NOVA | Northern Virginia Community College

IT HELP DESK (ITHD)

USER GUIDE
V.010

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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INTRODUCTION

Overview

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 promptly by the **next business day**. If your email is in reference to an urgent matter or an outage at any time, we strongly advise that you call the **ITHD** and speak directly to an **ITHD Analyst**. 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).

The ITHD Ticketing System

The **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 NOVA Student and Faculty Support Portal.
- The ITHD website.
- An email to the ITHD.
- A telephone call to the **ITHD** at 703.426.4141.

The **Ticketing System** captures all these requests and automatically creates a ticket. The **ITHD** will receive and process your support request as soon as possible.

The **ITHD** receives thousands of requests for assistance on password issues. 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 to an **ITHD Analyst** is the **ONLY** way your request can be handled. In order to reset your password, 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).

Note: Your **SSN** is only required if you cannot provide the correct response to the account's **Security Question** (or, have not yet set up your account **Security Question** and **Answer** in **MyNOVA**).

SUBMITTING ITHD SUPPORT REQUESTS

Submit a Ticket from the NOVA Student and Faculty Support Portal

To access 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.

   The **NOVA Student and Faculty Support Portal** is presented.

   You will see four (4) icons across the top of the page.

   - The **Home** icon takes you to the screen you currently are viewing.
   - The **Knowledge Base** icon takes you to the **Knowledge Base** web page, which contains FAQs and information on Financial Aid, Human Resources, ITHD, Student Financials, NOVAConnect, Payroll, etc.
   - The **News** icon takes you to **Recent News** on NOVA and VCCS outage information.
   - The **Tickets** icon takes you to **My Tickets** on the **NOVA Student and Faculty Support Portal** where you can submit a new **ITHD** support request.
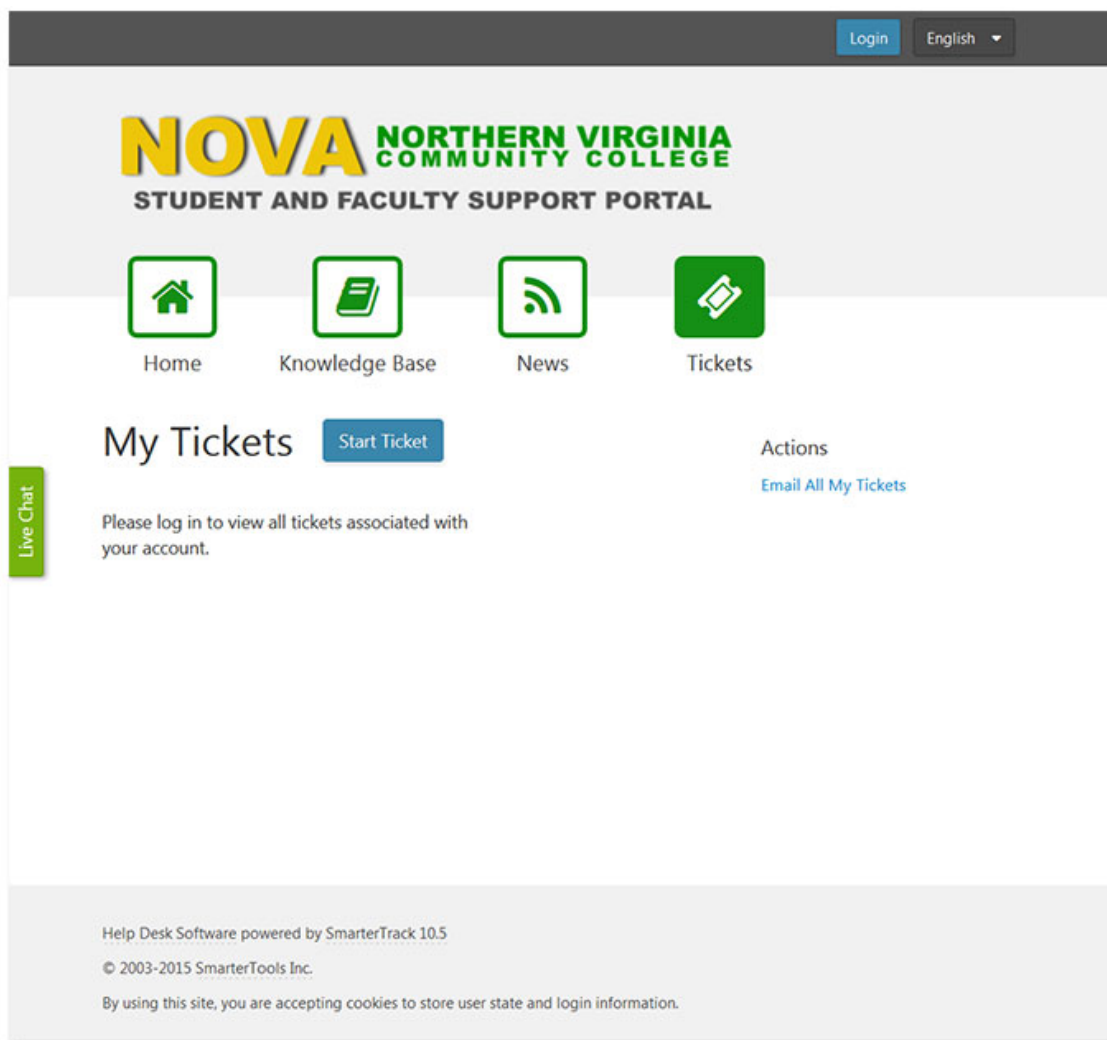
   The **Search the Portal** field allows you to enter keywords to search the website for information about a department, technology, employee-related issue, etc.
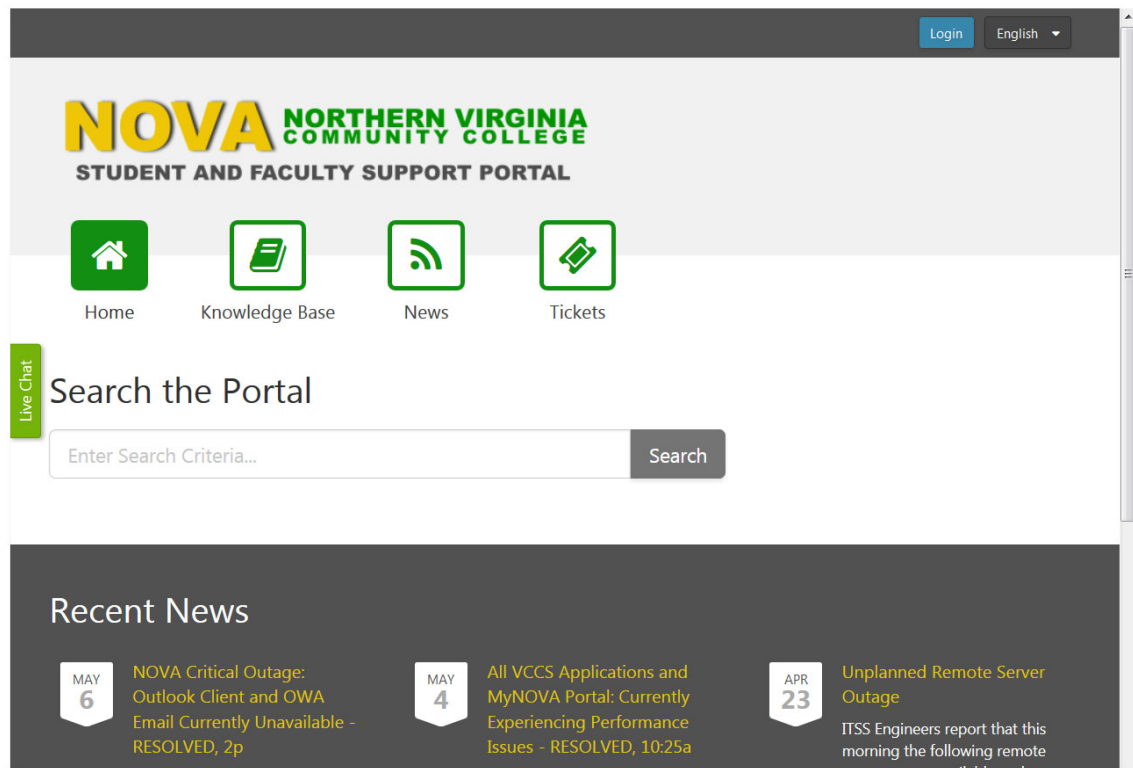
2. Click on the **Tickets** icon to submit a support request to the **ITHD**.
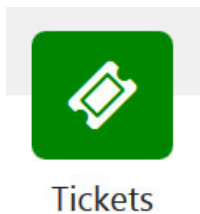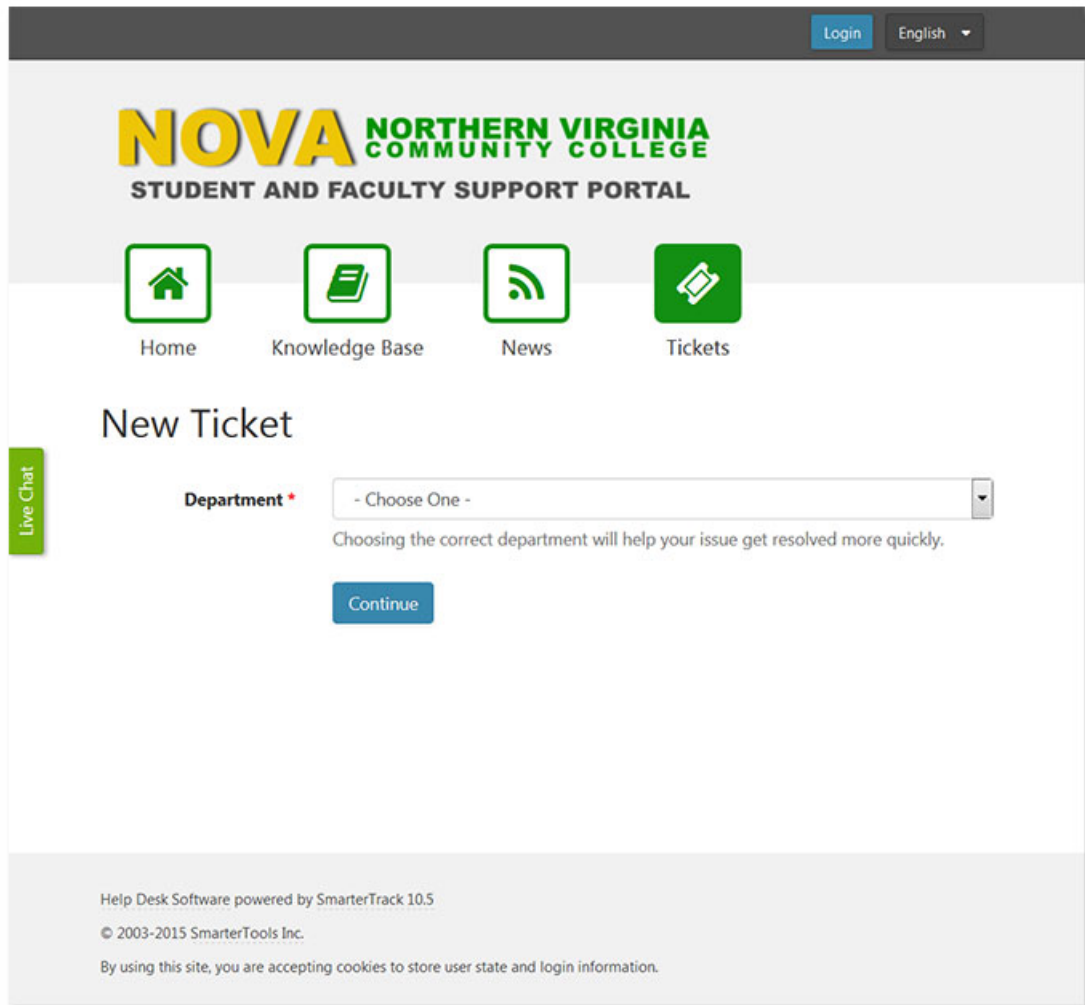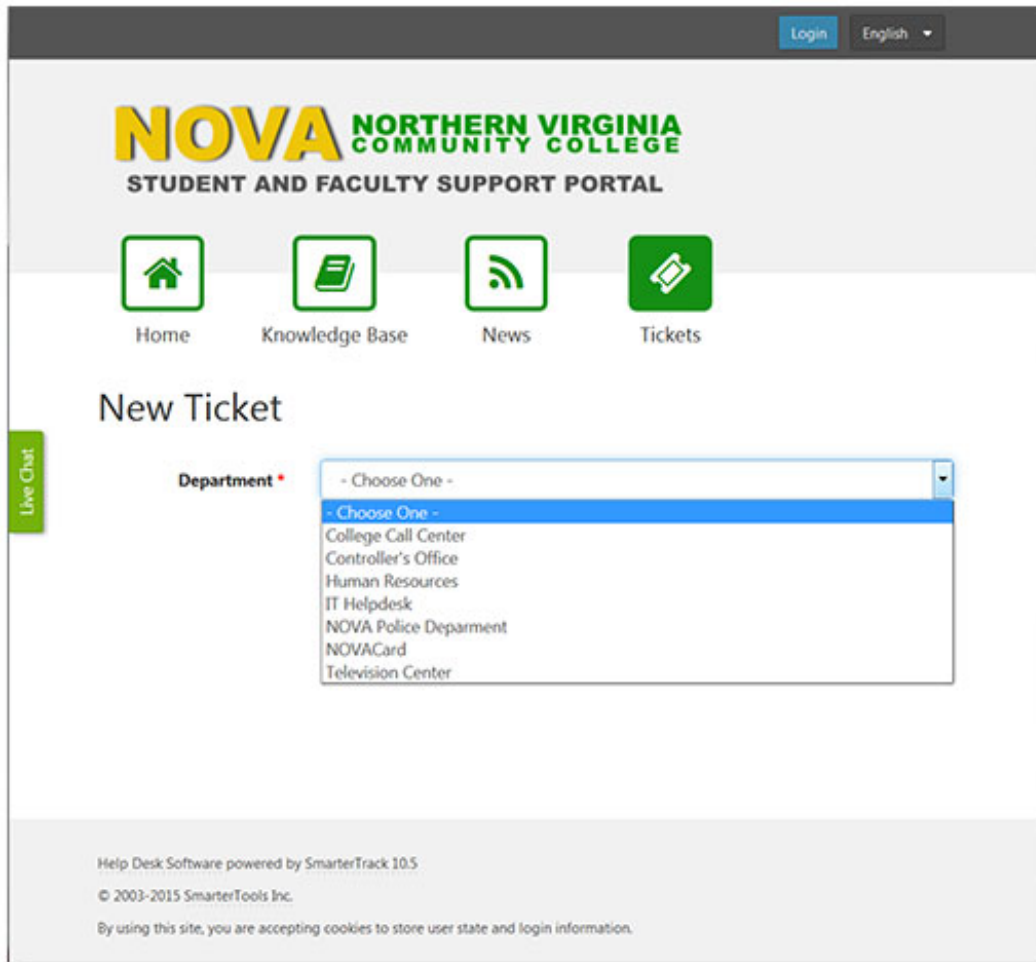

