Three steps to software orders through SAM Software & Asset Management

1 | Requirement for software orders
   - Capture/inventory of device the software is ordered for
   - Access to Selfservice-Portal: sam.univie.ac.at/sps/portal (via Firefox, Internet Explorer)

2 | How can I inventory my device?
   - Managed Client: Inventory through IT representative
   - Unmanaged Client: Dependent on operating system, either with automatized capture tool or manually
     - Windows: capture tool TIT (TAP Inventory Trigger)
     - MAC: capture tool SAM
     - Linux: Manual capturing through IT representative *

   *Capture tools available under zid.univie.ac.at/swd/ “Gratissoftware”

3 | How does the software order work?
   - Selfservice-Portal: sam.univie.ac.at/sps/portal (via Firefox, Internet Explorer)
   - Login with username: u:account-UserID and u:account-Password
   - Homepage ▶ Order New Software ▶ Windows, MAC, Linux (select operating system)
   - Select software (Search function: Search to Find Services)
     - m: = software for Managed Clients
     - u: = software for Unmanaged Clients
   - Single order ▶ Add to Cart
   - Multiple orders: tick next to corresponding software ▶ Add Selected to Cart on top of the software list
   - Installation Target Required = select computer, if not already selected
   - Status of order via order progress & E-Mail information
   - Installation of software:
     - Managed Client: Installation happens automatically with computer restart
     - Unmanaged Client: Download from zid.univie.ac.at/swd/, Manual installation required

Where can you find detailed information?
   - General: zid.univie.ac.at/selfservice-portal/
   - Specifically for IT representatives: wiki.univie.ac.at/display/ConnectIT/Connect-IT
   - Service e-mail address for further questions: software.zid@univie.ac.at

*Import options of a standardised Excel template through ZID:
wiki.univie.ac.at/display/ConnectIT/Asset+Importliste+im+xls-Format