

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>

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- [workspaceone](#)
- [wso](#)

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](#)