

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, the Extended Learning Institute (ELI), a wide variety of training and online resources, in addition to campus-based support. Use this handout to discover how to access and use many of the technology tools NOVA provides. **Be sure to see the new items added this year!**



How To Find Your VCCS UserName, Password and EmplID, and, Access NOVAConnect and Blackboard

Your VCCS login is for use with myNova to access the HR, Finance, and Student Information Systems, Blackboard, and other VCCS-provided systems. It is also used 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/index.html>.

How To Reset or Change Your LAN Password

Faculty and Staff can change or reset their own NVCC LAN Password when they are not on campus by utilizing the **MyPassword** tool found here <https://pwreset.nvcc.edu>. Before you can use the 'MyPassword' reset tool at home, however, you must **FIRST** set it up from a campus computer or by using **Remote Desktop Client** (see the **Remote Access from Home** section). To learn how to set up the **MyPassword** tool, click on this link for instructions <https://www.nvcc.edu/ithd/faculty/pass.html> under the heading 'How To Use MyPassword.'



How To Reset or Change Your VCCS Password

Go to <http://nvcc.my.vccs.edu> **OR** click the **myNOVA** button at the upper right of the NOVA homepage. Enter your VCCS UserName and Password. Select **Change My Password** at the bottom of the 'Welcome' page.

IMPORTANT: YOU MUST HAVE ALREADY SET UP YOUR FIVE (5) SECURITY QUESTIONS & ANSWERS TO USE THE MyNOVA PASSWORD RESET TOOL. If you wait until you are locked out to set up the questions, you will have to phone the Help Desk and there may be a substantial delay to reset your password!



How To Edit Your Profile

For any one of several reasons, you may notice that 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. Some information you have the ability to change is your current location, your department and/or your division, your telephone number. You can 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 <http://www.nvcc.edu/ithd/docs/How-To-Edit-myProfile-Information.pdf>. **BE SURE YOU PROVIDE YOUR CELL PHONE No. AND AN NON-COLLEGE EMAIL ADDRESS SO YOU CAN BE REACHED IN AN EMERGENCY OR IF COLLEGE SYSTEMS ARE DOWN!**

How To 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' (<http://www.nvcc.edu/policies/it/email.html>).

Faculty/Staff Webmail: Click Faculty and Staff at the upper left of the NOVA homepage. Click on Webmail under the heading 'Log In To Access' (<https://mail.nvcc.edu/owa>). You can also use the Microsoft Remote Desktop Client to access email (see the next item):



College Intranet: Go to sharepoint.nvcc.edu. You can 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: Click on the link to the **IT Help Desk** at the bottom of the NOVA homepage. Click on **IT for Faculty & Staff**. Then, click on **Working Remotely** at the bottom left on the landing page (<http://www.nvcc.edu/ithd/faculty/remote/index.html>). You can also use the **MS Remote Desktop Client** to work remotely. Find more information about logging into the Remote Desktop Client here <http://www.nvcc.edu/ithd/faculty/remote/msrdc.html>.

VCCS Student Email: All Faculty also have an account on the VCCS Student Email system. Go 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.**)

Blackboard Access: Go to <http://nvcc.my.vccs.edu> OR click the **myNOVA** button at the upper right of the NOVA homepage OR go to <http://learn.vccs.edu>.

NOVAConnect (SIS) Access: Go to <http://nvcc.my.vccs.edu> OR click the **myNOVA** button 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>).

Blackboard Collaborate: Click **Faculty and Staff** at the upper left of the NOVA homepage. Under the heading 'Technology Resources' click on **Blackboard Collaborate** (<http://www.nvcc.edu/factechnology/collaborate.html>). In addition to online courses, Faculty can use the Blackboard Collaborate Virtual Web Classroom (<http://eli.nvcc.edu/courses.htm>) for real-time class meetings or office hours. There is now a virtual classroom/meeting room link for **Blackboard Collaborate** from within each class site on Blackboard. Go to <http://nvcc.my.vccs.edu> OR click the **myNOVA** button at the upper right of the NOVA homepage (www.nvcc.edu) Click on **Blackboard** and enter your desired Blackboard course. In the navigator on the left side of the page, click on **Tools**. On the following page, click on **Blackboard Collaborate** to view your virtual rooms.

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 on the link to the **IT Help Desk** at the bottom of the NOVA homepage. Click on **IT For Faculty and Staff**. Under the heading 'Internet/Networking' click on **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: Go to <http://www.nvcc.edu/home/yourusername> ("yourusername" is 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>).

Where To Get HELP With Login Problems and Other IT Related Concerns

Contact the **NOVA IT Help Desk by phone** at **(703) 426-4141**, or by clicking on the link for the **IT Help Desk** on the bottom of the **NOVA homepage**. You can also send an email to the **IT Help Desk** at ithelpdesk@nvcc.edu. Email will **ONLY** be reviewed during regular IT Help Desk business hours (Mon – Thu, 8a – 9p; Fri, 8a - 5P). If you have an urgent issue you should contact the IT Help Desk directly. 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. The IT Help Desk is available 24 hours a day, 7 days a week including holidays and weekends.

Where To Get Help Using NOVAConnect, Email, Blackboard, Blackboard Collaborate and Other Resources

For a wide variety of resources including tutorials and online training (on Blackboard, Blackboard Collaborate, 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/webforms/trainings/techtraining>. In addition, the Atomic Learning site (<http://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. **Technical support for Blackboard is available at BlackboardHelp@nvcc.edu. Technical Support for Blackboard Collaborate is available by phone (703)764- 5051, and Email (eliitsupport@nvcc.edu)**. 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 (<http://www.nvcc.edu/factechnology/index.html>).



