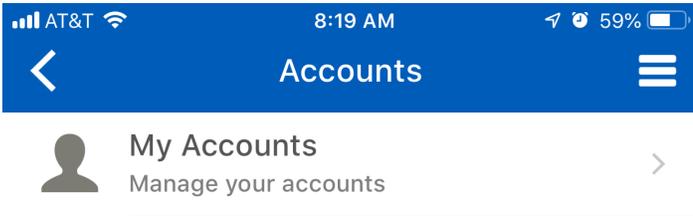
- FAQ: [IT Support FAQ](#)
- Open a Service Desk Issue: [Lynn University Service Center](#)
- Email: [SupportServices@lynn.edu](mailto:SupportServices@lynn.edu)
- Call: 561-237-7979 (x7979)
- Customer Service Desk Location: [First Floor Eugene M. and Christine E. Lynn Library](#)
- Book an [appointment](#)
- [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.



The screenshot shows a mobile application interface for updating contact information. At the top, a blue header bar contains a back arrow on the left, the text 'Update Contact Information' in the center, and the time '5:20' along with signal, Wi-Fi, and battery icons on the right. Below the header, the text 'Please update your contact information' is displayed. There are two input fields: 'Email Address:' followed by a white rounded rectangular box, and 'Phone Number:' followed by another white rounded rectangular box. Below these fields, a line of text reads 'By clicking Continue you agree you have read the GET Terms of Use and Privacy Policy'. At the bottom, a horizontal line is followed by a blue link labeled 'Terms of Use & Privacy Policy'.

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.

