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

- SMPH Qlik Sense Resources for Developers
  Mar 11, 2021 • updated by George LaLuzerne • view change

- Streams, Stream Admins, and Published Apps in SMPH QlikSense
  Mar 11, 2021 • updated by George LaLuzerne • view change

- Add a Network Printer to a PC
  Mar 11, 2021 • updated by John Galli • view change

- Accessing your SMPH Network Drives when you are away from the office from a Mac (LABS)
  Mar 03, 2021 • updated by John Galli • view change

- Globus information
  Feb 25, 2021 • created by Ivan Andrewjeski

- SMPH Learner Minimum Device Requirements
  Feb 18, 2021 • updated by Jeff Korab • view change

- SMPH Medical Student Health Link Remote Access
  Feb 09, 2021 • updated by Jeff Korab • view change

- Fixing Email on Your Mobile Device
  Feb 09, 2021 • updated by Mary Beth Sperl • view change

- Fixing Email on Your Mobile Device
  Feb 09, 2021 • updated by Tyler Schultz • view change

- Add a Network Printer to a Mac
  Feb 02, 2021 • updated by John Galli • view change

- Default Apps - Change Settings - Windows 10
  Jan 20, 2021 • updated by Adrian Gay • view change

- Temporary Admin Privileges
  Jan 08, 2021 • created by Mary Beth Sperl

- Finance -- MAMA FTE
  Jan 08, 2021 • created by George LaLuzerne
Frequently used pages

- Academic Technology Support
- QlikSense Data Analytics Platform
- Recommended Equipment for Staff Purchase

Need more help?

- it.med.wisc.edu has additional information and links to specific support request forms
- Send an email to support@med.wisc.edu to open a ticket

Other resources

- SMPH Employee Intranet
- DoIT Help Desk