

HOW TO LOGIN TO THE HELP DESK PORTAL



The Division of Information Technology uses **GoFMX** Help Desk Management solutions to better support the technology needs of the College. GoFMX is a 100% web-based program accessible through any standard web browser.

1 ACCESSING THE PORTAL

In your web browser type in:

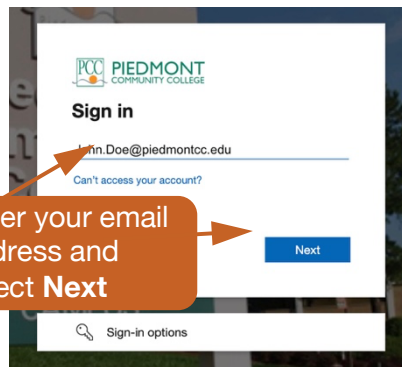
<https://piedmontcc.gofmx.com/technology-requests?>

2 LOGGING INTO THE PORTAL



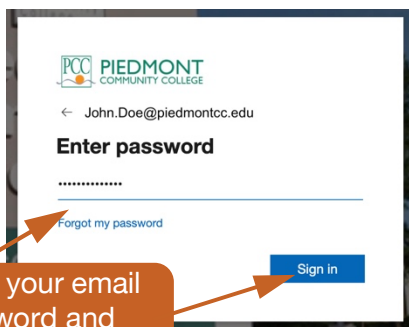
Click "Log in with SSO" button.

3 USING YOUR SSO USERNAME



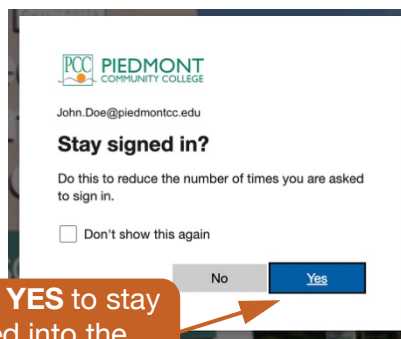
Enter your email address and select Next

4 USING YOUR SSO PASSWORD



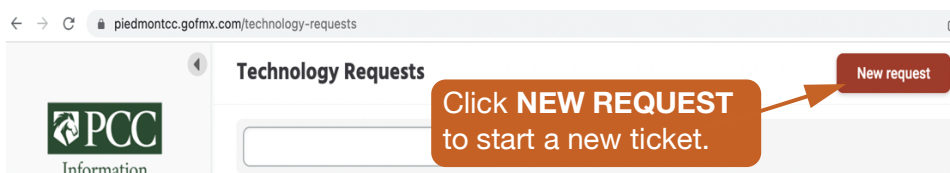
Enter your email password and select Sign In

5 STAYING SIGNED IN



Click YES to stay signed into the portal.

6 ENTERING A NEW TICKET



Click NEW REQUEST to start a new ticket.



- The helpdesk portal lets you enter and review all the help desk tickets you have submitted.
- You can also enter helpdesk tickets on our webpage by visiting www.piedmontcc.edu/it/request



QUICK SUBMIT

Submit a ticket at:
www.piedmontcc.edu/it/request

HELP DESK PORTAL

Submit and view your tickets at: [w
https://piedmontcc.gofmx.com/tec
hnology-requests?](https://piedmontcc.gofmx.com/technology-requests?)

PHONE

(336) 322-2300 - Give our Helpdesk a call.

EMAIL

support@piedmontcc.edu - Email the Helpdesk.

IN PERSON

We are located in Building G Room 204

ON THE WEB

www.piedmontcc.edu/it