universität wien

Zentraler Informatikdienst

IT Services for Employees of the University of Vienna

As employee of the University of Vienna, the Zentraler Informatikdienst (ZID) offers you numerous **IT services** that are accessible via your **u:account**.

This information brochure is designed to give you an overview of these services and where to find help if required.

Account – u:account

Use the following online form to set up your personal u:account:
zid.univie.ac.at/en/setup-uaccount/

When setting up your u:account you have to choose:

- your **u:account UserID**
  Example: doej99
- your **u:account password**

You **already have a u:account** for guests or students and start an employment? In this case, please only **use** your **existing** u:account. Contact the ZID Helpdesk (for contact details see page 11) as soon as you have signed your employment contract.

Individual details about your u:account (e.g. free storage space, Wi-Fi password) are listed under:
zid.univie.ac.at/en/my-uaccount/

Your privileges for your employee u:account are active for **as long as** you are **employed** at the University of Vienna. Afterwards, different limitations apply to the individual types of privileges, depending on your employment status. You will receive a notification via e-mail in due time before your u:account expires.

For further information about the expiration of a u:account, visit: **zid.univie.ac.at/en/expiration-uaccount/**

Password management

You can **change** your u:account password **yourself at any time** via the following form:
zid.univie.ac.at/en/changing-password/

Read more about how to create a secure password at:
zid.univie.ac.at/en/password-tips/

If you have **forgotten your u:account password**, you have to request a new one via the following form:
zid.univie.ac.at/en/requesting-new-password/

For further information, visit:
zid.univie.ac.at/en/password/

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 rights which you may not possess at this point.

E-mail service

Employees receive a **personal e-mail address** including a mailbox as part of their u:account.

This e-mail address takes the following form:

***firstname.lastname*@univie.ac.at**
Example: john.doe@univie.ac.at

Please **check your e-mails regularly**, you could otherwise miss important messages of the University of Vienna.

You can **send, receive and manage** your e-mails in a variety of ways:

- Using an e-mail program installed locally or an e-mail app
- Using Webmail in your web browser (**webmail.univie.ac.at**)

For further information, visit:
zid.univie.ac.at/en/e-mail/

Wi-Fi – eduroam

The University of Vienna's Wi-Fi is called eduroam. It is available in **all university buildings**.

Log in using your u:account UserID in the form of ***UserID*@univie.ac.at** (Example: doej99@univie.ac.at) and your **Wi-Fi password**.

Check and change **Wi-Fi password:**
zid.univie.ac.at/en/managing-wifi-password/

eduroam is an **international project**. It enables users to log in to the Wi-Fi infrastructure of another participating educational institution using the Wi-Fi login details of their own educational institution.

For further information, visit: **zid.univie.ac.at/en/wi-fi/**

Store and share data

Cloud storage – u:cloud

u:cloud offers all employees of the University of Vienna **storage space for their data in the "cloud"**. You can access the data from any device and from anywhere. u:cloud is particularly useful for temporary storage and for sharing data easily.

For further information, visit:
zid.univie.ac.at/en/ucloud/

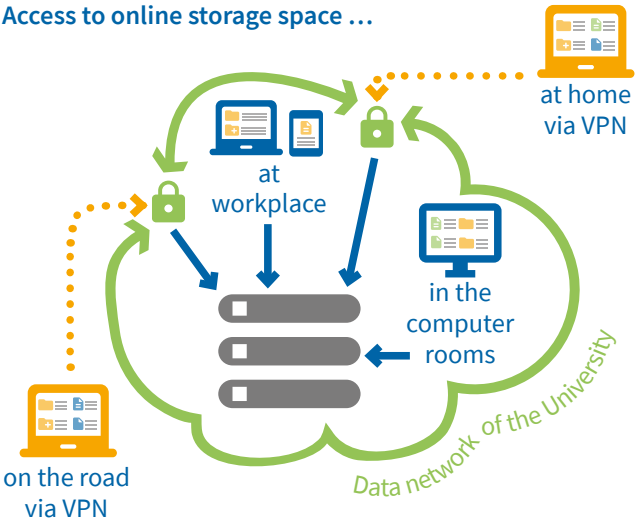
For collaboration in **projects, working groups or teams**, the ZID recommends using u:cloud pro:
zid.univie.ac.at/en/ucloud-pro/

Online storage space

You can store **your data** on central online file servers and **access** them from **anywhere**:

- At your workplace
- At home or on the road via VPN and network drive
- In the computer rooms

Access to online storage space …



For further information, visit:
zid.univie.ac.at/en/online-storage-space/

Share

Upon request, organisational units get a **storage space for common use** on the file server share.univie.ac.at, including simple rights management.

