

Three steps to order software in SAM – Software & Asset Management

1 Requirements for ordering software

- Inventory the client
- Access Selfservice-portal: <https://sam.univie.ac.at/wm>

2 How to inventory clients?

- **Managed Client:** The client is inventoried automatically
- **Unmanaged Client:** Depending on the OS either run the proper inventory tool or register the client manually
 - Windows: Inventory tool **TIT (TAP Inventory Trigger)**
 - MAC: Inventory tool **SAM**
 - Linux: clients are registered manually by your IT responsible

*Inventory tools available zid.univie.ac.at/swd/ ▶ *Gratissoftware**

? Determine Managed / Unmanaged clients

- **Managed client** = Computer managed by your IT responsible; software is un-/installed automatically
- **Unmanaged client** = Computer, managed by yourself; software is un-/installed manually

? You need more detailed instructions?

- Generally: <https://zid.univie.ac.at/software-fuer-mitarbeiterinnen/anleitungen/>
- Advanced informations for IT responsables: wiki.univie.ac.at/display/ConnectIT/Connect-IT
- You need more informations?
 - Contact your IT responsible
 - Send an email to software.zid@univie.ac.at

3 How to order software

- Selfservice-portal: <https://sam.univie.ac.at/wm>
- Login by username: **u\UserID** and **u:account-Password**
- Home ▶ **Make an order**
- Choose software

- (Search feature:)
 - **m:** = Software for Managed Clients
 - **u:** = Software for Unmanaged Clients
- ▶ **ADD TO CART**

- Choose installation target if not prefilled

🔔 The following service(s) will be added to your shopping cart

SRV01876 u: Snagit 2019 for Mac OS 10.12 multilingual
Price: € 3.00
Hire, Quarterly

Choose Computer as target
The field is mandatory

ADD TO CART

- Choose further software if needed
- Recipient information: check **cost center**
- Continue by ▶ **ADDITIONAL ORDER INFORMATION**
- Accept terms of use and ▶ **PLACE ORDER**

- Check order progress in Workplace / my orders

- Software installation:

Managed Client: Installation runs

automatically after next reboot (if order was approved)

Unmanaged Client: Download from zid.univie.ac.at/swd/, manually installation required

- Overview of orders, assigned software and hardware you find in Selfservice-portal ▶ **workplace**

- Return of software: workplace ▶ My services ▶

Return

