IT Services for Students of the University of Vienna
Dear student,

the Vienna University Computer Center (in German “Zentraler Informatikdienst” or “ZID”) has put together an extensive package of IT services to support you in successfully completing your studies.

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

Access to Services with u:account

During your registration at the University of Vienna via the u:space portal (uspace.univie.ac.at) you have already activated your personal u:account.

This u:account consists of:

- your u:account userID (i.e. doej87)
- your chosen u:account password

After a successful admission, the u:account for students is your authorisation to access the IT services of the ZID: zid.univie.ac.at/en/services/

Your u:account will be valid as long as you are enrolled at the University of Vienna.

You can find more information about the u:account at: zid.univie.ac.at/en/uaccount/
Re-activate account

Your **u:account has expired** and you would like to **re-activate** it because you have re-enrolled?

Please fill in your userID and old u:account password on the webpage **zid.univie.ac.at/uaccount-reactivation/**.

If you can’t remember your password, please follow the instructions below.

**Password**

You can change your u:account password anytime via the webpage **zid.univie.ac.at/en/password/**.

Please note these **guidelines for choosing your u:account password**:

- Your password must have **8 or more characters**.
- Your password must contain **at least 1 letter and 1 other character**.
- Your password **must not be identical to your UserID**.
- Please note that the password is **case-sensitive**.

Don’t choose a password that is easy to guess or that can be derived from your personal data!

**Example** of how you can create secure passwords:

The **two cats are taking the dog to a party tomorrow**! password: **T2cattdtapt**!

**Forgotten password?**

You can **reset your password by yourself at any time**. In order to do so you must have previously

- registered an emergency e-mail address
- given your permission to the use of the emergency e-mail address

Further information and more possibilities on resetting your password can be found at: **zid.univie.ac.at/en/password/**
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E-mail

After successful admission at the University of Vienna students automatically receive two e-mail addresses as part of the u:account.

These addresses have the following format:

- `amatriculationnumber@unet.univie.ac.at`
  (e.g. a12345678@unet.univie.ac.at)
  This is your primary address within the university.

- `userID@univie.ac.at`
  (e.g. doej87@univie.ac.at)

Please either check your e-mail account at a regular basis or set up an automatic forwarding service via `zid.univie.ac.at/en/forward-form/` – otherwise you might miss important notices from the University!

Your e-mail messages can be retrieved and edited

- with an e-mail client
- with an e-mail app or
- in a web browser via webmail (`webmail.univie.ac.at`)

For more information on the forwarding function and for instructions on how to configure all common e-mail clients see: `zid.univie.ac.at/en/e-mail/`

Wi-Fi – eduroam

The ZID provides Wi-Fi in most classrooms, libraries and other public areas via eduroam (education roaming).

You can connect to eduroam on your mobile devices with the following access data:

- your u:account userID in the form of `userID@univie.ac.at` (e.g. doej87@univie.ac.at)
- your Wi-Fi password
With this data you can access the network of numerous other national and international educational institutions.

On the following pages you can …

- **check**: zid.univie.ac.at/en/my-uaccount/
- **change**: zid.univie.ac.at/en/wi-fi-password/

... your Wi-Fi password

More information at: zid.univie.ac.at/en/wi-fi/

### Online Storage

**Storage space for files of any kind** is available to users on the file server.

You can access your saved files

- from the computer rooms of the ZID,
- from your workstation at home or
- on the road (via VPN and e.g. network drive).

For more information and instructions see: zid.univie.ac.at/en/online-storage/

At zid.univie.ac.at/en/my-uaccount/ you can request up-to-date information about your u:account at any time (for example how much storage space you have left etc.).
**Personal Website**

HTML documents, graphics, etc. that are saved in your online storage in the subdirectory *html* are quickly available online at: 
[homepage.univie.ac.at/userID/](mailto:homepage.univie.ac.at/userID/)

For more information on this topic please see: 
[zid.univie.ac.at/en/personal-websites/](http://zid.univie.ac.at/en/personal-websites/)

When entering your userID at [webstats.univie.ac.at](http://webstats.univie.ac.at) you can see the daily updated stats for your personal website.

**Workstation**

**u:book**

Twice a year, students have the opportunity to purchase high-quality laptops, tablets and convertibles at particularly attractive prices with **u:book**. The devices are available during the sales period of four weeks at the beginning of each semester.

For further information please see the website: [ubook.at](http://ubook.at)

**Computer Rooms**

The PCs in the ZID computer rooms may be used by all students with a valid userID for study-related work.

