University of Wisconsin Department of Medicine IT Fundamentals

Hi. We're glad you're here.

You're probably wondering about a lot of things, including how you are supposed to use our computers and related resources.

We hope this guide will reduce your bewilderment level and provide sufficient nuggets of wisdom to get you off to a productive start.

Help Desk Team
University of Wisconsin Department of Medicine
Medical Foundation Centennial Building
1685 Highland Avenue, 5270
Madison, WI 53705
608-265-4466
help@medicine.wisc.edu

Why do I need yet another ID?

Your Department of Medicine account is for the services and resources of the Department, specifically—separate from the University and UWHealth.

Your DOM username may or may not be the same as your NetID. If it is the same, that's purely coincidental. The passwords for those accounts are under your control, so you can make them match if you wish.

You probably have at least three IDs—NetID, DOM Username, and UWHealth ID. Here are some examples of what each is for:

NetID or @wisc.edu address

Email – both @wisc.edu and @medicine.wisc.edu[1]

Locally-installed apps – The University is the license holder for most of the software installed on your DOM computer: Microsoft 365, Adobe Creative Cloud, Teams, Zoom, Webex[2], and many others. Signing into these with your NetID ties you into the licensing system, verifying your right to use the software.

Online apps – Box, G-Suite, Research Drive, etc.

Wifi – UW Net

VPN GlobalProtect

UWHealth ID

Used for **UWHealth-specific**
- Computers
- Email
- Network file shares and printers
- HealthLink/EPIC
- Oracle Cloud[3]
- U-Connect

DOM Username

Used for **DOM-specific**
- Computers
- Network file storage (G: and K: drives) and printers
- RedCap
- Citrix server
- Online forms and intranet

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[1]Your @medicine.wisc.edu address is not a separate account. It's an additional address that directs mail into your @wisc mailbox. See page 12 for more information.

[2]WebEx initial login dialog accepts the email address that you have selected as your primary one. Once that's entered, it'll prompt for NetID. It's your NetID that connects you to the license to use the software.

[3]For UWHealth services that you have access to—but you don't have a UWHealth email address—use *UWHealthUserId*@pa.uwhealth.org

Where do I keep my (electronic) stuff?

Most commonly, you'll use the shared network spaces that we refer to as drives **G**, **K**, and **Z**. They look like this when you're signed in:

This storage space is on servers maintained by DOM network engineers, located in DOM facilities.

G: contains **Home** and **Team** folders.

> Your **Home** folder is just for you – no one else has access to it. Use it to store work-related files that you're not sharing with others.
> The **Team** folder shows subfolders to which you've been assigned access for work. Other members of your team will have access to these, so you can share files.

K: If you do lab work, you may get this drive mapped, with access to the folders belonging to your lab.

Z: This is just a shortcut to your personal G:\home folder

You'll see other lettered drives, too, depending on your specific division and role (even some that you might not use), but the highlighted ones will be the most useful. Note that they're found under "This PC" rather than "Network."

This system is secure enough to store Protected Health Information. Your division might also make use of other electronic filing systems such as Box or Google Docs, but be careful never to use those for PHI—they are not sufficiently secure.

DOM IT can create any team and lab folders you need, with access given to the people you specify. Storage space is not limited, but if you think your space needs are going to be extraordinary, go ahead and ask if we will need to add capacity. We appreciate the planning help.

Avoid storing important data exclusively on local drives (those inside your computer, such as the C drive—or those that can be plugged into it like a jump drive). Local drives can fail, and laptops and jump drives can be lost or stolen - and if you don't have a backup, your data is gone. The mapped network drives are backed up regularly and can be securely accessed from any computer that's connected to the internet.

Personal files, pictures, music, etc. should not be stored on DOM computers or servers.

