

IT HELP DESK (ITHD) - QUICK REFERENCE GUIDE V.009

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.

The screenshot shows the 'New Ticket' form on the NOVA Student and Faculty Support Portal. The form includes the following fields and options:

- Department:** IT Helpdesk
- Email Address*:** Text input field
- EMPLID:** Text input field
- Campus*:** Drop-down menu (Choose One)
- Building*:** Text input field
- Room*:** Text input field
- Primary Phone*:** Text input field
- Type of Issue:** Drop-down menu (Choose One)
- Type of Issue (Nova Card / CS Gold):** Drop-down menu (Choose One)
- IssueTrak IssueTypes*:** Drop-down menu (Choose One)
- Subject*:** Text input field
- Message Body*:** Text area
- Attachments:** Three 'Browse...' buttons, each with 'No file selected.'
- Verification:** A CAPTCHA image showing '7P7AJT' and a text input field for the verification text.

At the bottom of the form are 'Back' and 'Submit Ticket' buttons. The footer of the page includes: 'Help Desk Software powered by SmarterTrack 10.5', '© 2003-2015 SmarterTools Inc.', and 'By using this site, you are accepting cookies to store user state and login information.'

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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** web page to submit a support request to the ITHD.



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

Start Ticket

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**.
6. Complete the **New Ticket** form.

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.

Submit Ticket

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 from the ITHD Website

1. Enter URL – <http://www.nvcc.edu/ithd/index.html> - into your browser for the [IT Help Desk Website](#).
2. Under the heading, **IT Support**, click on the **NOVA IT Support Portal** button.

NOVA IT Support Portal

3. Click on the **Tickets** button on the **NOVA Student and Faculty Support Portal** web page to submit a support request to the ITHD.
4. Click on the **Start Ticket** button.
5. Click on the down-arrow for the **Department*** field and select one of the options on the drop-down menu
6. Click **Continue**.
7. Complete the **New Ticket** form.

Please complete only the required fields.

8. Click **Submit Ticket** after completing the **New Ticket** form.

If you completed the form correctly, a confirmation message displays that will include your **ITHD** ticket number.

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. **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 **EmpID** (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**.

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