

Information Technology

QUICK START GUIDE

/// www.piedmontcc.edu/it



ACCEPTABLE USE

Access to the campus network and the extensive array of online resources essential for our students and employees necessitates individual user accounts. For students, these accounts are generated upon college application, while for employees, they are established upon employment confirmation.

Under no circumstances should passwords be shared with anyone, irrespective of their affiliation with the college. Users granted access to the campus network and online resources are required to adhere to the Acceptable Use policy.

[Click to view Acceptable Use Policy](#)

https://piedmontcc.edu/wp-content/uploads/2024/03/2-23-technology-resources-acceptable-use__t_c_f_31.2023_0em-update-3.22.2024.pdf



SELF-SERVICE PASSWORD RESET

PASSWORD PORTAL - ENROLL TODAY

Go to www.piedmontcc.edu/it/password-reset-portal/ to manage your PacerNet 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.

- **How do I change my password?**
- **How do I setup my security questions?**
- **How do I reset my forgotten password?**
- **How do I retrieve my username?**

Answers to these questions and more are available on the password reset portal information page.

WELCOME

Information Technology extends a warm welcome to you! We offer a variety of technology resources to support your needs. Please take a moment to review this quick start guide to get acquainted.

*Jim Tagliareni
Vice President Information Technology & CIO*

NETWORK USER ACCOUNT

Numerous online services affiliated with Piedmont Community College (PCC) are linked to your network user account. Services such as computer login, Office 365, Self-Service, and more require your network credentials for access.

Your PacerNet network user account is established using your first initial, middle initial, last name, and the last two digits of your Colleague ID number (e.g., JTSmith32). It's important to note that when logging into Office 365, employees must include @piedmontcc.edu with their network user account (e.g., JTSmith32@piedmontcc.edu), while students need to add @students.piedmontcc.edu.

For more information on your network account visit www.piedmontcc.edu/it/it-login-information/



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 **Pacer Public WiFi**

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.

TWO FACTOR AUTHENTICATION - 2FA

PCC requires the use of two factor authentication for anyone accessing college-wide systems.

Two-Factor Authentication, provided by Microsoft, integrates your phone into the login process, resulting in two types of authentication to verify your identity:

- **Something you know** – your PCC Username and password
- **Something you have** – your phone (mobile, office or home)

Set up your two-factor authentication (2FA) today by visiting www.piedmontcc.edu/it/2fa/ to access additional information and detailed instructions.

EMAIL & OFFICE 365

Employee and Student email accounts are tied to your PacerNet network user account. You can access Office365 and email by going to portal.microsoft.com and using your PacerNet 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 PacerNet 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 PacerNet 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 PacerNet 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" division for any and all of these needs. Here are ways we hope to provide you the support you are looking for:



HelpDesk Portal - Our recommended channel for requesting support is through our HelpDesk Portal, accessible at https://piedmontcc.bosdesk.io/users/sign_in



(336) 322-2300 - Reach out to our Helpdesk directly via phone to speak with a technician for immediate assistance. This number is available both on and off campus.



support@piedmontcc.edu - You may also reach out to the Helpdesk via email. All emails will be automatically logged into our help desk ticketing system.



Building G Room 204 - Houses our walk-up Helpdesk, available to assist both students and employees. We're here to support you!

PCC MOBILE APP

The PCC mobile app serves as a valuable tool for keeping our campus community informed about events, activities, and essential information.

By delivering timely notifications, it enhances the student experience by fostering community connections, creating a distinct feedback loop from action to insight, and offering personalized resources tailored to individual needs.

Experience the New PCC Mobile App



Connect to campus life, news, events, resources, and more.

DOWNLOAD TODAY!



For further information and to download the PCC Mobile App, please visit www.piedmontcc.edu/it/app/.

INTRANET SITE - SHAREPOINT

PCC has chosen to leverage SharePoint as our primary Intranet platform, serving as a centralized hub where members of our community can easily access resources, review policies and procedures, and find department-specific information.

You can access the site by clicking on the link located under the **Employees** tab on the PCC website, in the **Quick Links** section labeled **SharePoint Intranet**.

SharePoint training is available both on the Intranet site and PCC website. To access Sharepoint training follow the trail below:

Intranet: Divisions → Information Technology → Online Training Center

Website: Information Technology → Training Resources → SharePoint

For an abundance of helpful information, explore the IT webpage.

www.piedmontcc.edu/it