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Adding your account to your DOM computer

Your DOM computer needs to be connected to the Department's wired network when you're signing into it for the first time. This initial, wired login establishes and authenticates your account on the computer, which enables you to use it off-network later.
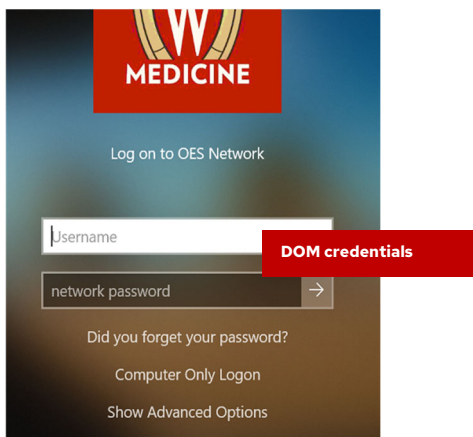
The wired connection symbol appears in the lower right of the screen, and looks like this:

If you see the wireless

or the no-network icon, we'll need to fix the connection.

When you get to the login screen, select **Network Logon**
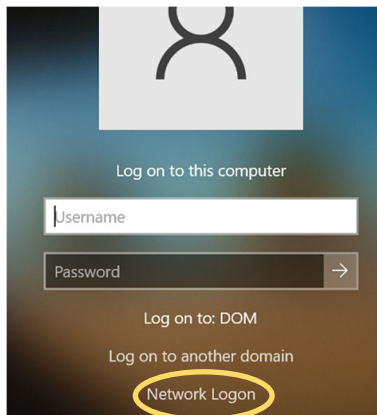
This will be the result, which is what we want:

DOM credentials

Put in your DOM ID and password, and wait while the computer goes through setting up your local account and gets to the desktop. (The next login will go more quickly.)

Now you should log off, disconnect from the wired network, and do a test **off-network** login, to make sure it's going to work for you.

At the login screen, it should say **Log on to this computer**. If it does not, find and click the link for **Computer Only Logon**.

DOM credentials
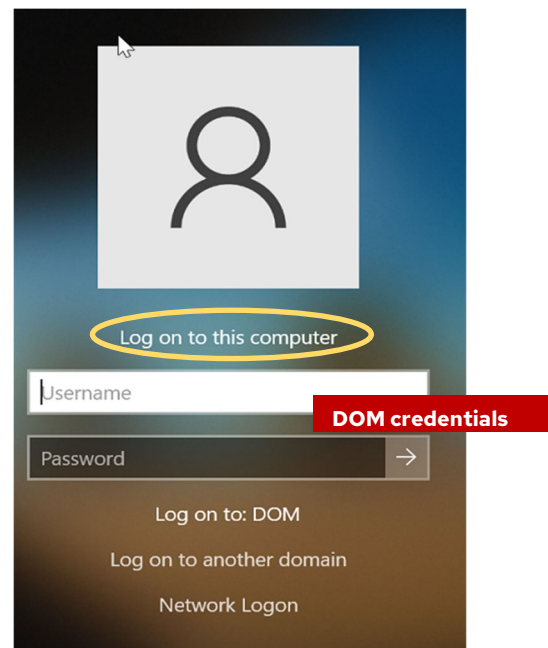
Put in your DOM ID and password.

The computer will log you in and show you your desktop.

Network Logon
When you are connected to the DOM wired network directly or via a docking station.

Computer Only Logon
When you are not connected to the wired network.

When everyone worked in the office or lab all the time, the standard setup was a stationary desktop or tower computer with a full-time, physical connection to the DOM wired network. There are still many of these around, and you'll most often see that connection as an orange ethernet cable that runs from a data jack in the wall to a port in the back of the computer. (Cable color has no significance—you may see a black, gray, or blue cable instead.)

