

# TUshop manual

## 1 General information

Matrix42 uses the term "services" instead of "products" or "software" in a number of places for system-related reasons. It is also not possible to comply with the TU guidelines on gender in all places due to the system. The manufacturer is working on improving this. The TUshop already complies with 93% of the accessibility guidelines and is also working on implementing complete and certified accessibility.

Please note that the explanation of the new structures and authorizations is available in a [separate document on our website](#).

## 2 User groups

### 2.1 Employees

Employees purchase services/products via their force element affiliation and pay via an internal order, which must be entered by the force element manager for each category. Orders requiring payment are therefore subject to approval. The majority of services are based on a rental model, meaning that current services/products can be canceled.

### 2.2 Students

Students purchase services/products for their personal use and pay any usage fees via the TU payment system. All orders cannot be returned or canceled. Student employees must log in with their associated account and see either the student services/licenses or their employee services/products. The two accounts are completely separate, so there is no control over duplicate orders.

## 3 Access

The store is accessible from the TU network (a VPN connection from outside is therefore necessary) at the URL

<https://shop.tusoftware.tuwien.ac.at>

using the user data

Employees:

Username: intern\shortname or shortname@intern  
 Password: upTUpdate Password

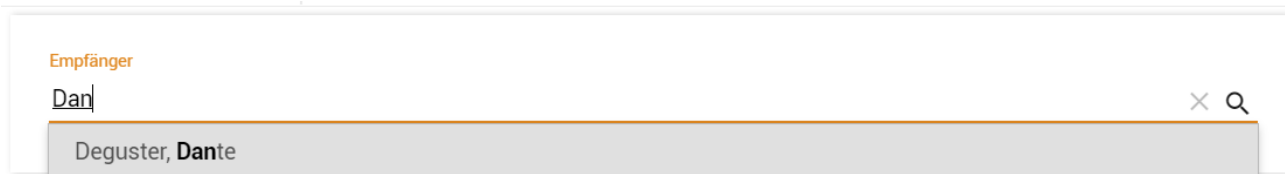
Students:  
 Username: internal\eMatriculation number or eMatriculation number@internal  
 Password: Network password

reachable.

## 4 General operating instructions

### 4.1 Input lines

This system often has input lines. You can enter text in these and suggestions are displayed that you can select.



Existing entries can be deleted using the small X symbol on the right-hand side. A complete selection list is displayed by clicking on the magnifying glass symbol on the right-hand side. All these options always apply per line.

Empfänger

Deguster, Dante



## 4.2 Buttons in panels

Detailed views are displayed in panels that are inserted on the right-hand side of the window. You can close these again at any time by clicking on the X at the top right, whereupon the list view is displayed in full again.

Bestellantrag 🔄 🖥️ ☆ ⋮ ✕

ORD25755 - Installation

🏠 Stornieren 📌 Erinnern ✓ Startseite

**Zusammenfassung**

Bestellnr. ORD25755

Status In Bearbeitung

Typ Installation

abgeschickt 22.02.2023 07:43

Antragsteller Deguster, Dante

Empfänger Deguster, Dante

Kostenstelle Global

**Lieferinformationen**


Empfänger der Lieferung Deguster, Dante


Lieferort Global


Lieferung in Land Österreich


Notizen -


**Bestellfortschritt**


  
1  
**Bestellt**  
Deguster, Dante  
22.02.2023

  
2  
**Genehmigung**  
Offen

  
3  
**Bereitstellung**  
Offen

  
4  
**Abnahme**  
Offen  
Deguster, Dante

  
5  
**Abschluss**  
Offen

Service	Anzahl	Zahlungsart	Preis
 Adobe Creative Cloud <small>SRV00201</small>	1	Miete, Quartalsweise	13,00 €
Installationsgebühr (einmalig)			-
Summe einmalige Kosten			-
Summe wiederkehrender Kosten (jährlich)			52,00 €
<b>Gesamtpreis (inkl. Kosten für erstes Jahr)</b>			<b>52,00 €</b>

**Genehmigungs-Details**

Suchtext 1 - 1 von 1 < > 🔄 ⬇️ ⋮

Buchungsnummer + OU ...	Entscheidung ...	Grund der Entscheidung	Datum der Entsch...	Entscheider
BOO0026553   Global				Beck, Chris

Right next to it you will find more buttons:

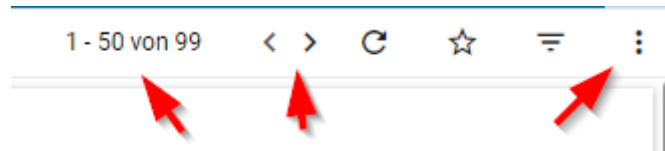
- Reloading the page - especially for pages such as the order information, the status can be updated.
- Maximize - This enlarges the panel to give you a better overview. You can then reset the panel to its normal size
- Favorites - Add / Remove

- The three dots open a menu with further options/actions/setting options

Any action buttons are located in panels in a gray bar at the top.

