# Software & Apps

## Description

The Information Technology Department (ITD) strives to provide an information environment that gives the University a strong foundation for meeting the diverse needs of departments and individuals. Software support is a critical part of our information environment. In this section you will find a list of computer software that works well at Lynn University, and the level of support provided by ITD.

**Software & Support Levels**

To help you understand how well certain software fits at Lynn University, we have identified support levels for **software on desktop computers, laptops and iPads**. These levels range from extensive support for software that works well and is used by the broadest campus constituencies (baseline), to innovative software, which may only be used by a single individual.

- **Baseline** – Fully supported by ITD, and supplied on Lynn devices.
- **Specialty** – Academic or administrative software required for curriculum or operations. Varying levels of support offered by specialists.
- **Evaluation** – Software being considered for use in courses or operations. Support is by specialists and may be limited due to time constraints.
- **Best effort** - For all other software, ITD staff will make a reasonable attempt to help, but makes no guarantees about a successful resolution.

Additional information on support for web services, and administrative software applications can be found in the ITD Service Catalog under Business Applications and Enterprise Software.

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ⓘ **Info**

For software questions please contact:

- 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

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## Related Pages