

# Contact IT!

This guide provides instructions for submitting an IT ticket to the university's IT Help Desk. It includes steps for accessing the Help Desk portal, logging in, submitting a ticket, and providing detailed information. The guide also outlines alternative contact methods and how to check the status of submitted tickets, helping users efficiently communicate their IT support needs.

- [By Email](#)
- [By Phone](#)
- [By Web](#)

# By Email



- Send an email explaining your issue to **ITSupport@piedmont.edu**
- Please provide a **very detailed** description of the issue.
- If possible, please include **screenshots**.

# By Phone



- Call us at **(706) 894-4205**
- Account/Login related issues **MUST** call the Helpdesk
  - You **cannot** submit Account/Login related issues on behalf of someone else
- Please be prepared to provide personal/contact information

# By Web



- Open a web browser and visit: <https://itsupport.piedmont.edu>
- Enter your full @**Piedmont.edu** or @**Lions.Piedmont.edu** email and password
- Select **Log in**
- Select **Create a Case**
- Please enter your **contact information** and **issue description**