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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- SMPH Academic Technology List
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- Installing Nandrop 1000 software on Windows 10
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- HIPAA Compliance Training
### 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
- or-
- Send an email to support@med.wisc.edu to open a ticket

### Other resources
- SMPH Employee Intranet
- DoIT Help Desk