

**WU**

**EXECUTIVE  
ACADEMY**



**IT & e-Academy  
Student Support Manual**

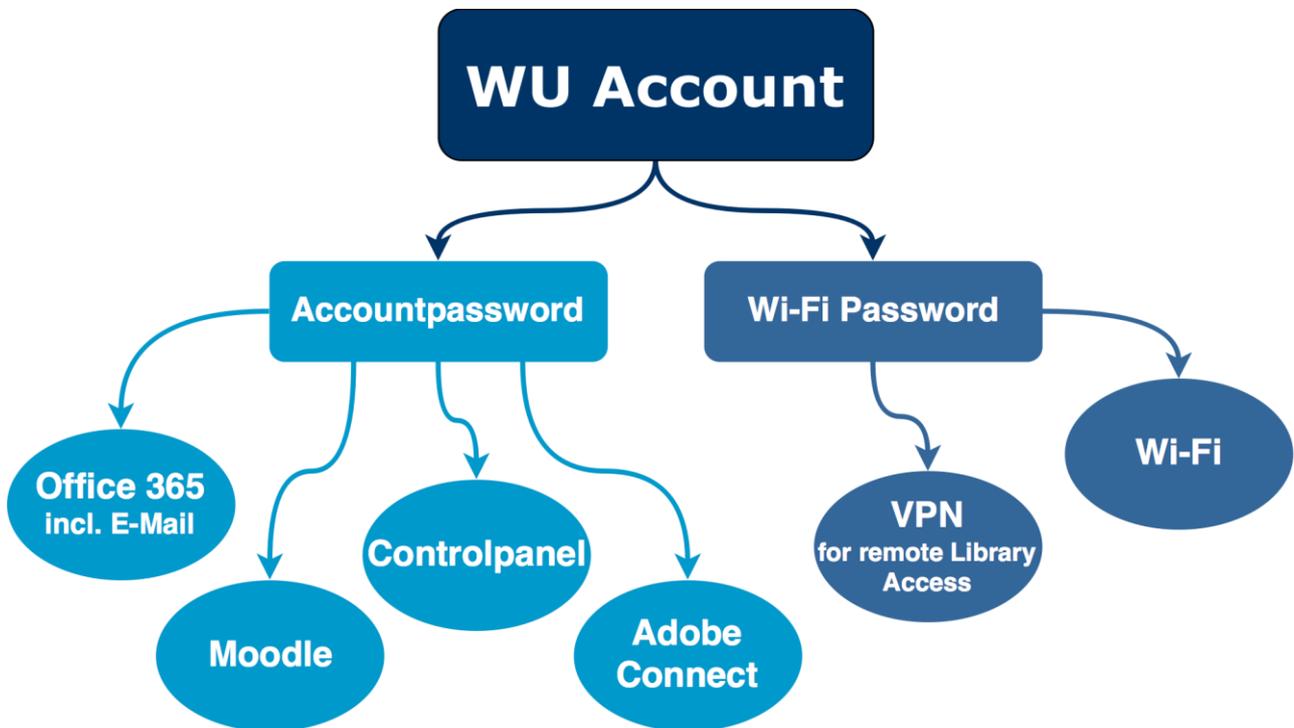
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## 1 Directions



With your enrollment at WU Executive Academy, you gain access to a bundle of services with your WU Account you'll receive by the program management:

- E-Mail service
- WU library research
- Office 365
- Campus Wi-Fi
- VPN service
- Controlpanel (WU Account managing system)

**Important:**  
All communication will be sent to your student's mail account.  
Make sure to check your E-Mails regularly.

## 1.1 WU Account credentials

While being an active enrolled student at WU, you'll have access to a lot of services. You can use your WU account to access most of those services.

**Please note:**  
**Your WU Account will only be active while being an enrolled student at WU university. Make sure to save all important data (Mail, OneDrive,...) before your enrollment at WU finishes.**

Date: Fri, 4 Aug 2017 11:52:43

+-----+  
+ PERSÖNLICHES ACCOUNT DATENE  
+ PRIVATE ACCOUNT DATASHEE  
+-----+

Banana Joe

\* PERSÖNLICH / STRICTLY PRIVATE \*

+-----+  
+ ACHTUNG: GEBEN SIE IHR ACCOUNTPASSWORT NIEMALS AN DRITTE WEITERS  
+ dem Schutz aller personalisierten Services und Ihrer persö  
+  
+ WARNING: NEVER SHARE YOUR ACCOUNT PASSWORD WITH THIRD PART  
+ Your password secures all personalized services as well as

Account:

\* Benutzername / Username: h12345678  
\* Accountpassword: SP+5yuV3pn

\* WLAN-Passwort: eW5okkikG!

\* E-Mail: h12345678@wu.ac.at  
\* Manage Account Data: <https://controlpanel.wu.ac.at>  
\* Register your Cellphone: <https://short.wu.ac.at/register-cellphone>

E-Mail Services:

\* Webmail: <https://webapp.wu.ac.at>  
\* Information: <https://short.wu.ac.at/office365-de>

WLAN / Wi-Fi:

Sie benötigen ein separates WLAN-Passwort! Setzen Sie dieses bitte im Controlpanel.  
You need a separate Wi-Fi password. Please set one using the Controlpanel application.

\* Information: <https://short.wu.ac.at/wlan>

Nutzungsbestimmungen:

Die Nutzung des Accounts unterliegt den Richtlinien und Policies von IT-SERVICES  
in ihrer geltenden Fassung - siehe <https://short.wu.ac.at/it-richtlinien>  
Mit der Nutzung des Accounts und den damit zugänglichen IT-Diensten erklären Sie sich  
ausdrücklich und unwiderruflich mit den Richtlinien und Policies einverstanden!

Terms of use:

The use of your account is subject to the regulations specified in the directives and  
policies issued by IT-SERVICES, as amended, available at <https://short.wu.ac.at/it-policy>  
By using your account and the IT services to which it gives you access, you explicitly  
and irrevocably agree to be bound by these directives and policies.

Support:

Die Mitarbeiter/innen im IT Support Center helfen Ihnen bei Fragen gerne weiter.  
Sie finden uns im Learning Center, Ebene 1 - Lageplan: <https://short.wu.ac.at/sc>

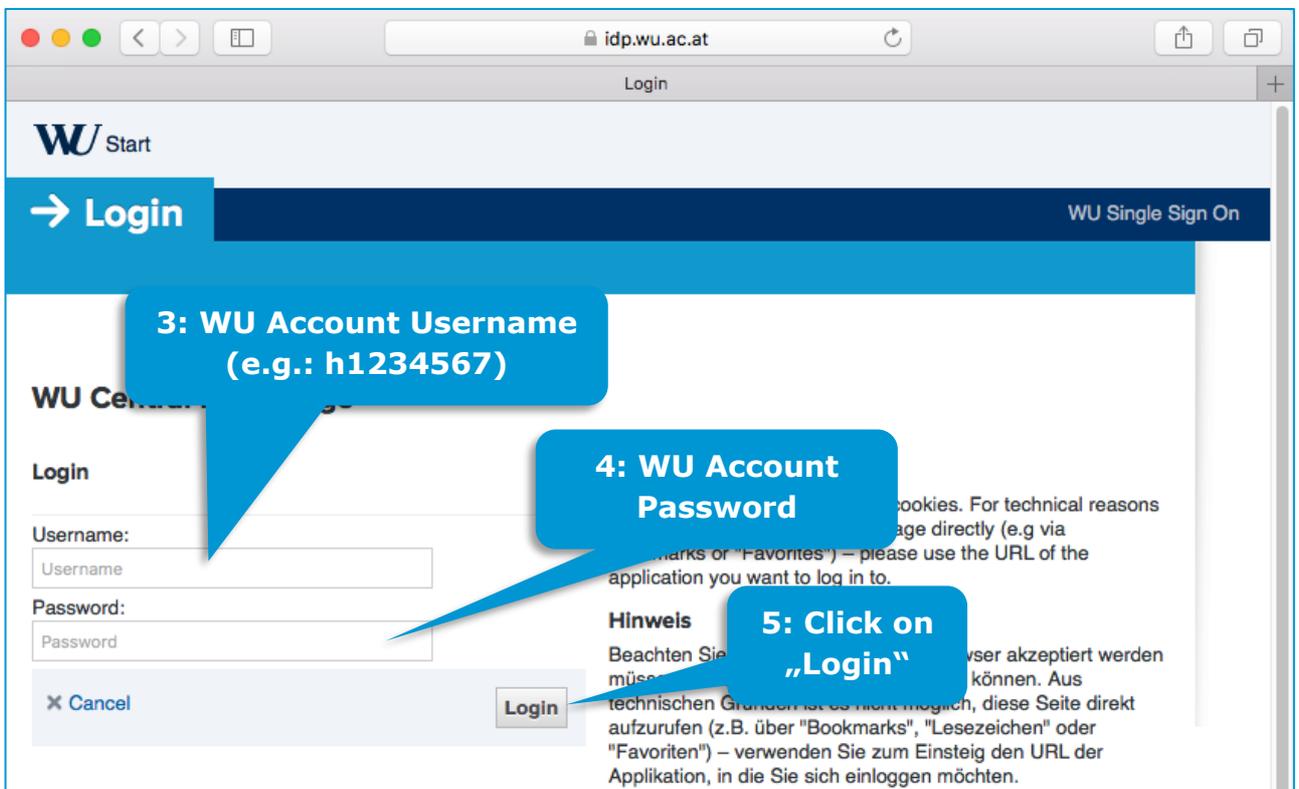
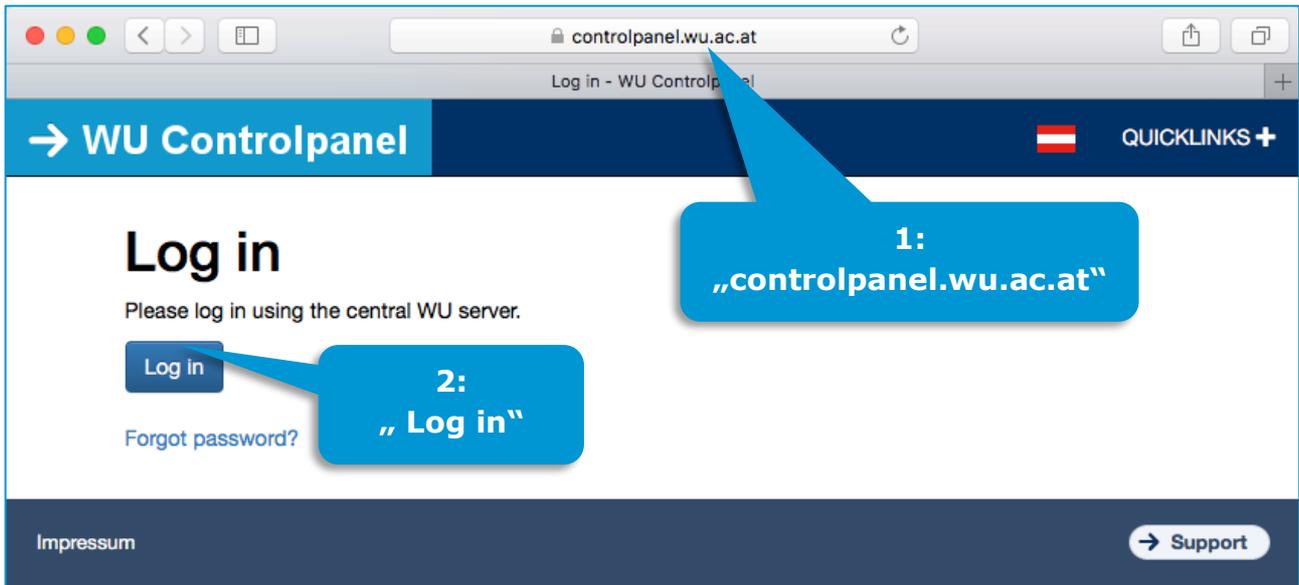
\* Web: <https://wu.ac.at/it>  
\* E-Mail: [hotline@wu.ac.at](mailto:hotline@wu.ac.at) / Telefon: +43 1 31336 3000 / Fax: +43 1 31336 90789

**You'll receive your WU  
Account credentials from  
the program management**

**Your WU Account  
username (e.g.  
h1234567) and  
temporary password**

## 1.2 WU Controlpanel

The WU Controlpanel is a managing tool for your WU Account.  
To login, do the following:



### 1.3 Changing the WU Account password

To change your WU Account password, login to the controlpanel as shown in chapter 1.2 and follow those steps:

The screenshot shows the 'WU Controlpanel' interface for user Ivan Grabic. The page title is 'Password change'. The left sidebar has a menu with 'My account' selected, and 'Password change' highlighted. The main content area contains instructions for password requirements and a form with three input fields: 'Current account password', 'New account password', and 'Repeat new account password'. A 'Change password' button is at the bottom. Four blue callout boxes provide numbered steps: 1. 'My account' -> 'Password change', 2. Enter your old WU Account password, 3. Choose a new WU Account password, and 4. Save the new password by clicking 'Change password'.

