

HIPAA PRIVACY AND SECURITY

All UW faculty and staff are required to complete annual HIPAA training.

- Complete your HIPAA Training go.wisc.edu/hipaatraining
- Report a HIPAA Incident: go.wisc.edu/hipaareport
- UW-Madison HIPAA Home go.wisc.edu/hipaa
- Contact HIPAA Privacy and Security Coordinators go.wisc.edu/hipaacontacts

UW-Madison is committed to protecting the privacy and security of our patients, research participants, staff, and students. It is your responsibility to know how to adhere to HIPAA policy as an SMPH employee and to be a good steward of our data.

CYBERSECURITY

All UW faculty and staff are required to complete annual Information Security Awareness Training as required by the security policies of the University of Wisconsin System. See Security Awareness Training at go.wisc.edu/security-training

How to prevent Cybersecurity incidents at SMPH:

- Complete your Security Awareness Training (go.wisc.edu/security-training)
- Keep all software up-to-date
- Set unique, complex passphrase and change it if you suspect it has been compromised
- Use UW's encrypted password manager software (e.g. LastPass)
- Use Multi-Factor or Two-Step Authentication (e.g. MFA-Duo)
- Lock your workstation when you step away
- Be alert for phishing and other email scams

It is important to report any cybersecurity incident, no matter how large or small, so DoIT and SMPH Cybersecurity can take action to remediate and prevent further issues:

> go.wisc.edu/cybersecurityreport

CYBERSECURITY CONSULTATION SERVICES

For Cybersecurity consultation and questions, contact the SMPH Cybersecurity team.

- Risk assessments
- Procurement cybersecurity questions
- Policy and compliance questions
- Vulnerability management questions
- Options for securely transmitting data



For more information on SMPH Shared Services IT or to request support, please contact us:
Web: <https://it.med.wisc.edu/about-us/shared-services>
Phone: 608-264-4357 - Option #5 (DoIT VIP Support)
Email: support@med.wisc.edu

- > UW-Madison HIPAA Security go.wisc.edu/hipaasecurity
- > UW-Madison IT Policies go.wisc.edu/itpolicies
- > UW System Information Security Policies go.wisc.edu/systemitpolicies
- > UW Health HIPAA Policies go.wisc.edu/uwhealthhipaa
- > SMPH IT and HIPAA Policies go.wisc.edu/smphitpolicies

> SMPH Cybersecurity
Phone: 608-265-6677
Email: security@med.wisc.edu
go.wisc.edu/smphcybersecurity

> UW-Madison Office of Cybersecurity
Email: cybersecurity@cio.wisc.edu
go.wisc.edu/uwcybersecurity

