



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

July 2015

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?**

MyNOVA Passwords can be changed via the internet through the [MyNOVA Password Reset](#) tool. You will need to have registered a Social Security Number (SSN) when you applied to the collage to use this tool.

If you need a Password reset or need to check sensitive information within any of the College's applications, speaking live on the telephone with an **ITHD Analyst** is the **ONLY** way your request can be handled. When you are off-campus, NVCC LAN Passwords can **ONLY** be reset by calling the **ITHD**.

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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 to upload my webpage?**

NVSTU Username can be looked on the [NVSTU Account Search Webpage](#) ([https://www.nvcc.edu/stu\\_id/](https://www.nvcc.edu/stu_id/)).

The default Password for NVSTU accounts is the Student's DOB in the following format: MMDDYYYY. If this default Password does not allow you to login, please call the **ITHD** at 703.426.4141 to request a Password reset.

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

### 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, call the **ITHD** at **703.426.4141**.

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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 9:00pm on Monday through Thursday and 8:00am and 5:00pm on Friday, **ITHD Analysts** will administer the request within two (2) hours.

You will receive either an email to inform you that your issue has been 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.

If you submit a ticket after the hours listed above, your request will be addressed on the **next business day**.

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?**

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

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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).

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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**:

- Your **StudentID** or **EmplID** (e.g., 1234567).
- Your **DOB** (e.g., January 1, 1982).
- The **Answer** to your **Security Question** that is unique to your account (the one that you created in **MyNOVA**).
- Your **Social Security Number (SSN)** (e.g., 123456789).
- Name of the department to whom your support request should go.
- Your campus location, building name, and room number (e.g., AN Campus, CG 111) or “offsite,” if applicable.
- Your best contact telephone information (e.g., 703-555-1212).
- Specific type of issue of your support request.

Some callers may be asked for forms of 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 should be made available by the first day of class. If a class is not available you must contact the instructor of that course to enable the class. Only the course instructor can make a class available.

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**Q. Why can't I change my Password via email or Chat?**

Per NOVA IT Security protocols the **ITHD DOES NOT** reset Passwords or otherwise administer accounts via email or Chat. If you need a Password reset or need to check sensitive information within any of the College's applications, speaking live on the telephone with an **ITHD Analyst** is the **ONLY** way your request can be handled.

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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 issue to the TV Center 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) -  
<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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