

# Remote Desktop Information Message

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- **This message is for:** SMPH Faculty and Staff directly supported by SMPH Shared Services IT
- **Purpose:** Provide remote computing instructions and options to connect to SMPH and UW Madison IT resources.
- **Is action requested?** Yes. As directed by your supervisor, director, or leadership please test the remote connection options listed below.

## Remote computing options to connect to SMPH Shared Services IT and UW Madison resources:

Depending on the type of work computer you have, desktop versus laptop, this will determine the steps required for remote computing. SMPH Shared Services IT encourages all staff to walk through the process for your computing type to test functionality.

### LAPTOPS: Windows - University Owned/Managed

Faculty and staff using a University owned Windows **laptop** as their primary/only computer:

- Connect to wireless/wired network with Internet access.
- Use Global Protect client for VPN access.
  - Global Protect should be installed as standard software on all SMPH Shared Services IT managed computers.
  - Your mapped network drives (e.g. H:,M:,N:,P:,S:) should be available once connected to Global Protect VPN.
  - Contact [SMPH Shared Services IT](#) should you need assistance with Global Protect or to have it installed.
  - Instructions: <https://confluence.med.wisc.edu/x/OIK2AQ>

### DESKTOPS: Windows - University Owned/Managed – Remote Connection via Personally Owned Computer

Faculty and staff using a University owned Windows **desktop** computer should be able to establish a **remote connection via personally owned computer**:

- Install Global Protect VPN client on **personally owned computer** - See installation instructions at: <https://kb.wisc.edu/91915>
- Connect via the Remote Desktop Connection (RDC) to your work desktop computer.
  - Connecting from a remote Windows computer: <https://confluence.med.wisc.edu/x/3oG2AQ>
- Connecting from a remote Mac computer: <https://confluence.med.wisc.edu/x/QYK2AQ>
- You should only connect using a computer running Windows 10 or newer, or Mac OS version 10.13 or newer.
- *If you do NOT have a personally owned computer please notify your supervisor for appropriate options.*

### DESKTOPS: Mac OS - University Owned/Managed – Remote Connection via Personally Owned Computer

Faculty and staff using a University owned Mac **desktop** computer should be able to establish a **remote connection via personally owned computer**:

- <https://confluence.med.wisc.edu/x/WIK2AQ>

### PERSONALLY OWNED COMPUTER ONLY (Researchers/Affiliates)

- Continue to use your current method to connect to SMPH resources.
- Contact [SMPH Shared Services IT](#) should you need assistance connecting to lab or SMPH resources.

### Support Resources:

- WiscVPN (GlobalProtect) Connection Issues
  - Contact DoIT VIP support: [support@doit.wisc.edu](mailto:support@doit.wisc.edu) or call 608-264-4357, Option #5.
- Remote Desktop Connection issues:
  - Contact DoIT VIP support:
    - [support@doit.wisc.edu](mailto:support@doit.wisc.edu) or call 608-264-4357, Option #5.
  - Contact Shared Services IT:
    - IT Support Request Form: <https://it.med.wisc.edu/about-us/shared-services/#support-request-forms>
    - Email: [desktop.support@med.wisc.edu](mailto:desktop.support@med.wisc.edu)

### UW Madison Campus Resources

- [Campus Tools to Work Remotely](#)
- [How to Stay Safe Online While Working Remotely](#) (NetID protected)

### **Internet Access**

Employees and students need to ensure they have Internet access from their remote work locations. SMPH Shared Services IT is unable to provide services to provide Internet access and there is limited capability to support connections. Employees should contact their Internet provider (e.g., Spectrum, TDS, or Verizon) if they experience disruptions in service.

### **Possible Issues**

- [Error:0204 when trying to connect to server using Microsoft remote desktop app on Mac](#)