FAQs For Students

Link for this page (Please note this link and all others on this page are case sensitive): https://wiki.nursing.jhu.edu/x/XoAuBQ

FAQ	Answer
How do I get technical help if my question is not answered here?	Come to Room 326 in the Pinkard building E-mail: SON-HelpDesk@jhu.edu Call: 410-614-8800
What are the SON student computer requirements /recommendations?	http://nursing.jhu.edu/information/technology/resources.html
How do I get a Zoom account?	Go to https://uis.jhu.edu/zoom/students/
How do I connect to Hopkins WiFi?	http://www.it.johnshopkins.edu/services/network/wireless/#hopkins Note students should not connect to JHGuestnet. This may limit your access to certain resources that you will need. Instead, please be sure to connect to the 'hopkins' WiFi network.
How do I configure Hopkins E-mail on a mobile device?	https://wiki.nursing.jhu.edu/x/jQKNB
How to configure the Hopkins VPN?	https://vpninfo.jh.edu/
I need access to SPSS for a class that I am taking. How do I get this?	SPSS is installed on all of the publicly available computers at the SON. You can also install and run SPSS on your personal computer using the SON's license. See details here https://wiki.nursing.jhu.edu/x/tgDNAw
How do I access my U: drive?	https://wiki.nursing.jhu.edu/x/mABBAw
How to install Office 365 on my personal laptop?	Go to https://portal.office.com and enter JHEDID@jh.edu as the login account (note this is "@jh.edu" not "@jhu.edu"). You should be re-directed to the Johns Hopkins login page before even having a chance to enter a password. Login with your JHEDID and password (do not include the "@jh.edu"). Once on the Office 365 portal, you should see a link to install Microsoft Office (likely in the upper right-hand corner).
How do I access online file storage (JH Box and OneDrive) and configure it to synchronize with my laptop?	Please see the Johns Hopkins Enterprise web page for information on using these collaboration tools. http://www.it.johnshopkins.edu/services/collaboration_tools/ If you have questions or problems, please contact the SON Help Desk.
How do I digitally sign /secure a PDF?	https://wiki.nursing.jhu.edu/x/lgBmC
How do I enable printing to SON printers from my computer?	https://wiki.nursing.jhu.edu/x/FoAoAg
What are student printing /copying costs?	https://wiki.nursing.jhu.edu/x/FoAoAg
How do I scan a document?	<Instructions in progress>
Is there a resource for students to get free or reduced price software?	http://jhu.onthehub.com (JHU approved/supported) http://studentdiscounts.com
How do I install the Respondus Browser?	Please login to Blackboard, access the course and click the Exams menu on the left side for instructions on how to install and use the Respondus Browser.
How do I install RPNow (Remote Proctor Now)?	https://wiki.nursing.jhu.edu/x/pACAB You can also login to Blackboard, access the course using RPNow and click the Exams menu on the left side for additional instructions.
I'm working with a researcher and need access to Sponsored Projects folder (R: drive). How do I get that?	An access request must first be sent to the SON Help Desk https://wiki.nursing.jhu.edu/x/kgBBAw
I received a message in my Hopkins e-mail that I suspect is Spam or Phishing. How do I report this?	https://wiki.nursing.jhu.edu/x/DAONB

I have cracked the screen on my phone/tablet. Does Hopkins have any services that can help repair this?	https://wiki.nursing.jhu.edu/x/N4C1B
How long will I be able to access my Hopkins JHED and/or e-mail after I graduate?	https://wiki.nursing.jhu.edu/x/GAONB
How do I access UpToDate?	This is a resource that is available through the Welch Library and is currently only accessible while physically on the Hopkins nework (no VPN access). For more information, please refer to the Welch Library website http://welch.jhmi.edu/welchone
I'm enrolled in a course, but it doesn't show up for me when I log into Blackboard. Why?	There two common reasons for this. 1. (Most common) The instructor has not made the course available to students yet. Typically, this is done about 1 week prior to the first day of class. If you login to SIS and see the course in your list of registered courses, then this reason is most likely. 2. There may be a billing problem or other issue with your student account. If you registered for courses, but no longer see them in SIS, this may be the reason. Contact the Student Accounts office if you suspect this to be the case. http://nursing.jhu.edu/about-us/contact/directory/student-accounts.html If neither of the above situations apply, contact the SON Help Desk to report the issue.
I understand the SON can provide loaner laptops when needed. How does this program work?	https://wiki.nursing.jhu.edu/x/AgONB
How can I protect my personal computer from viruses?	https://wiki.nursing.jhu.edu/x/YgCuAQ