

IT Help Desk (ITHD) – User Guide

- 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 hours of operation:

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

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.



Home

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



Knowledge Base

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.



News

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



Tickets

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) – (<http://www.nvcc.edu/ithd/index.html>)

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