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 even store/favorite the most useful resources within your VPDC account for quick access later. Visit the VPDC using the login button here: <https://eli.nvcc.edu/trainingcatalog/>. Log in using your NOVA faculty/staff email address and the corresponding password.

How to set up an eMeeting

Faculty and Staff can use WebEx for eMeetings of committees, workgroups, or other collaborations. Find instructions on how to access **WebEx** at <http://www.nvcc.edu/faculty-staff/files/webex-info.pdf>. For a more detailed User Guide go to <http://www.nvcc.edu/faculty-staff/files/webex-info.pdf>. 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. In addition to teaching online courses, Faculty can also use **Blackboard Collaborate Virtual Web Classroom** (<http://www.nvcc.edu/factechnology/collaborate.html>) for real-time class meetings or office hours. There is now a virtual classroom/meeting room link for Blackboard Collaborate from within each class site on Blackboard. Go to <http://nvcc.my.vccs.edu> **OR** click the **myNOVA** button at the upper right of the NOVA homepage (www.nvcc.edu) Click on **Blackboard** and enter your desired course. In the navigator on the left side of the page, click on **Tools**. On the following page, click on **Blackboard Collaborate** to view your virtual rooms.

How To Connect To Wireless On Campus

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

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. From the **NOVA App** on this page, you can also access **SIS Mobile/PeopleSoft**. For iPad users, click the letter 'i' at the lower left of the screen then select.



You can find additional Mobile Resources here: <http://eli.nvcc.edu/mobile/>.



Where to Find the ELI Mobile App for Distance Learning

The Extended Learning Institute has a mobile app with links and resources for online learners. Search the Apple and Adroid Stores for NVCC to find the ELI app.

Where To 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 on **IT for Faculty & Staff**. Under the heading 'General Services' click on **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 <http://www.nvcc.edu/ithd/docs/PanicDialerDirections.pdf> and http://www.nvcc.edu/ithd/docs/QuickStart_8841_8851_8861.pdf.

Where To 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 or renew it. If you do not complete the training by the deadline, your accounts will be locked. For more information click on 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/moatfaq.html>). Specific IT security questions or concerns should be directed to the **IT Help Desk by phone at (703) 426-4141** or by **Email at ithelpdesk@nvcc.edu**.

Recognize SPAM In Your Email (Very Important)!!

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 don't 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 on the **IT Help Desk** link at the bottom of the NOVA homepage.

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 **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.



You can also find software 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 Faculty & Staff**. On the landing page, under the heading 'In This Section', click on **Software for Faculty and Staff** (<http://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 on **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 <http://www.nvcc.edu/ithd/faculty/software.html> and click on the information links under the heading 'Other Software.' You can purchase the traditional version of Microsoft Office inexpensively using the link for software on the **IT Help Desk** page.

Faculty have free access to **Respondus** for entering entire tests into Blackboard, **SoftChalk** or **Study Mate** for developing interactive activities, **Lockdown Browser**, and **Impatica** for formatting PowerPoint presentations for Blackboard (<http://www.nvcc.edu/factechnology/blackboard/blocks.html>). For information about accessing this software click the **myNOVA** button at the upper right of the NOVA homepage and then log into Blackboard. Under the 'TEACH' tab at the top of the page, you will find download and tutorial information. Faculty and staff have access to **Adobe Creative Suite** for home use and on their college computer. 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**, and, **GIS** software via an email request to Janice Ouellette (<mailto:joulette@nvcc.edu>). The free online learning materials repository, **MERLOT**, can be found at <http://eli.nvcc.edu/oer/> under the heading 'Additional OER Information and Resources' (<http://www.merlot.org>). Faculty can also refer their students to **Tutor.com**.

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. For directions, follow the **IT Help Desk** link at the bottom of NOVA's home page, choose **IT For Faculty and Staff** on the right side of the page. Then click on the link for **Cloud Services** (<http://www.nvcc.edu/ithd/cloud/index.html>). Students can use this instead of FTP when they have large homework files to submit.



How To Find and Access Online Library Resources:

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

How To Find Online Courses and Distance Learning Resources

Online courses are offered at NOVA through the Extended Learning Institute (ELI). You can access the distance learning website directly at <http://eli.nvcc.edu>.

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**. 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.



Where to 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>).



How to participate in VCCS conference calls

Most eMeetings now use WebEx or Meet-Me conference calls. The VCCS also operates a conference call system that uses 814 as a special area code. See the IT Help Desk website for information on how to dial in to conference calls on the VCCS Phone Conference System and College Conference Calls.



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 is 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.

How To Order College Software

All software has to be ordered through Media Processing Services (<http://www.nvcc.edu/media/index.html>) and installed by IT staff. Arrangements for installing software can be made 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 can be submitted.

How To Order College Computers, Printers, and Other IT Equipment

All IT Equipment should be requested through the campus or unit IT staff. Individuals should not go out on their own to order equipment. 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 substantial 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>).

Substantial 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 on **Software**. Links to some Software discounts are also available on Blackboard.

NOVA students, faculty and staff can also shop at Patriot Computers, GMU's on-campus computer store. Click the **IT Help Desk** on the bottom of the NOVA homepage, and then click on the link for **Computer Purchases** under Students to find a link to **GMU's Computer Store** (<http://www.nvcc.edu/ithd/students/purchase.html>).

AT&T, Verizon, and Sprint offer wireless discounts to Faculty and 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>.

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 (<http://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>.