

Zentraler Informatikdienst = ZID

IT services for members of the University of Vienna



Overview

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

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



The ZID

zid.univie.ac.at

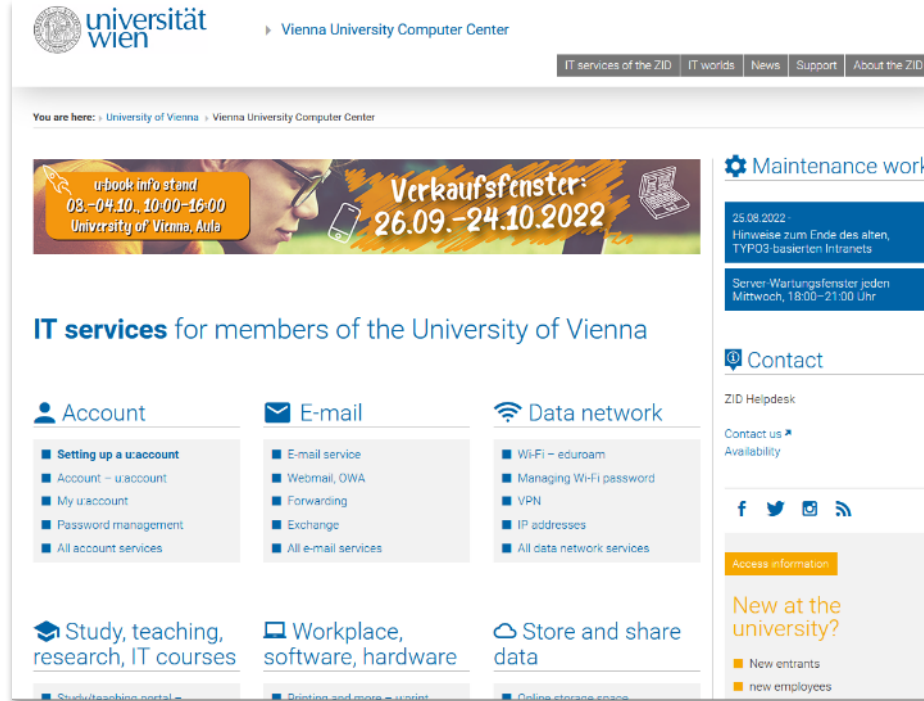
We operate IT services for:

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



The ZID website

zid.univie.ac.at/en/



The screenshot shows the ZID 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 links for 'IT services of the ZID', 'IT worlds', 'News', 'Support', and 'About the ZID'. Below this is a breadcrumb trail: 'You are here: > University of Vienna > Vienna University Computer Center'. A large banner features a woman's profile and text: 'u-book info stand 03.-04.10., 10:00-16:00 University of Vienna, Aula' and 'Verkaufsfenster: 26.09.-24.10.2022'. The main content area is titled 'IT services for members of the University of Vienna' and is organized into a grid of service categories: Account, E-mail, Data network, Study, teaching, research, IT courses, Workplace, software, hardware, and Store and share data. Each category has a list of sub-services. On the right side, there are sections for 'Maintenance work' (with a date of 25.08.2022 and details about intranet updates and server maintenance), 'Contact' (with a 'ZID Helpdesk' and 'Contact us' link), and 'Access information' (with a 'New at the university?' section listing 'New entrants' and 'new employees').

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Vienna University Computer Center

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

You are here: > University of Vienna > Vienna University Computer Center

u-book info stand
03.-04.10., 10:00-16:00
University of Vienna, Aula

Verkaufsfenster:
26.09.-24.10.2022

IT services for members of the University of Vienna

- Account**
 - Setting up a u:account
 - Account – u:account
 - My u:account
 - Password management
 - All account services
- E-mail**
 - E-mail service
 - Webmail, OWA
 - Forwarding
 - Exchange
 - All e-mail services
- Data network**
 - Wi-Fi – eduroam
 - Managing Wi-Fi password
 - VPN
 - IP addresses
 - All data network services
- Study, teaching, research, IT courses**
 - Study/teaching portal
- Workplace, software, hardware**
 - Printing and more e-print
- Store and share data**
 - Online storage space

