

Packaged with care by your UW Health Information Services (IS) Team

Frequently Asked Questions

- ✓ Who do I contact if I need help setting up my equipment?
 - After reviewing the instructions that are included with your equipment, if you need assistance, contact the IS Service Desk at 608-265-7777.
- ✓ Can I log into my device before my start date?
 - You need to wait until your first day of work as your account becomes active on your start date.
- ✓ How do I get my username and password?
 - Your username and password will be provided to you by your next-level leader.
- ✓ What if I am working remotely?
 - Review the instructions for successfully completing first remote log-in.
 - A wired home internet connection is recommended (e.g. DSL, Cable, Fiber where available) with a minimum speed of 50Mbps.
 - For more information, please see IS Operating Guidelines for working remotely on U-Connect.
- ✓ What if I need additional equipment ordered?
 - Please work with your manager to submit requests for additional equipment via ServiceNow.
- ✓ How do I return unused equipment?
 - Please retain the packaging materials for your equipment in the event that it needs to be returned.
 - We will e-mail you a return label for shipping purposes.

Getting Assistance From IS

Contact the IS Service Desk: 608-265-7777

Use the Self-Service Portal: uwhealth.service-now.com/sp

Laptop Setup Basics

Connect laptop to docking station:

1. Place the laptop and docking station next to each other with the dock on the right side of the laptop (once the setup is finished this can be moved anywhere you want).
2. Plug in the USB cable from the right of the laptop to the back of the docking station
3. Plug in the monitor, keyboard and mouse.
4. When finished, your docking station should look like Image 1.

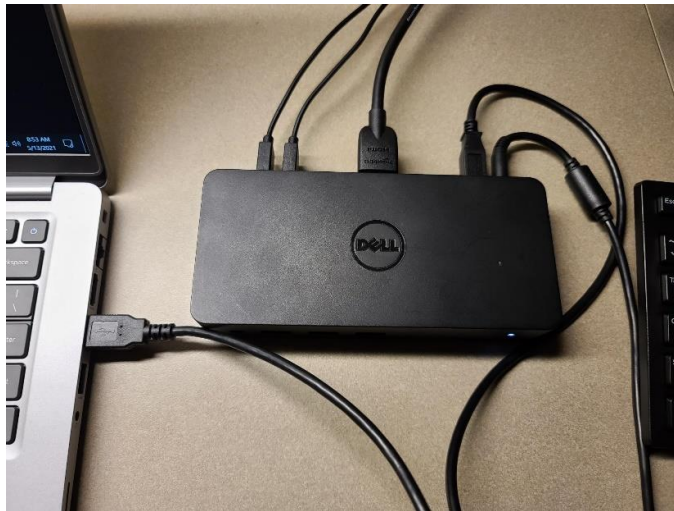


Image 1 - This picture shows from RIGHT to LEFT the power, USB from laptop, monitor, keyboard/mouse



Image 2 - Behind the dock: from RIGHT to LEFT the power, USB from laptop, monitor, keyboard/mouse

Laptop Setup Basics

Connect docking station to monitors:

1. Connect monitors using DVI-D types cable for BOTH monitors (as shown in Image 3).
 - a. An additional HDMI cable is included is in the unlikely case that neither monitor has a DVI-D output and instead a HDMI output.
 - b. In the rare case you have (2) monitors that have only HDMI outputs without any DVI-D, contact the IS Service Desk to have another supplied.



Image 3 - DVI-D Cable Connected to Monitor

2. When setup is complete, your workstation should look like **Image 4** with two monitors instead of one. To customize monitors to your liking, right click the desktop and select “display settings”.

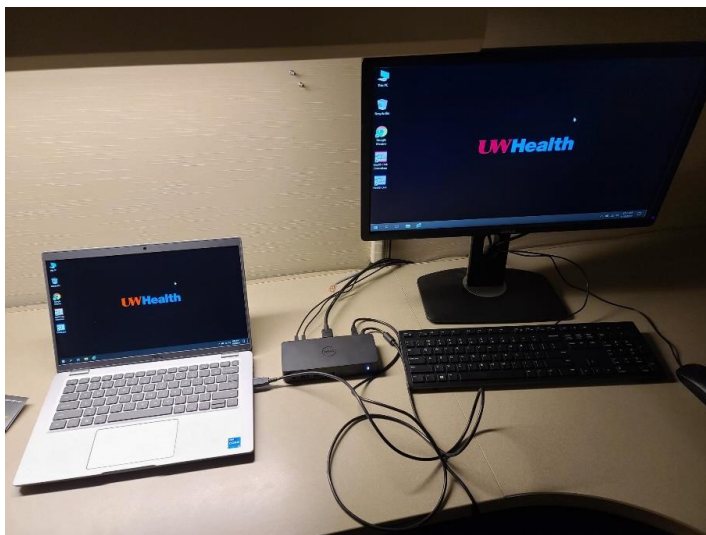


Image 4 - Final Setup with Single Monitor vs Double Monitor

Installing Dual Monitors (USB-C & HDMI)

