

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

June 2019

The **ITHD** Hours Of Operation:

Monday - Friday

6 AM - 10 PM

Saturday

10 AM - 7 PM

Sunday

10 AM - 10 PM

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 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 **MyPassword** tool found here <https://pwreset.nvcc.edu>. For instructions on how to set up the **MyPassword** tool, click on this link <https://www.nvcc.edu/ithd/faculty/pass.html> and see 'How To Setup MyPassword' or access the video tutorial at <https://vod02.nvcc.edu/Watch/myNOVAAdvancedPasswordResetTool>.

Faculty and Staff can also change their own NVCC LAN (faculty \ staff email) password through Office 365. To change your password through Office 365, click Faculty & Staff at the upper left of the NOVA homepage. Click on Webmail under the heading 'Log In To Access' (<https://outlook.office365.com/owa/nvcc.edu>). After logging into Office 365, click on the blue Tiles icon in the upper left of the screen, then click on the tab 'All'. (the 3rd tab from the left after 'Pinned' and 'New' in most version) Scroll down to "Other", and click on Self Service Password. You will be presented a window to enter your email address, current password, and new password. Click Submit.

Students

To change/reset your MyNOVA password, go to <http://www.nvcc.edu/novaconnect/students/tuts/pass.html> and follow the instructions provided. For a step-by-step guide on how to change/reset your password, go to http://www.nvcc.edu/ithd/_docs/VCCS-Advanced-Password-Reset.pdf.

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Q. How do I contact the ITHD?

- **Telephone:** 703-426-4141.
- [NOVA Student and Faculty Support Portal](#).
- [IT Help Desk Website](#).
- **Email:** ithelpdesk@nvcc.edu.

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

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

If you need assistance with your MyNOVA account, please call the **ITHD** at 703-426-4141 to request a Password reset.

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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 <http://www.nvcc.edu/novaconnect/students/tuts/pass.html> and follow the instructions.

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

If your ticket was submitted via the [ITHD Support Portal](https://support.nvcc.edu/Main/Default.aspx) (<https://support.nvcc.edu/Main/Default.aspx>), [ITHD Website](http://www.nvcc.edu/ithd/index.html) (<http://www.nvcc.edu/ithd/index.html>), or [Email to ITHD](mailto:ithelpdesk@nvcc.edu) (ithelpdesk@nvcc.edu), during normal business hours, **ITHD Analysts** will address your request within one business day. Calls and tickets submitted outside normal business hours will be addressed the next business day. These times may vary depending on call volume.

You will receive either an email to inform you that your issue has been reviewed and/or resolved by the **ITHD**; receive a follow-up call or email for additional information; or, your ticket will have been transferred immediately to another support group for resolution.

The most efficient way to log a support request is to call the **ITHD** at **703-426-4141**.

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Q. What are the hours of the ITHD?

Monday - Friday: 6 AM - 10 PM
Saturday: 10 AM - 7 PM
Sunday: 10 AM - 10 PM

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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**:

- Their **StudentID** or **EMPLID** (e.g., 1234567).
- Their **DOB** (e.g., January 1, 1982).
- The **Answer** to their **Security Questions**
- Their campus location, building name, and room number (e.g., AN Campus, CG 111) or “offsite,” if applicable.
- Their best contact telephone information (e.g., 703-555-1212).
- Description of their support request.

Some callers may be asked for alternate information such as **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?

- Email issues.
- Password help.
- Network, Telecom and Internet connectivity issues.
- Server issues.
- Hardware /software installation and troubleshooting.

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Q. When will my Blackboard/Canvas course be available?

Blackboard/Canvas courses are made available no later than 7:00am EST on the first day of class. Some course may be available sooner. Contact your instructor if your course is not available on the first day of class. Only the course instructor can make a class available.

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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](#) - <http://www.nvcc.edu/orientation>

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RESOURCES AND TECHNICAL SUPPORT

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

Hours:

Monday - Friday: 6 AM - 10 PM

Saturday: 10 AM - 7 PM

Sunday: 10 AM - 10 PM

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

Local Telephone Number: 703-426-4141.