### 4.3 Scroll & maximum number of list elements

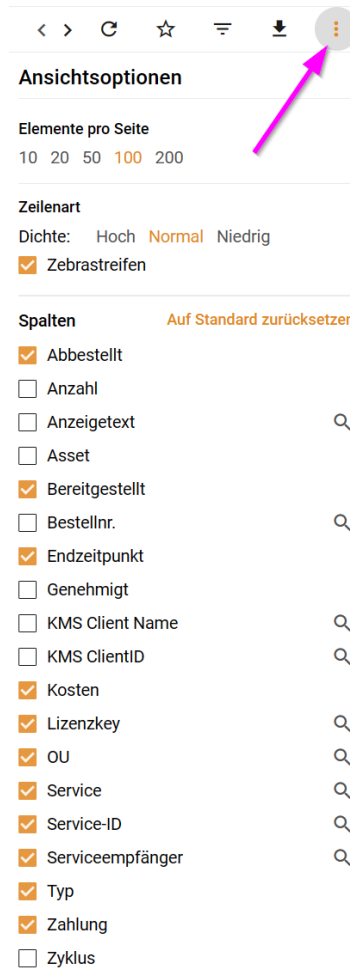
You can use the three small dots at the top right to reduce and increase the maximum number of list items. As the store groups by available screen resolution, it may appear that you have reached the end of the list - however, a quick glance at the total number above may reveal that not all products are actually displayed, see screenshot:



In such a case, you can either scroll to the next page or adjust the number of list elements.

### 4.4 Customize columns in list views

In addition to setting the number of rows displayed simultaneously, columns can also be shown and hidden. This allows you to show the information that is currently required and hide columns that are not needed. In the standard view, some columns are usually hidden to maintain an overview. Like the number of rows, the columns can also be selected using the three dots.



## 4.5 Order of the columns

You can change the order of the columns at any time using drag & drop.

Suchtext

<input type="checkbox"/>	<input type="checkbox"/> Serviceempfänger	<input type="checkbox"/> OU	<input type="checkbox"/> Typ
<input type="checkbox"/>	Proband, Paula	E020-05-1	Installation
<input type="checkbox"/>	Beck, Christian	E020-05-1	Installation
<input type="checkbox"/>	Deguster, Dante	E020-05-1	Installation
<input type="checkbox"/>	Deguster, Dante	E020-05-1	Deinstallation
<input type="checkbox"/>	Deguster, Dante	E020-05-1	Installation

## 4.6 Grouping columns & results

An important function is the ability to group results by value to gain a greater degree of clarity and order. To make a grouping, click on the square icon next to the column name to open the corresponding menu on the left.

Suchtext

<input type="checkbox"/>	<input type="checkbox"/> Serviceempfänger	<input type="checkbox"/> OU ↑	<input type="checkbox"/> Service-ID ...	<input type="checkbox"/> Service
<input type="checkbox"/>	Klauda, Andreas	E020-05-1	SRV00291	MS Windows Desktop
<input type="checkbox"/>	Holzinger, Martin	E020-05-1	SRV00095	IrfanView
<input type="checkbox"/>	Holzinger, Martin	E020-05-1	SRV00249	Mathematica
<input type="checkbox"/>	Niedermayer, Walter	E020-05-1	SRV00277	Zoom Pro
<input type="checkbox"/>	Holzinger, Martin	E020-05-1	SRV00201	Adobe Creative Cloud
<input type="checkbox"/>	Klauda, Andreas	E020-05-1	SRV00201	Adobe Creative Cloud
<input type="checkbox"/>	Amlacher, Johanna Maria	E020-05-1	SRV00288	MS Visio 365
<input type="checkbox"/>	Klauda, Andreas	E020-05-1	SRV00275	VMware Workstation
<input type="checkbox"/>	Tester, Toni	E020-05-1	SRV00277	Zoom Pro
<input type="checkbox"/>	Holzinger, Martin	E020-05-1	SRV00275	VMware Workstation
<input type="checkbox"/>	Holzinger, Martin	E020-05-1	SRV00275	VMware Workstation

