

Pre-arrival guide

WU
VIENNA



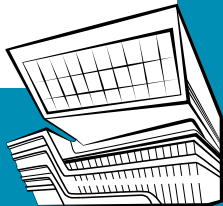
Summer semester
2022

Welcome to WU

During the last two years, we gained a lot of experience about how to learn, live and excel during unusual times. Even though no one can predict what the future holds, we would like to encourage you to make your exchange semester a remarkable experience you will never forget. Take advantage of the various tools and opportunities WU offers to connect and grow. Enjoy the unique study environment as well as famous Vienna to inspire you.

This guide is intended to help you get started and find your footing in a new country during these times. **Please read this guide before leaving for your exchange at WU to make sure you have everything you need to start your semester smoothly.**

We look forward to welcoming you to Austria and on Campus WU.



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Contact

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We are happy to help you with any general questions related to your exchange stay at WU and living in Vienna.

AVAILABILITY IN FEBRUARY*

GENERAL STUDENT CONSULTATION AT THE FRONT OFFICE

Tuesday 09:30am – 12:30pm

Wednesday: 9:30am – 6:00pm

Thursday: 09:30am – 12:30pm

*During the time of the pre-semester German language course, we are available on Tuesdays and Thursday from 9:30am to 1:00pm.

AVAILABILITY DURING THE SEMESTER

COORDINATORS' CONSULTATION HOURS*	GENERAL STUDENT CONSULTATION AT THE FRONT OFFICE
	Monday: 09:30am – 5:00pm
Tuesday: 09:30am – 12:30pm	Tuesday: 09:30am – 5:00pm
Wednesday: 2:30pm – 6:00pm	Wednesday: 9:30am – 6:00pm
Thursday: 09:30am – 12:30pm (Online via Microsoft Teams)	Thursday: 09:30am – 5:00pm
	Friday: 09:30am – 2:00pm

*Meetings outside our consultation hours are possible upon appointment.

We are available by phone from Monday to Friday. Mondays, Tuesdays and Thursdays from 9:00am to 5:00pm, Wednesdays until 6:00pm and Fridays until 4:00pm.

WHERE YOU CAN FIND US

The IO is in the Library & Learning Center (LC) on the 4th floor (short.wu.ac.at/location_IO).

The CEMS Office is located in building D1, room 2.062 (short.wu.ac.at/location_CEMS).



AR ADMINISTRATION AND RESEARCH

- › Administration
- › Research Institutes

EA WU EXECUTIVE ACADEMY

- › Corporate Relations & Alumni Services
- › Research Institutes

D5 DEPARTMENTS 5

- › Strategy and Innovation
- › Socioeconomics (only Ecological Economics)
- › Research Institutes

AD ADMINISTRATION

- › Rector's Council
- › Finance, Accounting and Statistics (only Accounting)

D4 DEPARTMENTS 4

- › Economics
- › Socioeconomics
- › Finance, Accounting and Statistics (without Accounting)
- › Library for Social Sciences

D3 DEPARTMENTS 3

- › Public Law & Tax Law
- › Private Law
- › Research Institutes
- › Library for Law

LC LIBRARY & LEARNING CENTER

- › Ceremonial halls
- › Forum
- › IT-Services
- › Central Library
- › Study Service Center
- › International Office
- › WU Shop

D1 DEPARTMENTS 1

- › Global Business & Trade
- › Research Institutes
- › Cafeteria

TC TEACHING CENTER

- › Audimax
- › Aula

D2 DEPARTMENTS 2

- › Foreign Language Business
- › Communication
- › Information Systems & Operations
- › Management
- › Marketing
- › Support Center

SC STUDENT CENTER

- › OH Students' Union
- › Sports Center
- › Student organizations
- › University Chaplain
- › Kindergarten

COVID-19 Update

ENTERING AUSTRIA

Upon entry into Austria, you must present a proof of full vaccination or recovery certificate and additionally a molecular biological test (e.g. negative PCR test valid 48 hours). If you have received a third dose ("booster"), you are exempt from presenting a test.

Please visit our website for more details and latest updates: [short.wu.ac.at/Covid19 Update](https://short.wu.ac.at/Covid19_Update)

CURRENT MEASURES IN AUSTRIA AND AT WU

You are required to wear a **FFP2 mask** in enclosed public places, such as public transports, university buildings, or shops. When 2 meter social distancing is not possible, FFP2 masks are also compulsory outdoors.

Most public places are subject to the "**G**"-rules. It stands for German "geimpft, getestet, genesen – vaccinated, tested, recovered".

MEANING OF THE „G“-RULES

2,5G	Vaccinated or Recovered or PCR test
2G	Vaccinated or Recovered
2G+	Vaccinated or Recovered and PCR test

Currently, the 2,5G applies to get access to Campus WU. As of February 28, 2022, you will need to present proof according to the 2G rule in order to get access to buildings on Campus WU.

