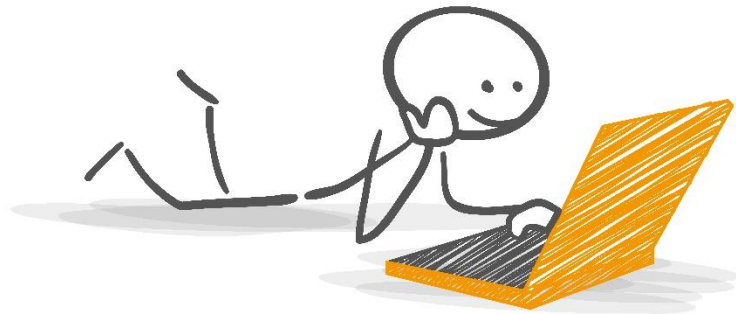


# Zentraler Informatikdienst = ZID

IT services for members of the University of Vienna



# Overview

- ✓ The ZID
- ✓ u:account & password
- ✓ E-mail
- ✓ E-learning (Moodle)
- ✓ u:space
- ✓ Wi-fi
- ✓ Online data storage
- ✓ VPN
- ✓ Computer rooms
- ✓ u:print
- ✓ Software for students
- ✓ u:book

# The ZID

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

EN Search Quick links

universität wien

Vienna University Computer Center

IT services of the ZID News Support and contact About the ZID

## IT services for members of the University of Vienna

f t i

Access information

### New at the university?

- New entrants
- new employees
- new guests
- mobility students
- new external library users

... will find out more under:  
**setting up a u:account**

### Account

- Setting up a u:account
  - The 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 – u:space
- E-learning – Moodle
- Recording courses – u:stream
- IT courses
- All services for study, teaching, research, IT courses

### Workplace, software, hardware

- Printing and more – u:print
  - Affordable laptops – u:book
  - Software for students
  - Software for employees
  - All services for workplace, software, hardware

### Store and share data

- Online storage space
  - Cloud storage – u:cloud
  - Share
  - u:wiki
  - All services for storing and sharing data

### Web, server

### Telephony

### IT-Security

# 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/)

This u:account consists of:

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

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

Change your password here: [zid.univie.ac.at/en/password/](https://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](http://webmail.univie.ac.at))
- ✓ Local e-mail program/e-mail app:
  - ✓ e-mail forwarding service ([zid.univie.ac.at/en/forwarding/](http://zid.univie.ac.at/en/forwarding/))



# E-learning – Moodle & Zoom

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

## In Moodle, teachers can:

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

## In Zoom, you can:

- ✓ hold events and meetings online
- ✓ Share your screen and presentations
- ✓ interact on a virtual whiteboard
- ✓ carry out polls

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

**Need Moodle  
support?**



**Ask our Helpdesk!**

# u:space

## Central Information System

[uspace.univie.ac.at](https://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/



- 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

## 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.

 [Direct Link](#)

[Form Managing the Wi-Fi password](#)



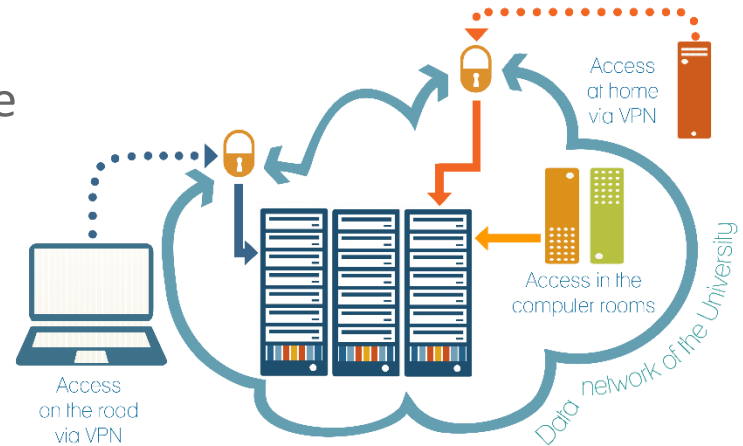
## Requirements

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

# Online storage space

[zid.univie.ac.at/en/online-storage-space/](https://zid.univie.ac.at/en/online-storage-space/)

- ✓ Free storage space (2 GB) for your data
- ✓ Access your data from anywhere at any time
- ✓ Automatic data backup
- ✓ Check your storage space:  
[zid.univie.ac.at/en/show-my-uaccount/](https://zid.univie.ac.at/en/show-my-uaccount/)
- ✓ Accessible from the University network
- ✓ Outside University data network: via **VPN**



