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Handbook for Students of the University of Ostrava

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CIT

Centre for Information Technology

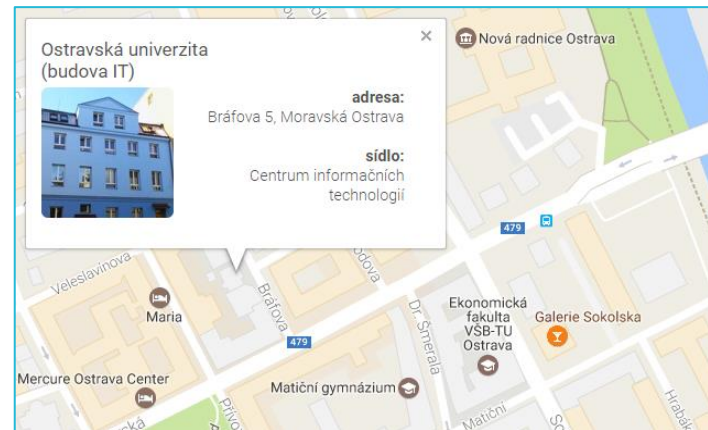
The Centre for Information Technology provides a wide range of services for the University of Ostrava.

These services include computer networking, operation of information systems and administration of technology in all buildings of the University.

The Centre for Information Technology is located at:

Centrum informačních technologií
Ostravská univerzita
Bráfova 1644/5, 701 03 Moravská Ostrava

Telephone: 597 091 124 (reception)
E-mail: info.cit@osu.cz



[Click on the map to access the link.](#)

Technical support contact:

help@helpdesk.osu.cz (technical issues and inquiries)

ACCOUNT

User Account within the University Network

Each student is assigned a personal student number for each field of study. And a user account for the university network is created for each such personal student number.

The account is used for logging into the Novell network, the Portal, student e-mail, Moodle, etc. A student who studies more than one field of study has several personal student numbers, thus one account per each personal student number.

The personal student number is used as a username for the account in the network of the University of Ostrava, e.g.: R01234. When the account is created, the password is set to be x + birth certificate number (e.g. x7506235987).

The password has to be changed for security reasons. We recommend changing the password as soon as possible via the Portal at <https://portal.osu.cz>.

(Portal > My Homepage > Change Password)

The password has to be changed individually for each account because the accounts are not linked in any way. The accounts are created automatically within one day after the registration.

In case of study recess or completion, the account is automatically blocked and then deleted. The completion of study is the date recorded by the study clerk into the student agenda. This occurs, for example, when the final state examination is passed, or by some other way of study completion.

More detailed information is available at: <https://portal.osu.cz/cit/sluzby>.

EMAIL

E-mail in the University Network

Each student has an e-mail address in the following format available during their study:

[PersonalStudentNumber]@student.osu.cz

For example, R01234@student.osu.cz, to which all important instructions, information, or changes concerning the study are sent. The personal student number is also used as the username for the student's e-mail. The password for access to the post is identical to the password for the network of the University of Ostrava.

The inbox can be accessed via web interface at <https://student.osu.cz>, or using e-mail clients (Outlook, Mozilla, Thunderbird, etc.).

After the completion of the final state examination, or on the day of any another study completion method at the University of Ostrava, the e-mail is automatically blocked and then deleted. Therefore, it is recommended to back up the data and contacts from the student's e-mail in advance.

More detailed information about how to work with the electronic mail, including the configuration of e-mail clients and redirecting is available at:

<https://portal.osu.cz/cit/sluzby>.

C.U.S.

Central Payment System

The student identity card is used for payments at the University of Ostrava as an “electronic wallet”. This method of payment is called the Central Payment System (or CUS) and it provides better payment monitoring and checking, and faster and more direct settlement.

The “electronic wallet” can be used at the following places:

- Black Kale
- La Cantina
- University Bookshop
- Card Centre
- University Library
- Study departments of the individual faculties

For the “payments”, the student deposits a sufficient financial amount via a bank transfer to the university account managed by the Czech National Bank in Ostrava.

