



Welcome to BOKU!

Your IT Onboarding Checklist

Ideally, you will be accompanied through the first steps by an IT contact person from your institute or organizational unit. This checklist is intended to help ensure that nothing is forgotten. Furthermore, you can read everything again later with this list.

Contents

1	Account – Login Name and Password.....	2
2	Workstation PC	3
3	Communication	4
4	Storage space	5
5	IT Security, Information Security	6
6	IT-Support.....	6
7	Working from home / In the home office	7
8	Rules and guidelines	8
9	Specific to my organizational unit.....	9

1 Account – Login Name and Password



- **Activate your account, redeem your PIN code**
 - Please note that your **login name** cannot be changed afterwards, but it will appear in several places. Therefore, choose wisely and with reference to your real name.
 - Your **password** must not be one that you already use elsewhere.
 - Please learn your password by heart.
 - → <https://short.boku.ac.at/it-activate-account>



- **Multi-factor authentication (MFA)**
 - You will need additional factors, please set up as many as possible
→ <https://short.boku.ac.at/it-mfa-en>
- **BOKUonline** is BOKU's campus management system (persons, organizations, rooms, courses, examinations, ...)
 - <https://online.boku.ac.at>
 - Please check the entries on your personal business card.
 - Please upload a photo of yourself. This will also be displayed in BOKUweb and in the GroupWise mailing system the following day
 - Please enter your work location and room number.
 - If necessary, you can change your password in BOKUonline.



- **BOKUcard**
 - You need your BOKUcard to log in to the BOKUprint devices.
 - In some buildings, you need your BOKUcard as an access card for buildings and offices.
 - You need to request your BOKUcard yourself via your BOKUonline profile. For instructions, see <https://short.boku.ac.at/it-bokucard-ma> (in German)
 - The card will then be sent via in-house mail to the head of your organizational unit.
 - If you lose your card, you must deactivate it yourself via BOKUonline.

2 Workstation PC



- Your workstation PC / notebook typically uses the **BOKUclients service**:
<https://short.boku.ac.at/it-bokuclients>
- Log in with your BOKU login name and your BOKU password
- For the very first login, you must be plugged into the BOKU network with a network cable (Ethernet cable, LAN cable).
- **Please read the First Steps so that you can work optimally and without interruption with your BOKUclient:**
<https://short.boku.ac.at/it-BOKUclients-FirstSteps-EN>

Software

- You can install some software yourself from the **baramundi kiosk** :
<https://short.boku.ac.at/it-bokuclients-baramundi-kiosk-en>
Otherwise, please talk to your IT contact person at the institute.
- **MS Office / Word / Excel:** Please log in with your BOKU email address and BOKU password <https://short.boku.ac.at/it-m365-for-employees> <https://short.boku.ac.at/it-m365-mitarbeiterinnen>
- **Adobe Acrobat:** Please log in with your BOKU email address and BOKU SSO
<https://short.boku.ac.at/it-acrobat-ma>



- **Print, copy, scan**
 - <https://short.boku.ac.at/it-bokuprint-en>

On a notebook you also need:



- **WLAN /Wi-Fi / eduroam password**
You have to set up a separate password for WLAN / eduroam:
 - <https://short.boku.ac.at/it-eduroam-en>It is best to set up eduroam on your mobile phone right away.



- **VPN**
If you are not connected to the BOKU network via LAN cable, you need a VPN connection for some services (OES network drive, BOKUprint, ...)
 - <https://short.boku.ac.at/it-vpn-en>

3 Communication

You can find an overview of communication solutions for BOKU employees at:
→ <https://short.boku.ac.at/it-ueberblick-kommunikationsloesungen> (in German)



- **E-mail, Calendar - GroupWise**

- You can access your e-mails from anywhere via webmail: → <https://groupwise.boku.ac.at>
- In everyday life, you should use an installed GroupWise client. You can also install it on private devices. → <https://short.boku.ac.at/it-groupwise-en>
- One special point is the distinction between internal GroupWise addresses (loginname@groupwise.boku.ac.at) and external GroupWise addresses (firstname.lastname@boku.ac.at)
 - Internal addresses are used for internal BOKU communication and, above all, for scheduling appointments.
 - External addresses are for communication outside of BOKU
 - You can find the internal addresses of staff members (!) in the GroupWise address book.
 - Students use a different email system and are *NOT* listed in the GroupWise address book
 - Service addresses are generally *NOT* listed in the GroupWise address book, but can be found on the websites of the respective service units.
- Please enter all your work-related appointments.
- Please make your calendar visible to ...
- Please talk to your manager and teammates about GroupWise practices on your team.
- Distributing files via email? There are better alternatives: <https://short.boku.ac.at/it-besser-als-mailanhang> (in German)



