

Northern Virginia Community College (NOVA) TECHNOLOGY TOOLS FOR FACULTY AND STAFF

Faculty and staff at NOVA have access to many technology tools: the IT Help Desk, NOVA Online, a wide variety of training and online resources, in addition to campus-based support. This handout shows how to access and use many of the technology tools NOVA provides.

FIND YOUR VCCS USERNAME, PASSWORD AND EMPLID, AND TO ACCESS NOVACONNECT AND CANVAS

- Use your VCCS login in myNOVA, to access the HR, Finance, and Student Information Systems, Canvas, and other VCCS-provided systems. Use it, also, to login to classroom computers.
- Use your NOVA (NVCC LAN) UserName and Password to access Faculty/Staff Email and your office computer.
- Go to <http://nvcc.my.vccs.edu> **OR** click the **myNOVA** button at the upper right of the NOVA homepage (www.nvcc.edu). Find help with myNOVA applications here: <http://www.nvcc.edu/academic-tools/>

RESET OR CHANGE YOUR NOVA (NVCC LAN) PASSWORD

Faculty and Staff can change or reset their own NOVA Password by using the **MyPassword** tool found here: <https://pwreset.nvcc.edu>.

For instructions on setting up the **MyPassword** tool, click <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 NOVA Password through Office 365. To change your password:

- Click **Faculty & Staff** at the upper left of the NOVA homepage.
- Click **Webmail** under the heading 'Log In To Access' (<https://outlook.office365.com/owa/nvcc.edu>).
- After logging into Office 365, click the blue **Tiles** icon in the upper left of the screen
- Click the tab '**All**' (the 3rd tab from the left after 'Pinned' and 'New')
- Scroll down to **Other**, and click **Self Service Password**. A window will display to enter your email address, current password, and new password.
- Click **Submit**.

RESET OR CHANGE YOUR VCCS PASSWORD

- Go to <http://nvcc.my.vccs.edu> **OR** click **myNOVA** at the upper right of the NOVA homepage.
- Enter your VCCS UserName and Password.
- Click "**Account Details**" in the top right corner
- Select **Change your Password** on the left side.

EDIT YOUR PROFILE (CHECK YOUR PROFILE EVERY TERM !!)

If your personal information is not correct in Outlook, you can edit your profile to reflect the most current information by logging into your personal profile page at <https://eforms.nvcc.edu/myProfile/>. You will be prompted for your NOVA (NVCC LAN) UserName and Password. You may change your current location, your department and/or division, your telephone number. You may also add an alternate email address. You will not be able to change your position description, position class or your supervisor's email name or address. To learn more about editing your Outlook profile, see the guide here:

<https://www.nvcc.edu/ithd/docs/How-ToEdit-myProfile-Information.pdf>.

BE SURE TO PROVIDE YOUR CELL PHONE NUMBER AND A NON-COLLEGE EMAIL ADDRESS SO YOU CAN BE REACHED IN AN EMERGENCY OR IF COLLEGE SYSTEMS ARE DOWN!

LOG INTO THE FOLLOWING SERVICES

Faculty / Staff NOVA Email:

From the 'Start' button on your work computer, click **Outlook** and enter your NOVA (NVCC LAN) UserName and Password. See the college Email guidelines on the **IT Help Desk** webpage under the heading 'Technology Policies': (<https://www.nvcc.edu/policies/it/email.html>)

Faculty/Staff Webmail:

Click **Faculty and Staff** at the upper left of the NOVA homepage. Click **Webmail** under the heading 'Log In to Access': (<https://outlook.office365.com/owa/nvcc.edu>).

College Intranet:

Link to <https://Sharepoint.nvcc.edu>. Access it from home using VPN (see Remote Access from Home). This is the location for much useful information for staff, and for many department sites.

Remote Access from Home:

Working from home or other remote sites requires special attention to security. Some systems have a direct web link or mobile app. NOVA provides faculty and staff a secure method for connecting to the college network from off-campus locations. This allows access to files and software on college servers where there is not a direct web link. All off-campus access to the NOVA network and servers requires that you use Cisco AnyConnect to create a secure VPN connection before you can login. <https://www.nvcc.edu/ithd/faculty/remote/index.html>. Be sure to see the policies about storing sensitive information and using personal devices at <https://www.nvcc.edu/policies>.

