

Transition of NOVA Help Desk Function on December 18th, 2020

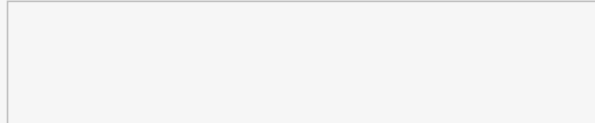
NOVA <noreply@nova.cccco.edu>

Thu 12/17/2020 1:45 PM

To: MaryRose Lovgren <mlovgren@bcoe.org>

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We are pleased to announce that on December 18, 2020, the current NOVA help form will be re-directed to a new NOVA support request form in ServiceNow.

The transition to this new help desk software will allow NOVA users ability to submit requests to NOVA technical support, view knowledge base articles, and view the status of their requests. Your current request response times and process will not change or be negatively impacted.

The transition to ServiceNow will be seamless to you. There will be no interruptions to your current help form. On the day of go-live when you click on NOVA Help you will automatically be re-directed to ServiceNow.

How to Submit a NOVA Support Request:

1. Access <https://nova.cccco.edu/help>
2. Click on the NOVA Support Request link
3. You will be redirected to the new NOVA Support Request form in ServiceNow.
4. Complete required fields and click Submit.
5. You will receive a confirmation email.

For more detailed instructions on completing the NOVA Support Request Form, please feel free to [view this short tutorial](#).

General Questions

For more information on the transition of NOVA support please contact Christopher Anderson canderson@cccoco.edu or Alejandro Sandoval asandoval@cccoco.edu

Technical Assistance

For technical assistance, please open an incident at <https://support.cccco.edu>

Audience

NOVA Users

Thank you,

ServiceNow Project Team