

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). You will receive access to Blackboard within 48 hours of your enrollment and payment of classes. Use the information below to get started using technology at NOVA.

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, Blackboard, 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>

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 24 hours a day, 7 days a week including holidays and weekends.

Where To Get Help Using NOVAConnect, Email, Blackboard, Blackboard Collaborate (Live Virtual Web Classroom), 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>) In addition to online courses, some faculty use the Blackboard Collaborate Virtual Web Classroom for real-time class meetings or office hours. 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.

You can find free virtual technology training offered through Hoonuit (formerly Atomic Learning) that can answer many of your questions about Blackboard 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/>).

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 NOVA Mobile Apps

NOVA mobile apps are available to Faculty, Staff and Students. To learn more about NOVA mobile apps, including Blackboard on iTunes and Google Play, or to take a tour, Under the heading 'Services and Support' click on **Technology, then Mobile Apps on the left of the page**. You can find additional Mobile Resources here: <https://online.nvcc.edu/mobile/>

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 Print From Mobile Devices or Save and Share Large Files:

You can use cloud services to print from your mobile phone, tablet or personal computer. Click on the **IT Help Desk** link at the bottom of NOVA's home page. Click on **IT For Students** on the left side of the next page. Under the heading 'In This Section' click on **Cloud Services** (<http://www.nvcc.edu/ithd/cloud/>).

How To Personalize the Blackboard Web Portal

Go to <http://nvcc.my.vccs.edu> **OR** click the **myNOVA** button at the upper right of the NOVA homepage select **Blackboard**. Use buttons for **Add Module** and **Personalize Page** at the top of the screen for quick access to add any website(s) that may be useful to you.

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 click on **Blackboard**. The link to the free software is under the 'NOVA' tab. There may also be limited copies on CD for checkout at campus libraries.

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 are also available on Blackboard.

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>.