Proof of vaccination accepted for access on Campus WU:

- › **EMA-approved vaccines:** BioNTech/Pfizer, Moderna, AstraZeneca, Johnson&Johnson, Novavax
- › **Other recognized vaccines:** Sinopharm, Sinovac, Bharat Biotech, Covovax, Covishield
- › Double dose vaccinations abroad with a non-approved vaccine are equivalent to a single dose of a government approved vaccine and valid for 65 days (e.g. Sputnik V).

Please make sure that your vaccination certificates are valid when accessing Campus WU.

You can gain access to Campus WU if you can show a proof of neutralizing antibodies and an additional third dose (“booster”) of an EMA certified vaccine. If you need to get proof of neutralizing antibodies, you can arrange for an appointment at one of Vienna’s labors: ihrlabor.at/en/corona-test-1150. The determination of antibodies costs 25€.

If you have fallen sick with Covid-19, please do inform WU about it and use [this online form](#) and call the 1450 hotline.

COVID TESTING AND VACCINATION IN VIENNA

In Vienna, there are many options for getting tested with a rapid antigen or PCR tests. Please find more detailed information and follow the instructions here:

coronavirus.wien.gv.at/faq-english/#Testangebote

You can get vaccinated with or without appointment at various places in Vienna. Please find further information and the booking system here: impfservice.wien/en

STAY INFORMED

Please keep yourself informed about the current situation in Austria. We recommend the websites Austria Info (austria.info/en) and Wien Info (wien.info/en). Below you can find other important numbers and websites:

- › The International Office FAQ website:
short.wu.ac.at/Covid19_Update
- › Austria's Coronavirus Advice Hotline: **1450**
- › Austrian tourist information (for up-to-date information about current travel restrictions and preventative measures): austria.info/en/service-and-facts/coronavirus-information
- › Austrian Integration Fund hotline (information in languages other than German):
0043 1 715 10 51 263
integrationsfonds.at/coronainfo/en
- › City of Vienna:
coronavirus.wien.gv.at/site/faq-english
- › Federal Ministry of Health:
[sozialministerium.at/en/Coronavirus/New-coronavirus-\(COVID-19\)](https://sozialministerium.at/en/Coronavirus/New-coronavirus-(COVID-19))
- › Covid Vaccination in Vienna:
short.wu.ac.at/covid-vaccination-vienna

Welcome Days

Our welcome days will be organized in a hybrid format. Parts will be online on February 3, 2022 and parts on-campus either on February 4 or on February 24, 2022. Students participating in the pre-semester German language course should participate in the first on-campus date on February 4, all other students are free to choose the on-campus date that fits best to their arrival date.

The online day serves to familiarize you with academic and cultural life at WU and in Austria and introduce you to administrative units. During the second part on campus, we will lead you through the enrollment process and you will have the opportunity to socialize with other exchange students during the campus tour.

The participation in both parts of the welcome days is mandatory for all incoming exchange students.

FEBRUARY 3, 2022

9:00am – 9:30am	Welcome to WU and to Vienna! Welcome address and introduction of the team
9:30am – 10:00am	Quizz up your life Test your knowledge from the pre-arrival guide. Hint: The winner gets a prize!
10:00am – 10:30am	Academic life@WU Information on the academic life at WU will be presented and questions can be asked.
10:30am – 11:00am	Coffee break
11:00am – 12:00pm	Introduction to Austrian life and culture Mr. Nigel Reynard will introduce you to Austrian culture and everyday life.
12:00pm – 12:30pm	Ask the International Office During this Q&A session, the team of the International Office will answer your questions.
12:30pm – 1:00pm	Lunch break
1:00pm – 2:00pm	Get to know WU units Get informed about various units at Campus WU
2:00pm – 2:10pm	Enjoy your exchange semester We will inform you about the next steps you need to take.

FEBRUARY 4, 2022

**9:00am –
1:00pm**

Enrollment slots

Become an official WU student.
Do not miss this event!

Welcome to WU: Campus tour

Get to know the WU campus and all its facilities

**1:00pm –
2:15pm**

Visa info session (Online)

Students holding a US or Canadian passport
have the chance to learn everything they need to
know about applying for their visa in Bratislava.

FEBRUARY 24, 2022

**9:45am –
11:00am**

Visa info session (Online)

Students holding a US or Canadian passport
have the chance to learn everything they need to
know about applying for their visa in Bratislava.

**11:00am –
1:00pm**

Welcome to WU: Campus tour

Get to know the WU campus and all its facilities

**1:00pm –
2:30pm**

Enrollment slots

Become an official WU student.
Do not miss this event!

Enrollment

Enrollment is part of the welcome days. This chapter will inform you about what you need to successfully enroll at WU. If you have not completed the online pre-enrollment via our online portal please do so before you arrival in Vienna. The final enrollment will be in person and on-site at WU.