## 1.4 Setting a password for Wi-Fi/VPN service

In order to use the WU campus-wide Wi-Fi network and the Cisco AnyConnect VPN service (for free online library access), a separate password has to be set:

The screenshot shows the 'Password change' page in the WU Controlpanel. The page title is 'Password change' and the user is identified as 'Ivan Grabic (h9906106)'. The page contains instructions for setting a new password, with a note that the Wi-Fi password must be different from the account password. There are two tabs: 'Account password' and 'Wi-Fi password', with the latter selected. The form includes fields for 'New Wi-Fi password \*' and 'Repeat new Wi-Fi password \*', and a 'Change password' button. Four blue callout boxes provide numbered steps: 1: 'My account' -> 'Password change', 2: Choose a Wi-Fi password (also valid for VPN service), 3: Enter the password in the 'New Wi-Fi password' field, and 4: Save the new password by clicking 'Change password'.

**1: „My account“ -> „Password change“**

**2: Choose a Wi-Fi password (also valid for VPN service)**

**3: Enter the password in the 'New Wi-Fi password' field**

**4: Save the new password by clicking „Change password“**

## 1.5 Mobile Phone registration

You can register your mobile phone number at the WU Controlpanel for resetting WU Account password yourself if you forget it once.

**Please note:  
Only Austrian mobile phone numbers can be registered.**

For registering a mobile phone number, do the following:

- go to <https://controlpanel.wu.ac.at>
- login with your WU Account credentials
- select "Information services" -> "Cell phone registration"
- follow the steps of the registration process

## 1.6 WU Account password reset

You can request yourself a new password when an Austrian mobile phone number is registered at your WU Account (see 1.4 on how to register a mobile phone number).

When there is no mobile phone number registered for your WU Account, please contact us directly at: [ea-it-support@wu.ac.at](mailto:ea-it-support@wu.ac.at)

## 2 Office 365



Every student receives a complete Microsoft Office 365 package. The Office 365 package contains Office in the cloud and a license for installing Office on up to five devices (supported: PC, Mac, iOS, Android).

**Please note:**  
The whole Office 365 service (including E-Mail) is only available while being an active enrolled student at WU!

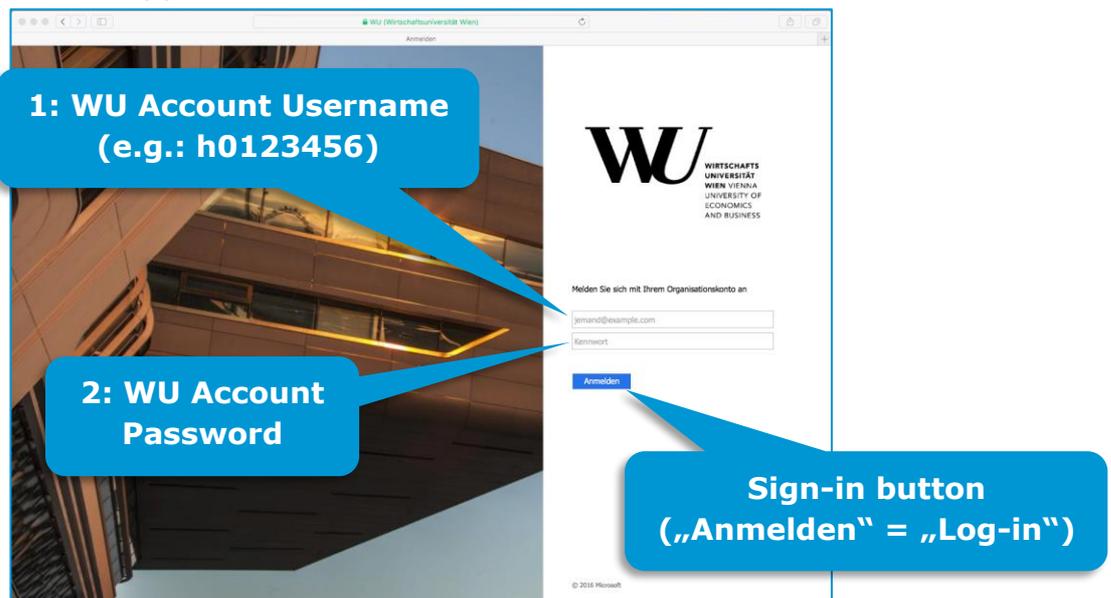
Not every app is available for every system. To get an overview what is available for which platform, see the following table:

App	Windows (7 or above)	Mac (10.8 or above)	iPad (iOS) (7.1 or above)	Android (4.4 or above)	Browser (Platform independent)
Access	✓				
Excel	✓	✓	✓	✓	✓
InfoPath	✓				
Skype for Business	✓	✓	✓	✓	
OneDrive for Business	✓	✓	✓	✓	✓
OneNote	✓	✓	✓	✓	✓
Outlook	✓	✓	✓	✓	✓
PowerPoint	✓	✓	✓	✓	✓
Publisher	✓				
Word	✓	✓	✓	✓	✓

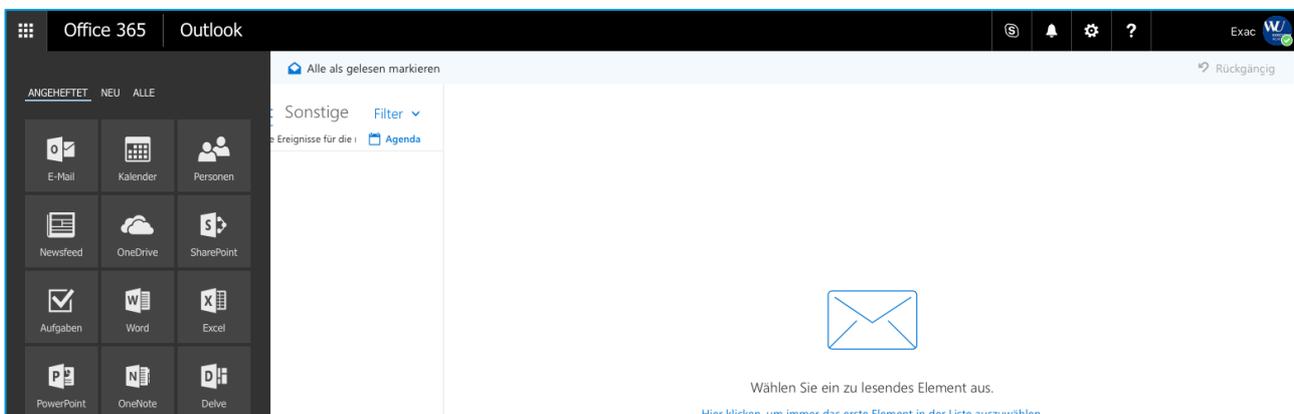
## 2.1 Login

To log in to the online portal of Office 365, please go to <https://webapp.wu.ac.at> and use your WU Account to log in.

Once you are logged in, you can switch to another online app by clicking the app switch button on the left corner:

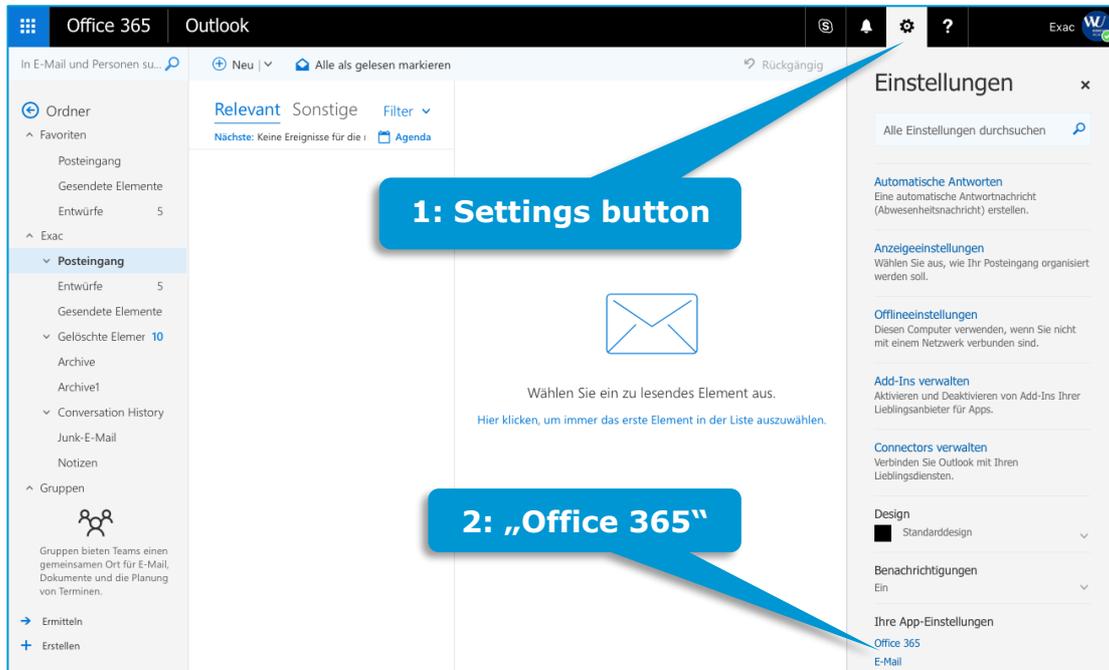


**Please note:**  
Save the link exactly the way it's written above. If you save the link once it's opened, you'll encounter error messages in future.

