

# Zentraler Informatikdienst = ZID

IT services for members of the University of Vienna



Presentation by Sara Curtis

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# Overview

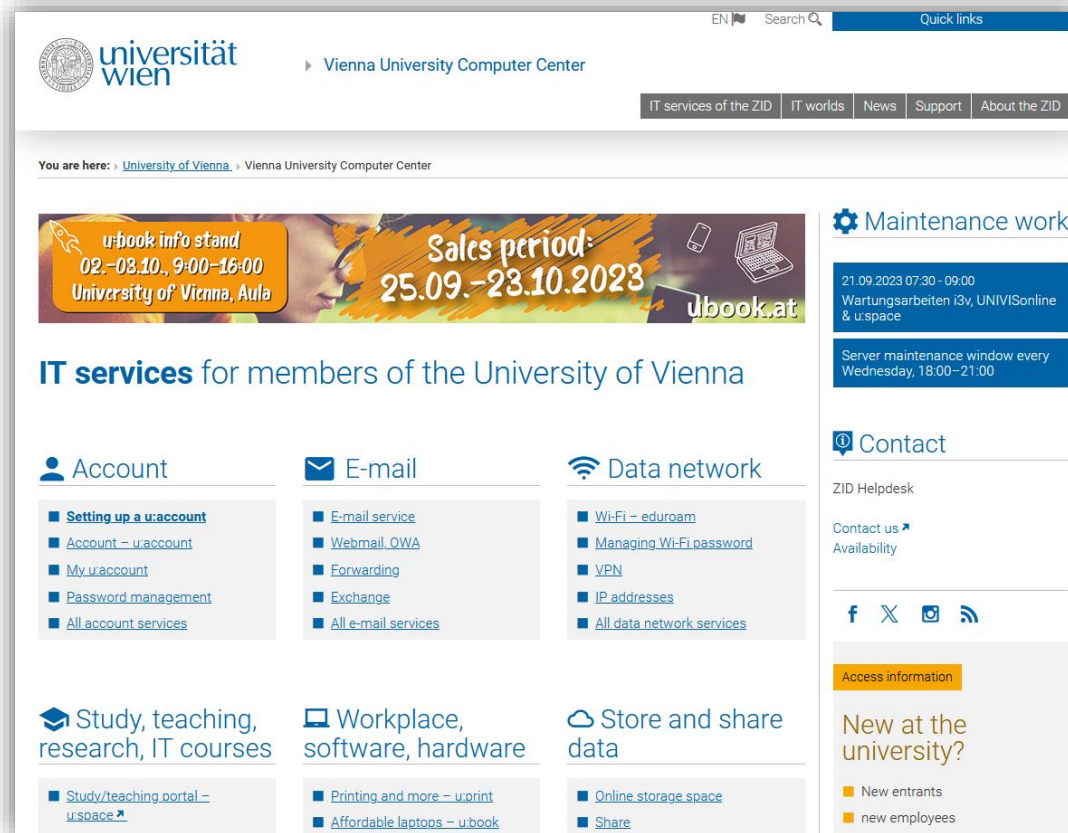
- ✓ The ZID website
- ✓ u:account & password
- ✓ E-mail
- ✓ Zoom
- ✓ E-learning (Moodle)
- ✓ Wi-fi

- ✓ Cloud storage
- ✓ Computer rooms
- ✓ u:print
- ✓ Software for students
- ✓ u:book



