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

3 How to order software
- **Selfservice-portal**: https://sam.univie.ac.at/wm
- Login by username: u\UserID and u:account-Passwort
- Home ➤ Make an order
- Choose software
  - (Search feature: Name ➤ Search Text)
  - m: = Software for Managed Clients
  - u: = Software for Unmanaged Clients
  
  **ADD TO CART**

- Choose installation target if not prefilled
- Choose further software if needed
- Recipient information: check **cost center**
- Continue by ➤ **ADDITIONAL ORDER INFORMATION** ➤ **PLACE ORDER**
- 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**

You need more detailed instructions?
- Generally: https://zid.univie.ac.at/software-fuer-mitarbeiterinnen/anleitungen/
- Advanced informations for IT responsibles: 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