



universität
wien

Zentraler Informatikdienst

IT Services for Staff of the University of Vienna

English



IT Services for Staff

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.

Access to services with u:account

Registration

You can apply for your u:account by visiting the following website:

zid.univie.ac.at/en/uaccount-registration/.

The logo for u:account, featuring the text "u:account" in white on a blue rectangular background.

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 for non-members 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/en/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**.

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:

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

Password: **T2cattdtapt!** ←.....

Forgotten password

You have forgotten your password? On our website at [zid.univie.ac.at/en/password/](https://www.zid.univie.ac.at/en/password/) you can find all possibilities on how to set a new u:account password.

Validity

Your u:account is valid as long as you appear as active employee in u:find ([ufind.univie.ac.at](https://www.zid.univie.ac.at/en/ufind/)), or—as an external employee—as long as your department confirms your status of employment. You will be notified via e-mail in case of termination of employment. More information: [zid.univie.ac.at/en/termination-uaccount/](https://www.zid.univie.ac.at/en/termination-uaccount/)

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, an e-mail app or through Webmail ([webmail.univie.ac.at](https://www.zid.univie.ac.at/en/webmail/)).

More information at: [zid.univie.ac.at/en/e-mail/](https://www.zid.univie.ac.at/en/e-mail/)

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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.

You can find more information along with **instructions** on configuring common e-mail programmes and on how to set up forwarding at: zid.univie.ac.at/en/staff/e-mail/

i3v support and 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 online application **u:space** 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)

Please note: You need **VPN access in order to enter i3v from outside the University** (see page 7).



Disk space

u:cloud and u:cloud pro

u:cloud offers employees **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/ucloud/

With u:cloud pro the Computer Center offers a tool for working in **group projects**: zid.univie.ac.at/ucloud-pro/

File services

Every user is provided with **disk space** for his or her data. You can access the data e.g. via network drive at your work place, at home or on the road (for the last two options you will need a VPN connection, see page 7).

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

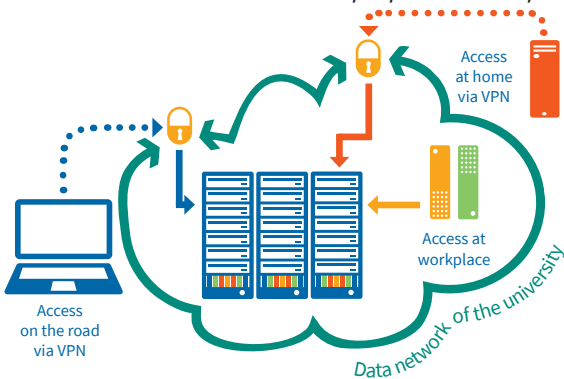


Image: iStock.com/DrAfter123, ZID

Personal homepage

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

More information: zid.univie.ac.at/en/personal-websites/

More information:

zid.univie.ac.at/en/personal-websites/

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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, tablets and convertibles of high quality** with a comprehensive range of services via u:book. u:books can be purchased within a period of four weeks at the beginning of each semester.

More information: u:book.at



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 and opening hours) 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 7) 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 Computer Center VPN portal is available to you.

Virtual private network (VPN)

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

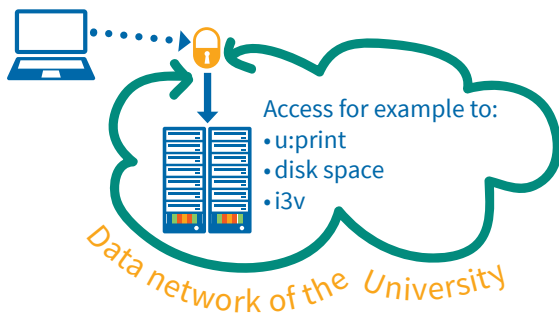


Image: iStock.com/DrAfter123, ZID

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).

To set up a VPN connection you have to **install a software client** on your device.

For more information see our website at:
zid.univie.ac.at/en/vpn/

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

More information:

bibliothek.univie.ac.at/english/uaccess.html



Photo: © iStock.com/stevecoleimages

Wi-fi

The 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.

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 more on zid.univie.ac.at/en/wi-fi/.

Software

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

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

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 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 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/

Lecture streaming via u:stream

The u:stream service of the Computer Center allows **innovative and up-to-date teaching** by facilitating recordings and video livestreams of lectures. Advantages of u:stream are:

- flexible learning (spatially and temporally)
- continuous learning processes

The logo for u:stream, consisting of the text "u:stream" in white lowercase letters on a solid blue rectangular background.

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- improved exam preparation
- less crowded lecture halls

Further information on u:stream and on which lecture halls of the University of Vienna offer the service please see: zid.univie.ac.at/en/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 Computer Center.

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

Information resources



Web

Extensive information about the services of the University of Vienna Computer Center is available on its website at: zid.univie.ac.at/en/staff/

Newsletter

As an employee you will receive the **Newsletter (uni-it.univie.ac.at)** automatically. It informs you about news regarding the services of the Computer Center on a regular basis (in German only).

Publications

The Computer Center also offers **free brochures and flyers** about its services (e.g. u:stream, IT courses etc.). They 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**.

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 Computer Center and distribution of free publications of the Computer Center (folders, brochures etc.).

Vienna University Computer Center contact

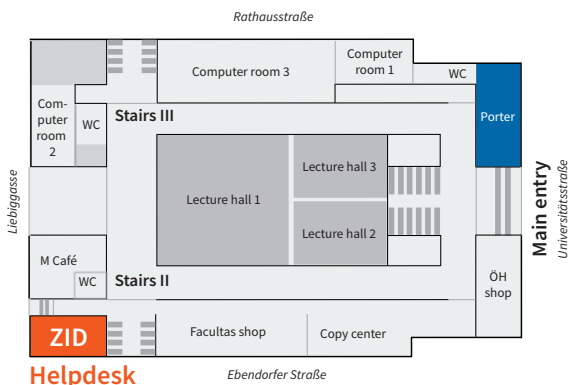
Opening hours: **Mon–Fri 8:00 a.m.–4:00 p.m.**

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

Telephone: **+43 1 4277-444**

E-mail: **helpdesk.zid@univie.ac.at**

Web: **zid.univie.ac.at/en/helpdesk/**



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