

Hopkins Press At a Glance – Quick Contact Guide

Press HR Inquiries & Requests

Email:

JHUP_HR_Support@jh.edu

- General HR/Office Administrative Inquiries
- Payroll Inquiries
- Leave of Absence (Including Family Medical Leave (FML) packet requests.
- E210 Questions
- Personal Data Changes (name/address/status)
- Student Employees/ TimesheetX
- Personnel Report Requests
- On and Offboarding Inquiries
- myPerformance
- OMT Job Posting Requests
- Recruiting Assistance

Press Facilities Requests

Email:

jhup_facilities@jh.edu

- Building Issues
 - HVAC
 - Plumbing
 - Janitorial
 - Furniture
 - Security
- Jcard
- Non-emergency security issues
- Parking
- Office Supplies
- Vending Machines

Press IT Requests

Email:

jhup_it_support@jh.edu

- Workstation Software (except Microsoft 365 Suite and Adobe Creative Cloud Suite- see University IT Requests)
- Fulfillment and Title Management Systems
 - Allbooks & other FileMaker Apps
 - IP1 (BookMaster)
 - Think360 (Think Subscriptions)
- Web Applications & Shopping Carts
- Authentication & Access to Non-JHED Systems
- Live Agent App & Phone Concerns
- Citrix concerns
- Printing concerns
- Computer Peripherals
 - Monitors
 - Keyboards & Mice
 - Docking Stations
 - Printers
 - Cell Phones

University IT Support

- Call (410) 955-HELP [4357] or
- [IT Help Desk Self-Service Portal](#)

- JHED Authentication and Access Issues & Inquiries
 - VPN
 - Passwords
 - Account Lockouts
- Computer Hardware (Laptops Only)
- Computer Operating Systems (PC & MAC only)
- Microsoft 365 Suite
 - Outlook
 - Word
 - Excel
 - Power Point
 - Teams
 - One Drive
 - Share Point
- Adobe Creative Cloud Suite
 - Photoshop
 - Illustrator
 - InDesign
 - Acrobat Pro

Press Accounts Payable Requests

Email:

apmail@jh.edu

- General AP Inquiries
- Send coded and approved invoices (excluding independent contractor invoices)
- Check on payment status
- Vendor setup
- Purse order questions
- PaymentWorks questions and inquiries
- Book royalties inquiries go to Val Davis: bookroyalty@jh.edu
- Concur/Travel & Expense reimbursement questions.