All PCs have a **uniform software package**:

- browser
- e-mail programme
- MS Office
- image editing applications
- statistical applications etc.

You can access your personal data on the online storage space in all computer rooms.

**Computer rooms can be found at these 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

In addition, many other institutes of the University of Vienna have computer rooms at your disposal.

For more information (e.g. locations, opening times, facilities) see: zid.univie.ac.at/en/computer-rooms/

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### Printing and more – u:print

You can find u:print devices for **printing**, **copying** and **scanning** in many **computer rooms** and **libraries**.

**Printing**

With u:print you can **print your documents at any u:print device** (also in colour and A3).

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How to **print** with the u:print service:

• u:print is already installed on all the **computer room computers**.

• If you want to use your **own computer** you must first set up this service. u:print can be used at home via a VPN connection to the University of Vienna.
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- Moreover, you can print through the USB port of the u:print printer directly from an external data storage medium (e.g. USB flash drive).
- With mobile printing you can send print jobs from your smartphone or tablet to the u:print printers.

For detailed instructions on printing, copying and scanning with u:print, information about payment and a list of all locations of u:print devices, see: zid.univie.ac.at/uprint/

VPN

For safety reasons, some services can only be accessed with an IP address of the University of Vienna. These services include:
- printing with u:print
- online storage

With a VPN (Virtual Private Network) access you can also use these services from outside the University of Vienna’s data network, e.g. from home or on the road.

Through this VPN connection you will receive an IP address from the pool of the University of Vienna.

VPN (Virtual private network) = access to services of the university from home and on the road

Access for example to:
- printing with u:print
- online storage

Data network of the University
To set up a VPN connection you have to install a **software client** on your device.

For more information see: [zid.univie.ac.at/en/vpn/](http://zid.univie.ac.at/en/vpn/)

The **access to e-journals, e-books and databases** of the Vienna University Library is available only with the authentication service **u:access**. More information at: [bibliothek.univie.ac.at/english/uaccess.html](http://bibliothek.univie.ac.at/english/uaccess.html)

### Software

**Software for Students – u:soft**

Through the ZID, students can obtain **study-related software** (i.e. for data analysis or statistical or mathematical calculations) at very reasonable prices. The choice of products is continually updated and expanded.

For the u:soft online shop with the possibility to pay online and to download the software right after payment see [zid.univie.ac.at/en/usoft/](http://zid.univie.ac.at/en/usoft/).

**Office for Students**

Microsoft Office 365 ProPlus is available **free of charge** to all students of the University of Vienna with an active u:account. More at: [zid.univie.ac.at/en/ofls/](http://zid.univie.ac.at/en/ofls/)

### Courses and Lectures

The ZID regularly organizes **IT courses and free information lectures** on the following topics:

- studies & research
- Windows & office
- internet & social media
- graphics & audio/video
- IT security

For the IT courses, a course fee will be charged. For further information see instructions on [zid.univie.ac.at/kursdatenbank/](http://zid.univie.ac.at/kursdatenbank/) (in German only).
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E-learning – Moodle

For e-learning lectures the University of Vienna provides the university-wide e-learning platform Moodle (available at moodle.univie.ac.at).

The ZID is responsible for the technical maintenance of Moodle and offers technical support via the ZID Helpdesk (contact details see page 11). More information can be obtained at: zid.univie.ac.at/en/e-learning/

Lecture Streaming – u:stream

The u:stream service of the ZID allows innovative and up-to-date teaching by facilitating recordings and video livestreams of lectures. Advantages of u:stream are:

- flexible learning (spatially and temporally)
- continuous learning processes
- improved exam preparation
- less crowded lecture halls

Further information on u:stream and on which lecture halls of the University of Vienna offer the service please see: zid.univie.ac.at/en/ustream

Information

Web
Detailed information on the services of the ZID are available at the ZID website: zid.univie.ac.at/en/

Newsletter
Students automatically receive the newsletter of the ZID (it-news.univie.ac.at) via e-mail. It informs you about news on the ZID services.

Publications
The ZID also offers information in the form of printed publications: free brochures and flyers about various service packages or individual services (e.g. u:book, courses, etc.). These are available at the Helpdesk.
You can get advice and assistance for university-specific computer problems as well as general information on the Vienna University Computer Center, its services and facilities at the ZID Helpdesk.

Here we deal with all issues regarding your userID (e.g. changing a forgotten password) and take on information about maintenance works.

In addition, at our Helpdesk you can pick up free ZID publications (brochures, flyers, etc.).