Account no.: [931761/0710](#)

Variable symbol: [901088](#)

Specific symbol: [individual](#) (see the Portal)

Information for payments from abroad:

SWIFT code of the bank: [CNBACZPP](#)

International bank account number M (IBAN):

[CZ65 0710 0000 0000 0093 1761](#)

[\(Portal > My Homepage > Personal Information\)](#)

You can also find the current balance of your “electronic wallet” under this section.

STUDENT ID CARD

Identity Cards of the University of Ostrava

Students use a personal chip contactless card for identification. The card is obligatory and it is used mainly for:

- **Entering selected areas of the University**
(e.g. some computer rooms and study rooms)
- **As the “electronic wallet”**
(Central Payment System)
- **Using the services of the University Library**
(borrowing books, library services etc.)
- **In the University canteen at Campus Palace (Black Kale and La Cantina)**
(identification in the catering system)

STUDENT ID

Identification Cards of the University of Ostrava

Student Identity Card

A basic card for all students, except the students of the Faculty of Medicine and lifelong learning participants.

The fee is CZK 100.



Special Card of the Faculty of Medicine

The card is obligatory for all students of the Faculty of Medicine, except for lifelong learning participants. The coloured strip on the left identifies the branch of medicine.

The fee is CZK 100.



Student Identity Card with ISIC Licence

It is used as an international student card. It is only for full-time students. The card allows the holders to use benefits and discounts* provided by GTS ALIVE s.r.o.

The price is CZK 250 (the fee is charged annually, the extension of the validity for the following year is CZK 190).



Lifelong Learning Participant's Card

This card is only for lifelong learning participants. The first card for such students is issued free of charge.

*More detailed information about the benefits of ISIC cards is available at: <http://www.isic.cz>.



CARD SELECTION

Identity Card Applicability Chart

The chart shows which type of card is **obligatory** for whom (marked ■), or **voluntary** (marked □ and explained below the chart).

Card:	Person:				Lifelong Learning Participant
	Student				
	Faculty of Medicine		Other Faculties		
	Full-time Study	Other	Full-time Study	Other	
Student			□ ²	■	
Professional FM	■ ¹	■			
ISIC	□ ¹		□ ²		
Lifelong Learning					■

¹ The professional card is obligatory for full-time students of the Faculty of Medicine and they can also apply for the ISIC card.

² Full-time students of other faculties can choose between a student identity card and ISIC (it is obligatory to have a card, it is possible to choose what type)

PAYMENT

For the Issuance of the Identity Card

The payment for the issuance of the card is done via the “electronic wallet”. The funds are deposited to the University account managed by the Czech National Bank in Ostrava.

Account no.: 931761/0710

Variable symbol: 901088

Specific symbol: individual (see the Portal)

Information for payments from abroad:

SWIFT code of the bank: CNBACZPP

International bank account number M (IBAN):

CZ65 0710 0000 0000 0093 1761

(Portal > My Homepage > Personal Information)

You can also find the current balance of your “electronic wallet” under this section.

Before picking the card, a sufficient amount required for the payment for the card must be available on the CUS account.

The bank transfer may take 3 to 4 business days; funds should be transferred to the CUS account in sufficient time.

Students can have their photos taken for the card and pick up their cards at the Card Centre starting in September. The Card Centre is located in the CIT building (Bráfova 5), Room No. 103 (Card Centre).



From the left: CIT building, CIT entrance, Card Centre entrance

From 18 September 2017 to 13 October 2017, the Card Centre is open at extended hours:

Monday to Friday (except 28 and 29 September 2017)

8:00 - 11:00 and 12:00 - 15:00.

An identity card (or passport) and sufficient funds in CUS are required in order to have a photograph taken.

More detailed information is available at:

<https://portal.osu.cz/cit/karty>.

