

Lab Bookmarks for New Employees

- **Customer Portal** for submitting tickets (*Click **NETID button** before logging in*) <https://jira.med.wisc.edu/servicedesk/customer/user/login?destination=portals>

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- SMPH IT Shared Services Overview:
<https://docs.google.com/presentation/d/1TyGwa7vBv6do104SjkoOjw2FG3yblII7/edit?usp=sharing&ouid=100988652382354885635&rtopf=true&sd=true>
- **Ordering Process** for IT Purchases and Recommended Lab Computers (requests should come from Lab P.I. or Lab Manager) <https://confluence.med.wisc.edu/x/XoKdAw>
- Accessing your **Research Drive** when you are away from the office from a **PC** (LABS) -
<https://confluence.med.wisc.edu/x/hADPAQ>
- Accessing your **Research Drive** when you are away from the office from a **Mac** (LABS) -
<https://confluence.med.wisc.edu/x/lADPAQ>
- Adding a **Lab Printer** on a personal **Mac** (LABS)
<https://confluence.med.wisc.edu/x/N4C0>
- Adding a **Lab Printer** on a personal **PC** (LABS) (**No Longer Supported**) (**See this article as an alternative**):
<https://confluence.med.wisc.edu/x/oogwBQ>
- Accessing your SMPH **Windows desktop** when you are away from the office from **Windows**
<https://confluence.med.wisc.edu/x/3oG2AQ>(will be available when onboarding is finished)
- Accessing your SMPH **Windows desktop** when you are away from the office from a **Mac**
<https://confluence.med.wisc.edu/x/QYK2AQ>(will be available when onboarding is finished)
- Accessing your SMPH **Mac desktop** when you are away from the office from a **Mac** (or PC)
<https://confluence.med.wisc.edu/x/WIK2AQ>(will be available when onboarding is finished)
- Azure Remote Lab PC Access
<https://confluence.med.wisc.edu/x/oogwBQ>
- **Remote** Working and Learning - **Tools** to Access Campus Resources Remotely -
<https://kb.wisc.edu/helpdesk/page.php?id=10038>
- Campus Licensed **Software** (*Work vs Personal licensing Options listed within*)
<https://it.wisc.edu/services/software/>
- Obtaining a **Graphpad** Prism license through Campus
<https://forms.gle/899YdWiC7UJsAB6u8>
- Obtaining a **FlowJo** license through Campus
<https://cancer.wisc.edu/research/resources/flow/flowjo/>
- Obtaining an **Endnote** license through Campus
<https://www.library.wisc.edu/researchsupport/collecting-organizing-analyzing-information/citation-managers/endnote/>
- UW Madison **Electronic Lab Notebook** Use
<https://eln.wisc.edu/>
- Gaining **temporary administrator rights for Lab PCs** when software needs to be installed:
<https://confluence.med.wisc.edu/x/DoDjAg>
- Gaining **temporary administrator rights for Lab Macs** when software needs to be installed:
<https://confluence.med.wisc.edu/x/LYQwBQ>
- Changing GlobalProtect to **SMPH VPN (PC)**
<https://confluence.med.wisc.edu/x/A4OdAw>
- Changing GlobalProtect to **SMPH VPN (Mac)**
<https://confluence.med.wisc.edu/x/3IKdAw>