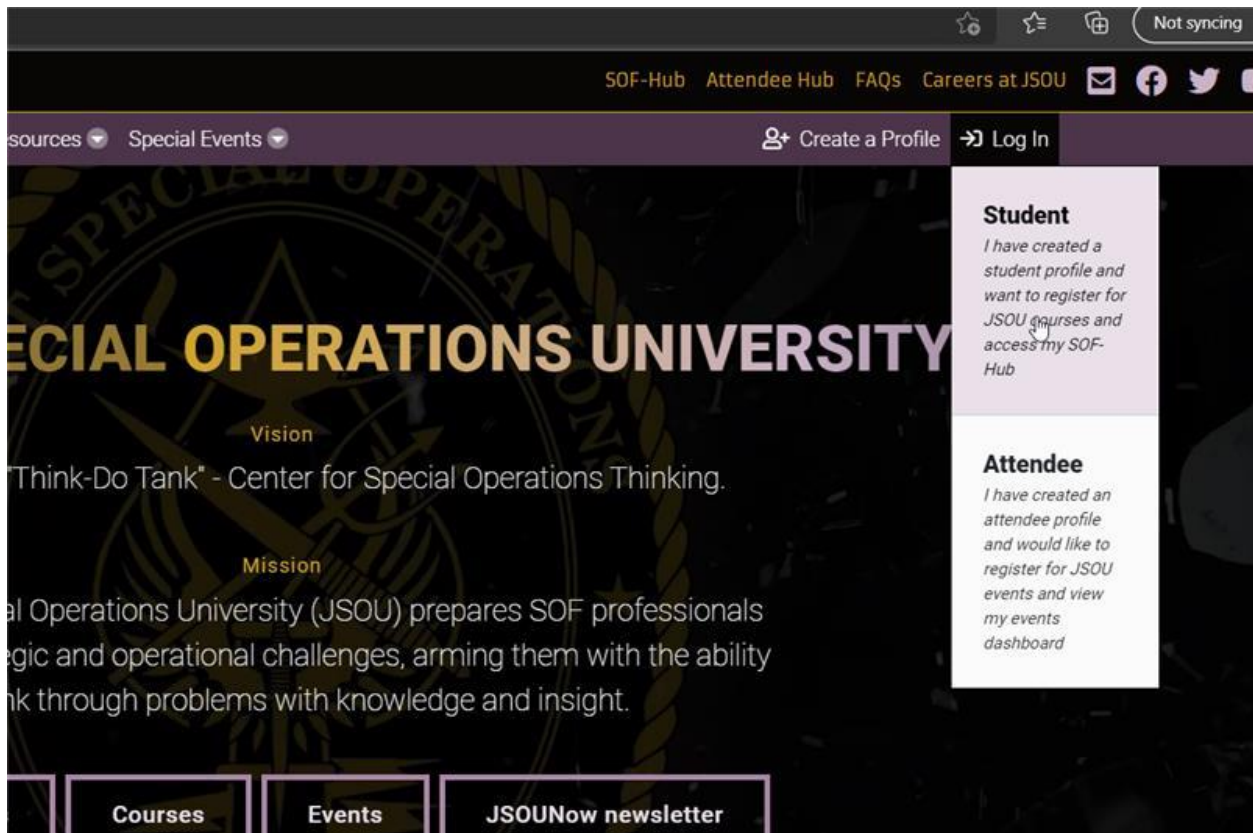


FAQ

Q How do I register for my course(s)?

You can create your student profile and log in to your account here:

www.jsou.us



Once you create a profile, two emails with your student number and password will be sent to the email addresses provided.

Students must be logged into their profile to register for courses.

Students must be registered via the JSOU Registration and accepted into any course requiring E-Campus access.

Q Who do I contact about JSOU Profile creation and log in issues?

JSOUadmissions@socom.mil or 813-826-3586

Q Who do I contact about E-Campus log in issues?

Please submit a trouble ticket for assistance. This can be found on the log in page at Jsou.blackboard.com, or under the Student Support tab in the upper right.

This is only accessible via commercial computers and is best on Firefox or Google Chrome.

Q When I click on my course name on my JSOU profile, it does not open my course, is the link broken?
The link to the student's JSOU E-Campus classes will be provided upon acceptance to their course. As this is a separate location, the JSOU profile does not link to it.

Q What do I do if I become sick/require medical attention while attending class?
If you are experiencing a medical emergency, call 911. If you would like to be seen at the USSOCOM Clinic, please stop by the Student Services front desk to receive instructions for fastest care.

Q How do I withdraw from a course?
Contact the Admissions Office at (813) 826-3581/2847 jsouadmissions@socom.mil

Q Who do I contact if I am running late for class?
Contact Student Services at (813) 826-3586

Q If someone needs to contact me during the course, what number should they call?
They should call Student Services at (813) 826-3586. A message will be delivered to the student as soon as possible. If there is an emergency, the student will be pulled out of class immediately.

Q If I need to print, copy, or electronically send a message, where do I go?
Use the student computers and the printer in the Student Business Center. For additional needs, contact Student Services.

Q How do I request college transcripts?
*Submit an electronic request: [JSOUTranscriptRequest.pdf \(windows.net\)](#)
Requests may take 4-6 weeks for processing.*

Q How can I access my work or home emails?
The Student Business Center is equipped with computers that allow you to check your personal emails and have CAC readers to check your webmail.

Q Who do I contact if I am struggling academically?
You can contact the Course Manager for the course you are attending to discuss academic issues.