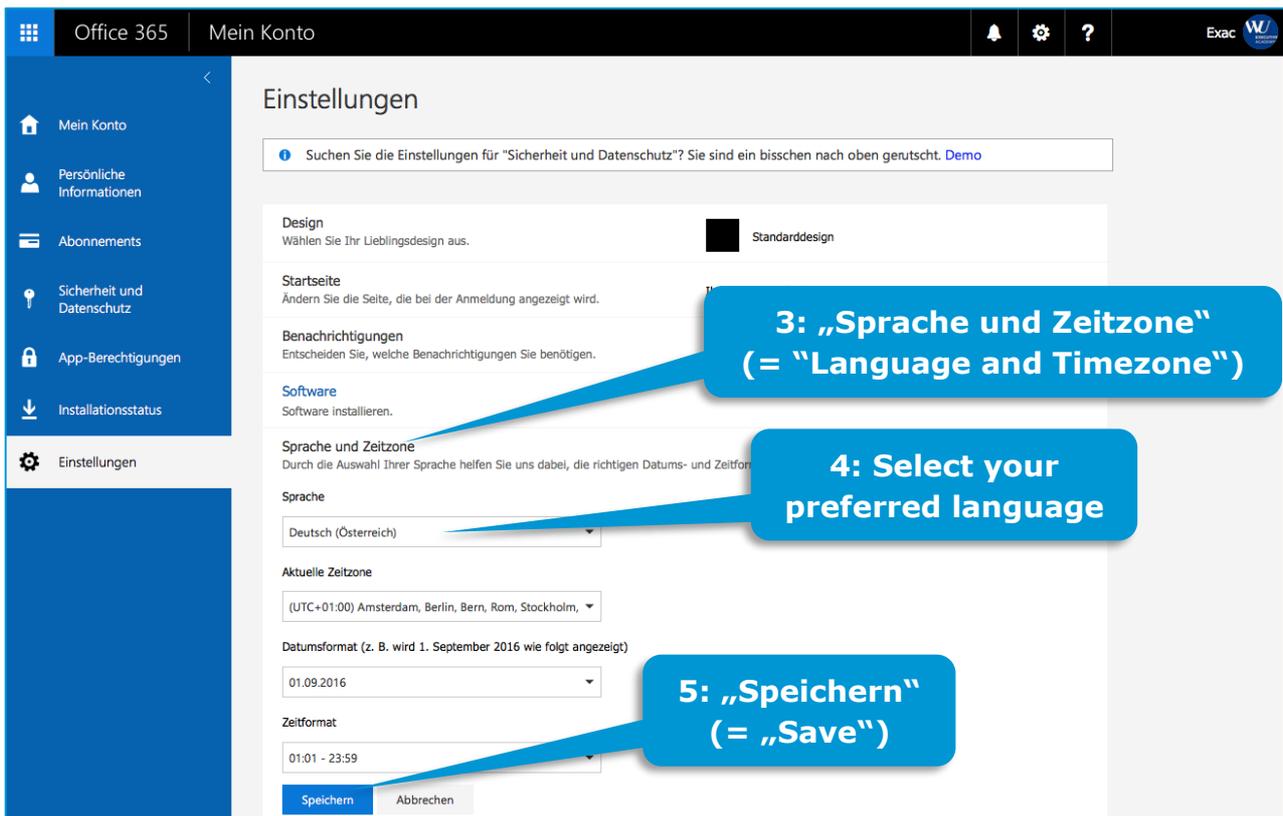


## 2.2 Language settings

It may happen, Office 365 shows up in a different language (usually German) than your native language or the language set on your computer.



Now select „Sprache“ and choose another language in the picklist:



## 2.2.1 Language settings in Word online, Excel online,...

IT may sometimes happen that Word online, Excel online, ... may remain in German. In case this happens, do the following: (example for Word online):

**1: „Sprache ändern“  
-> German for:  
„Change language“**

The screenshot shows the Word Online interface. On the left, there is a sidebar with a list of recently used documents. The main area displays a grid of templates under the heading 'Neu in "OneDrive for Business"'. A blue callout box with white text points to the 'Sprache ändern' link in the bottom left corner of the interface.

**2: Choose your preferred language**

The screenshot shows the Office Store website. The main heading is 'Office.com weltweit'. Below it, there is a list of languages available for selection. A blue callout box with white text points to the 'Sprache ändern' link in the bottom left corner of the interface.

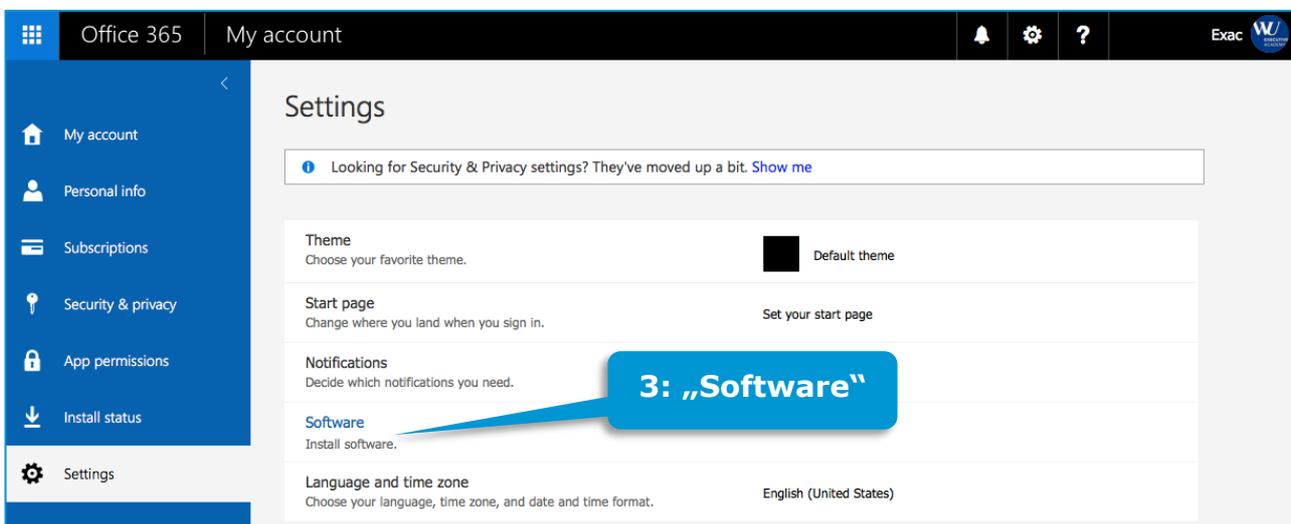
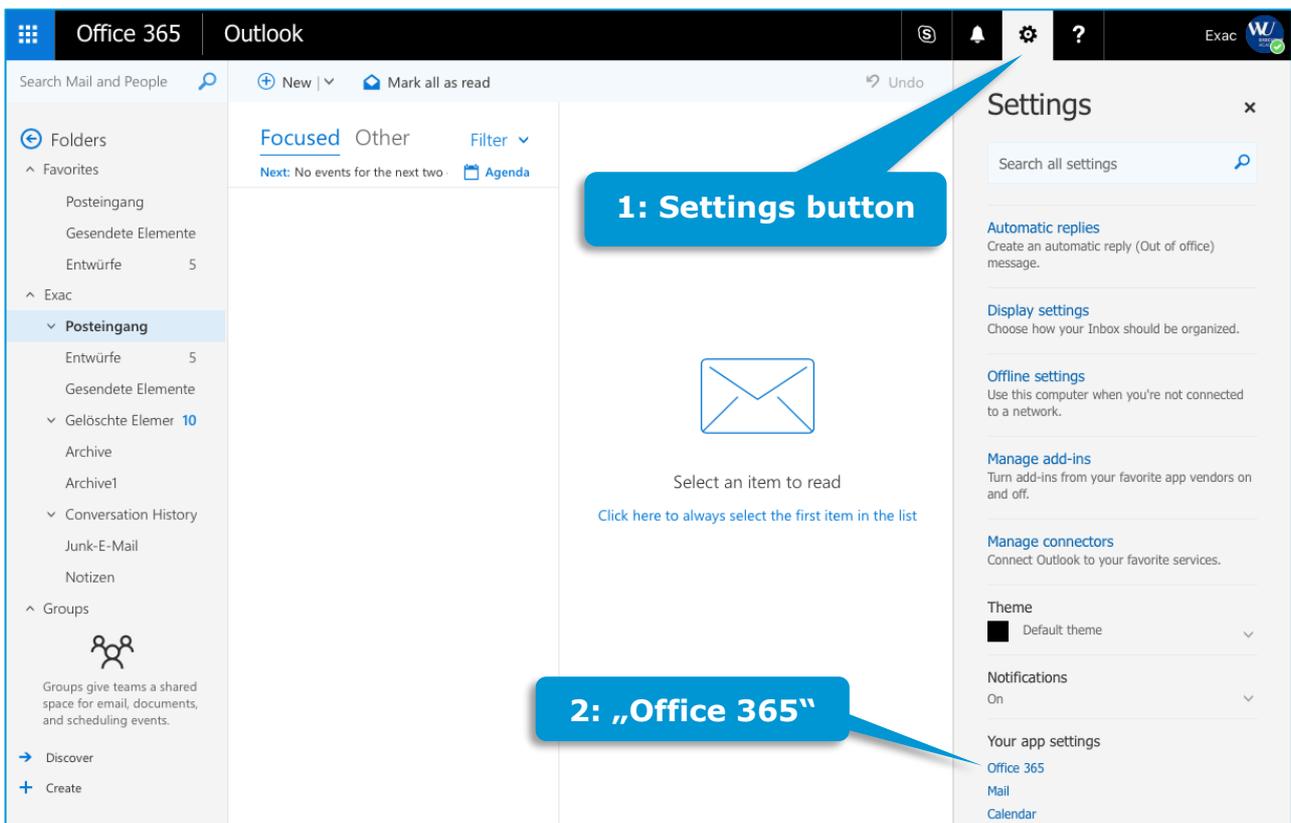
Afrikaans (Suid-Afrika)	Azərbaycan dili (Azərbaycan)	Bosnia i Hercegovina)
català (català)	Čeština (Česká republika)	Dansk (Danmark)
Deutsch (Deutschland)	Deutsch (Österreich)	Èdè Yorùbá (Orílẹ̀de Nàìjíríà)
Eesti (Eesti)	English (Australia)	English (India)
English (International)	English (Ireland)	English (New Zealand)
English (Singapore)	English (South Africa)	English (United States)
Español (Argentina)	Español (Chile)	Español (España)
Español (Latinoamérica)	Español (México)	Filipino (Pilipinas)
Français (Belgique)	Français (Canada)	Français (International)
Français (Suisse)	Gaeilge (Éire)	galego (galego)
Hausa (Najeriya)	Hrvatski (Hrvatska)	Indonesia (Indonesia)
isiXhosa (eMzantsi Afrika)	isiZulu (i-South Africa)	Italiano (Italia)
Kinyarwanda (Rwanda)	Kiswahili (Kenya)	Lëtzebuergesch (Lëtzebuerg)

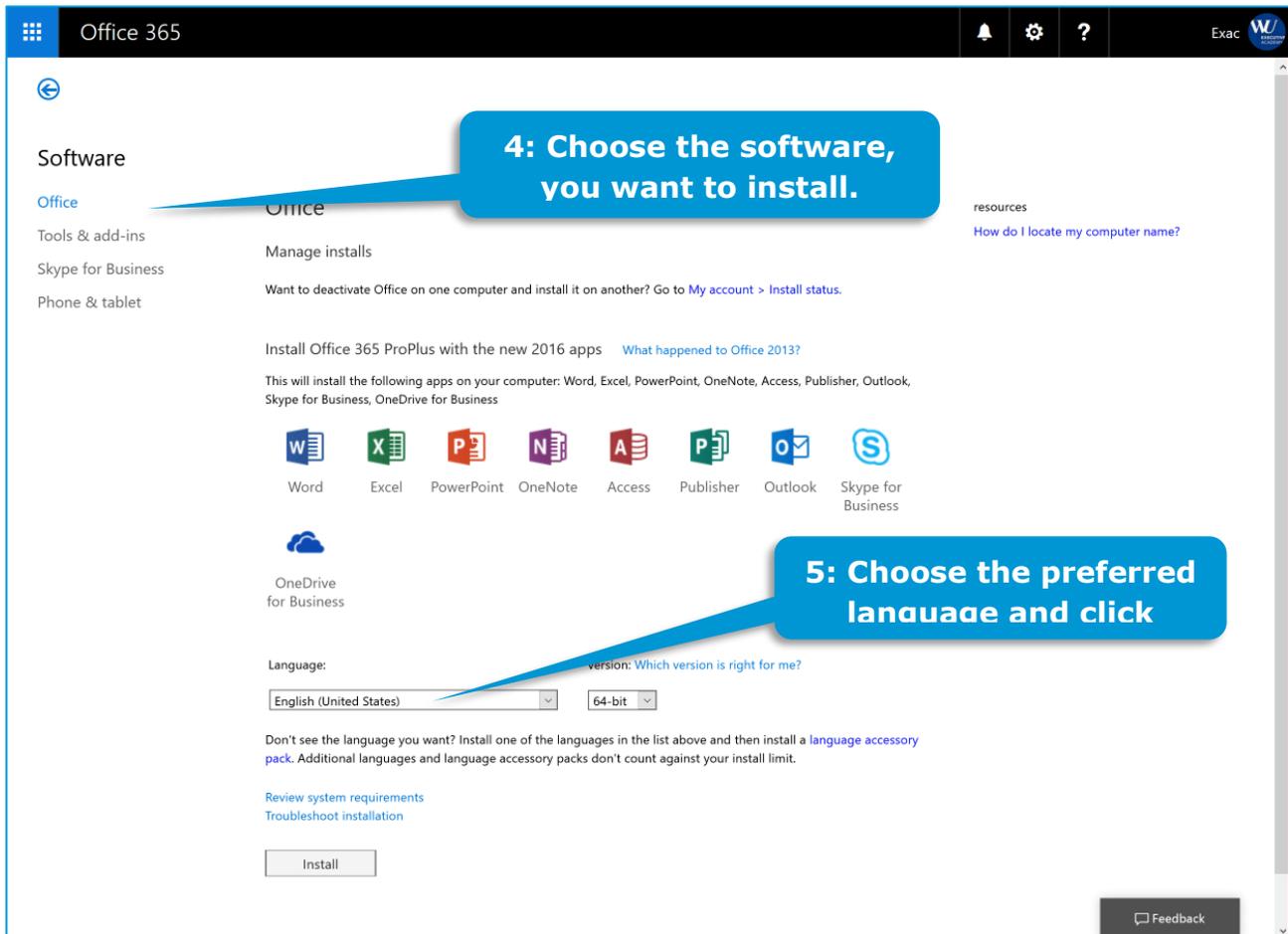
## 2.3 Office Apps for Windows/Mac/iOS/Android

Your Office 365 subscription comes with a license for installing Office locally on up to five devices (Windows PC, Mac, Android, iPad).

