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

Browse by topic

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Recently updated articles

WiscVPN - Connecting with GlobalProtect from a Windows computer
Feb 16, 2024 • updated by Isaac Way • view change
Troubleshooting articles
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Temporary Administrator Website Privileges
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printing in vmware player
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Jira Customer portal view
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Video Camera Troubleshooting:
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- equipment
- fix
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5. G-H
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   - graphpad
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   - hslc
6. I-L
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7. M-N
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9. Q-R
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- space
- speaker
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- switch

11. T-V
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    - ubuntu
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    - uwhealth
    - vanguard
    - vidyo
    - voip
    - vpn
12. W-Z
    - webex
    - win11
    - windows
    - windows11
    - 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