



universität
wien

Zentraler
Informatikdienst

IT-SERVICES

for Staff of the University of Vienna

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English



Dear colleague,

as employee of the University of Vienna, the Vienna University Computer Center (in German “Zentraler Informatikdienst” or “ZID”) offers you numerous **IT services** that are accessible via your **u:account**.

This folder provides an overview on which services are offered, how to use them and where to find help if required.

U:ACCOUNT

Registration

You can apply for your u:account by visiting the following website: **zid.univie.ac.at/en/uaccount-registration/**. Fill in the web interface according to directions, choose a password and follow the corresponding instructions. In line with the registration you also obtain a **userID**.



Please note: If a u:account has been created for you in the past, you can upgrade it to a u:account for staff with all corresponding user rights at the Helpdesk of the ZID (for contact details see page 11).

Information on your u:account

You obtain a welcome e-mail summarising the most important information on your u:account and the associated services. To learn more about your current status and your u:account (e. g. used storage space) visit the web interface at **zid.univie.ac.at/my-uaccount/**.

Password

You can change your password online any time at: **zid.univie.ac.at/en/password/**

Guidelines for choosing your password:

- Your password must have **eight or more characters**.
- Your password must contain **at least one letter and one other character**.
- Your password **must not be identical with your UserID**.
- Please note that the password is **case-sensitive**.

Tip: Do not choose an easily guessed password or one that is deducible from your personal data!

Example of how you can create a secure password:

Memory trick: **The two cats are taking the dog to a party tomorrow!**

► Password: **T2cattdtapt!**



Should you forget your password, you can have it reset at the Helpdesk. For this purpose, please either

- **come to us personally** with photo ID, or
- **fax or e-mail** a copy of your photo ID, your userID and your new password to the Helpdesk (contact details on p. 11).

Validity

Your u:account is valid as long as your name appears in the staff directory or – if you are externally employed – as long as the department confirms your employment. You will be **notified** by e-mail in **due time** before your u:account expires.

More information: zid.univie.ac.at/uaccount-ablauf/

This brochure features some of our most popular services. Please note that **some of them may not be available to you** because they require **additional user rights** which you may not possess at this point.

E-MAIL

With your userID, you obtain an e-mail address in the format **firstname.lastname@univie.ac.at**.

You can manage your e-mail messages either with an e-mail programme or through Webmail (webmail.univie.ac.at).



More information is available at: zid.univie.ac.at/en/e-mail/

Please **read your e-mail regularly** or **set up forwarding** to an external e-mail address via zid.univie.ac.at/en/forward/ (in German only), you could otherwise miss important messages.



DISK SPACE

u:cloud

u:cloud offers staff **online storage space for data on servers of the University of Vienna**, which can be retrieved from any location.



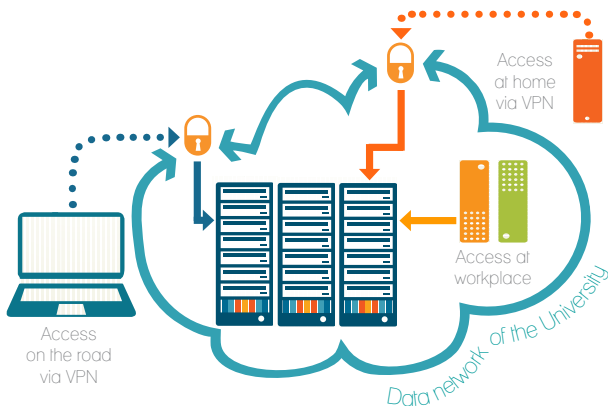
You can access your stored data with your web browser via **ucloud.univie.ac.at** or with software clients (available for Windows, Mac OS, Linux, Android and iOS).

More information: zid.univie.ac.at/en/cloud/

File services

Every user is provided with 10 GB of **disk space** for his or her data. You can access this data as network drive on your personal computer or transfer through SSH or SFTP onto the server **login.univie.ac.at**.

More information: zid.univie.ac.at/en/fileservices/



Personal homepage

For staff there is also disk space available that may be used for a personal homepage. The address of your personal homepage is **http://homepage.univie.ac.at/userID/**. If your e-mail address follows the form **firstname.lastname@univie.ac.at**, your personal homepage can also be accessed via the address **http://homepage.univie.ac.at/firstname.lastname/**.


