

Compliance Office Ticketing Instructions

1. Use the following link to go to the FootPrints Service Core Login:
https://itsupport.lynn.edu/MRcgi/MRlogin.pl?GET_CUSTM=1&PROJECTID=16&AFTER_LOGIN_URL=/MRcgi/MRhomepage.pl?LASTID=34391%26WRITECACHE=1%26USER=%26MRP=0%26PROJECTID=16%26CUSTM=%26FIRST_TIME_IN_PROJ=1
2. Use your Lynn University user ID and password to log in:

LYNN UNIVERSITY

SEARCH Advanced

You are in the **LU Service Desk** workspace.

You must enable pop-up windows in your browser. [Click here for instructions.](#) [Click here to disable this warning \(after you have enabled pop-ups\).](#)

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FootPrints Service Core Login

Please enter your username and password.

User ID:

Password:

GO

3. Click on 'Find Services' under the 'Compliance Request' header:

LYNN UNIVERSITY

SEARCH Advanced

Welcome, Sshweky@lynn... S Sign-out

You are in the **LU Service Desk** workspace.

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Hello and welcome to Lynn University's Service Desk.

On this page you will find all the services we provide grouped into categories. Please use the **search capability located below and to the right of this message** to filter services, utilizing key words. If you experience any difficulties with the service catalog, please contact the service desk at [561-237-7979](tel:561-237-7979).

Thank you and have a great day!

Service Catalog

Search Services GO

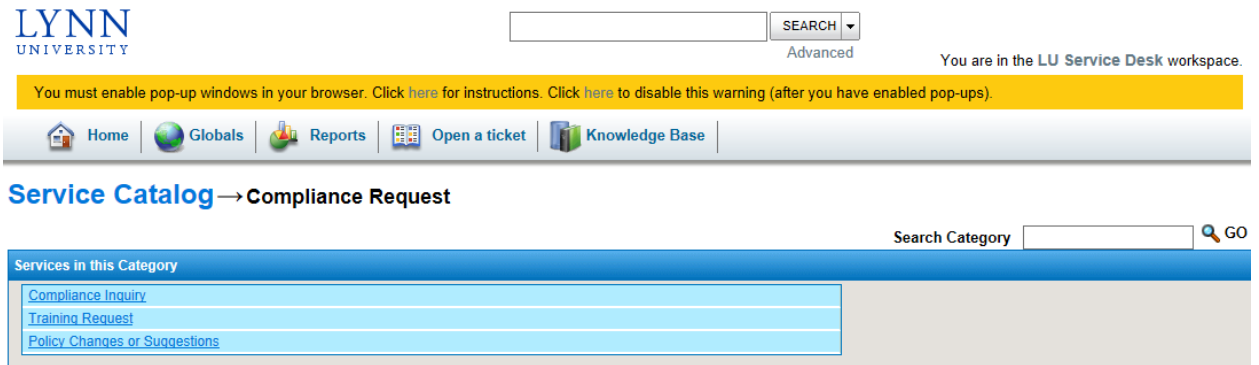
Categories

- Card Office and Room Access Services**
Select this category for services related to Lynn University's ID card.
Find Services
- Compliance Request**
For any issues or requests related to Compliance please select this category.
Find Services
- Maintenance Request**
Open a Maintenance Request
Find Services
- Student ONLY Services**
If you are a student, select this category for services related to maintenance issues, computers and access to the systems.
Find Services

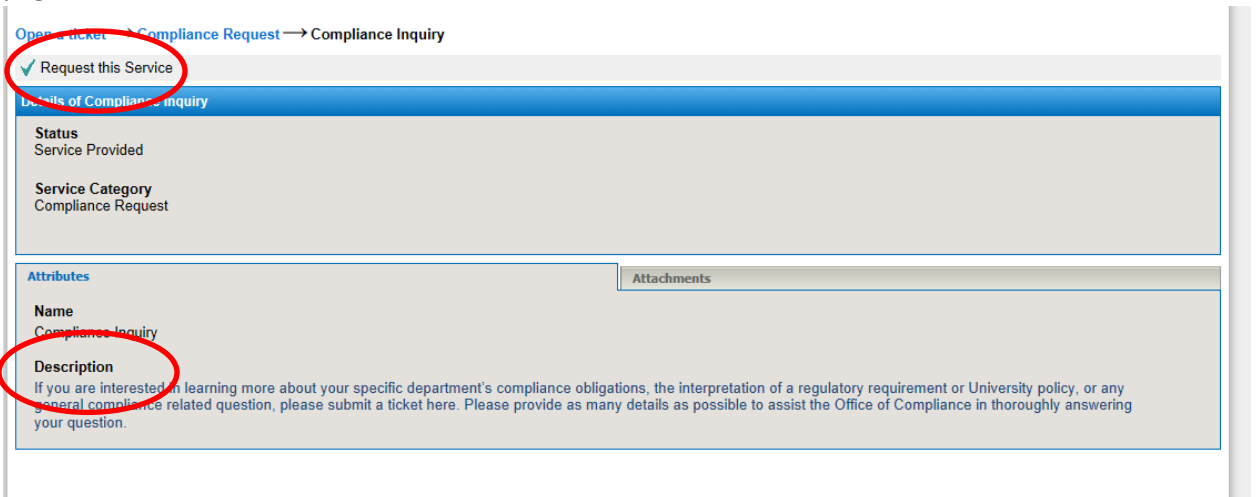
Featured Services

- Reset my JENZABAR password
- Reset my CASHNET Password
- Reset my NETWORK password
- Reset my CISCO password
- How to reset my VOICE MAIL password

4. Select the Service of your choice. If you would like to have a member of our staff write a memo for you concerning a particular compliance question or concern, then select 'Compliance Inquiry'. If you would like to be enrolled in an online compliance training course, then select 'Training Request'. If you would like to suggest change(s) to University Policy, then select 'Policy Changes or Suggestions'.



5. In each instance, you will be prompted to a screen that looks similar to the one pictured below. Be sure to read the 'Description' in order to make sure that you have selected the appropriate service. If you have, then click on the 'Request this Service' button on the top left corner of the page.



6. Now just follow the prompts, and submit your ticket!