# The ZID website

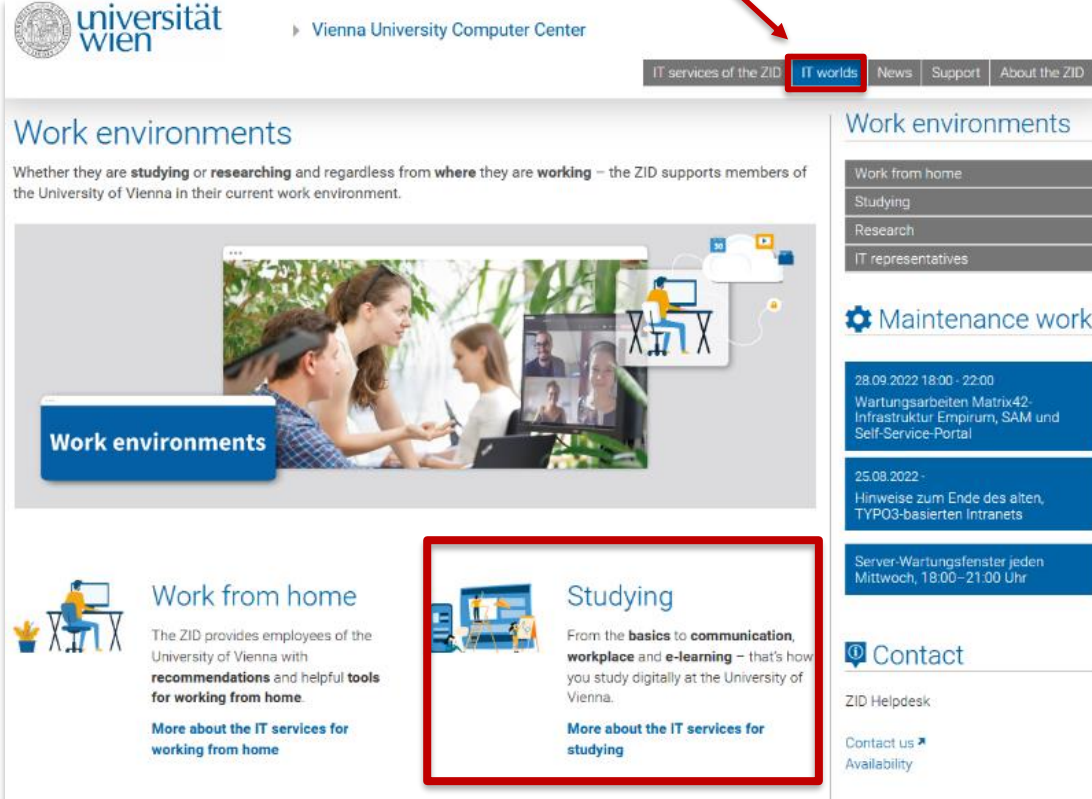
[zid.univie.ac.at/en/](http://zid.univie.ac.at/en/)



The screenshot shows the ZID website interface. At the top, there is a navigation bar with the University of Vienna logo, the text 'universität wien', and 'Vienna University Computer Center'. A search bar and 'Quick links' are also present. Below the navigation bar, there are links for 'IT services of the ZID', 'IT worlds', 'News', 'Support', and 'About the ZID'. A breadcrumb trail indicates the current location: 'You are here: > University of Vienna > Vienna University Computer Center'. A prominent banner for 'u:book info stand' is displayed, featuring a woman's face and the text 'Sales period: 25.09.-23.10.2023' and 'u:book.at'. Below the banner, the main heading reads 'IT services for members of the University of Vienna'. The content is organized into several columns. The first column, 'Account', includes links for 'Setting up a u:account', 'Account - u:account', 'My u:account', 'Password management', and 'All account services'. The second column, 'E-mail', includes links for 'E-mail service', 'Webmail\_OWA', 'Forwarding', 'Exchange', and 'All e-mail services'. The third column, 'Data network', includes links for 'Wi-Fi - eduroam', 'Managing Wi-Fi password', 'VPN', 'IP addresses', and 'All data network services'. The fourth column, 'Study, teaching, research, IT courses', includes links for 'Study/teaching portal - u:space'. The fifth column, 'Workplace, software, hardware', includes links for 'Printing and more - u:print' and 'Affordable laptops - u:book'. The sixth column, 'Store and share data', includes links for 'Online storage space' and 'Share'. On the right side, there is a 'Maintenance work' section with a gear icon, showing a maintenance window on 21.09.2023 from 07:30 to 09:00 and a server maintenance window every Wednesday from 18:00 to 21:00. Below this is a 'Contact' section with a contact icon, 'ZID Helpdesk', and 'Contact us' with an arrow icon, and 'Availability'. At the bottom right, there is an 'Access information' section with a yellow header, 'New at the university?' in orange, and links for 'New entrants' and 'new employees'. Social media icons for Facebook, X, Instagram, and RSS are also visible.

# Work environments – Studying

zid.univie.ac.at/en/work-environments




universität wien

Vienna University Computer Center

IT services of the ZID **IT worlds** News Support About the ZID

## Work environments

Whether they are **studying** or **researching** and regardless from **where** they are **working** – the ZID supports members of the University of Vienna in their current work environment.



**Work environments**

### Work from home

The ZID provides employees of the University of Vienna with **recommendations** and helpful **tools for working from home**.

[More about the IT services for working from home](#)

### Studying

From the **basics** to **communication, workplace** and **e-learning** – that's how you study digitally at the University of Vienna.

