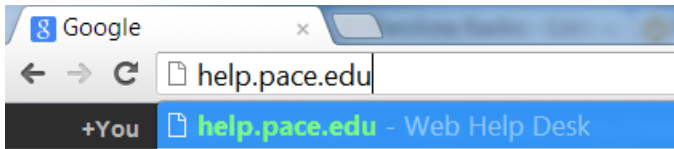
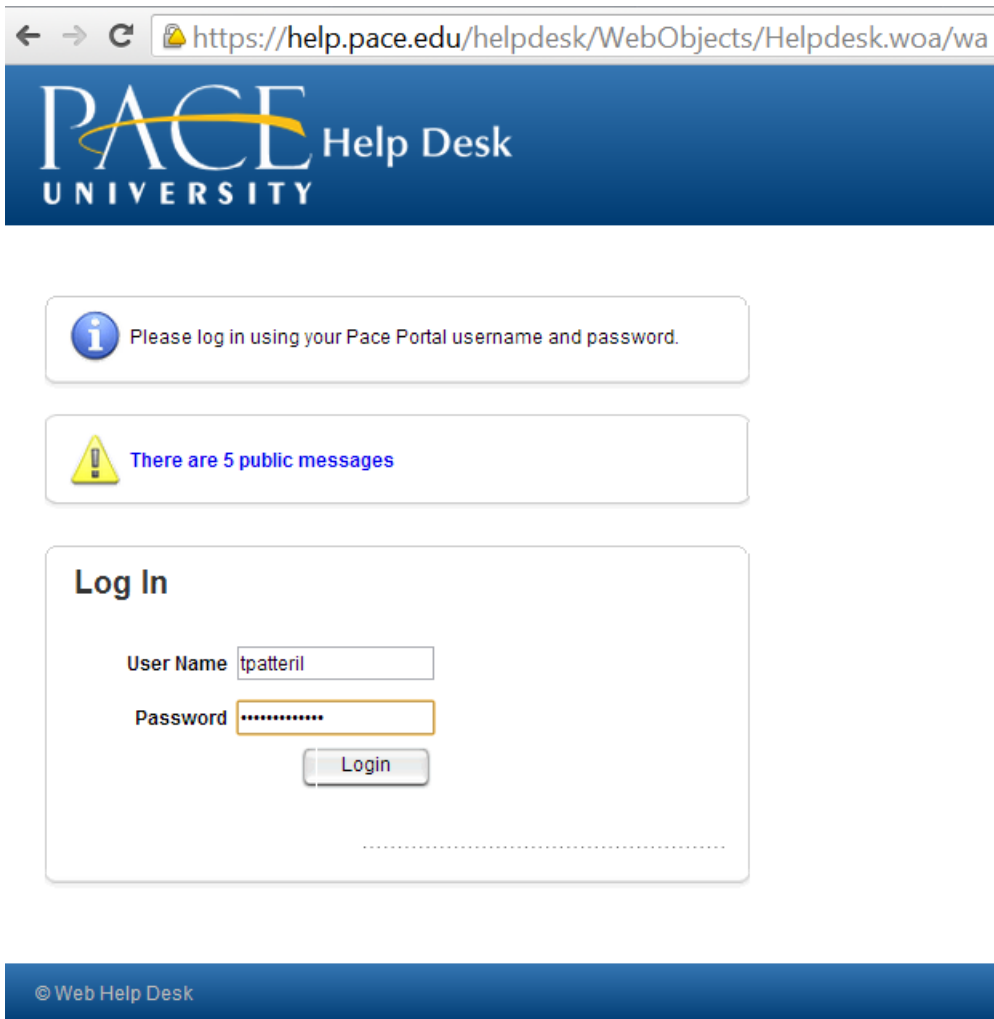


Creating a Help Desk Ticket for ordering Classroom Equipment:

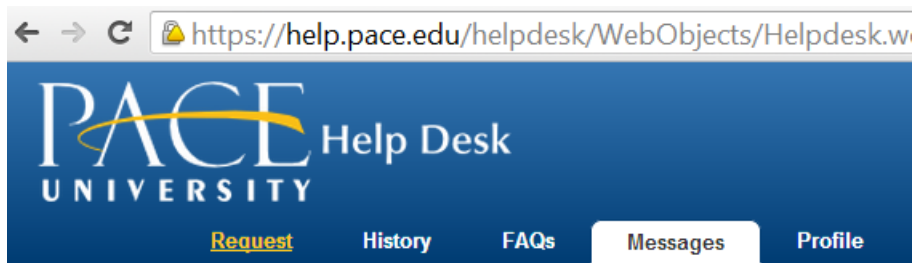
1. In the Address bar type in : **help.pace.edu**



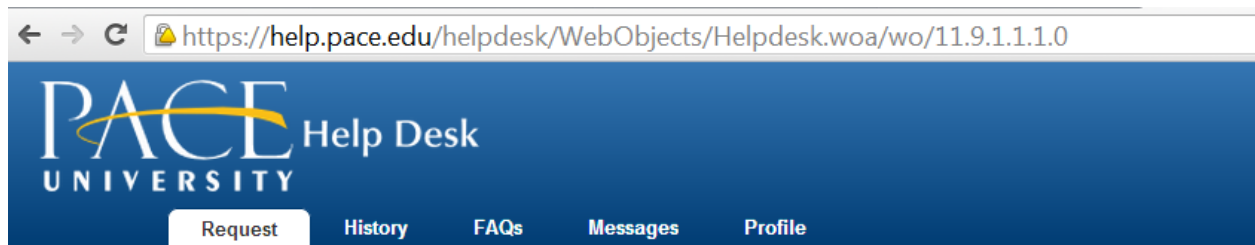
2. Login with Pace Portal Account:



3. Click on the **REQUEST** tab:



4. In the first dropdown, choose **INFORMATION TECHNOLOGY**:



Help Request

Request Type: Information Technology

Subject: (OSA) Office of Student Assistance
Auxiliary Services
Dyson Advisement
Enrollment Management
Facilities
Financial Aid
Financial Aid WP
Honors College
Information Technology
Lubin Advisement
School of Education
Security

Request Detail: [Empty text area]

Carbon Copy (Cc): [Empty text box] Enabled

Campus: Pleasantville Building: Miller Hall

5. Then choose **EDUCATIONAL MEDIA** :

Help Request

Request Type: Information Technology

Subject: Educational Media

Request Detail: Educational Media

Carbon Copy (Cc): Enabled

Attachments:

Campus: Miller Hall

- Account
- Administrative Systems
- Blackboard
- Blog Requests
- Cable TV
- Computer Resource Center
- E-Portfolio
- Educational Media**
- Email / Exchange
- Email List (Distribution Group or ListServ)
- Fax Machine
- IT Quotes
- Law Exam Support
- law.pace.edu
- Live Chat
- Microsoft Lync
- Network Connectivity
- Network Operations
- Other
- PC

6. Then choose **What type of request you want:**

Request Type: Information Technology | Educational Media

Assign To: Classroom Equipment Request Form

Subject: Echo 360 Request Form

Request Detail: Laptop/iPad Request Form

Request Detail: Poll Everywhere Account Creation/Assistance

Request Detail: Repair

Request Detail: Report a Classroom Technical Issue

Request Detail: Special Event Equipment Request Form

Request Detail: Training

Request Detail: Video Editing/Copying

Request Detail: Videoconferencing Request Form

Attachments: Add File

7. **BE SURE TO ENTER IN CAMPUS WHERE CLASS WILL TAKE PLACE!!!:**

Help Request

Request Type

Instructions

All Classroom requests must be submitted with delivery/setup requests. Note that fulfillment of requests for class/meeting rooms with built-in equipment (e.g. classroom equipment cabinets are unlocked, turned on and functioning).

Professor's Full Name*

Professor's E-Mail Address*

8. Fill in required information and click **SAVE.** Ticket will be sent and confirmation will arrive shortly via E-mail.

Any Questions?

Call

Educational Media

914-773-3338