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Zentraler Informatikdienst

# IT Services for Students of the University of Vienna



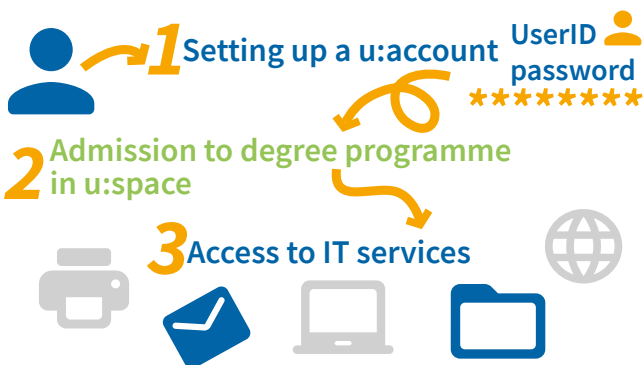
## IT Services for Students

Dear student,

the Zentraler Informatikdienst (ZID) offers an extensive range of IT services that support you in successfully completing your studies.

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

### Account – u:account



During your application for admission to a degree programme in u:space ([uspace.univie.ac.at](https://uspace.univie.ac.at)) you have already set up your personal u:account.

Your u:account **consists of:**

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

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

Your privileges for your student u:account are active for **as long as you are admitted** to a degree programme at the University of Vienna.

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

For further information about the u:account, visit:  
[zid.univie.ac.at/en/uaccount/](https://zid.univie.ac.at/en/uaccount/)

### Reactivating u:account

If you enrol in another degree programme after your u:account has expired, you can reactivate your inactive u:account. Use the following form:

[zid.univie.ac.at/en/reactivating-uaccount/](https://zid.univie.ac.at/en/reactivating-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/](https://zid.univie.ac.at/en/changing-password/)

Read more about how to create a secure password at:

[zid.univie.ac.at/en/password-tips/](https://zid.univie.ac.at/en/password-tips/)



If you have forgotten your u:account password, you have to reset your password or request a new one.

You can reset your u:account password yourself at any time. The prerequisite is that you have ...

1. entered an emergency e-mail address in advance:  
[zid.univie.ac.at/en/entering-an-emergency-e-mail-address/](https://zid.univie.ac.at/en/entering-an-emergency-e-mail-address/)
2. given your consent to the use of this emergency address for resetting your password in advance:  
[zid.univie.ac.at/en/consent-to-using-emergency-e-mail-address/](https://zid.univie.ac.at/en/consent-to-using-emergency-e-mail-address/)

### Reset u:account password yourself

1 Enter emergency e-mail address



2 Consent to the use for resetting



In emergency: Reset u:account-password yourself



For further information, visit:

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

### E-mail service

Students receive **2 personal e-mail addresses** including a mailbox as part of their u:account.

These e-mail addresses take the following form:

- ***aStudentIDnumber@unet.univie.ac.at***  
Example: a12345678@unet.univie.ac.at  
(primary address)
- ***UserID@univie.ac.at***  
Example: doe99@univie.ac.at



**Check your e-mails at a regular basis** – otherwise you might miss important notices from the university.

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/](http://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: doe99@univie.ac.at) and your **Wi-Fi password**.

Log in with ...

**1** ***UserID@univie.ac.at***  Example: doe99@univie.ac.at

**2** **Wi-Fi password** **\*\*\*\*\***

Check: [zid.univie.ac.at/en/managing-wifi-password/](http://zid.univie.ac.at/en/managing-wifi-password/)



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

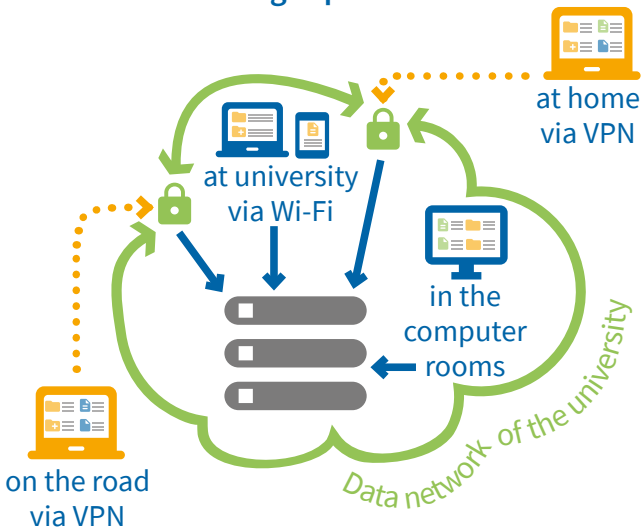
For further information, visit:  
[zid.univie.ac.at/en/wi-fi/](https://zid.univie.ac.at/en/wi-fi/)

## Online storage space

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

- At home or on the road via VPN and network drive
- At the university via Wi-Fi
- In the computer rooms

### Access online storage space ...



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

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: [u:book.at/en/](http://u:book.at/en/)

### Computer rooms

You can use computer workstations in the computer rooms of the ZID free of charge, 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 5) 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



