SMPH IT Knowledge Base

Desktop Support

Current Action articles:

- Adobe - Convert to Shared License
  - https://confluence.med.wisc.edu/display/SIKB/Telework+Remote+Tools+for+Staff

Remote Access Documents Windows and Mac:

- Telework Remote Tools for Staff
- Remote Desktop Information Message
- GlobalProtect VPN - Connecting on a Mac
- WiscVPN - Connecting with GlobalProtect from a Windows computer
- Accessing your SMPH Windows desktop when you are away from the office from Windows
- Accessing your SMPH Windows desktop when you are away from the office from a Mac
- Accessing your SMPH Mac desktop when you are away from the office from a PC or Mac
- Tools to Access Campus Resources Remotely https://kb.wisc.edu/10038
- How to Stay Safe Online While Accessing Campus Remotely https://kb.wisc.edu/internal/page.php?id=98331
- DOIT instructions for WiscVPN https://kb.wisc.edu/91915
- How to request a static vpn (Only required for special circumstances) https://kb.wisc.edu/72998

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Recently updated articles

- Installing Nandrop 1000 software on Windows 10
  - Dec 18, 2020 • created by Theng Vang

- Using Honorlock with Examsoft Exam
  - Dec 18, 2020 • updated by Adrian Gay • view change

- Add a Network Printer to a PC (AD Net ID Users, Labs)
  - Dec 15, 2020 • updated by John Galli • view change

- Accessing your SMPH Network Drives when you are away from the office from a Mac (LABS)
  - Dec 15, 2020 • updated by John Galli • view change

- Accessing your SMPH Network Drives when you are away from the office from a PC (LABS)
  - Dec 15, 2020 • updated by Adrian Gay • view change

- Streams, Stream Admins, and Published Apps in SMPH QlikSense
  - Dec 14, 2020 • updated by Elizabeth Simcock • view change

- Cancer Center -- Clinical Finance Dashboard
  - Dec 14, 2020 • created by George LaLuzerne

- ICTR -- KL2 Data
  - Dec 14, 2020 • updated by George LaLuzerne • view change

- Graphpad Prism License Order Template
  - Dec 10, 2020 • updated by John Galli • view change

- Video Library
  - Dec 07, 2020 • updated by Jim Helwig • view change

- WPP -- WPP Cash Balance
  - Nov 30, 2020 • updated by Melissa Chan • view change

- WPP -- WPP Grant Spending
  - Nov 30, 2020 • created by Melissa Chan

- ICTR -- KL2 Data
  - Nov 30, 2020 • updated by Melissa Chan • view change
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| • Academic Technology Support            | • it.med.wisc.edu has additional information and links to specific support request forms
| • QlikSense Data Analytics Platform      | • or• Send an email to support@med.wisc.edu to open a ticket                  | • SMPH Employee Intranet            |
| • Recommended Equipment for Staff Purchase|                                                                                | • DoIT Help Desk                    |