More information: zid.univie.ac.at/persoenliche-webseiten/

Group file services: Share

Institutes obtain **collectively useable disk space** up to max 250 GB if required. For additional information please see zid.univie.ac.at/share/ (German only).

WORKSTATION

u:book

 Employees and organisational units can **inexpensively buy notebooks of high quality** with a comprehensive range of services via u:book. u:books can be purchased within a period of three or four weeks at the beginning of each semester.

More information: www.ubook.at (German only)

Computer rooms

With your u:account userID, you can also **use the computer rooms** that are available to students. You will find further information (i.e. locations) at zid.univie.ac.at/en/computer-rooms/.



PRINTING WITH U:PRINT

The u:print service allows you to **print your documents** (also in colour and A3 format) **from every u:print printer**. You can use u:print in three different ways:

- with your **workstation in the office**—employees have to set up this service first,
- from **home**—through a VPN connection to the University of Vienna (see page 6) or
- directly at the printer through the **USB port of the u:print printer** from an external data storage medium (i.e. USB flash drive). PDF documents and common image formats (i.e. JPG, GIF, TIFF, PNG) can be printed immediately.



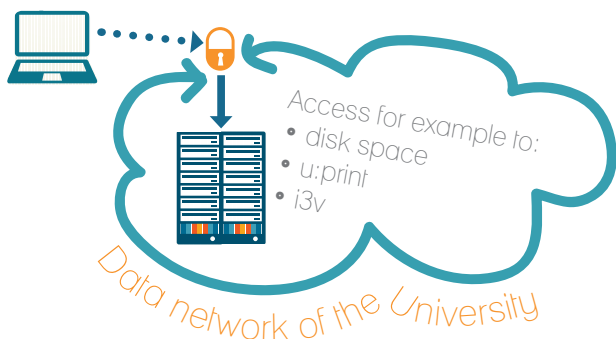
Exact instructions as well as a location list of the printers are available at zid.univie.ac.at/uprint/ (German only).

VIRTUAL PRIVATE NETWORK (VPN)

For security reasons, **some services can only be used with an IP address of the University of Vienna**. Therefore, the ZID VPN portal is available to you.

Virtual private network (VPN)

= access to services of the university
at home and on the road



Through this VPN connection you will **receive an IP address from the pool at the University of Vienna**, which enables you to access specifically defined services (e.g. disk space, u:print, i3v, server support).

There are **two ways** to access the Virtual Private Network of the University of Vienna:

- through a software client that you install on your system, or
- through a web browser (this method is not recommended for complex websites and file sharing).

You can find further information at [zid.univie.ac.at/vpn/](https://www.zid.univie.ac.at/vpn/).



The remote **access to e-journals, e-books and databases** of the Vienna University Library is not available anymore via VPN, but only with the authentication service **u:access**.

More information: [bibliothek.univie.ac.at/english/uaccess.html](https://www.bibliothek.univie.ac.at/english/uaccess.html)

WI-FI

The Vienna University Computer Center provides **wi-fi** via eduroam (education roaming) in numerous **lecture halls, libraries and other public areas**

This allows you to access the internet with your login name in the format **userID@univie.ac.at** and with a device (i.e. notebook) correctly configured for eduroam (IEEE 802.1x). This also applies to the eduroam-enabled **wi-fi infrastructure of numerous other national and international universities**.

You can get more information at zid.univie.ac.at/en/wi-fi/.



For safety reasons we ask you to generate a **separate password** (eduroam password) for accessing the Wi-Fi. Find out how to create that password on zid.univie.ac.at/en/wi-fi/.



SOFTWARE

The **current software products** for institute PCs and notebooks are **licensed centrally** by the Vienna University Computer Center and can be ordered by institutes and departments via the **selfservice portal** at a quarterly rent. Software on offer ranges from system software to application programmes of well-known software manufacturers (e.g. Adobe, Apple, Corel). More information: zid.univie.ac.at/standardsoftware/ (German only).

Several important programmes (i3v client, SAP, u:cloud client) are at the disposal of all employees with u:account userID in the index **Gratissoftware** at zid.univie.ac.at/swd/ free of charge.

UNIVIS

i3v support & training

University employees who use the university managing software **i3v** are coached by the Campus Information & Business Intelligence Services (CIBIS) department of the ZID.

