

HOW TO PAY
CUS
ACCOUNT
WE ARE
MAIL
ID CARDS
ISIC
INTERNET
MOODLE
NOVELL
EDUROAM
PORTAL
CARD CENTRE
STAG
OFFICE 365
HELPPDESK
LIBRARY

OSTRAVSKÁ

INFORMATION SYSTEMS GUIDE

Handbook for Students of University of Ostrava for the academic year 2022/23

TABLE OF CONTENTS

Handbook for Students of the University of Ostrava

TABLE OF CONTENTS Handbook for Students of the University of Ostrava.....	2
CIT Centre for Information Technology.....	3
SECURITY PRINCIPLES For not falling off-line	4
ACCOUNT User Account within the University Network.....	5
EMAIL E-mail in the University Network.....	6
C.U.S. Central Payment System.....	7
STUDENT ID Identity Cards of the University of Ostrava.....	8
CARD SELECTION Identity Card Applicability Chart	10
PAYMENT For the Issuance of the Identity Card	11
CARD VALIDITY Extending the Validity of Identity Cards.....	12
STAG Study Agenda Information System.....	13
PORTAL Portal of the University of Ostrava.....	14
FUNCTIONS of the Portal of the University of Ostrava	15
MOODLE E-learning of the University of Ostrava	17
INTERNET Wi-Fi connection at the University and Hladnov Dormitories	18
TECHNICIANS Technical and Service Support.....	19
MICROSOFT 365 Free Office Bundle for Students	20
LIBRARY University Library.....	21

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.

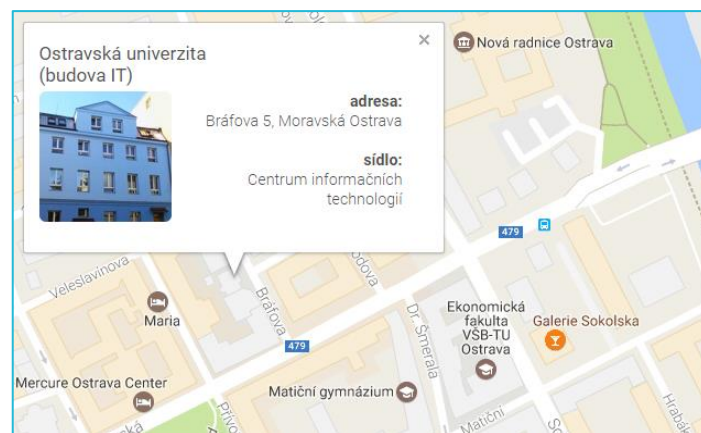
The Centre for Information Technology is located at:

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

Contact:

help@helpdesk.osu.cz

<https://cit.osu.cz/personalni-slozeni/>



Click on the map to access the link.

SECURITY PRINCIPLES

For not falling off-line

■ DON'T TELL IT TO ANYONE

The student account is your identity and it is necessary to behave responsibly towards it. It can be abused.

■ MEMORY IS THE BEST OPTION

Remember your password and never store it near your devices.

■ PAY ATTENTION TO PRIVACY

Always enter access and other sensitive personal data in private. It pays off to be cautious.

■ DON'T SAVE AND LOG OUT

Never store your passwords in an Internet browser and log out whenever you stop working on the University system, the Portal or an e-mail.

■ PROTECT YOUR ACCOUNT AND DATA

Protect your account, including your data. Use a strong passphrase or a complicated numeric code. Do not use a gesture unlock. Do not disclose any of this to anyone, ever.

■ THINK BEFORE LENDING

Think before you lend your equipment to anyone else. If necessary, restrict or disable access to your data and accounts.

■ DON'T FILL AND SEND

Never respond to any prompt to fill in and submit your login and password. The University of Ostrava does not need to know your PASSWORD.

■ THINK CRITICALLY

You won't believe everything you read on the internet. Think about every message that you receive. Is it from a trustworthy source? Could the attachment or link contain a virus? Think twice before you click once.

■ ANTIVIRUS AND FIREWALL

Keep your device, including your mobile phone, up to date with the latest system. Use an antivirus program and keep it up to date.

■ BACK UP AND CHECK

Back up your data, make sure the backup is in a different location than your device. Check your backups and protect against misuse just like the original data.

■ FOLLOW THE RULES AND HONOUR THE LAW

If you don't know, ask – security@helpdesk.osu.cz

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 student account is used to log in to the Novell network - i.e. Portal, E-mail and Moodle. A student who studies more than one field of study has more personal study numbers and has account for each study number.

The personal student number is used as a username for the account in the network of the University of Ostrava, e.g.: A22123. When the account is created, the password is set to be x + birth certificate number (e.g. x0211221234). In case when pseudobirthcode is assigned to the student, the password is set to be x + pseudobirthcode (e.g. x02112212AB).

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 must be changed separately for each student account, as there is no link between these accounts. Each student account is automatically created within one day from the day of enrolment in the study.