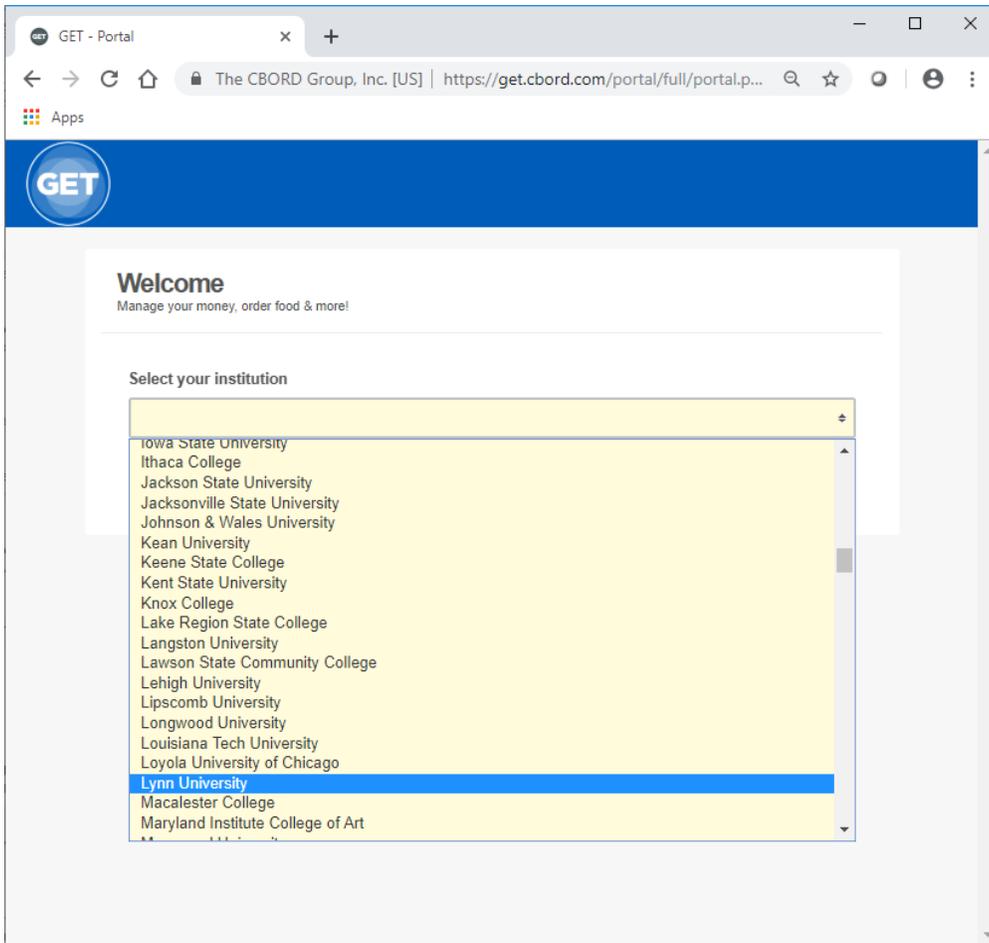


### Accessing GET Mobile in a Browser

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>

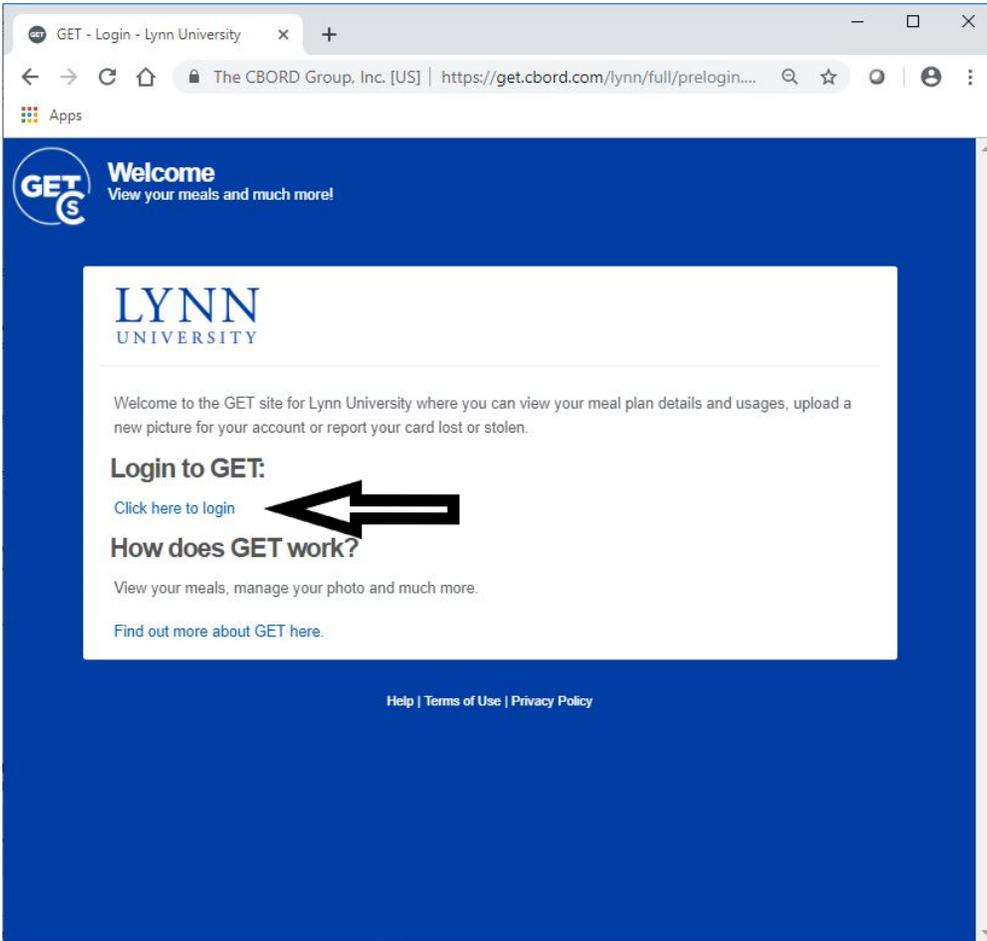
Select Lynn University in the drop down menu.



