Welcome to 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).

Online Success Toolkit

An Online Success Toolkit has been created for those teaching and learning online as a result of the campus' continued response to COVID-19.

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.

Campus Departments

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

Email

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

Networks

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

Remote Access

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

Schools & Colleges

Contact information and Answers page links for School and College support and information.

Accounts and NetIDs

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

Campus Living

Connecting devices and managing technology in residence halls.

General Computing

General computing tips for users of supported operating systems.

Printing

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

Services and Applications

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

Teaching and Learning

Online learning, Blackboard, classroom technology, and other teaching and learning resources.
Other Departments and Services Links

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

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