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, A21123@student.osu.cz, to which all important instructions, information, or changes related to the study are sent. The student's personal study number (e.g. A21123) is also login name to the student mailbox (the login name is just the personal study number **WITHOUT** "@student.osu.cz").

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>.

Students are required to communicate with the University of Ostrava staff via student email.

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:

- University canteens
- University Bookshop
- Card Centre
- University Library
- Study departments of the individual faculties

For such payments, the student deposits a sufficient financial amount via the payment gateway (online payment) or by non-cash transfer to the university account kept with the Czech National Bank in Ostrava.

■ Online payment by card (recommended)

There is a payment form on the Portal ([Portal > Personal Information > CUS](#)) where you can enter amount to pay. The minimum amount is CZK 100. You will be redirected to the payment gateway. It is only possible to pay by card which allows payments on the Internet. The transfer is encrypted and secured.

You can also find the current balance of your “electronic wallet” under this section. ([Portal > My Homepage > Personal Information](#)).

■ Bank transfer payment

Account no.: [931761/0710](#) Variable symbol: [901088](#)

Specific symbol: [individual](#)

(see the [Portal > Personal Information](#))

Information for payments from abroad:

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

International bank account number M (IBAN):

[CZ65 0710 0000 0000 0093 1761](#)

STUDENT ID

Identity Cards of the University of Ostrava

Students use a personal contactless chip 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)
- For payments within the study via the Central Payment System - CUS
- Using the services of the University Library
(borrowing books, library services etc.)
- In the University canteens
more information at <https://www.osu.cz/univerzitni-menzy/>
(identification in the catering system)

STUDENT ID

Identity Cards of the University of Ostrava

Student Identity Card

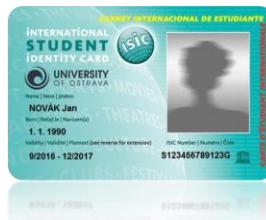
A basic card for all students, except the students of the Faculty of Medicine and lifelong learning participants.

The fee: 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 card will only be issued on the basis of a confirmed ISIC Card approval. This consent can be confirmed on your personal Portal page. (Portal > My Homepage > Personal Information)

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

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: CZK 100.



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 or **voluntary**. Special Card of the Faculty of Medicine is obligatory for full-time students of the Faculty of Medicine and they can also apply for the ISIC card. 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).

Card	Person:				Lifelong Learning Participant
	Student				
	Faculty of Medicine		Other Faculties		
	Full-time Study	Other	Full-time Study	Other	
Student					
Medicine Card					
ISIC					
Lifelong Learning					

	Obligatory Medicine Special Card		Choose between a Student Card and ISIC *
	Obligatory Student Identity Card		Voluntary ISIC Card
	Obligatory Lifelong Learning Participant's Card		

* Note: one card is required

PAYMENT

For the Issuance of the Identity Card

Payment for issuing the card is made using an "electronic wallet" - CUS. The funds are deposited into the university's account kept with the Czech National Bank in Ostrava via a payment gateway (payment by card online) or by transfer from a bank account.

■ Online payment by card

There is a payment form on the Portal ([Portal > Personal Information > CUS](#)) where you can enter amount to pay. Minimal amount is CZK 100. You will be redirected to the payment gateway. It is only possible to pay by card which allows payments on the Internet. The transfer is encrypted and secured.

■ Bank transfer payment

Account no.: [931761/0710](#) Variable symbol: [901088](#)

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

Information for payments from abroad:

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

International bank account number M (IBAN):

[CZ65 0710 0000 0000 0093 1761](#)

Here you can also find the current balance of your "electronic wallet".

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

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

Before picking up the card, it is necessary that the CUS account already has sufficient funds needed to pay for the card. Payment by bank transfer can take up to 4 business days, so you must send money to your CUS account well in advance.

Photographing of students and immediate printing of cards takes place from 5 September 2021 at the Card Centre, which is located in the CIT building (Bráfova 5) in room no. 103 (Card Centre). To take a photo, it is necessary to bring an identity card and have the money on the CUS. It is necessary to present an identity card.

Opening hours:



CARD VALIDITY

Extending the Validity of Identity Cards

The validity of Student identity cards, Special Cards of the Faculty of Medicine and Lifelong Learning Participant's Cards ends only after the completion of studies at the university, so there is no need to extend their validity.

An exception is ISIC cards. Within the University of Ostrava, it is valid only in the academic year in which the ISIC card was issued or when its validity was extended. In addition, the ISIC license for the application of the discount program is valid until the end of the calendar year after the end of the academic year.

Cards can be extended in the [Card Centre](#) (Bráfova 5).

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 2022.

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>.

Functions accessible by students:

Electronic student index, pre-registration (selection of subjects that the student will study), registration for examinations, evaluation, visualization of studies, seminar papers, ECTS mobility (Erasmus+), browsing (subject syllabi, information about study plans, programmes and fields of study).