In either of these cases, the computer is already securely connected to the DOM environment, so you can sign in at the OES Network login screen and your drives are mapped for you in a process that takes place behind the scenes.
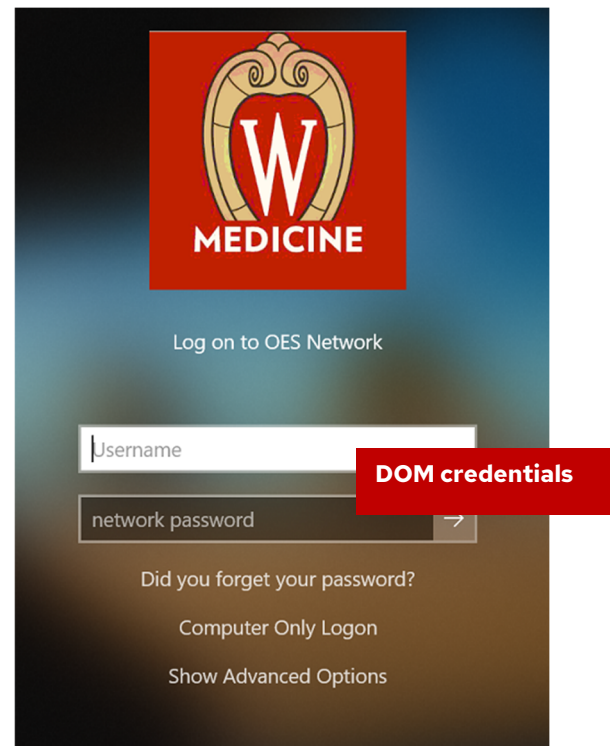
Now that the norm is to use a laptop to enable remote work, it is more common for that ethernet cable to connect the data jack in the wall to a docking station on the desk. When you connect the laptop to the docking station, the wired connection is extended to the laptop.
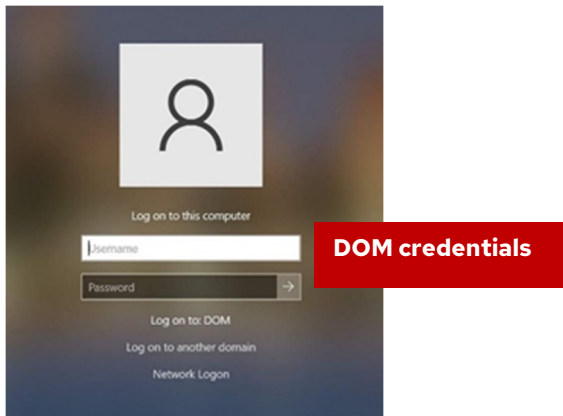

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When you use a DOM laptop remotely, it isn't starting out with that secure network connection, so there are a few more steps needed to achieve the same end:
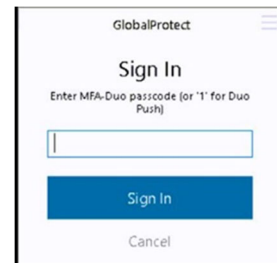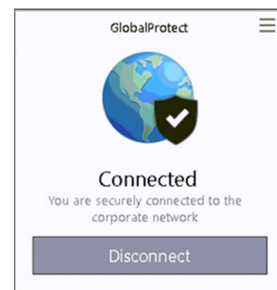
Log on to "computer only"

DOM credentials

Connect to the internet

Click the ^ to reveal hidden icons

...where GlobalPro-tect looks like this

Connect the GlobalProtect VPN.

GlobalProtect may have popped up on your screen, waiting for a login. If it did not, find its icon on the taskbar or in the "hidden icons" area, and open it from there.

Put your **NetID** (not DOM username) and password into the GlobalProtect blanks, and click "Sign In"

NetID

You'll be prompted for a Duo authentication. Key in a Duo-generated code, or "1" for a push notification.

You'll see when connection has been made and you can go to the next step .

