WORKING FROM HOME SUPPORT

The information provided is intentionally broad; given many exceptional situations, we cannot address every issue or question. You should work with your department and/or divisional leadership for additional guidance.

GENERAL INFORMATION ABOUT COVID-19

COVID-19 Information Website  
HR’s Response to Novel COVID-19  
Take Precautions: COVID-19 Video

HOW TO WORK FROM HOME SUCCESSFULLY

Please refer to our Remote Access Guidelines.

Many key applications and document storage are completely accessible via the Johns Hopkins network. You will need to use a laptop or tablet that is accessible to your LAN Administrator for proper security updates, and you will need to go through appropriate protocols to access our systems.

Security Required for Accessing JH Systems:

Enroll in Azure Multi Factor Authentication (MFA)  
Help is available for Azure MFA

Online Apps Access:

myCloud - Provides direct access to hundreds of applications or a Windows desktop with your applications and documents.  
myJH Portal - JH Systems and information such as SAP, E210, myLearning, SIS, Exchange Email and more.  
JHOneDrive - Store, access and share files remotely.  
Microsoft Office 365 - access/download Teams, OneDrive, OneNote, and additional apps.  
Virtual Private Network (VPN) - Access the network via the Virtual Private Network (VPN). VPN is a remote access technology that allows you to securely connect to Johns Hopkins network as if you were on campus.  
Download and setup the virtual private network on your computer (Pulse Secure VPN)  
VPN FAQs
TRAINING & RESOURCES

Virtual Teams Training

Remote Working: Setting Yourself and Your Teams Up for Success
Form Your Virtual Team Video TRANSCRIPT: Form Your Virtual Team Video
Identify the Environment Document
Tips & Tools to Form Your Virtual Team

Online Communication and Collaboration

Best Practices for Collaborating with Office 365
Microsoft Teams - for online chat, collaboration, applications, and file sharing.
Zoom - online meetings and web conferencing.
   Johns Hopkins Training
   Zoom Training on LinkedIn Learning
   Facilitating Using Zoom
   Protecting Your Session from “Zoom bombing”

Resources and Support

Office 365 Communications Hub - Help with Microsoft Office 365.
myLearning - Johns Hopkins learning resource for faculty and staff.
Learning Solutions Support
Central IT Help and Support
HR Workplace Flexibility - JHU guidelines on flexible hours.
mySupport - help with the personal challenges of work and home.

LAN CONTACT INFORMATION

In the event remote access is not functioning

For immediate assistance, contact the IT Help Desk at (410) 955-HELP or (410) 516-HELP
IT Remote Access Guidelines
PRODUCTIVITY

Learning

Working Remotely (1 hour)
Become a Successful Remote Worker (4h 14m)
Time Management: Working from Home (1h 25 m)
Remote Working: Setting Yourself and Your Teams Up For Success (13h 24m)
Managing Virtual Teams (56m)
Leading at a Distance (36m)
Being an Effective Team Member
Productivity Tips: Finding Your Productive Mindset

Articles

Common Challenges of a Virtual Team
10 Ways to Make a Virtual Team Feel Like You’re Face-to-Face
How to Foster Community in Remote Teams
23 Essential Tips for Working Remotely

WELLNESS

Learning

Balancing Work and Life
De-stress: Meditation and Movement for Stress Management
Managing Stress for Positive Change
Thriving @ Work: Leveraging the Connection between Well-being and Productivity

Websites

Calm at Hopkins
Happify Daily
Project Happiness
Greater Good – Keys to Well-Being
Building Resilience and Well-Being

Articles

Are You Worried About the Coronavirus?
4 Emotional Intelligence Skills for Handling Crises
How to Keep the Greater Good in Mind During the Coronavirus Outbreak
6 Ways to Find Calm Intervention During a Panic Storm
The Power of Mindfulness in the Face of Stress