Email: ithelpdesk@nvcc.edu

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IT HELP DESK

You are here: IT Help Desk

IN THIS SECTION

- IT Help Desk**

- Cloud Services**

- Google Apps for Education**

- IT for Faculty & Staff**

- IT for Students**

Contact IT Help Desk

Toll Free: 855.259.1019

Phone: 703.426.4141

ithelpdesk@nvcc.edu

Hours of Operation

The Help Desk offers assistance 24 hours a

Notice of Change in Business Hours

Effective June 20, 2019, the IT Help Desk business hours will be as follows:

Day	Hours
Monday-Friday	6:00 a.m. - 10:00 p.m.
Saturday	10:00 a.m. - 7:00 p.m.
Sunday	10:00 a.m. - 10:00 p.m.

Outside of business hours, users who call the IT Help Desk will be given the option to leave a voicemail, which will create a ticket in SmarterTrack. We will respond to each ticket the next business day in the order it was received.

Prior to Contacting the IT Help Desk

We have been experiencing issues with users not being able to sign in after changing their password. If you experience this issue, please close all browser windows and try again. If that does not work, log in using your username in ALL CAPS. Example: enter bbb123 as BBB123.

Need to reset your myNOVA password? You can often reset it yourself, and avoid waiting on hold for an agent by clicking on the **"Forgot Password"** link on the [myNOVA login page](#).

day, 7 days a week.
Service is available
nights, weekends and
holidays.

Local Campus IT

- Alexandria:
703.845.6226
- Annandale:
703.323.4259
- Loudoun:
703.450.2660
- Manassas:
703.530.8289
- Medical Education:
703.822.6667
- Woodbridge:
703.878.5872

If you are unable to reset your password using the "**Forgot Password**" link, you can call the IT Help Desk for assistance. Please have the following information available:

- Your **StudentID** or **EmplID**
- Your SSN if you do not know your StudentID or EmplID
- Your myNOVA username if available

The **IT Help Desk** is operational 24/7 including nights, weekends and holidays (service is limited on nights and weekends).

Local Telephone: 703.426.4141 **Toll-Free:** 855.259.1019
(outside of Northern Virginia)

When calling the IT Help Desk, please listen carefully as the options have recently changed.

IT Support

The IT Help Desk provides front-line technical support to all students, faculty and staff at NOVA. We are advocates committed to resolving the technology issues affecting students and employees and providing detailed resolutions and general systems information.

- [Frequently Asked Questions \(FAQ\)](#)
- [IT Help Desk Quick Reference](#)
- [OneDrive and Office Online Guide](#)

Check out the **NOVA IT Support Portal** for news, outages, knowledge-base and self-help tools.

[NOVA IT Support Portal](#)

MyDrive

MyDrive is a user-friendly web-based file sharing system, similar to

products such as Google Drive and Dropbox, but works using your MyNOVA credentials. It has replaced the NVSTU web folder system. Please note that the contents of the NVSTU web folder system will be available until December 31st, 2018. Please log into your NVSTU web folder prior to this date and backup your data or you risk losing it. Go to [Network and Web Accounts](#) for more information.

- [FTP Settings For Students \(MyDrive\)](#)
- [Network and Web Accounts \(MyDrive/NVSTU Information\)](#)

[MyDrive](#)

Security Awareness

The state of Virginia requires that all employees participate in [IT security awareness training](#) every year.

[GLS Security Awareness Training](#)

Important Links

[Adobe Digital Editions eReader](#)

[Canvas Log In](#)

[Canvas Support](#)

[Dealing With Social Media](#)

[Faculty and Staff Tech Tips](#)

[How-To Clear Your Browser's](#)

[Cache](#)

[How-To Edit myProfile](#)

[Information](#)

[How-To Edit My HRMS](#)

[Personal Information](#)

[How-To Log In to myProfile](#)

[Image Now](#)

[IT Account Request Online](#)

[Form](#)

[NOVAConnect](#)

[myNOVA: Reset Password](#)

[myNOVA: Forgot Password](#)

[Procedures](#)

[myNOVA: Set Up Security](#)

[Questions](#)

[NOVA Alert](#)

[NOVA: Emergency](#)

[Preparedness](#)

[Support Portal](#)

[Student Tech Tips](#)

[Reset Password Directions for](#)

[Faculty/Staff](#)

[Wireless Network](#)

Technology Policies

[NOVA/VCCS Policies](#)

[NOVA Email Policies and Procedures](#)

[Storage of Sensitive Information and Portable Storage Devices](#)

[Bringing Your Own Electronic Device to NOVA](#)

[Policy on Mobile Devices](#)

[Using Social Media](#)

Questions?

Email

Chat

Call 703.323.3000

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