CARD VALIDITY

Extending the Validity of Identity Cards

The validity of basic student identity cards, professional student identity cards and the identity cards of lifelong learning participants ends with the completion of study at the University and as such they do not need to be extended.

ISIC cards are an exception: they have to be extended. The ISIC cards at the University of Ostrava are always valid for the academic year in which the ISIC card was issued, or in which its validity was extended. The ISIC licence applicable for the discount programme is valid until the end of the calendar year following the end of the academic year.

Cards can be extended in the Card Centre (Bráfova 5). From 18 September to 13 October 2017, the Card Centre is open at extended hours:

Monday to Friday (except for 28 and 29 September 2017)
8:00 - 11:00 and 12:00 - 15:00.

The fee for the extension of the ISIC card is CZK 190.

The following is required for the extension of the card: registration for the following academic year (it is not possible to extend the validity of the card without the registration), sufficient funds in the “electronic wallet” and the card to be extended.

The payment for the extension of the ISIC card is also done via the “electronic wallet”, see the CUS chapter.

If you are not able to arrange an extension of validity in September, you may do so later. However, an ISIC card that has not been extended will no longer apply at the University of Ostrava after 1 October 2017.

More detailed information and current business hours of the Card Centre are available at:

<https://portal.osu.cz/cit/karty>.

STAG

Study Agenda Information System

The information system for study registers all important data regarding the study at the University of Ostrava and as such is one of the most important information systems in operation at the University of Ostrava.

Content of the information system:

Important data about students (personal data, subjects, acquired credits and marks, examinations and other), information about study programmes, fields of study, plans, and subjects.

Information about workplaces (faculties, departments, institutes), information about admissions.

Evaluation – evaluation of the quality of education and other data required for the operation of the information system.

The system is accessible via web interface at <https://portal.osu.cz>, or in the computer classrooms of the University of Ostrava.

Functions accessible by students:

Pre-registration (selection of subjects that the student will study, only from the Portal), registration for examinations (only from the Portal), evaluations (only from the web interface), browsing (information about study plans, subject syllabi, programmes and fields of study, only from the Portal).

Students are required to use STAG for pre-registration and registration of examinations. Students who study more than one programme have several personal student numbers and thus several user accounts.

NOVELL

Common Network of the University of Ostrava

Novell is a client-server computer network when one or more computers provide their services (databases, programs on hard disk, printers etc.) to other computers (clients – workstations).

Novell at the University of Ostrava mainly provides the following services:

- Logging into the network
- Saving user data and accessing them from the Internet
- Placing personal websites
- Accessing shared data (e.g. study materials)

System accessibility for students:

Students can access the university network via the web at <https://soubory.osu.cz> or from the university computer rooms.

Students can access Novell on the day following the registration to study and the access is terminated on the day following the completion of the final state examination or by other means of study completion. It is recommended that you back up your data stored in the network of the University of Ostrava in sufficient time.

More detailed information is available at:
(under Groupwise, Novell)
<https://portal.osu.cz/cit/sluzby>.

PORTAL

Portal of the University of Ostrava

The Portal is an information system used for publishing information for students and employees of the University of Ostrava. It also serves as a gate to some other internal information systems.

At the homepage of the Portal, <https://portal.osu.cz>, there are links to schedule documents, student and employee mail, and other systems. The user name (user ID) and password for logging into the Portal are the same as for the network of the University of Ostrava, study agenda and student's email.

Students can access the Portal of the University of Ostrava on the day following the registration to study and the access is terminated after the completion of the final state examination, or by any other method of study completion.

FUNCTIONS

of the Portal of the University of Ostrava

Helpdesk (Portal > My Homepage > Helpdesk)

Reporting failures concerning information systems

Study (Portal > My Homepage > Study)

Confirmation of study, decision on the accommodation grant.

Electronic Index

(Portal > My Homepage > Study > Electronic Index)

Information about the student, schedule, exams, marks etc.

Scholarships

(Portal > My Homepage > Study > Scholarships)

Change in personal data, monitoring the status of liabilities and receivables towards the school, list of studies at schools in the Czech Republic, filings and monitoring scholarship application statuses.