You will now see the grouping menu and can also group by several options to quickly narrow down the results. You can see an example of the grouping menu and the order it currently achieves compared to the screenshot above here:

Gruppieren nach:	Suchtext																																											
↑ Serviceempfänger Aminger, Georg (2) Amlacher, Johanna Maria (2) Beck, Christian (25) Deguster, Dante (58) E020-05-1, 6657 (9) Holzinger, Martin (15) Klauda, Andreas (14) <b>Lampert, Martin (12)</b> Niedermayer, Walter (6) Proband, Paula (4) Simon, Bernhard (1) Tester, Toni (3)	<table border="1"> <thead> <tr> <th>Serviceempfänger</th> <th>OU</th> <th>Service-ID ...</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/></td><td>Lampert, Martin</td><td>E020-05-1</td><td>SRV00302</td></tr> <tr><td><input type="checkbox"/></td><td>Lampert, Martin</td><td>E020-05-1</td><td>SRV00275</td></tr> <tr><td><input type="checkbox"/></td><td>Lampert, Martin</td><td>E020-05-1</td><td>SRV00302</td></tr> <tr><td><input type="checkbox"/></td><td>Lampert, Martin</td><td>E020-05-1</td><td>SRV00291</td></tr> <tr><td><input type="checkbox"/></td><td>Lampert, Martin</td><td>E020-05-1</td><td>SRV00201</td></tr> <tr><td><input type="checkbox"/></td><td>Lampert, Martin</td><td>E020-05-1</td><td>SRV00095</td></tr> <tr><td><input type="checkbox"/></td><td>Lampert, Martin</td><td>E020-05-1</td><td>SRV00215</td></tr> <tr><td><input type="checkbox"/></td><td>Lampert, Martin</td><td>E020-05-1</td><td>SRV00244</td></tr> <tr><td><input type="checkbox"/></td><td>Lampert, Martin</td><td>E020-05-1</td><td>SRV00307</td></tr> <tr><td><input type="checkbox"/></td><td>Lampert, Martin</td><td>E020-05-1</td><td>SRV00266</td></tr> </tbody> </table>	Serviceempfänger	OU	Service-ID ...	<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00302	<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00275	<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00302	<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00291	<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00201	<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00095	<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00215	<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00244	<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00307	<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00266
Serviceempfänger	OU	Service-ID ...																																										
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<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00307																																									
<input type="checkbox"/>	Lampert, Martin	E020-05-1	SRV00266																																									

#### 4.7 Exporting / downloading list data

Data in lists can be exported and saved as an Excel file for your filing or personal further processing. To do this, you can click the Download button in the upper area; this will generate and download an xslx.

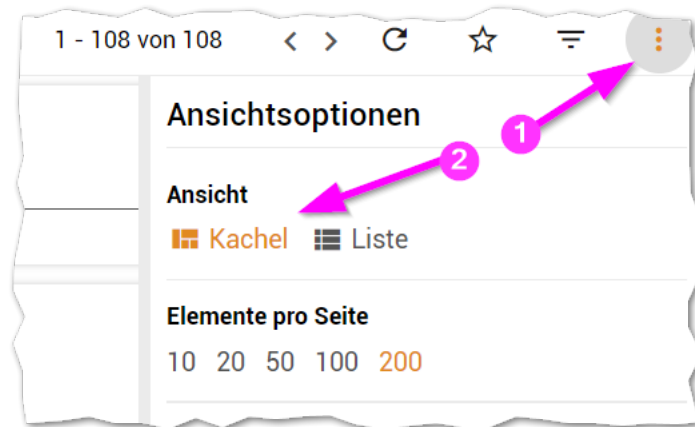
The screenshot shows the 'Self Service Portal' interface. The main content area displays a list of services with columns for 'Bestellnr.', 'Buchungs...', 'Typ', 'Empfänger', 'Antragsteller', and 'Organisationsein...'. The services listed are:

Service-ID	Service Name	Typ	Preis
SRV00293	MS Windows Server Standard	Miete, Quartals...	35,00 €
SRV00201	Adobe Creative Cloud	Miete, Quartals...	13,00 €
SRV00275	VMware Workstation	Miete, Quartals...	8,00 €
SRV00289	MS Visio LTSC	Miete, Quartals...	5,20 €
SRV00288	MS Visio 365	Miete, Quartals...	5,20 €
SRV00282	MS Project 365	Miete, Quartals...	5,20 €

A red arrow points to the download icon (a downward arrow) in the top right corner of the list area.

