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)
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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.

Q. How do I contact the ITHD?

There are several options:

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

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

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/).

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.
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 (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.

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).

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.
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.

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.

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.

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.
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
RESOURCES AND TECHNICAL SUPPORT

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