ONLINE PRE-ENROLLMENT

- › **Step 1:** Upload a photo of yourself:
bach.wu.ac.at/start/vizas
- › **Step 2:** If you have a SEPA bank account, wire the Students' Union (ÖH) dues (€20.70) until February 20, 2022. If you do not have a SEPA bank account, bring a debit or credit card to the enrollment on campus.
- › **Step 3:** Complete the survey at bach.wu.ac.at/start/vizas. Your personal data will be used only for this purpose and will be treated confidentially and used only by the relevant staff of the Statistics Austria. More information is available at: short.wu.ac.at/enrollment_survey



Tutorial:

short.wu.ac.at/sepa-account-payment-guide

ENROLLMENT ON CAMPUS

The team of the International Office will be present to guide you through the process. Please sign up for one enrollment time slot.

Please bring the following documents:

- › Bring your passport (or personal ID card if you are an EU/EEA & Swiss citizen). A drivers license or a copy is not sufficient.
- › Your Nomination Letter (a digital copy is sufficient). If you were not able to pay the Students' Union (ÖH) dues in advance, do so during on-campus enrollment (debit or credit card are accepted).

Book your times slot here:

- › February 4, 2022
 - › Enrollment: www.termino.gv.at/meet/de/b/005db0204b25d3efef43edeca6389761-81624
 - › Campus tour: termino.gv.at/meet/de/b/a3f560c-6f713674a3c5bc26c594230b6-81525

-
- › February 24, 2022
 - › Enrollment: www.termino.gv.at/meet/de/b/05dc0520425b2a359f814b5c0ec39389-81626
 - › Campus tour: www.termino.gv.at/meet/de/b/7cf56ae7fa10bac25b062a2b11100640-100387

Please note: you have to book the enrollment time slot and the campus tour independently. To avoid an overlap in your schedule, please first book your enrollment slot and then your campus tour!

WU STUDENT ID CARD

Your WU student ID card is an official photo ID in Austria and fulfills the following functions at WU:

- › Printing your Studienblatt (enrollment information sheet) and Studienbestätigung (enrollment confirmation)
- › Entry to the library
- › Use of the lockers
- › Cashless payment in the student cafeteria
- › Admission to project rooms and PC labs in the LC building (night operation from 9:00pm to 8:00am).

You will also be required to use the card to identify yourself at examinations.

In the event of loss, theft, or damage, you can apply for a new student ID card at the SSC on level 2 of the LC building (fee: €15).



The card's **expiration date** is updated automatically as soon as you payed the Students' Union (ÖH) dues and insert your card into the self-service terminals (LC building, second floor).

Register with the authorities

REGISTERING YOUR RESIDENCE IN VIENNA

All students are required by law to register their residence in Austria. The registration offices are located in the Municipal District Offices (Meldeservice, Magistratische Bezirksämter). At the moment, you cannot visit the offices without an appointment, but you can submit the necessary documents via email. You can find the email addresses at wien.gv.at/verwaltung/meldeservice/stellen.html (German only).

You will need to send scans of the following documents:

- › Passport
- › Registration form (Meldezettel) signed by your landlord or your students residence hall. You can download the form under the following link: short.wu.ac.at/meldezettel_form. Since the form is German, a translation is available (short.wu.ac.at/meldezettel_translation).

The appointment tool is only available in German. If you need help making the appointment, ask your buddy for help or contact the International Office if you do not have a buddy.

Don't forget: You have to deregister your residence within three days before you leave Austria. You can do this using the same form. If you do not need the deregistration confirmation for your housing provider (e.g. OeAD), you can also deregister via email (with scans of the form and your passport).

Emergency contact information: Once you have registered your residence, please give us your Austrian address and phone number as well as an emergency contact person. To do so, simply fill out an online form here: bach.wu.ac.at/z/stud/econtact

EU/EEA & SWISS CITIZENS ONLY: CONFIRMATION OF REGISTRATION (ANMELDEBESCHEINIGUNG)

If you are staying in Austria for **longer than 3 months** you have to register in person with the competent residence authority in Austria within 4 months after your arrival, to receive the confirmation of registration (Anmeldebescheinigung). This confirmation of registration is required **in addition to the residence registration** in Vienna (Meldezettel). Failure to comply with these regulations after 4 months of stay may result in a fine of up to €250. You will need the following documents:

- › Completed and signed application form (German only, download it here under 'Formular ausdrucken' and then press 'Leerformular' short.wu.ac.at/conf-registration-EWR-MA35).
- › Valid ID card (Personalausweis) or passport
- › Proof of a health insurance covering all relevant risks (e.g. European Health Insurance Card or private health insurance)

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- › Proof of sufficient financial means (bank account statement or maintenance declaration of your parents)
 - › WU student ID card
 - › Costs approx. €55

Please bring originals and copies of all documents. Try also to have the information available in German. You can ask your buddy to come with you. More information in German is available at: short.wu.ac.at/conf-registration-EWR-MA35

As for the residence registration, you will need to make an appointment at one of two offices, depending on where in Vienna you live. You should **book your appointment from your home country as soon as possible** to ensure that you will have an appointment when you arrive in Austria.