GlobalProtect VPN substitutes for the secure, wired, physical network when you are remote. Please **do not use GlobalProtect when you are on the wired DOM network**. Doing so will cause conflicts and connection failures.
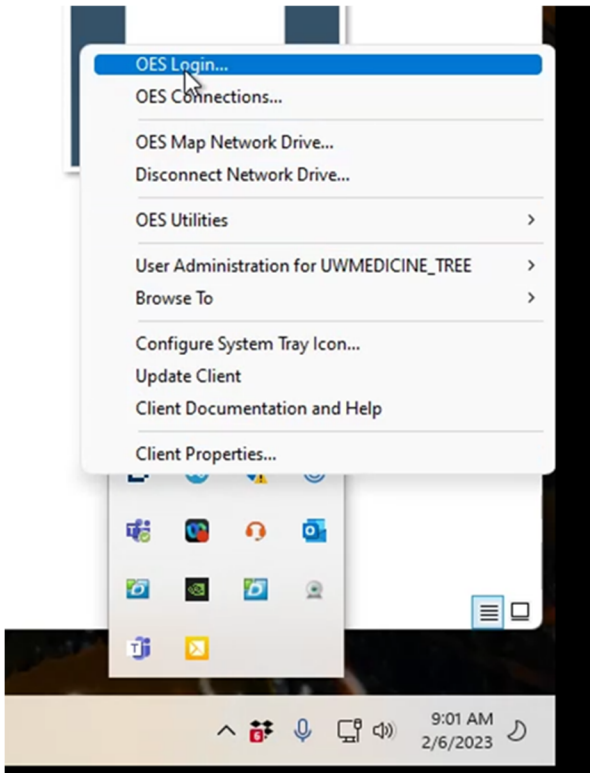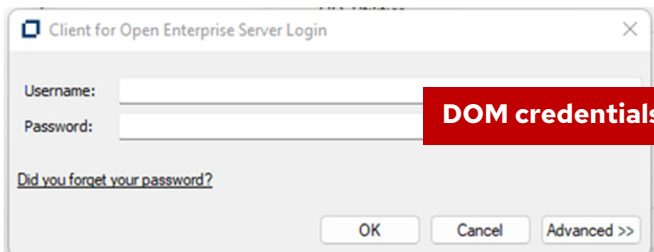
Now, run the OES login:

Find the "OES Client" icon in the taskbar or hidden icons area

Right-click it and select the top item, "OES Login"

Enter your DOM username and password

DOM credentials

Click OK. The login script will run, mapping drives G, K, and Z for you.

Hybrid workers:

Your laptop will not automatically maintain mapped drives in transition from the office environment to the home one (or vice versa).

The surest strategy to avoid dropped drive mappings is to shut down[4] the computer when you leave one location and start it up again when you get to the next. If you're in the office, connect to the dock and do the OES login. If you're remote, do the computer-only login and subsequent manual connection steps.

Laptop password sync:

When you change your DOM password, be aware that the update is made initially on the network side. If your laptop is not connected to the network, it will not know about this change, so it will retain the old password.

The laptop password will sync up when you connect to the wired network or run GlobalProtect for a sufficient length of time that one of the network sync cycles takes effect.

That type of sync will cause your computer to pop up the message, "A password change was detected. Please lock this computer, then unlock it with the new password." That is safe to do. Afterward , your laptop will have the new password.