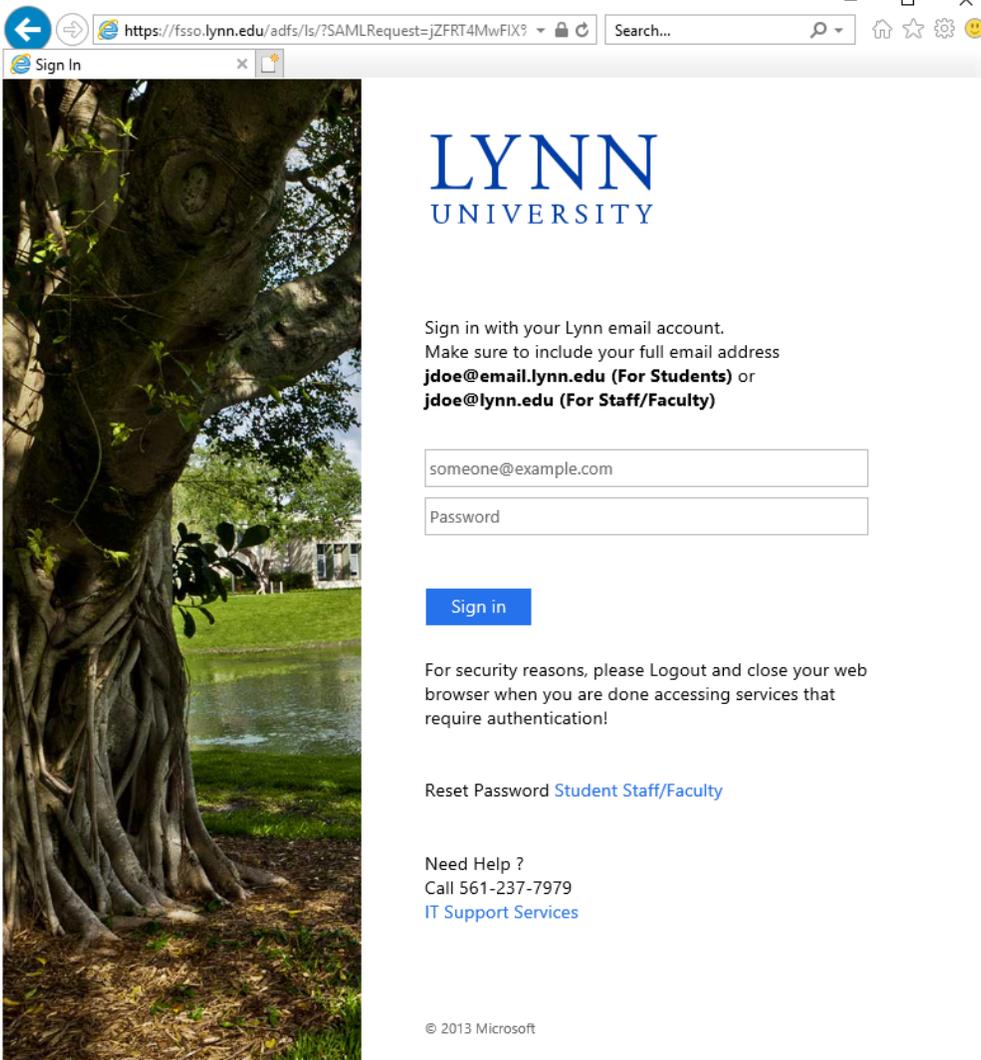
You'll now be taken to the Lynn University GET Mobile options page.

### 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.



https://fso.lynn.edu/adfs/ls/?SAMLRequest=jZFRt4MwFIX? Search...

Sign In

# LYNN UNIVERSITY

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)**

[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.

The screenshot displays the 'GET - Overview' page for Lynn University. The browser address bar shows the URL: https://get.cbord.com/lynn/full/funds\_home.php. The page features a blue navigation bar with the GET logo, 'Accounts', 'Explore', 'Settings', and 'Logout' options. The main content area is titled 'LYNN UNIVERSITY Overview' and includes a 'Print Overview' link. Below this is a table of account balances and a 'Quick Links' sidebar with options like 'I Lost My Card' and 'Upload ID Photo'. A 'My Recent Transactions' section follows, with a 'View All Transaction History' link and a table of recent transactions.

ACCOUNT NAME	BALANCE
Meals	22
Bonus Meals	0
Block Meals 25	0
Block Meals 50	0
Block Meals 75	0

ACCOUNT NAME	DATE & TIME	ACTIVITY DETAILS	AMOUNT (\$ / MEALS)
Meals	May 13, 2019   11:50AM	University Center Dining Epic2	- 1
Meals	May 9, 2019   11:44AM	University Center Dining Epic2	- 1
Meals	April 30, 2019   11:47AM	University Center Dining Epic1	- 1
Meals	April 29, 2019   11:46AM	University Center Dining Epic2	- 1

## 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 your 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](mailto: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.

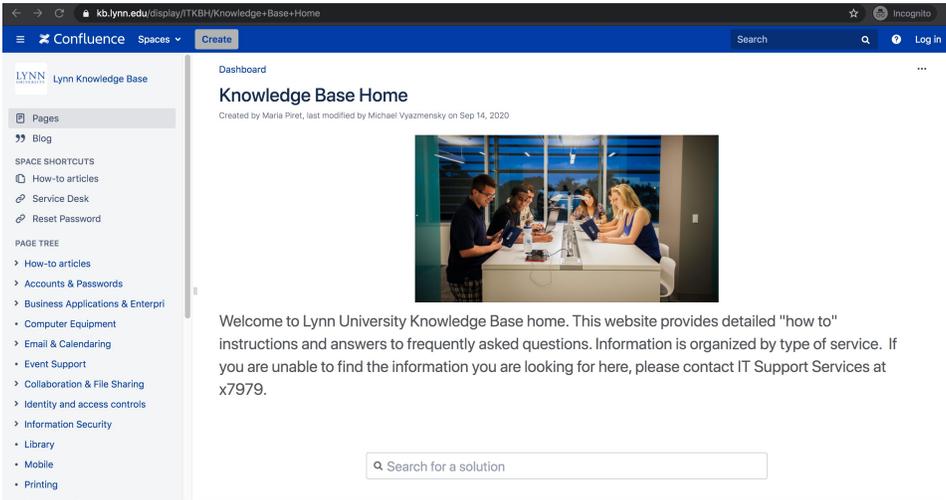
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### Lynn University Knowledge Base