- › If you live in district 3, 4, 5, 6, 7, 8, 10, 11, 12, 13, 14 or 23: **Division 5.0 (EEA) in Arndtstraße 67, 1120 Vienna:**
short.wu.ac.at/appointment-arndtstrasse-ma35

- › If you live in district 1, 2, 9, 15, 16, 17, 18, 19, 20, 21 or 22: **Division 5.1 (EEA) in Karmelitergasse 9, 1020 Vienna:**
short.wu.ac.at/appointment-karmeliter-ma35

Step 1: Choose the time period when you want to make the appointment. You can make appointments up to five weeks in advance. Click "Weiter".

Behörden-Online-Terminreservierung - Beabsichtigter Zeitraum

MA35 - Einwanderung und Staatsbürgerschaft - Referat 5.0 EWR

MA35 Referat 5.0 EWR - 1120 Wien, Arndtstraße 67, Stiege 1, 1. Stock

Termine können vom 8.7.2021 bis zu 8 Wochen im Voraus reserviert werden. Wenn Sie die Suche nach freien Terminen auf einen bestimmten Tag einschränken wollen, füllen Sie nur das erste Feld aus.

Bitte beachten Sie

- * Feld muss ausgefüllt sein

Zeitraum

Ich beabsichtige eine Reservierung zwischen (TT.MM.JJJJ) * und .

Choose time period

Step 2: Available dates and times will be displayed. Click on one that suits you. If no times are displayed, no appointments are available. Try a different time period in step 1 to find available dates.

Step 3: Enter your personal data. We have only translated the required fields. Click "Weiter".

Angaben zur Person

Anrede *	<input type="radio"/> Frau <input type="radio"/> Herr	Form of address Frau = female Mann = male
Familienname *	<input type="text" value="Last Name"/>	
Vorname *	<input type="text" value="First Name"/>	
Geburtsdatum (TT.MM.JJJJ) *	<input type="text"/>	Date of birth
PLZ	<input type="text"/>	
Ort	<input type="text"/>	
Straße	<input type="text"/>	
Hausnummer von	<input type="text"/>	
Hausnummer bis	<input type="text"/>	
Stiege	<input type="text"/>	
Tür	<input type="text"/>	
Telefon *	<input type="text" value="Phone Number"/>	
E-Mail *	<input type="text" value="Email Address"/>	

Step 4: A summary page will be displayed. Double-check your data and click "Senden".

Deregistration: You can deregister via email when you leave Austria, but you do not have to. You do not need to return the confirmation of registration.

Documents & Erasmus+ paperwork

Erasmus+ students will usually be asked by their home university to get signatures on some documents. Make sure you check all deadlines and potential other requirements with your home university!

ERASMUS+ LEARNING AGREEMENT

Before the mobility

If you haven't yet, ask your regional coordinator at the International Office to sign your Learning Agreement. Send it to your coordinator electronically. We will sign it and send it back to you.

During the mobility

If your home university requires you to also get your course changes during the semester signed, we are happy to countersign this section. Make sure you provide us with your entire Learning Agreement including the before the mobility part as a reference.

After the mobility

WU does not sign the section after the mobility. The transcript of records in combination with your Confirmation of Study Period is a sufficient substitute for the section after the mobility. If you need more help, please refer to short.wu.ac.at/learningagreement.

CONFIRMATION OF STUDY PERIOD

Starting this semester, WU will issue standardized confirmation of arrival and confirmation of stay documents to all incoming Erasmus+ students. These documents provided by WU are in alignment with Erasmus+ regulations. We will try to send you all certificates within one week after your enrollment. **Please do not send us your own certificates; we will not sign them.**

- › The confirmation will be signed for the exact period of your studies at WU.
- › Start date/date of arrival: When you come to Vienna, the arrival date we can confirm depends on when you enroll in person on campus, and whether or not you take part in the pre-semester German language course. Depending on your individual enrollment, we can confirm either the first enrollment (February 4th) or the second enrollment (February 24th) as your date of arrival.

-
- › End date: The last day you need to be physically present at WU (i.e., the last course or exam day at WU). This does not include seminar papers to be handed in online. In some cases we may have to ask for a return flight/train/bus ticket.
 - › **Erasmus+ scholarship minimum requirement:** You need to make sure you are registered for courses at WU over a period of at least 2 months, which is the minimum duration of study to receive the Erasmus+ scholarship. For questions concerning the requirements, please contact your home university coordinator.