Tickets

The **My Tickets** page displays.

3. Click on the **Start Ticket** button.

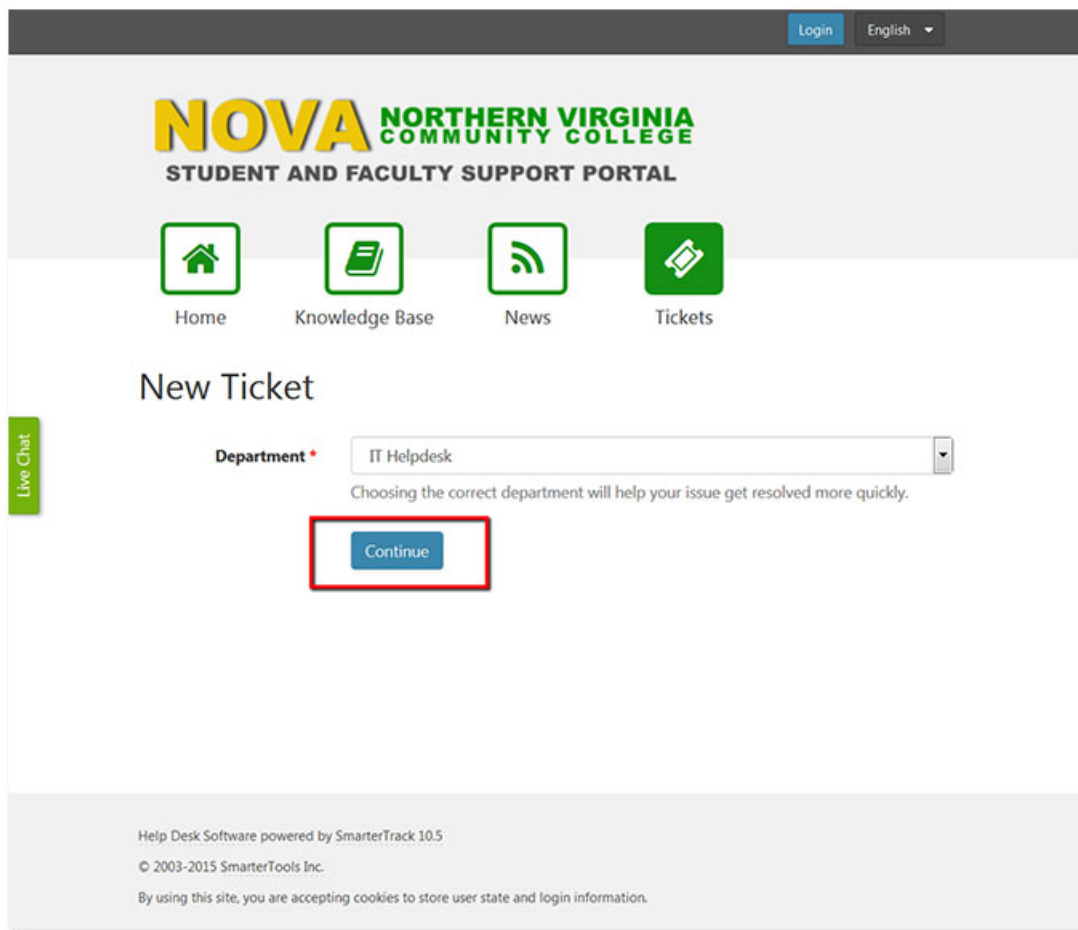A **New Ticket** window opens with the **Department*** field blank.