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

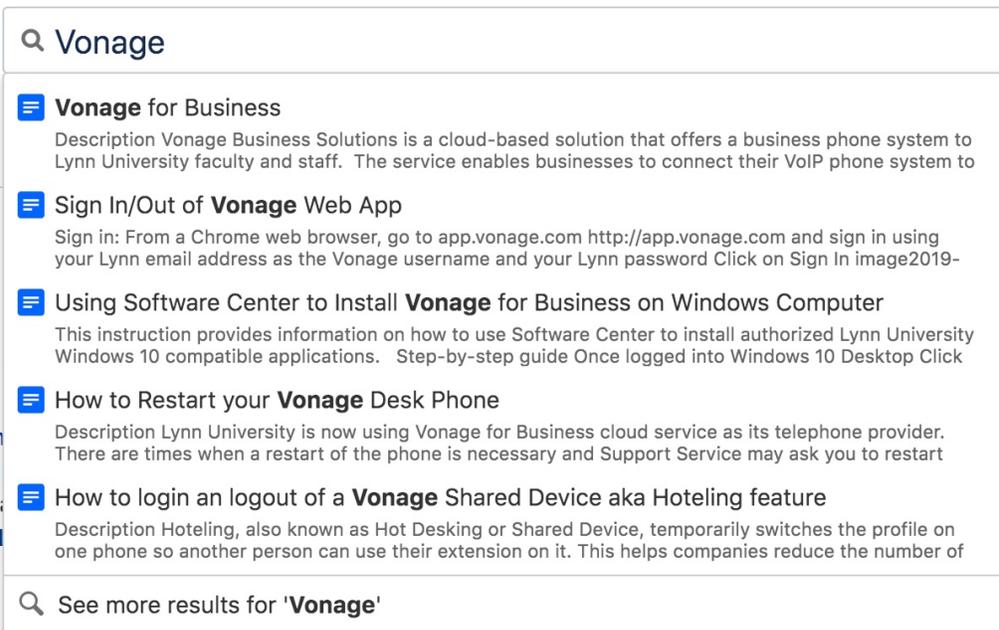
#### How to access the KB

- 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

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agreement	calendar	device
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business	check-in	events
	chime	files
	classroom	get
	comcast	global

### Recently updated articles

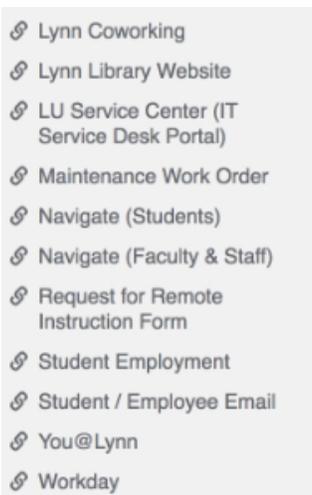
-  [How To: Add your device to Lynn\\_Open](#)  
Jan 25, 2021 • updated by Aaron Stanger • view change
-  [Student Office365 Multi-Factor Authentication - FAQ](#)  
Jan 14, 2021 • updated by Aaron Stanger • view change
-  [Support Services Contact Information](#)  
Dec 10, 2020 • updated by Aaron Stanger • 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

