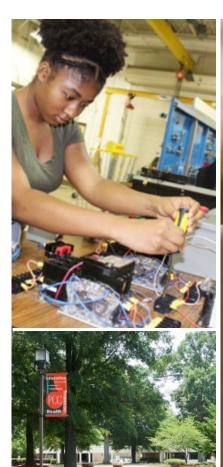Information Technology

QUICK START GUIDE

/// www.piedmontcc.edu/it

ACCOUNTS & ACCESS

Access to the campus network and the numerous online resources needed by our students and employees requires user accounts associated to each individual. These accounts are created for students when they are admitted to the college and for employees upon confirmation of their employment.

Passwords should never be shared with anyone, regardless of their role with the college. Users with access to the campus network and online resources must abide by the Acceptable Use policy.

https://www.piedmontcc.edu/web/wp-content/uploads/2021/06/2.23-Technology-Resources-Acceptable-Use-2021-1.pdf

WELCOME

Information Technology would like to welcome you to Piedmont Community College! A number of technology resources are available to you. Please review this quick start guide to get started

Jim Tagliareni
Chief Information Officer

INTRODUCING

SELF SERVICE PASSWORD RESETS

RESET YOUR PASSWORD FROM ANY DEVICE, AT ANY TIME, AND ANY LOCATION

NETWORK USERS ACCOUNT

Many online services associated with Piedmont Community College (PCC) are tied to your network user account. Computer login, Office 365, Self-Service, Web Advisor, etc, require your network credentials to gain access to their services.

Your network user account is created by using your first initial, middle initial, last name and the last two digits of your Colleague ID number (ie: JTSmith32). Please be aware that when you log into Office 365 employees must also add @piedmontcc.edu to your network user account (ie: JTSmith32@piedmontcc.edu) and students will need to add @students.piedmontcc.edu (ie:JTSmith32@students.piedmontcc.edu)

PASSWORD PORTAL - ENROLL TODAY

Go to reset.piedmontcc.edu to manage your PCC network user account password. It is strongly recommended that everyone with a network account visit this site to setup a series of secret questions and answers you can use to retrieve a forgotten password.

I know my username but forgot my password?
*A*fter enrollment, visit *reset.piedmontcc.edu* to have a new password sent to you.

Still need help?
Bring your PCC ID card to our Helpdesk, located in Building G room 204 and ITS will help you.

CONNECTING TO WIRELESS (Wi-Fi)

Piedmont Community College makes using the wireless network easy. Access the public wireless in three easy steps.

STEP 1

On your device, connect your device to **PCC-Public**

STEP 2

Go to www.piedmontcc.edu in your browser, and verify the web page appears.

STEP 3

You're connected! You now have access to high speed wireless Internet on your device.

OFFICE 365 TRAINING

Learn how to use Office 365 in 6 easy steps. The online tutorial will cover:

STEP 1 **Signing In**
STEP 2 **Creating and Saving**
STEP 3 **Share and Collaborate**
STEP 4 **Work with your Team**
STEP 5 **Setup your Mobile Apps**
STEP 6 **Try new things**

Visit https://support.microsoft.com/en-us/training and click on the Start with 6 Simple Steps link.

Additional training is available on the IT website at www.piedmontcc.edu/it and click on Tech Training.

EMAIL & OFFICE 365

Employee and Student email accounts are tied to your PCC network user account. You can access Office365 and email by going to portal.microsoft.com and using your PCC network user account. *Note: Employees must add @piedmontcc.edu and students must add @students.piedmontcc.edu to your PCC network user account to login.*

IT WEBSITE

The IT website has many training resources available and links that will help you get to the right place – fast! This includes your Email, Blackboard, Training, Password Portal, Help Desk, IT Newsletter, Online forms, IT Status Page, IT Standards list for purchasing, WIFI & BYOD, and IT discounts for you and much, much more.

Visit the IT website at:

www.piedmontcc.edu/it

COLLEAGUE SELF-SERVICE

Students and employees are automatically assigned Colleague Self-Service (CSS) accounts. CSS is a portal that gives you access to information and resources necessary to participate within the PCC community.

Visit the IT website at www.piedmontcc.edu/it under quick links on the right column select Colleague Self-Service or use the direct link below:

https://ss.piedmontcc.edu

Note: You will need to use your PCC network user account credentials to login.

WORD, EXCEL POWERPOINT

Office 365 provides online access to some of the Office applications. Word, Excel, and PowerPoint are all available online through Office 365.

All you need is a browser. These online applications take advantage of your OneDrive to store your documents and each provide a rich set of features almost identical to what you find in a traditional installation of Office on your computer.

Check it out today at **portal.microsoft.com**

Enter your PCC credentials for full access.

Looking for a place online to store, share, and sync up to 1TB of your important files? OneDrive is the tool for you. Login to Office 365 using your PCC credentials, click the OneDrive tile, and you can begin uploading files simply by dragging and dropping them to your browser window.

SUPPORT

In a World of Technology, People Make the Difference

Looking for help with a technical issue, advice for an upcoming computer purchase, consultation on a technology project, request for an audio/visual setup, guidance on how to use a specific application, or any other IT need? Information Technology strives to be your "go to" department for any and all of these needs. Here are ways we hope to provide you the support you are looking for:

- **HelpDesk Portal** - is our preferred method of requesting support. The portal is located at https://piedmontcc.gofmx.com/technology-requests?

- **Quick Submit** - Submit a technology request using our web page (no login required) at https://www.piedmontcc.edu/it/request/

- **(336) 322-2300** - Give our Helpdesk a call to speak directly with a technician to get help immediately. This number is available on or off campus.

- **support@piedmontcc.edu** - Email the Helpdesk.

- **Building G Room 204** - This is the location of our walk up Helpdesk for students and employees.

MEET THE TEAM

Bob Soderlund
Director Network Operations

Ryan Jones
Network Technician

Destiny Lea
IT Office Manager

Jose Gonzalez,
Tech Support Technician

William Oliver
System Administrator

Zoe Boschetto
Tech Support Technician

KEEP Up!
READ THE IT NEWSLETTER!

PHONES

PCC uses Mitel Voice over IP phones. Please review the reference guide to learn about how the phone functions. Remember to dial outside of PCC you must first dial a 9.

PHONE MODELS

Mitel IP480G Phone
https://tinyurl.com/p3tp9prh

Mitel IP420G Phone
https://tinyurl.com/ajj8vs

Visit the IT webpage for more tips and tricks