

Vienna University Computer Center

Zentraler Informatikdienst = ZID

Information & Communication Technology for University



Sara Curtis

September 2018

Overview

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

The ZID

zid.univie.ac.at

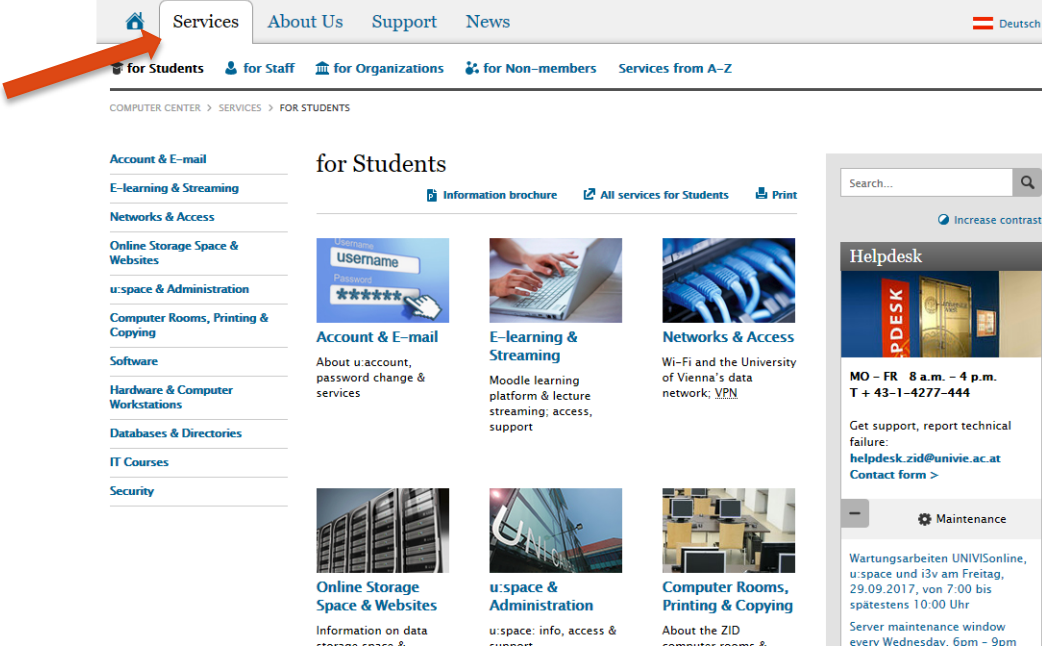
We operate IT services for:

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



The ZID website

zid.univie.ac.at



[Services](#) [About Us](#) [Support](#) [News](#) Deutsch

[for Students](#) [for Staff](#) [for Organizations](#) [for Non-members](#) [Services from A-Z](#)

COMPUTER CENTER > SERVICES > FOR STUDENTS

for Students

[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 &
- u.space & Administration**
u.space: info, access & support
- Computer Rooms, Printing & Copying**
About the ZID computer rooms &

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 everv Wednesday, 6pm - 9pm

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!

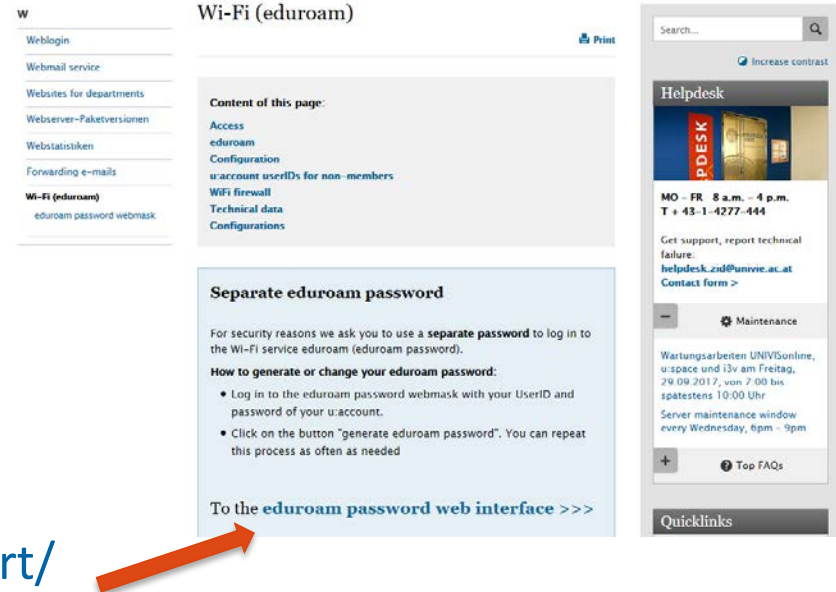
Wi-fi (eduroam)