Connect the first monitor:

1. Connect the USB-C dongle to the USB-C port on the **left** side of the laptop.

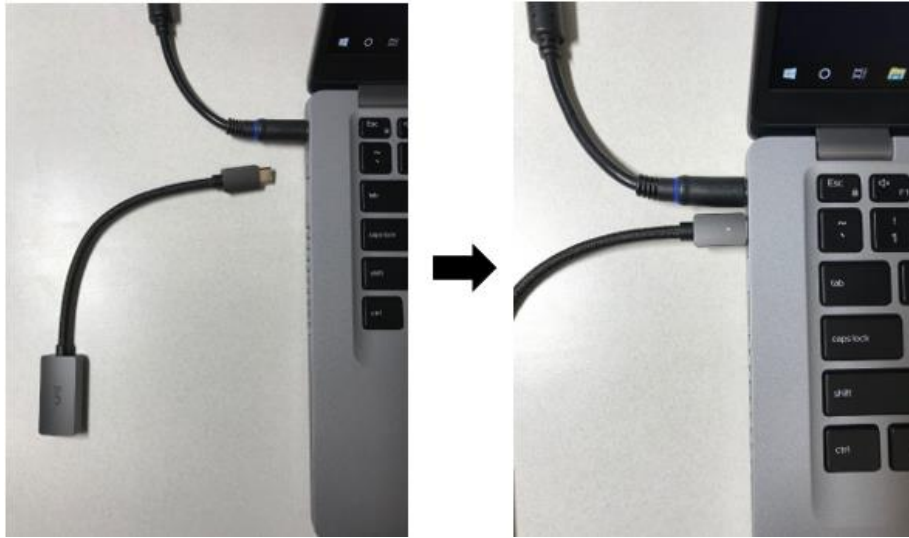


Image 1 - USB-C Dongle, Left Side of Laptop, & USB-C Port

2. Connect the first HDMI Cable to the now plugged in USB-C dongle.



Image 2 - HDMI Cable (right) and USB-C Dongle (left)

3. Plug the other end of the HDMI cable to one monitor.



Image 3 - Underside of Monitor

Installing Dual Monitors (USB-C & HDMI)

Connect the second monitor:

1. Connect the second HDMI cable to the HDMI Port on the **right** side of the laptop



Image 4 - Right Side of Laptop, HDMI Cable/Port

2. Plug the other end of the HDMI cable to the other monitor



Image 5- Underside of Second Monitor

Connecting Docking Monitor to Laptop and Additional Monitor

Connect your hardware

1. Open monitor and attach base to monitor. There are detailed instructions for this included in the box.



Image 1 – Monitor and base

2. Insert power cable and plug into power outlet.



Image 2 – Backside of monitor

3. Connect one end of the display port cable to the “DP OUT” port (Note: remove the rubber stopper)



Image 3 – Display port cable



Image 4 – DP Out port on underside of monitor

Connecting Docking Monitor to Laptop and Additional Monitor

4. Insert USB C Cable on the monitor



Image 5 – USB C cable



Image 6 – USB C port on underside of monitor

5. Insert the other end of the USB C cable to the USB C port on the laptop



Image 7 – USB C port on laptop

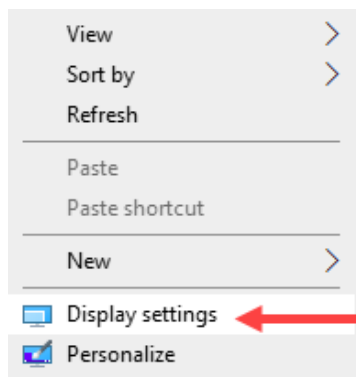
6. You can then hook up keyboard, mouse, etc. to the USB ports on the monitors (or laptop)



