

Northern Virginia Community College (NOVA)

GETTING STARTED WITH STUDENT TECHNOLOGY

Once you register for classes, you will automatically receive a Student E-mail address (Gmail) and access to NOVAConnect, our Student Information System (SIS), and to CANVAS. Use the information below to get started using technology at NOVA.

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 | |

How To Find Your Username and EmplID (your StudentID number)

Go to <http://www.nvcc.edu/novaconnect/students/tuts/id.html> and follow the instructions to find your Username. Alternatively, you can click on the gold MyNOVA tab in the upper right corner of the NVCC home page, then click on the green MyNOVA button and when the new page appears, click on "Forgot Username" and follow the Username Lookup Instructions.

How To Change/Reset Your Password

You can use the MyNOVA 'Advanced Password Reset' to change or reset your MyNOVA Password without having to call the NOVA IT Help Desk. To change/reset your MyNOVA password, go to <https://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 <https://www.nvcc.edu/ithd/docs/VCCS-Advanced-Password-Reset.pdf>

Make Sure to Have your Cell Phone number and an Alternate email in NOVAConnect

Be sure to provide your cell phone number and a non-college email address in **NOVAConnect**. Click on the **myNOVA** button at the upper right of the NOVA homepage, then choose SIS to enter the Student Information System. You can add an emergency contact, cell phone number, and alternate email address under the Student Center heading.

How To Log Into E-mail, Canvas, and NOVAConnect:

Go to <http://nvcc.my.vccs.edu> **OR** click the **myNOVA** button at the upper right of the NOVA homepage and enter your VCCS (myNOVA) UserName and Password. You will also use your VCCS (myNOVA) UserName and Password to log into computers on the NOVA network and the NOVA wireless network. Get additional help with these and other applications at <http://www.nvcc.edu/stutechnology/index.html>

Your student email account at email.vccs.edu is the official email NOVA will use to send you important and confidential information. You should check it regularly.

CANVAS is the Learning Management System for Courses

Canvas has replaced Blackboard for all courses. You can learn more about how to use CANVAS for assignments, grades and other course content at <http://www.nvcc.edu/canvas>.

Where To Get Help With Login Problems and Links To Lots Of Technology Related Help

By clicking on 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 ONLY be reviewed 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 6 am – 10pm, Sat 10am – 7 pm, Sun 10am-10pm.

24 x 7 Online Tutoring

NOVA offers 24x7 online tutoring service to all students for free. Subjects covered include Accounting, Anatomy/Physiology, Biology, Business, Chemistry, Economics, English, ESL, Finance, IT, Math, Physics, Reading, Spanish, Statistics, Writing, and Nursing (Allied Health).

For more information on how to chat with a Drop-In Tutor, have writing reviewed in the Writing Center, or use other tutoring Services visit www.nvcc.edu/tutoring. You can find the link to online tutoring after you login to Canvas. There is also a mobile app for online tutoring.

Visit the [NOVA Tutoring website](#) for information on other tutoring options, hours, and resources. Some campuses also offer limited free online tutoring by their regular tutoring staff. Visit the [NOVA Tutoring website](#) and click the tutoring link for your campus.

Where To Get Help Using NOVAConnect, Email, Canvas, and Other Technology Resources:

From the college home page (www.nvcc.edu) click on **Students** at the upper left of the NOVA homepage. Under the heading 'Student Technology' click on **Technology** (<http://www.nvcc.edu/stutechnology/index.html>). Find a wide variety of tutorials, answers to frequently asked questions and other helpful resources by clicking on the **IT Help Desk** link at the bottom of the NOVA homepage. Under the heading 'In This Section' click on **IT For Students** (<http://www.nvcc.edu/ithd/students/index.html>) Also visit the NOVAConnect webpage at <http://www.nvcc.edu/novaconnect/index.html> for additional help and information. Help with Canvas is at <http://www.nvcc.edu/canvas>.