VCCS Student Email:

All Faculty also have an account on the VCCS Student Email system. Link to <http://nvcc.my.vccs.edu> **OR** click the **myNOVA** button at the upper right of the NOVA homepage. (**NOTE: THIS IS NOT YOUR OFFICIAL NOVA Faculty-Staff EMAIL ACCOUNT**).

Canvas Access:

Link to <http://nvcc.my.vccs.edu>, **OR** click **myNOVA** at the upper right of the NOVA homepage, **OR** link to <http://learn.vccs.edu>

NOVAConnect (SIS) Access:

Link to <http://nvcc.my.vccs.edu> **OR** click **myNOVA** at the upper right of the NOVA homepage

NOVAConnect Tutorials:

Click Faculty and Staff at the upper left of the NOVA homepage. Under the heading 'Technology Resources' click NOVAConnect: (<http://www.nvcc.edu/novaconnect/faculty/index.html>)

Virtual Professional Development Center (VPDC):

Additional professional development materials, including recorded presentations, job aids/quick tips, playlists of a series of helpful quick tutorials, and more, are housed in the Virtual Professional Development Center (VPDC). You can store useful resources of your choosing within your VPDC account for quick access later. Visit the VPDC using the login button here: <https://online.nvcc.edu/trainingcatalog/>. Log in using your NOVA faculty/staff email address and the corresponding password.

NOVA Network:

Your NVCC LAN ID and Password act as your login ID for campus office computers. The domain should be set to nvcc. It also allows you to log into the Outlook Web Application (OWA) and access your official NOVA email. To find your LAN ID and Password, click the link to the IT Help Desk at the bottom of the NOVA homepage. Click **IT for Faculty and Staff**. Under the heading 'Internet/Networking' click **Network Accounts** (<http://www.nvcc.edu/ithd/faculty/network.html>). Classroom computers are on the Student Domain, and you

should use your VCCS myNOVA Login and Password to login to them. If you need to access files from your NVCC home drive on a classroom computer, you can access them by connecting the Cisco ANYWHERE VPN client and map the drive. If you need assistance with mapping a drive, contact local IT staff.

Professional Web Page:

Currently, professional web pages are only available to those with a myNOVA password in order to address ADA and compliance issues. Go to <http://www.nvcc.edu/home/yourusername> (the part before the '@' sign in your NOVA Email address). This is a link for Faculty to access their web page. For more information, visit the Web Folder Access link from the IT Help Desk site (<http://www.nvcc.edu/ithd/faculty/folder.html>)

GET HELP WITH LOGIN PROBLEMS AND OTHER IT RELATED CONCERNS

By clicking the NOVA Support Portal at <https://support.nvcc.edu>, you can log an IT Help Desk ticket via the web form, check recent application outages, and, search the 'Knowledge Base' for resolutions to common problems.

You can also send an email to the IT Help Desk at ithelpdesk@nvcc.edu. Email and web form submissions will be reviewed ONLY Monday through Friday, 8 am to 5 pm.

If you have an urgent issue, you should contact the **IT Help Desk** directly by calling **703-426-4141**. The IT Help Desk has technicians available to answer your call Mon-Fri 6am-10pm, Sat 10am-7pm, Sun 10am-10pm.

IT Staff now have the ability to provide remote support so that a technician can login directly to your college computer, *with your permission*, to help you.

RECOGNIZE SPAM IN YOUR EMAIL (VERY IMPORTANT)!!

NOVA's IT Help Desk will never ask you for your personal information via email. DO NOT EVER send personal information like a password or Social Security Number via email. No matter how legitimate the email looks or how scary the sender makes the consequences sound (like losing your email account if you do not comply) never send it. The only people who ask for your personal information via email are criminals. If you ever have questions about whether an email is Spam, contact the IT Help Desk by clicking the IT Help Desk link at the bottom of the NOVA homepage.

Cybercriminals write SPAM emails designed to look as legitimate as possible which may include company logos and mention names of individuals who you may recognize from work. They also use scare tactics and threats such as restricting or deleting your email access and even blackmailing you with false information in order to gain your information. If you ever encounter an email that you think is SPAM, have any questions regarding SPAM, or question the legitimacy of an email, please do not hesitate to contact the IT Help Desk. Contact information can be found by clicking on the "IT Help Desk" link at the bottom of the NOVA webpage.