Maintenance work

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

f t i r

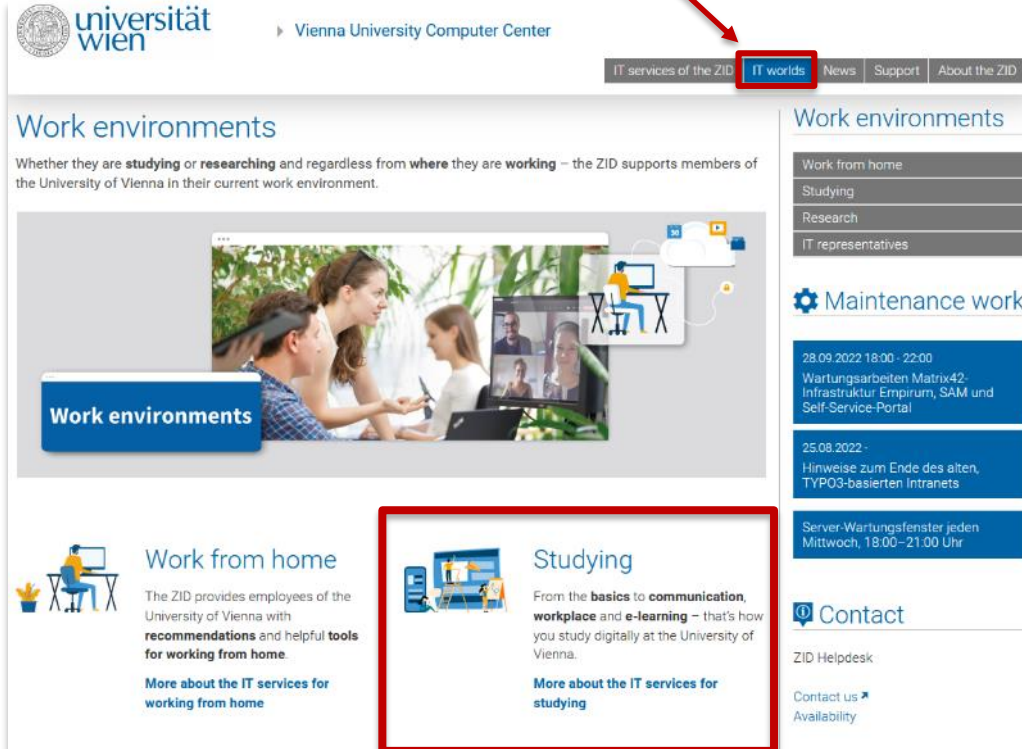
Access information

New at the university?

- New entrants
- new employees

Work environments – Studying

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




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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 environments

- Work from home
- Studying
- Research
- IT representatives

Maintenance work

28.09.2022 18:00 - 22:00
Wartungsarbeiten Matrix42-Infrastruktur Empirium, 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

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

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/

The u:account consists of:

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

This is printed on your u:card

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

Change your password here: zid.univie.ac.at/en/password/

Need support?



Ask our Helpdesk!

Your e-mail addresses:

- 1) `aStudentIDnumber@unet.univie.ac.at` (a12345678@unet.univie.ac.at)
- 2) `userID@univie.ac.at` (doejohn99@univie.ac.at)

Choose either:

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



Zoom

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



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/

**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
- ✓ Download records and study documents

**Need u:space
support?**



Ask our Helpdesk!

Wi-Fi (eduroam)