4. Click on the down-arrow for the **Department*** field and select one of the options on the drop-down menu.

![Note:] If you are unsure of where your support request should go, select **IT Helpdesk.** The **ITHD** will evaluate your request and either resolve it or route it to the correct **Department**.

5. Click **Continue** after choosing the correct **Department**.
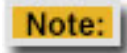
The **New Ticket** form opens.

Note: Provide as much detailed information, as possible, describing the issue you are experiencing, the technology, system, or program you are using, the system prompt or error message displayed, etc. The **ITHD** goal is to have actionable information when the request is submitted so work can begin immediately towards addressing the issue. Failure to provide a comprehensive description will result in the **ITHD** needing to contact you for additional detail and delay resolution of the issue.

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.**

The fields on the **New Ticket** form are as follows:

Field	Description
Department*	This field will contain the name of the **Department** you selected at the beginning of this process.
Email Address*	Type your NVCC email address or personal email address if you do not have a NVCC email.
Campus*	Click on the down-arrow and choose the correct campus from the drop-down menu. **Example:** Alexandria; Annandale; Loudoun, <Working Remotely>; and <No Campus>
Building*	Type the correct building name or "offsite," if applicable. **Examples:** AA=AL-Bisdorf Building; CC=AN-Classroom Building; LW=LO- Waddell Building; MC=MA-Colgan Hall; MEC=HE-Medical Education Campus; WO=WC-Seefeldt Building.
Room*	Type your office, room, or cubicle number or nearest location.
Primary Phone*	Type your best contact telephone information.
IssueTrak Issue Types*	Click on the down-arrow and choose the specific type of issue (question) from the drop-down menu. **Examples:** Xerox; Account Deletion; AIS-Financial Access; Crystal Reports, and Email Issues.
Subject*	Type a general description of the issue. **Example:** My computer wouldn't boot up when I turned the ON switch.

Message Body*	Provide as much detailed information as possible, describing the issue you are experiencing, the technology, system, or program you are using, the system prompt or error message displayed, etc. The **ITHD** goal is to have actionable information when the request is submitted so work can begin immediately towards addressing the issue.
Attachments	Attach any documents or screen shots, which may be helpful in describing and/or diagnosing the issue.
Verification	Type the verification text.

7. Click **Submit Ticket** after completing the required fields on the **New Ticket** form.

| Back | Submit Ticket |
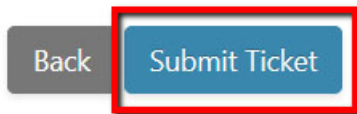
If you completed the form correctly, the following message is displayed. Your **New Ticket** information will include your **ITHD** ticket number (e.g., 0F8-1CEE162A-017C), which you can refer to if you contact the **ITHD** to inquire about your support request.

New Ticket

The ticket has been successfully submitted.

Ticket Number: 0F8-1CEE162A-017C
Department: IT Helpdesk
Email Address: your @nvcc email address *OR* available alternate email address
Subject: My computer won't turn on
Message Body: My computer won't turn on. I've tried rebooting it several times. I have also made sure it is plugged in. There are no lights flickering at all.

Submit a Ticket from the ITHD Website

To access the **College's ITHD** website:

