

Student Training Resources

Get ready for a successful semester with the Piedmont IT Department!

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Laptop Recommendations



PIEDMONT UNIVERSITY LAPTOP RECOMMENDATIONS

— Be a Lion. Not a Number —



Use this guide to choose a laptop that fits your major, supports your coursework, and keeps you connected on campus.



**Built for your success.
Ready for your future.**



GENERAL LAPTOP RECOMMENDATIONS (WINDOWS OR MAC)

MINIMUM SPECS



Processor: Intel Core i5 (10th Gen or newer) or Apple Silicon (M1 or better)



RAM: 8 GB



Storage: 256 GB SSD



Operating System: Windows 11 or macOS Monterey or later



Display: 13" or larger with Full HD (1080p) resolution or higher



Ports: At least 1 USB-A and 1 USB-C (or compatible adapter)



Camera: Built-in webcam (720p or better)



RECOMMENDED SPECS

(For CS Majors – Minimum Recommended)



Processor: Intel Core i5/i7 (12th Gen or newer) or Apple Silicon M2+



RAM: 16 GB



Storage: 512 GB SSD



Operating System: Windows 11 or macOS Monterey or later



Display: 13" or larger with Full HD (1080p) resolution or higher



Ports: At least 1 USB-A and 1 USB-C (or compatible adapter)



Camera: Built-in webcam (720p or better)



MAC RECOMMENDATIONS (ART & GRAPHIC DESIGN MAJORS)

MINIMUM



Device: MacBook Air with Apple Silicon (M1)



RAM: 8 GB



Storage: 256 GB SSD

RECOMMENDED



Device: MacBook Air or Pro with Apple Silicon (M2 or newer)



RAM: 16 GB



Storage: 512 GB SSD



Display: Retina Display for accurate color work



NOTE: While Windows laptops are widely supported across all departments, certain majors (e.g., Graphic Design, Digital Media) may benefit from macOS-exclusive software like Final Cut Pro or Logic Pro. Please consult your advisor or department for program-specific guidance.



ADDITIONAL CONSIDERATIONS



WARRANTY & SUPPORT

Consider purchasing a warranty or support plan (AppleCare, Dell Premium, etc.) for hardware issues or accidental damage.



ANTIVIRUS & BACKUP

Perform regular backups using OneDrive or an external drive to secure your data.



DEVICE REGISTRATION

All student laptops must be registered to connect to campus Wi-Fi.



DELL STUDENT DISCOUNT
EXCLUSIVE EDUCATION PRICING



APPLE EDUCATION PRICING
EXCLUSIVE STUDENT SAVINGS

Student Checklist

START THE SEMESTER *Connected.*



STUDENT TECHNOLOGY CHECKLIST



1. ACCOUNT ACCESS

- ☐ Log into your Piedmont email
- ☐ Confirm you can access Canvas
- ☐ Verify your class schedule is correct
- ☐ Make sure all registered classes appear in Canvas



2. PASSWORD & SECURITY

- ☐ Test your password before the first day
- ☐ Set up password recovery options
- ☐ Save important passwords somewhere secure



3. DEVICES & SOFTWARE

- ☐ Connect your laptop/tablet to Wi-Fi
- ☐ Install Microsoft 365 apps if needed
- ☐ Update your device before classes start
- ☐ Test webcam, microphone, and speakers



4. CAMPUS TECHNOLOGY

- ☐ Connect to the "Lions" Wi-Fi network
- ☐ Download the Piedmont mobile app
- ☐ Locate your classrooms before day one
- ☐ Learn how to print on campus



5. ONLINE LEARNING READINESS

- ☐ Test Zoom or Teams before class
- ☐ Check Canvas notifications/settings
- ☐ Enable email notifications for assignments
- ☐ Sync your school email to your phone



6. BACKUP & STORAGE

- ☐ Set up OneDrive or cloud backup
- ☐ Save important files somewhere safe
- ☐ Avoid storing assignments only on USB drives



7. KNOW WHERE TO GET HELP

- ☐ Save IT Support contact information
- ☐ Know where the Help Desk is located
- ☐ Submit a ticket before problems become urgent

Need Help?