- **Telephony**

- You may already find a phone on your desk. In that case, it's important to make sure the extension is assigned to you!
→ <https://short.boku.ac.at/it-telephony-new-employees>

Mobile phone:

- E-Mail, Kalender via ActiveSync:
Android: <https://short.boku.ac.at/it-activesync-android-en>
iOS: <https://short.boku.ac.at/it-activesync-ios-en>
- Landline call forwarding to mobile phone: Mobile Extension (MEX) <https://short.boku.ac.at/it-mobileextension> (in German)
- You can find phone numbers using the search function on BOKUweb: <https://boku.ac.at/en/>



- **Zoom Video Conferencing**

- In order to be assigned a Zoom license, please be sure to log in: <https://bokuvienna.zoom.us>
- Be sure to log in to the installed Zoom client: <https://short.boku.ac.at/it-zoom-kurzanleitung> (in German)
- for more instructions on Zoom see: <https://short.boku.ac.at/it-zoom> (in German)

4 Storage space

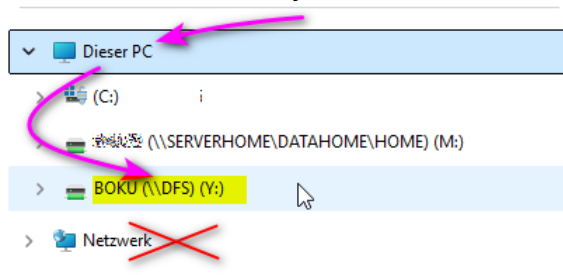


- Please read about the storage solutions available: <https://short.boku.ac.at/it-speicherloesungen> (in German)
- Please be sure to clarify with your supervisor where your work-related data should be stored! If your work-related data is only stored locally on the workstation, that's a very, very bad idea.

- **OES Network Drives:**



- <https://short.boku.ac.at/it-netzlaufwerke> (in German)
- Access on your work PC via the **installed OES client**: Drives M:, Y:
- Without a direct LAN cable connection to the BOKU network, you need an active VPN connection. So, when working from home, traveling, in a meeting room, etc.
- You can find data from your institute at: Y:\DPMT\....



- Alternative access via **Filr web interface**: <https://files.boku.ac.at>

- **BOKUdrive:**



- <https://short.boku.ac.at/it-bokudrive-en>
- Access via web interface: <https://drive.boku.ac.at/>
- Access to the workstation PC via the installed Desktop Syncing Client
- Please upload a profile picture. This helps a lot to avoid confusion when sharing folders.

5 IT Security, Information Security

- The **Win + L** key combination (L for lock) locks the screen when you step away from your computer. This protects the personal data of employees and students, safeguards your department's research data, and helps you avoid getting into trouble.
- A BOKU professor asks you by email to buy Apple gift cards? Doesn't that seem strange to you?
→ <https://short.boku.ac.at/it-phishing-en>
- **Interesting short films**, each dedicated to a key topic of information security.
→ <https://short.boku.ac.at/it-infosec-shortcuts> (in German)
- You should know your BOKU password by heart.
For storing other passwords (e.g., eduroam, axes4, MindManager, etc.), MFA recovery codes, mobile phone PIN codes, etc., we strongly recommend using a password manager as part of your basic setup.

