



Nova High School

Student Laptop & SSO Troubleshooting

What do I do when I get home with the school laptop?

- Students are to login to the laptop the same way they logged in when it was picked up from school.

What do I do if my login information for SSO is not working or I need a password reset?

- Please call Nova Technology Support at 754-323-1684 or 754-323-1713 Office Hours 9:00AM-1:00PM or email: NovaOnlineHelp@browardschools.com

What do I do if I have issues with the internet connecting to my laptop?

- You need to contact your internet provider. School personnel are unable to assist with home internet issues.

What if I don't have internet?

- You can search the web for Internet options or contact Nova High School for additional support. Please call Nova Technology Support at 754-323-1684 or 754-323-1713 Office Hours 9:00AM-1:00PM or email: NovaOnlineHelp@browardschools.com

What if I am having issues with the school computer that are not internet related or issues with school based SSO programs?

- Please call Nova Technology Support at 754-323-1684 or 754-323-1713 Office Hours 9:00AM-1:00PM or email: NovaOnlineHelp@browardschools.com They will be working diligently to resolve any additional issues in a timely manner to ensure academic progress continues.

Be sure to include the following information in your email:

Subject Line: Student Laptop Issue

Student Name

Student Number

Grade

Description of the issue. If you are receiving error messages please include a screenshot or image of the error message on the screen.

WE ARE HERE TO SUPPORT YOU!