Piedmont IT Support

✉ ITSupport@piedmont.edu

📞 706-894-4205

📍 DanielHall, Room 104

*We're
Here for
You!*



QUICK LINKS

Scan to access what you need.



CANVAS

piedmont.instructure.com



WIKI PAGE

wiki.piedmont.edu



IT SUPPORT

itsupport.piedmont.edu



WI-FI SETUP

cloudpath.piedmont.edu

Keep Piedmont Secure!



PIEDMONT UNIVERSITY

SECURITY AWARENESS GUIDE

Be a Lion. Not a Number

WELCOME!

STOP. THINK. VERIFY.
Don't act on urgent or unexpected messages without confirmation!

1

PASSWORD SAFETY

One password can open many doors.



- Do not write passwords on sticky notes.
- Never share passwords with others.
- Use strong, unique passwords.
- Enable MFA when available.
- Lock your computer when away.



A STICKY NOTE IS NOT A PASSWORD MANAGER.

2

EMAIL & PHISHING

Think before you click.



- Be cautious with unexpected links.
- Verify unusual requests.
- Do not open suspicious attachments.
- Watch for fake login pages.
- Report suspicious emails to IT.



URGENCY IS A COMMON TACTIC.

3

PHYSICAL SECURITY

Security exists in physical spaces too.



- Do not hold secure doors open.
- Wear your university ID visibly.
- Report broken badge readers.
- Secure offices and classrooms.
- Do not leave devices unattended.



FAMILIAR FACES ARE NOT VERIFICATION.

4

SHARED DEVICE & DESK SAFETY

Protect student and university information.



- Log out of shared computers.
- Remove printed documents promptly.
- Keep sensitive paperwork secure.
- Avoid leaving devices unlocked.
- Keep student information private.



LOCK BEFORE YOU WALK.

5

AI & DEEPFAKES

AI can imitate someone you trust.
Independent verification is the lock it cannot pick.



- Trust the request only after you verify it another way.
- AI can fake a voice, face, email, or video.
- Before sending money, sharing information, or taking urgent action, contact the person or organization through a trusted channel you already know.



VERIFY ANOTHER WAY. PROTECT YOURSELF.

IF SOMETHING FEELS OFF:



STOP

Pause and look for signs of suspicious activity or requests.



VERIFY

Verify the request using a trusted contact or source.



REPORT

Report it to IT right away. You may prevent harm to others.



STAY CONNECTED. STAY INFORMED.

Bookmark these resources and check back often!
We're here to support your success!

IT HELP DESK

✉ ITSupport@piedmont.edu
☎ 706-894-4205
🌐 ITSupport.piedmont.edu



IT Assistance



PIEDMONT UNIVERSITY

WE'RE HERE TO HELP.

— Be a Lion. Not a Number —



Password / Account Issues



Laptop or Hardware Requests



Wi-Fi / Network Issues



Classroom Technology Problems



Software Installation Requests

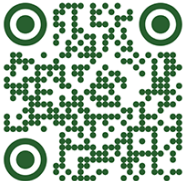


Printing / Scanning Issues

1 NEED IT SUPPORT?

SUBMIT REQUESTS. TRACK ISSUES. GET HELP FASTER.

SCAN TO GET SUPPORT



itsupport.piedmont.edu
Secure. Fast. Easy.

HOW TO SUBMIT A TICKET

-  **1 Visit the IT Support Portal**
Scan the QR code or visit itsupport.piedmont.edu to access the portal.
-  **2 Select an Issue Category**
Choose the category that best describes your issue.
-  **3 Describe Your Issue**
Provide as much detail as possible so we can help you faster.
-  **4 Track Your Ticket**
You'll receive email updates and can monitor progress through the portal.

