NovaTech IT Support User Guide

Version 1.0 – Internal IT Services Manual

1. Introduction

Welcome to NovaTech IT Support.

This guide provides instructions for account access, password resets, VPN setup, email configuration, software installation, hardware troubleshooting, security best practices, and raising IT support tickets.

2. Account Access

First-Time Login Steps:

- Use the temporary password sent via email.
- Visit: https://portal.novatech.local
- Enter employee ID as username.
- Change password upon first login.

Password Requirements:

- Minimum 12 characters
- At least one uppercase letter
- One number
- One special character
- Cannot reuse last 5 passwords

3. Password Reset

- Visit login page and click 'Forgot Password'.
- Enter registered email.
- Complete MFA verification.
- Create new password.

If MFA device is unavailable, submit a High Priority ticket.

4. VPN Setup (Remote Access)

NovaTech uses SecureConnect VPN.

Installation Steps:

- Download SecureConnect from IT Portal.
- Install application.
- Server: vpn.novatech.local
- Username: employee ID
- Password: company password

Approve MFA push notification after login.

5. Email Configuration

Email format: firstname.lastname@novatech.local

Outlook Setup:

- Open Outlook and select 'Add Account'.
- Enter company email and password.
- Complete MFA verification.

Mailbox limit: 5GB.

6. Software Installation

Approved Software:

- Microsoft Office
- Slack
- Zoom
- Chrome
- Adobe Reader

- Power BI Desktop

Install via Company Software Center. Unauthorized software is prohibited.

7. Hardware Troubleshooting

Laptop Not Turning On:

- Check power cable.
- Hold power button for 10 seconds.
- Try different outlet.
- Contact IT if unresolved.

Slow Computer:

- Restart device.
- Close unused applications.
- Run Disk Cleanup.
- Ensure at least 20% free storage.

8. Security Policy

- Never share passwords.
- Use MFA at all times.
- Lock screen when away.
- Report phishing emails to security@novatech.local.

9. Raising IT Support Tickets

All issues must be logged via IT Helpdesk Portal.

Priority Levels and SLA Response Times:

- Low – 48 hours
- Medium – 24 hours
- High – 4 hours
- Critical – 1 hour

10. IT Helpdesk Contact

Portal: https://helpdesk.novatech.local

Email: support@novatech.local

Phone: +44 800 123 4567

Hours: Monday – Friday, 8am – 6pm