

Vienna University Computer Center

Zentraler Informatikdienst = ZID

Information & Communication Technology for University



Sara Maierhofer

Februar 2018

Overview

- ✓ The ZID
- ✓ u:account & password
- ✓ E-mail
- ✓ E-learning (Moodle)
- ✓ U:SPACE
- ✓ Wi-fi
- ✓ File services
- ✓ VPN
- ✓ Computer rooms
- ✓ u:print
- ✓ u:soft
- ✓ u:book

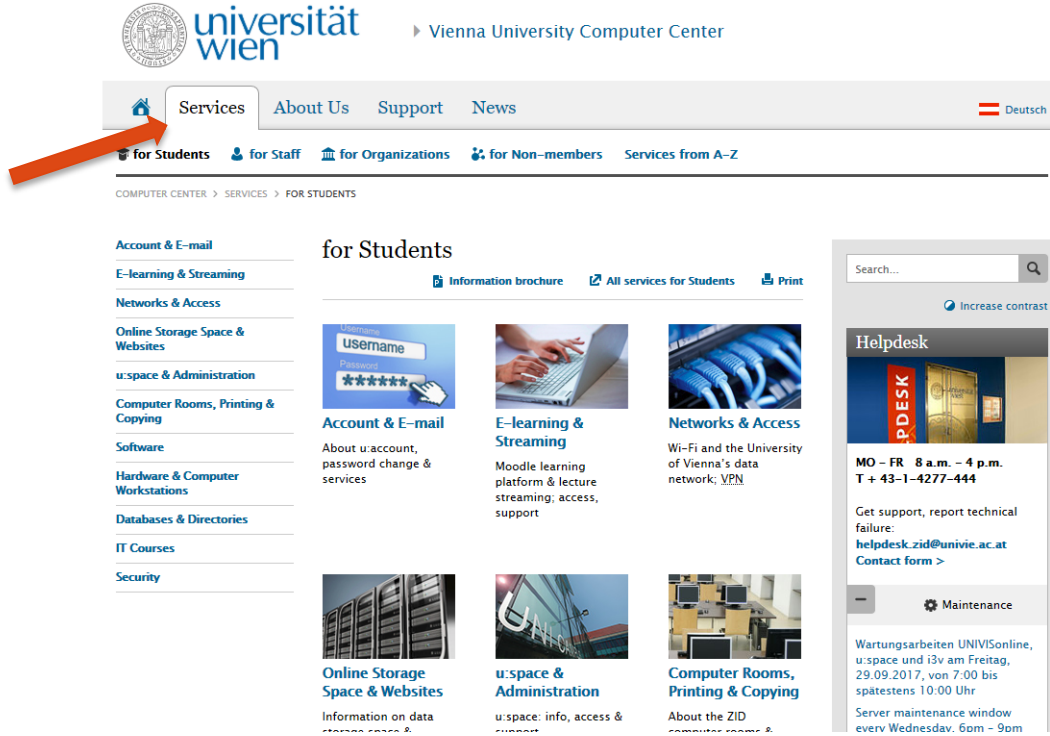
We operate IT services for:

- 9,700 university staff and faculty
- Almost 100,000 students
- More than 60 different university locations



The ZID website

zid.univie.ac.at



universität
wien

► Vienna University Computer Center

Services About Us Support News

for Students for Staff for Organizations for Non-members Services from A-Z

COMPUTER CENTER > SERVICES > FOR STUDENTS

for Students

Account & E-mail
E-learning & Streaming
Networks & Access
Online Storage Space & Websites
u:space & Administration
Computer Rooms, Printing & Copying
Software
Hardware & Computer Workstations
Databases & Directories
IT Courses
Security

Information brochure All services for Students Print

Account & E-mail
About u account, password change & services

E-learning & Streaming
Moodle learning platform & lecture streaming; access, support

Networks & Access
Wi-Fi and the University of Vienna's data network; VPN

Online Storage Space & Websites
Information on data storage space & services

u:space & Administration
u:space: info, access & support

Computer Rooms, Printing & Copying
About the ZID computer rooms & services

Search...