BEFORE YOU SUBMIT

**Restart Your Device**
A simple restart can fix many issues.

**Include Room Number & Building**
Help us clarify the equipment and location quickly.

**Add Screenshots (if Possible)**
Screenshots help us see exactly what you're experiencing.

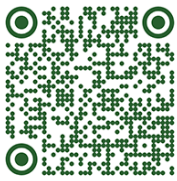
**Include Device Information**
Include device name, type, and operating system.

**Explain What Changed**
Let us know what you were doing and what changed before the issue started.

2 NEED WI-FI ACCESS?

CONNECT TO THE LIONS NETWORK.

SCAN TO ENROLL



cloudpath.piedmont.edu
Secure. Fast. Easy.

HOW TO ENROLL

-  **1** Open a web browser on your device and scan the QR code or visit cloudpath.piedmont.edu
-  **2** Review the Terms & Conditions and select **Start**.
-  **3** Login using your @piedmont.edu account.
-  **4** Enter your Personal WiFi password when prompted.
-  **5** You're connected! You can now access the Lions network.

IMPORTANT REMINDERS

**Use your Personal WiFi Password**
This is not your Piedmont account password.

**Connect to the Lions Network**
For secure access to campus resources.

**Use on Your Personal Devices**
Not university-owned devices.

**Keep Your Connection Secure**
Do not share your password.

3 NEED PRINTING HELP?

GET PRINTING INSTRUCTIONS FAST.

SCAN FOR PRINTING INSTRUCTIONS



webprint.piedmont.edu
Secure. Fast. Easy.

HOW TO GET STARTED

-  **1** Scan the QR code or visit webprint.piedmont.edu to view printing instructions.
-  **2** Select your device type (Windows, Mac, Chromebook, etc.).
-  **3** Follow the step-by-step instructions to install the correct printer.
-  **4** Still need help? Submit a ticket through the IT Support Portal.

PRINTING REMINDERS

**Connect to Campus Wi-Fi**
Make sure you're connected to the Lions network.

**Use Your Piedmont Account**
Log in with your @piedmont.edu credentials.

**Restart if Prompted**
Restart your device if the printer doesn't appear.

**Need More Help?**
Visit the website or submit a ticket for assistance.

Quick Links

QUICK LINKS



Canvas - piedmont.instructure.com

Here you can find your course materials and assignments!



SelfService - selfservice.piedmont.edu

Here you can find financial aid information and tax documents!



Starfish - starfish.piedmont.edu

Here you can find student success and advising resources!



Campus Alerts - piedmont.omnilert.net

Here you can sign up to receive emergency alert notifications!



Wiki - wiki.piedmont.edu

Here you can find helpful IT guides and how-to articles!



ManeLine - maneline.piedmont.edu

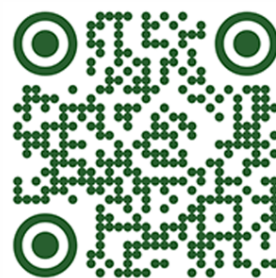
Here you can find university announcements and event information!



Intranet - TBD.piedmont.edu

Not sure where to go? Use the Intranet to quickly find the resource, service, or information you need!

NEED HELP?



CONTACT IT SUPPORT

✉ ITSupport@piedmont.edu

☎ 706-894-4205

🌐 ITSupport.piedmont.edu

Don't Get Phished!



PIEDMONT UNIVERSITY PHISHING AWARENESS

— Be a Lion. Not a Number —



1 HOW TO SPOT PHISHING



Suspicious sender or unusual domain name

Look closely at the sender's email address. Watch for misspellings or unknown domains.



Generic greetings like "Dear Customer"

Phishing emails often use generic greetings instead of your name.



Urgent or threatening language

"Act now" or "Your account will be suspended" are red flags.



Mismatched URLs - hover before clicking

The link text may look legitimate, but the actual URL can be different. Hover over links to check the real address.



Poor grammar and spelling

Look for unusual language, misspellings, or awkward phrasing.



Unexpected attachments or links

Be cautious of unexpected files or links, even from known contacts.