Electronic Registration in the Academic Year

(Portal > My Homepage > Study > Electronic Registration in the Academic Year)

Registration of the student in the academic year.

Pre-registration (Portal > My Homepage > Study > Pre-registration)

Registration and writing-off individual schedule subject events.

Registration for Exams (Portal > My Homepage > Study > Registration for Exams)

List of all available exam dates, registrations and registration cancellation.

Study Materials

(Portal > My Homepage > Study > Study Materials)

Study materials for registered subjects.

DIPL (Portal > Information Systems > VŠKP Database)

Database of university qualification works, register of bachelor, diploma, doctoral works, DIPL manual, rector's directive, templates.

University Dormitories

(Portal > Operation and Services > University Dormitories) Information about accommodation, rent, electronic application for accommodation, elections for the dormitory council, staff, information about Internet connection at the dormitories.

Canteens (Portal > Operation and Services > Canteens)

Information about dining services, documents, staff etc.

FUNCTIONS

of the Portal of the University of Ostrava

Student Directives (Portal > Student Information > Links on the right after login)

All relevant regulatory standards that influence the life of students at the University.

Documents (Portal > Documents)

Study and examination regulations, regulatory standards – rector’s directive, questor’s directive, faculty documents – dean’s directives etc.

Seminar Works

(Portal > My Homepage > Study – Seminar Works)

Signing up for topics and electronic submission of the work, submitted works are compared with works archived at <http://odevzdej.cz>.

Student Applications (Portal > My Homepage > Study > Student Applications)

Applications for study recess, delayed enrolment, appeals against decisions about tuition, etc.

Faculty Websites

(Portal > Faculties and Institutes > Faculty Selection)

News and information about individual faculties.

Education Quality Results (Portal > My Homepage > Study > Education Quality Results)

Results of the assessment of the quality of education.

Quality Assessment

(Portal > My Homepage > Study > Quality Assessment)

Assessment of the quality of education at the University of Ostrava.

Plagiarism (Portal > My Homepage > Study > Plagiarism)

Monitoring the course of checks of qualification works by the system at <http://theses.cz> that compares the submitted qualification works and looks for similar or identical parts of text.

ECTS Departures/Arrivals (Portal > My Homepage > Study > ECTS Departures/Arrivals)

Arrivals of students from abroad, departures of students going abroad.

Electronic Wallet

(Portal > My Homepage > Study > Personal Information > Information about Student)

Current CUIS account balance and history

MOODLE

E-learning of the University of Ostrava

Moodle is a system for managing education in all forms of study: full-time, distance, and combined.

Students can access Moodle at:

<http://moodle.osu.cz>.

Moodle is a virtual study environment in which you can find courses for the current semester. The courses may contain study instructions, study materials, tests, surveys, correspondence tasks, discussion forums, etc.

To log into Moodle at the University of Ostrava, use your username and password for the network of the University of Ostrava.

The lecturer should inform you that he or she uses Moodle for their seminars. However, it is neither a rule, nor an obligation to manage all subjects in Moodle.

The courses from previous seminars are available in the archive at <http://moodlearchiv.osu.cz>.

Mozilla Firefox is recommended for proper functioning of the Moodle system.

Students can access Moodle on the day following the registration to study and the access is terminated on the day following the completion of the final state examination, or by any other way of study completion.

INTERNET

Wi-Fi connection at the University and Hladnov Dormitories

Wi-Fi: Wireless Networks of the University of Ostrava:

eduroam

You can connect to this wireless network at any time. The same network is also used in other Czech and foreign universities on contractual basis, so eduroam is not only available at the University of Ostrava.

Before first use, read the instructions for connection, particularly the correct form of the username and creating a special password for connecting to this network.

The instructions and other information are available at <http://eduroam.osu.cz>.