[More about the IT services for studying](#)

### Work environments

- Work from home
- Studying
- Research
- IT representatives

### Maintenance work

28.09.2022 18:00 - 22:00  
Wartungsarbeiten Matrix42: Infrastruktur Empirum, SAM und Self-Service-Portal

25.08.2022 -  
Hinweise zum Ende des alten, TYPO3-basierten Intranets

Server-Wartungsfenster jeden Mittwoch, 18:00–21:00 Uhr

### Contact

ZID Helpdesk

Contact us [Availability](#)

# u:account & password

The u:account is your **personal access to the IT services** of the University of Vienna.

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

The u:account consists of:

*This is printed on your u:card*

- Your **u:account UserID** (i.e. doej87),
- your **chosen u:account password**



Choose a **secure password** and change it every 2 years.

Set a new password here: [zid.univie.ac.at/en/password/](https://zid.univie.ac.at/en/password/)

# E-mail

## Your e-mail addresses:

- 1) aStudentIDnumber@unet.univie.ac.at (a12345678@unet.univie.ac.at)
- 2) UserID@univie.ac.at (doejamie99@univie.ac.at)

Choose either:

- ✓ Webmail ([webmail.univie.ac.at](https://webmail.univie.ac.at))
- ✓ Local e-mail program/e-mail app:
  - ✓ e-mail forwarding service ([zid.univie.ac.at/en/forwarding/](https://zid.univie.ac.at/en/forwarding/))

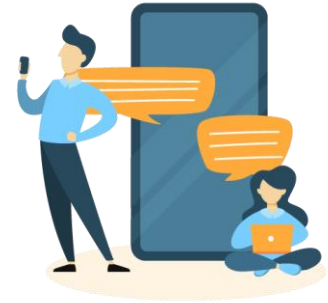


# Zoom

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

## In Zoom, you can:

- ✓ hold events and meetings online for **up to 24 hours**
  - ✓ Share your screen and presentations
  - ✓ interact on a virtual whiteboard
  - ✓ carry out polls
- 
- ✓ Why Zoom of the University of Vienna? → meeting the high requirements regarding **IT security** and **data protection**, you can use it without second thought.



# E-learning – Moodle

moodle.univie.ac.at

## In Moodle, teachers can:

- ✓ Set up virtual **courses** to upload **course material**,
- ✓ **communicate** with students,
- ✓ give **tests**
- ✓ provide u:stream **recordings**



More information at: [moodle.univie.ac.at/en/e-learning/](https://moodle.univie.ac.at/en/e-learning/)



# IT courses

[zid.univie.ac.at/en/it-courses/](https://zid.univie.ac.at/en/it-courses/)

- ✓ Available for a **small fee** to students
- ✓ Select within the topics of
  - ✓ Studies and research
  - ✓ Windows and Office
  - ✓ Graphic design and audio/video
  - ✓ Internet and social media
- ✓ Lecturers are **experienced external trainers** or **employees** of the University
- ✓ IT courses take place during **regular office hours**



# Wi-Fi (eduroam)

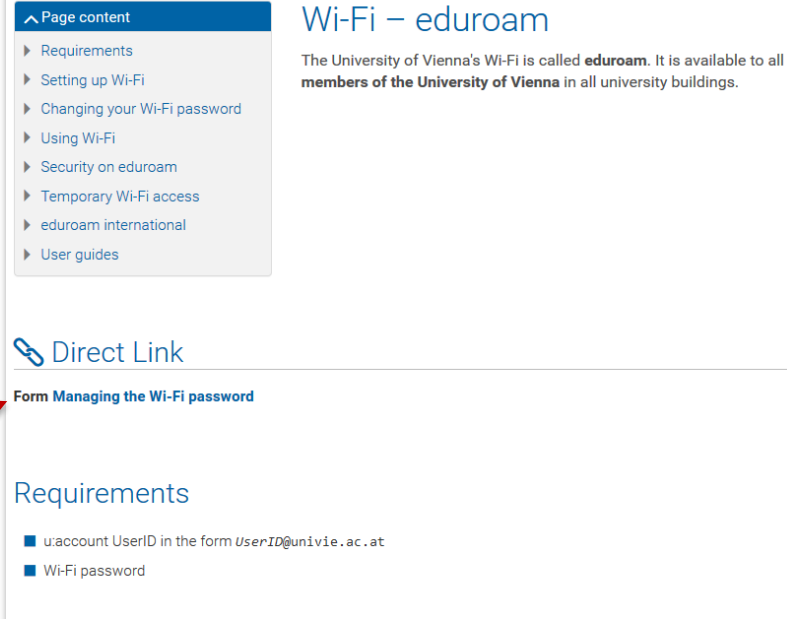
[zid.univie.ac.at/en/wi-fi/](https://zid.univie.ac.at/en/wi-fi/)

