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.

Check out the latest on Remote Teaching Tools and Help for Faculty
https://www.nvcc.edu/academic-technology/continuity/facultystaff.html

Check out the resources for students to help with remote learning
https://www.nvcc.edu/safe-campus/students.html

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 on the Directory domain.
- Use your NOVA (NVCC LAN) Username and Password to access Faculty/Staff Email and your office computer.
- Go to https://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: https://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 Email located at the bottom of the NOVA website (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 Apps**.
- 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 [https://nvcc.my.vccs.edu](https://nvcc.my.vccs.edu) OR click the green **myNOVA login button** at the upper right of the NOVA homepage.
- Enter your VCCS Username and Password.
- Click “**Account Security**” in the top right corner
- Select **Change your Password** on the right 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 profile page [https://eforms.nvcc.edu/FormsLibrary/myProfile/Default.aspx](https://eforms.nvcc.edu/FormsLibrary/myProfile/Default.aspx). 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](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/policies.aspx?num=505](https://www.nvcc.edu/policies/policies.aspx?num=505)

**Faculty/Staff Webmail:**

Click **Faculty Email located** at the bottom of the NOVA website to access webmail. ([https://outlook.office365.com/owa/nvcc.edu](https://outlook.office365.com/owa/nvcc.edu)).

**College Sharepoint Intranet:**

Link to [https://Sharepoint.nvcc.edu](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 secure VPN - Cisco AnyConnect (for 2-factor users) or Palo Alto GlobalProtect [https://www.nvcc.edu/ithd/vpn.html](https://www.nvcc.edu/ithd/vpn.html). For additional remote tools, visit [https://www.nvcc.edu/ithd/faculty/remote/index.html](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](https://www.nvcc.edu/policies).

VCCS Student Email:

All Faculty also have an account on the VCCS Student Email system. Link to [https://nvcc.my.vccs.edu](https://nvcc.my.vccs.edu) OR click the myNOVA button at the upper right of the NOVA homepage, then click the green 'myNOVA Login' button. (NOTE: THIS IS NOT YOUR OFFICIAL NOVA Faculty-Staff EMAIL ACCOUNT).

Canvas Access:

Link to [https://nvcc.my.vccs.edu](https://nvcc.my.vccs.edu), OR click myNOVA at the upper right of the NOVA homepage, then click the green 'myNOVA Login' button, OR link to [https://learn.vccs.edu](https://learn.vccs.edu)

Zoom Access:

Link to [https://vccs.zoom.us/](https://vccs.zoom.us/) OR click myNOVA at the upper right of the NOVA homepage, then click the green 'myNOVA Login' button, OR click Zoom in Canvas.

NOVAConnect (SIS) Access:

Link to [https://nvcc.my.vccs.edu](https://nvcc.my.vccs.edu) OR click myNOVA at the upper right of the NOVA homepage, then click the green 'myNOVA Login' button.

NOVAConnect Tutorials:

Visit the NOVAConnect webpage at: [https://www.nvcc.edu/novaconnect/faculty/index.html](https://www.nvcc.edu/novaconnect/faculty/index.html)

Academic Technology Training Center:

Additional professional development materials, including training workshops, recorded presentations, job aids/quick tips, tutorials, and more, are available at [https://online.nvcc.edu/trainingcatalog/](https://online.nvcc.edu/trainingcatalog/).

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** ([https://www.nvcc.edu/ithd/faculty/network.html](https://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 https://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 (https://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.

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) visit https://www.nvcc.edu/faculty-staff/index.html

You can also register for available technology training at https://online.nvcc.edu/trainingcatalog/. In addition, the Hoonuit (formerly Atomic Learning) site (https://www.nvcc.edu/ithd/faculty/training/hoonuit/) 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’ (https://www.nvcc.edu/ithd/index.html) there are answers to frequently asked questions and additional resources. For NOVAConnect help and tutorials visit
(https://www.nvcc.edu/novaconnect/faculty/index.html). For CANVAS help go to https://online.nvcc.edu/canvastraining or use the Help button inside CANVAS.

**Set Up an E-Meeting**

Faculty and Staff can use Zoom for instruction, video conferencing, eMeetings of committees and workgroups, or other collaborations. Zoom is available at https://vccs.zoom.us/ and there is a Zoom link in CANVAS for every course section. More details and training on Zoom is available at https://eli.nvcc.edu/trainingcatalog/doc/ZoomWebConferencingQuickGuide%20v4.pdf.

**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** (https://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
- Mobile SIS (PeopleSoft)
- Live Safe
- NOVA Online
- Microsoft Office
- Microsoft Outlook
- Quick Links (From mobile-apps site)
- ACEPrint
- Passport

**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** (https://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 https://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 remote tutoring from the Campus Tutoring Centers and 24x7 online tutoring from Tutor.com. The Campus Tutoring Centers offer free virtual tutoring on NOVA courses. For the Campus Tutoring Centers, virtual one-on-one and group tutoring can be scheduled on Navigate by going to your MyNova account, clicking Navigate, and choosing “appointments”. Any paper reviews or inquiry can be directed to tutoring@nvcc.edu.

Students also can access free 24x7 online tutoring by Tutor.com through a link in CANVAS. Using Tutor.com, 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, and Writing, and often more. There is also a mobile app for Tutor.com online tutoring.

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.

What Software is Available for Use at Home

The VCCS and NOVA no longer license Symantec anti-virus software, so it is not available for use on home computer(s). Without the license, there will not be updates to keep the software protection current! Current anti-virus software is critical for home use. Many internet providers offer free anti-virus software, and Microsoft makes their Defender Anti-virus available free. There are also other free anti-virus options, including for Macs. You can search the internet and read reviews to make an appropriate choice. College computers already have anti-virus loaded on them.

You can find other software by clicking Help then NOVA Resources in CANVAS, or click 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 Email located at the bottom of the NOVA website.

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 Microsoft.

Faculty have free access to Respondus for entering entire tests into Canvas or SoftChalk, 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, then click the green ‘myNOVA Login’ button and log into CANVAS. Look under the Apps tab in each course. See other available software at https://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 https://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
Visit the NOVA Library website at https://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 https://online.nvcc.edu.

Find an Online List of The Textbooks Used in Your Courses
NOVA textbooks and other course materials can be found at https://nvcc.bncollege.com/shop/nv‐cc/home.
NOVA Online students use the Alexandria Bookstore (https://www.nvcc.edu/bookstore/index.html)

Where to Find Phone Numbers
Click Faculty & Staff Directory at the bottom of the NOVA homepage (https://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. NOVA Online offers several degrees completely through OER. To find more information: https://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 -> IT for Faculty & Staff -> Phone System (https://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 (https://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 you can apply.

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 or IT for Students. Under the heading ‘Hardware/Software’ click Computer Purchases (https://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 under the IT for Students section, or visit the Virginia Department of Human Resources website at https://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 requirements: (https://www.nvcc.edu/ithd/students/purchase.html).

Important Things to Do for Your Personal Safety

Be sure to login to NOVA Alert (https://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.