Increase contrast

Helpdesk

MO – FR 8 a.m. – 4 p.m.
T + 43-1-4277-444

Get support, report technical failure:
helpdesk.zid@univie.ac.at
[Contact form >](#)

Maintenance

Wartungsarbeiten UNIVISonline, u:space und i3v am Freitag, 29.09.2017, von 7:00 bis spätestens 10:00 Uhr

Server maintenance window every Wednesday, 6am – 9am

u:account & password

During registration at the University of Vienna you have
activated your personal u:account.
zid.univie.ac.at/en/uaccount-students/

This u:account consists of:

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

Choose a secure password!

Don't know how? Visit: <http://zid.univie.ac.at/en/password/>

Need support?



Ask our Helpdesk!

E-mail

Your e-mail addresses:

- 1) **a12345678@unet.univie.ac.at**
- 2) **userID@univie.ac.at**

Choose either:

- ✓ Webmail (webmail.univie.ac.at)
- ✓ e-mail forwarding service



Moodle

moodle.univie.ac.at



- ✓ Development, updates and technical support
- ✓ Tutorial
- ✓ More information at: zid.univie.ac.at/en/e-learning/

**Need Moodle
support?**



Ask our Helpdesk!

u:space

Central Information System

uspace.univie.ac.at

- ✓ Change your personal data
- ✓ Register for your courses and examinations
- ✓ Get an overview of your grades
- ✓ Use the printing service (for grade record, confirmation of enrolment, student record sheet)

**Need U:SPACE
support?**



Ask our Helpdesk!

Wi-fi (eduroam)

zid.univie.ac.at/en/wi-fi/

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



- ✓ Generate your eduroam password → <http://zid.univie.ac.at/eduroam-password/>

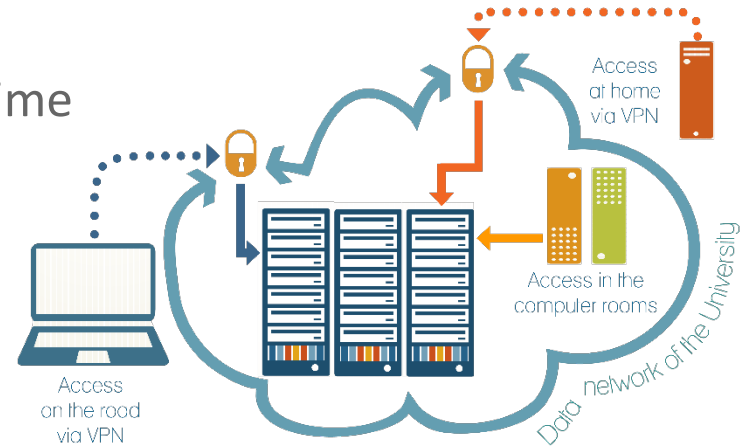


The screenshot shows the 'Wi-Fi (eduroam)' website. On the left is a sidebar menu with links: Weblogin, Webmail service, Websites for departments, Webserver-Paketversionen, Webstatistiken, Forwarding e-mails, and Wi-Fi (eduroam) (which is highlighted). Below the 'Wi-Fi (eduroam)' link is a sub-link 'eduroam password webmask'. The main content area is titled 'Wi-Fi (eduroam)' and has a 'Print' button. It contains a 'Content of this page:' section with links to Access, eduroam, Configuration, u:account userIDs for non-members, WiFi firewall, Technical data, and Configurations. Below this is a section titled 'Separate eduroam password' which explains that users should use a separate password for security. It includes instructions on how to generate or change the password, with two bullet points: 'Log in to the eduroam password webmask with your UserID and password of your u:account.' and 'Click on the button "generate eduroam password". You can repeat this process as often as needed.' At the bottom of this section is a link 'To the eduroam password web interface >>>' with an orange arrow pointing to it. On the right side of the page is a 'Helpdesk' sidebar with a search bar, a 'Maintenance' section, and 'Quicklinks'.