The Centre for Information Technology recommends using eduroam.

osu-simple

Osu-simple is a restricted auxiliary network, available only at some premises of the University of Ostrava. It is primarily accessible to UO guests or guests staying at the dormitories. You can log into the network via CaptivePortal where you enter a voucher code issued by technicians in the individual buildings or by the dormitory administration for a limited time period. If content encryption is not provided by other means (e.g. HTTPS), the transferred data is not encrypted.

Internet Connection at Hladnov Dormitories:

Computers can be connected to the Internet network at the dormitories of the University of Ostrava in Hladnov.

More detailed information is available at <http://koleje.osu.cz/internet>.

TECHNICIANS

Technical and Service Support

The CIT staff, as a part of the Customer Care Department, provide technical and service support to end users of computer technology owned by the University of Ostrava. They also provide administration and maintenance services in the computer classrooms and study rooms.

In case of any problems with computer technology in a classroom or study room of the University of Ostrava, it is possible to contact the technicians at technici@helpdesk.osu.cz and help@helpdesk.osu.cz, or use contact information at <https://portal.osu.cz/cit/technici>.

OFFICE 365

Free Office Bundle for Students

Office 365 is a bundle of Microsoft services and software. It allows installing Office 365 Pro Plus which contains the latest versions of Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, Skype for Businesses, InfoPath and OneDrive for Businesses, designed for traditional installation on the computer hard disk and/or mobile devices such as Windows Phone, iPhone, and Android.

Our University uses a number of programs by Microsoft. In order to use such programs as an institution in the most efficient way, we have concluded a licence agreement with Microsoft, MS CAMPUS. That means that you as a student of our University can use some of the Office 365 services completely free of charge.

You can apply for an account only electronically through an application in the Portal. The application includes help and a simple manual.

[\(Portal > My Homepage > Office 365 Licence\)](#)

Please note that your personal Office account will be blocked on the day after the completion of the final state examination or any other way of completing the study. The licence assigned to the user is terminated when the account is blocked, as well as access to all available Office 365 services, and all user data will be deleted, except for locally saved data. We strongly advise to back up all your data before your account is blocked.

Advice:

Currently, we are operating the Office 365 service in beta mode, which means that the properties of the service are not final and cannot be guaranteed. The Centre for Information Technology provides the Office 365 service without any liabilities towards the end user and by using the Office 365 service you agree with all the terms and conditions defined by Microsoft.

The scope of user support is limited to resetting (changing) the user password. You can contact support at:

cloud@helpdesk.osu.cz or help@helpdesk.osu.cz.

LIBRARY

University Library

The University Library consists of the central building and five faculty libraries. The central building is located at Bráfova 3 in the centre of Ostrava, next to the CIT building.

You must register to use the library, register at the main University Library or at any faculty study room.

A valid ISIC card or a student ID card is required for registration. Registration is fast, easy, and free for students of the University of Ostrava.

Information about the University Library is available at: <http://knihovna.osu.cz>.

LIBRARY

University Library

Services of the University Library:

- **Lending Services:**
 - Borrow** (publication can be taken home and returned to Bibliobox available 24/7).
 - Reference** (publication can be studied in the study room).
 - Short-term lending** (document can be borrowed from the referential funds of the study room until the following day).
 - Lending from the study room** (selected document can be borrowed for 1 month).
- **Interlibrary Loan Service (MVS)**

Documents that are not in the library can be obtained from Czech or foreign libraries.
- **Copy Services**

Copying, printing, scanning.
- **Consultancy and Advisory Services**

Searching in catalogues and e-sources, citations etc.

On-line Library Services:

- **Library Catalogue**

Access to the your library account (orders, reservations, extensions).
<http://katalog.osu.cz>
- **UO Catalogue Mobile App for Android**
- **EDS Multi-search Engine**

Searching e-sources from single interface.
<http://eds.osu.cz>
- **E-sources**

Full texts of articles from professional magazines.
<http://ezdroje.osu.cz>
- **Citation Manager CitacePRO**

is a professional assistant in citations.
- **Ask the Library**

Tips, information about the library, feedback.