


IT Assistance





PIEDMONT UNIVERSITY


WE'RE HERE TO HELP.


Be a Lion. Not a Number


WE CAN HELP WITH:



 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**
Helps us identify the equipment and location quickly.

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

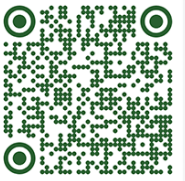
 **Include Device Information**
Include device name, type, and operating system.

 **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.

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