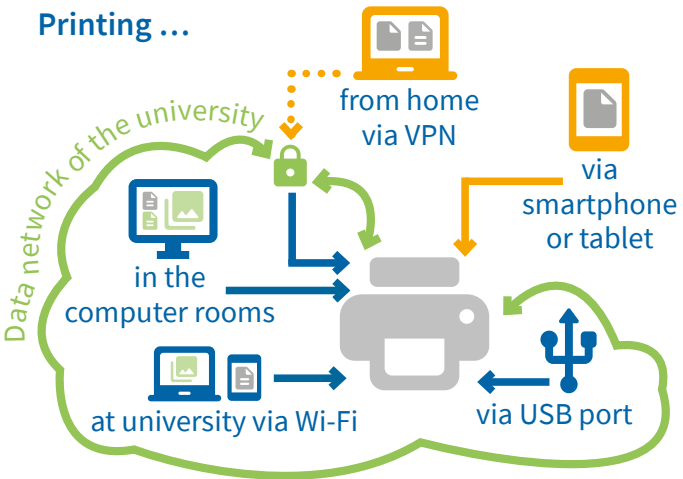
There are additional computer rooms at the university departments, faculties and libraries.

For further information, visit:  
[zid.univie.ac.at/en/computer-rooms/](http://zid.univie.ac.at/en/computer-rooms/)

## 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**.

### Printing ...



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

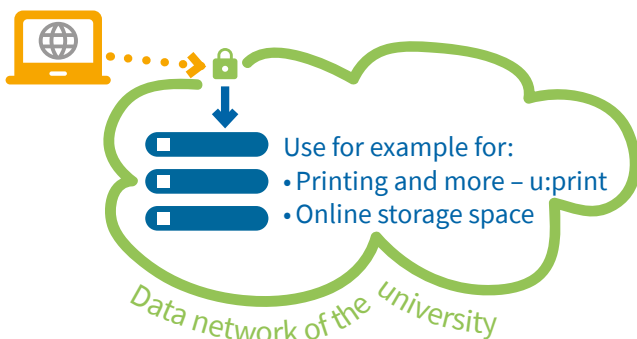
For information about payment, a **list of all locations** of u:print devices and detailed **instructions**, visit:  
[zid.univie.ac.at/en/uprint/](http://zid.univie.ac.at/en/uprint/)

### VPN

Using the service 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.

#### VPN (Virtual Private Network)

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



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.

For further information, visit:  
[zid.univie.ac.at/en/vpn/](https://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](https://bibliothek.univie.ac.at/en/uaccess.html)



## Software

### Software for students

Students of the University of Vienna can purchase **selected software** (for example for data analysis or statistical or mathematical calculations) at **attractive prices** via an online shop.

For further information, visit:  
[zid.univie.ac.at/en/usoft/](https://zid.univie.ac.at/en/usoft/)

### Microsoft products for students

Students of the University of Vienna who have an active u:account can use a **free full version** of Microsoft **Office** (Office 365 ProPlus) and a Microsoft **Windows 10 Education** upgrade version for private usage.



For further information, visit:  
[zid.univie.ac.at/en/microsoft-products-students/](https://zid.univie.ac.at/en/microsoft-products-students/)

## IT courses

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

The ZID offers IT courses on the following **subjects**:

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

For further information, visit:  
[zid.univie.ac.at/en/it-courses/](https://zid.univie.ac.at/en/it-courses/)



## E-learning – Moodle

**Moodle** ([moodle.univie.ac.at](https://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.

## IT Services for Students

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/](http://zid.univie.ac.at/en/e-learning/)

## Recording courses – u:stream

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



For further information, visit:  
[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 on the ZID website:  
[zid.univie.ac.at/en/](http://zid.univie.ac.at/en/)

### IT News

Students 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/it-news/](http://zid.univie.ac.at/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 Helpdesk (see page 11).

## 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

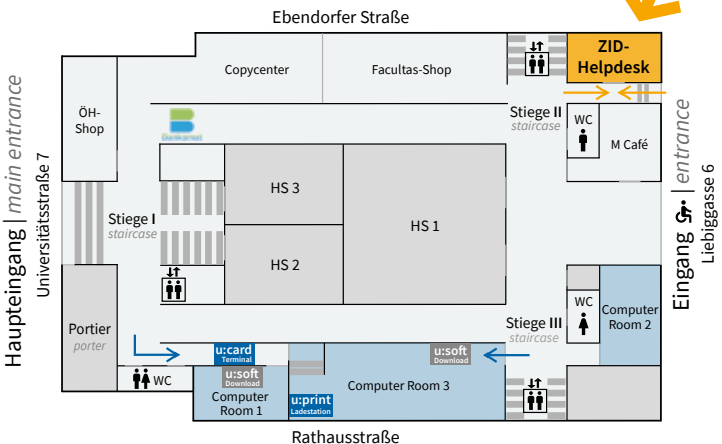
**In writing** servicedesk.univie.ac.at  
helpdesk.zid@univie.ac.at

**By telephone** +43-1-4277-444

**In person** Universitätsstrasse 7, 1010 Wien  
Ground floor, staircase II, room C0004  
Entrance Liebiggasse 6

For further information, visit:  
[zid.univie.ac.at/en/zid-helpdesk/](http://zid.univie.ac.at/en/zid-helpdesk/)

### Neues Institutsgebäude (NIG) Erdgeschoß | ground floor





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