> Securing Your Mobile Device
go.wisc.edu/securemobiledevice

> Safe Computing When Traveling
go.wisc.edu/safetravelcomputing

> LastPass
go.wisc.edu/lastpass

> IT Quick Tips Guides
go.wisc.edu/itguides

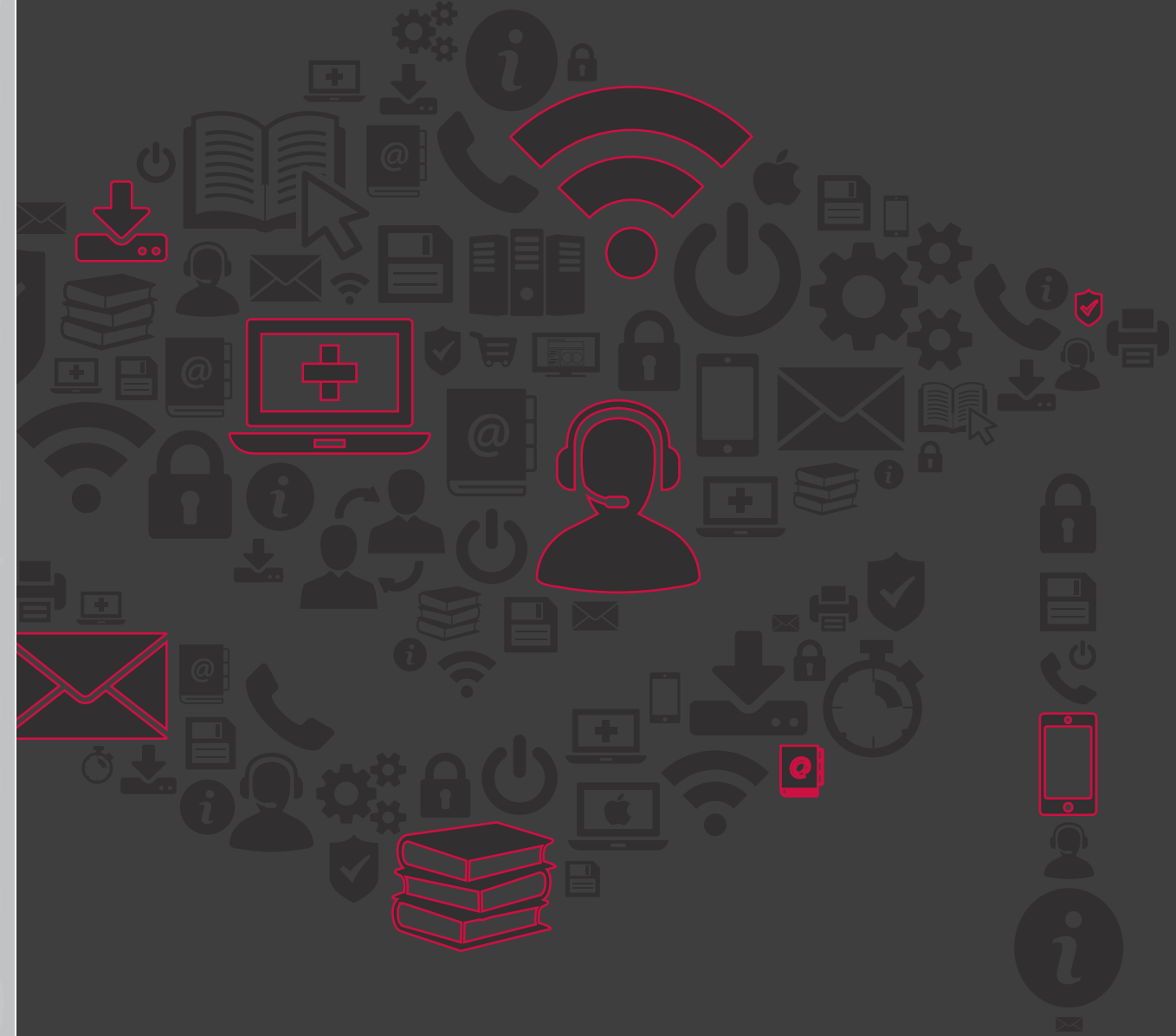
> SMPH Cybersecurity
Phone: 608-265-6677
Email: security@med.wisc.edu
go.wisc.edu/smphcybersecurity



School of Medicine
and Public Health
UNIVERSITY OF WISCONSIN-MADISON

SHARED SERVICES IT

FACULTY AND STAFF IT QUICK GUIDE



QUICK GUIDE

BASIC IT SUPPORT: DoIT VIP HELPDESK

UW-Madison Information Technology (DoIT) VIP Support is your first destination for basic IT and computing issues. Examples of support from DoIT VIP Support:

- Basic desktop troubleshooting (Windows, Microsoft O365, Adobe, MyUW, etc.)
- NetID password setup/reset

ADVANCED SUPPORT: SMPH SHARED SERVICES IT

Contact the SMPH Shared Services IT team when you have advanced computer and IT support needs that DoIT cannot fulfill. Examples of support from Shared Services IT:

- Onsite hardware support
- Purchasing computer hardware or specialty software licenses
- Accessing SMPH network drives
- Content updates on supported departmental WiscWeb WordPress websites
- Lab computer set-up for supported labs
- Setting up new or removing departing employee systems access

NETWORK ACCOUNT AND PASSWORD

Staff supported by SMPH Shared Services IT will have two network login ID options:
We recommend you encrypt and manage your passwords using UW's LastPass

UW NetID (*Basic Sciences Departments*)

All faculty, staff, and students are given a UW NetID (e.g., FLast@wisc.edu) when they are hired or enrolled. Use this to access your computer, email, MyUW, and other services contracted or developed by the University.

SMPH Network ID

Faculty and staff in SMPH Administration are also given a Network ID the first time they log into their computer at HSLC, CSC, or WIMR. Your SMPH Network ID name is often the same as your UW NetID but will use a separate password.

MULTI-FACTOR AUTHENTICATION (MFA-Duo)

UW-Madison requires you to verify your identity with the Duo multi-factor authentication app when logging into campus networks. Install Duo on your smart phone or tablet and print a set of backup login codes in case you lose your mobile device.

MyUW

MyUW is UW-Madison's one-stop shop dashboard for employee information and resources. Go to MyUW to do any of the following and more:

- Enter your timesheet and absences (and approve timesheets if you are a supervisor)
- Review your paycheck, benefits, and tax forms
- Set up multifactor authentication (MFA-Duo)
- Update your personal information (home, address, preferred name, etc.)
- Enroll in campus training, learning, and professional development courses
- Access email, calendar, performance reviews, and much more via MyUW Apps

Click the upper left menu in your MyUW dashboard to browse MyApps and discover more online resources to help with your everyday campus needs.