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[4] Use the Start menu, not the power button. On most laptops, the primary function of the power button is to "sleep" the computer, and we want to do a full shutdown instead.
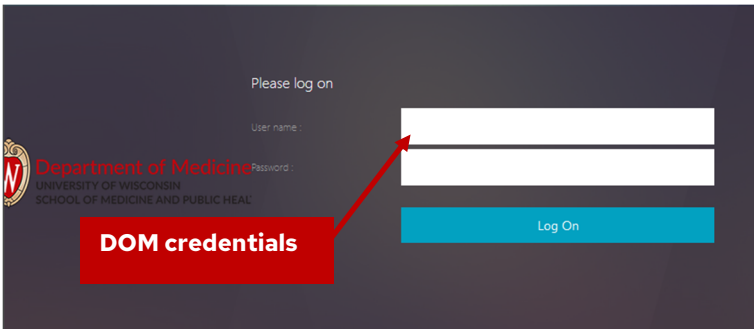
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If you're using a computer that isn't managed by DOM, you will need to install **Citrix Workspace app** on it, and **DUO Mobile** on your phone. The Workspace app will prompt you to set up an account using your email address and so on. Ignore that part—you don't need it (and it won't work, anyway).
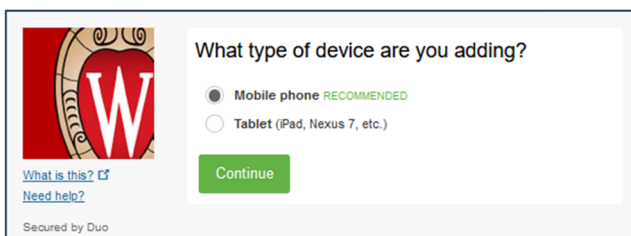
Then go to the DOM Citrix page (https://domcitrix.medicine.wisc.edu) and log in using your DOM credentials:
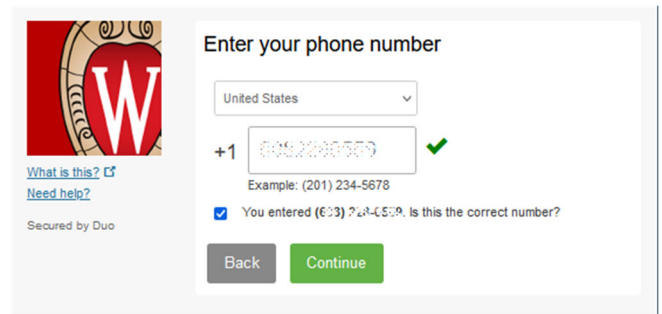

First-time users will be prompted for Duo setup:
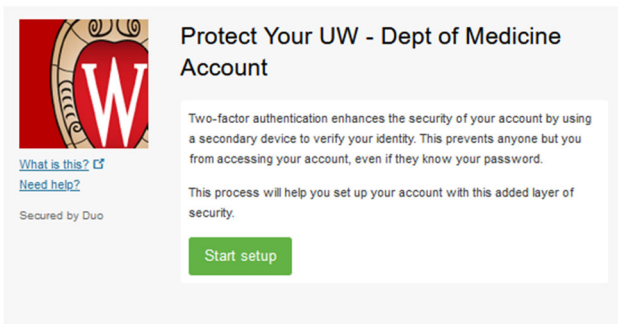
Click "Start setup" and you're prompted about the device you're adding:
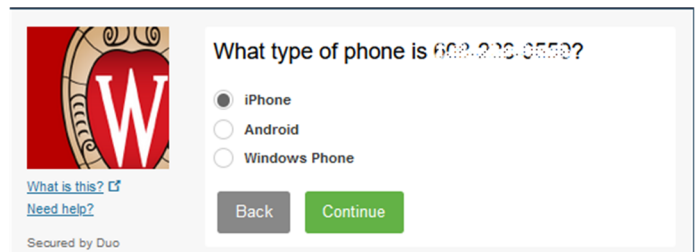

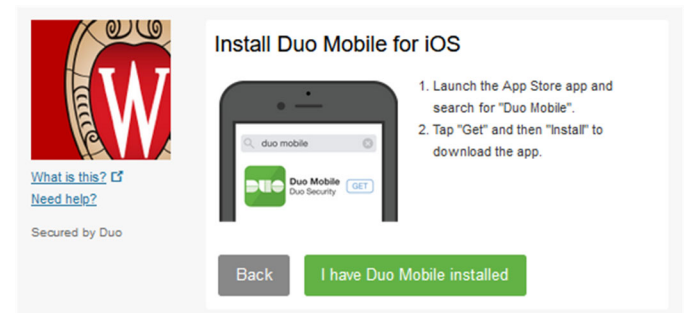We'll proceed with a phone. Put in your 10-digit phone number:

Check the box to indicate that the number is correct. Click Continue.

