

General IT Support:

The ITS Help Desk is the main point of contact for IT-related questions, service requests and technical support. In addition, you can find information, instructions and commonly asked questions at our IT Self-Help Center (knowledge base): www.pace.edu/itselfhelp

ITS Help Desk Contacts:

- Phone: **(914) 773-3333** or 1 (855) 722-3487 (toll free within U.S.)
- E-mail: pacehelpdesk@pace.edu (Note: Emails sent to this address will be converted to tickets for follow-up and resolution.)
- Enter Tickets at: help.pace.edu
- Hours of Operation: www.pace.edu/itshelpdeskhours

ITS Computer Lab and Classroom Services:

ITS manages computer labs and several classrooms equipped with Internet access and licensed course software packages, as well as student multi-function printers with printing, scanning and copying capability. You can learn more at: www.pace.edu/crclabs
Some software applications are also available online via: virtuallab.pace.edu (Duo multifactor authentication required).

ITS Computer Lab/Walk-in Center Locations:

- New York City Tech Zone: 1 Pace Plaza, 2nd Floor, Rm. W202 - Phone: (212) 346-1698
- Pleasantville Computer Resource Center: Willcox Hall, 2nd Floor, Rm. W25 - Phone: (914) 773-3642

Academic Technology Services:

The Office of Academic Technology provides service and support to students, staff and faculty related to instructional tools, including learning management systems (e.g. Blackboard & Classes), Kaltura video content, Turnitin, Respondus LockDown Browser, and others. You can learn more at: www.pace.edu/digitaltoolkit

- Email: acadtech@pace.edu
- New York City: (212) 346-1661
- Pleasantville: (914) 773-3664

Educational Media Services:

Educational Media provides support for classroom technologies such as projectors and computers, as well as video/web conferencing and other media tools. For support, send an email to EdMediaHelp@pace.edu (this will create a Help Desk ticket).

Office Locations and Website: www.pace.edu/edmedia

- Pleasantville: Miller Hall, Room M31 - Phone: (914) 773-3779 (Manager: George Chacko - gchacko@pace.edu)
- New York City: 1 Pace Plaza, Room E312 - Phone: (212) 346-1550 (Manager: Fallon Saratovsky - fsaratovsky@pace.edu)
- White Plains: Aloysia Hall, Room 303 - Phone: (914) 422-4622 (Manager: Tony Soares - asoares@pace.edu)

Zoom Information and Support:

General Zoom Info: www.pace.edu/zoom
Hyflex Teaching: <https://www.pace.edu/hyflex>
Training: <https://www.pace.edu/atevents>

Lecture Capture (Panopto) Support Contacts:

PLV - Irwin Narayan lnarayan@pace.edu
NYC - Oneil Morgan Omorgan@pace.edu
WP - Antonio Soares Asoares@pace.edu

Information Security:

It is everyone's responsibility to keep information secure! Learn how to safeguard your accounts and sensitive data at: <https://www.pace.edu/itsecurity>

To report a phishing attempt or suspected information security incident, please contact the ITS Help Desk at (914) 773-3333 (pacehelpdesk@pace.edu), or the Information Security Office (ISO) at iso@pace.edu.

IT Training Services:

There are a number of options for IT training, including self-paced online tutorials, videos, and courses, as well as one-on-one and group instructor-led training, depending on the topic. For more details, go to: www.pace.edu/ittraining