

IT Help on Campus

There's two different type of IT people here on the UW-Madison campus. There's departmental IT and central IT. Sometimes, when it comes to how to handle a particular problem, it is hard to know where to start.

Central IT is often referred to as "DoIT", which refers to Division of Information Technology. They handle services that are campus-wide in nature, such as email or wireless connectivity, for example.

Departmental IT is our own Math Department IT staff, led by Sara Nagreen. John Heim is our server administrator and research support, and Henry Mayes does help desk duties and is split between the Math Department and Botany Department. The Math IT staff manage access to math department resources, and these are probably accessed by something called a math account.

The Math IT are happy to help you figure out who exactly you need to talk to. Just ask.

I've tried to group these rows similarly.

Division of Information Technology (DoIT) 264-HELP or help@doit.wisc.edu	Math IT staff@math.wisc.edu
Netid account creation, termination, password resets, Multi-Factor Authentication Note: This is also dependent on HR, and the Admissions office.	Math Account creation, password resets, termination, permissions
Campus wide online applications : Such as Google Apps, Box, myUW, O365, LastPass	Math Department online applications , the Instructor Library, the Copy Center App, the Help app, the Wiki, the website
List-serves , creating your own, changing your own settings on a list-serve, changing your email on a list, subscribing, unsubscribing	List-serves , why aren't I on a departmental list-serve, what are departmental lists
Email problems sending or configuring, general "how do I" use	Alternate email addresses, like x@math.wisc.edu Special accounts for specific projects/programs.
Department Computer troubleshooting : DoIT doesn't fix departmental computers.	The Math IT staff will fix department owned computers and equipment.
Personal Computer troubleshooting : The DoIT Help Desk is the best resource to ask.	While we can help with personal computer issues , we may not be able to make them a priority.
Cybersecurity concerns, phish reporting, WiscVPN, virus removal help	Cybersecurity : Using WiscVPN to access Math Department resources, firewall configuration, virus removal help, updating applications/OS, FERPA/HIPPA
DoIT doesn't handle printing , except if you are using your WisCard to pay for printing a campus computer lab.	Printing : Using your math account to print from math department office computers, using a copy code to make personal copies, using our instructions to set up printers on personal machines.

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DoIT doesn't handle personal server storage access, but Principal Investigators (PIs) can request up to 5TB of free storage.	Server space: Your math account allows 128GB of storage space on our servers for storing your content.
DoIT doesn't handle research computing .	Research computing: Your math account allows you to use our research machines, which are called "Magma" machines. There's also other groups on campus you can work with and we can help you determine your best options.
Computing resources for undergrads: DoIT doesn't offer computing resources for undergrads.	Talk to the Math IT if you'd like to offer computing resources for an undergrad class or a talented undergrad.
DoIT doesn't handle personal websites , but does have Google Sites, where you can make your own.	In your server space, you can post an HTML website you want in your public/html directory. We can also redirect your web traffic to an outside site such as Google Sites.
Computer/software purchases. DoIT no longer sells computers. Some software is available campus wide at software.wisc.edu.	If you want a specific piece of software on our workstations or research machines, ask us. We also handle graduate student, faculty and staff computer purchases/equipment .
Canvas is our campus Course Learning System. However, day to day assistance goes through our department	Several people on the Math IT staff as well as Tech TAs work to solve problems in using our online course software, including Canvas .
Internet connectivity , especially wireless access, is handled by DoIT	We don't do wireless access .
In class assistance: If you have an equipment problem in your classroom, this is not handled by DoIT but by Facilities Management and Planning (FP&M). FP&M also provides podium codes.	If you just need help setting up to project, or doing something simple in a classroom , we can help. If we can't fix it, we'll forward this to FP&M. FP&M also has phones on the sides of most podiums that connect directly to a help desk. The TechTAs
Providing Broadcasts of Lectures: DoIT does not offer ways to " live stream " a lecture.	While we normally do not do this, we have some resources you can use to stream in person presentations, do lecture capture, and some low-tech solutions for DIYers.
Scheduling Meetings: If the user you want to schedule with uses O365's calendar, you can see their openings and schedule during a free time. You can also just send a meeting to someone even if they don't use O365 and they'll get an invite to it.	If you're not sure if the user you want to schedule a meeting with uses O365 or you want to schedule a group meeting, you can create a poll for open times by using Doodle. Another good resource is https://whenisgood.net
Phones: DoIT is in charge of the VoIP network, but not individual phones, where they plug in, or phone numbers	Math IT configures the network to use networked (VOIP) phones , and will work with you to get your phone setup.