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## Office 365 FAQs

### How to login to Office365

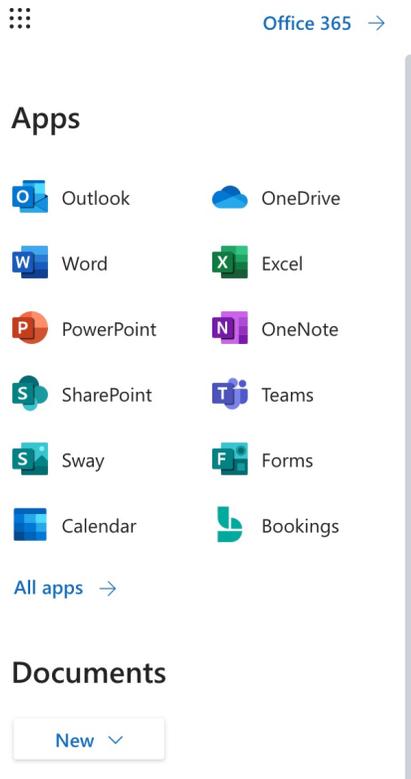
- Navigate to this link <https://office365.com>
  - Click Sign in at the top
  - Enter your Lynn email address and click Next.
  - When redirected to the Lynn Sign on page, enter your Lynn password and click Next.
    - If prompted, approve your Multi-factor authentication push notification.
  - You are now logged in to Office 365.
- 
- Another method is to log in through MyLynn. Once logged in to MyLynn, click on the Student/Employee Email link on the left menu pane.



### Resources available in Office365

#### **\*Based on Employee Type: Outlook, OneDrive, MS Forms, Teams**

- 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.



- Some of the apps available to all Employees include (Click on name of 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)
  - [Forms](#) - Application for creating fillable forms to share
  - [Bookings](#) - Application for creating a site for users to book appointment/services

#### How to request additional resources, access, etc.

- To request additional resources and access, please put in a ticket in the LU Service Center.
- Or contact IT Support Services at 561-237-7979.

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### Reporting Suspicious Emails

With the increased threat of cyber attacks, the Lynn University IT Department has partnered with Microsoft Defender to help reduce our vulnerability to these threats. Please be aware no one from Lynn University will ever ask you for your password and if you are being prompted to enter your bank information, contact your Lynn University financial counselor before proceeding. Gift card scams are also quite appealing. Please do not purchase any gift cards and give the number to anyone via email request or text message. They are scamming you, and there is no recourse to recover these funds. If you receive an email for a job offer, please reach out to the Career Connections team to confirm the legitimacy of this offer before providing any personal information.

If you are on a device that does not have the "Report" button described below, please use the Outlook Web Access (OWA) information instructions to report suspicious emails.

## Step-by-step guide

### Outlook for Windows

Reporting suspicious emails using the Microsoft Defender Report Message Outlook plugin is a simple process that can help protect your organization from potential cyber threats. Follow these steps to report suspicious emails using the plugin:

1. Open the email that you want to report as suspicious in Outlook.
2. In the top menu bar, click on the "Report Message" button, which is located in the "Report Message" group of the "Home" tab.
3. A window will pop up asking you to confirm that you want to report the message. Click on "Yes" to continue.
4. The plugin will automatically scan the email and its attachments for potential threats. If any threats are found, you will be notified and given the option to remove them.
5. Once the scan is complete, the plugin will automatically submit the email to Microsoft for analysis.
6. You will receive a confirmation message that the email has been successfully reported.

By following these steps, you can help protect our organization from potential cyber threats by reporting suspicious emails to Microsoft for further analysis. Always be cautious when dealing with unfamiliar emails, and never open attachments or click on links from unknown sources.

### Outlook for iOS

Reporting suspicious emails using the Microsoft Defender Report Message Outlook plugin in Office 365 OWA is a simple process that can help protect you and Lynn University from malicious emails. Follow these steps to report suspicious emails using the plugin:

1. Open your Outlook Mobile app on your iPhone or iPad and select the suspicious Email
2. Tap the three dots nearest the top right corner of the screen
3. Choose the "Report Junk" option
4. Choose "Phishing"
5. The email will be reported and removed from your inbox

By following these steps, you can help protect our organization from potential cyber threats by reporting suspicious emails to Microsoft for further analysis. Always be cautious when dealing with unfamiliar emails, and never open attachments or click on links from unknown sources.

### Outlook Web Access

Reporting suspicious emails using the Microsoft Defender Report Message Outlook plugin in Office 365 OWA is a simple process that can help protect you and Lynn University from malicious emails. Follow these steps to report suspicious emails using the plugin:

1. Open the email in question in your Office 365 OWA inbox.
2. In the top menu bar, click on the arrow next to the "Report" button, which is located on the "Home" tab.
3. In the drop-down, select the reason you are reporting the email, "Report Phishing" or "Report Junk."
4. Select "Report Phishing" if you believe the email is trying to trick you into giving away sensitive information, such as passwords or credit card numbers.
5. The plugin will automatically scan the email and its attachments for potential threats. If any threats are found, you will be notified and given the option to remove them.