Summary checklist

[Register for enrollment](#) and the campus tour on your preferred date

[Complete online pre-enrollment](#)

Join us for the Welcome Days online

Check the Austrian entry requirements applicable to your specific situation (pre-travel clearance, quarantine)

Complete the enrollment process and the campus tour

- › Upload your photo in the pre-enrollment and fill out the Statistics Austria survey
- › Pay Students' Union dues (with a SEPA bank account)
- › Bring your passport and Nomination Letter, so we can check your identity to issue your WU student ID card
- › Activate your card

Register your residence in Vienna (if quarantine applies to you, please register within three days after your quarantine ends)

Fill out [WU's online emergency contact form](#)

EU/EEA citizens only: Get the confirmation of registration within four months of your arrival

Erasmus+ students only: Send us your Learning Agreement to sign electronically

Dates & deadlines

ORIENTATION

Online Welcome Day	February 3, 2022
Enrollment and campus tour (option 1)	February 4, 2022
Pre-semester German language course	February 7 – 18, 2022
Enrollment and campus tour (option 2)	February 24, 2022

ACADEMIC CALENDAR

Official start of the semester	February 28, 2022
Latest possible date for final enrollment (=payment of Students' Union dues)	April 30, 2022
Easter break	April 09, 2022 – April 19, 2022
Pentecost	June 5, 2022 – June 7, 2022
Official end of the semester	June 27, 2022

Academic life at WU

For a successful academic experience at WU, please be aware of the following:

- › Check the course syllabi on WU's e-learning platform LEARN (learn.wu.ac.at) to find out all information on your courses
- › WU expects you to keep yourself updated regarding attendance requirements, all assignment deadlines and examination dates via LEARN. Most of our courses are taught in a seminar-like format with mandatory attendance which require your active attendance
- › Please regularly check your WU e-mail since your professors will use it for up to date information on your courses
- › If you are in touch with professors or other staff please include your student ID in the email
- › Regarding specific course offers and formats we cannot rule out short notice changes

COURSE SCHEDULE AND DEREGISTRATION

By mid-February, you should already have a finalized individual course schedule with no conflicts or overlaps. If you are not sure, please check your course schedule again for any collisions or overlaps. You can deregister from a course by emailing our course coordinator (coursesinenglish@wu.ac.at) as long as the course has not started yet. Please note that once a course has started and you have been assessed in any way, deregistration is no longer possible.

Master students studying in the following programs: EPOG+ Erasmus Mundus, CEMS, NEURUS, OI-SIMC, double degree programs

Please note that the registration for your courses at WU follows a slightly different procedure. Please contact your coordinator for any questions about your courses and registration.

COURSE CREDITS

WU uses the European Credit Transfer and Accumulation System (ECTS). Depending on the workload of each course, you get a certain number of ECTS credits per course. One credit equals approximately 25 hours of work (including the time you spend in class).

GRADING SCALE

sehr gut/excellent	1
gut/good	2
befriedigend/satisfactory	3
genügend/sufficient	4
nicht genügend/fail	5

GRADING

The Austrian grading system as well as the principle of absolute grading apply at WU. You can see the scale below. WU does not use a standardized percentage-

based grading scale. Thus, the International Office cannot issue any documents including a percentage-based grading. The percentage scores needed for a grade differ from course to course. In most cases, the course-specific grading scales can be found in the syllabus. Please expect WU lecturers to use the full grading scale and consider all aspects of grade conversion and recognition at your home university when selecting your courses.

Please note: Academic integrity as well as compliance with formalities and regulations are very important at WU. Plagiarism is considered a serious offence: in such a case students are expelled from the course and their home university is informed.

TRANSCRIPT OF RECORDS

Your transcript of records including all grades and ECTS credits will be available approximately two months after your last course unit. You can download your transcript of records yourself at short.wu.ac.at/transcript. However, some partner universities do not accept transcripts downloaded from students. If your home university does not accept a downloaded transcript, your WU transcript will be sent automatically to your home university.

LANGUAGE COURSES AT WU

If you want to learn a new language or improve your language skills during the semester, you can attend the courses of WU's Business Language Center (BLC).

The BLC offers language courses for German, French, Italian, Russian, Spanish and many more.

German language courses are available at all levels. They run for a half-semester (6 weeks, 5 units per week) or a full-semester (10 weeks, 3 units per week) and are worth 3 ECTS credits.

Courses are fee-based and cost €207

These courses will not appear on your WU transcript. Upon successful completion of the language course a certificate will be issued by WU's Business Language Center. Participants will also receive grades according to the Austrian grading scheme.



Registration and further information:

[wu.ac.at/en/blc](https://www.wu.ac.at/en/blc)

Code of Conduct

WU Vienna is a place of learning, teaching, doing research, and working. These activities are always interactive and bring together many different people from the WU community. It's important to know what expectations we have of each other: **What do students expect from WU and its faculty and staff? And what does WU expect of its students?**

This is the core of the WU code of conduct, which you can find in detail at short.wu.ac.at/codeofconduct. Please be aware that WU expects all incoming students to acknowledge and follow the code of conduct when interacting with each other – be it in the virtual space or on campus.

We expect you to take your studies seriously and show this in your behavior. Respect your colleagues and WU staff and address them politely.

Going green

Sustainability is important to WU. We would like to encourage you to reflect especially about your consumption and mobility habits. To find out more about the various opportunities for a sustainable semester at WU, please see the helpful tips below.