1. Enter the URL - http://www.nvcc.edu/ithd/index.html - into your browser for the IT Help Desk Website.

    The **IT HELP DESK** website displays.
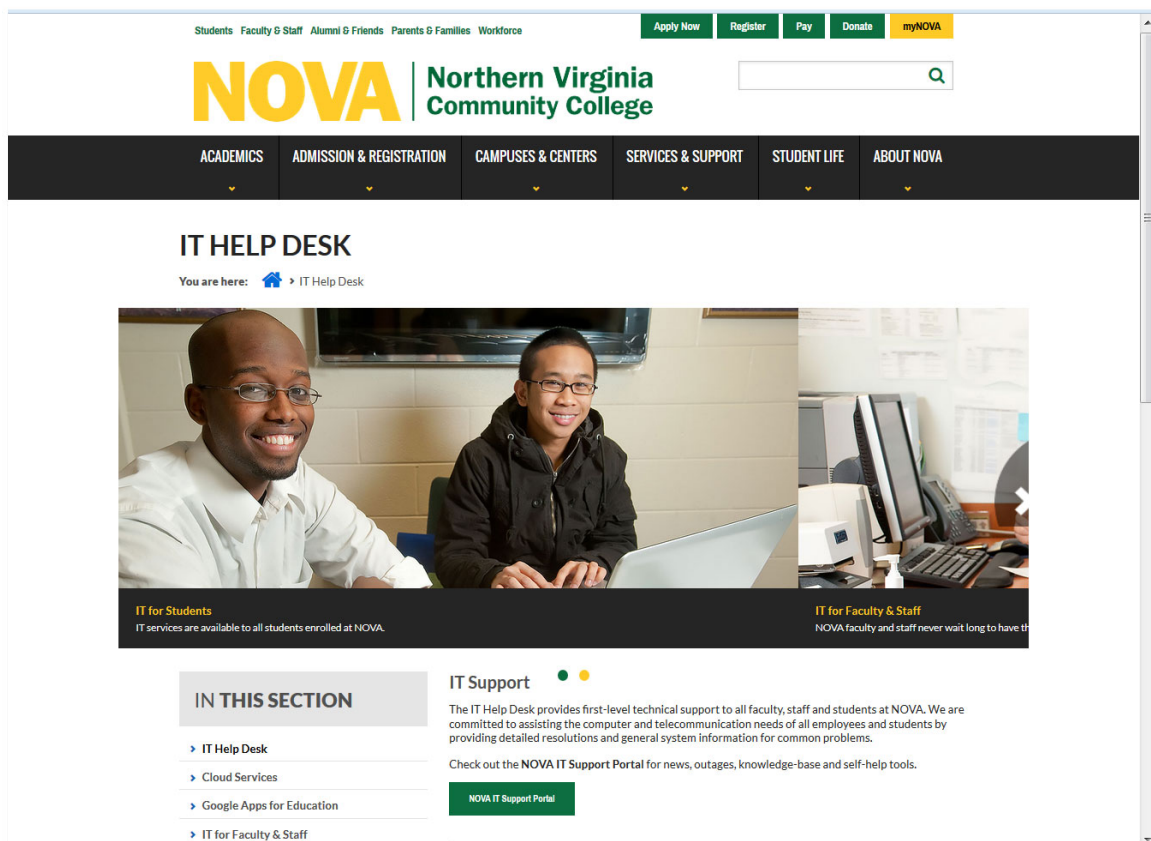
2. Under the heading, **IT Support**, click on the green **NOVA IT Support Portal** button**.**

The **NOVA STUDENT AND FACULTY SUPPORT PORTAL** is presented.
- The **Home** icon takes you to the screen you currently are viewing.
- The **Knowledge Base** icon takes you to the **Knowledge Base** web page, which contains FAQs and information on Financial Aid, Human Resources, **ITHD**, Student Financials, NOVAConnect, Payroll, etc.
- The **News** icon takes you to **Recent News** on NOVA and VCCS outage information.
- The **Tickets** icon takes you to **My Tickets** on the **NOVA Student and Faculty Support Portal** where you can submit a new **ITHD** support request.

The **Search the Portal** field allows you to enter keywords to search the website for information about a department, technology, employee-related issue, etc.
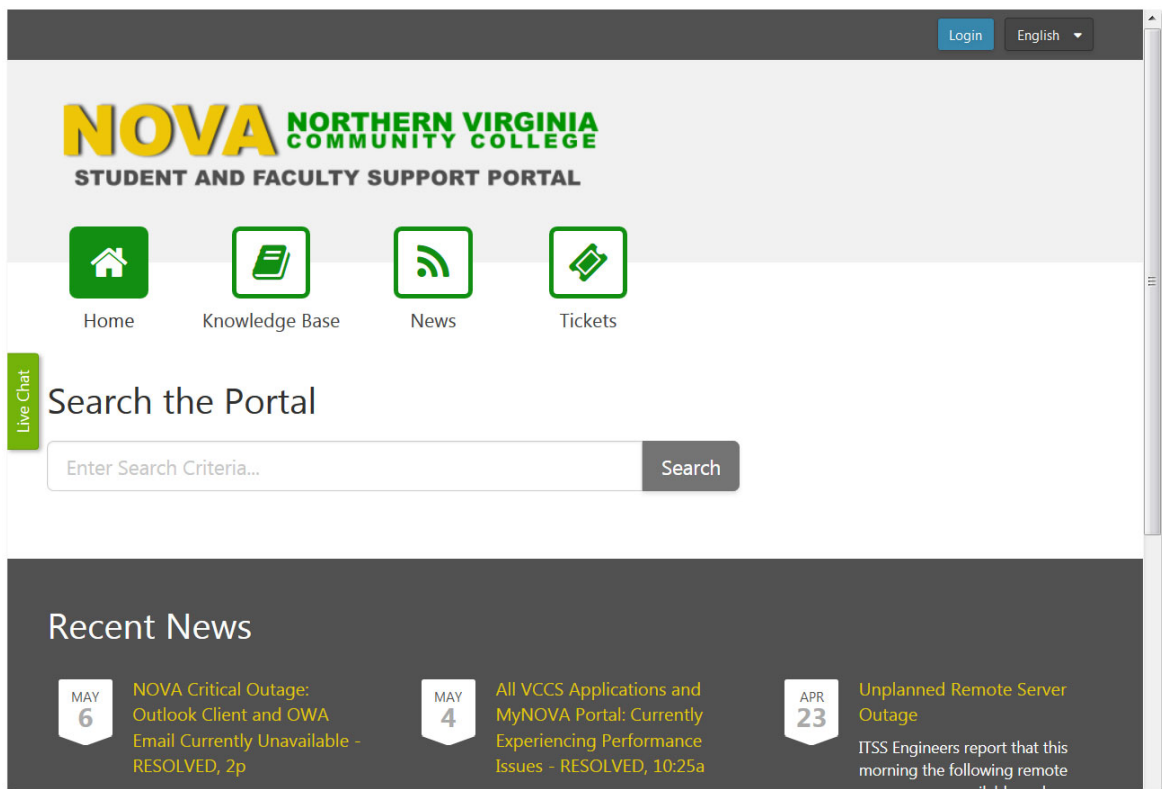
3. Click on the **Tickets** button.
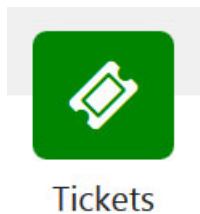
The **My Tickets** window opens.
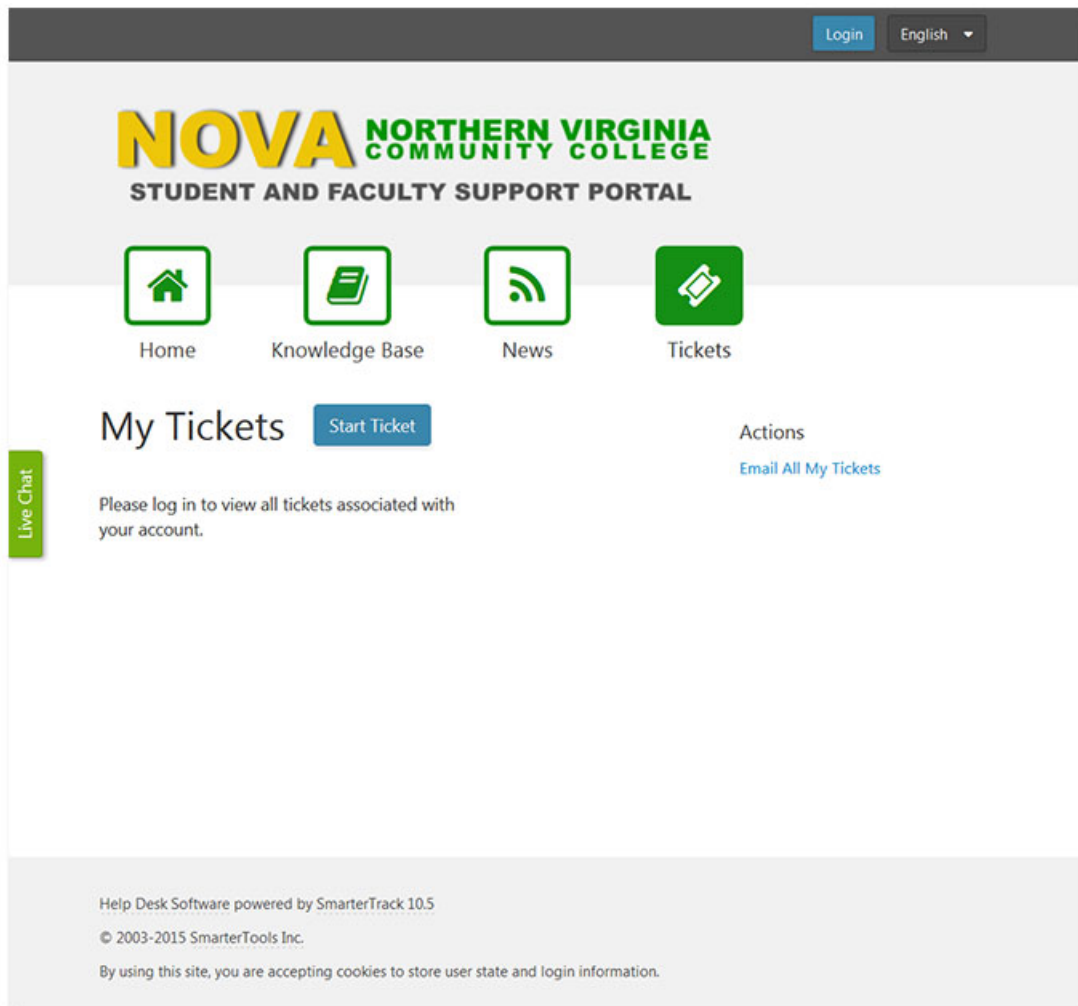
4. Click on the **Start Ticket** button.