After you have reported the suspicious email, Microsoft's Defender Team will review the report and take appropriate action, such as blocking the sender or removing the email from your inbox.

Remember, it is always important to be cautious when receiving emails from unknown sources and to never click on links or download attachments from suspicious emails.

## Content by label

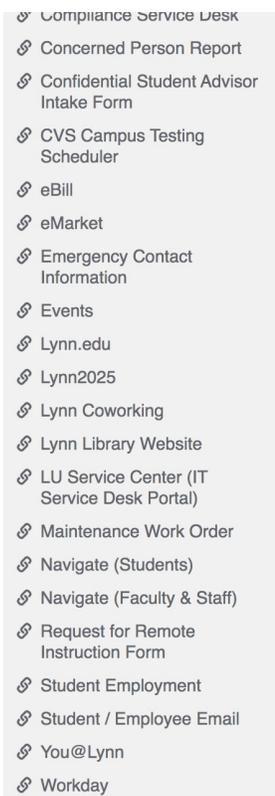
There is no content with the specified labels

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## 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".



### 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?

How many users are you aware of this issue affecting?

How is this affecting your ability to perform your work?

Description

Attachment (optional)

📎 Drag and drop files, paste screenshots, or  
browse

Preferred Contact Method

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

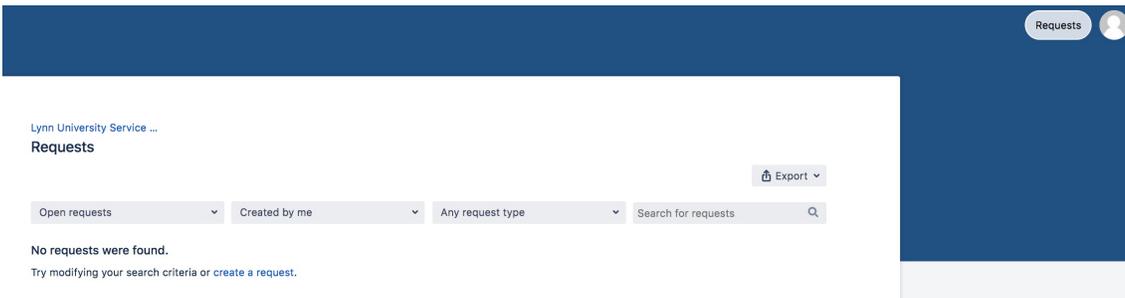
Preferred Email

[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.



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## Zoom

### How to Log In Using the Zoom Application

1. Download [Zoom Client for Meetings](#) desktop application
2. Click on the Zoom download to initialize the installer for the Zoom Client for Meetings application
3. Once the installation is complete and the application opens, click the **Sign In** button



**Join a Meeting**

Sign In

4. Click the **Sign In with SSO** button

**Sign In** [Sign Up Free](#)

Email

Password  [Forgot?](#) or

Keep me signed in

5. In the Sign In with SSO box, type *lynn-edu* and click **Continue** button

### Sign In with SSO

[I don't know the company domain](#)

6. Enter your Lynn email address and password and click **Sign in**



**LYNN**  
UNIVERSITY

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

7. Click the **Launch Zoom** button to open the Zoom Client for Meetings application

Sign In with SSO

Click Open link on the dialog shown by your browser. If you don't see a dialog, click Launch Zoom below.

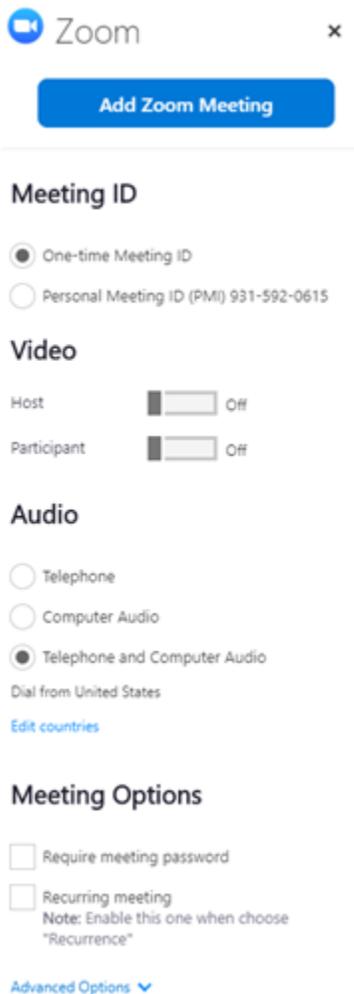
### How to schedule a meeting through Microsoft Outlook

## Creating a New Meeting

- Open the Outlook desktop app and switch to calendar view.
- In the **Home** tab, click **New Meeting**
- Enter meeting details like the title, location, and guest list.
- In the **Meeting** tab, click **Add a Zoom Meeting**.
- Select your desired video, audio and meeting settings. Click **Add Zoom Meeting** to add Zoom join details to the meeting.