DRINKING WATER

Viennese drinking water has excellent quality and you can drink the water from any faucet without hesitation. To this end, we recommend that you always carry a reusable water bottle with you to keep the unnecessary purchase of single-use plastic to a minimum. There are water dispensers on campus where you can fill up your water bottle.

SORTING TRASH

Sorting your trash is a common thing to do in Austria. At WU, there are trashcans for paper, plastics, aluminum, stained and white glass, and other waste. Please try to reduce your waste and sort your trash.

BIKING TO WU

Have you noticed the small bicycle icons on the map on page 10. They symbolize places where you can comfortably park your bike. Please note that you cannot ride your bike on campus but only on the designated bike lanes. Even though the citybikes are an unbeatable offer for short and spontaneous bike rides, you can also rent a bike for a longer time span if needed. We can recommend two companies: Eddi Bike (which was founded by alumnae of WU, eddibike.com) and Swapfiets (swapfiets.at/en-AT/vienna). Costs vary across the companies and the type of the bike and are around €25 per month.



BYOB – BRING YOUR OWN BOX

If you want to bring your homemade food to WU and heat it up, you can do so with the microwaves on campus. They are located in the D2 building (short.wu.ac.at/lounge). The usage is free of charge. Please make sure to leave the microwave in a clean and decent state after using it.

OTHER TIPS AND LINKS

Find further information on your sustainable semester at WU at short.wu.ac.at/sustainable_semester.

You can find a plethora of links, insider tips and inspiration for the city of Vienna at short.wu.ac.at/sustainable_vienna.



IT Services at WU

Your WU account provides access to services such as Wi-Fi, email, course registration (LPIS), the PC lab printers, Learn@WU platform, etc.

The use of a WU account is subject to IT-SERVICES' Directives and Policies. In case of any violation your account and your 24/7 access to the PC labs will be suspended: [wu.ac.at/en/it/security/policy](https://www.wu.ac.at/en/it/security/policy).

If you have any problems with your account or your e-learning software, please visit the IT Support Center in the D2 building ([wu.ac.at/en/it/services/support/it-support](https://www.wu.ac.at/en/it/services/support/it-support)) or contact them by telephone (+43 1 313 36-3000) or email (hotline@wu.ac.at).

OPENING HOURS

Mon-Thu: 9:00am-5:00pm (Service Desk & Hotline)

Mo-Fri: 9:00am-2:00pm (On-Campus)

Fri: 9:00am-4:00pm (Service Desk & Hotline)

AVAILABLE SERVICES

- › Rent a notebook
- › ReserWUtion – loaner equipment for courses
- › Recharging the printing account for the PC labs
- › Problem solving for Wi-Fi and VPN connections

CONTROLPANEL

This online tool allows you to manage your WU account, including:

- › changing your WU account password
- › changing your Wi-Fi password
- › registering for SMS services (e.g. password reset, grading info, etc.). Only available for Austrian cell phone numbers.

controlpanel.wu.ac.at

INTERNET ACCESS ON CAMPUS WU

- › Use your Wi-Fi password which you can find in your nomination letter and select “WU” as your network.
- › Alternatively you can also use the “eduroam” network in case your university participates in it.

-
- › You can work and print (also in color) in the PC labs in the basements of buildings LC and TC using your WU student ID card. Please make sure that you have your WU account password ready.

SCANNING, COPYING, PRINTING

Please be environmentally conscious and only print/copy if necessary. Scanning is completely free of charge and scanners are located in the library and in the PC labs.

If you need to make a copy, you can buy a Copy Chip-Card at Management Book Service on campus (building D2). It is valid for all machines located at WU at the following spots:

BUILDING	LEVEL
TC	Ground floor, level 2 and 4
SC	Ground floor, entrance E
AD	Ground floor, entrance F
D3, Library for Law	Level 2
D4	Ground floor
LC	Level 1, PC lab

Printers are located in the PC labs. You can print 50 pages per semester free of charge from the PC lab computers. Additional printing credits can be purchased at the IT Support Center (cash only).



University Library

The University Library has three branch libraries on Campus WU. The Central Library is located in the Library & Learning Center (building LC). The other two branches are the Library for Law in the D3 building and the OeNB Library for Social Sciences in the D4 building.

Your valid student ID card grants access to all the branch libraries and your login information will allow you to make use of the library's online services. Seats in the self-study areas have to be booked at short.wu.ac.at/reservation. You can also access the library's electronic resources remotely via VPN (short.wu.ac.at/vpn). Please check the University Library website before your visit for up-to-date information: wu.ac.at/en/library

Besides the libraries on the WU campus, you can find a variety of other libraries in Vienna. These libraries are also open on Sundays.

