

GET Mobile Instructions

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

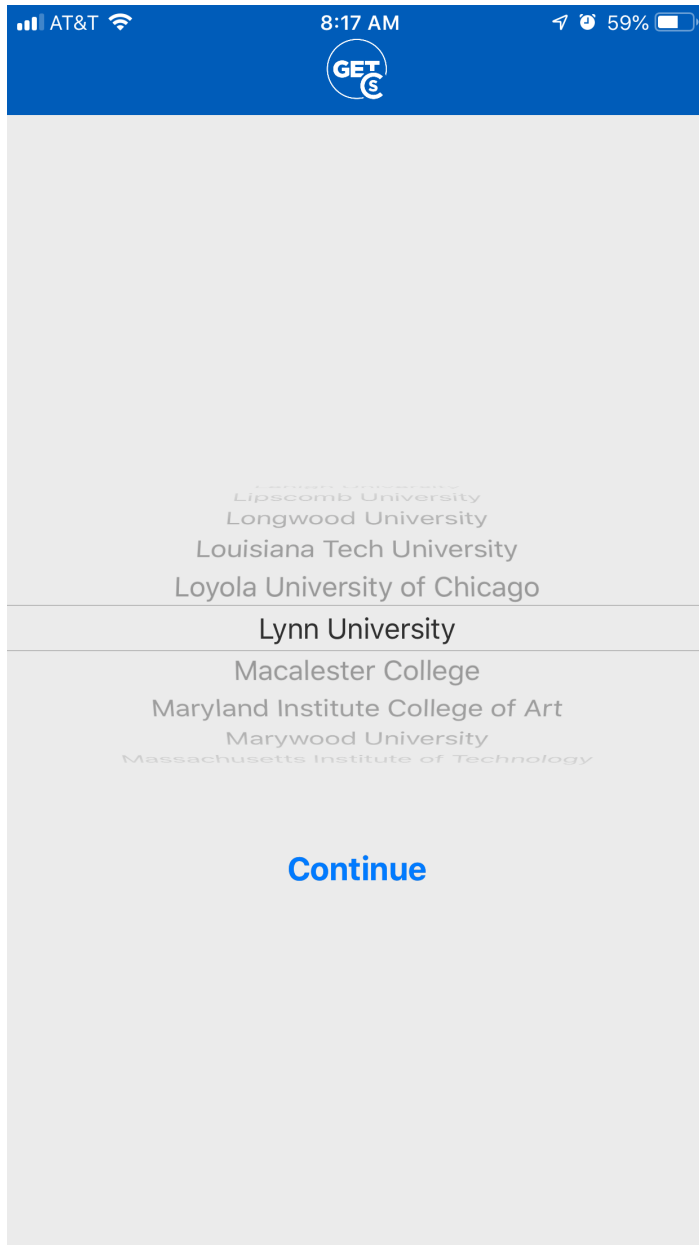
Accessing GET Mobile on a Mobile Device

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.

[blocked URL](#) [blocked URL](#)

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
**jdoe@email.lynn.edu (For Students) or jdoe@lynn.edu
(For Staff/Faculty)**

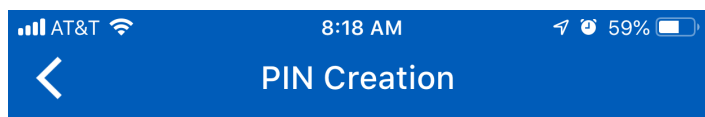
Sign in

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](#)

Create a pin.



