

Getting Started

Information Technology at Johns Hopkins Institutions, commonly referred to as IT @ JH, provides many information technology resources, services, and experts to our customer groups. This page is a great place to get started--for computer “newbies,” for new arrivals to the Johns Hopkins institutions, or for those just needing to be re-acquainted with basic IT @ JH computing services.

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GETTING A JHED ID

As a Johns Hopkins student, faculty, or staff member, a JHED login ID has already been created for you. However, you will need to verify your identity and set up a password before successfully signing in to the myJH portal. If you do not know your JHED login ID, try the following steps:

1. Open a web browser to <http://my.johnshopkins.edu>
2. Click on the “New Visitor?” link located below the “Login” button and follow instructions for setting up your account.

For more information on your setting up JHED profile, click here:
<http://it.jhu.edu/jhed/firstlogin.html>

EMAIL

[Outlook/Exchange](#)

Outlook/Exchange 2007 is the Enterprise email system for faculty and staff. If your office computer uses the Windows operating system, you will have a desktop icon with which to access your Outlook email account. You may also access your Outlook account online through this link: <http://mobile.johnshopkins.edu> or through the myJH portal (<http://my.johnshopkins.edu>).

[Johns Hopkins Enterprise Messaging \(JHEM\)](#)

Johns Hopkins Enterprise Messaging (JHEM) is an Enterprise email system available to faculty, staff, and students at the Johns Hopkins Institutions. The JHEM web client allows you to view your email from any internet browser. Many users automatically receive a JHEM account when they become affiliated with Johns Hopkins, and your JHEM account can be accessed via the

portal (<http://my.johnshopkins.edu>). Users that do not automatically receive an account may request one by logging into the my JH portal, clicking on the “My JHED” tab, and filling out the request form.

Outlook Live at Hopkins (OL)

Outlook Live at Hopkins (OL) is an Enterprise email system available to students at the Johns Hopkins Institutions. The OL web client allows you to view your email from the myJH portal. You can access your account for the first time by logging into the myJH portal (<http://my.johnshopkins.edu>), entering your initial password (which is your MMDD birthdate followed by the last 5 digits of your Social Security number), creating a new password, and agreeing to the terms of service. You will then have access to the OL webmail quick link for all your future portal logins.

GETTING A COMPUTER

Mobile Computing Program

To help achieve a more standardized, supportable mobile computing environment, the Mobile Computing Program (MCP) partners with select computer vendors so that Hopkins students, faculty, and staff can purchase specially selected mobile systems at very competitive prices.

Hopkins Technology Store

The Johns Hopkins Technology Store offers Hopkins students, faculty, and staff convenient access to specially configured and priced academic computing resources with expert advice, service and support. A valid Hopkins ID is required for all personal purchases. The store is located on the Homewood Campus in Garland Hall.

VIRUS PROTECTION

IT@JH has licensed Symantec Antivirus, available for Windows and Mac OS X operating systems. Symantec Endpoint Protection, a next generation product, is also available for Windows-based systems. Johns Hopkins faculty, staff, and students may download and use Symantec products on computers owned by the University or Health System, or on personally-owned computers, as long as they remain part of the Johns Hopkins community. [Visit the anti-virus home page](#) for downloads, updates, and more information.

GETTING CONNECTED

Johns Hopkins Address Registration System (JHARS)

JHARS permits your desktop or laptop to connect to the Johns Hopkins network via a dynamic or static IP address. Most users will only require a dynamic IP address to get started.

Wireless Connections

Johns Hopkins has two wireless networks, “hopkins” for faculty, staff, and students (or anyone with a valid JHED ID) , and “GuestNet” for casual use by guests and visitors at any Hopkins location. For information on Hopkins’ wireless networks, including connectivity requirements, [visit the Wireless Networking home page](#).

SOFTWARE

Software Licensing Information Center (SLIC)

The Software Licensing Information Center (SLIC) provides you with information regarding software, software licenses, who can purchase software, and how to purchase software using the SPARS system. [Visit the SLIC website](#)

Software Procurement and Renewal System (SPARS)

The Software Procurement And Renewal System (SPARS) allows you to purchase software for your Hopkins-owned computer system and the system is accessed via the portal (<http://my.johnshopkins.edu>) or directly at <https://spars.jhu.edu/logon.asp>. You may also purchase software for working at home via the SPARS site.

GETTING HELP

On the East Baltimore campus, call the Help Desk at 410-955-HELP (4357). On the Homewood Campus, the Help Desk phone number is 410-516-HELP (4357). There are also FAQs available for your reference which may help you solve your problem on your own. You can access all of the help resources from one page at : <http://it.johnshopkins.edu/help/>