### 2.3.1 Windows / Mac

Log-in as shown in 2.1 and follow the instruction:





When the installation is complete, you'll be prompted to enter your WU login credentials to activate the license upon first start of office.

**Sign-in credentials:**

**Username: e.g. h1234567@s.wu.ac.at**

**Password: your WU Account password**

### 2.3.2 Tablet (iPad / Android)

See which App is available for your iPad or Android tablet on the table on page 4.

Word, Excel, PowerPoint, OneDrive for Business, Skype for Business,... can be downloaded from the iOS App Store / Google Play Store.

#### Sign-in credentials:

**Username: e.g. h1234567@s.wu.ac.at**  
**Password: your WU Account password**

## 2.4 E-Mail

Every active enrolled student at the Vienna University of Economics and Business has its own E-Mail address in following form: e.g. [h0123456@wu.ac.at](mailto:h0123456@wu.ac.at)

Additionally, your mailbox has two E-Mail Aliases:

- e.g.: [h0123456@s.wu.ac.at](mailto:h0123456@s.wu.ac.at)
- e.g.: [firstname.lastname@s.wu.ac.at](mailto:firstname.lastname@s.wu.ac.at)

### 2.4.1 OWA / web access

Once you are logged in to Office 365, you'll be automatically redirected to your WU E-Mail online Outlook.

For login directions, please see chapter 2.1.

## 2.4.2 E-Mail forwarding

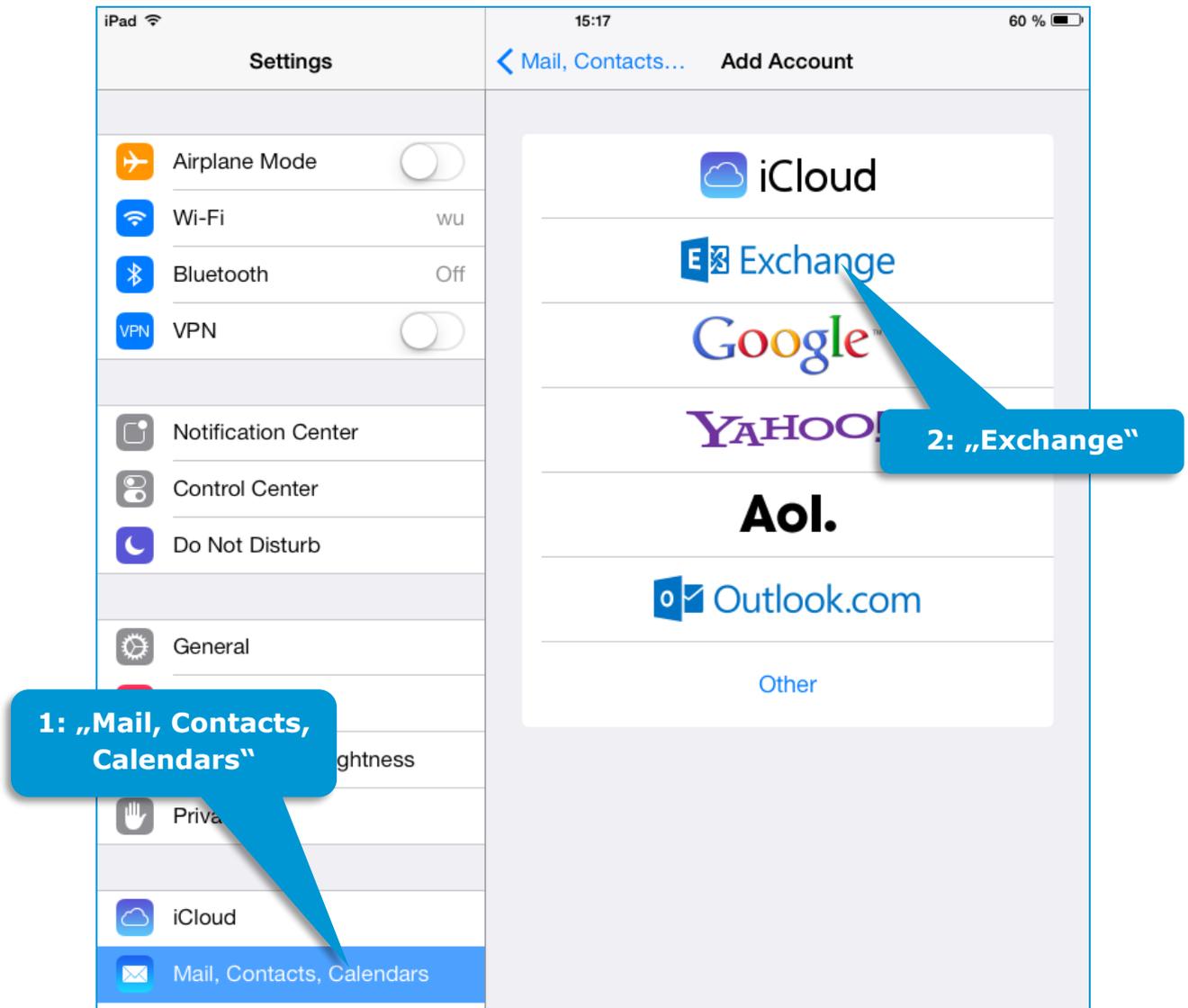
As **every official communication** will be sent to your student's E-Mail account, we recommend you to forward your WU E-Mail's to an E-Mail account you regularly use (keeping the forward up-to-date is upon your responsibility).

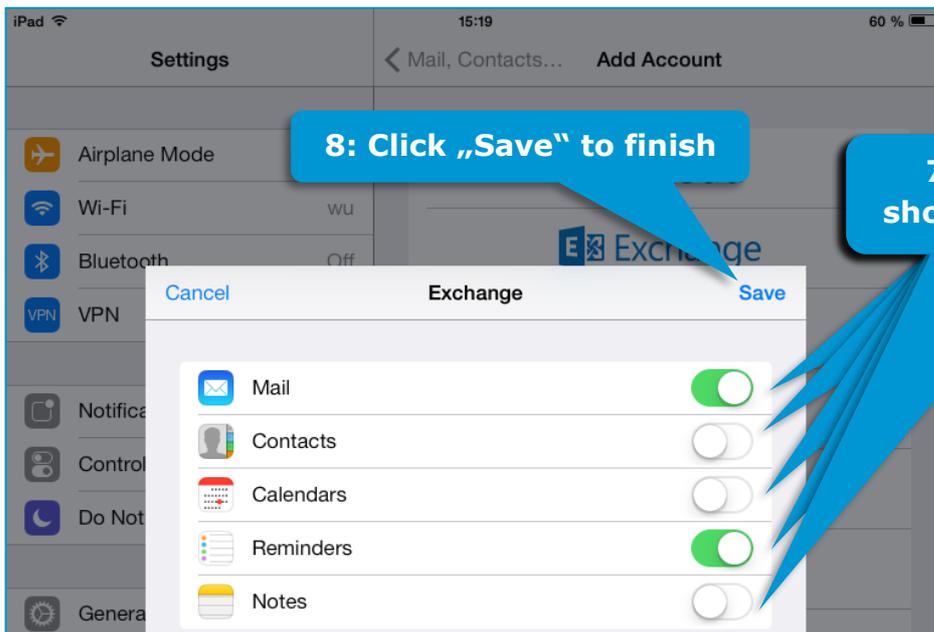
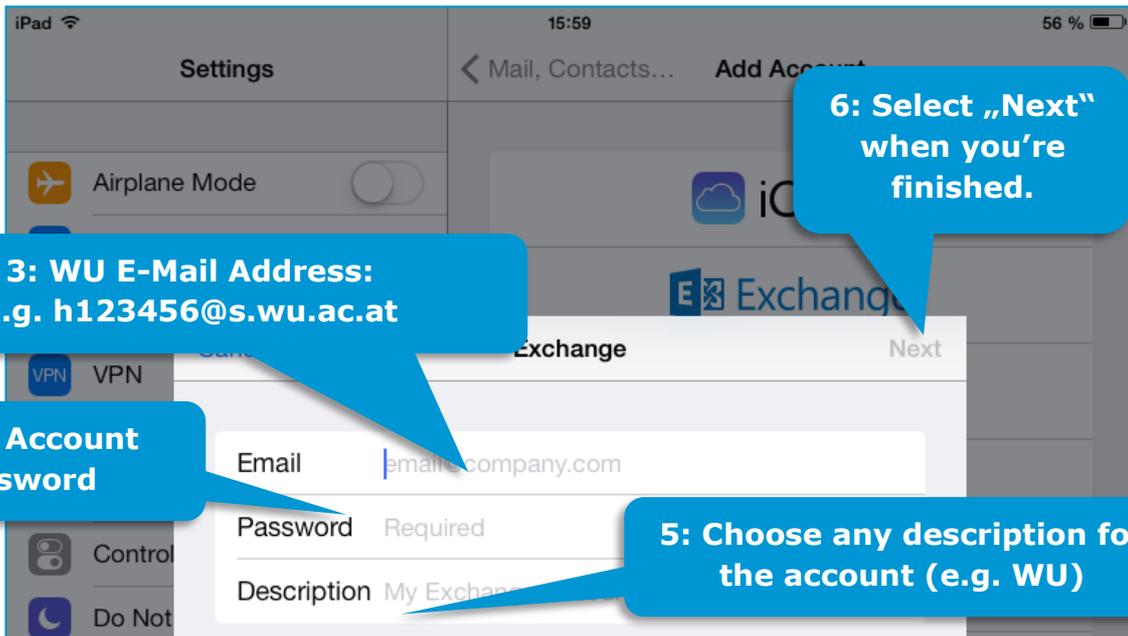
To set the forward, click the settings button in the top right corner while Outlook online is active and select "Options".

The image shows a screenshot of the Outlook online settings page for forwarding. The interface is in German. The left sidebar shows the 'Options' menu with 'Forwarding' selected. The main content area shows the 'Forwarding' settings, including a 'Save' button, a 'Discard' button, and a 'Start forwarding' radio button. The 'Forward my email to:' field contains 'banana@joe.com'. The 'Keep a copy of forwarded messages' checkbox is checked. The 'Stop forwarding' radio button is unselected. The right sidebar shows the 'Settings' page with various categories like 'Automatic replies', 'Display settings', 'Offline settings', 'Manage integrations', 'Theme', 'Notifications', and 'Your app settings'. The 'Your app settings' section is expanded to show 'Office 365', 'Mail', 'Calendar', 'People', and 'Yammer'. Seven blue callout boxes with white text provide numbered instructions: 1: Click the Settings button; 2: „Mail“; 3: Select „Forwarding“; 4: Select „Forwarding“; 5: Enter an E-Mail address you want your Mails to be forwarded to.; 6: Check the mark „Keep a copy of forwarded messages“; 7: „Save“.