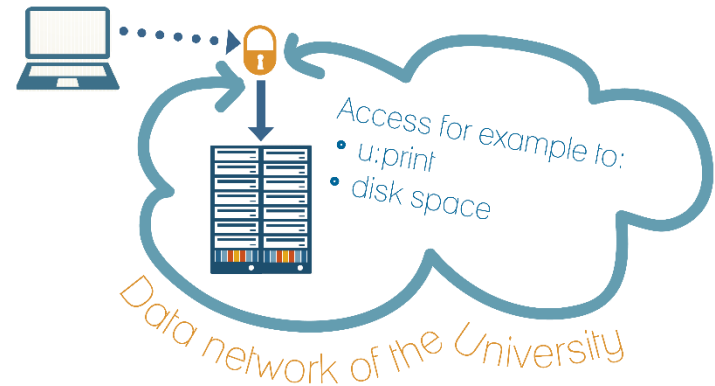
# VPN – Virtual Private Network

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

- ✓ For **access from outside** the University data network (at home, on the go)
- ✓ You receive an IP address in the address range of the University of Vienna
- ✓ Easy installation with the VPN client [vpn.univie.ac.at](http://vpn.univie.ac.at)

Virtual private network (VPN)

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



- ✓ No VPN needed for e-journals, e-books, databases! Use **u:access**

# Computer rooms

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



# u:print

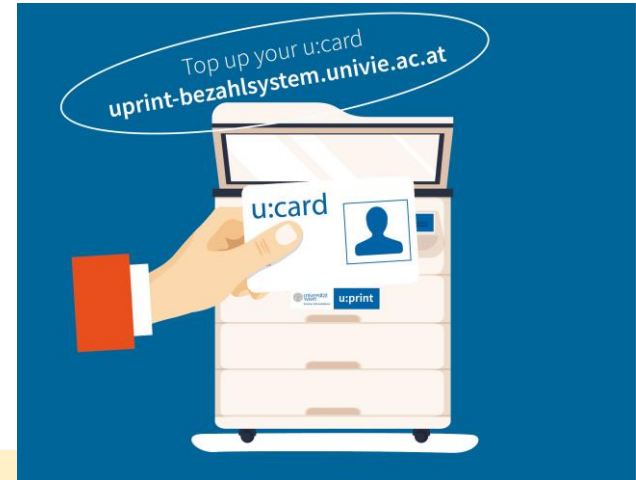
## [zid.univie.ac.at/en/uprint/](https://zid.univie.ac.at/en/uprint/)

- ✓ Printing service
- ✓ List of printers: [zid.univie.ac.at/en/uprint/](https://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](https://uprint-bezahlsystem.univie.ac.at)
- Top-up station at Neues Institutsgebäude (Universitätsstraße 7, ground floor, Computer room 3)



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

FREE!

Need support?



Ask our Helpdesk!

- ✓ Purchase **notebooks and tablets** by  
Lenovo, Apple, HP, Microsoft, Dell, Fujitsu and Acer
- ✓ Discounted prices
- ✓ u:book shop open **from 27 September to 24 October 2021**

Next sales period:

**27.09.–24.10.2021**

Winter semester 2021



# For support, ask our ZID HELPDESK

Visit us by appointment

Universitätsstraße 7 (NIG)  
ground floor

E-mail us

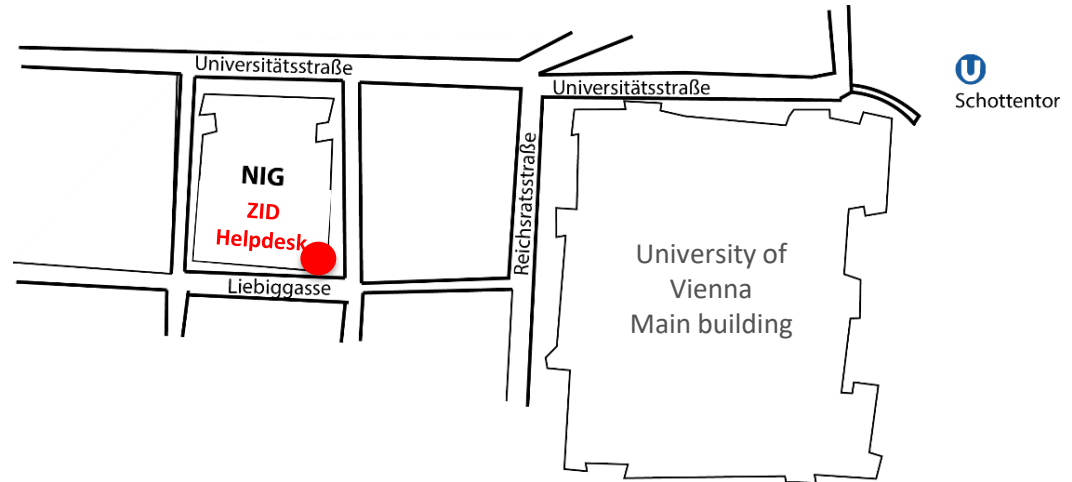
[helpdesk.zid@univie.ac.at](mailto:helpdesk.zid@univie.ac.at)

Phone us

+43-1-4277-444



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





**Good luck with your PhD!**

