The Information Technology Help Desk (ITHD) serves as the central point of contact for technology support. It is committed to assisting the computer and telecommunication needs of all NOVA employees and students by providing detailed resolutions and general system information for technology issues. Please be aware that email inquiries are only handled Monday through Thursday, 8:00am – 9:00pm and Friday, 8:00am – 5:00pm. Emails received outside of these hours will be responded to the next business day. If your email is in reference to an urgent matter or an outage at any time, call the ITHD and speak directly to an ITHD Analyst. The ITHD is operational 24/7 including nights, weekends, and holidays.

Local Telephone: 703.426.4141   Toll Free: 855.259.1019 (Outside No. Virginia)

ITHD Ticketing System is a web-based application, which allows Users to submit IT support requests for resolution or routing by the College’s ITHD Team. NVCC faculty, staff, and students can submit requests for technical support in several ways:

- The New Ticket form on NOVA Student and Faculty Support Portal.
- The New Ticket form on the ITHD website.
- An email addressed to the ITHD.
- A telephone call to the ITHD at 703.426.4141.

Note: 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, telephone the ITHD; it is the ONLY way your request can be handled. 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)

New Ticket Form (right)
As you begin to fill out the form, note that several fields have a red asterisk (*). The red asterisk indicates a required field. Please complete only the required fields.

- Department* - Choose the correct Department from the drop-down menu.
- Email Address* - Type your NVCC email address or personal email address.
- Campus* - Choose the correct campus from the drop-down menu.
- Building* - Type the correct building name or "offsite," if applicable.
- Room* - Type your office, room, or cubicle number or nearest location.
- Primary Phone* - Type your best contact telephone information.
- IssueTrak Issue Types* - Choose the specific type of issue (question) from the drop-down menu.
- Subject* - Type a general description of the issue.
- Message Body* - Provide as much detailed information as possible, describing the issue you are experiencing.
- Attachments - Attach any documents or screen shots.
- Verification - Type the verification text.
Submit a Ticket from the NOVA Student and Faculty Support Portal

1. Enter the URL - https://support.nvcc.edu/Main/Default.aspx - into your browser for the NOVA Student and Faculty Support Portal.
2. Click on the Tickets icon on the NOVA Student and Faculty Support Portal webpage to submit a support request to the ITHD.

Click the Tickets icon.

3. Click on the Start Ticket button.
4. Click on the down-arrow for the Department* field on the New Ticket webpage and choose the correct Department from the drop-down menu.

Note: If you are unsure of where your support request should go, select IT Helpdesk. The ITHD Team will evaluate your request and either resolve it or route it to the correct Department.
5. Click Continue after choosing the correct Department.

Note: As you begin to fill out the form, note that several fields have a red asterisk (*). The red asterisk indicates a required field. Please complete only the required fields.
7. Click Submit Ticket after completing the required fields on the New Ticket form.

If you completed the form correctly, the following message displays, The ticket has been successfully submitted. Your New Ticket information will include your ITHD ticket number (e.g., 33C-1CB043EE-01F2), which you can refer to if you contact the ITHD to inquire about your support request.

Submit a Ticket by Email

In Outlook or any Email system you have access to (Google, Yahoo, etc.), create a new email.

Note: There are NO fields to prompt you for information to your email ticket. You must include the following information for the quickest resolution of your issue.
1. In the To... field, type the email address – ithelpdesk@nvcc.edu.
2. In the Subject: field, type the topic or issue of your request.
3. Type a detailed description in the message box about the issue and include:
   • Name of the Department your support request should go to.
   • Your campus location, building name, and room number (e.g., AN Campus, CG 111) or “offsite,” if applicable.
   • Your best telephone information (e.g., 703-555-1212).
   • Specific type of issue of your support request.
   • Attachment such as a file with a screen shot, if applicable.
4. Click Send, when done.

Note: You will receive a confirmation email with your ITHD ticket number, which you can refer to if you contact the ITHD to inquire about your support request.

Submit a Ticket by Telephone

Note: 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 to an ITHD Analyst is the ONLY way your request can be handled.

In order to facilitate the documentation and resolution of the issue you 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 telephone information (e.g., 703-555-1212).
• Specific type of issue of your support request.

Note: Your SSN is required only if you cannot provide the correct response to the account’s Security Question. The ITHD is operational 24/7 including nights, weekends, and holidays.