Enter PIN



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

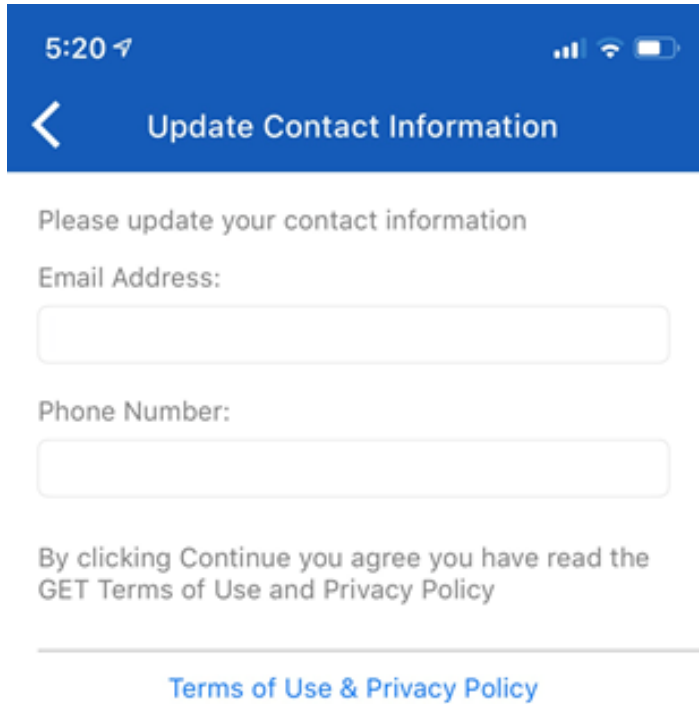
Remember Your PIN.

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.

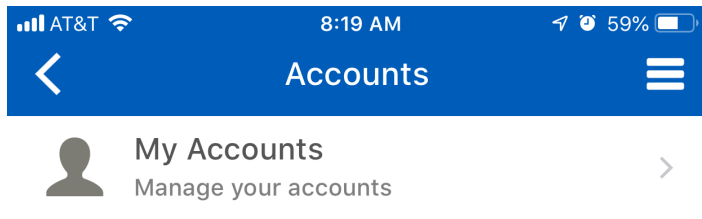
- FAQ: [IT Support FAQ](#)
- Open a Service Desk Issue: [Lynn University Service Center](#)
- Email: SupportServices@lynn.edu
- Call: 561-237-7979 (x7979)
- Customer Service Desk Location: [First Floor Eugene M. and Christine E. Lynn Library](#)
- Book an [appointment](#)
- [Remote Support Portal](#)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



The screenshot shows a mobile application interface for updating contact information. At the top, a blue header bar contains a back arrow icon on the left and the title 'Update Contact Information' in white text. Above the header, the status bar shows the time '5:20' and icons for cellular signal, Wi-Fi, and battery. Below the header, the text 'Please update your contact information' is displayed. This is followed by two input fields: 'Email Address:' and 'Phone Number:'. Below these fields, a line of text states: 'By clicking Continue you agree you have read the GET Terms of Use and Privacy Policy'. At the bottom, a horizontal line separates the text from a blue hyperlink 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.

