

## Support Center – Steps to Create a Web Case/Submit Documents

Outlined in this document is the workflow for creating web cases via the Support Center. Web cases can be used to securely send documents to college offices and associate those documents to your student profile for on-going reference. Please follow these steps to create a new web case in the Support Center.

Step 1 – Navigate to the Support Center website, <https://mysupport.nvcc.edu>

NOVA Northern Virginia Community College Financial Aid Support Center My Help Center Create a Case / Submit Documents Logout

How can we help? Search by phrase or keyword

**Live Chat**  
Connect to live chat support

**Create a Case/Submit Documents**  
Create a web case to ask a question or submit document(s)!

**Track My Progress**  
View the status of your financial aid or student accounts

**Contact Us Weekdays 8am - 8pm & Saturdays 11am - 3pm EST**

- Call 855-323-3199 for Financial Aid
- Call 703-323-3000 for Other Questions
- Live Chat
- Create a Case / Submit Documents

**Top Help Topics**

- How do I schedule an advising appoin...
- How do I submit financial aid docume...
- How do I apply for summer aid?
- When will my financial aid funds disbu...
- What are my options for making a pay...

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Financial Aid Student Accounts

Step 2 – Click on the “Create a Case/Submit Documents” link.

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Financial Aid Student Accounts

### Step 3 – Secure Login to the Support Center.

- After clicking “Create a Case”, you will be prompted to login with your [myNOVA credentials](#).
  - This establishes the secure channel for document submission.

Virginia's  
Community Colleges

Need Help?

Username

GO >

FORGOT MY PASSWORD FORGOT MY USERNAME

Want faster login through your mobile phone, click SETUP MFA button below.

SETUP MFA

#### Step 4 – Complete the case fields shown below (an asterisk notes a required field).

- Indicate if you are submitting documents. If so, the fields will update accordingly as noted in the first screenshot below.
- **Case Summary** - Brief summary of your case (similar to an email subject line)
- **Case Details** - Detailed information regarding your inquiry or the document you are submitting.
- **Request** - Department you would like to contact (i.e. Financial Aid, Student Accounts, etc.)
- **Request Type** - Select the most applicable category and a **Request Type Detail** (if prompted).

The screenshot shows the 'New Case' form with the following fields and values:

- Need help? Simply fill out the information below so that we can best assist you.
- Are you submitting documents?\*: Yes
- Document Type\*: Financial Aid To-Do List/Verification
- Campus\*: Annandale
- Case Summary\*: (empty field, with red text below: Case Summary is required)
- Case Details\*: (empty field)
- Upload Files (max 5) i: No files selected.
- All files size cannot exceed 20MB.
- \*Required Field
- Buttons: Cancel, Submit Case

The screenshot shows the 'New Case' form with the following fields and values:

- Need help? Simply fill out the information below so that we can best assist you.
- Are you submitting documents?\*: No
- Request\*: Financial Aid
- Request Type\*: Applying for Aid
- Financial Aid Award Year\*: 2023 - 2024
- Campus\*: Alexandria
- Case Summary\*: (empty field, with red text below: Case Summary is required)
- Case Details\*: (empty field)
- Upload Files (max 5) i: (empty field)

**Note: You will need electronic versions of all documents you wish to upload.**

**Some options to scan and/or electronically sign documents include:**

- Use an iPhone, iPad, or iPod touch, to scan documents and add an electronic signature with “Notes” as explained at <https://support.apple.com/en-us/HT210336>.
- Android users may scan documents as a PDF with Google Drive as explained at <https://support.google.com/drive/answer/3145835?co=GENIE.Platform%3DAndroid&hl=en&oco=0> or use [DocuSign](#) (free trials are available) to create a PDF and electronically sign their documents.
- Take a photo of the document and upload it. The photo must be clear and show the complete document.

**If you are trying to submit a form that is available as a fillable PDF, and you do not have access to a printer:**

- Complete each fillable field on the PDF form, type your name on the signature line, then click “Print”, and select “Save as PDF” or select “Adobe PDF” as your printer. You may then upload the completed PDF form to your Support Center case. **This method is acceptable for student signatures, but in most circumstances, a physical parent signature must be provided on forms that require a parental signature.** Electronic signature methods that allow parents to draw a signature such as the iPhone and DocuSign option mentioned above are acceptable.

## Step 5 – Choose File(s) to Upload, Review and Submit Case

- Once you update all required fields, click on the paperclip icon (highlighted below) next to "No files selected" to upload your document(s).
- Click "Submit Case".
- Hovering over the "information" icon (lowercase i) next to "Upload Files" will display what file types are supported.
- Confirm documents were successfully attached by viewing the list below the "Upload Files" option.
- You may attach up to 5 files in one case, not to exceed 20MB.
- Click "**Submit Case**" when you are ready to submit your case/documents.

Case Summary\*

Submitting Documents

Case Details\*

My financial aid verification document is attached.

Upload Files (max 5) ⓘ

 No files selected.

All files size cannot exceed 20MB.

\*Required Field

Cancel Submit Case

Case Details\*

Request document attached.

Supported file formats are txt, doc, docx, xls, xlsx, pdf, png, gif, jpeg, jpg, mp3, mp4, mov, avi, log, csv, ppt, pptx, p7s, tif, tiff, rtf, xml, eml, msg, wav

Upload Files (max 5) ⓘ

All files size cannot exceed 20MB.

Choose Files No file chosen

## Step 6 – Click on the "My Help Center" link on the top right of the page to monitor case status.

- The Case History of your Support Center interactions for the last 30 days will appear here.
- This includes phone calls, web cases, chats, and emails.

NOVA Northern Virginia Community College 24 Hour Student Support Center

My Help Center Create a Case / Submit Documents Logout

Home / My Help Center

Search by phrase or keyword

Help Cases Tracker

Cases listed below are from the last 30 days

Create a Case / Submit Documents

Case Number	Title	Last Updated	Status
There are no cases to list			