The **New Ticket** window opens with the **Department*** field blank.
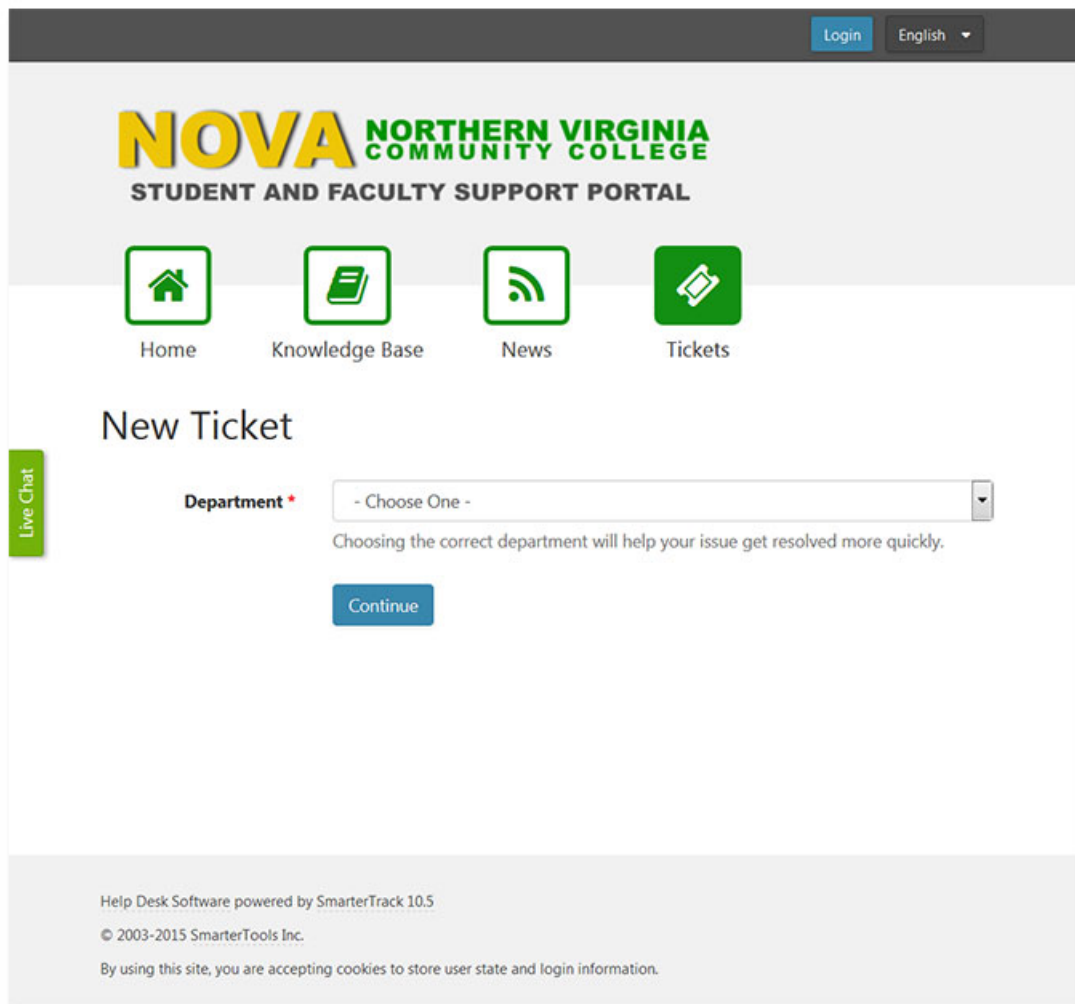
5. Click on the down-arrow for the **Department*** field and select one of the options on the drop-down menu.
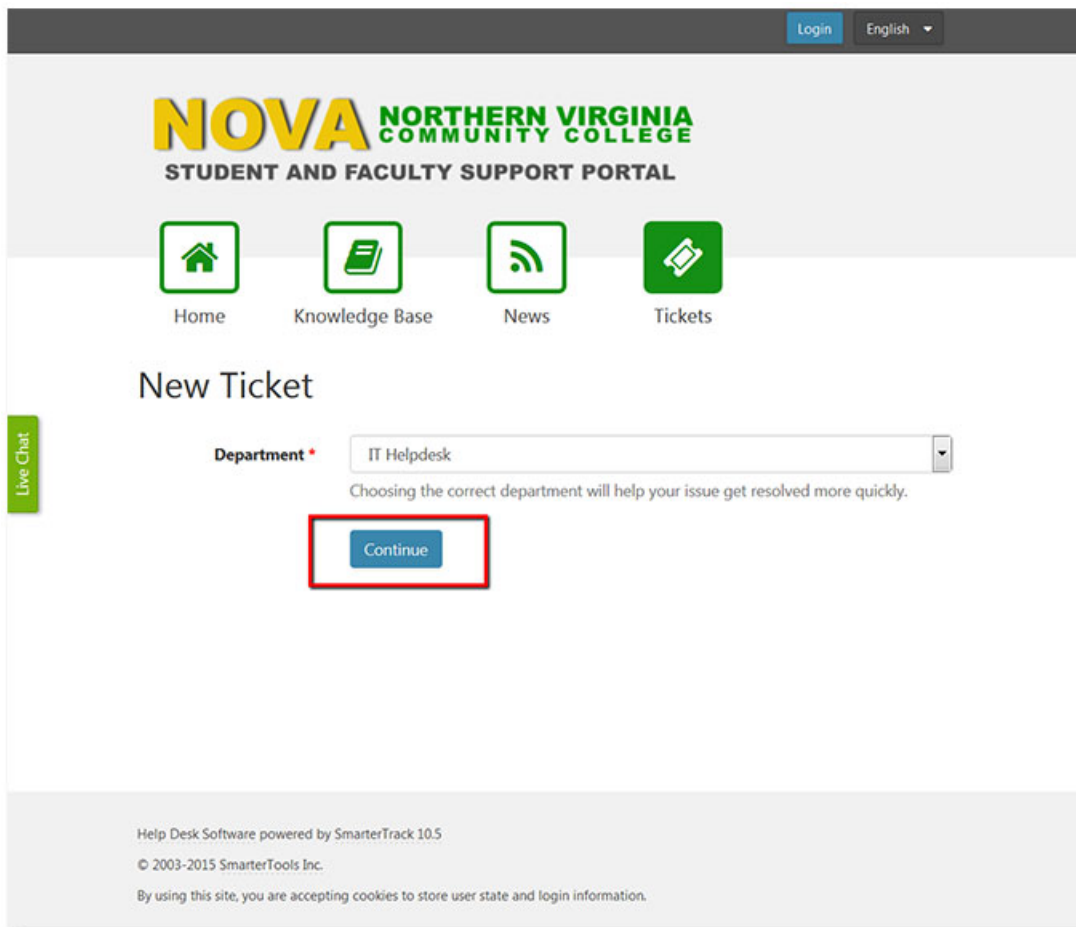
Note: If you are unsure of where your support request should go, select **IT Helpdesk**. The **ITHD** will evaluate your request and either resolve it or route it to the correct **Department**.

