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).

Online Success Toolkit

An Online Success Toolkit has been created for those teaching and learning online.

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 campus using our Remote Desktop Service and other methods.

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

Accounts and NetIDs
Campus NetID, multi-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 info, 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 / SUPA Transcripts

Top