IT Support FAQs

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Getting Help

Q: How do I contact IT support?

A: Multiple options available: - **Slack:** #it-help (fastest for non-urgent issues) - **Email:** it-support@novatech.com - **Portal:** help.novatech.com - **Urgent:** #it-urgent on Slack

Q: What are IT support hours?

A: - **Standard support:** 8am-6pm local time, Monday-Friday - **Urgent issues:** 24/7 via #it-urgent - **After-hours:** On-call for critical issues only

Q: What's the typical response time?

A: - **Slack/Portal:** 2-4 hours for standard requests - **Urgent channel:** 30 minutes - **Critical issues:** 15 minutes

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Account Issues

Q: I forgot my password. How do I reset it?

A: 1. Go to https://novatech.okta.com 2. Click "Need help signing in?" 3. Select "Forgot password?" 4. Follow verification steps

If you're completely locked out, contact IT Support.

Q: My account is locked. What do I do?

A: Accounts lock after 5 failed attempts. Wait 30 minutes for auto-unlock, or contact IT for immediate unlock.

Q: How do I set up MFA?

A: MFA is enrolled during onboarding. To add a new device: 1. Sign into Okta 2. Go to Settings > Extra Verification 3. Add Okta Verify or security key

Q: I lost my security key (YubiKey). What do I do?

A: 1. Report lost key to IT immediately 2. We'll disable the lost key 3. Use backup MFA method temporarily 4. Request replacement key via help.novatech.com

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Equipment

Q: How do I request a new laptop?

A: 1. Go to help.novatech.com 2. Select "Hardware Request" > "Laptop" 3. Choose your preferred model 4. Submit request

New laptops typically ship within 5 business days.

Q: What laptop options are available?

A: - **MacBook Pro 14"** (M3 Pro, 18GB RAM, 512GB) - **MacBook Pro 16"** (M3 Pro, 36GB RAM, 512GB) - **Dell XPS 15** (Intel i7, 32GB RAM, 512GB)

Q: Can I get multiple monitors?

A: Yes, up to 2 external monitors per employee. Submit request via help.novatech.com > Hardware Request > Monitor.

Q: My laptop is slow/broken. What do I do?

A: 1. Try restarting first 2. Check for pending OS updates 3. If issues persist, contact IT via Slack #it-help 4. We may troubleshoot remotely or arrange replacement

Q: How do I return equipment when leaving?

A: IT will send you: 1. Return instructions 2. Prepaid shipping label 3. List of items to return

Return all equipment within 7 days of departure.

Software

Q: How do I install approved software?

A: - **Mac:** Open "Self Service" app (in Applications) - **Windows:** Open "Software Center" from Start menu

Browse available software and click Install.

Q: How do I request software not in the catalog?

A: 1. Go to help.novatech.com 2. Select "Software Request" 3. Provide software name and business justification 4. IT Security will review (2-5 business days)

Q: Can I install personal software?

A: Limited personal software is permitted if it: - Doesn't conflict with security policies - Doesn't use excessive resources - Isn't on the prohibited list

Check with IT if unsure.

Q: Why can't I install [specific software]?

A: Common reasons: - Not yet approved by Security - License not available - Conflicts with existing software - On prohibited list for security reasons

Submit a software request with business justification.

VPN & Remote Access

Q: When do I need to use VPN?

A: VPN is required when: - Using public WiFi - Accessing production systems - Connecting to internal databases - Working with sensitive data

Optional but recommended on home networks.

Q: How do I connect to VPN?

A: 1. Open GlobalProtect 2. Enter portal: vpn.novatech.com 3. Click Connect 4. Authenticate via Okta

Q: VPN is slow. What can I do?

A: Try these steps: 1. Disconnect and reconnect 2. Switch to a closer gateway (Settings > Preferred Gateway) 3. Check your internet speed 4. Disable when not accessing internal resources

Q: I can't connect to VPN. Help!

A: 1. Check internet connectivity 2. Verify Okta credentials work 3. Try restarting GlobalProtect 4. Check if VPN is having issues: status.novatech.com 5. Contact #it-help if issues persist

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Email & Communication

Q: How do I access email?

A: - **Web:** mail.google.com or gmail.novatech.com - **Mobile:** Gmail app with NovaTech account - **Desktop:** Mail app configured with Google Workspace

Q: How do I set up email on my phone?

A: 1. Download Gmail app 2. Add account > Google 3. Sign in with NovaTech email 4. Complete Okta MFA 5. Allow required permissions

Q: Can I forward work email to personal email?

A: No, forwarding work email to personal accounts is prohibited for security reasons.

Q: How do I set up an out-of-office reply?

A: 1. Open Gmail Settings (gear icon) 2. Scroll to "Vacation responder" 3. Set dates and message 4. Save

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Slack

Q: How do I get added to a Slack channel?

A: - **Public channels:** Browse and join directly - **Private channels:** Request from channel admin - **Team channels:** Auto-added based on team membership

Q: What's the retention policy for Slack?

A: Messages are retained for 2 years. Some compliance channels have longer retention.

Q: Can I use Slack on personal devices?

A: Yes, but you must: 1. Enroll device in MDM (for mobile) 2. Use Slack's mobile app (not web browser) 3. Follow security policies

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Security

Q: I received a suspicious email. What do I do?

A: 1. Don't click any links or attachments 2. Click the "Report Phishing" button in Gmail 3. Report to security@novatech.com if urgent 4. Delete the email

Q: I think I clicked a phishing link. Help!

A: 1. Immediately change your password 2. Contact #security-urgent on Slack 3. Run a security scan via Self Service 4. Security team will guide next steps

Q: How do I report a security concern?

A: - **Slack:** #security-questions (general) or #security-urgent (urgent) - **Email:** security@novatech.com - **Anonymous:** ethics.novatech.com

Q: What's the password policy?

A: Passwords must be: - Minimum 16 characters - Mix of letters, numbers, symbols - Not previously used - Changed annually

Use 1Password to generate and store passwords.

Troubleshooting

Q: My computer won't turn on.

A: 1. Check power connection 2. Try different outlet/charger 3. Hold power button for 10 seconds 4. Contact IT if still not working

Q: Internet is slow at home.

A: 1. Run speed test (speedtest.net) 2. Restart router/modem 3. Try wired connection 4. Disconnect other devices 5. Contact ISP if persistent

Q: I can't print.

A: 1. Verify printer is on and connected 2. Check paper/toner 3. Restart print job 4. Remove and re-add printer

Office printers are managed—contact local IT if issues persist.

Q: Video/audio not working on calls.

A: 1. Check Zoom/app permissions (camera, microphone) 2. Verify correct input/output device selected 3. Test in Zoom settings 4. Restart the app 5. Restart computer if persists

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Contact Information

Issue Type	Contact	Response
General IT	#it-help	2-4 hours
Urgent IT	#it-urgent	30 min
Security	#security-urgent	15 min
Account issues	#it-help	1 hour
Hardware	help.novatech.com	1 day

Related Documents: Password Requirements (IT-ACC-001), VPN Setup Guide (IT-ACC-003), Security Best Practices (IT-SEC-010)