

# SMPH IT Knowledge Base

## Desktop Support

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### 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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## Browse by topic

1. A-B
  - [academic](#)
  - [admin](#)
  - [adware](#)
  - [amp](#)
  - [apps](#)
  - [appsupport](#)
  - [audio](#)
  - [authentication](#)
  - [battery](#)
2. C
  - [canon](#)
  - [cisco](#)
  - [collaborator](#)
  - [confluence](#)
  - [connect](#)
  - [csc](#)
3. D
  - [default](#)
  - [dell](#)
  - [desktop](#)
  - [desktop-support](#)
  - [developers](#)
  - [directions](#)
  - [drive](#)
  - [drive-mapping](#)
  - [duo](#)
4. E-G
  - [email](#)
  - [email-template](#)
  - [emeritus](#)
  - [epic](#)
  - [epm](#)
  - [equipment](#)
  - [git](#)
  - [gitlab](#)
  - [global](#)
  - [globalprotect](#)
  - [graphpad](#)
  - [guide](#)
5. H-K
  - [headset](#)
  - [health](#)
  - [healthlink](#)

## Recently updated articles

- [Connecting to UW HealthLink for SMPH Students](#)  
yesterday at 4:47 PM • updated by [Adrian Gay](#) • [view change](#)
- [Finance Menu of the Admin Panel](#)  
yesterday at 11:12 AM • updated by [David Sampoli](#) • [view change](#)
- [SMPH Qlik Sense FAQs](#)  
Jun 28, 2022 • updated by [George LaLuzerne](#) • [view change](#)
- [Finance-Admin and Departmental -- Trust Balances](#)  
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- home
  - hospital
  - how
  - how-to
  - hslc
  - infoaccess
  - kb
6. L
- lab
  - laptop
  - learning
  - local
  - login
7. M-N
- mac
  - macmail
  - macos
  - malware
  - manifest
  - map
  - medical
  - mfa
  - mfa-duo
  - modern
  - monitors
  - network
8. O-P
- odbc
  - office
  - office365
  - onboarding
  - oracle
  - outlook
  - pc
  - portal
  - printer
  - prism
  - protect
  - purchase
9. Q-R
- qlik
  - qlikSense
  - recommended
  - replacement
  - research
  - retire
  - review
10. S-T
- service-account
  - settings
  - shadow
  - shopuw
  - sound
  - space
  - speaker
  - status
  - student
  - student\_healthlink\_access
  - switch
  - temp
11. U-Z
- unrestored-unknown-attachment
  - uwhealth
  - vidyo
  - voip
  - vpn
  - webex
  - windows
  - workspaceone
  - wso

### Frequently used pages

- [Academic Technology Support](#)
- [QlikSense Data Analytics Platform](#)
- [Recommended Equipment for Staff Purchase](#)

### Need more help?

- [it.med.wisc.edu](http://it.med.wisc.edu) has additional information and links to specific support request forms  
~or~

### Other resources

- [SMPH Employee Intranet](#)
- [DoIT Help Desk](#)

- Send an email to [support@med.wisc.edu](mailto:support@med.wisc.edu) to open a ticket
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