

REMOTE ACCESS GUIDELINES

The purpose of this guide is to provide remote access information to Johns Hopkins faculty, staff and students. There are many different remote access tools that can help enable connectivity to internal JH resources from non-campus locations. It is always best to first contact your local IT support for guidance on selecting the most appropriate tool.

PREPARING TO WORK FROM HOME:

You may remotely access most Johns Hopkins IT resources in one of three ways:

- the Web
- MyCloud
- Pulse Secure virtual private network (VPN)

Many Johns Hopkins resources are restricted to the campus network, which means you need to use MyCloud or VPN to connect to them. Each of these solutions may have prerequisites such as use of Azure multi-factor authentication (MFA), installation of a Citrix receiver client, or installation of the Pulse Secure VPN client.

We suggest that you test your access now, off the Johns Hopkins network, to identify and satisfy any of these prerequisites.

PREREQUISITES:

- Azure MFA – Additional information about Azure MFA can be found [here](#)
- MyCloud – Additional information about MyCloud Citrix receivers can be found [here](#)
- Pulse Secure VPN – Additional information about Pulse Secure VPN can be found [here](#)

ACCESS:

I should use...					
I want to...	MyCloud	MyCloud Desktop	Pulse VPN	Web	myJH
Access myJH Portal				✓	
Access Email via Web				✓	✓
Access Email via Outlook		✓	✓		
Access Blackboard				✓	
Use Zoom for Conferencing				✓	
Get a full Windows Desktop	✓	✓			
Remote to My Work PC			✓		
Access Clinical Apps	✓	✓			
Access Departmental Apps	✓	✓			
Access OneDrive Documents				✓	✓
Access Microsoft Teams				✓	
Access H: & Shared Drive		✓	✓		
Connect to JH Network		✓	✓		
SAP Portal (EP)	✓	✓	✓		

For immediate assistance, contact the IT Help Desk at **(410) 955-HELP** or **(410) 516-HELP**.

SuccessFactors				✓	✓
Employee Self Service (ESS)				✓	
Concur				✓	✓

MyCloud Desktop (Faculty/Staff Only) – Provides direct access to hundreds of applications or a Windows desktop with your applications and documents. Available through [myJH portal](#) under the Cloud icon. Requires Azure MFA and Citrix receiver.

VPN Pulse – Accessed through [myJH portal](#) under the VPN Icon. Requires Azure MFA and Pulse Secure client.

Microsoft Outlook Messaging / Email platforms – Access the web-based client via the [myJH portal](#) (go to Messaging icon; choose the Outlook button). May require Azure MFA.

Blackboard learning management system – Accessed remotely through a web interface and does not need VPN access.

Zoom videoconferencing – Accessed remotely through a web interface or desktop client, and does not need VPN access.

Microsoft Teams collaboration – The core capabilities in Microsoft Teams include business messaging, calling, video meetings, and file sharing. Accessed remotely through a browser at <https://teams.microsoft.com> or via an app installed on your mobile device. Visit our [Teams communication site](#) for additional information such as a quick start guide and online video training.

Microsoft Office tools (Word, Excel, PowerPoint, OneNote, Excel, OneDrive, etc) – Available remotely through [a web interface](#). A Microsoft login page will appear and will require you to sign in using your jhedid@jh.edu email address.

TELEPHONE COMMUNICATIONS:

To activate call forwarding from your office phone, check your office location in the first column below, then use the activation code in the second column, plus the phone number to which you are forwarding calls, followed by the pound sign (#). By activating call forwarding, all calls will be forwarded to the number activated. Please note the desk phone will provide a ½ ring and the call will go to the activated number. Calls will NOT go to voicemail. Visit [this webpage](#) for more detailed instructions and additional telephone information.

Site	Call Forward Activation	Call Forward Deactivation	Voicemail Number
Armstrong (Pratt)	*2	#2	410-637-7229
Ascom PBX	*22	#22	N/A
Candler	*2	#2	410-223-1800
CSC Warehouse	*108	#108	410-282-4788
Harbor East	*2	#2	410-234-9449
JH Homecare	*108	#108	410-288-8500
JHU	*2	#2	410-516-8580
JHCHS	*22	#23	443-573-3333
Lancaster	*2	#2	410-234-9555
JHH	*22	#22	410-614-8900
MCC	*2	#2	301-294-7001

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SAIS	*2	#2	202-663-5953
Thames	*2	#2	410-464-6700
White Marsh	*2	#2	410-933-2700

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