



universität  
wien

Zentraler Informatikdienst

# IT Services for Students of the University of Vienna

English

## IT Services for Students

Dear student,

the Vienna University Computer Center (in German “Zentraler Informatikdienst” or “ZID”) has put together an **extensive package of IT services** to support you in successfully completing your studies.

This information brochure is designed to give you an overview of these services.

## Access to Services with u:account

During your registration at the University of Vienna via the u:space portal (**uspace.univie.ac.at**) you have already activated your personal u:account.

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

This u:account **consists of:**

- your **u:account userID** (i.e. doej87)
- your chosen **u:account password**

After a successful admission, the u:account for students is your authorisation to **access the IT services** of the Vienna University Computer Center: **zid.univie.ac.at/en/services/**



Your u:account will be valid **as long as you are enrolled** at the University of Vienna.

You can find more information about the u:account for students at: **zid.univie.ac.at/en/uaccount-students/**

### Re-activate account

Your **u:account has expired** and you would like to **re-activate** it because you have re-enrolled?

Please fill in your userID and old u:account password on the webpage **zid.univie.ac.at/uaccount-reactivation/**.

If you can't remember your password, please continue reading on page 3.

## Password

You can change your u:account password anytime via the webpage [zid.univie.ac.at/en/password/](https://zid.univie.ac.at/en/password/).

Please note these **guidelines for choosing your u:account password**:

- Your password must have **8 or more characters**.
- Your password must contain **at least 1 letter and 1 other character**.
- Your password **must not be identical to your UserID**.
- Please note that the password is **case-sensitive**.

Don't choose a password that is easy to guess or that can be derived from your personal data!

**Example** of how you can create secure passwords:

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://zid.univie.ac.at/en/password/) you can find all possibilities on how to set a new u:account password.

## E-mail

After successful admission at the University of Vienna students automatically receive two e-mail addresses as part of the u:account.

These addresses have the following format:

- **amatriculationnumber@unet.univie.ac.at**  
(e.g. a12345678@unet.univie.ac.at)  
This is your **primary address** within the university.
- **userID@univie.ac.at**  
(e.g. doej87@univie.ac.at)



## IT Services for Students

Please either check your e-mail account at a regular basis or set up an automatic forwarding service via [zid.univie.ac.at/en/forward-form/](https://www.zid.univie.ac.at/en/forward-form/) to your private e-mail address – otherwise you might miss important notices from the University!



Your e-mail messages can be retrieved with an e-mail client or via webmail: [webmail.univie.ac.at](https://webmail.univie.ac.at)

For more information on the forwarding function and for instructions on how to configure all common e-mail clients see: [zid.univie.ac.at/en/students/e-mail/](https://www.zid.univie.ac.at/en/students/e-mail/)

## u:space

u:space ([uspace.univie.ac.at](https://uspace.univie.ac.at)) is the online portal for students of the University of Vienna that supports you in your daily life as a student.



u:space

You can access u:space and its services with your u:account userID.

### The most important services for your studies:

- Application for admission
- Payment of tuition fee and students' union fee
- Registration for lectures and examinations
- Access to your examination results and record of examinations
- Registration for Erweiterungscurricula

### Additional services:

- Change of phone number and address
- Download and print of transcript of records, confirmation of duration of studies, student record sheet etc.
- Application for student scholarship

In case of study related questions please contact the **Student Point** ([studentpoint.univie.ac.at](https://www.studentpoint.univie.ac.at)), your StudiesServiceCenter or your StudiesServiceUnit ([ssc.univie.ac.at](https://www.ssc.univie.ac.at)).

## Disk Space

### File Services

Storage space for files of any kind is available to users on the file server.

You can access your saved files

- from the computer rooms of the ZID,
- from your workstation at home or
- on the road (via VPN and e.g. network drive).

For more information and instructions see:

[zid.univie.ac.at/en/fileservices/](http://zid.univie.ac.at/en/fileservices/)

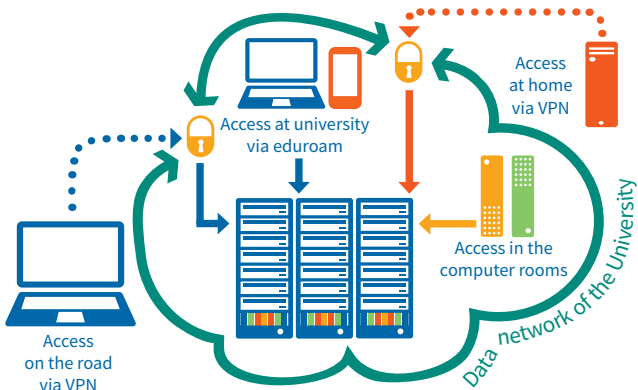


Image: iStock.com/DrAfter123, ZID

At [zid.univie.ac.at/en/my-uaccount/](http://zid.univie.ac.at/en/my-uaccount/) you can request up-to-date information about your u:account at any time (for example how much storage space you have left etc.).