AUSTRIAN NATIONAL LIBRARY (LIBRARY AT THE HELDENPLATZ)

- › Location: Josefsplatz 1, 1010 Vienna, entrance at Heldenplatz
- › Visitors need to purchase a ticket (day ticket €3; annual ticket €30) to use the reading area.
- › More information is available at onb.ac.at/en

MAK READING ROOM

- › Location: Stubenring 5, 1010 Vienna
- › Visits are free of charge.
- › The MAK Reading Room is only available for use after prior registration and appointment by calling 01 71136 259 or contacting library@mak.at
- › More information is available at mak.at/readingroom

UNIVERSITY LIBRARY OF THE MEDICAL UNIVERSITY VIENNA

- › Location: Vienna General Hospital (AKH), Währinger Gürtel 18-20, 1090 Vienna
- › More information is available at ub.meduniwien.ac.at/en

LIBRARY IN “ARCHITEKTURZENTRUM WIEN”

- › Location: az W, at the MQ,
Museumsplatz 1, 1070 Vienna
- › More information is available at
www.azw.at/en/articles/visit/library



Sports facilities

The University Sports Institute Vienna (USI Wien) offers approximately 1.200 classes in roughly 120 different types of sports at a reduced rate for students. Courses take place at different locations across Vienna, including sports facilities of WU (usi.at/de/sportstaetten). Registration for USI courses starts on February 19, 2022 around 7:00am (online and cash desks).

If you want to register for one of the courses offered at these facilities, please refer to usi.at/en. To register for these courses you need your WU username and WU password, and you have to be enrolled at WU. If you plan on booking a course with them, please check their website regularly regarding any updates about whether the courses will take place as planned.

Freely accessible sports facilities on campus:

- › basketball court
(outside, between EA and D4 buildings)
- › table tennis (outside, between D5 and D3 buildings)

Sports possibilities off campus:

The OeH WU (Students' Union) provides general information on sports activities at WU and organizes some themselves.



Find out how to contact them here:

oeh-wu.at/service/foreign-students



Health care

The information below concerns **health care not related to a possible COVID-19 infection**. Please refer back to [pages 10-13](#) in this guide for health care information related to COVID-19.

In case of a medical emergency: Call 144.

For non-emergency medical issues please see a general practitioner. In Austria it is customary to see one before seeking specialist or hospital care.

To search for a doctor in your area use the website praxisplan.at. Please check in advance whether a practitioner is covered under your insurance plan.

For minor injuries or sickness: staff at Austrian pharmacies is professionally trained and can provide helpful information. During nights, weekends and during public holidays, you can check here which pharmacies are on duty (nachtapotheke.wien).

WU STUDENT ENGAGEMENT & COUNSELLING

The Student Engagement & Counselling staff offer a student counselling program as well as support for students with disabilities, chronic illnesses, mental disorders, and learning difficulties or disabilities (BeAble program). Please feel free to contact them directly, if you feel like you need support during your studies at WU: short.wu.ac.at/student-engagement-counselling

They also provide some helpful tips (short.wu.ac.at/tips) about how to deal with spending large amounts of time studying alone at home.



PSYCHOLOGICAL COUNSELING

- › Crisis intervention center:
[kriseninterventionszentrum.at/en](https://www.kriseninterventionszentrum.at/en)
+43 1 406 95 95
(Monday to Friday from 10:00am to 5:00pm)
- › Psychological student counseling:
[studierendenberatung.at/en](https://www.studierendenberatung.at/en)
+43 1 402 30 91
(Monday & Wednesday-Friday 9:00am to 12:00pm;
and Monday-Thursday 1:00pm to 3:00pm)
- › To get help in the case of a psychological crisis:
crisis helpline 142 or social psychiatric emergency
helpline +43 1 31330

Banking and money

BANK ACCOUNT

Many Austrian banks offer student bank accounts. These bank accounts are usually free of charge.

You need the following documents to open a bank account:

- › Residence registration (Meldezettel)
- › Valid WU student ID card
- › Passport
- › Separate passport photo

MONEY

Austria is a country of **cash**. Many places, e.g. cafes, restaurants, clubs or cabs do not accept bank or credit cards or only for bills or fares above a certain amount. Therefore, we recommend always having some cash with you.

ATMs are called **Bankomat** in German and can be found throughout the city. Look for a green and blue B to find one. On Campus WU, you can find an ATM in front of the D1 building, as well as just inside the "Spar" supermarket in the D2 building.



Transportation

VIENNESE PUBLIC TRANSPORTATION

Vienna offers an excellent public transportation network. It is operated by the Wiener Linien (Vienna public transportation company), and includes the subway system, trams, buses, night buses, and trains within city limits. Please check out their website (wienerlinien.at) to find out more.

Subways, trams and buses begin running at about 5:00am and run until about 12:00 midnight, approx. every 5 minutes. Night buses start covering the city starting at 12:30am and depart every 30 minutes. On nights before Saturdays, Sundays and holidays, the subway runs throughout the night in 15-minute intervals.

STUDENT SEMESTER TICKET

We strongly advise you to purchase the student semester ticket in order to use the public transportation network of the Wiener Linien.