For further information, visit:
zid.univie.ac.at/en/share/

Workplace

Affordable laptops – u:book

Employees have the opportunity to purchase **high-quality devices** and accessories at **attractive prices** and conditions with u:book.

In cooperation with our sales partners, this offer is available **twice a year** during sales periods of 4 weeks at the beginning of the semester.

For further information, visit: **ubook.at/en/**

Computer rooms

You can use computer workstations in the computer rooms of the ZID free of charge, for **academic work**.

For further information, visit:
zid.univie.ac.at/en/computer-rooms/

Printing for employees – u:print staff

Employees of the University of Vienna can **print, copy and scan** at u:print devices. The u:print devices are marked in white-and-blue with the **label** u:print or u:print staff.

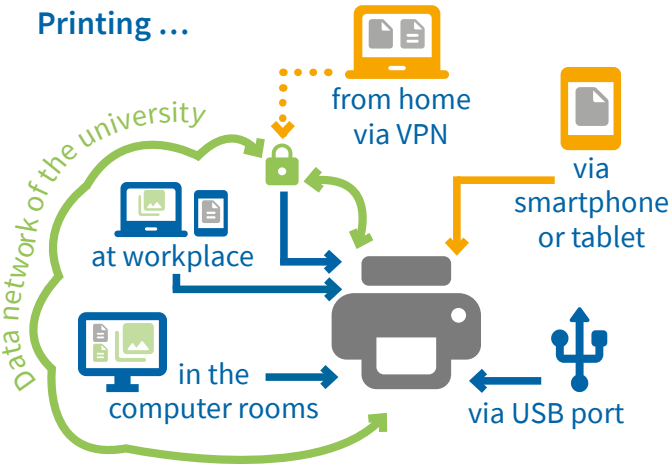
You have several options of sending a print job to a u:print device:

- From **every PC connected to** the **University** of Vienna's **data network** on which u:print is configured as a printer
- From every workplace at the **computer rooms**
- From every **external PC** connected to the University

of Vienna's data network **by VPN** on which u:print is configured as a printer

- Directly from an external storage medium (such as a flash drive) via the **USB port** of the u:print device
- From each **smartphone or tablet** with mobile printing

For further information and detailed **instructions**, visit: **zid.univie.ac.at/en/printing-for-employees/**



VPN

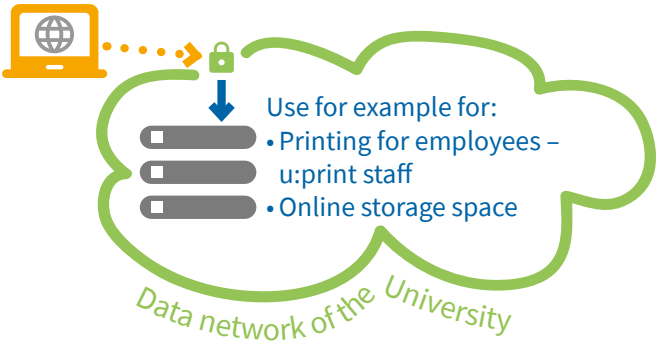
Using the service VPN (Virtual Private Network), employees can **connect to the University of Vienna's data network from outside** the university (for instance at home or on the go) via the internet.

They receive an IP address in the address range of the University of Vienna and an encrypted connection. This is a **requirement** for using **certain IT services** of the University of Vienna from outside the university.

To establish a VPN connection you have to install **software** on your device.

VPN (Virtual Private Network)

connect to the University of Vienna's data network from outside the university



For further information, visit:
zid.univie.ac.at/en/vpn/

You require no VPN connection to access **e-journals, e-books and databases** that are licensed by the Vienna University Library.

Log in on all computers using only the authentication service **u:access**:
bibliothek.univie.ac.at/en/uaccess.html

Software for employees

Organisational units of the University of Vienna can rent **software subject to licensing requirements** on beneficial terms (standard software) at the ZID for their employees. The product portfolio is based on the organisational units' requirements.

The **IT representatives** are mainly responsible for ordering and managing the software.

