

PACE UNIVERSITY SERVICES CONTACTS

For School of Education Faculty and Staff

Find more information for all these services and more at:
www.pace.edu/its.

ITS HELP DESK SERVICES

General Support

The ITS Help Desk is the main point of contact for service requests.

ITS Help Desk standard hours of operation are:	Contact Methods
<ul style="list-style-type: none">Monday – Thursday: 8:00AM – 7:00PMFriday: 8:00AM – 6:00PMSaturday: 12:00PM-4:00PM	<ul style="list-style-type: none">Telephone: 914-773-3333Toll Free: 1-855-722-3487E-mail: pacehelpdesk@pace.eduEnter Tickets at: http://help.pace.edu

This excludes University holidays and reduced schedule days. During intersessions, ITS Help Desk business hours are weekdays from 9AM to 5PM. For varying hours throughout the year go to: www.pace.edu/itshelpdeskhours.

Support includes:

- Supported Applications: www.pace.edu/supported-application
- Services within our Service Catalog: www.pace.edu/its-catalog
- Current versions of Microsoft Windows & OS X operating systems
- Referrals of questions to appropriate campus offices
- Printer services
- Pace computers (i.e. desktops, laptops, and monitors)
- PC Replacement

ACADEMIC TECHNOLOGIES SERVICES: Email acadtech@pace.edu

The Academic Technology Services explores, evaluates and implements various instructional technologies that are in line with faculty's pedagogical practices and with the University's Strategic Plan. Services include:

- Classroom technologies such as EDTPA and Blackboard
- Video tools
- ePortfolio
- Web Conferencing
- Digital Measures

Note: Main point of contact for LiveText support is Mariajose Romero (mromero@pace.edu). Additional support can also be found at <https://www.livetext.com>.

Educational Media Services: Email gchacko@pace.edu

ED Media standard hours of operation are:	Contact Methods
<ul style="list-style-type: none">Monday – Thursday: 8:00AM – 8:00PMFriday: 9:00AM – 5:00PM	<ul style="list-style-type: none">Telephone (PLV):914-773-3338Telephone (NY): 212-346-1550Enter Tickets at: http://help.pace.edu

The Educational Media services provides support for classroom technologies such as:

- Classroom Projectors/Computers/Document Cameras
- Video Media and Tools
- Video and Web Conferencing
- Mursion Avatar Technology

COMPUTER CLASSROOM SERVICES

To request software in ITS Computer classrooms or to report a computer issue in these classrooms, go to: <http://help.pace.edu>, select request type **Information Technology>Computer Resource Center** and then enter the necessary fields.

IT TRAINING AND TUTORIAL SERVICES

Access collection of tutorials and resources using the Digital Toolkit: <http://www.pace.edu/its/teaching-and-learning/digital-toolkit>.

IT Training is offered in a variety of methods such as:

- Lynda.com: www.pace.edu/lynda
- Microsoft eLearning: www.pace.edu/mselearning
- Self-Service instructional guides
- One-on-one and group training

For more training details and registration information go to: www.pace.edu/ittraining.