### 2.4.3 E-Mail on iPad/iPhone up to iOS 10 (Exchange)

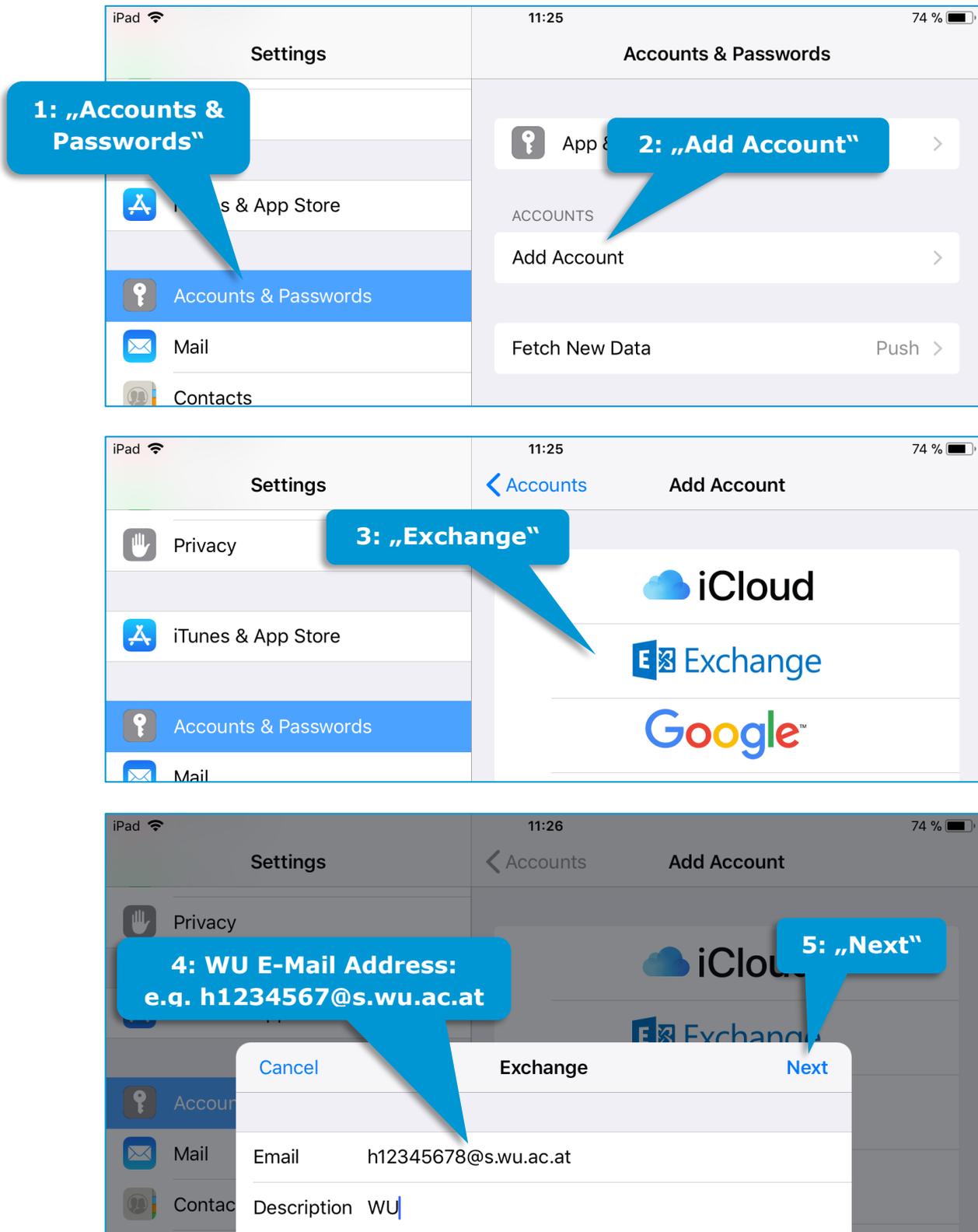
To add your WU E-Mail account to your iPad, go to "Settings" and follow these instructions:

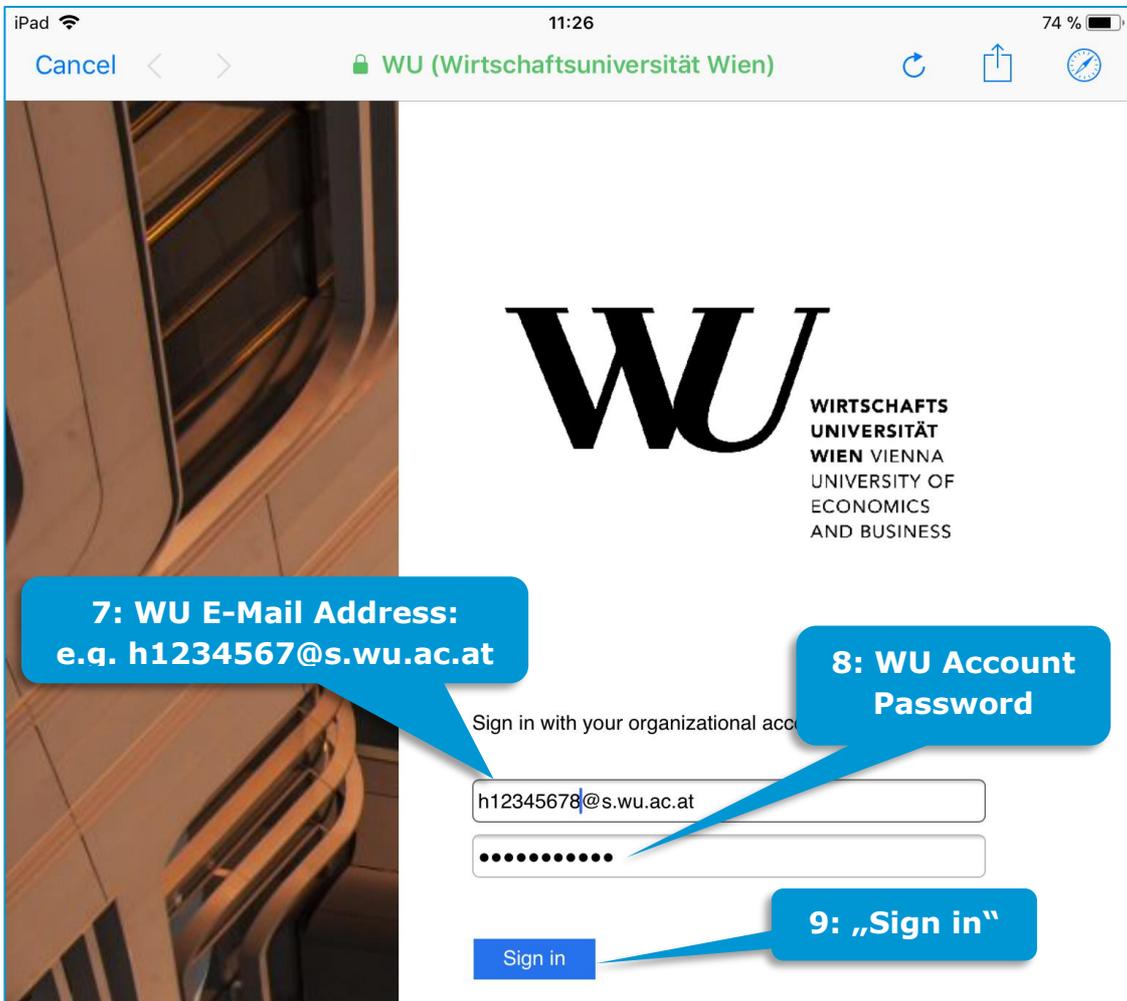
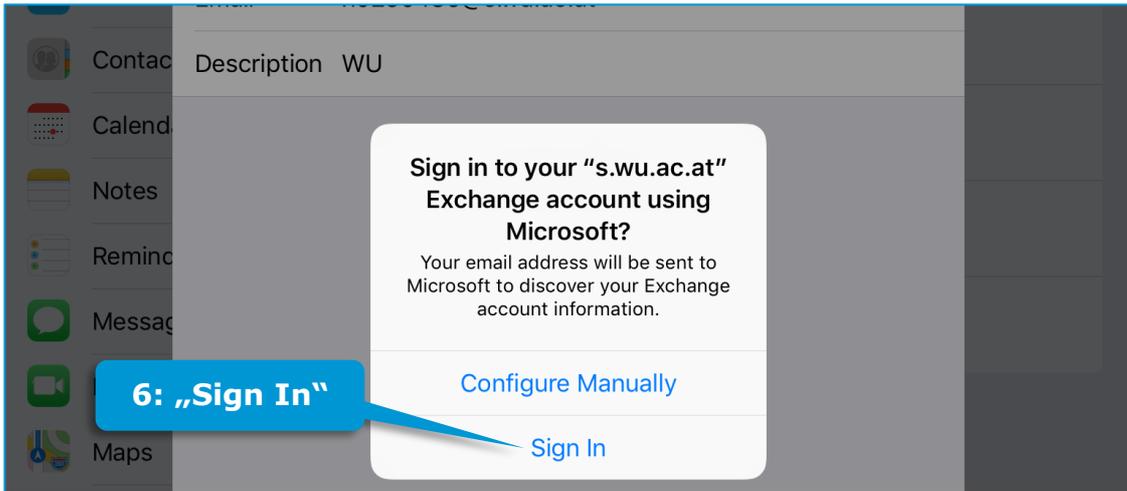


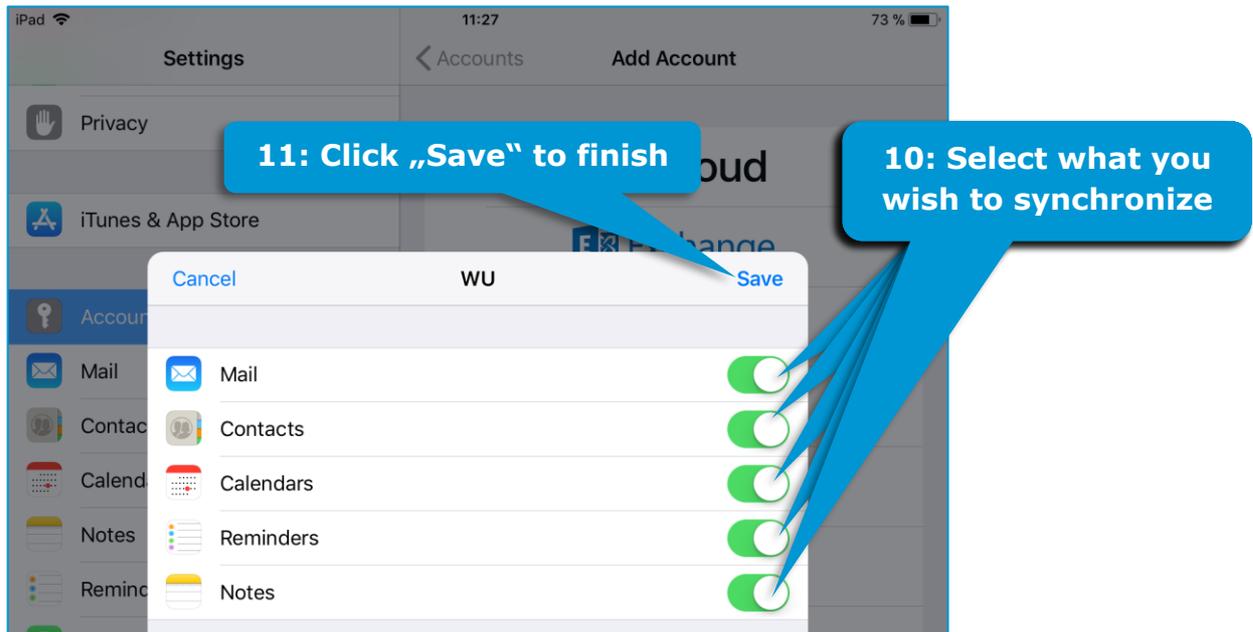


### 2.4.4 E-Mail on iPhone/iPad from iOS 11 (Exchange)

To add your WU E-Mail account to your iPad, go to "Settings" and follow these instructions:







### 2.4.5 E-Mail setup on Android

Setup on Android differs a lot from manufacturer to manufacturer (and from device to device), so the following description will only give a short direction of how to set up the student's E-Mail Account on Android devices.

