

## 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/itsselfhelp](http://www.pace.edu/itsselfhelp)

### ITS Help Desk Contacts:

- Phone: **(914) 773-3333** or 1 (855) 722-3487 (toll free within U.S.)
- E-mail: [pacehelpdesk@pace.edu](mailto: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](http://help.pace.edu)
- Hours of Operation: [www.pace.edu/itshelpdeskhours](http://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/crlabs](http://www.pace.edu/crlabs)  
Some software applications are also available online via: [virtuallab.pace.edu](http://virtuallab.pace.edu) (Duo multifactor authentication required).

### ITS Computer Lab/Walk-in Center Locations:

- New York City Tech Zone: 1 Pace Plaza, 2<sup>nd</sup> Floor, Rm. W202 - Phone: (212) 346-1698
- Pleasantville Computer Resource Center: Willcox Hall, 2<sup>nd</sup> 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](http://www.pace.edu/digitaltoolkit)

- Email: [acadtech@pace.edu](mailto: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](mailto:EdMediaHelp@pace.edu) (this will create a Help Desk ticket).

### Office Locations and Website: [www.pace.edu/edmedia](http://www.pace.edu/edmedia)

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

### Zoom Information and Support:

General Zoom Info: [www.pace.edu/zoom](http://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 [Inarayan@pace.edu](mailto:Inarayan@pace.edu)  
NYC - Oneil Morgan [Omorgan@pace.edu](mailto:Omorgan@pace.edu)  
WP - Antonio Soares [Asoares@pace.edu](mailto: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/itssecurity](http://www.pace.edu/itssecurity)

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