CANVAS AND SON IT HELP

The Johns Hopkins School of Nursing uses Canvas as its learning management system (LMS). Canvas provides the opportunity to integrate technology into the teaching and learning process. Faculty members manage their own course content within their Canvas courses, with the technical support of the Course Support Team. Enrolled students can access course documents, submit assignments, complete quizzes and exams, and communicate with instructors and other students through Canvas at canvas.jhu.edu.

Every SON student is expected to have their own personal laptop computer and Internet connectivity that meet minimum requirements in order to be successful in their program. Please review those requirements on the following page https://nursing.jhu.edu/information/accepted-student/computer.html.

SON IT Help Desk & Course Support

The SON Help Desk is located in Room S315 in the SON's main building and is available during normal business hours (Monday-Friday 8:00 AM – 5:00 PM) for all other technical problems and questions related to basic troubleshooting and operating system issues. They can also provide you with a loaner laptop if you are experiencing a problem with your machine that is preventing you from completing work. You may contact the SON Help Desk anytime, but you will only receive a response during normal business hours. The SON Help Desk can be reached by email at SON-HelpDesk@jhu.edu or by phone at (410) 614-8800. If a student is having general issues with their browser or operating system, or having difficulty logging in to the VPN, Canvas, cloud, etc., the best way to get help is to submit a ticket to the SON Help Desk Request Form (https://nursingjhu.qualtrics.com/jfe/form/SV_eK7Zq6ZgMW0Ydbn/). Sending an email, leaving a voicemail, or submitting a Request Form will ALL create a ticket in the Help Desk system. It is only necessary to use one of these methods for a single issue.

The Course Support Team is also available for assistance during normal business hours for any issues with accessing course content or troubleshooting a course technology. If a student is experiencing an issue relating to Canvas, course content, assignments, etcetera, then the best way to get help is to submit a ticket to the Course Support Team (https://nursingjhu.qualtrics.com/jfe/form/SV_4N4ruEfy0jE44QJ/).

Note: To inquire about grades or to request assignment deadline extensions, please contact your instructor directly. Their contact information can be found in the course syllabus.

If you experience an outage or login/password problem, please contact the IT@JH Help Desk at 410-955-HELP. The IT@JH Help Desk can be contacted 24/7, but will only be able to assist with JHED login problems and provide status updates for system-wide outages.