Indicate what type of phone this is:

If you haven't already installed Duo, you'll be prompted to do so.

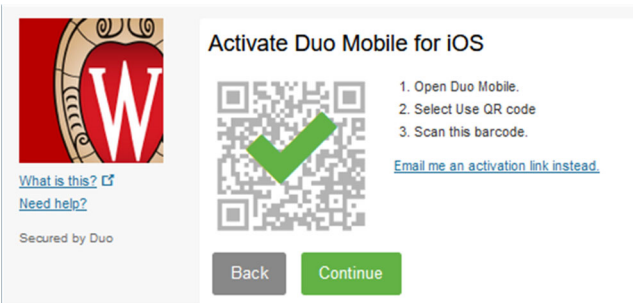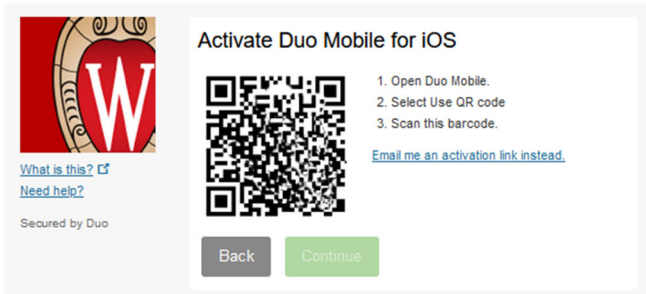But you've been proactive, so click "I have Duo Mobile installed."

Open Duo on your phone, click the **+** in the upper right corner, and hold the phone up to your computer screen. When Duo sees the QR code (via your phone's camera), it will automatically add this website.

Click Continue, and you'll be asked how you want Duo to act when you get to a site requiring authentication: automatically push a prompt to your phone, wait for a numerical code (which Duo will generate on demand), or leave it up to you to choose each time. When you have made that selection, click "Continue to Login."
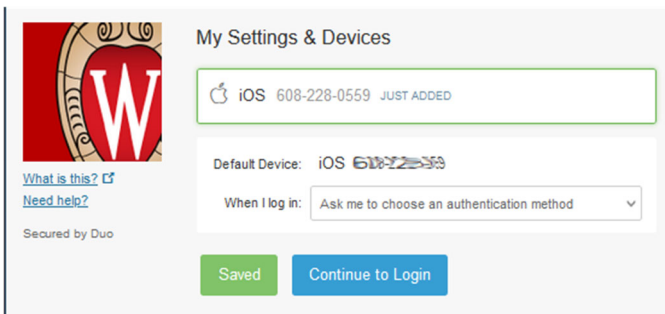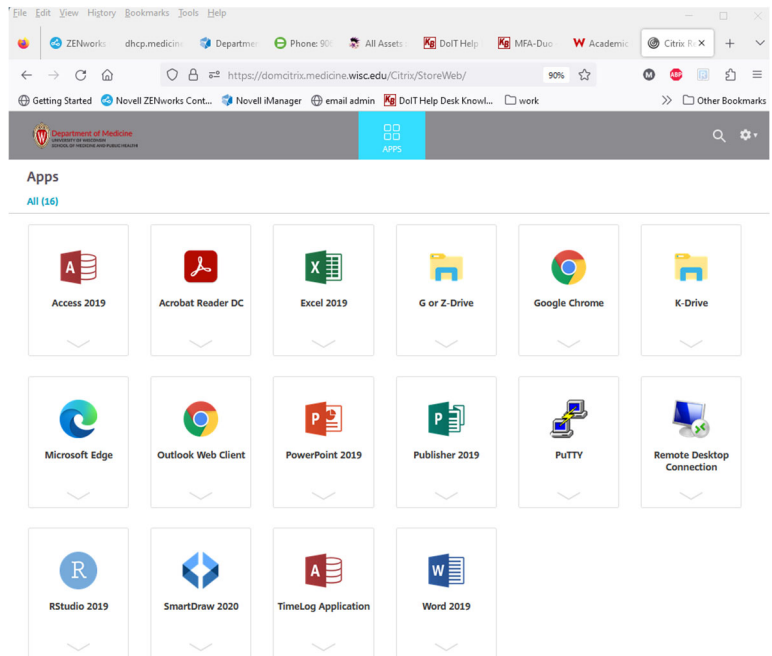

