ITS HELP DESK SERVICES

General Support
The ITS Help Desk is the main point of contact for service requests.

<table>
<thead>
<tr>
<th>ITS Help Desk standard hours of operation are:</th>
<th>Contact Methods</th>
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<tr>
<td>Monday – Thursday: 8:00AM – 7:00PM</td>
<td>Telephone: 914-773-3333</td>
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<tr>
<td>Friday: 8:00AM – 6:00PM</td>
<td>Toll Free: 1-855-722-3487</td>
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<tr>
<td>Saturday: 12:00PM-4:00PM</td>
<td>E-mail: <a href="mailto:pacehelpdesk@pace.edu">pacehelpdesk@pace.edu</a></td>
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<td></td>
<td>Enter Tickets at: <a href="http://help.pace.edu">http://help.pace.edu</a></td>
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</table>

This excludes university holidays and reduced schedule days. During intersessions, ITS Help Desk business hours are weekdays from 9AM to 5PM. For varying hours throughout the year go to: www.pace.edu/itshelpdeskhours.

Support example includes:

- All Supported Applications: www.pace.edu/supported-application
- All services within our Service Catalog: www.pace.edu/its-catalog
- Current versions of Microsoft Windows & OS X operating systems
- Referrals of questions to appropriate campus offices
- Printer services
- Pace-owned computers (i.e. desktops, laptops, and monitors)

COMPUTER CLASSROOM SERVICES
Management of the Seidenberg computer classrooms (G300, G315, G321, E313, E314, E315, and WS336) will be covered by ITS.

- To request software in these classrooms or to report a computer issues in these classrooms, go to: http://help.pace.edu, select request type Information Technology>Computer Resource Center and then enter the necessary field.

ACADEMIC TECHNOLOGY SERVICES: Email acadtech@pace.edu

The Academic Technology Services explores, evaluates and implements various instructional technologies that are in line with faculty’s pedagogical practices and with the University’s Strategic Plan. Utilize the Digital Toolkit at: www.pace.edu/digitaltoolkit. Services include:

- Classroom technologies such as Lecture capture and Blackboard
- Video tools
- Web Conferencing
- Video media and tools
- Video and Web Conferencing
- Digital Measures

Educational Media Services: Email gchacko@pace.edu

The Educational Media services provides support for classroom technologies such as:

- Projectors
- Computers in classrooms
- Video and Web Conferencing
- Video media and tools

IT TRAINING SERVICES
IT Training is offered in a variety of methods such as:

- Lynda.com: www.pace.edu/lynda
- Self Service instructional guides
- Microsoft eLearning: www.pace.edu/mselearning
- One–on–one and group training

For more training details and registration information go to: www.pace.edu/ittraining.