Requests for passwords, Social Security numbers, or payment information

Legitimate University emails will never ask for this information via email.

2 IF AN EMAIL SEEMS SUSPICIOUS



Do not click links

Even if the email looks like it's from a trusted source.



Do not open attachments

They may contain malware.



Do not reply or interact with the message

This can confirm your email address to attackers.



Use Outlook's Report Phishing feature to notify IT

Help keep our campus community safe.



Delete the email from your Inbox and Trash after reporting

Remove it completely from your mailbox.



Think before you click.

When in doubt, stop and verify.

3 REPORT IN NEW OUTLOOK



- 1 Open Inbox
- 2 Select the suspicious email
- 3 Click **Report** on the Home tab
- 4 Confirm by selecting **Report**
- 5 The email is sent to IT for review
- 6 These steps also apply to Outlook Web (OWA).

4 REPORT IN CLASSIC OUTLOOK



- 1 Open Inbox
- 2 Select the suspicious email
- 3 On the Home tab, choose **Phish Alert Report**
- 4 The email is sent to IT for review.

5 SCAN FOR THE FULL PHISHING KB



Detailed guidance, examples, and reporting instructions.

When in doubt, report it.



STAY CONNECTED. STAY INFORMED.

Bookmark these resources and check back often! We're here to support your success!

IT HELP DESK

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☎ 706-894-4205
🌐 ITSupport.piedmont.edu



Dorm Technology

STUDENT OFFICE SETUP

Stay Organized. Stay Productive.



ESSENTIAL TECH
FOR STUDENT
SUCCESS



These items are **recommended**, not required.



1 CORE ESSENTIALS



Laptop charger or
backup charger



USB-C multiport hub



USB flash drive for
backups and transfers



HDMI cable for
monitors, TVs, or
presentations



Cat5 ethernet cable
for a reliable wired
internet connection



2 HELPFUL ACCESSORIES



USB-C to HDMI adapter
(if your laptop doesn't
have an HDMI port)



Wireless mouse for
comfort and productivity



Surge protector or power
strip for dorms and
apartments



Laptop sleeve or case
for protection



3 GOOD SETUP HABITS



Keep files backed up
to cloud storage



Label your charger
and accessories



Test your setup before
class presentations



Keep a charging cable
in your backpack



SCAN TO VIEW THE
STUDENT OFFICE SETUP SHOPPING LIST

Setup your Browser



PIEDMONT UNIVERSITY BROWSER PROFILES



— Be a Lion. Not a Number —

1

WHY USE BROWSER PROFILES?



Keep school and personal sign-ins separate



Reduce account mix-ups in Canvas, email, and Microsoft 365



Organize bookmarks, tabs, passwords, and extensions



Switch between school and personal browsing quickly

2

CREATE A SCHOOL PROFILE



1

Open Google Chrome or Microsoft Edge



2

Click the profile icon in the top-right corner



3

Choose **Add** or **Add profile**



4

Name it "Piedmont School" and pick a color or icon



5

Sign in with your Piedmont account

3

USE EACH PROFILE FOR THE RIGHT TASKS



SCHOOL PROFILE

Use this profile for your university work.



Canvas



Piedmont email



Microsoft 365



OneDrive



School research and classwork



PERSONAL PROFILE

Use this profile for your personal browsing.



Personal email



Shopping



Streaming



Social media



Personal browsing

4

QUICK TIPS



Pin both profiles to your taskbar or dock for easy access



If a site opens the wrong account, switch profiles instead of signing in over it



Browser profiles keep separate history, bookmarks, passwords, and extensions



GOOD TO KNOW



Browser profiles are different from tabs. Each profile keeps its own saved sign-ins, settings, and bookmarks.

Outlook Email (Mobile)



PIEDMONT UNIVERSITY OUTLOOK MOBILE APP

— Be a Lion. Not a Number —



 Email Access

 Calendar Sync

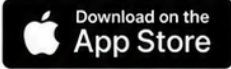
 Contacts & Directory

 Files & Attachments

 On the Go Stay Connected

1 DOWNLOAD OUTLOOK

Get the Microsoft Outlook app from your device's app store.