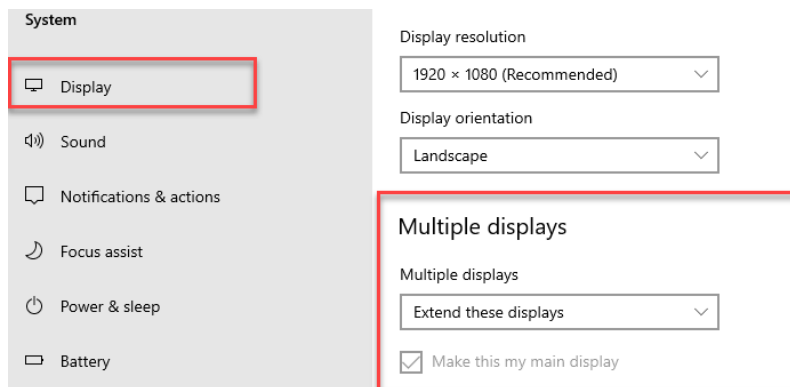
Image 7 – USB ports on underside of monitor

Configure Your Screens

1. Turn monitors and laptop on
2. After logging in, right click on the desktop and select Display settings.



3. Scroll to “Multiple Displays”, make sure that “Extend these displays” is selected.

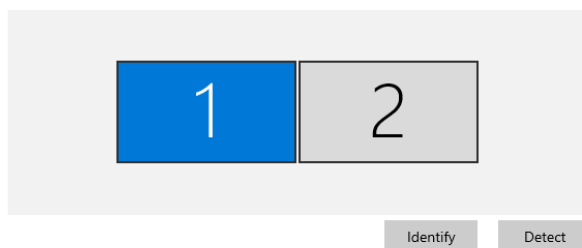


4. Rearrange the screens to your preference and keep the changes when the popup displays.

Display

Rearrange your displays

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.

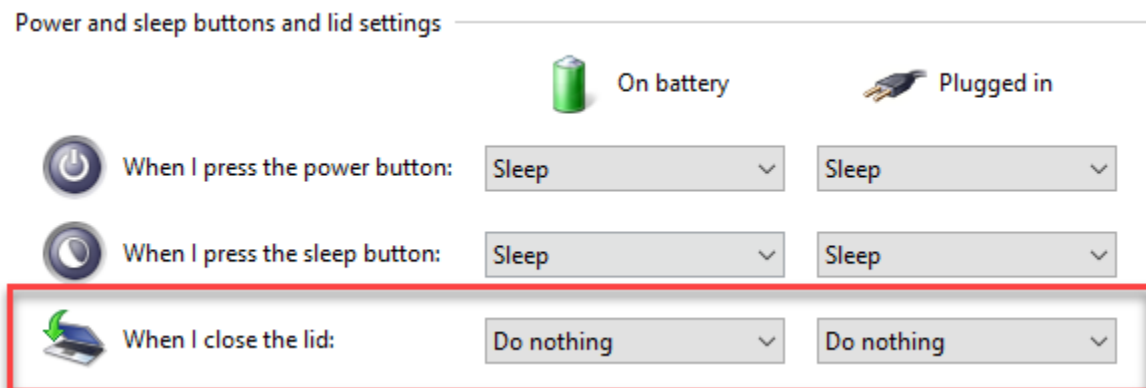


Set Up Screens to Work with Laptop Closed

1. On the bottom toolbar, **right click** on the battery and select power options.



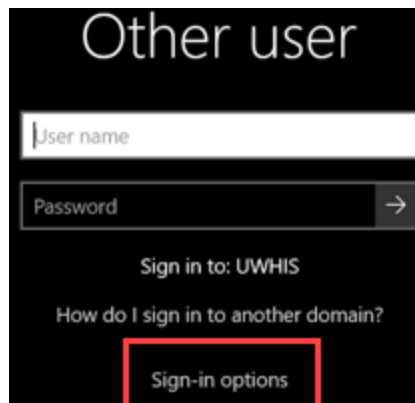
2. On the left side of the menu, select “Choose what closing the lid does.”
3. Under “When I close the lid” and “Plugged in”, make sure it is set to **“Do nothing”**



4. Save changes and exit. You can then close your laptop and use the keyboard and mouse that are connected to your monitor.

Successfully Completing Your First Remote Login

1. At the login screen, you'll see text below the username and password fields that says "Sign-in options" – click to see a new list of options.



2. A globe and shield icon will appear below. Click the icon and **wait 1 minute before attempting to log in.** After one minute, you should be able to sign in.
3. To verify that you've connected to VPN, use the sidebar to scroll and make sure it says "GlobalProtect Status: Connected | Gateway: gp.uwhealth.org".



4. If you're still unable to login, contact the IS Service Desk at 608-265-7777.