And you'll be at your first Duo prompt for the DOM Citrix site:
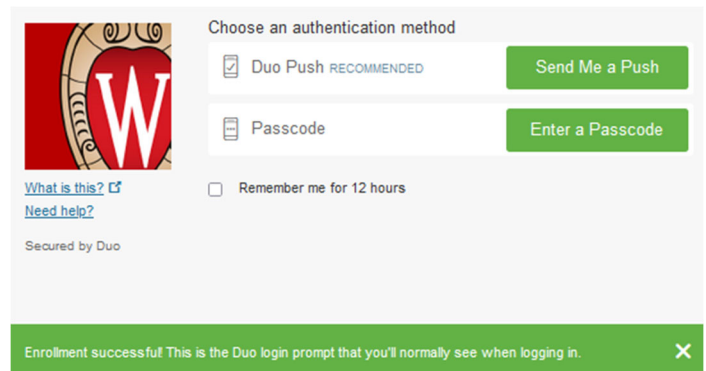
Respond to the push (or enter the passcode), and you're in!
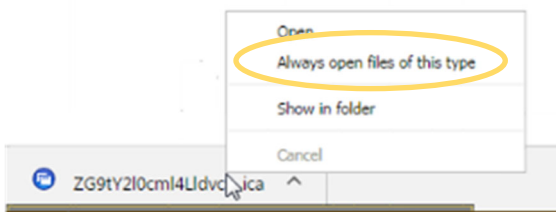
This is the DOM Citrix home screen.

The first time you click an icon to open the app or file behind it, you may get a download in the lower left corner, and nothing else happens.

Right-click that download and select "Always open files of this type."

Still, nothing will happen just yet. Right-click that download again and choose "Open."
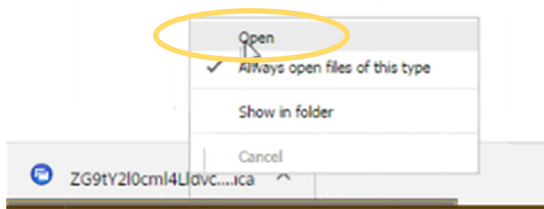
Now something happens – the application opens. Next time you click an app icon, it will open automatically.
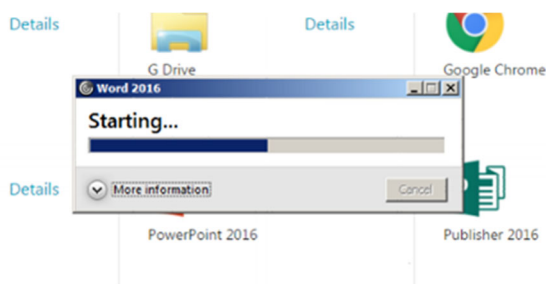
Apps opened from Citrix look exactly the same as they do when opened directly.
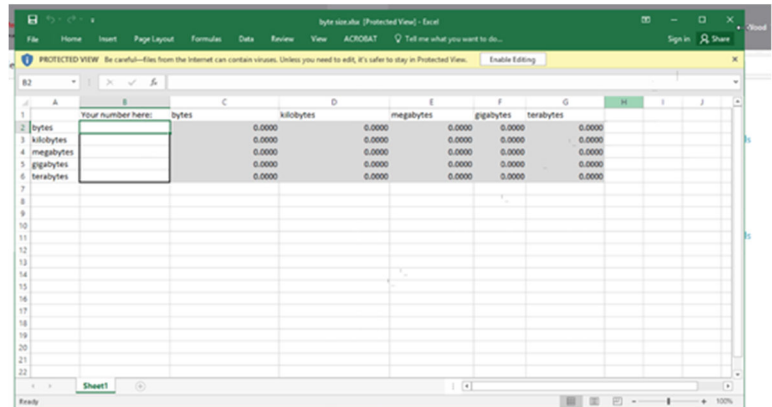
Both **home** and **team** are available via the "G or Z Drive" icon. The file listing looks a little different here compared to when you are in the office, but all the same files and folders are available to you.