It develops, operates and maintains the **university management software i3v** including the i3v online applications **UNIVISonline** and the **data warehouse** of the University of Vienna. While the technical development of i3v is the responsibility of the Vienna University Computer Center, the individual divisions of the University of Vienna are in charge of the actual operation as well as the content. They are also responsible for the first-line support for diverse programme modules.

The Vienna University Computer Center offers **second-level support** for technical problems with i3v (i3v support) and conducts **i3v basic training**.

More information: zid.univie.ac.at/i3v/ (German only)

UNIVISonline

Depending on your user rights, numerous web applications are available to you in UNIVISonline (univis.univie.ac.at):

- Applications for **teachers** (for tests and test results, courses, curricula or for premium statement)
- **Job center** of the Personnel Department of the University of Vienna

At the moment, teachers and staff can use UNIVISonline as usual; nevertheless, the improved and updated teaching interface in **U:SPACE** is being prepared.

Please note: You need **VPN access** in order to enter i3v from outside the University (more information is available on page 6).

ADMINISTRATIVE COMPUTERS—SUPPORT

University employees working in university administration (e.g. Accounting and Finance, Human Resources and Gender Equality) receive support from the **Service Delivery** team of the Vienna University Computer Center Managed Services section.

It provides **computers for administrative staff**, takes care of hardware and software installation, and offers support via its **support hotline**. More information is available at: zid.univie.ac.at/verwaltungs-pcs/ (German only).

TELEPHONY

u:phone

u:phone is the University of Vienna's telephone system. Its voice-over-IP-technology supports mobile work: Staff can be contacted on all devices (u:phone device, work and private mobile phones, PC) with just one phone number, if they wish so. Further information on u:phone and the possibility to request new extensions and devices and to report malfunctions is available at zid.univie.ac.at/uphone/ (German only).




Mobile phone

Employees of the University of Vienna may be permitted a business mobile phone. Please consult with your head of department or unit if you are eligible.

More information: zid.univie.ac.at/mobilfunk/ (German only)


E-LEARNING

Moodle

 The University of Vienna uses the university-wide **Moodle** (moodle.univie.ac.at) e-learning platform. The Vienna University Computer Center is responsible for the **technical support** of the platform and provides a comprehensive service offer with corresponding **technical consultation and support** for teachers.

Details are provided in the training courses on the learning platform and at zid.univie.ac.at/en/e-learning/.

u:stream

 u:stream fosters innovative teaching methods by **recording or live-streaming** courses in certain lecture halls.

More information: zid.univie.ac.at/ustream/

COURSES AND LECTURES

The Vienna University Computer Center offers **computer courses as well as information lectures** on a regular basis. The lectures are free of charge; for public courses however, a course fee will be charged.

University employees have the opportunity to attend training courses provided by **Human Resources Development** in cooperation with the Vienna University Computer Center.

More information: zid.univie.ac.at/it-kurse/ (German only)

INFORMATION RESOURCES

Web

Extensive information about the services of the ZID is available on its website at zid.univie.ac.at/en/staff/.



Newsletter

As an employee you will receive the **Newsletter uni:it** (uni-it.univie.ac.at) automatically.

It informs you about news regarding the services of the ZID on a regular basis (in German only).

uni:it

Publications

The Vienna University Computer Center also offers numerous **free brochures and flyers** about its services (e.g. u:stream, IT courses etc.). The brochures are available at the Helpdesk and for download at zid.univie.ac.at/en/publications/.

Would you like to receive information material about the services of the Vienna University Computer Center?
Please contact communications.zid@univie.ac.at

GETTING HELP AT THE HELPDESK



You can obtain advice and help for **university specific computer problems** as well as general information about the Vienna University Computer Center, its services and facilities at the **Helpdesk of the ZID**.

Here we deal with all issues regarding your userID (e.g. changing a forgotten password) and other computer problems that may occur. Moreover, we provide registration for computer courses of the ZID, sale of e-books as well as user guides and distribution of free publications of the Vienna University Computer Center (folders, brochures etc.).

Helpdesk of the ZID

Opening hours: **Mon–Fri 8:00 am–4:00 pm**

Address: 1010 Wien, Universitätsstraße 7 (NIG), stairs II, ground floor

Telephone: +43-1- 4277-444

Fax: +43-1- 4277-9140

helpdesk.zid@univie.ac.at

zid.univie.ac.at/en/helpdesk/