GET HELP USING NOVACONNECT, EMAIL, CANVAS, AND OTHER RESOURCES

For a wide variety of resources including tutorials and online training (on CANVAS and other software) click **Faculty and Staff** at the upper left of the NOVA homepage and view the list under the heading 'Technology Resources' (<http://www.nvcc.edu/faculty-staff/index.html>)

You can also register for available technology training at <https://www.nvcc.edu/technology-training/index.html> In addition, the Hoonuit (formerly Atomic Learning) site (<https://www.nvcc.edu/ithd/faculty/training/atomic/index.html>) offers 24 hour virtual training for software, and, links can be added to your website for Student use. On the **IT Help Desk** page under the heading, 'Important Links' (<http://www.nvcc.edu/ithd/index.html>) there are answers to frequently asked questions and additional resources. For **NOVAConnect help and tutorials**, click **Faculty and Staff** at the upper left of the NOVA homepage. Under the heading 'Technology Resources' click **NOVAConnect** on that landing page (<https://www.nvcc.edu/novaconnect/faculty/index.html>). For CANVAS help go to <http://online.nvcc.edu/canvastraining> or use the Help button inside CANVAS.

SET UP AN E-MEETING

Faculty and Staff can use WebEx for eMeetings of committees, workgroups, or other collaborations. It will be available throughout Fall term. Find instructions on how to access **WebEx** at <https://www.nvcc.edu/faculty-staff/files/webex-info.pdf>. For a more detailed User Guide, go to <https://help.webex.com/community/meeting-center>. Committee chairs and administrators already have access to WebEx. Participants do not need a WebEx account to participate in a WebEx meeting. To set up an eMeeting, go to nvcc.webex.com.

WebEX is being replaced by ZOOM. Zoom will also be available to all faculty and staff. Zoom will replace Collaborate in classes and there is a Zoom link on CANVAS for every section. Zoom can also be used for video conferencing. Watch for more details and training on Zoom.

CONNECT TO WIRELESS ON CAMPUS

Wireless is available throughout all NOVA campuses. Follow the directions for Wireless LAN by clicking the IT Help Desk link (at the bottom of the NOVA web page. Click **IT for Faculty & Staff**. Under the heading 'In This Section', click **Wireless Network** (<http://www.nvcc.edu/ithd/faculty/wifi/index.html>)

MOBILE APPS YOU SHOULD HAVE ON YOUR PHONE (visit <https://www.nvcc.edu/stutechnology/mobile-apps.html>)

Canvas Mobile	Office 365 (see IT Help Desk)
Mobile SIS (PeopleSoft)	Quick Links (From mobile-apps site)
Live Safe	
NOVA Online	

FIND THE NOVA ONLINE MOBILE APP FOR DISTANCE LEARNING

NOVA Online has a mobile app with links and resources for online learners. Search the Apple and Android Stores for NVCC to find the ELI app.

GET HELP WITH THE NOVA PHONE SYSTEM AND VOICEMAIL

Use the link to the IT Help Desk at the bottom of the NOVA homepage then click IT for Faculty & Staff. Under the heading 'General Services' click Phone System (<http://www.nvcc.edu/ithd/faculty/phonesystem.html>).

There are instructions and tutorials for using the phone system features, including Voice Mail and Meet-Me conference calls for up to 20 participants. There is also an online phone system documentation for Cisco Phones at <https://www.nvcc.edu/ithd/docs/PanicDialerDirections.pdf> and https://www.nvcc.edu/ithd/docs/QuickStart_8841_8851_8861.pdf

GET HELP WITH IT SECURITY ISSUES

Every employee must complete state-required IT Security Awareness training once each year. You will receive an email when it is time to take it or renew it. If you do not complete the training by the deadline, your accounts will be locked. For more information click the IT Help Desk link at the bottom of the NOVA home page. Then click IT for Faculty and Staff. Under the heading 'In This Section', click **Online Training** <http://www.nvcc.edu/ithd/faculty/training/index.html>. Direct Specific IT security questions or concerns to the **IT Help Desk by phone at (703) 426-4141** or by **Email at ithelpdesk@nvcc.edu**

