

Remote Work Resources

Need Help?

- For instructions and how-to documentation, please visit our Knowledgebase at <https://kb.lynn.edu/>
- For non-emergency services requests, visit our Service Desk tickets: [LU Service Center](#)
- Please send your emails to SupportServices@lynn.edu
- For any emergency requests or to schedule a service appointment, contact IT Support Services
 - Open a request - [Lynn University Service Center - IT Support](#)
 - Call Monday - Friday 8 AM - 5 PM - 561-237-7979 (x7979)
 - email supportservices@lynn.edu

Faculty & Staff

In case of an emergency, the ability to interact with employees and students in dispersed locations may become increasingly important. Lynn University Information Technology Department provides productivity tools to allow remote work and instruction. Most of these resources may require some degree of preparation. On this page, we compile a list of resources and How-to guides.



If you work with financial information, student records, or other confidential information, please make sure you protect data, files, and email messages. Do not send any sensitive data via regular email nor download sensitive data or reports to your personal computer. If you need to communicate sensitive information via email, see Virtu instructions for email encryption at the end of this page.

Update your Emergency Contact Information

Be prepared for emergencies by making sure to update your [emergency contact information](#) on myLynn. Click the link for instructions [to update your emergency contact information](#).

Multi-Factor Authentication

Multi-factor authentication confirms the identities of Lynn University users before granting access to applications. You will need DUO multi-factor authentication to use Remote Desktop and VPN and Microsoft Azure Multi-Factor Authentication to use Microsoft Office365. For more information on multi-factor authentication, please refer to these resources:

- DUO - log into myLynn and [visit the DUO page on the Help tab](#).
- Microsoft Azure - [Configure Student Office365 Multi-Factor Authentication Registration Instructions](#)

Telephone, Call Forwarding and Voicemail

Call forwarding allows you to forward calls from your office telephone to another telephone, such as your home phone or cell phone. You can also check your office voicemail from off-campus.

Zoom Phone

Zoom is the Lynn University VOIP cloud solution. You can answer Zoom phone calls on your Polycom desk phone, mobile phone or computer. If you have a computer managed by Lynn University, the Zoom Phone app is already installed. Instructions to set up and use Zoom Phone on your mobile phone or personal computer can be found [here](#). When you use the Zoom Phone app on your mobile phone or personal computer, your personal phone number is not disclosed to callers. Their caller ID will display your Lynn phone number instead.

Video Conferencing and Chat Rooms

Zoom Web Conferencing is a cloud communications service available for both faculty and staff at Lynn University. This platform offers a range of features that make it convenient and effective for various purposes. Faculty can utilize Zoom for conducting online meetings, video conferencing, and collaborating with teams. Moreover, it serves as a valuable

tool for organizing office hours or delivering synchronous online classes and presentations. Similarly, staff members can rely on Zoom to arrange and manage group or department meetings efficiently. With its user-friendly interface and reliable communication capabilities, Zoom Web Conferencing greatly enhances the virtual communication experience for the Lynn University community.

Remote Desktop

If you use Windows on your personal computer, you may use Microsoft Remote Desktop to access Lynn resources. Several applications on campus are not available in the cloud (Jenzabar, Powerfaids, Raisers Edge, Perceptive Content, department drives). To access those systems, you may use Microsoft Remote Desktop.

- Instructions on setting up and signing [in to Remote Desktop using a PC](#).
- Instructions on setting up and signing [in to Remote Desktop for Mac](#).
- Instructions on setting up and signing [in to Remote Desktop Client \(RD Client\) for iOS](#).

Helpful hint

If you need to access cloud/online applications and services, you do not need to launch browsers inside your remote connection.

Virtual Private Network (VPN - available to selected staff)

A Virtual Private Network allows specific Lynn University remote workers to access technical resources. If you received a Lynn University laptop and require elevated access to computers, you may be eligible for VPN access pending VP approval. You may contact [IT Support Services](#) for eligibility or instructions to access your VPN.

Microsoft Office 365

You can access all Microsoft products available at work (Word, Outlook, Excel, PowerPoint, One Note, Sharepoint, etc.) on your computer at home. Microsoft products are designed to collaborate and facilitate remote work for individuals and groups. For more information, visit [How can your team collaborate using Office 365](#).

To access Office 365 in the cloud:

- Browse to <https://www.office.com/>
- Click **Sign in**
- Enter your Lynn email address and password
 - If prompted, authenticate using your multi-factor authentication method

Helpful Hints

To keep your files available everywhere, make sure you save them on OneDrive.

- Visit [the OneDrive video training page for tutorials](#).

Microsoft Teams allows groups to collaborate and keep all documentation and materials in one place.

- To learn how to use Microsoft Teams, you can access free training [on the Instructor-led training for Microsoft Teams page](#).

Virtu - Email Encryption

Lynn University provides email encryption through our partner Virtru. Email encryption is a secure method of transmitting information so only the intended recipient can read the contents of the message. This process helps to ensure the confidentiality of the email and protects the information from being stolen or accidentally accessed by unintended recipients.

- Visit the [Virtu page for instructions](#) to secure your email communications.