## Viewing and Editing Meetings

- Open the Outlook desktop app and switch to calendar view.
- Double-click a Zoom meeting to display the meeting details.
- Click **Add a Zoom Meeting** to display the Zoom meeting options.
- Change your meeting options and click **Update** to apply the changes.  
Tip: Click **Load default settings** to load your default settings found in your Zoom web portal.



Zoom x

**Add Zoom Meeting**

---

**Meeting ID**

One-time Meeting ID

Personal Meeting ID (PMI) 931-592-0615

**Video**

Host  Off

Participant  Off

**Audio**

Telephone

Computer Audio

Telephone and Computer Audio

Dial from United States

[Edit countries](#)

**Meeting Options**

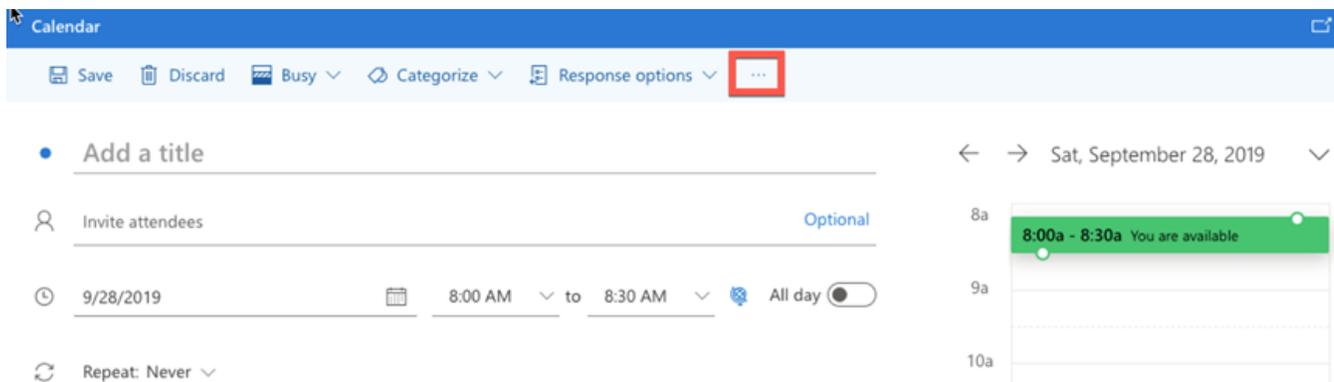
Require meeting password

Recurring meeting  
Note: Enable this one when choose "Recurrence"

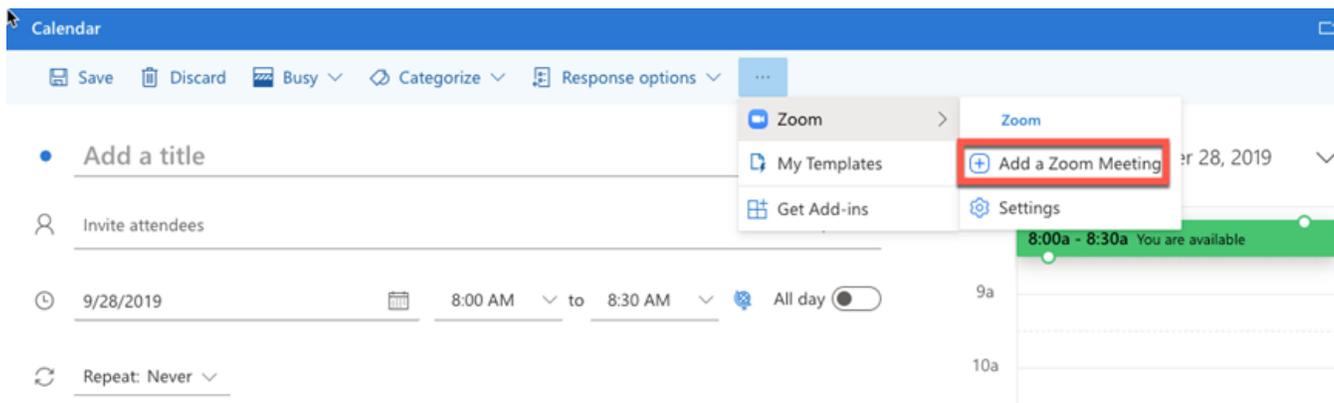
[Advanced Options](#) ▾

## **How to schedule a meeting through Microsoft Office 365**

- Open your Outlook web calendar and click **New** to create a new calendar event.
- Enter meeting details like the title, location, and guest list.
- Click the three dots in the top toolbar. You will see the Zoom sidebar open, prompting for your Zoom credentials.



