# Wiki FAQ

## University of Toronto Mississauga Wiki Service

### NEW!! Mobile App for the Wiki


### Who is eligible to create a Wiki, and what can I use it for?

Wiki spaces can be created for administrative and academic departments, as well as faculty and researchers for their labs or projects. These spaces are meant for collaboration and documentation - meeting minutes, project plans, knowledge base articles, for example. Please note that this service is not scaled as a teaching application, and we cannot provision user licenses to undergraduates for in-class use. Course information can, however, be posted to the publicly accessible areas of your Wiki.

### What type of data can I store in my Wiki?

Wiki.UTM is housed in the UTM datacenter, and protected by UTORid authentication - as such you can securely store confidential departmental information in the service. However, as Wiki.UTM does not use two-factor authentication, it is NOT appropriate for storing restricted (i.e. highly competitive/sensitive, highly personal, or medical information. Please contact UTM I&ITS if you have a need to store or share information of this highly-sensitive nature.

Please note that you may NOT store any personally identifiable, or confidential information in any publicly accessible space on your Wiki, nor any other information that is not meant to be publicly available.

### Who can access my Wiki?

By default all areas of your Wiki are created as private spaces, access to which is restricted to the user list that you have requested. User access changes can be requested through the I&ITS Service Desk at https://uoft.service-now.com/utm, and access changes to pages can be made by the Wiki owner, or the administrators of the space.

Pages can be made accessible to the public by the owner or administrators of the space, in which case anyone, anywhere, will be able to access the information from the site.

### How do I create, delete, and edit pages on my Wiki?

I&ITS is working on a public facing Knowledge Base article for using the Confluence Wiki product, but for the time being, see the documentation from Atlassian, or feel free to open a ticket with our Service Desk for support.