



## Getting started with the Intranet

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The Health Innovation Program's Intranet is used to track important project files, dates, and tasks. This document contains information on how to access and optimize your use of the Intranet.

### Log in to the Intranet

The Intranet is located at <https://intranet.hip.wisc.edu>. You can bookmark this page, or you can access the Intranet by going to the Health Innovation Program website (<https://hip.wisc.edu>) and then clicking "HIP Intranet" in the Quick Links section of the footer (depicted to the right).

#### Quick Links

- HIP Remote Access
- Authenticating with DUO
- HIP Intranet
- Optimizing your Intranet Access
- Dr. Smith's Calendar

When you go to the Intranet, you will be prompted to log in. Please log in using the credentials that we have provided to you. If you have trouble logging in, please email our IT staff at [helpdesk@hip.wisc.edu](mailto:helpdesk@hip.wisc.edu).

### Set up your profile so you can reset your password in the future

If you forget your password or it expires, you can use our self-service password reset portal to reset your password. In order to use it, you must have set up your password profile in advance, so we suggest you do that right away after you receive your login information.

- ✓ **To set up your profile, go to <https://pw.hip.wisc.edu> and then follow the prompts to enter your username.** Then, on the next screen, click **My Questions and Answers Profile** and complete the questions.

### Review what types of documents can and can't be posted

The Documents section on the Intranet is intended for shared project files, such as templates, scripts, surveys, shared references, and other documents that do not contain data or confidential/sensitive information.

- ⚠ **Patient data or other confidential/sensitive information should never be posted on the Intranet.**

While the Intranet is secure, it does not have the extra safeguards in place that are required for data or sensitive documents.



### Which browsers work the best with the HIP Intranet?

- i **While you are using the HIP Intranet, please use Internet Explorer if possible.** Versions that are supported: IE 8, 9, 10, and 11.

Note that Microsoft Edge, the default browser that comes with Windows 10, does not work optimally with the Intranet. We suggest that you unpin Edge and use Internet Explorer instead:

1. To unpin Edge, right click the Edge icon on the taskbar and select "Unpin this program from taskbar."

2. Then, in the search bar (either in your taskbar or the Start menu), enter Internet Explorer.
3. In the results, click on Internet Explorer to open it, then right click it on the taskbar and select "Pin this program to taskbar."

Note that the IE and Edge icons look very similar. Internet Explorer Icon:  vs. Edge icon: 

If Internet Explorer is not available, please use Google Chrome, Mozilla Firefox, or Safari. Some features may not work correctly if you use these browsers.

## FAQs about the Intranet

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### How do I eliminate all of these pop-ups asking me to log in?

**Two things will help with this issue:**

- 1) When you log in, **click the "Remember my credentials" checkbox**. This will prevent most of the login pop-ups in the future.



- 2) **If you are using Internet Explorer**, please use the steps below to reduce the number of pop-ups you receive asking you to sign in to the Intranet when you are working with documents.
  1. In Internet Explorer, go to **Tools > Internet Options**.
  2. Click the **Security** tab.
  3. Click **Local Intranet** from the list of 4 icons at the top, then click **Sites**.
  4. Click **Advanced**.
  5. In the **Add this website to the zone** field, enter: **https://intranet.hip.wisc.edu**
  6. Click **Add**, then click **Close**, then click **OK** in each of the remaining 2 windows.

### Why do files opened from hyperlinks always open as read-only?

As documented in Microsoft Knowledge Base article 870853 (<http://support.microsoft.com/kb/870853>), when files are opened from hyperlinks in Internet Explorer, they are automatically opened as read only and then users cannot save any changes that they make back to the Intranet.

Adding a new registry value (OpenDocumentsReadWriteWhileBrowsing) under the HKEY\_CURRENT\_USER key fixes this issue.

To fix this issue:

- **If you are using Office 2007 or older**, please click the "Fix it" button on this page: <https://support.microsoft.com/en-us/kb/870853/>
- **If you are using Office 2010 or newer**, please email HIP IT at [helpdesk@hip.wisc.edu](mailto:helpdesk@hip.wisc.edu) and they will send you a program to run on your computer.