On most devices, it will work something like this:

- Go to: Settings -> Accounts -> Add Account
- Select "Microsoft Exchange" or "Exchange"
- Enter your credential data:
  - E-Mail: e.g. [h123456@s.wu.ac.at](mailto:h123456@s.wu.ac.at)
  - Password: your WU Account password
- Allow remote control from WU server if asked so

You can also download the Outlook app on Google Play Store and use this app to access your WU E-Mail account using the same credentials as shown above.

## 2.5 OneDrive (file storage and collaboration)

OneDrive comes with unlimited cloud storage drive, which is included in your Office 365 package.

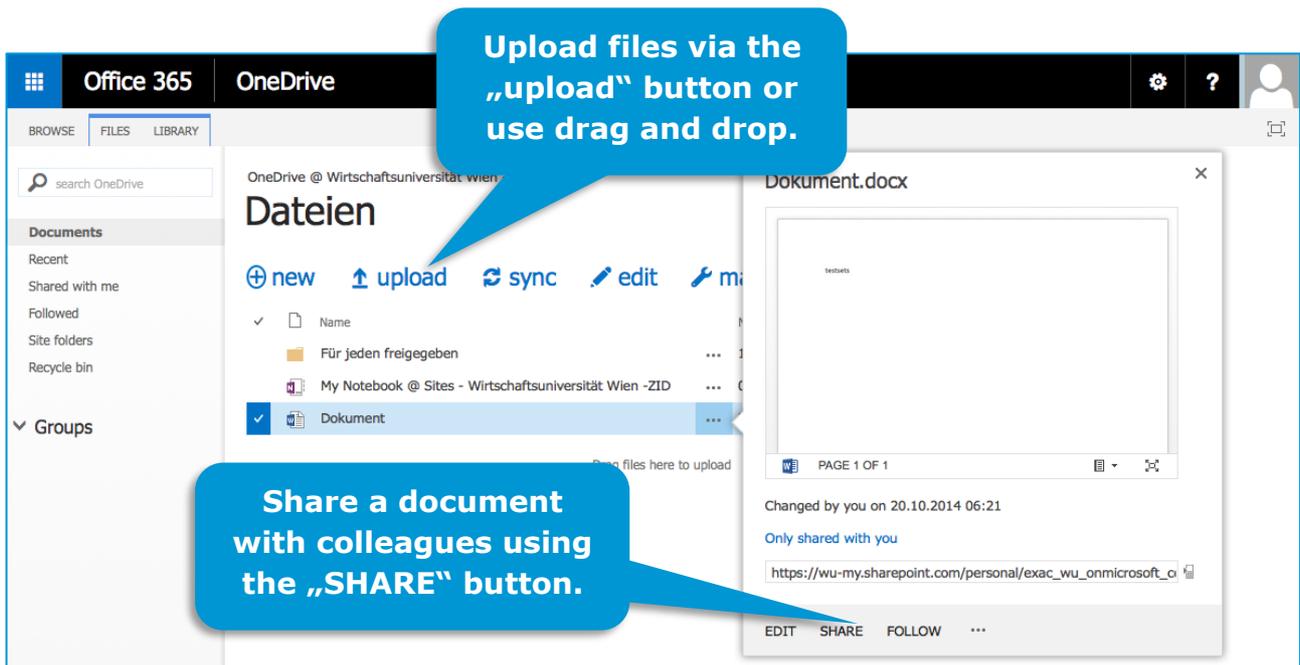
The most powerful feature of OneDrive: **Collaboration!** OneDrive empowers working together on files like Word, Excel, PowerPoint, OneNote,... You can share files or whole folders with your colleagues and **simultaneously work together on a file**...no more need to send files via e-mail any more.

You can access your OneDrive for Business storage via Browser, via App on iPad or Android or install OneDrive for Business on your PC.

### 2.5.1 Browser

To use OneDrive within a browser, **log in to Office 365** as shown in chapter 2.1. and follow those steps:

The screenshot shows the Office 365 Outlook web interface. The left-hand navigation pane is visible, containing icons for E-Mail, Kalender, Personen, Newsfeed, OneDrive, SharePoint, Aufgaben, Word, Excel, PowerPoint, OneNote, and Delve. Two blue callout boxes with white text are overlaid on the image. The first callout, labeled '1: Switch here between online browser', points to the OneDrive icon in the navigation pane. The second callout, labeled '2: Click „OneDrive“ to access your personal cloud storage', also points to the OneDrive icon. The main content area of the Outlook interface is partially visible, showing a search bar and a message icon.



## 2.5.2 Windows / Mac

At the moment, Microsoft hasn't yet released a OneDrive for Business sync client for Mac. We'll update this manual when it's released.

### **Please note:**

**Only one Account at the same time can be set up on Windows and Mac. If you're already using a OneDrive account, you have to use second one within a browser.**

For Windows, you can download the sync client the same way shown in chapter 2.3. It will integrate in Windows like a usual folder to work with.

### **Authentication credentials:**

**Username: e.g. h1234567@s.wu.ac.at**

**Password: your WU Account password**

### 2.5.3 iOS /Android

**Please note:**  
**You may have to open OneDrive once as shown in 2.5.1 before the Android/iOS App works correctly.**

You can find OneDrive for Business in the iOS App Store / Google Play Store. Use the same authentication credentials as for the whole Office 365 platform.

The OneDrive (for Business) app on Android and iOS supports multiple OneDrive accounts.

### 2.6 Skype for Business (VoIP, online Meetings, ...)

Your Office 365 account also contains a Skype for Business functionality. Skype for Business is Skype as you know it but with additional features like a presentation mode, whiteboard, ...

You can find your student colleagues by searching them with their names or matriculation number (e.g. h123456).

**Authentication credentials:**  
**Username: e.g. h1234567@s.wu.ac.at**  
**Password: your WU Account password**

### 3 Moodle (e-Learning platform)

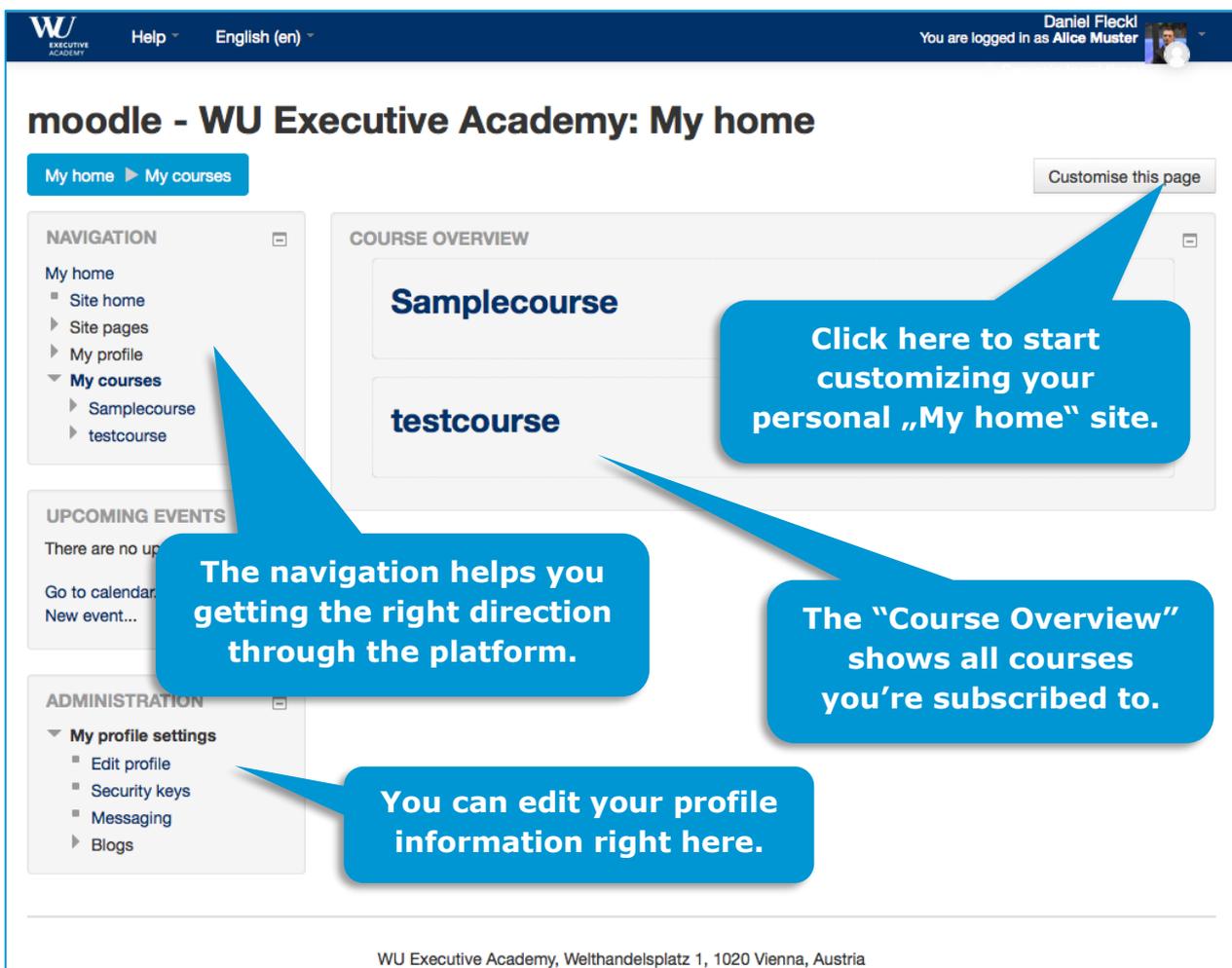
Moodle is our mainly used platform for e-Learning at the Executive Academy.

**Login credentials:  
Please use your WU Account Username and Password.**

#### 3.1 Overview

The first thing you get to see once you're logged in is the „My home“ site which shows information regarding your courses and can be customized. From here your personal profile information can be customized too.

Due to its responsive design, it works flawlessly on every platform and device within a browser.



### 3.2 Course sample

By clicking on one of the listed courses on your “My home” site (or using the navigation block), you’ll get to each course.

Most courses will look something like this:

**Samplecourse**

My home ▶ Samplecourse

**NAVIGATION**

- My home
  - Site home
  - Site pages
  - My profile
  - Current course
    - Samplecourse**
      - Participants
      - Course description and aim of the module
      - Pre-Module
      - Core-Module
      - Post-Module
    - Courses

**ADMINISTRATION**

- Course administration
  - Grades**
  - Question bank

**Course description and aim of the module**

The aims of the module are...

- ... to acquire familiarity with the principal concepts, frameworks, and techniques of strategic management
- ... to gain expertise in applying these concepts, frameworks, and techniques in order
- ...

Discussion Board

Syllabus 321.2KB PDF-Dokument

Instructor Short CV

**Pre-Module**

Read these Cases and Articles to prepare for the Core-Module

Readings

- Article01.pdf
- Article02.pdf

**Each course has a grade book showing your personal grades.**

## 4 VPN

A VPN connection gives you an IP address out of the WU network pool and so services like the WU library will identify you as one of our students.

The WU VPN connection is necessary for researching the WU library without any extra costs.

A VPN app is available for Windows, Mac, iOS and Android.