✓ Available in all buildings, lecture halls, libraries and other public areas of the University of Vienna

✓ Setting up Wi-Fi:

1. u:account UserID
2. Wi-Fi password

Where is my Wi-Fi password?  
[zid.univie.ac.at/en/wi-fi/](https://zid.univie.ac.at/en/wi-fi/)



The screenshot shows the 'Wi-Fi – eduroam' page. At the top, it says 'The University of Vienna's Wi-Fi is called **eduroam**. It is available to all **members of the University of Vienna** in all university buildings.' Below this is a 'Page content' menu with links: Requirements, Setting up Wi-Fi, Changing your Wi-Fi password, Using Wi-Fi, Security on eduroam, Temporary Wi-Fi access, eduroam international, and User guides. There is a 'Direct Link' section with a link icon. Below that is a 'Form Managing the Wi-Fi password' section. Underneath is a 'Requirements' section with two bullet points: 'u:account UserID in the form `UserID@univie.ac.at`' and 'Wi-Fi password'. A red arrow points from the text box on the left to the 'Form Managing the Wi-Fi password' section.

# Cloud storage – u:cloud

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

- ✓ Free storage space (50 GB) for your data
- ✓ Access your data from anywhere at any time/from any device
- ✓ Particularly useful for temporary storage and for sharing data easily
- ✓ Your data is stored on ZID servers
- ✓ Easy access via browser



# u:print

## [zid.univie.ac.at/en/uprint/](http://zid.univie.ac.at/en/uprint/)

- ✓ Printing service
- ✓ List of printers: [zid.univie.ac.at/en/uprint/](http://zid.univie.ac.at/en/uprint/)
- ✓ How to print:
  - directly from your USB flash drive (only PDF and picture files)
  - from the computer rooms (all files, within 72 hours) or
  - from every external PC/laptop etc. connected to the university's network via **VPN** (u:print has to be configured as a printer) within 72 hours
- ✓ A3 format

You need a **validated u:card with credit** (scanning is free of charge)

### Top up your u:card:

- Online payment system: [uprint-bezahlsystem.univie.ac.at](http://uprint-bezahlsystem.univie.ac.at)
- Top-up station at Neues Institutsgebäude (Universitätsstraße 7, ground floor, Computer room 3)



# Computer rooms

[zid.univie.ac.at/en/computer-rooms/](https://zid.univie.ac.at/en/computer-rooms/)

- ✓ For your course work
- ✓ List of computer rooms with opening times:  
[zid.univie.ac.at/en/computer-rooms/](https://zid.univie.ac.at/en/computer-rooms/)
- ✓ Computers are equipped with standard software and applications for picture editing or statistics.



# Software for students

[zid.univie.ac.at/en/software-for-students/](https://zid.univie.ac.at/en/software-for-students/)

- ✓ Study-related software
- ✓ Software by major providers (IBM, Adobe etc.)
- ✓ Student-friendly prices
  
- ✓ Microsoft 365
- ✓ Upgrade to Microsoft Windows 11 Education



FREE!



# Affordable laptops

## u:book.at

- ✓ Purchase **notebooks and tablets** by  
Lenovo, Apple, HP, Dell, Fujitsu, Acer and Asus
- ✓ High-quality devices for discounted prices
- ✓ u:book shop open **from 25 September to 23 October 2023**



Information stand with devices and representatives of manufacturers to answer your questions.

# ZID Helpdesk

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

E-mail us

[helpdesk.zid@univie.ac.at](mailto:helpdesk.zid@univie.ac.at)

Phone us

+43-1-4277-444



The screenshot shows the ZID Helpdesk website interface. At the top left is the University of Vienna logo and the text 'universität wien'. To its right is 'Vienna University Computer Center'. A navigation bar contains 'IT services of the ZID', 'IT worlds', 'News', 'Support', and 'About the ZID'. Below this is a large banner image of a person studying at a laptop with a 'Studying' callout box. The main content area is divided into four columns: 'Basics' (equipment, u:account, student ID, u:space, Wi-Fi), 'Workplace' (laptops, software, devices, cloud storage), 'Communication' (Zoom, communication tools), and 'E-learning, IT courses' (Moodle, streaming). A right sidebar contains 'Communication' (Workplace, E-learning, Research, IT representatives), 'Maintenance work' (25.08.2022 - Hinweise zum Ende des alten, TYPO3-basierten Intranets; Server-Wartungsfenster), and 'Contact' (ZID Helpdesk, Contact us, Availability). Social media icons for Facebook, Twitter, Instagram, and RSS are at the bottom right.



# Good luck with your PhD!

