Basic User Guide

*Created by Human Resources – Organizational Learning & Development*
Table of Contents

Logging In to NOVA Academy ................................................................. 2
Updating Your Profile ............................................................................. 4
Accessing a Bundle .................................................................................. 5
Accessing an Online Course ................................................................. 6
Viewing Your Transcript ........................................................................ 8
Registering for a Classroom Course ..................................................... 9
Required Training .................................................................................. 10
Frequently Asked Questions (FAQs) ...................................................... 11
Logging In to NOVA Academy

1. From the NOVA website (www.nvcc.edu), click Faculty & Staff -> Human Resources (on the right side of the screen) -> then click the button (see Figure 1).

*Note: You can also go directly to https://covlc.virginia.gov.*
2. If you are a first time user, click the Log In link from the NOVA Academy homepage. Click the Forgot Login ID link, then enter your last name and your NOVA email address. Click Get Login ID. Your Login ID should be sent in an email within a couple minutes. You may need to click Send/Receive in Outlook and the click Update Folder to retrieve the email. Be sure to check your junk mail folder as well.

3. Next, click on the Forgot Password link and enter your Login ID to have your password emailed to you (see Figure 3). Now you can use this Login ID and your temporary password to login.

* Note: Do not copy/paste spaces into these fields. The Login ID and password are case sensitive.

* Note: Upon logging in the first time you will need to change your password. This will be your new NOVA Academy password.

**Hint:** Many of the online training modules require updated Adobe Flash and Java software. Contact the IT Help Desk for assistance updating your Adobe Flash and Java, if necessary.

**Hint:** It may take the system up to 15-20 seconds to process after one click. It will slow down further if you click a button multiple times.

* Note: If you have problems logging in, email hrlearn@nvcc.edu for login assistance.
Updating Your Profile

1. After logging in, scroll over your name, then click on My Account (see Figure 4). Click Edit under the section you want to make changes to.

![Figure 4. Managing your account information.](image)

It is important that NOVA Academy have your NOVA email address in the system in order to send registration notices to you and your supervisor. Remember to click Save when finished updating your information.

Certain information, such as your name, work location, organization, and work title may be overwritten during regular system-wide data feeds from HR-related systems.

2. If you want to change your Login ID or Password, click on Edit Login ID and/or Edit Password on top of the My Account page (see Figure 5).

![Figure 5. Updating your Login ID and/or Password.](image)

Remember to click Save when finished updating your information.

3. Click on the Preferences tab, ensure that the email option is checked (see Figure 6). If you click on the My Messages option, it will also send system messages to your NOVA Academy My Messages inbox, which can be found under your name from the home screen.

![Figure 6. Preferences tab.](image)

It is necessary for the Email box to be checked for you to receive important system notifications.
### Preferences

<table>
<thead>
<tr>
<th>Languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region</td>
</tr>
<tr>
<td>English (United States)</td>
</tr>
<tr>
<td>Time Zone</td>
</tr>
<tr>
<td>(GMT-05:00) Eastern Time (US and Canada)</td>
</tr>
</tbody>
</table>

### Display

<table>
<thead>
<tr>
<th>Skin</th>
<th># of Records (per page)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meridian Default</td>
<td>10</td>
</tr>
</tbody>
</table>

### Privacy

- Make my contact information public
- Make my professional information public

### Communication

- Send messages to my email address (as shown in my profile)
- Send messages to my messages area (within the system)

Ensure the email option is checked for you to receive important system notifications.

### Accessing a Bundle

1. In the Search box in the top-right corner type “nova bundle” and change the drop-down menu option to “All words” then click the Search button (Figure 7).

![Figure 6. Updating your Preferences in NOVA Academy.](image)

![Figure 7. Accessing a Bundle](image)
2. Click the desired bundle and scroll down on the bundle page to view and access all the modules in that bundle.

![Search Results](image)

**Figure 8. Key Mandatory Online Training Bundles**

*Note:* The search results should show all available bundles. These bundles are primarily intended to serve as reference for a group of training modules. Completion records listed on the bundle page will not reflect multiple completion dates, therefore, please reference your Transcript to ensure compliance with any mandatory training.

**Accessing an Online Course**

1. In the Search box in the top-right corner type in one or two identifying words from the course title then click the Search button (see Figure 9).

   ![Hint](image)

   **Hint:** Adding more words often increases the number of results and is not recommended.
2. Locate the necessary course and confirm that the **Content Type** is online or SCORM 1.2 (see Figure 10). **Click** the course **Title** link in the search results to access the training module.

**Hint:** If the search results are too large, use the page numbers at the bottom to **scroll**, or try another keyword search.

3. **Click** the **Open Item** button (see Figure 11).
If you have previously accessed the online module but not yet completed it, you may see the Resume button. Click on the Resume button to access the training module again.

If you have previously completed the online module and would like to retake it again, always click the Open New Attempt button.

* Note: Online courses are created by a variety of software platforms that include different functionality. All trainings do not function equally. For instance, some online courses have modules that must be completed in turn, others include only a video, or a PowerPoint. Allow for extra time to familiarize yourself with a new course and look for any quizzes that may follow an online course.

* Note: A pop-up box should appear that contains the course content. A quiz may show as a separate module which may need to be clicked on after finishing the preceding modules. Assessments may be within the module itself. In such cases, complete the module links in succession, starting with the first one.