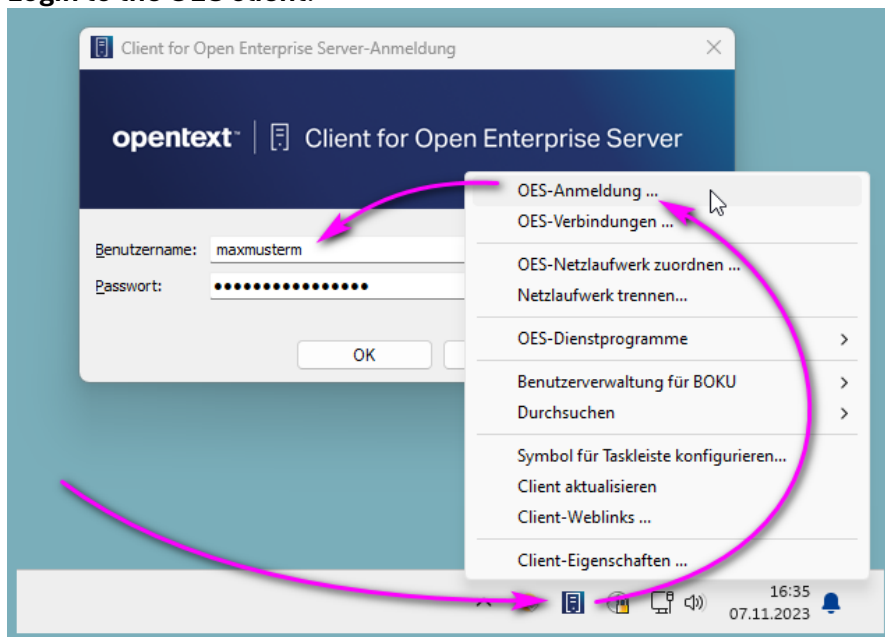
6 IT-Support

- Here you will find a **list of all services of BOKU-IT** with detailed guidelines:
Take a look around, read through a bit:
 - <https://boku.ac.at/en/it-services?selectedTypes=list>
- Your **primary contacts for IT questions** are the „**EDV-Verantwortlichen**“ or the staff of the **IT Service Group (ITSG)** at your institute:
 - EDV-Verantwortliche are members of your organizational unit:
<https://short.boku.ac.at/it-edvv-en>
 - ITSG staff members are part of BOKU-IT:
<https://short.boku.ac.at/it-service-group-en>
The ITSG service portfolio can be found at:
<https://short.boku.ac.at/it-itsg-portfolio> (in German)
- If you have urgent questions, the **BOKU-IT hotline** can also help:
 - <https://short.boku.ac.at/it-hotline-en>

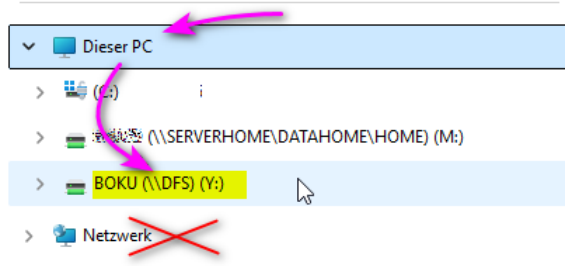
7 Working from home / In the home office



- **Rules for working from home**
 - Working from home is only possible with a valid home office agreement <https://boku.ac.at/en/pers/home-office>
 - If necessary, enter via TimeTac: <https://short.boku.ac.at/it-timetac-homeoffice-en>
 - For tax reasons, you will subsequently transmit any full home office days you actually take to HR management: <https://homeoffice-erfassung.boku.ac.at/en>
- You can **be reached by phone** while working from home, e.g., via **call forwarding** or **Mobile Extension (MEX)**
 - <https://short.boku.ac.at/it-telefonie-weiterleitung-auf-mobil> (in German)
- **OES Network Drives**
 - To access the system via **the installed OES client** (drives M:, Y:) you **first** need an **active VPN connection** (<https://short.boku.ac.at/it-vpn-en>) before logging in to the OES client.
 - **Login to the OES client:**



- You can then find the data as usual on drive Y:



- Alternatively, access is possible via the **Filr web interface**: <https://files.boku.ac.at>

General information for new BOKU employees:



- New at BOKU: <https://short.boku.ac.at/newatboku>
- Campus map: BOKUnavi: <https://navi.boku.ac.at/>
- BOKU Training Pass: <https://short.boku.ac.at/bokustrainingspass>
- Employee safety and health: <https://boku.ac.at/en/universitaetsleitung/rectorate/staff-units/staff-unit-employee-protection-health>

Services des Facility Management (FM)

- **Facility Services A-Z:** <https://boku.ac.at/fm/facility-services-a-z/facility-services-a-z>
- **Locking system / access control:** <https://boku.ac.at/fm/schliesssystem-zutrittskontrolle>
Every morning, hold your BOKUcard up to an online reader (wall-mounted, with a network connection) to activate it; this will also unlock office doors with offline readers for that day.

8 Rules and guidelines

Time Tracking / Tracking hours worked

- <https://boku.ac.at/en/pers/themen/hr-administration/boku-tracking-hours-worked>
- If you have any questions, please talk to your supervisor / manager



Time off, vacation

- Compensatory time and vacation are requested via TimeTac. <https://short.boku.ac.at/it-timetac-en>

Training courses and documents in the Training Pass

Access to the Training Pass is not available immediately after account activation, but *only the following day*.

- Please read the following documents in the training pass and confirm them as read directly in the training pass: <https://trainingspass.boku.ac.at/index.php/dokumente>
 - House Regulations
 - General Safety Instructions
 - Compliance Guidelines
 - Obligation of Data Protection
- Please register for the following events via the training pass → <https://trainingspass.boku.ac.at/index.php/kursangebote>
 - Welcome and Introductory Lecture
 - Compact Workshop on Information Security
 - Basics of data protection law

If you are interested in further training, please talk to your supervisor.

9 Specific to my organizational unit