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/91915
- DOIT instructions for WiscVPN https://kb.wisc.edu/72998

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Recently updated articles

- GlobalProtect VPN - Switching to the SMPH VPN Portal (Windows OS)
  about 3 hours ago • updated by Adrian Gay

- How to Sign into UW Madison Zoom
  about 3 hours ago • updated by Grant Hellenbrand

- GlobalProtect VPN - Pre-login (Windows OS)
  about 4 hours ago • updated by Adrian Gay

- Finance -- Grant Tracking Regent Summary (expected publish date Spring 2022)
  about 6 hours ago • updated by Elizabeth Simcock

- New Users, Organizations, andRegistrations in Fluxx
  Jan 31, 2022 • updated by David Sampoli

- Check Speaker Settings (Windows)
  Jan 25, 2022 • created by Adrian Gay

- GitLab for SMPH FAQ
  Jan 24, 2022 • updated by Jim Helwig

- SMPH VPN - Viewing users logged into globalprotect
  Jan 24, 2022 • updated by Eric Lenters

- Program Roles and Profiles (or Portals) Definitions
  Jan 24, 2022 • updated by David Sampoli

- Network Firewall for new vlans
  Jan 20, 2022 • updated by Dave Munz

- Changing GlobalProtect to SMPH VPN (Mac)
  Jan 19, 2022 • updated by Adrian Gay

- Fluxx Helpful Hints and Tips
  Jan 18, 2022 • updated by David Sampoli

- How to Create GitLab Groups and Projects
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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     | • SMPH Employee Intranet                                                        |
• Recommended Equipment for Staff Purchase| • or                                                                           | • DoIT Help Desk                      |