6. Click **Continue**.

The **New Ticket** form opens.

Note: Provide as much detailed information as possible, describing the issue you are experiencing, the technology, system, or program you are using, the system prompt or error message displayed, etc. The **ITHD** goal is to have actionable information when the request is submitted so work can begin immediately towards addressing the issue. Failure to provide a comprehensive description will result in the **ITHD** needing to contact you for additional detail and delay resolution of the issue.

7. 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.**

Refer to the **New Ticket** form on Pages 12-13 for information on the form fields and directions on how to complete the form.

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

Back | Submit Ticket
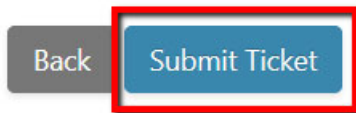
If you completed the form correctly, the message below is displayed. Your **New Ticket** information will include your **ITHD** ticket number (e.g., 0F8-1CEE162A-017C), which you can refer to if you contact the **ITHD** to inquire about your support request.

New Ticket

The ticket has been successfully submitted.

Ticket Number: 0F8-1CEE162A-017C
Department: IT Helpdesk
Email Address: your @nvcc email address *OR* available alternate email address
Subject: My computer won't turn on
Message Body: My computer won't turn on. I've tried rebooting it several times. I have also made sure it is plugged in. There are no lights flickering at all.

