

## Things you should know about [Pace Help Desk](#)

Our online Helpdesk is a one-stop service center for several departments at Pace University including Facilities, Graduate Advisement, Information Technology, Office of Student Assistance (OSA) and Pace Security. At the online Helpdesk, you can create tickets for questions you may have for these departments. Questions may range from your Pace portal login and email, to your tuition and bill payment.

The forms listed below must be submitted through our online Helpdesk only:

### **Lubin Advisement > Graduate**

1. Change of Major/Program
2. Graduate Internship Credit Approval Request
3. Graduate Substitution Request Form
4. Graduate Waiver Request Form
5. Leave of Absence Application
6. Pre-Approval for Transfer Credit Request
7. Request for a Graduate Transfer Credit
8. Request for a Second Graduate Degree

### How to use HelpDesk

1. Go to [Pace Help Desk](#)
2. Log in with your Pace Portal username and password
3. Under **Request Type**, select the office that should address your request

For Graduate Advisement follow the selections below:

- Lubin Advisement > Graduate

- Select the appropriate form from the drop down menu
  1. Change of Major/Program
  2. Graduate Internship Credit Approval Request
  3. Graduate Substitution Request Form (one time only)
  4. Graduate Waiver Request Form
  5. Leave of Absence Application
  6. Pre-Approval for Transfer Credit Request
  7. Request for a Graduate Transfer Credit
  8. Request for a Second Graduate Degree
- Please fill out all necessary information
- If you hold a foreign undergraduate degree and you are submitting a waiver request, you must upload your undergraduate transcript and official course descriptions or syllabi (directly from the originating University) to the Helpdesk ticket. Graduate Admission should have all official transcripts from every accredited college or university attended. Transcripts must be sent to Pace University directly from the academic institution electronically or by mail.
- Click Save
- Once your request is submitted, you will receive an email acknowledging the receipt. Graduate Advisement will respond to your ticket and once it's been reviewed/processed, it will be marked 'DONE' and forwarded to OSA for additional processing. Please note: DO NOT close tickets marked 'DONE.' OSA will close your ticket once your student file has been updated.
- You may log-in to check the status of your request at any time.