**Viewing Your Transcript**

1. After completing a course, check your transcript to ensure accurate completion status and a score (if you completed a quiz). If the score does not populate on your transcript, please retake the quiz.

Your transcript may appear in multiple pages, please check the bottom of your transcript page to see all your training records.
2. To view/print a certificate of completion. Click on the View Certificate button from your transcript page (see Figure 13).

*Note: Not all modules have a certificate of completion available. If you do not see the View Certificate button for one of your completed courses, you can print out a copy of your transcript as proof of completion.

![Figure 13. Viewing certificate of completion.](image)

*Note: If you continue to experience problems with the quiz, please retake it using Internet Explorer in Compatibility View. If that does not resolve the problems, you will need to contact the IT Help Desk to have Adobe Flash or Java updated.

### Registering for a Classroom Course

1. Registering for a Classroom Course follows the same initial steps as Accessing an Online Course (see Figures 8 and 9). You will see all future, open section links here. Many times there will be only one section. To see more detailed course information, click on the section link.

2. Click Enroll to register (see Figure 14). If the course Section Status is Full, there may be a Waitlist button instead.

*Note: To confirm your enrollment, always check your transcript.

3. Set a reminder on your Outlook calendar when you register for a course.

*Note: Your manager will receive an email notification of your enrollment.

4. After completing a course, check your transcript to ensure completion status.
Required Training

All Virginia state employees are subject to mandatory training requirements. Furthermore, individual agencies often have additional training requirements for positions performing specialized tasks and roles. Trainings may be assigned in NOVA Academy, which provides a transparent account of your progress and any deadlines. Mandatory trainings are generally only assigned to new employees. Existing employees will need to access mandatory trainings by searching for them in NOVA Academy. Refer to Accessing a Bundle if you are an existing employee looking for mandatory training bundles.
Frequently Asked Questions (FAQs)

1. I have requested a Login ID, or Password, but I am not receiving an email with this information. What should I do?
   
   A. If you are a new full-time employee, or recently moved positions, it may take up to two weeks for your correct information to populate in NOVA Academy, which occurs automatically. If you are not in a new position, you can request your Login ID and a temporary password by emailing hrlearn@nvcc.edu with your request. After logging in, make sure to update your profile and email information in NOVA Academy.

   NOVA Academy user accounts are not automatically generated for adjunct faculty and wage employees. If you have followed the “Forgot Login ID” and “Forgot Password” steps from the NOVA Academy login page and received a message stating that the system does not recognize your information, please click “Register” from the homepage and follow the registration process to obtain a user account.

2. How do I find a course in NOVA Academy?
   
   A. There are many ways to search for courses in NOVA Academy.
      1) You can access the course catalog by scrolling over Training Catalog. You will then want to do a keyword from the title. NOVA courses can all be found by entering “NOVA” as your keyword.
      2) You can also try using the search box in the upper right hand corner of NOVA Academy, which can be accessed from nearly any page in the system.

3. What do I do if I am having problems viewing, or access content in NOVA Academy after logging in?
   
   A. Using certain Internet Explorer versions may result in some errors. Please access NOVA Academy with Internet Explorer and add “virginia.gov” to your Compatibility View Settings each time you access NOVA Academy. These steps may be slightly different depending on your current browser settings, but in general they are:
      a. Open Internet Explorer.
      b. Click Tools (see below).
c. Click *Compatibility View Settings*.

d. Enter “virginia.gov” in the top field and click Add (see below).
e. It is recommended that you follow the above steps while on the NOVA Academy login page, which will auto-populate Virginia.gov when you go to Compatibility View Settings.

B. If the Tools button is not available, **right-click** on the browser window below the address bar, then **click** Menu Bar (see below).

If you are using Internet Explorer in Compatibility View and still having difficulty accessing an online course in NOVA Academy, you will need to contact the IT Help Desk to update your Adobe Flash and Java. Most of the online programs operate using Adobe Flash and related software compatibility issues are almost always the cause of such problems. If you have access to try the trainings on a different machine, that is another option.
4. **How do I update my email, Login ID, and other profile information in NOVA Academy?**
   
   **A.** After logging in, scroll over to your name and then My Account. Here you can click to gain access into your Login ID, Password, and Profile information. It is important that you use your NOVA email address in NOVA Academy.

5. **How do I know if I successfully registered for a course?**
   
   **A.** Your transcript will always contain this information. If you are not sure if you are enrolled, check your transcript by following the instructions outlined in the section *Viewing Your Transcript.*

6. **Can I register a new account from the homepage if I suspect my information is not in the system?**
   
   **A.** All full-time state employees should populate in NOVA Academy within two weeks of their new employment. If your email address is missing in NOVA Academy, however, you will need Login Assistance from Human Resources, a Course Manager, or an Administrator. You can also email your request for assistance to hrlearn@nvcc.edu.

7. **How do I cancel my enrollment in a course?**
   
   **A.** If you enrolled in an in-person class and need to cancel, you can do so on the same course screen where you enrolled. You will navigate back to the course, click on the course link, then click the Cancel Enrollment button. If you started an online course and did not complete it, the status in your transcript will read “Started” until such time as you finish the course. There is no need to cancel, or change, such a status as it is quite common for material that is not mandatory.

8. **What do I do if I completed all the training modules within a training bundle but the bundle status is showing as “Not Started”?**
   
   **A.** After you have completed all the training modules, be sure to go back into the bundle, click the Access button, the bundle should then change to “Satisfied.”