### 4.1 Cisco VPN client on Windows/Mac

Open <https://vpn.wu.ac.at> within a browser on Windows/Mac:

The screenshot shows a web browser window with the address bar containing [vpn.wu.ac.at](https://vpn.wu.ac.at). The page title is "SSL VPN Service" and the Cisco logo is visible. A login form is displayed with the following fields:

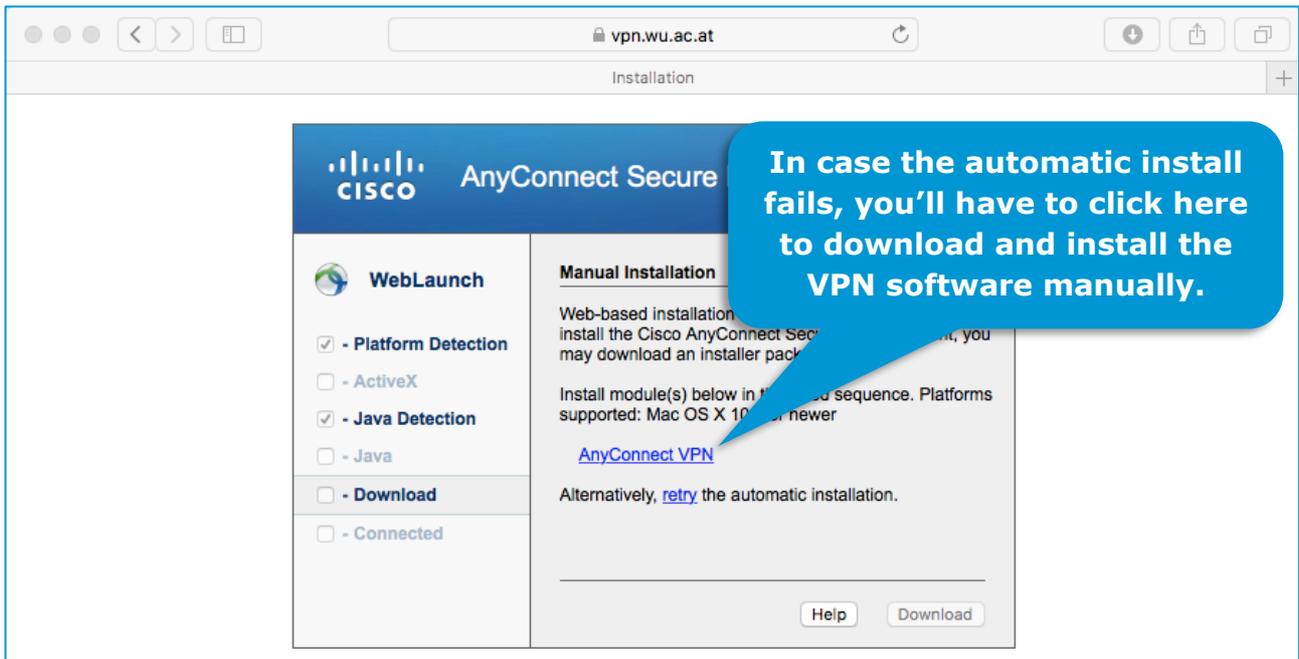
- GROUP: Students (dropdown menu)
- USERNAME: [text input field]
- PASSWORD: [password input field]
- Login button

Two blue callout boxes provide instructions:

- 1: <https://vpn.wu.ac.at>
- 2: GROUP: "Students"  
USERNAME: e.g. "h1234567"  
PASSWORD: WU WiFi Password

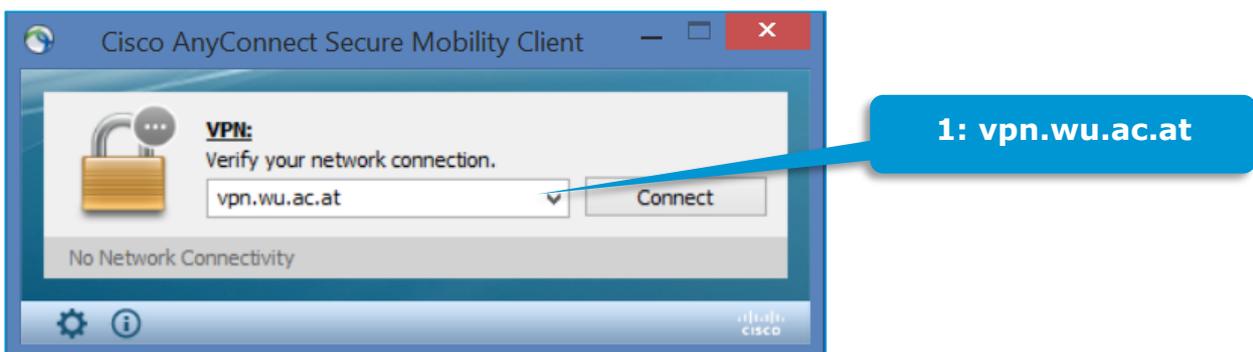
Follow the instructions of the Cisco AnyConnect VPN installation guide.

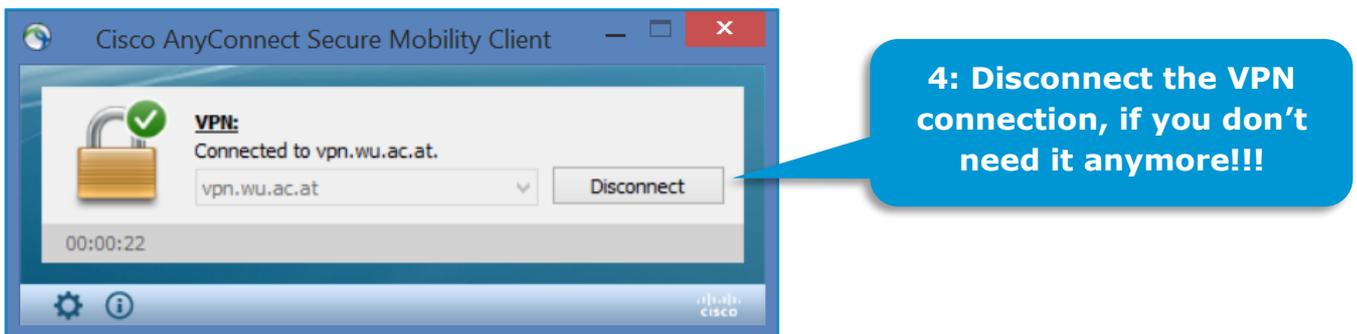
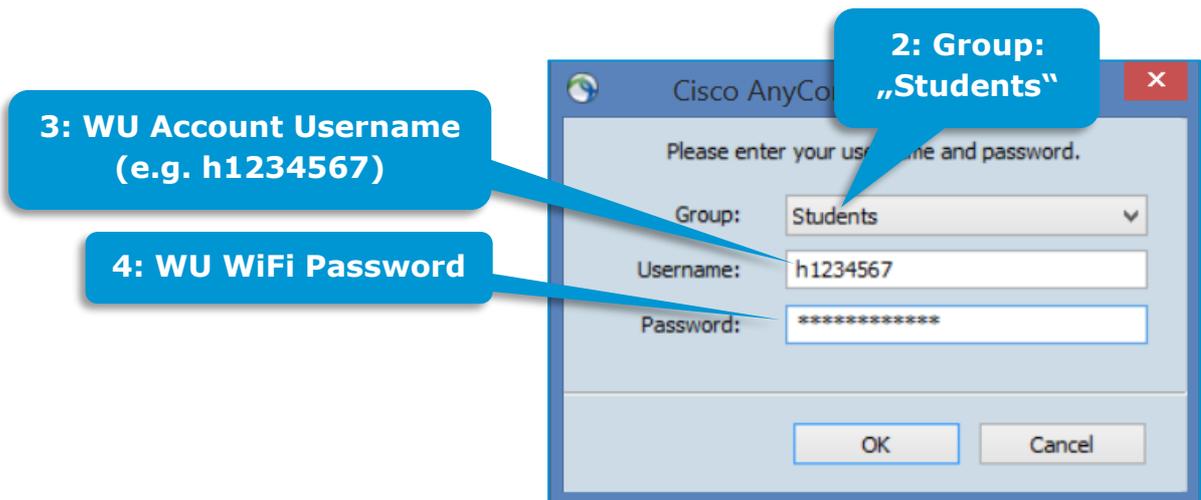
Most likely, an automatic install will fail showing the following:



#### 4.1.1 Windows: establishing the VPN connection

To establish the VPN connection, download and install the Cisco AnyConnect client as shown in 4.1. Once it's installed start it and follow the instruction:

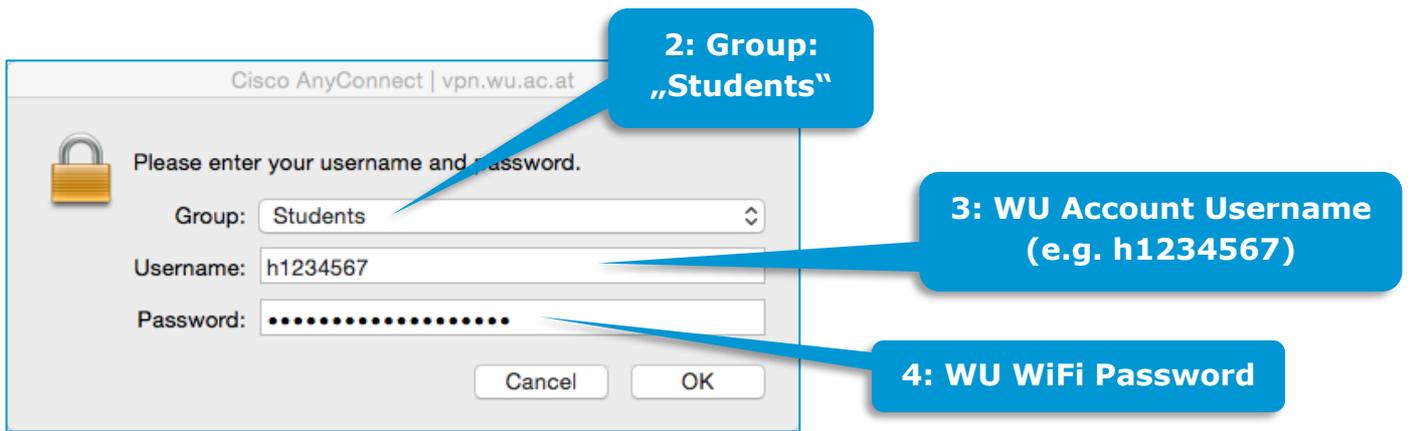




#### 4.1.2 Mac OS X: establishing the VPN connection

To establish the VPN connection, download and install the Cisco AnyConnect client as shown in 4.1. Once it's installed start it and follow the instruction:



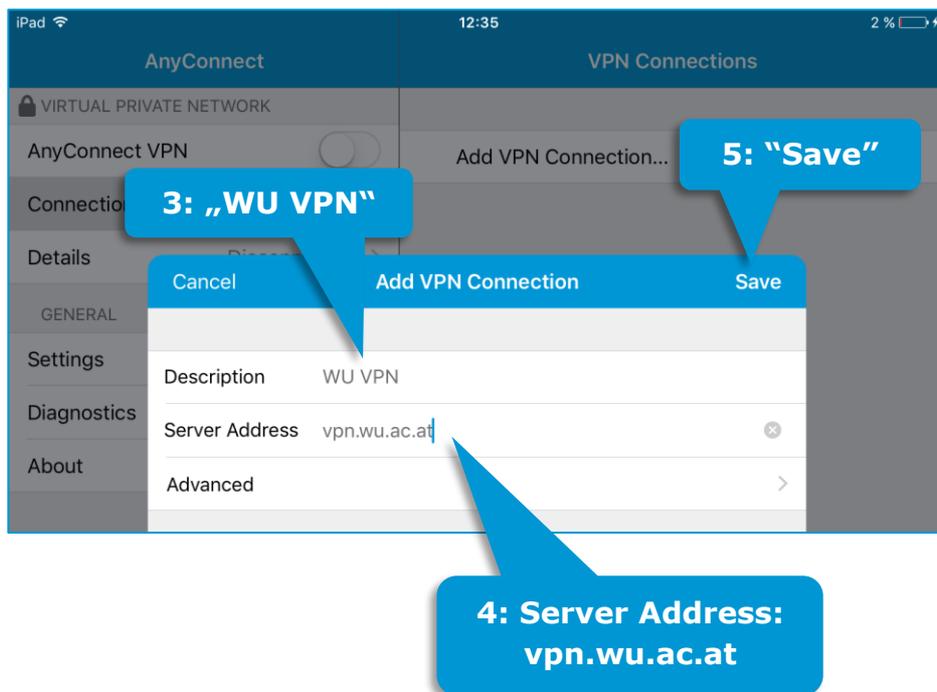
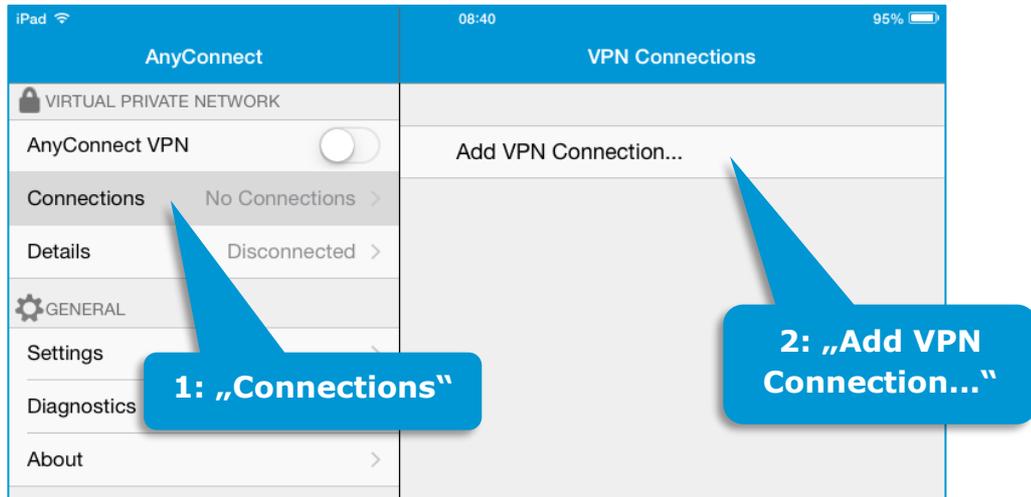


**5: Disconnect the VPN connection, if you don't need it anymore**

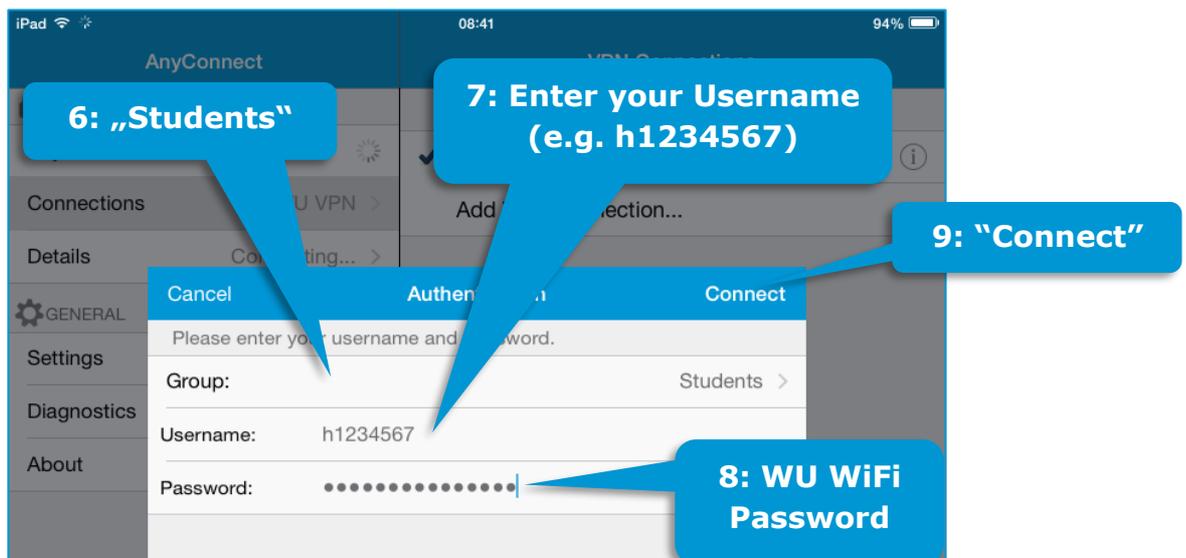


## 4.2 iOS (iPhone/iPad)

Look for Cisco AnyConnect in the iOS App Store and download/install it.

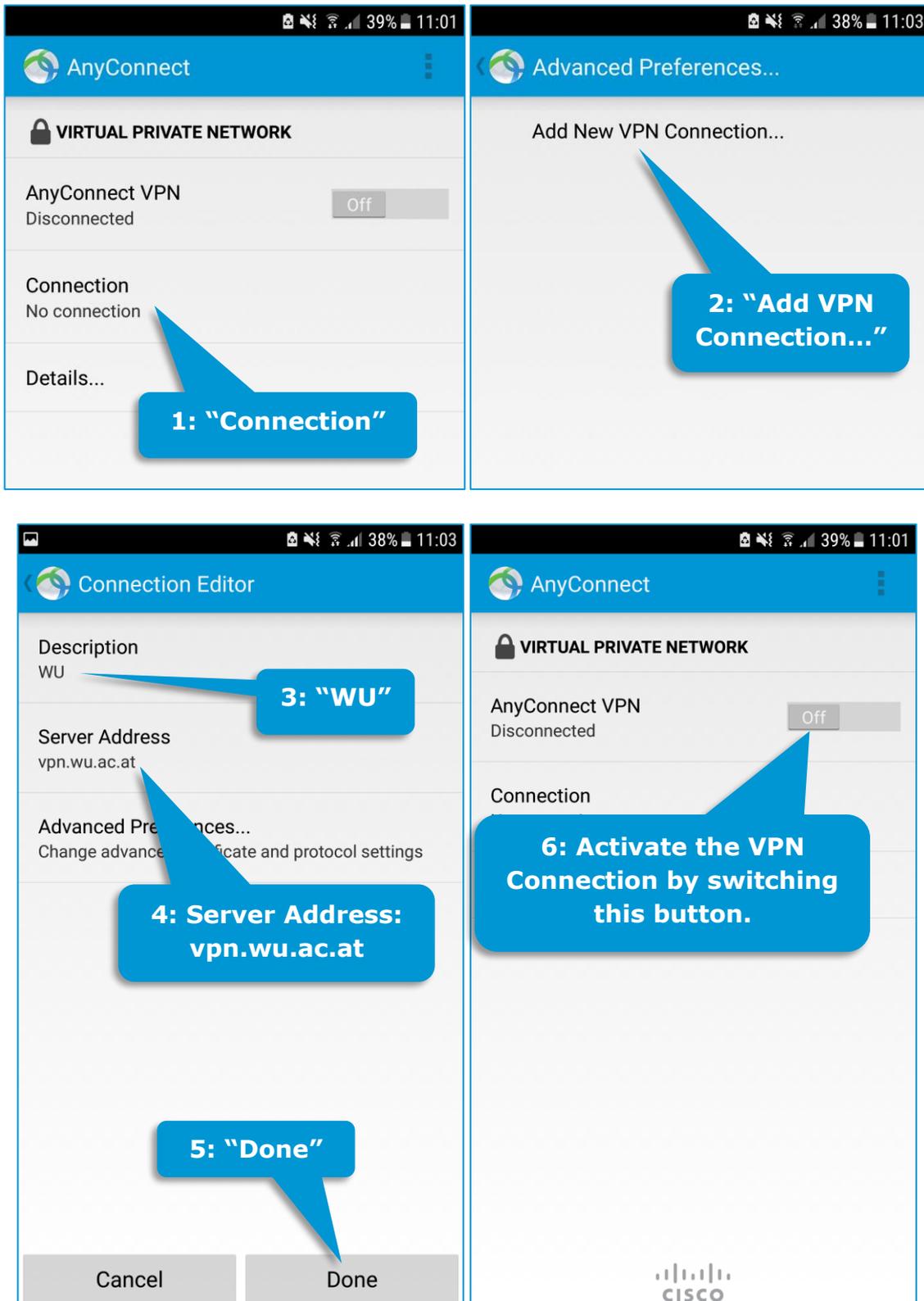


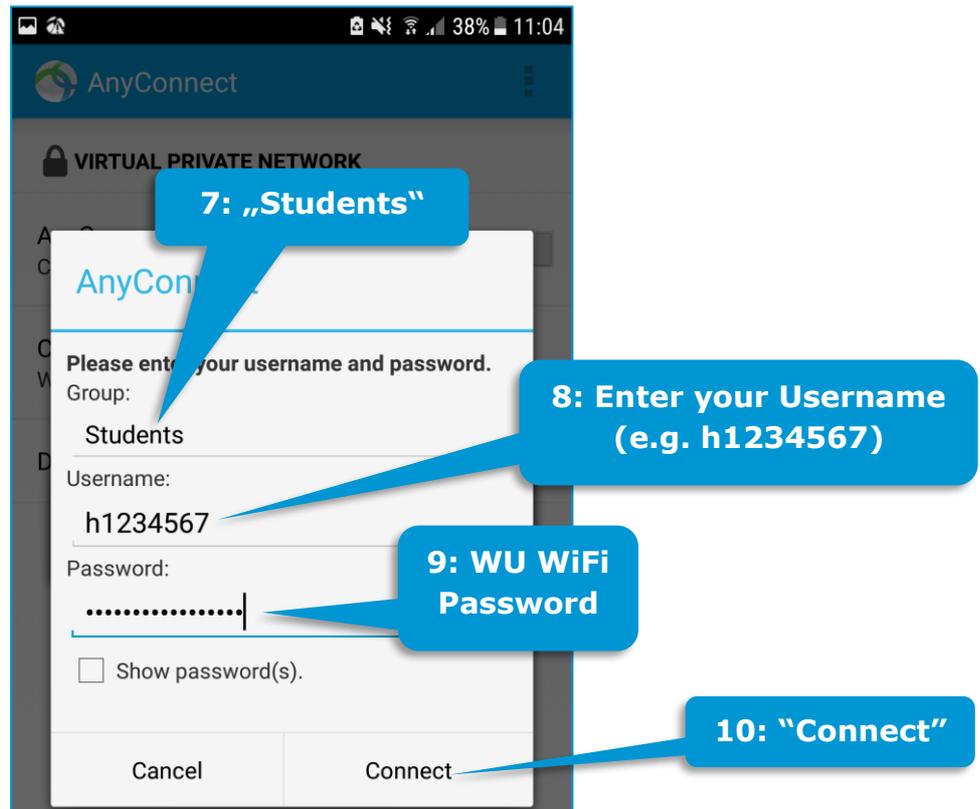
Activate the connection each time before accessing any library resources:



### 4.3 Android

The Cisco AnyConnect app can be downloaded from the Google Play Store.





## 5 WU Library

The WU library is a powerful knowledgebase for every student doing research. There are books available in the library itself and thousands of articles, eBooks, readings,... in addition from various databases that we have contracts with.

Most of the eBooks, readings, articles,... are available for free while being within the WU campus Wi-Fi or using the **WU VPN service** (chapter 5).

Research is the easiest by using primo@WU, which looks for the searched topic in all contracted databases. You can find primo@WU right here:

<https://wu.ac.at/en/library>

## 6 Support

Want to know more on how to use our e-Learning technologies? Technical issues? Simply want to give us some feedback?

-> please write the IT & e-Academy Team at [ea-it-support@wu.ac.at](mailto:ea-it-support@wu.ac.at)