## 4.8 Changing the view

Some pages (e.g. the catalog) have different view options. You can often choose between a tile and a list view. To do this, click on the three dots at the top right and select the desired view.



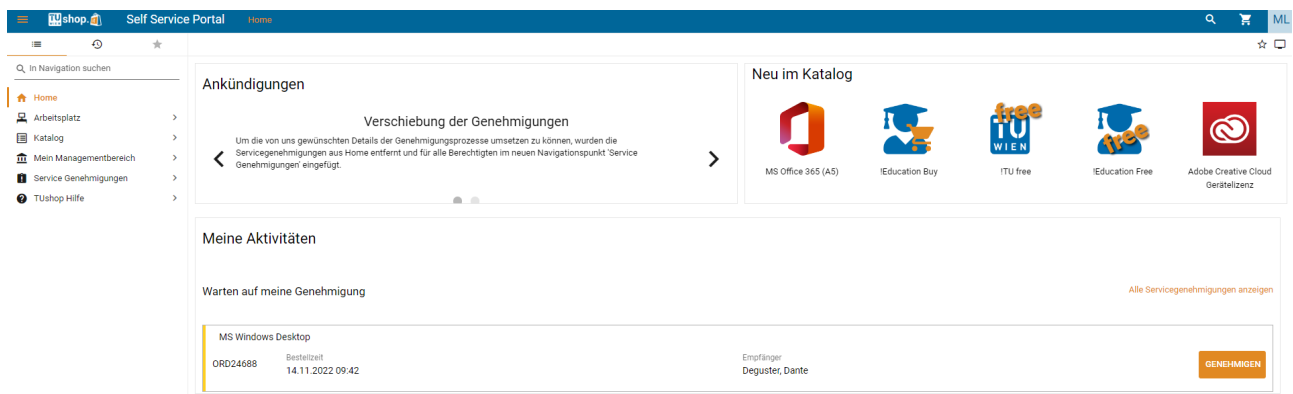
## 5 Definitions

Matrix42 uses some terms that are necessary for a basic understanding of the processes.

- Every action (both order and cancelation) is called an order. You can recognize the difference between ordering and canceling by the fact that there are different types of orders. An order for software has the type installation, a cancelation of software has the type uninstallation. The Orders menu item therefore lists both orders and cancelations. Purchase orders that have not been approved remain visible there even if the approval for documentation is rejected. Orders have consecutive numbers beginning with ORD.
- Products are called services at Matrix42. The ordering of a specific software or hardware is therefore referred to as ordering a service. Services are identified by serial numbers beginning with SRV.
- An order can contain several services. One booking is generated per service and item. Bookings are identified with consecutive numbers beginning with BOO.

## 6 General surface

After logging in, the usual start page appears as follows (depending on the user group and rights, some elements may not be visible):



The interface is divided into the following areas:

### 6.1 Header area on the right



Top right is from left to right:

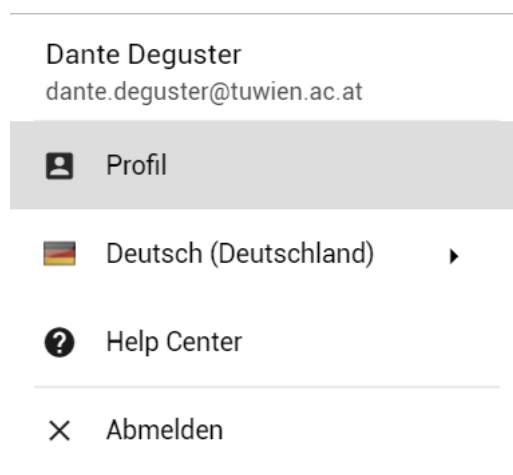
#### Search

Here you can search for services/products across all catalogs.