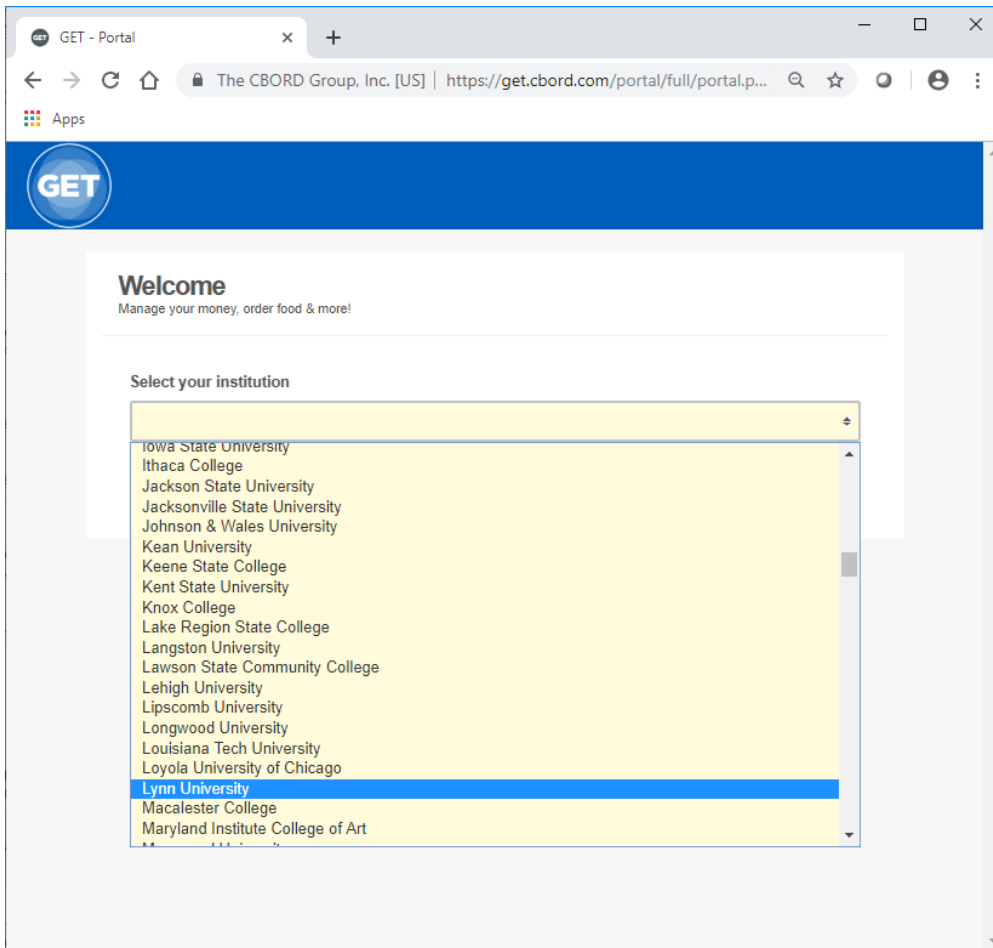


Accessing GET Mobile in a Browser

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>

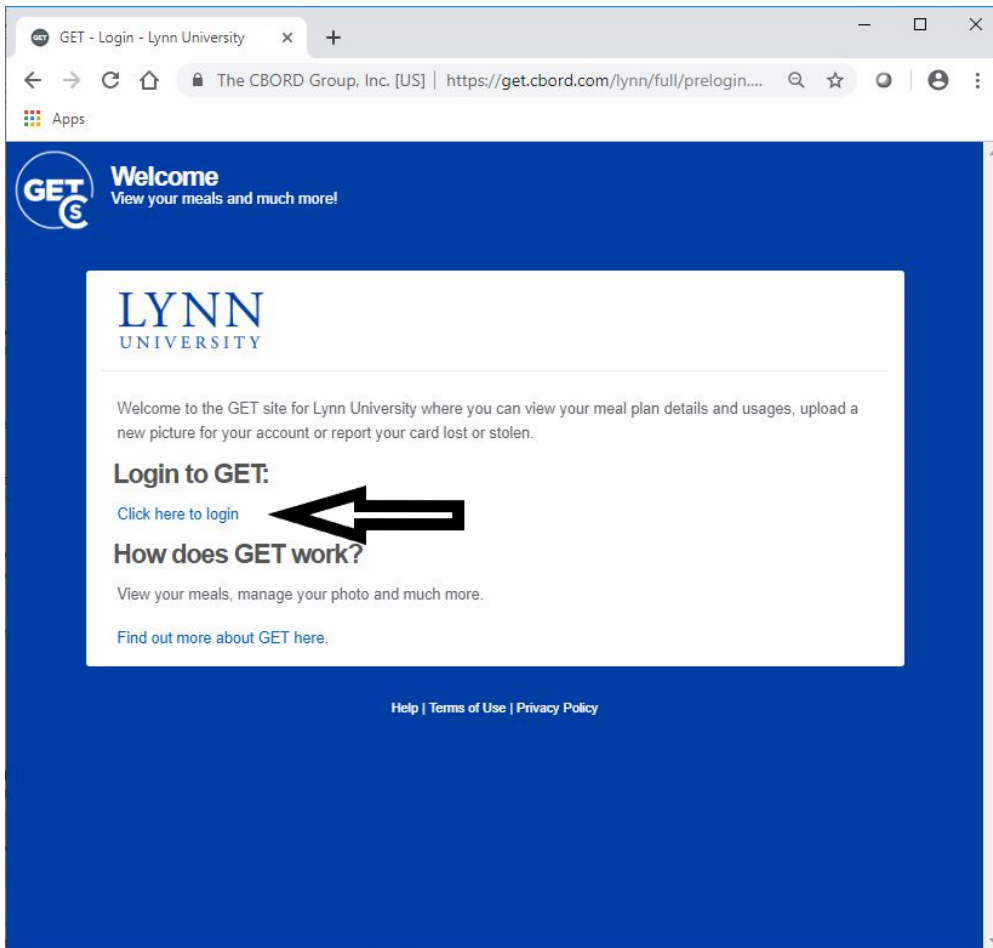
Select Lynn University in the drop down menu.



