IT Services for Students

Dear student,

With the following IT services the Zentraler Informatikdienst (ZID) supports you in successfully completing your studies. An overview of important IT services that make life for students easier can also be found online: zid.univie.ac.at/en/studying/

Account – u:account

1 Setting up a u:account + UserID
   + password********

   During your application for admission to a degree programme in u:space you have already set up your personal u:account.

   It consists of:
   • your u:account UserID (example: doej99)
   • your chosen u:account password

2 Admission to degree programme in u:space

   More information on the admission procedure at: studieren.univie.ac.at/en/admission-procedure/

3 Access to IT services

   After a successful admission, the u:account gives you access to the IT services of the University of Vienna: zid.univie.ac.at/en/services/

   Individual details about your u:account (e.g. Wi-Fi password): zid.univie.ac.at/en/my-uaccount/
   zid.univie.ac.at/en/uaccount/

Reactivating u:account

If you enrol in another degree programme, you can reactivate your inactive u:account. zid.univie.ac.at/en/reactivating-uaccount/
Password management
You can change your u:account password at any time:
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 set or request a new one.
zid.univie.ac.at/en/password/

Reset u:account password yourself
1  In advance: enter emergency e-mail address
   zid.univie.ac.at/en/entering-an-emergency-e-mail-address/

2  In advance: consent to the use for resetting
   zid.univie.ac.at/en/consent-to-using-emergency-e-mail-address/

⚠️ In emergency: Reset password yourself

E-mail service
Students receive 2 personal e-mail addresses including
a mailbox:
- aStudentIDnumber@unet.univie.ac.at
  Example: a12345678@unet.univie.ac.at
- UserID@univie.ac.at
  Example: doej99@univie.ac.at

Check your e-mails on a regular basis – otherwise you
might miss important information from the university.
Send, receive and manage your e-mails …
- with an e-mail program, an e-mail app or
- in the browser via webmail (webmail.univie.ac.at).
zid.univie.ac.at/en/e-mail/
**IT Services for Students**

**Wi-Fi – eduroam**

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

**Set up Wi-Fi**

1. *u:accountUserID@univie.ac.at*
   Example: doej99@univie.ac.at

2. **Wi-Fi password** **********
   Check:  
   zid.univie.ac.at/en/managing-wifi-password/
   zid.univie.ac.at/en/wi-fi/

**Online storage space**

You can store your personal data on central servers and access them from anywhere.

**Access to online storage space**

zid.univie.ac.at/en/online-storage-space/
Workplace

Affordable laptops – u:book

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

This offer is available twice a year during sales periods of 4 weeks at the beginning of the semester.

u:book.at/en/

Computer rooms

The computer rooms offer computer workstations for study-related or academic work.

The computers are equipped with standard application software, including:

- Browser, e-mail program
- Office programs
- Image editing applications
- Statistical applications

You can access your personal data on the online storage space (see page 4) in all computer rooms.

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

There are additional computer rooms at the university departments, faculties and libraries.

zid.univie.ac.at/en/computer-rooms/
IT Services for Students

Printing and more – u:print

Students can print, copy and scan at u:print devices. The u:print devices are marked in white-and-blue with the label u:print.

Sending print job

For information about payment, a location list of u:print devices and detailed instructions, visit:

zid.univie.ac.at/en/uprint/

ubook.at

High-quality laptops, tablets and convertibles for a low price
VPN

Using the VPN (Virtual Private Network), students 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.

This is a requirement for using certain IT services of the University of Vienna from outside the university.

VPN (Virtual Private Network)

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

Use for example for:
- Printing and more – u:print
- Online storage space

Software

Study-related software

Students of the University of Vienna can purchase selected software at attractive prices via the ZID.

This includes software for data analysis or statistical and mathematical calculations.

zid.univie.ac.at/en/software-for-students/
IT Services for Students

Microsoft products for students
Students of the University of Vienna with an active u:account can acquire a free version of Microsoft 365 Apps and a free upgrade version of Microsoft Windows 10 Education for private use.
zid.univie.ac.at/en/software-for-students/

IT courses
The IT courses offered by the ZID are available for a small fee to students of the University of Vienna. The IT courses are held on the following topics:

- Studies and research
- Windows and Office
- IT security
- Graphic design and audio/video
- Internet and social media

zid.univie.ac.at/en/it-courses/

E-learning

Moodle
Moodle (moodle.univie.ac.at) is the University of Vienna’s e-learning platform.

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

Video conferencing systems integrated into Moodle enable digital or hybrid learning.

zid.univie.ac.at/en/e-learning/
Video conferencing – Zoom

Using Zoom, students of the University of Vienna can hold meetings (such as working group meetings, workshops) online.

In these meetings they can share the screen and presentations, interact via a virtual whiteboard, video, audio or chat, and carry out polls.

[link to Zoom page](zid.univie.ac.at/en/zoom/)

Watching courses – u:stream

Via u:stream, students can watch recordings of courses anytime and anywhere (for instance, in Moodle) and attend courses via a live stream.

[link to u:stream page](zid.univie.ac.at/en/ustream/)

ZID information supply

Web

Detailed information on and help with the services of the ZID are available on the ZID website:

[link to ZID website](zid.univie.ac.at/en/)

Under IT worlds you will also find background information on current IT topics such as IT security and cloud computing.

[link to IT worlds page](zid.univie.ac.at/en/it-worlds/)

IT News

Students automatically receive IT News, the ZID newsletter, via e-mail.

All newsletter articles are available on the following web page:

[link to IT News page](zid.univie.ac.at/it-news/)
IT Services for Students

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, such as managing their u:account and password.

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

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

ZID services in Neues Institutsgebäude (NIG)

Erdgeschoß | ground floor

Haupteingang | main entrance

Universitätsstraße 7

Portier

WC

OH-Shop

Stiege I

staircase

HS 2

HS 3

HS 1

Copycenter

Facultas-Shop

Stiege II

staircase

Eingang

entrance

Stiege III

staircase

Computer Room 1

u:print

Computer Room 3

Rathausstraße

u:print

Ladestation

u:print

Computer Room 2

ZID-Shop

WC

WC

M Café

u:print

u:print
No e-learning?  
No studies.

We bring the video conferencing systems in Moodle up and running.

For more than 2,000,000 participants during the semester.

ZID. IT @ your service
Follow us on Instagram!
instagram.com/ziduniwien