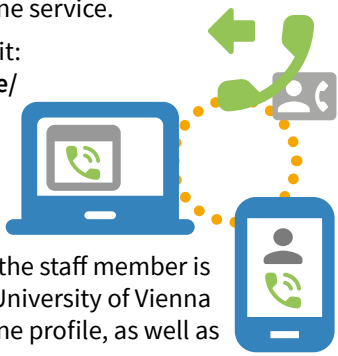
For further information, visit:
zid.univie.ac.at/en/software-for-employees/

Telephony

Telephony – u:phone

The u:phone service consists of the **telephone system** of the University of Vienna as well as all related IT services for employees. These additional IT services enable the **modern use** of the telephone service.

For further information, visit:
zid.univie.ac.at/en/uphone/



Business phone

Employees of the University of Vienna are provided with a business mobile phone. Prerequisite is that the staff member is an active employee of the University of Vienna and that they have a u:phone profile, as well as their **superior's approval**.

For further information, visit:
zid.univie.ac.at/en/business-phone/

E-learning – Moodle

Moodle (**moodle.univie.ac.at**) is the University of Vienna's e-learning platform. It is available to members of the university for studies and teaching.

On Moodle, teachers can set up **virtual courses** to upload course material, communicate with students, give tests or provide u:stream recordings.

For further information, visit:
zid.univie.ac.at/en/e-learning/

Recording courses – u:stream

Via u:stream, teachers can effortlessly **record** their courses in selected lecture halls at the University of Vienna or **broadcast them live on the internet**.

Teachers can decide independently whether they would like to use u:stream for their courses and how they make the recordings available.

For further information, visit:
zid.univie.ac.at/en/ustream/

IT courses

The IT courses offered by the ZID are available for a **small fee** to employees of the University of Vienna.

Employees can also attend the **free IT courses** offered by the Human Resources Development unit. These courses are based on a cooperation between Human Resources Development and the ZID.

For further information, visit:
zid.univie.ac.at/en/it-courses/

Information resources

Web

Detailed information on the services of the ZID are available on the ZID website:
zid.univie.ac.at/en/

IT News

Employees automatically receive the IT News, the **newsletter of the ZID**, via e-mail. All articles of the newsletter are available on the following web page:
zid.univie.ac.at/en/it-news/

Publications

The ZID also offers information in the form of printed publications: **free brochures and flyers** about various services (for example u:book, IT courses). These are available at the ZID Helpdesk (see page 11).

If you would like to **receive information material about the services** of the ZID, please contact us via e-mail:
communications.zid@univie.ac.at

ZID Helpdesk

The ZID Helpdesk gives general information on the services of the ZID and helps members of the University of Vienna with their **university-specific IT problems.**

It supports users in managing their u:account and password.

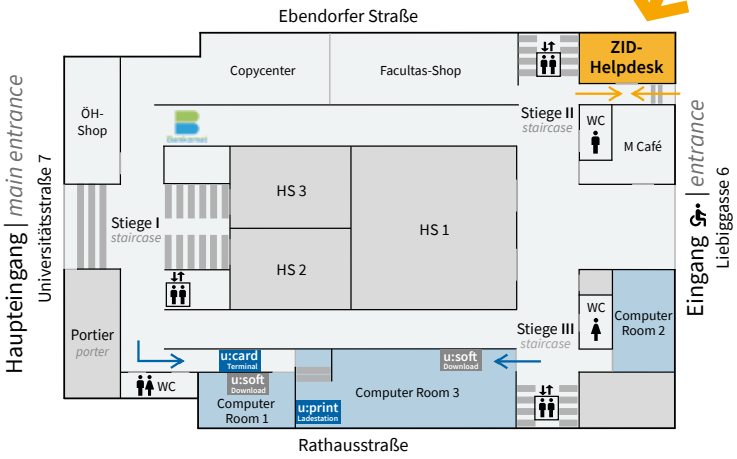
Furthermore, it takes on reports about **service interruptions** and shares their information.

Availability

In writing	helpdesk.zid@univie.ac.at servicedesk.univie.ac.at
By telephone	+43-1-4277-444
In person	Universitätsstrasse 7, 1010 Wien (NIG, staircase II, ground floor)

For **opening hours** and further information, visit:
zid.univie.ac.at/en/zid-helpdesk/

Neues Institutsgebäude (NIG)
Erdgeschoß | *ground floor*



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