Costs for a semester ticket

- › With main residence registration in Vienna under age 26: €75

-
- › Without main residence registration under age 26: €150

Available at

- › the ticket offices of the Wiener Linien

Validity

- › From February 1 to June 30, 2022
- › On all public transportation services in Vienna, including night buses

You need the following documents:

- › Valid WU student ID card and WU enrollment confirmation (If you would like to purchase the ticket before enrollment, you can only do so with your Letter of Acceptance at the station Praterstern)
- › Residence registration form (Meldezettel)

Please note: Vienna Airport is located outside of the City and therefore not included in the semester ticket.

CITYBIKE

Citybike is a public bike rental service which allows you mobility throughout Vienna at no or very low cost. Bikes can be rented and parked at docking stations all over Vienna and do not have to be booked in advanced. The next citybike station close to WU is on Südportalstraße at the south entrance.

Costs

- › Registration fee: €1
- › 1st hour: free; 2nd hour: €1; 3rd hour: €2; 4th and every additional hour: €4

Available

- › Directly at any Citybike Wien station
- › Online (pre-registration under citybikewien.at/en)

You need the following:

- › An Austrian ATM card (Maestro Karte) or a credit card (VISA, MasterCard or JCB card)

RAILWAYS

Austrian Railways (ÖBB) – Vorteilscard

Vienna is well connected by train with the other major cities in Austria. The Vorteilscard discount railcard entitles you to a discount of at least 45% on each train ticket for trips within Austria and of 15% on crossborder rail services outside Austria. Further information is available online at oebb.at/en.

Costs

- › €19 per year (if you are under the age of 26)
- › €66 (full price, only available online)

Available at

- › Available at any ÖBB ticket counter in Austria or online

Validity

- › One year on all train trips

You need to bring

- › Completed application form
(available at the ticket offices)
- › Passport

Westbahn

As an alternative to ÖBB you can also travel with Westbahn (westbahn.at/en) which serves the route between Salzburg and Vienna.

COACH SERVICE

Flixbus is another sustainable way of transport, which connects major cities in Europe (global.flixbus.com).



Security advice

Vienna is **one of the safest cities** in the world. Nevertheless all rules that apply to larger cities worldwide apply to Vienna, too.

We advise you to

- › Exercise caution when out in the city at night
- › Not leave valuables unattended
- › Ask the police for help if necessary
- › Save scans and/or photos of your most important documents

IN CASE OF AN EMERGENCY, PLEASE CONTACT:

Fire department	122
Police	133
Ambulance	144
European emergency number	112
Psychological crisis helpline	142

What to do in case you lose your passport (and your visa)?

If you lose your passport including a visa D, Austrian authorities will not provide a temporary replacement. Your exchange stay in Austria remains legal; however, you cannot travel to other countries in the Schengen area. To avoid troubles associated with the loss of visa, residence permit, and/or passport, we recommend to **copy and scan all relevant documents.**



Please find more details at short.wu.ac.at/incoming.

Tips and links

OPENING HOURS

Many shops, institutions and services have limited opening hours:

- › Shops and grocery stores are generally open Monday to Friday 9:00am to 7:00pm or 8:00pm and Saturdays until 6:00pm. On Sunday, most shops are closed except at large railway stations and petrol stations.
- › Pharmacies are open Monday to Friday 8:00am to 12:00pm and 2:00pm to 6:00pm. They usually close on Saturday at 12:00 noon. Under nachtapotheke.wien you can find all pharmacies which are open at night, on Sundays and on holidays.
- › Bank opening hours vary. Most branches are usually open from 8:00am to 3:00pm (Thursday until 5:30pm).
- › Post offices are usually open from 8:00am to 6:00pm on weekdays. Some of them are also open on Saturdays until 12:00 noon. You can find your nearest post office here: post.at/sf/standortfinder

DAYLIGHT SAVING TIME

On March 27, 2022 at 2:00am, clocks are turned forward one hour to 3:00am.

MAPS, WEATHER, TOURIST INFORMATION

- › City map of Vienna: wien.gv.at/stadtplan/en
- › Official website of the Vienna Tourist Board (in 12 languages): wien.info/en
- › City of Vienna's events page: wien.gv.at/english
- › Weather forecast: zamg.ac.at/cms/en/weather/weather-forecast
- › Vienna Wurstelstand-Vienna related blog ran by locals and expats in English language, offering weekly updates for exhibitions, flea markets, parties, concerts and other events. viennawurstelstand.com



Enjoy your stay! ◀

Contact information

WU (Vienna University of Economics and Business)
International Office
Welthandelsplatz 1
Library and Learning Center (LC), level 4
1020 Vienna

T +43-1-313 36-4310

wuio@wu.ac.at

[instagram.com/wuinternationaloffice](https://www.instagram.com/wuinternationaloffice)

[facebook.com/wu.internationaloffice](https://www.facebook.com/wu.internationaloffice)

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