



# IT HELP DESK (ITHD) FREQUENTLY ASKED QUESTIONS (FAQS)

January 2018

The ITHD is operational **24/7 including nights, weekends, and holidays.**

**Local Telephone Number:** 703.426.4141

**Toll Free:** 855.259.1019 (Outside Northern Virginia)

## IT Help Desk (ITHD) Frequently Asked Questions (FAQs)

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## FREQUENTLY ASKED QUESTIONS

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## Q. Can I change my Password from home or other off-campus location?

### Faculty and Staff

Faculty and Staff can change or reset their own NVCC LAN (faculty \ staff email) password by utilizing the **MyPassword** tool found here <https://pwreset.nvcc.edu>. For instructions on how to set up the **MyPassword** tool, click on this link <https://www.nvcc.edu/ithd/faculty/pass.html> and see 'How To Setup MyPassword' or access the video tutorial at <https://vod02.nvcc.edu/Watch/myNOVAAdvancedPasswordResetTool>.

Faculty and Staff can also change their own NVCC LAN (faculty \ staff email) password through Office 365. To change your password through Office 365, click Faculty & Staff at the upper left of the NOVA homepage. Click on Webmail under the heading 'Log In To Access' (<https://outlook.office365.com/owa/nvcc.edu>). After logging into Office 365, click on the blue Tiles icon in the upper left of the screen, then click on the tab 'All'. (the 3<sup>rd</sup> tab from the left after 'Pinned' and 'New' in most version) Scroll down to "Other", and click on Self Service Password. You will be presented a window to enter your email address, current password, and new password. Click Submit.

### Students

To change/reset your MyNOVA password, go to <http://www.nvcc.edu/novaconnect/students/tuts/pass.html> and follow the instructions provided.

For a step-by-step guide on how to change/reset your password, go to <http://www.nvcc.edu/ithd/docs/VCCS-Advanced-Password-Reset.pdf>.

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## Q. How do I contact the ITHD?

There are several options:

- **Telephone:** 703.426.4141.
- [NOVA Student and Faculty Support Portal](#).
- [IT Help Desk Website](#).
- **Email:** [ithelpdesk@nvcc.edu](mailto:ithelpdesk@nvcc.edu).

The **ITHD** is operational **24/7 including nights, weekends, and holidays**.

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**Q. How do I find my Username and/or Password to log into Student FTP (MyDrive) to upload my webpage?**

Students use their MyNOVA (VCCS) username and password to access MyDrive for web/FTP and file sharing. MyDrive can be accessed at <https://mydrive.nvcc.edu>.

If you need assistance with your MyNOVA account, please call the **ITHD** at 703.426.4141 to request a Password reset.

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**Q. How long is my Password valid?**

MyNOVA (VCCS) and NVCC (Faculty & Staff LAN / Email) Passwords are valid for 90 days.

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**Q. I am unable to login to a campus computer, what Username and/or Password should I use?**

Campus computers are registered with the Directory Domain, which means that you can login using your MyNOVA Username and MyNOVA Password.

If you need a Password reset, go to

<http://www.nvcc.edu/novaconnect/students/tuts/pass.html> and follow the instructions.

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**Q. I submitted an ITHD ticket. When can I expect a response?**

If your ticket was submitted via the [ITHD Support Portal](#) (<https://support.nvcc.edu/Main/Default.aspx>), [ITHD Website](#) (<http://www.nvcc.edu/ithd/index.html>), or [Email to ITHD](mailto:ithelpdesk@nvcc.edu) (ithelpdesk@nvcc.edu), between the hours of 8:00am and 5:00pm on Monday through Friday, **ITHD Analysts** will administer the request within two (2) business days.

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You will receive either an email to inform you that your issue has been reviewed and/or resolved by the **ITHD**; receive a follow-up call or email for additional information; or, your ticket will have been transferred immediately to another support group for resolution.

The most efficient way to log a support request is to call the **ITHD** at **703.426.4141**.

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### Q. What are the hours of the ITHD?

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### Q. What are the requirements for a MyNOVA \ NVCC \ NVSTU \ secure Password change?

Passwords should have a total of at least eight (8) characters that meet the following criteria:

- At least **one (1) UPPERCASE** letter.
- At least **one (1) lowercase** letter.
- At least **one (1) number** (0-9).
- **At least one (1) special character** (! @ # \$ % & \* ?)

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### Q. What information will I need to have when I call the ITHD to log a support request?

Current faculty, staff, and students should have the following information ready prior to contacting the **ITHD**:

- Their **StudentID** or **EmplID** (e.g., 1234567).
- Their **DOB** (e.g., January 1, 1982).
- The **Answer** to their **Security Questions**
- Their campus location, building name, and room number (e.g., AN Campus, CG 111) or “offsite,” if applicable.
- Their best contact telephone information (e.g., 703-555-1212).
- Description of their support request.

## IT Help Desk (ITHD) Frequently Asked Questions (FAQs)

Some callers may be asked for alternate information such as **SSN** or personal information associated with their SIS accounts.

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### **Q. What kind of issues can I log a support request for?**

- Email issues.
- Password help.
- Network, Telecom and Internet connectivity issues.
- Server issues.
- Hardware /software installation and troubleshooting.

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### **Q. When will my Blackboard course be available?**

Blackboard courses are made available no later than 7:00am EST on the first day of class. Some course may be available sooner. Contact your instructor if your course is not available on the first day of class.

Only the course instructor can make a class available.

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### **Q. I am having trouble using the Panopto Recorder or uploading a video to the server, how can I get help?**

All Panopto requests should be routed to the IT Helpdesk. The IT Helpdesk will assign these issues to Video Services and the engineers will investigate the issue.

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### **Q. Where can I sign up for new student orientation?**

Use the following link to sign up for [New Student Orientation](#) - <http://www.nvcc.edu/orientation>

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## RESOURCES AND TECHNICAL SUPPORT

[IT Help Desk](http://www.nvcc.edu/ithd/index.html) – (<http://www.nvcc.edu/ithd/index.html>)

Technical Support is available **24/7 including nights, weekends, and holidays.**

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