

# Return to Building Issues

<https://wiki.nursing.jhu.edu/x/mwAkCQ>

**Below are a few common technical issues that we know many people will experience as they return to building. Some you can resolve yourself without the need to contact the Help Desk. Where Self-Help is an option, please try that before contacting the Help Desk.**

**1. Your screens/monitors are not oriented correctly or they are duplicating the screen on your laptop screen rather than extending to the monitors.**

**Self-Help Instructions:** [MonitorDisplaySettings.pdf](#)

**2. There is a printer want to connect to that is not one of the large Printers/Copiers. It has a label the says "PRINT\_###"**

**Self-Help Instructions:**

1. Find your printer's network name. Should be "**PRINT\_###**"
2. In the Windows Search box, type **\\SON-Print** and press Enter
3. This should bring up a list of printers. Find yours from Step 1.
4. Right-click on that printer and choose **Connect...** and you're done.
5. The printer should show up in your list as "**### <printer description> on SON-Print**"

**3. The large Printer/Copier near you is not the one you used previously. These would be the printers labeled "SON-MP###"**

This one requires Administrative access on your machine in order to complete. If you have an .RAdmin account on your machine and you know how to use it, then you can follow the steps below. If you do not have an .RAdmin account, then you will need to submit a Help Desk ticket. Please click the following link to start an email to us. [Submit Printer Install Request](#) **Important**, this doesn't need to be an emergency. There is a work around for those who already have at least one SON-MP### printer installed. If you do, then you should also have a printer on your machine called "**SON SecurePrint**" See these [Self-Help Instructions](#) that explain how to use this printer right now while you wait for IT to get your printers updated.

**Instructions for those with an .RAdmin account that they know how to use**

**Self-Help Instructions:**

1. In the Windows Search box, type **Add** and then select "Add or remove programs" from the search results.
2. Scroll down and find the Application called "Pharos." If you don't see this application, you can skip to step 4.
3. Select the "Pharos" app and click the Uninstall button. Follow the prompts to uninstall including entering the .RAdmin credentials when prompted.
4. Once the uninstall is complete, download and run this printer installation package. [http://esmpharopmpcp1.win.ad.jhu.edu/Uniprint/SON All MFPS\\_for\\_x64.exe](http://esmpharopmpcp1.win.ad.jhu.edu/Uniprint/SON All MFPS_for_x64.exe)
5. Follow the prompts to complete the installation
6. When you print for the first time, the application will search for an update and you will need to click an OK prompt 3 or 4 times. This is normal.

**4. You are connected to the docking station, but cannot access certain Hopkins resources like Outlook, Teams, and/or JHU web pages OR you are not seeing anything displayed on the monitors and you have confirmed they are powered on**

This probably means your laptop doesn't have drivers for the docking station or IT needs to register the network connection. Please click here to report a [Docking Station Issue](#) to the Help Desk, disconnect from the docking station and just use the Hopkins wireless network until we resolve the issue.



Unknown macro: 'hideelements-macro'