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

Recently updated articles

- Accessing your SMPH Network Drives when you are away from the office from a Mac (LABS)
- Globus information
- SMPH Learner Minimum Device Requirements
- SMPH Medical Student Health Link Remote Access
- Fixing Email on Your Mobile Device
- Add a Network Printer to a Mac
- Default Apps - Change Settings - Windows 10
- Temporary Admin Privileges
- Finance -- MAMA FTE
- Graphpad Prism License Order Template
- Video Library
- Monitoring Apps -- License Monitor (Administrators)
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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  
• Recommended Equipment for Staff Purchase  
• or-  
• Send an email to support@med.wisc.edu to open a ticket  
• SMPH Employee Intranet  
• DoIT Help Desk |