Welcome to the home page for IT related help and support provided by Information Technology Services (ITS) at Syracuse University. Here you will find support documentation, including how-to, self-help, and informational pages, for ITS provides resources, applications, and services.

If at any time you require additional assistance, please contact the ITS Help Desk by voice at 315.443.2677, by email at help@syr.edu, or by stopping into 1-227 Center for Science and Technology (hours of operation).

Information Technology Support Topics

Below you will find support documentation regarding ITS provided applications, resources, and services.

- **Accessible Technology Toolkit**
  - Resources for creating and supporting accessible technology including training and available services.

- **Accounts and NetIDs**
  - Campus NetID, two-factor authentication, and other campus accounts and access information.

- **Campus Departments**
  - Links to non-IT campus websites and departments specific Answers spaces.

- **Campus Living**
  - Connecting devices and managing technology in residence halls.

- **Email**
  - Access and connect devices to faculty, staff, and student email accounts.

- **General Computing**
  - General computing tips for users of supported operating systems.

- **Networks**
  - AirOrangeX, AirOrangeGuest, and information to connect devices to each university network.

- **Printing**
  - Manage your print account, guest printing information, and find out where and how to print on campus.

- **Remote Access**
  - Connecting to the campus virtual private network (VPN), remote desktop, and other remote solutions.

- **Services and Applications**
  - Details, instructions, and support for IT-related services, applications, and resources.

- **Schools & Colleges**
  - Contact information and Answers page links for School and College support and information.

- **Teaching and Learning**
  - Online learning, Blackboard, classroom technology, and other teaching and learning resources.

An [Online Success Toolkit](#) has been created for those teaching and learning online as a result of the campus' continued response to COVID-19.
Other Departments and Services Links

Academic Continuity
Admissions
Bursar
Department of Public Safety
Expressions
Financial Aid
Human Resources
Registrar
Transcripts

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