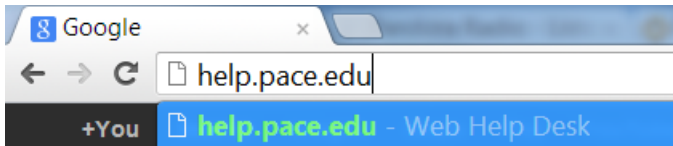


Creating a Help Desk Ticket for ordering Classroom Equipment:

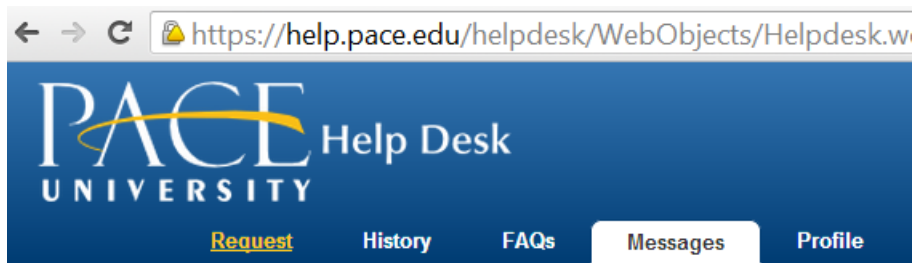
1. In the Address bar type in : **help.pace.edu**



2. Login with Pace Portal Account:

A screenshot of the Pace University Help Desk login page. The page has a blue header with the Pace University logo and the text 'Pace Help Desk UNIVERSITY'. Below the header, there is a message box that says 'Please log in using your Pace Portal username and password.' and a warning box that says 'There are 5 public messages'. The main section is titled 'Log In' and contains a login form with fields for 'User Name' (containing 'tpatteril') and 'Password' (containing '\*\*\*\*\*'). A 'Login' button is located below the password field. At the bottom of the page, there is a blue footer with the text '© Web Help Desk'.

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



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

A screenshot of the PACE University Help Desk "Help Request" form. The browser address bar shows the URL: https://help.pace.edu/helpdesk/WebObjects/Helpdesk.woa/wo/11.9.1.1.1.0. The page has a blue header with the PACE UNIVERSITY logo and the text "Help Desk". Below the header is a navigation bar with five tabs: "Request" (highlighted in white), "History", "FAQs", "Messages", and "Profile". The main content area is titled "Help Request" and contains the following fields:

- Request Type**: A dropdown menu with "Information Technology" selected.
- Subject**: A dropdown menu with the following options: (OSA) Office of Student Assistance, Auxiliary Services, Dyson Advisement, Enrollment Management, Facilities, Financial Aid, Financial Aid WP, Honors College, Information Technology (highlighted in blue), Lubin Advisement, School of Education, and Security.
- Request Detail**: A text area for additional information.
- Carbon Copy (Cc:)**: A text input field.
- Enabled**: A checkbox.
- Campus**: A dropdown menu with "Pleasantville" selected.
- Building**: A dropdown menu with "Miller Hall" selected.

5. Then choose **EDUCATIONAL MEDIA** :

## Help Request

Request Type	Information Technology	
Subject	Educational Media	
Request Detail	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	<input type="checkbox"/> Enabled
Carbon Copy (Cc:)		
Attachments		
Campus	Miller Hall	

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

Request Type	Information Technology	Educational Media
Assign To	Classroom Equipment Request Form Consulting	
Subject	Echo 360 Request Form Laptop/iPad Request Form	
Request Detail	Poll Everywhere Account Creation/Assistance Repair Report a Classroom Technical Issue Special Event Equipment Request Form Training Video Editing/Copying Videoconferencing Request Form	
Attachments	Add File	

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

### Help Request

Request Type	Information Technology	Educational Media
	Classroom Equipment Order Form	Ed Media PLV
Instructions	<div>All Classroom requests must be submitted with delivery/setup requests. Note that fulfillment of requests is subject to equipment availability. Delivery orders are required for class/meeting rooms with built-in equipment or for rooms where equipment cabinets are unlocked, turned on and functioning.</div>	
Professor's Full Name*	<input type="text"/>	
Professor's E-Mail Address*	<input type="text"/>	

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