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.

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.

Visualization (Portal > My Homepage > Study > Visualization)

Visualization of the student's study plan - shows the specific study plan of the student, including the marking of already completed courses.

Scholarships

(Portal > My Homepage > Study > Scholarships)

Change in personal data (personal email address, bank account etc.), 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, staff, information about Internet connection at the dormitories.

Canteens (Portal > Operation and Services > Canteens)

Information about dining services.

FUNCTIONS

of the Portal of the University of Ostrava

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 <https://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.

Quality Assessment

(Portal > My Homepage > Study > Quality Assessment)

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

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

Results of the assessment of the quality of education.

Plagiarism (Portal > My Homepage > Study > Plagiarism)

Monitoring the course of checks of qualification works by the system at <https://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 – Central Payment System (CUS)

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

Available CUS account balance and history, adding funds to your account, monthly billing.

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:

<https://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 <https://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:



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 <https://eduroam.osu.cz>.

The Centre for Information Technology recommends using eduroam.



Osu-simple is a restricted auxiliary network. 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 (Wi-Fi or wired).

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

TECHNICIANS

Technical and Service Support

The CIT technicians, 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>.

MICROSOFT 365

Free Office Bundle for Students

Microsoft 365 is a set of applications and cloud services provided by Microsoft. The Microsoft 365 platform is available at: <https://portal.office.com>. As part of the Microsoft 365 cloud services, you have the option of using online Office applications running in the Internet stream into Word, Excel and PowerPoint. Within Microsoft 365, you also have the option of setting up your current Office365 office suite on 5 end devices, which includes Word, Excel, PowerPoint, Access, Publisher and Outlook. Installation is available for Windows, MacOS operating systems as well as for iOS and Android mobile platforms.

Microsoft 365 includes the Microsoft Teams platform, which enables text communication, video calls, data storage, and teamwork. You can log in to Microsoft Teams through a browser by entering the address: <https://teams.microsoft.com>.

Our university uses a number of Microsoft products. Thanks to this, you can use selected Microsoft 365 applications and services for free, for the entire period of your regular studies at our university. Upon completion of your studies, licenses will be automatically revoked and you will lose your right to Microsoft products, including the data contained therein.

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

Notice:

After passing the state final exam, or at any termination or interruption of studies, the university Microsoft 365 account is blocked. Blocking the account will remove the user's assigned license and access to all available Microsoft services 365. All user data, except locally stored data, will be deleted. We strongly recommend that you back up all data before blocking your account.

Microsoft 365 is operated by Microsoft, and by using Microsoft 365, you agree to be bound by all of the terms defined by Microsoft. Scope of user support by CIT is limited.

You can request the establishment of an account exclusively electronically, via the application on the Portal of the University of Ostrava. The application includes help and a simple manual. There, after activation, you can also change or reset the password in case you forget it.

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.

To use library, you must register first at the University Library rental office, in the faculty study rooms or online. A valid ISIC card or student card must be presented at registration. When registering online, the validity of the card is verified in the information system. Registration is quick, easy and free for students of the University of Ostrava.

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

LIBRARY

University Library

Services of the University Library:

■ [Leading services](#)

Absentee (the publication can be borrowed to home, it can be returned to the Bibliobox, available 24/7). Full-time (the publication is intended for study in the study room). Short-term loan (the document can be borrowed until the next day from the study funds of the study room). Borrowing from the study room (selected document can be borrowed for 1 month).

TIP: Possibility to choose where to pick up the ordered books from the rental desk (study room of the [Faculty of Medicine](#), [Faculty of Science](#), [Faculty of Education](#)). You can return books from the rental desk in any faculty study room.

■ [Interlibrary Loan Service \(MVS\)](#)

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

■ [Reprographic services](#)

Copy and print for a fee, free scanning.

■ [Consultancy and Advisory Services](#)

Order a librarian (individual consultations), INFO lessons (regular training for searching in the catalogue and e-resources, citations, etc.). An online variant via MS TEAMS is possible.

On-line Library Services:

■ [Library Catalogue](#)

Access to the reader's account (registration, ordering, reservations, renewal). <https://katalog.osu.cz>. You can use the [mobile application](#) Katalog OU for Android.

■ [EDS Multi-search Engine](#)

Convenient online access to the full texts of articles and their fast download. Search e-resources from one interface. <http://eds.osu.cz>

■ [E-sources](#)

Access to a wealth of information and full-text documents for science and study. <https://ezdroje.osu.cz>

■ [E-Books](#)

Czech and foreign titles. <https://eknihy.osu.cz>

■ [Citation Manager CitacePRO](#)

is a professional assistant in citations. <https://www.citacepro.com/>

■ [Ask the Library](#)

Tips, information about the library, feedback.

■ [Library's YouTube channel](#)

Webinar recordings, video tutorials and study room videos.



The information is valid for the academic year *2022/23*.
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UNIVERSITY
OF OSTRAVA

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