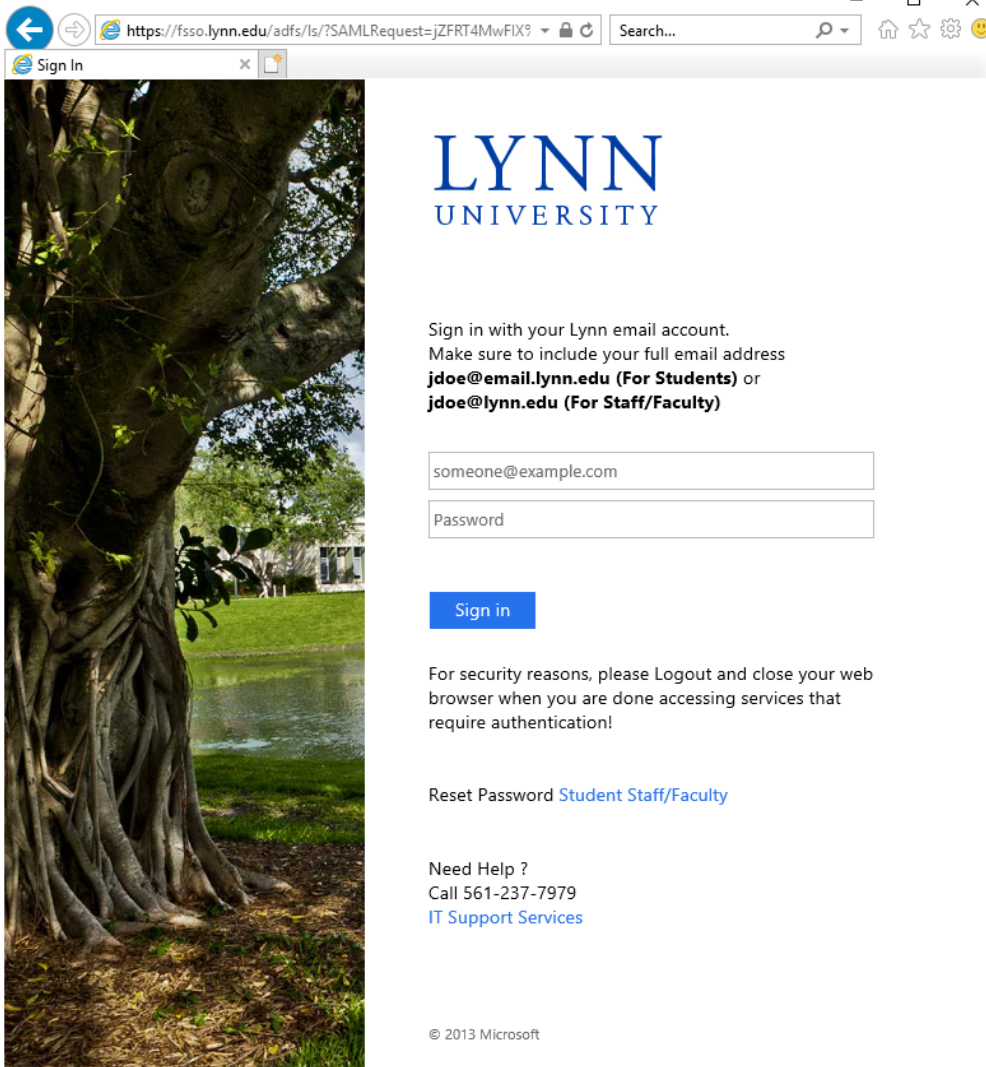
You'll now be taken to the Lynn University GET Mobile options page.

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://fsso.lynn.edu/adfs/ls/?SAMLRequest=jZERT4MwFIX? 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](#)

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

The screenshot displays the 'GET - Overview' page for Lynn University. The header includes the GET logo, 'Accounts', 'Explore', 'Settings', and 'Logout' links. The main content area is titled 'LYNN UNIVERSITY Overview'. It features an 'Overview' section with a 'Print Overview' link and a table of account balances. To the right is a 'Quick Links' sidebar with links like 'I Lost My Card' and 'Upload ID Photo'. Below is a 'My Recent Transactions' section with a 'View All Transaction History' and 'Print Recent Transactions' link, followed by 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 is 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 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.