

FAQs

If you have a question that is not answered below or would like more information about any of these topics, please [email the wiki administrators](#).

Check out the [Wiki Basics](#) page for quick tips, and the [Space Administration](#) page for instructions for space administrators. The [Confluence Documentation](#) site has complete documentation of every feature of the wiki, which runs on Confluence software. To arrange a web-based consultation with a wiki administrator, please [email the wiki administrators](#).

If you're a space administrator, you can give users access and other permissions in your space. See the instructions on the [View /Change Permissions](#) page and the other links in the User Access /Permissions section of the [Space Administration](#) page, and see [User Accounts](#) for more information about who can get a wiki account. If you're not a space administrator, contact your space administrator (see 'What's a space administrator?' below) or [email the wiki administrators](#).

The person who requests a new wiki space is designated as the space administrator. This person controls the access and permissions for the space, and can modify the overall look and feel of the space. Additional Space Administrators may be assigned to the space and will have the same access, permissions, and responsibilities as the original requestor.

Space administrators must be UCSF faculty, staff, or students. To find the space administrator(s) for a given space, go to the Space Tools menu (bottom left) and select Overview. For more information, please visit [Space Administration](#) under [Wiki Help](#) or [email the wiki administrators](#) for a short demo on what Space Administrators' role and responsibilities are.

The wiki is organized into *spaces*. There are three types of spaces:

- *Public*. Visible to anyone, no login required to view content, but login is required to add/edit content
- *Login Required*. Visible only to users who are logged in to the wiki
- *Private*. Visible only to users who are logged in to the wiki and have been given specific permission to access the space

Most spaces are private. If you don't know who can access a particular space, please contact the space administrator or [email the wiki administrators](#). For more information, see [Space Types](#).

No. Certain spaces have been set up as public so their content can be viewed without a login, but Wiki@UCSF policy does not permit anonymous editing or commenting. Even in public spaces, users who want to add or edit content must be logged in to the wiki. See [User Accounts](#) for more information.

When giving individual users permissions to your space or adding users to your group, sometimes a user cannot be found via the search function. See what you can do when [User cannot be found via search](#).

There's a 'Log In' link at the top right of every screen. If you see your profile picture/icon instead, you're already logged in. All UCSF employees and students can log in with a [MyAccess](#) account. Users at other University of California campuses (shown in the drop-down menu on the login page) can log in with their own campus account. Guest MyAccess accounts are available for a fee. For more information, see [User Accounts](#).

No. You can access the wiki from any computer with an Internet connection. Users who find themselves blocked by an organizational firewall may want to try connecting via VPN. If you are still unable to connect to the wiki, please [email the wiki administrators](#).

UCSF faculty, staff, and students may request a Wiki@UCSF space by completing the [wiki space request form](#). Please read the [Terms and Conditions](#) before requesting a new wiki space. Once your request is approved, the new space will appear in the Space directory (click the Spaces link at top left of screen).

Yes. All users may create their own personal space by going to the menu under their profile picture/icon (top right of screen) and selecting 'Add Personal Space' from the drop-down menu. You can make it visible to all users or to a select few. The difference between a Personal Space and a Site Space is that the Personal Space does not appear in the Site Spaces list. Instead, it is accessed by clicking on your name where it appears on a page, in the People Directory, or in search results. For more information, see [Create your personal space](#).

You can have the wiki send you an email every time someone makes a change to a particular page, space, or blog. Just click the 'Watch' button at the top right of a page and select 'Watch page' or 'Watch all content in this space'. You can also change your 'Autowatch' settings (which automatically subscribe you to watch any page you create or edit) by clicking your profile picture/icon at the top right of the screen, selecting Settings, clicking Email in the left sidebar and then clicking the Edit button. For more information, see [Watch Pages, Spaces and Blogs](#) and [Email Notifications](#).

Confluence no longer includes a wiki markup editor. If you want to enter wiki markup in a page, go to the 'Insert more content' menu (+) on the editing toolbar and select 'Markup.' If you would like the ability to see and edit a page's XHTML-based storage format, please [email the wiki administrators](#).

You may not have permission to delete wiki content in that particular space. It depends on the permissions set up by the space administrator. If you do have permission, you'll see a Delete option at the bottom of the Extras drop-down menu (...) for the page. For attachments, there's a Delete link to the far right of the attachment name. If you don't see a Delete option, contact your space administrator or [email the wiki administrators](#) to delete the content for you.

If you're a space administrator, you can go to Space Tools > Content Tools and click the Trash tab. From there, click the Restore link to the right of the page/attachment link. If you're not a space administrator, contact your space administrator or [email the wiki administrators](#) to request that the content be recovered.

Yes. Files larger than 20 MB cannot be uploaded to the wiki. We recommend storing large files in [Box](#) and linking to them from the wiki.

The wiki is a free service provided by UCSF, but it is intended to be used for active collaboration. If your space has not been updated for over a year, we will notify you that we plan to remove the space and offer you options for archiving it in PDF or HTML format.

We recommend that you check that your outlook is not auto routing listserv emails to spam or some other folder because of a rule that you setup. Otherwise, to subscribe to the Wiki Space Admin listserv so that you are up-to-date with the latest announcements, send a request to WikiAdministrators@ucsf.edu with a list of the following information: xxxemailxxx@ucsf.edu (firstname lastname)

First, make sure you're logged in. Instead of a 'Log In' link at the top right of the wiki screen, you'll see your profile picture/icon. Then click the Spaces button at the top left of every screen and click 'Space directory' to see a directory of spaces, or start typing the name of the space or page you're looking for into the Search box at the top right. If you're logged in and you still can't find a space or page, you may not have permission to access it. Please contact the space administrator or [email the wiki administrators](#) to request access.