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-passwort/>

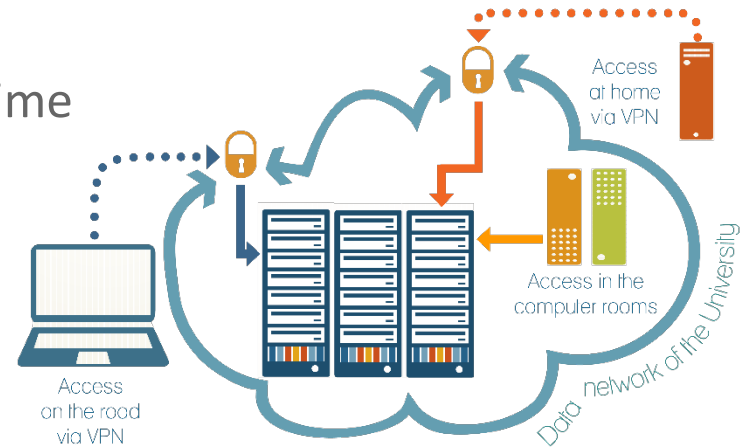


The screenshot shows the 'Wi-Fi (eduroam)' page. On the left is a navigation menu with items like 'Weblogin', 'Webmail service', and 'Wi-Fi (eduroam)'. The main content area has a 'Content of this page' section with links for 'Access eduroam', 'Configuration', 'u:account userIDs for non-members', 'WiFi firewall', 'Technical data', and 'Configurations'. Below this is a 'Separate eduroam password' section with instructions and a list of steps. A red arrow points from the text 'To the eduroam password web interface >>>' to the URL in the list item below. On the right is a 'Helpdesk' sidebar with search, contact info, and maintenance notices.

Online storage space

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**



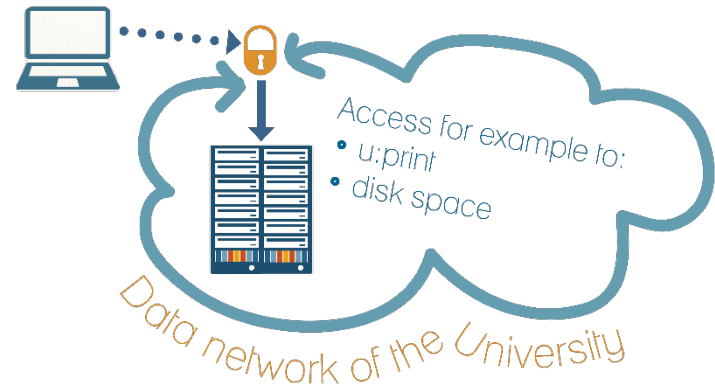
VPN – Virtual Private Network

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
- ✓ Online storage space/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 (only PDF and picture files)
 - either from the computer rooms or from home (all files, via VPN)
- ✓ A3 and colour printing
- ✓ You need a Facultas copy card!



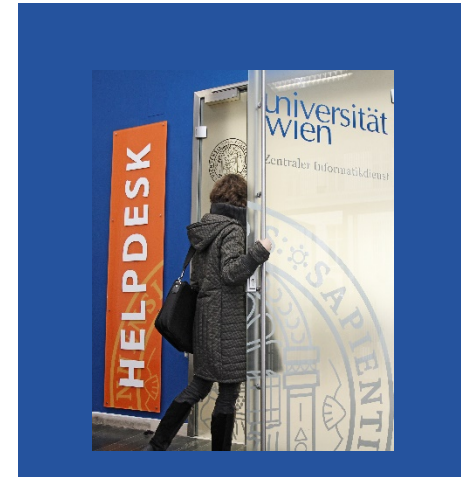
u:soft

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 24 September to 21 October**



OPEN

SALES PERIOD:
WINTER SEMESTER 2018
24.09. - 21.10.2018

SALES PERIOD CLOSSES IN

26 TAGE	14 STD	29 MIN	51 SEK
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For support, ask our ZID 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!