File Services

zid.univie.ac.at/en/fileservices/

- ✓ Free storage space (2 GB) for your data
- ✓ Access your data from everywhere at any time
- ✓ Automatic data backup prevents data loss
- ✓ Accessible from the University network
- ✓ Outside University data network: via **VPN**



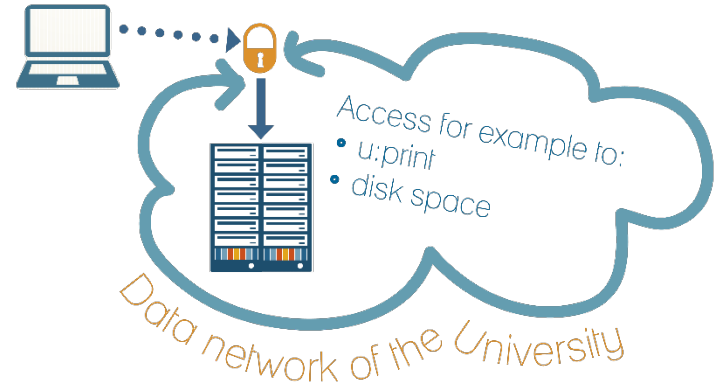
VPN – Virtual Private Network

zid.univie.ac.at/en/vpn/

- ✓ For access from outside the University data network: use a **VPN connection**
- ✓ Easy installation with the VPN client vpn.univie.ac.at
- ✓ File services
- ✓ u:print service

Virtual private network (VPN)

= access to services of the university
from home and on the road



Computer Rooms

zid.univie.ac.at/en/computer-rooms/

- ✓ For your course work
- ✓ List of computer rooms:
zid.univie.ac.at/cr-standorte/
- ✓ Computers are equipped with standard software and applications for picture editing or statistics.



u:print

zid.univie.ac.at/en/uprint/

- ✓ Printing service
- ✓ List of printers: <http://zid.univie.ac.at/cr-standorte/>
- ✓ How to print:
 - directly from your USB flash drive
 - either from the computer rooms or from home (all files, via VPN)
 - Mobile printing (from 09.04.): send document to uprint@univie.ac.at (PDF, all picture formats, MS Office, OpenDocument)
- ✓ You need a Facultas copy card!
- ✓ From **09.04.:** paying with u:card



u:soft

zid.univie.ac.at/en/usoft/

- ✓ Study-related software
- ✓ Software by major providers (IBM, Adobe etc.)
- ✓ Student-friendly prices

- ✓ Microsoft Office 365 ProPlus FREE!
→ zid.univie.ac.at/ofs/

Need support?



Ask our Helpdesk!

- ✓ Purchase **notebooks and tablets** by
Lenovo, Apple, HP, Microsoft, Dell and Acer
- ✓ Discounted prices
- ✓ u:book shop open **from 26 February to 25 March**



DERZEIT GEÖFFNET

VERKAUFSFENSTER:
SOMMERSEMESTER 2018
26.02. - 25.03.2018

VERKAUFSFENSTER SCHLIESST IN

26	06	25	57
TAGE	STD	MIN	SEK

A woman with glasses is sitting on the grass, looking at a laptop. The background is a green field. There are several white line-art icons floating around the woman: a graduation cap, a laptop, a smartphone, a camera, a calculator, and a globe.

For support, ask our HELPDESK

Visit us

Universitätsstraße 7 (NIG)
ground floor, room C0004

Email us

helpdesk.zid@univie.ac.at

Phone us

+43-1-4277-444



Opening hours: Mon to Fri 8 a.m. to 4 p.m.

Good luck with your PhD!

