14.07 ACCESSING KNOWLEDGE BASE ARTICLES

Overview These procedures document the process for accessing NVCC SIS training materials.

Navigation https://support.nvcc.edu

You may wish to save this URL in your browser favorites.

Detailed Directions

Step 1 Navigate to the URL listed above. The Northern Virginia Community College Support Portal page displays.
**Step 2**  
Sign in using your **LAN user name and password**. After a successful login, the Home page will display. Each user's access will be a little different, so not everyone will see the same links and choices on this page.
Step 3  

Click **Knowledge Base**. The Search Knowledge Base page appears.
Step 4

In the Search field, enter one or more words related to the article you wish to view.

Step 5

Click the drop down arrow for the Folder field and choose the appropriate folder in which to conduct your search.

User name: NVCC\{your LAN user name\}
Password: your LAN password

Step 6

If you wish, choose a Search Type.

Article Content = any document with your keyword(s) within the article.
Article ID = any document with your keyword(s) in the article title.
Step 7

Click the Search button. The results display below the Search box.
Step 8  Click the link for the article you wish to view. The Article appears.

Note that currently, the Business Process documents only contain a link to the .pdf document.

Click the link to the Business Process document. The .pdf file will open in a new window.
Troubleshooting documents will contain helpful hints users may follow to resolve problems and errors.