### Personal Website

HTML documents, graphics etc. that are saved in the subdirectory "html" are quickly available online at: [homepage.univie.ac.at/userID/](http://homepage.univie.ac.at/userID/)

For more information on this topic please see:

[zid.univie.ac.at/en/personal-websites/](http://zid.univie.ac.at/en/personal-websites/)

When entering your userID at [webstats.univie.ac.at](http://webstats.univie.ac.at) you can see the daily updated stats for your personal homepage.

### Workstation

#### u:book

As part of the service **u:book**, students and employees are given the opportunity to purchase **high quality notebooks, tablets and convertibles** with extensive service packages and accessories for a low price twice a year in the 4 week sales period at the beginning of each semester.



For further information please see the website: **u:book.at**

#### Computer Rooms

The PCs in the ZID computer rooms may be used by all students with a valid userID for study-related work.

All PCs have a uniform software package (browser, e-mail programme, MS Office, statistical applications etc.) and the possibility of accessing your personal data via the file service directly.

**Computer rooms can be found at these locations:**

- **Neues Institutsgebäude (NIG)**  
Universitätsstraße 7,  
1010 Wien  
main entrance, right-hand side, ground floor
- **Campus (Altes AKH)**  
Spitalgasse 2, 1090 Wien  
Hof 7.1, ground floor
- **UZA II**  
Althanstraße 14, 1090 Wien,  
rooms 2A187 and 2D558



In addition, many other institutes of the University of Vienna have computer rooms at your disposal. For more information on this (e.g. locations, opening times, facilities) please see: [zid.univie.ac.at/en/computer-rooms/](http://zid.univie.ac.at/en/computer-rooms/)

## Printing with u:print

With u:print you can **print your documents at any u:print device** (also in colour and A3).



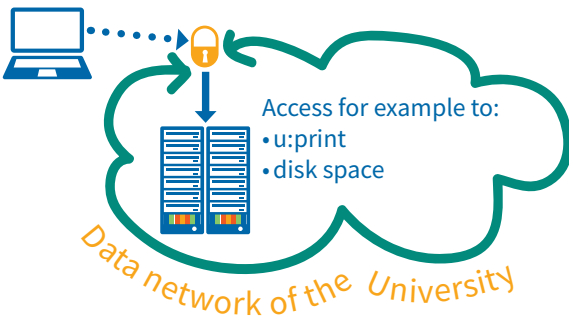
- u:print is already installed on all the **computer room computers**.
- If you want to use your **own computer** (e.g. your u:book) you must first set up this service. u:print can be used at home via a VPN connection to the University of Vienna.
- Moreover, you can print through the **USB port** of the u:print printer directly from an external data storage medium (e.g. USB flash drive). **PDF documents and common image formats** (e.g. JPG, GIF, TIFF, PNG) can be printed immediately. All other files have to be converted into the PDF format beforehand.



For detailed instructions, information about payment and a list of all locations of u:print devices (in German only), see: [zid.univie.ac.at/uprint/](http://zid.univie.ac.at/uprint/)

## Virtual Private Network (VPN)

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



## IT Services for Students

For safety reasons, **some services can only be accessed with an IP address of the University of Vienna**. Therefore, the ZID offers a secure VPN connection.

Through this VPN connection you will receive an IP address from the pool of the University of Vienna, which enables you to access correspondingly defined services (for example online file services or the u:print printing service).

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

For more information see: [zid.univie.ac.at/en/vpn/](https://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 at:

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

## Software

### u:soft

Through the ZID, students can obtain **study-related software** (i.e. for data analysis or statistical or mathematical calculations) at very reasonable prices.

The choice of products is continually updated and expanded.

For the u:soft online shop with the possibility to pay online and to download the software right after payment see [zid.univie.ac.at/en/usoft/](https://zid.univie.ac.at/en/usoft/).