2 OPEN THE APP

Open the Outlook app on your mobile device.



3 SIGN IN

Enter your Piedmont University email address (yourname@piedmont.edu) and tap **Continue**.



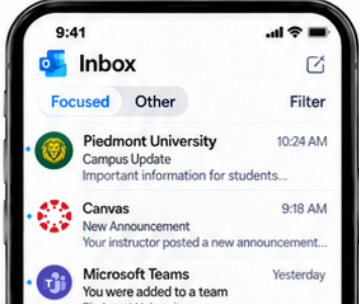
4 COMPLETE SIGN IN

Follow the prompts to verify your identity with Multi-Factor Authentication (MFA).



5 YOU'RE ALL SET!

Your email, calendar, and contacts will now sync automatically.



6 KEEP NOTIFICATIONS ON



- ✓ Get important university announcements
- ✓ Stay up to date on class communications
- ✓ Receive calendar reminders
- ✓ Don't miss time-sensitive information

7 ADDITIONAL SETTINGS (OPTIONAL)



- ✓ Enable Focused Inbox
- ✓ Customize notification settings
- ✓ Add a widget to your home screen
- ✓ Set up a passcode or biometric lock
- ✓ Explore calendar and people features



DO NOT USE OTHER MAIL APPS

Please do not set up your Piedmont University email in the following built-in mail apps:



Apple Mail
Not supported



Windows Mail
Not supported



Samsung Mail
Not supported

WHY NOT?

These built-in mail apps do not fully support university security requirements and can cause syncing issues, missed notifications, or account errors. For the best and most secure experience, please use the Microsoft Outlook app.



GOOD TO KNOW

The Outlook mobile app includes your university email, calendar, contacts, and files in one secure app. You can also access Microsoft Teams and other Microsoft 365 features from the app.

Outlook Email (Desktop)



PIEDMONT UNIVERSITY OUTLOOK DESKTOP



— *Be a Lion. Not a Number* —

1 USE OUTLOOK WITH MULTIPLE EMAIL ACCOUNTS

You can access your Piedmont email and other email accounts in the same Outlook application.



ADD ANOTHER EMAIL ACCOUNT

- 1 Open Outlook on your computer.
- 2 Go to **File > Add Account**.
- 3 Enter the email address of your other account (e.g., Gmail, Yahoo, etc.).
- 4 Follow the prompts to sign in.



- ✓ Keep all your emails in one place
- ✓ Switch between accounts easily
- ✓ Stay organized and productive

2 DO NOT FORWARD YOUR LIONS EMAIL

Forwarding your Piedmont University (Lions) email to another mailbox is not recommended.



WHY NOT?

- ✗ May create security risks for your account and university data.
- ✗ Can cause missed emails or delivery issues.
- ✗ May violate university policies.
- ✗ Important campus communications may not be received.



A BETTER OPTION

Add your other email accounts to Outlook instead of forwarding. This keeps your Piedmont email secure and ensures you receive all important messages.

3 GET THE MOST OUT OF OUTLOOK

Use the Outlook desktop app for the best experience.



ALL YOUR EMAIL IN ONE PLACE

- ✓ Manage multiple accounts
- ✓ Organize your inbox
- ✓ Use calendar, contacts, and more



BUILT FOR PRODUCTIVITY

- ✓ Full features and best performance
- ✓ Available on university computers and personal devices



STAY SECURE

- ✓ Your Piedmont email stays protected
- ✓ Reduce the risk of phishing and fraud



SUPPORT AVAILABLE

- ✓ Need help setting it up? Contact the IT Help Desk.
- ✓ We're here to support your success!



One inbox. Multiple accounts. A more organized you.



KEEP YOUR ACCOUNT SECURE

Never share your password. Be cautious of suspicious emails and phishing attempts.