

2019 December \* Vol 1

### Wiki@UCSF now supported by UCSF ITS!

Last June 2019, the UCSF ITS slowly assumed responsibilities to support Wiki@UCSF. All these years, the Wiki@UCSF has been supported by the UCSF Library.

While Wiki@UCSF support remains mostly the same, a few areas are changing to conform to ITS standards and practices:

- The Create a New Wiki Space request form is now integrated with Service Now. See [Wiki Help](#) for the new link!
- Technical upgrades will be announced via Service Desk.
- Wiki Service Now tickets now routed to the ITS Wiki Administrators.

We thank the **UCSF Library** for their invaluable support during the transition and for structuring the administration of the Wiki@UCSF, making it a very widely used tool for collaboration.



### Wiki Tutorials

COMING SOON

Beginning January 2020, the Wiki Administrators will hold hour-long tutorials on topics that will help a lot of our Wiki@UCSF Space Administrators and users.

For January, we will walk through **managing permissions for individuals and permissions for user-groups**. This session is **highly recommended for all Space Administrators especially those who need a refresher on how to grant access to their wiki space**.

The session will be on **Thursday, January 30 at 2PM via zoom**. See below:

#### Wiki Tutorials Zoom Information

#### Zoom Web Conference Information

Join from a PC, Mac, Linux, iOS or Android device: <https://ucsf.zoom.us/my/esebastian>

Meeting ID: **222 888 1793**

**Telephone:**

US: +1 669 900 6833  
or +1 646 558 8656

UCSF Zoom instance is approved for use with restricted data.

SIP: [2228881793@zoomcrc.com](mailto:2228881793@zoomcrc.com)

To request future topics, please send us your suggestions at [Wiki Feedback](#).

## Featured Wiki Space



We'd like to put a spotlight on some really awesome wiki spaces. If you want to nominate your space or another group's/department's space, please send us a note!

For this month, we are featuring: [APeX ClinDoc Team](#)

The Wiki Admins like the APeX ClinDoc Team wiki space for the way they laid out and structured their information so that it is intuitive and easy to navigate. We love the variety of important info on their landing page including links on who they are (with pictures too!) and what they do. As Wiki Admins, we especially appreciate the how-to and wiki tip for their users. Great work APeX ClinDoc Team!

*Please note that only those spaces that are open to all confluence users can be featured.*



## Wiki Tips and Tricks

### Too many emails from Wiki?

- Why am I getting all these emails (anytime someone updates a page)?
  - System generated emails (seemingly coming from WikiAdmins) are sent to you when your profile is setup to track changes on a specific space or page or when you 'watch' a page, blog post or space. You 'watch' a space or page when you click on the 'watch' icon on the upper right hand of a wiki page.

Edit Save for later Watch Share

- It's congesting my mailbox - how do I stop the emails from Wiki?
  - There are several ways to stop this auto-generated emails:
    1. Click on the 'watch' icon of the space /page that sent you the notification and click on the check mark(s). This is undoing your 'watch' setting for that space /page setting.
    2. Edit your email notification settings. Read more about [Editing Email Notifications from the Confluence Support website](#).

## Did You Know?



- Confluence is the name of the application product behind Wiki@UCSF. It is created by a company called Atlassian.
- The first time that new UCSF users attempt to login to: [wiki.library.ucsf.edu](http://wiki.library.ucsf.edu) their Wiki@UCSF accounts are auto-generated.
- Each UCSF user in confluence can update his/her name display and email address by clicking on the circle meant for your picture (upper right-most corner of the page) and then click on Profile. You can also upload a your picture so your peers know who you are. **Try it today!**

## Wiki Feedback and Suggestion Corner



NEW

Got some feedback or suggestions that you want to send? We have a new space to collect all your ideas! Please visit the [Wiki Feedback and Suggestions](#) page!