ITS Walk-In Center Services

Pace Walk-In Services

- **All Pace-owned Equipment Servicing**
- **Account Access**
    - o **MyPace Portal, Blackboard, and Email**
    - o **Password Activation and Resets**
- **Pharos Printing**
- **Wireless Access**
- **Computer Lab Software Access**
- **Computer Classroom Access**
- **Basic PC Consultation**
    - o **Pharos Print Client**
    - o **Wireless Set Up**
    - o **Email for Pace Exchange Account**
- **Software Installs for:**
    - o **SPSS (faculty and staff only)**
    - o **ADAM Applications and Downloads (faculty, staff, and students)**
    - o **SAS (faculty, staff, and students)**

> ***NOTE:*** *Will provide install instructions for the ADAM Applications and Downloads. Users may need to purchase blank DVDs for SAS. SPSS requests may require users to bring their device on campus.*

For any diagnostic and/or repair work beyond what is listed above, please refer to the following external services for additional consultation.

Recommended External Services:

Best Buy Geek Squad: Phone: 1-866-501-9350 Website: www.geeksquad.com	**Apple Store:** Website: http://www.apple.com/retail/
Microsoft Store Answer Desk: www.microsoft.com/answerdesk	**NY - TekServe:** *(Apple Devices Only)* Phone: 212-929-3645 Website: www.tekserve.com
Staples Tech Service: Phone: 1-866-802-3393 Website: http://tinyurl.com/staplestechservices	