Resource Links:

Google Apps: <https://apps.google.wisc.edu>

Google Groups (for lists):

<https://g-groups.wisc.edu>

UW Box: <https://uwmadison.box.com>

UW Doodle: <https://uwmadison.doodle.com>

WhenisGood: <https://whenisgood.net>

Multi-Factor Authentication:

<https://kb.wisc.edu/81448>

Resource page for WiscVPN:

<https://kb.wisc.edu/90370>

UW Portal: <https://my.wisc.edu>

Canvas: <https://canvas.wisc.edu>

Canvas Training resources:

<https://kb.wisc.edu/luwmad/page.php?id=63782>

FP&M: <https://av.fpm.wisc.edu/>

ResearchDrive for Pls:

<https://it.wisc.edu/services/researchdrive/>

How Tos:

NETID ACTIVATION

Get your UW ID card, then activate your netid:

<http://go.wisc.edu/yy96wk>

EMAIL SETUP

Forward your email:

<http://go.wisc.edu/zi473t>

Set up your email on a device:

<https://kb.wisc.edu/helpdesk/28350>

Change your default email:

<https://go.wisc.edu/t8anon>

How to get help:

<https://kb.wisc.edu/page.php?id=1>

HTML

Make an HTML website:

<https://sites.google.com/a/wisc.edu/saranagreen/home/how-do-i>

Make a Google Sites website:

<https://sites.google.com/a/wisc.edu/saranagreen/home/how-do-i>

Connect to the servers to transfer my old website here:

<https://sites.google.com/a/wisc.edu/saranagreen/home/how-do-i/connecting-to-our-servers-to-transfer-files>

Let Sara know about a redirect to a website

Email nagreen@math.wisc.edu

RESEARCH COMPUTING

For instructions on how to download, install and connect with VPN, and get onto bing/login <http://go.wisc.edu/d1mo1b>

Don't know how to get a command line interface to connect via ssh?

*Terminal on Mac

<http://go.wisc.edu/h704p0>

*SecureCRT on Windows

<http://go.wisc.edu/ps814i>

*Terminal on Linux

<http://go.wisc.edu/kr9du5>

We ask that you don't do research on the machine we use to allow you entry to the network, bing/login. Instead we ask that you use bing/login as a jumping off point to connect to our magmaN servers. Here's how:

<http://go.wisc.edu/3uttx3>

For a list and specifications of servers available:

<http://go.wisc.edu/7rwd4x>

Programs you can use to do research on our servers:

<http://go.wisc.edu/g576mb>

LIST SERVES

The Math Department runs many list-serves to allow communication to small groups throughout the department.

List of all Department List Serves:

<https://go.wisc.edu/7g7x11>

How to find which list-serves you are subscribed to: <https://go.wisc.edu/3ual94> (login with your netid)

How to subscribe to a list serve: [Group Name]+subscribe@googlegroups.com

How to unsubscribe to a list serve: [Group Name]+unsubscribe@googlegroups.com

How to change your default email:

<https://go.wisc.edu/t8anon>

MATH ACCOUNT

Change your password:

<https://www.math.wisc.edu/help>

Send a job to the copy center:

<https://www.math.wisc.edu/copycenter>

Figure out your copy center pin: Type whatsmypin at a terminal window on a math department server.

Figure out your quota: Type quota at a command line on a math department server

