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](https://sam.univie.ac.at/wm)
     - Note: Enable VPN outside the data network of University of Vienna

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/](https://zid.univie.ac.at/swd/) GRATISSOFTWARE

3. How to order software
   - Selfservice-portal: [https://sam.univie.ac.at/wm](https://sam.univie.ac.at/wm)
   - Login by username: u:account and u:account-Password
   - Home ➤ Make an order
   - Choose software
     - (Search feature: Name) ➤ ADD TO CART
       - m: = Software for Managed Clients
       - u: = Software for Unmanaged Clients
     - Choose installation target if required and respectively not prefilled
     - Choose further software if needed
     - Recipient information: check cost center
     - Continue by ➤ MORE DATA REQUIRED
     - 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/](https://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/](https://zid.univie.ac.at/software-fuer-mitarbeiterinnen/anleitungen/)
- Advanced informations for IT responsible: [wiki.univie.ac.at/display/ConnectIT/Connect-IT](https://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