You can find free virtual technology training offered through Hoonuit (formerly Atomic Learning) that can answer many of your questions about Canvas or many software packages by clicking on the **IT Help Desk** link at the bottom of the NOVA homepage. Under the heading 'In This Section' click on **IT For Students**. Click **Online Training** on the landing page (<https://www.nvcc.edu/ithd/students/training.html>).

How To Connect To The Wireless Network On Campus

Wireless is available throughout all NOVA campuses. Click on the **IT Help Desk** link at the bottom of NOVA's homepage. Under the heading 'Important Links' click on **Wireless Network** to find the correct settings (<https://www.nvcc.edu/ithd/students/wifi/>).

Students at all campuses can get one-on-one technology support (especially with wifi) in the campus Open Computer Labs, Libraries and Tutoring Centers.

How To Find and Access Online Library Resources

Click on **Students** at the upper left of the NOVA homepage. Under the heading 'Academic Resources' click on **Libraries** (<http://www.nvcc.edu/library/>).

Where to 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 NOVA Online app.

How To Find Online Courses and Distance Learning Resources

Online courses are offered at NOVA through NOVA Online. You can access the Distance Learning website directly at <http://online.nvcc.edu>. Many online courses are available in 8-week formats and can be started in almost every month.

Courses with No Textbook Costs through Open Educational Resources

NOVA has several large initiatives to use Open Educational Resources to eliminate or minimize the cost of textbooks to students for more information visit <http://libguides.nvcc.edu/oer>. NOVA Online offers all the courses for several degrees online completely through OER. Check the NOVA Online website for a list of OER-based sections. Some classroom-based sections are also moving to OER. Those sections, and those with lower textbook costs, will be identified in the Schedule of Classes if available.

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>

How To Find An Online List Of The Textbooks Used In Your Courses

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

Where To Find Phone Numbers

Click **Faculty & Staff Directory** at the bottom of the NOVA homepage (<https://www.nvcc.edu/directory/>).

NOVA's Toll Free Number For Incoming Calls

From outside the local calling area: 877-408-2028 (toll free).

Where To 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 message to your cell phone through the **NOVAAlert** system (alert.nvcc.edu). In order to receive text messages you must log in to NOVA Alert at alert.nvcc.edu 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 also posted on NOVA's home page. [Closing Information](#) provides additional information regarding College closing and/or delay procedures.

Computer and Software Discounts For Students

NOVA provides free Windows-based Symantec Antivirus software for use on home computers. Login at <http://nvcc.my.vccs.edu> OR click the **my NOVA** button at the upper right of the NOVA homepage, then look in CANVAS for the NOVA Resources course. The link to the free software is under the NOVA Resources course. There may also be limited copies on CD for checkout at campuslibraries.

Apple, HP, and Dell offer discounts on computers for NOVA students. Go to the **IT Help Desk** link at the bottom of NOVA's home page; click **IT For Students** on the right side of the page. Click **Computer Purchases** (<https://www.nvcc.edu/ithd/students/purchase.html>).

Discounts on software, including Microsoft Windows, Microsoft Office and Adobe products are also available. Click on the IT Help Desk link at the bottom of the NOVA homepage. Under the heading 'In This Section' click on **IT For Students**. Under the heading 'Hardware / Software' click on **Software**. Links to some Software discounts may also be available in Canvas in the NOVA Resources course.

AT&T and Sprint offer wireless discounts to students. Click on the **IT Help Desk** link at the bottom of the NOVA homepage. Under the heading 'In This Section' click on **IT For Students**. Click on **Wireless Discounts** on the landing page (<https://www.nvcc.edu/ithd/students/discounts.html>).

Where To Get Advice On What Kind Of Personal Computer To Buy

Click on **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 NovaAlert (<http://alert.nvcc.edu>) to add your cell phone number. You will only get text alerts 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 situation or if you see a crime or need help. Learn more at <http://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/>, as well as many important ones in the Student Handbook. 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.