

IT HELP DESK (ITHD) FREQUENTLY ASKED QUESTIONS (FAQS)

April 2022

ITHD Hours of Operation:

Go to <https://www.nvcc.edu/ithd/index.html>

Local Telephone Number: 703-426-4141

Toll Free: 855-259-1019 (Outside Northern Virginia)

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FREQUENTLY ASKED QUESTIONS

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Q. Can I change/reset my Password from home or other off-campus location?

Faculty and Staff

Faculty and Staff can change or reset their own NVCC LAN (faculty \ staff email) password by utilizing the **Self-Service Password Reset (SSPR)** tool found here <https://aka.ms/sspr>. For instructions on how to set up **SSPR**, click on this link <https://aka.ms/ssprtutor> or <https://www.youtube.com/watch?v=tFBPTdkC2ZI>.

Students

To reset your MyNOVA password, go to <https://identity.my.vccs.edu/files/smsresetNew.html>.

To update your MyNOVA password, go to https://www.nvcc.edu/ithd/docs/NVCC_Change_Your_myNOVA_VCCS_Password_QRG.pdf.

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Q. How do I contact the ITHD?

- **Telephone:** 703-426-4141.
- Toll Free: 855-259-1019 (Outside of Northern Virginia)
- [NOVA Student and Faculty Support Portal](#).
- [IT Help Desk Website](#).
- **Email:** ithelpdesk@nvcc.edu.
- [Virginia Relay \(Deaf/TTY Communication Services\)](#)

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Q. How do I find my Username and/or Password to log into MyDrive to upload my webpage?

Students use their MyNOVA (VCCS) username and password to access MyDrive for file sharing. MyDrive can be accessed at <https://mydrive.nvcc.edu>.

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Q. How long is my Password valid?

MyNOVA (VCCS) and NVCC (Faculty & Staff LAN / Email) Passwords are valid for 180 days.

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Q. I am unable to login to a campus computer, what Username and/or Password should I use?

Campus computers are registered with the Directory Domain, which means that you can login using your MyNOVA Username and MyNOVA Password.

If you need a Password reset, go to

<https://identity.my.vccs.edu/files/smsresetNew.html> and follow the instructions.

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Q. I submitted an ITHD ticket. When can I expect a response?

Calls and tickets will be addressed within 24 hours but could vary depending on call volume and the nature of the issue.

If you submit an issue by email or through the support portal, you will receive an automated email confirming your ticket was submitted successfully along with a ticket number. If you call the Help Desk, you will receive a copy of your ticket with the issues discussed over the phone along with your ticket number.

You can reply to the email you received or call the IT Help Desk at **703-426-4141** to get an update on your ticket.

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Q. What are the hours of the ITHD?

Go to <http://www.nvcc.edu/ithd/index.html> for the IT Help Desk hours or operation.

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Q. What are the requirements for a myNOVA \ NVCC \ secure Password change?

Passwords should have a total of at least eight (8) characters that meet the following criteria:

- At least one **(1) UPPERCASE** letter.
- At least one **(1) lowercase** letter.
- At least one **(1) number** (0-9).
- At least one **(1) special character** (! @ # \$ % & * ?)

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Q. What information will I need to have when I call the ITHD to log a support request?

Current faculty, staff, and students should have the following information ready prior to contacting the **ITHD**:

- **StudentID** or **EMPLID** (e.g., 1234567).
- **DOB** (e.g., January 1, 1982).
- Campus, building, and room number (e.g., AN Campus, CG 111) if applicable.
- Ticket number, if applicable.
- Contact information (phone and email).
- Description of their support request.

Some callers may be asked for alternate information such as the last 4 digits of their **SSN** or personal information associated with their SIS accounts.

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Q. What kind of issues can I log a support request for?

While the Help Desk primarily handles technical issues accessing the various systems at the college, we will do our very best to assist with any issue possible and guide you to the appropriate direction to help resolve your issue.

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Q. When will my Canvas course be available?

Courses will be visible on your Canvas dashboard only after your instructor makes them available by publishing them. All courses should be published prior to your class start date/time. You can contact your instructor using Navigate from your myNOVA account or through the Faculty Staff Directory (<https://www.nvcc.edu/directory/Default.aspx>).

If you are a new student, logging into MyNOVA and Canvas for the first time will prompt your account to sync with the NOVA system. Newly registered courses can take up to four hours to sync with your Canvas account.

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Q. Where can I sign up for new student orientation?

Use the following link to sign up for [New Student Orientation](#)

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