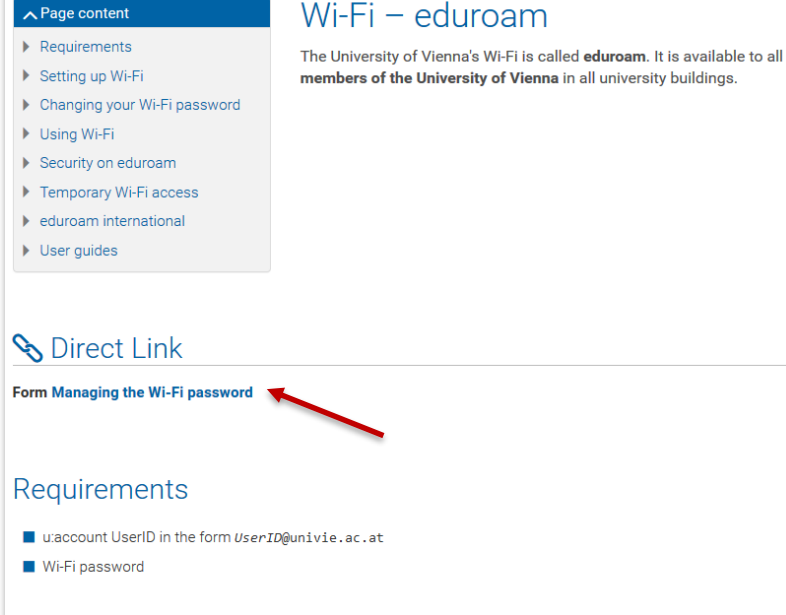
zid.univie.ac.at/en/wi-fi/

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

✓ 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/



Wi-Fi – eduroam

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.

Page content

- ▶ Requirements
- ▶ Setting up Wi-Fi
- ▶ Changing your Wi-Fi password
- ▶ Using Wi-Fi
- ▶ Security on eduroam
- ▶ Temporary Wi-Fi access
- ▶ eduroam international
- ▶ User guides

[Direct Link](#)

Form Managing the Wi-Fi password

Requirements

- u:account UserID in the form `UserID@univie.ac.at`
- Wi-Fi password

Cloud storage – u:cloud

zid.univie.ac.at/en/ucloud/

- ✓ Free storage space (50 GB) for your data
- ✓ Access your data from anywhere at any time
- ✓ 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/

- ✓ Printing service
- ✓ List of printers: zid.univie.ac.at/en/uprint/
- ✓ How to print:
 - directly from your USB flash drive (only PDF and picture files)
 - either 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 and colour printing



You need a validated u:card with credit!

Top up your u:card:

- 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/

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

Be aware of the **Covid-19** rules in the computer rooms! For current information see zid.univie.ac.at/en/computer-rooms/



Software for students

zid.univie.ac.at/en/software-for-students/

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

- ✓ Microsoft Office 365 Apps and
- ✓ upgrade to Microsoft Windows 10 Education



- ✓ Purchase **notebooks and tablets** by
Lenovo, Apple, HP, Microsoft, Dell, Fujitsu, Acer and Asus
- ✓ Discounted prices
- ✓ u:book shop open **from 26 September to 24 October 2022**



ZID Helpdesk

zid.univie.ac.at/en/zid-helpdesk/

E-mail us

helpdesk.zid@univie.ac.at

Phone us

+43-1-4277-444



The screenshot shows the ZID Helpdesk website interface. At the top, there is the University of Vienna logo and the text 'Vienna University Computer Center'. A navigation bar includes 'IT services of the ZID', 'IT worlds', 'News', 'Support', and 'About the ZID'. A main banner features a 'Studying' button and an image of students working on laptops. Below the banner, there are four main sections: 'Basics', 'Communication', 'Workplace', and 'E-learning, IT courses'. Each section has a brief description and a link to more information. On the right side, there is a sidebar with 'Maintenance work' (including a notice for 25.08.2022) and 'Contact' information, including a 'ZID Helpdesk' link and social media icons for Facebook, Twitter, Instagram, and RSS.

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Vienna University Computer Center

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

Studying

Basics
The basic equipment for your studies: **u:account** and u:account password, **student ID number**, **u:space** portal for studies and teaching and **Wi-Fi**.
[To the basics](#)

Communication
In addition to outdated **e-mail** communication, you can also talk to each other via **Zoom** at the University.
[To the communication tools](#)

Workplace
Managing your studies with ease using **affordable u:book laptops**, **software** offers, **computer rooms**, the **u:print devices** and the **cloud storage** u:cloud.
[To the workplace services](#)

E-learning, IT courses
It is just not possible to study without e-learning via **Moodle**. This also includes the **streaming** of lectures: **IT courses** support you, for example, in using Office programs.

Maintenance work
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

Good luck with your PhD!