24 x 7 FREE ONLINE TUTORING

All NOVA students have access to 24x7 online tutoring service currently offered at a number of VCCS colleges. Using online tutoring, students can: chat now with a LIVE tutor during Drop in Tutoring; have writing reviewed by a tutor in the Writing Center; meet with a LIVE tutor in the future during a Scheduled Tutoring Session; and more. Subjects Covered Include Accounting | Anatomy/Physiology | Biology | Business | Chemistry | Economics | English | ESL | Finance | IT | Math | Nursing & Allied

Health | Physics | Reading | Spanish | Statistics | Writing. TUTORS DO NOT SOLVE HOMEWORK PROBLEMS FOR STUDENTS OR EDIT/WRITE PAPERS FOR STUDENTS. They provide tutoring and assistance. For more information or to see video demonstrations, visit the tutoring website at <https://www.nvcc.edu/tutoring>. There is also a mobile app for online tutoring. Students access online tutoring through CANVAS.

WHAT SOFTWARE IS AVAILABLE FOR USE AT HOME

All faculty and staff have **free use of Symantec anti-virus software** on their home computer(s). Go to <http://nvcc.my.vccs.edu> or click the **myNOVA** button at the upper right of the NOVA homepage. Login and click **on CANVAS**. The link to the free software is under the NOVA Resources course.

You can also find software by clicking the **IT Help Desk link** at the bottom of the NOVA homepage. Under the heading 'In This Section', click **IT for Faculty & Staff**. On the landing page, under the heading "In This Section", click **Software for Faculty and Staff**. (<https://www.nvcc.edu/ithd/faculty/software.html>). **The college does not support remote access to email from products other than Microsoft Outlook Webmail.** To access your NOVA email from home or off-campus click **Faculty & Staff** at the top left of the NOVA website then click **Webmail** under the heading 'Log In to Access'.

Microsoft Office 365, a subscription based cloud service that offers a full version of Office is also available for free to Faculty, Staff and Students. To find out how to access this software, go here: <https://www.nvcc.edu/ithd/faculty/software.html> and click the information links under the heading 'Other Software'.

Faculty have free access to **Respondus** for entering entire tests into **Canvas, SoftChalk or Study Mate**, for developing interactive activities, **Lockdown Browser**, and other software. For information about accessing this software click the **myNOVA** button at the upper right of the NOVA homepage and then log into **CANVAS**. Under the Look under the Apps tab in each course. See other available software at <http://www.nvcc.edu/ithd/faculty/software.html>

Faculty also have access to **Autodesk** via an **IT Help Desk ticket request**. They can find the free online learning materials repository, **MERLOT**, at <http://online.nvcc.edu/oer/>, under the heading 'Additional OER Information

HOW TO SAVE AND SHARE LARGE FILES:

You can use myDrive to save and share large files – especially if they are too big to email. Visit <https://online.nvcc.edu/it/ftp/Introduction-to-mydrive.pdf> to learn how to access and use myDrive.

HOW TO PRINT FROM MOBILE DEVICES

Use ACE Print Mobile. Visit the ACE Print web page for information on how to register your device and use ACE Print. <https://www.nvcc.edu/novacard/student/aceprint/mobile.html>

FIND AND ACCESS ONLINE LIBRARY RESOURCES:

From NOVA's home page, click the link for **Faculty & Staff** at the upper left of the page. Under the heading 'Teaching Resources' click **Libraries**. (<http://www.nvcc.edu/library/index.html>)

FIND ONLINE COURSES AND DISTANCE LEARNING RESOURCES

NOVA offers online courses through NOVA Online. You can access the distance-learning website directly at

<http://online.nvcc.edu>.

FIND AN ONLINE LIST OF THE TEXTBOOKS USED IN YOUR COURSES

On the **NOVA** homepage, click **Students** at the upper left of the page. Under the heading **Popular Links**, click Bookstore. ELI students use the Alexandria Bookstore (<http://www.nvcc.edu/bookstore/index.html>)

WHERE TO FIND PHONE NUMBERS

Click **Faculty & Staff Directory** at the bottom of the NOVA homepage (<http://www.nvcc.edu/directory/Default.aspx>). Many numbers for Faculty and Staff are also available by using the **Directories** button on college telephones.

GET HELP WITH OPEN EDUCATIONAL RESOURCES

NOVA has several large initiatives to use Open Educational Resources to eliminate or minimize the cost of textbooks to students. ELI offers several degrees completely through OER. To find more information: <http://libguides.nvcc.edu/oer>.