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

### Office for Students

Microsoft Office 365 ProPlus is available **free of charge** to all students of the University of Vienna with an active u:account.

You will find more information about Office for Students on our website at:

[zid.univie.ac.at/en/ofs/](https://zid.univie.ac.at/en/ofs/)



## Wi-Fi



The ZID provides Wi-Fi in most **classrooms, libraries and other public areas** via eduroam (education roaming).

By using your u:account userID in the form **userID@univie.ac.at**

you can access the internet with a device configured for the eduroam (IEEE 802.1x) usage (e.g. your laptop or smartphone). This also applies to the eduroam Wi-Fi infrastructure of many other **universities both in your home country and abroad.**

More information at: [zid.univie.ac.at/en/wi-fi/](https://zid.univie.ac.at/en/wi-fi/)

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



Photo: © Universität Wien/  
Barbara Mair

## E-learning Platform Moodle

For e-learning lectures the University of Vienna provides the university-wide e-learning platform Moodle (available at [moodle.univie.ac.at](https://moodle.univie.ac.at)).

The ZID is responsible for the **technical maintenance** of Moodle and offers **technical support** via the ZID Helpdesk (contact details see page 11). More information can be obtained at: [zid.univie.ac.at/en/e-learning/](https://zid.univie.ac.at/en/e-learning/)

## Courses and Lectures

The ZID regularly organizes IT courses and information lectures. The information lectures are free to visit and no course fee is demanded. For the IT courses, registration is required and a course fee will be charged.

For further information see instructions on [zid.univie.ac.at/kursdatenbank/](https://zid.univie.ac.at/kursdatenbank/) (in German only). On this website you can also make reservations for your courses. Additionally we provide information brochures (in German only) that are available at the Helpdesk.

## Lecture Streaming via u:stream

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



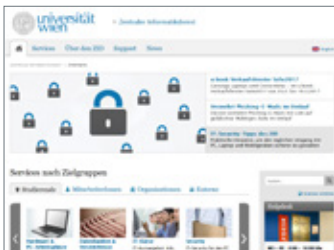
- flexible learning (spatially and temporally)
- continuous learning processes
- improved exam preparation
- less crowded lecture halls

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/](http://zid.univie.ac.at/en/ustream/)

## Information

### Web

Detailed information on the services of the ZID are available at: [zid.univie.ac.at/en/students/](http://zid.univie.ac.at/en/students/)



### Newsletter

The **uni:it** newsletter (online edition available at [uni-it.univie.ac.at](http://uni-it.univie.ac.at)) is being sent to all students via e-mail.

### Publications

The ZID also offers a broad range of information in the form of printed publications: **free brochures, flyers and booklets** about various service packages or individual services (e.g. u:book, courses etc.). These are available at the Helpdesk or can be downloaded at: [zid.univie.ac.at/en/publications/](http://zid.univie.ac.at/en/publications/)

## Where Can I Get Help?

### Helpdesk

You can get **advice and assistance** for university-specific computer problems as well as **general information** on 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.

In addition, at our Helpdesk you can register for IT courses at the ZID, buy e-books and pick up free ZID publications.

### ZID Helpdesk

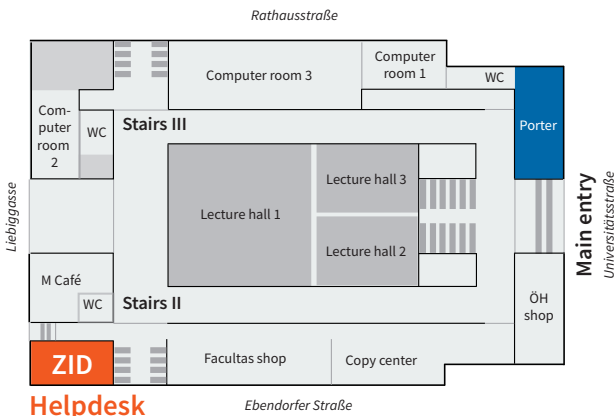
Opening hours: Mon—Fri 8:00 am—4:00 pm

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

Phone: +43 1 4277-444

E-mail: [helpdesk.zid@univie.ac.at](mailto:helpdesk.zid@univie.ac.at)

Web: [zid.univie.ac.at/en/helpdesk/](http://zid.univie.ac.at/en/helpdesk/)



Universitätsstraße 7 (NIG), ground floor



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[zid.univie.ac.at/en/](http://zid.univie.ac.at/en/)

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