

# Support Center – Steps to Create a Web Case/Submit Documents

Outlined in this document is the workflow for creating web cases via the Support Center. Web cases can be used to securely send documents to college offices and associate those documents to your student profile for on-going reference. Please follow these steps to create a new web case in the Support Center.

## Step 1 – Navigate to the 24-Hour Student Support Center

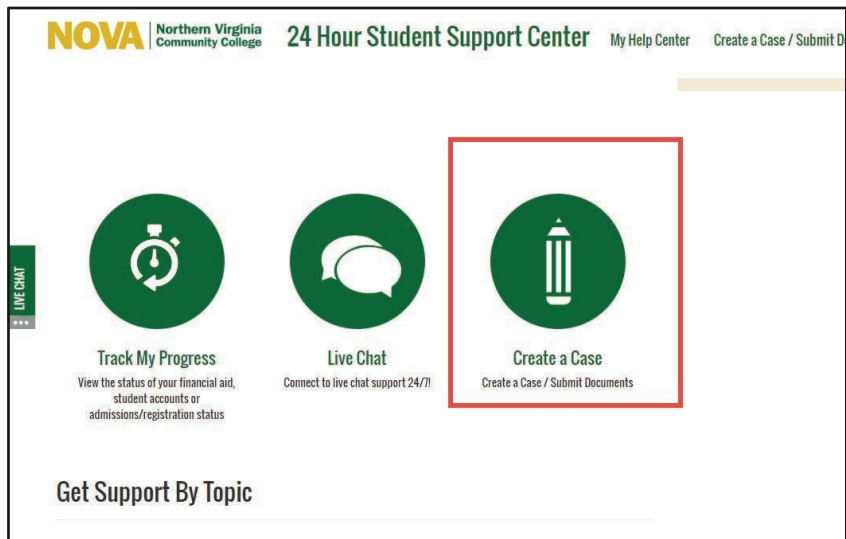
- Using your preferred browser, navigate to [mysupport.nvcc.edu](https://mysupport.nvcc.edu)

The screenshot shows the homepage of the NOVA 24 Hour Student Support Center. The header includes the NOVA logo, the text "Northern Virginia Community College", and "24 Hour Student Support Center". Navigation links include "My Help Center", "Create a Case / Submit Documents", and "Sign Out". The main content area features a search bar with the placeholder text "Search by phrase or keyword" and a "SEARCH" button. Below the search bar, there is a "LIVE CHAT" button on the left. The main content is divided into two columns. The left column contains a "Coronavirus (Covid-19) Announcement" with a bulleted list of updates. The right column contains a "Contact Us" section with options for "Call 1 855-323-3199" and "Chat", and a note "Available 24/7/365". At the bottom of the right column, there is a link for "IMPORTANT PARENT NOTICE!".

## Step 2 – Locate and click on the “Create a Case” link

- Link can be found on the top right or scroll down and click on the pencil icon

This screenshot is identical to the one above, but with a red rectangular box highlighting the "Create a Case / Submit Documents" link in the top right navigation bar.



### Step 3 – Secure Login to the Support Center

- After clicking “Create a Case”, you will then be prompted to login to your MyNOVA account. This establishes the secure channel for document submission.
- After entering your account information, click “Sign In”. You will be re-directed back to the main page and **will need to click on “Create a Case” again.**



#### Step 4 – Enter the “Case Details” as prompted (an asterisk notates a required field)

- Request = Where documents need to go (i.e. – Financial Aid, Records, Admissions, etc.)
- Request Type = **Submit Documents**
- If Request = *Financial Aid*
  - FA Award Year = *Select Applicable*
- If Request = *Admissions*
  - Campus = Select which campus documents should go to
- Case Summary = Brief summary of action you are taking
- Case Details = Detailed information of action you are taking / document you are submitting

The screenshot shows the 'New Case' form with the following fields filled out: Request (Financial Aid), Request Type (Submit Documents), Financial Aid Award Year (2020 - 2021), Case Summary (Requested Document), and Case Details (Request document attached.). The 'Upload Files' section shows 'Choose Files' and 'No file chosen'.

The screenshot shows the 'New Case' form with the following fields filled out: Request (Admissions), Request Type (Submit Documents), Campus (Annandale), Case Summary (Requested Document), and Case Details (Requested document attached.). The 'Upload Files' section shows 'Choose Files' and 'No file chosen'.

**Note: You will need electronic versions of all documents you wish to upload.**

**Some options to scan and/or electronically sign documents include:**

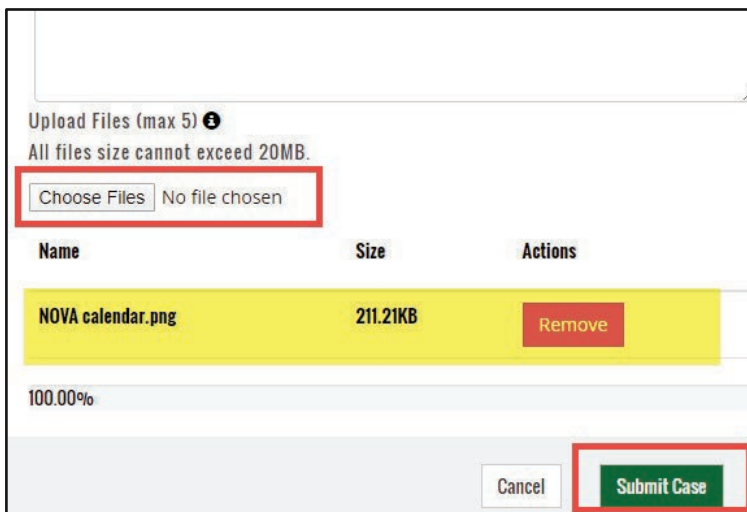
- Use an iPhone, iPad, or iPod touch, to scan documents and add an electronic signature with “Notes” as explained at <https://support.apple.com/en-us/HT210336>.
- Android users may scan documents as a PDF with Google Drive as explained at <https://support.google.com/drive/answer/3145835?co=GENIE.Platform%3DAndroid&hl=en&oco=0> or use [DocuSign](#) (free trials are available) to create a PDF and electronically sign their documents.
- Take a photo of the document and upload it. The photo must be clear and show the complete document.

**If you are trying to submit a form that is available as a fillable PDF and you do not have access to a printer:**

- Complete each fillable field on the PDF form, type your name on the signature line, then click “Print”, and select “Save as PDF” or select “Adobe PDF” as your Printer. You may then upload the completed PDF form to your Support Center case. **This method is acceptable for student signatures, but in most circumstances, a physical parent signature must be provided on forms that require a parental signature.** Electronic signature methods that allow parents to draw a signature such as the iPhone and DocuSign options mentioned above are acceptable.

**Step 5 – Choose File(s) to Upload, Review and Submit Case**

- Once you update all required fields, click on “Choose Files” to locate the documents you want to send.
- Hovering over the “information” icon (lowercase i) next to “Upload Files” will display what file types are supported.
- Confirm documents were successfully attached by viewing the list below the “Upload Files” option.
- You may attach up to 5 files in one case, not to exceed 20MB.
- Click “**Submit Case**” when you are ready to send your case/documents.



**Step 6 – Click on the “My Help Center” link on the top right of the page to monitor case status**

- Case History of all 24-Hour Student Support Center interactions and their status will appear here
- This includes phone calls, web cases, chats and emails