Submit a Ticket by Email

In Outlook or any Email system that you have access to (Google, Yahoo, etc.), create a new email. 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 promptly by the **next business day**. If your email is in reference to an urgent matter or an outage at any time, we strongly advise that you call the **ITHD** and speak directly to an **ITHD Analyst**. The **ITHD** is operational **24/7 including nights, weekends, and holidays**.

Note: There are **NO** fields to prompt you for information when you create your own 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 all the pertinent information 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).
   - 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.

```
  ┌──────┐   To...    IT Help Desk
  │ ═══  │   Cc...
  │ Send │   Bcc...
  └──────┘   Subject  My computer won't turn on -- TEST TEST TEST

Hello –

My computer won't turn on. I've tried to reboot it several times. There are no lights flickering at all.

My name is Nita Sistance

I am located on AN Campus in CG 111

My telephone number is 703-555-1212

Thank you.

(If you normally use a business or signature tag, add it here)
```
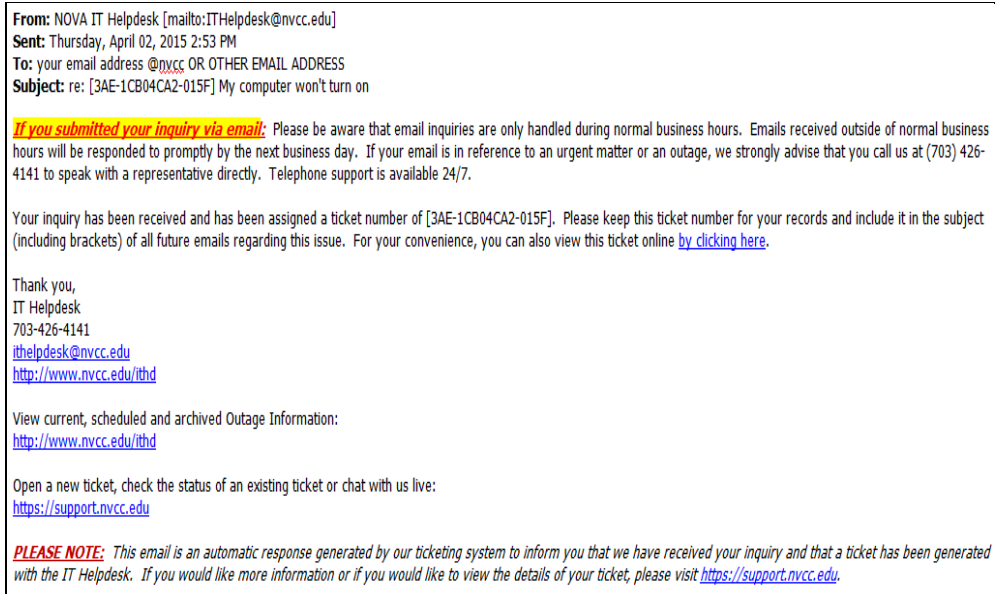
4. Click **Send**, when done.

After you click **Send**, you will receive a confirmation email with your **ITHD** ticket number (e.g., 3AE-1CB04CA2-015F), which you can refer to if you contact the **ITHD** to inquire about your support request. Keep the ticket number for your records and include it in the **Subject** field (including brackets) of all future emails regarding your support request.

From: NOVA IT Helpdesk [mailto:ITHelpdesk@nvcc.edu]
Sent: Thursday, April 02, 2015 2:53 PM
To: your email address @nvcc OR OTHER EMAIL ADDRESS
Subject: re: [3AE-1CB04CA2-015F] My computer won't turn on

If you submitted your inquiry via email: Please be aware that email inquiries are only handled during normal business hours. Emails received outside of normal business hours will be responded to promptly by the next business day. If your email is in reference to an urgent matter or an outage, we strongly advise that you call us at (703) 426-4141 to speak with a representative directly. Telephone support is available 24/7.

Your inquiry has been received and has been assigned a ticket number of [3AE-1CB04CA2-015F]. Please keep this ticket number for your records and include it in the subject (including brackets) of all future emails regarding this issue. For your convenience, you can also view this ticket online by clicking here.

Thank you,
IT Helpdesk
703-426-4141
ithelpdesk@nvcc.edu
http://www.nvcc.edu/ithd

View current, scheduled and archived Outage Information:
http://www.nvcc.edu/ithd

Open a new ticket, check the status of an existing ticket or chat with us live:
https://support.nvcc.edu

PLEASE NOTE: This email is an automatic response generated by our ticketing system to inform you that we have received your inquiry and that a ticket has been generated with the IT Helpdesk. If you would like more information or if you would like to view the details of your ticket, please visit https://support.nvcc.edu.

Submit a Ticket by Telephone

Note: The **ITHD** receives thousands of requests for assistance on password issues. 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 to an **ITHD Analyst** is the **ONLY** way your request can be handled. In order to reset your password, you should have the following information ready prior to contacting the **ITHD** for the quickest resolution of your issue.

- 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).

- 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** (or, have not yet set up your account **Security Question** and **Answer** in **MyNOVA**).

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

Local Telephone Number: 703.426.4141.

Toll Free: 855.259.1019 (Outside of Northern Virginia).

RESOURCES AVAILABLE ON THE NOVA STUDENT AND FACULTY SUPPORT PORTAL

There are several icons on the **Support Portal** homepage, which you may find helpful.

The **Home** button: This is the NOVA Student and Faculty Support Portal website. (https://support.nvcc.edu/Main/Default.aspx)

The **Knowledge Base** button contains FAQs on many common issues such as Financial Aid, Human Resources, IT Helpdesk, and Working Remotely. Items are being added on a regular basis. You can also do keyword searches related to these issues.

The **News** button will allow you to view all of the College's most recent Outage information.

The **Tickets** button takes you to **My Tickets** where you can submit a technical support request.

RESOURCES AND TECHNICAL SUPPORT

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

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

Toll Free: 855.259.1019 (Outside of Northern Virginia).

Local Telephone Number: 703.426.4141.

Email: ithelpdesk@nvcc.edu