

# INFORMATION TECHNOLOGY SERVICES (ITS)

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Information Technology Services (ITS) supports Pace University's core academic mission through the effective use of information technology for Teaching & Learning, Research, and to enhance the student experience. ITS provides students, faculty, and staff with resources and access to University-wide computing, mobility, data, video, and voice network services; wired and wireless access (residence halls, classrooms, and common spaces); as well as access to a suite of online services. Students can find current information on the ITS website (<https://www.pace.edu/its/>) and on the Student IT Resources page (<https://www.pace.edu/its/its-service-areas/all-services/student-technology/>).

IT services such as the Pace University Pace Mobile App (<https://www.pace.edu/its/its-service-areas/mobile-services/mypace-mobile-app/>), Pace Portal (<https://portal.pace.edu/>) (the self-service portal for students), Learning Management System (<https://www.pace.edu/its/teaching-and-learning/classes/>), web conferencing (Zoom) (<https://pace.zoom.us>), ePortfolios (<https://eportfolio.pace.edu/>), and student email (<https://email.pace.edu/>) are available. Each residence hall room is equipped with wired and wireless connections to allow students high-speed access to the Internet.

To fully participate in any course, Pace University students must be familiar with and use information technology resources, including but not limited to the Learning Management System, online web conferencing (Zoom), and Pace University email. While Pace does not currently require students to own personal computers, tablet devices, or smartphones, it is strongly encouraged that students have sufficient access to a web-enabled device that allows for the viewing, creation, and editing of course content for the duration of the course semester. Students who take classes offered entirely in an online format or a hybrid format will be required to have access to an appropriate device to participate in class sessions. In addition, many programs/courses require additional peripherals such as a webcam/microphone. Information about purchasing recommendations (<https://www.pace.edu/its/it-services-and-support/computing-software-and-hardware/supported-hardware/>) and discounts (<https://www.pace.edu/its/its-service-areas/computing-software-and-hardware/discounts/>) are available on the ITS website. ITS provides limited support of student-owned computers for supported hardware and software on both the Westchester and New York City campuses. Access to some Pace University online systems utilize MultiFactor authentication, which requires use of a smartphone application.

Computer Resource Centers/ Tech Zones, located on the New York City and Pleasantville campuses, are general-use computing facilities equipped with PCs, Macs, self-service printing, and peripherals such as scanners. Common software applications that students need to succeed at Pace are provided for use in these facilities.

All users of university technology resources are expected to abide by the Appropriate Use Policy for Information Technology (<https://www.pace.edu/its/about-its/policies/it-appropriate-use-policy/>) and other key university technology policies (<https://www.pace.edu/its/about-its/it-policies/>) (<https://www.pace.edu/its/about-its/policies/it-appropriate-use-policy/>).

## HELP & SUPPORT

Log on to the ITS Help Desk webpage (<https://www.pace.edu/its/account-access-and-help/its-help-desk/>) for details and hours of operation.

## ITS HELP DESK CONTACT INFORMATION

**Phone:** 914-773-3333

**Email:** [pacehelpdesk@pace.edu](mailto:pacehelpdesk@pace.edu)

**Web:** <http://help.pace.edu> (<http://help.pace.edu/>)