INCOMING LONG DISTANCE CALLS TO NOVA

The **NOVA toll free number for incoming calls from outside** the local calling area: **(877) 408-2028 (toll free)**. See other campus dialing information on the **IT Help Desk** web page link to **Phone System** (<http://www.nvcc.edu/ithd/faculty/phonesystem.html>)

FIND OUT IF THE COLLEGE IS CLOSED OR DELAYED DUE TO INCLEMENT WEATHER

You can have Weather-related closing or delayed opening information sent as a text messages to your cell phone through the **NOVA Alert** system (alert.nvcc.edu). In order to receive text messages you must log in to NOVA Alert at <https://www.getrave.com/login/nvcc/> and enter your myNOVA login and myNOVA password. You can add multiple email addresses and additional phone numbers to receive alert notifications.

College closings and other emergency notices are sent to your NOVA email and are posted on NOVA's home page. [Closing Information](#) provides additional information regarding College closing and/or delay procedures.

ORDER COLLEGE SOFTWARE

All software must be ordered through Library Technical Services (formerly Media Processing), using the form on the LTS site (<http://www.nvcc.edu/media/index.html>). Software hosted by vendors or that involves college data may require advance permission and separate forms. All software must be installed by IT staff. Arrange for installing software by submitting a request to the **IT Help Desk**. In the late Fall, faculty are able to request instructional software for use in the next academic year that will be purchased centrally through college Technology Plan funds. An announcement and procedures are distributed when those requests may be submitted.

ORDER COLLEGE COMPUTERS, PRINTERS, AND OTHER IT EQUIPMENT

Request IT Equipment through the campus or unit IT staff. Individuals should not order equipment on their own. IT Staff are aware of college, VCCS, and state standards and requirements, as well as the required procedures and documentation.

COMPUTER AND SOFTWARE DISCOUNTS FOR STUDENTS, FACULTY, AND STAFF

HP, Dell and Apple offer discounts on computers for NOVA Students, Faculty and Staff. Go to the **IT Help Desk** on the bottom of the NOVA homepage and click **IT for Faculty and Staff** and **IT for Students**. Under the heading 'Hardware/Software' click **Computer Purchases** (<http://www.nvcc.edu/ithd/faculty/purchase.html>)

Sometimes discounts on software, including *Microsoft Windows* and *Microsoft Office*, are available online through the NOVA Bookstore and other special offers. Follow the link to software under **IT for Faculty and Staff** and **IT for Students** on the IT Help Desk website. Under the heading 'Hardware/Software', click **Software**. Links to some Software discounts may also be available in the NOVA Resources course in CANVAS.

AT&T, Verizon, and Sprint offer wireless discounts to Faculty, Staff and Students. Use the **Wireless Discounts** (<https://www.nvcc.edu/ithd/students/discounts.html>) link on the **IT Help Desk** website or visit the Virginia Department of Human Resources website at <http://www.dhrm.virginia.gov/employeediscounts.html>.

GET ADVICE ON WHAT KIND OF PERSONAL COMPUTER TO BUY

Click **IT Help Desk** on the bottom of the NOVA homepage; then use the link for **Computer Purchases** under the heading 'IT for Students' to see computer suggestions: (<https://www.nvcc.edu/ithd/students/purchase.html>). There is useful information on what other colleges recommend for their faculty, staff and students.

IMPORTANT THINGS TO DO FOR YOUR PERSONAL SAFETY

Be sure to login to **NOVA Alert** (<http://alert.nvcc.edu>) to add your cell phone number. You will get text alerts only if you have added your cell phone number!

Download the **LiveSafe** mobile app to your cell phone. This mobile app improves communication with the NOVA Campus Police—especially in an emergency or if you see a crime or need help. Learn more at <https://www.nvcc.edu/police/livesafe.html> _

WHERE TO FIND NOVA POLICIES

You can find all of NOVA's policies on the college website at <https://www.nvcc.edu/policies/> These policies include those that deal with technology, such as the Acceptable Use policy everyone must follow.

ALEXA NOW KNOWS NOVA

You can now ask an Amazon Echo questions about NOVA. You can say to Alexa, "Ask my NOVA" then ask your question. Alexa knows many answers about NOVA, and will tell us if you ask something she does not know. We are constantly helping her learn more about NOVA. If you use an Amazon Echo, give it a try.