You can easily edit and save files on the G and K drives, and create new files using the apps on the home page. File uploads and downloads are not permitted, for security reasons.

When you're done, close all your app windows to go back to the home screen. Click your name and choose "Log Off."

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I need something else

I need some other software

Here is a partial list of the software that every DOM computer has already installed:

Microsoft 365 (Word, Excel, Powerpoint, Outlook)
Teams, Webex, and Zoom
Adobe Creative Cloud and Acrobat
Chrome, Edge, and Firefox web browsers
Citrix Workspace App

If you require other software, the first place to look is in Zenworks Application. That's an icon on your desktop that looks like this:

You may install any of the apps in Zenworks Application at your convenience.

If the software you need is not in Zenworks Application, contact the helpdesk. We'll check our list of approved software and install it for you if it's there; otherwise, we'll ask you to fill out a form that submits it for risk assessment, so we can get it approved and installed for you.

Is the system down?

You can check the DOM helpdesk home page for bulletins and updates about any system-wide issues that may affect you: https://www.helpdesk.medicine.wisc.edu

DoIT's outage page is also a good place to look for information on issues that may be campus-wide: https://outages.doit.wisc.edu/

I need to print

Shared DOM printers are accessible to computers that are on the wired network or running the VPN. If they aren't listed for you already, we can add them for you.

Using a DOM computer to print to your home printer is not supported. If you require that ability, ask your Division Administrator to authorize an exception.

I need to use HealthLink

On a DOM computer, you get to HealthLink via a desktop icon that takes you to the sign on for citrix.uwhealth.org. You'll need to be on the wired DOM network or running the VPN to successfully log into the HealthLink site.

Help me understand email addresses

If you were offered a @medicine.wisc.edu email address, you might like to know the "sneaky" thing about that: it's not really a separate account, it is just an additional address pointing to your @wisc.edu email account. So, messages sent to you@medicine.wisc.edu are actually deposited into your you@wisc.edu mailbox. You can go to email.wisc.edu/admin to select which of the two addresses you want as your "primary"—meaning, which one your outgoing email will appear to be coming from.

If you use a @uwhealth.org email address, that's a different system, administered by the hospital helpdesk (608-265-7777).

I forgot my DOM password

Call the helpdesk. We'll verify who you are and give you a temporary password. Then you go to https://www.medicine.wisc.edu/password to create a new secure password.

An app is prompting me to sign in

Almost all our apps do this the first time you use them. Put in your @wisc email address, and step through the subsequent Duo authentication. This ties your use of the app into the UW's software licensing, so you don't have a restricted trial license or need to purchase a license. For most apps, a sign-in/Duo authentication will last 6 months or more, at which time you'll be prompted to do it again to refresh/confirm your license entitlement.

I'm prompted for Administrator login

We operate with a lot of security measures in place, and the need for admin credentials when making changes to computers is among them.

In most cases, a helpdesk person can reach your computer with a remote-control app and put the needed credentials in for you.

Zenworks login?

A "Zenworks Configuration Management" login sometimes pops up after you've changed your password. You can hit the Esc key to clear it away—it is not necessary to do that login. If it's bothersome, we have a process to get you logged into that, which will prevent its reappearance until your next password change.