



## SONHS Students: Remote IT Support Options

As unprecedented challenges have necessitated the move to online instruction for the remainder of the spring semester, we would like to help you become familiar with several remote IT support options available to SONHS students, depending on the issues you are experiencing:

- **Issues with their laptops *before or after* an exam:** UM's *Student Technology Help Desk* , the main help desk for students, has an online support system available for students: <https://studentsupport.it.miami.edu/sthd/> Remote Support Sign-in Form:  
<https://sthdqms.it.miami.edu/customer/checkin.php?Cmd=DisplayRemoteGuestLoginForm&Location=STHD>
- **Issues with Respondus Monitor when starting an exam:** Respondus Monitor now has 24/7/365 online chat support for students, so they could initiate a support session with Respondus. Additional support resources are available here: <https://web.respondus.com/he/monitor/resources/>
- **Issues with Respondus LockDown Browser during an exam:** The student would first need to disconnect from LockDown Browser (because that locks their computer and doesn't allow any incoming connections to it). They could then reach out to our SONHS IT team either by leaving a voice mail on our 305-284-2514 line or via email at [nurtechsupport@miami.edu](mailto:nurtechsupport@miami.edu). Voice mails and emails received at these inboxes are automatically forwarded to all our SONHS IT techs, so one of us would quickly get back to them. This way, we may be able to help if the student needs an updated version of LockDown Browser installed, needs to clear their cache or other common issues.
- **For Blackboard related issues:** Contact UM's Blackboard Help Desk 7 days a week, 9AM – midnight either at 305-284-3949, by email at [learningplatforms@miami.edu](mailto:learningplatforms@miami.edu) or by creating a ticket at <https://lpt.it.miami.edu/wiki/form/>
- **For CaneID password resets or DUO Mobile app support:** Contact the Central UM IT Help Desk at 305-284-6565 or [help@miami.edu](mailto:help@miami.edu).
- **Internet or power issues at home:** Recommend they reach out to their internet service provider's customer support since there's not much remote assistance we can provide in these cases.