E-MAIL ACCESS

All UW faculty, staff, and students have access to the UW-Madison WiscMail service provided by Microsoft Office 365. Your default email address is your NetID@wisc.edu

Access your WiscMail via the following methods:

- Web - via MyUW
- Outlook desktop client
- Mobile access

- > DoIT VIP Support
Phone: 608-264-4357 (Option #5)
Email: support@doit.wisc.edu
it.wisc.edu/services/help-desk

- > Shared Services IT Support Request
Email: support@med.wisc.edu
go.wisc.edu/itsupportrequest

- > Shared Services IT
it.med.wisc.edu/about-us/shared-services

- > Learn How to Activate Your NetID
go.wisc.edu/activatenetid

- > UW Password Manager-LastPass
go.wisc.edu/lastpass

- > How to Use MFA-Duo
go.wisc.edu/mfaduo

- > MyUW
my.wisc.edu

- > IT Quick Tips Guides
go.wisc.edu/itguides

- > Online Training-LinkedIn Learning
go.wisc.edu/onlinetraining

- > Campus Software Library
go.wisc.edu/softwarelibrary

- > Web Access via MyUW
email.wisc.edu

- > Set up Outlook Desktop or Mobile
go.wisc.edu/outlooksetup

WIRELESS ACCESS

Campus provides two wireless options. WiscVPN should be accessed when using a wireless network.

Eduroam (Recommended)

- Access secure wireless at any participating institution around the world
- Log in securely with UW NetID/password
- Devices can be configured to auto-connect
- More secure than UWNet wireless

UWNet

- Available in most UW campus buildings
- Log in securely with NetID/password
- Login only once per semester
- Offers guest registration option for non-University affiliates

WORKING REMOTELY WITH WiscVPN

UW-Madison provides tools that allow you secure access while working remotely.

WiscVPN

- WiscVPN should be accessed when using remote connections
- Allows you to connect to UW internal networks remotely
- Provides an extra layer of security when using outside and wireless networks

Work Remotely with Web-Based Tools

- UW's web-based tools, such as Office 365, Box, and others, give you flexibility to work where you need
- Download Microsoft Office 365, campus antivirus, and other key software to your personal devices with your NetID

CLASSROOM AND AV SERVICES (CAVS)

Faculty and staff who wish to use classrooms and conference rooms in the HSLC, CSC, and WIMR buildings can schedule and manage reservations online.

Contact CAVS if you need any of the following in our managed meeting rooms:

- Audio Visual equipment training and/or technical in-room assistance
- Videoconference and webinar connections or training
- Moveable furniture and accessory reservations in HSLC (tables, chairs, display boards)

CLOUD AND RESEARCH DATA STORAGE

In addition to SMPH Shared Services IT network drives, SMPH strongly encourages storing your data on appropriate systems to ensure security and data longevity. For storing electronic Personal Health Information (ePHI), please consult SMPH Cybersecurity.

Box

A cloud solution for storing, managing, and sharing files provided by UW-Madison.

Google Drive

Part of the UW-Madison G suite of tools that provides a cloud-based solution for storage and collaboration.

Research Electronic Data Capture (REDCap)

Self-service, secure, web-based application used for building and managing data collection forms. REDCap provides data management functionality by allowing the development of electronic instruments and surveys to support data capture for research studies. REDCap is rated for HIPAA data.

OneDrive

A cloud solution for storage and sharing files that is part of UW-Madison Office 365 suite of web-based tools.

Electronic Lab Notebooks (ELN)

UW-Madison provides a digital notebook service called LabArchives to qualified users. Electronic Lab Notebooks can be used to record and document the research process and to manage digital research data.

High Throughput Computing (HTC)

Scalable computing resources, high-memory, GPU, and services for UW-affiliated researchers and their collaborators provided by the Center for High Throughput Computing (CHTC).

- > Eduroam (recommended)
go.wisc.edu/eduroam

- > UWNet
go.wisc.edu/uwnet

- > Download WiscVPN
go.wisc.edu/wiscvpn

- > Apps for Working Remotely
go.wisc.edu/workremote

- > Room Reservations
go.wisc.edu/smphroomreservations

- > Classroom and AV Services (CAVS)
Phone: 608-261-1934
Email: cavs@med.wisc.edu
go.wisc.edu/smphcavs
CAVS Office: 1240 HSLC

- > Box, Google and OneDrive
it.wisc.edu/news/collaboration-tools-google-drive-vs-box-vs-onedrive

- go.wisc.edu/box

- go.wisc.edu/gsuite

- go.wisc.edu/office365

- > REDcap
ictr.wisc.edu/redcap

- > Electronic Lab Notebooks (ELN)
go.wisc.edu/eln

- > HTC
go.wisc.edu/htc

- > Research Data Services
go.wisc.edu/datastorage