- Click **Zoom**
- Click **Add a Zoom Meeting**
- Sign into your Zoom account. If you are already signed into the Zoom web portal, it will log you in automatically.  
Note: The meeting settings will automatically populate with your default settings in your Zoom web portal.



### Additional Zoom Resources



- [Getting Started Guide](#)
- [Audio, video, recording and sharing](#)
- [Sharing Computer Sound](#)
- [Download Zoom](#)
- [How-To Videos](#)
- [Zoom Training](#)
- [Meeting/Webinar Comparison](#)
- [Zoom Privacy Policy](#)

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### Remote Working Resources

- [Microsoft Remote Desktop](#)

- [Global Protect VPN](#)
- [Zoom Phone System](#)

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## Campus Resources and Contacts

- **Facilities** - For any facilities-related issues or questions, please put in a ticket in the [Maintenance Work Order](#) system, or you may contact the Facilities department at 561-237-7030.
- **Information Technology** - For any IT-related issues or questions, please put in a ticket in the [LU Service Center](#), or contact IT Support Services at 561-237-7979.
- **Canvas** - For any Canvas-related issues or questions, please email [canvas@lynn.edu](mailto:canvas@lynn.edu) or contact our Instructional Design team at 561-237-7979.
- **Slate** - For any Slate-related issues or questions, please contact Lori Kukuck in the Office of Admission, at [lkukuck@lynn.edu](mailto:lkukuck@lynn.edu) or by phone at 561-237-7250.
- **Navigate** - For any Navigate-related issues or questions, please contact Lori Kukuck in the Office of Admission, at [lkukuck@lynn.edu](mailto:lkukuck@lynn.edu) or by phone at 561-237-7250.

Additional resources available to Lynn University Employees and how to access/use them

- **Mango Languages**
  - Mango Languages is an online language learning resource application/service offered by the Lynn library.
  - Please perform the following steps below to log in to Mango...
    - Navigate to this link <http://lynn-lang.student.lynn.edu/login?url=https://connect.mangolanguages.com/lynnu/start>
    - Log in to Mango languages using your network account email address and password.
      - If you have not created a Mango languages profile yet, click on the 'Sign Up' link underneath the 'Log In' button.
- **Grammarly**
  - Grammarly is an online writing assistance tool offered by the Lynn Library
  - Please perform the following steps below to log in to Grammarly...
    - Navigate to this link <https://www.grammarly.com/enterprise/signup>
    - If you already have an account, log in using your email address and password.
      - If you have not created a Grammarly account yet, enter your information and click on the 'Sign Up' button.
      - The system will send you an email. Open the email and click "Verify Email".
- **Adobe Creative Cloud**
  - Adobe Creative Cloud is a suite of applications for multi-media content creation.
  - If you need access for business purposes, please contact your supervisor and have them initiate a request for you to be granted access to Adobe Creative Cloud.
- **Perkspot**
  - Perkspot is an online discount program for Lynn employees.
  - Please perform the following steps to log in to Perkspot
    - Navigate to this link <https://lynn.perkspot.com/login>
    - If you already have an account, log in using your email address and password
      - If you have not created a Perkspot account yet, click the "Create Your Account" button.
      - Enter all information and click "Register".
- **Onthehub**
  - Onthehub offers free and discounted software to Lynn Employees.
  - Please perform the following steps to log in to Onthehub
    - Navigate to this link <https://lynn.onthehub.com>
    - Select the software you would like and follow the instructions to purchase and download.
- **Flipster**

- **Flipster** allows Lynn University students, staff and faculty access to the Lynn Library digital magazine subscription service. The service allows access from any computer, laptop, or mobile device, as long as it is connected to the Internet.
- Please perform the following steps to log in to Flipster
- Navigate to this link <https://lynn.onecampus.com/task/all/flipsterlynn>
  - Log in using your network email address and password.
- **Global Protect Virtual Private Network (VPN)**
  - [Global Protect Virtual Private Network \(VPN\) - \(with DUO - good till 6/1/2022\)](#)

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## 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](#)