#### Shopping cart

Direct access to all services/products in the shopping cart

#### User account



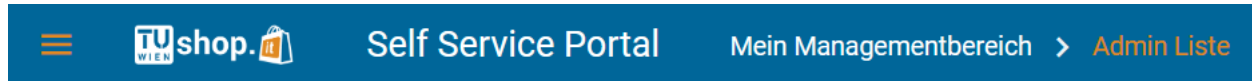
The profile data can be viewed here and the language can be changed. Access to the manufacturer's own help center is also included here, which does not contain any TU-specific changes. Only the preferred language for e-mail notifications can be set in the profile, everything else is 'read-only' fields which are obtained from the



ActiveDirectory (upTUpdate). At the bottom of the profile, you can view the rights delegated to you per structure element/Org unit.

Berechtigungen			
Lizenzverantwortlich für	Technisch freigabeberechtigt für	Kaufmännisch freigabeberechtigt für	Abrechnungsverantwortlich für

## 6.2 Header area left



### Burger menu ☰

This can be used to show/hide the left-hand navigation bar

### TUshop.it

Use this symbol to return to the start page at any time.

### Self Service Portal

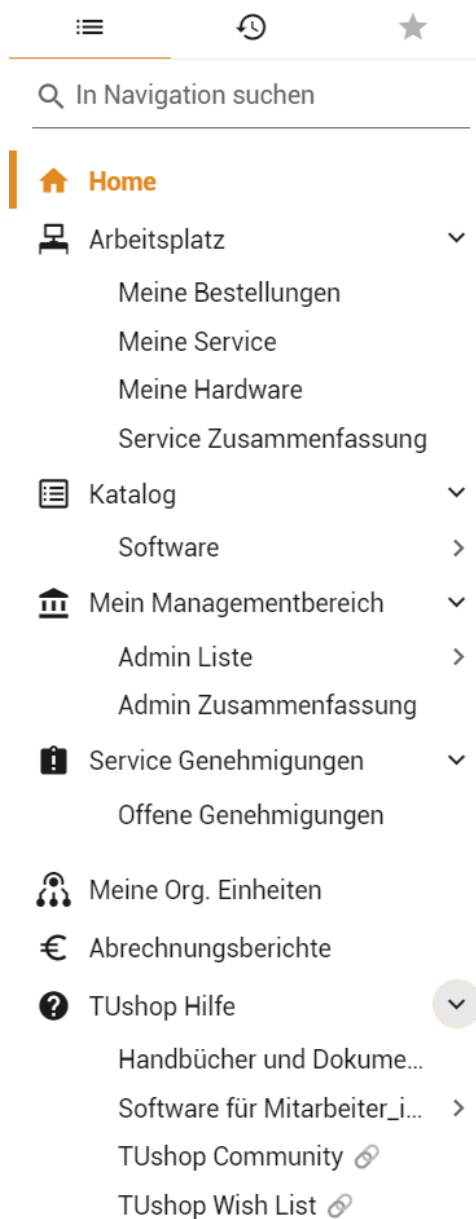
Shows which application is being used (currently only the 'Self Service Portal' is visible to end customers)

### Breadcrumb

Here you can see where you are within the navigation

## 6.3 Menu area on the left

The left-hand menu area automatically switches to history or sub-navigation if another detail panel such as the shopping cart or product information is inserted on the right. The menu can always be displayed by clicking the list icon (far left). It is also displayed again automatically when the additional panels are closed (close symbol at the top right of the panel) or you return to the start page by clicking on "TU-Shop".



### The view selection icons are located in the first row

This means:

- List symbol: The standard navigation described below
- The history icon: The history of the last pages viewed
- The star symbol: The navigation menu is reduced to the pages that you have created as favorites with the star (in the top right panel)

The standard navigation area is from top to bottom:

### Search in navigation

Here you can search directly for individual menu items in the navigation (no search for services/products)

### Home

Display of your personal start page. Here, under "My activities", you can see all recent orders or cancellations and - for authorized persons - a brief overview of all pending approvals.

## Workplace

Here you will find a large overview of all your recent orders as well as your existing products/services and can search through them.

- **My orders**  
Here you can see all the orders you have placed and their current status. By clicking on an order, you can see the exact chronology as well as the associated status processes and the persons involved (releasing, ordering and receiving person).
- **My services**  
Here you can see all your currently valid, approved services/products, stating the costs and the respective cost center, and also receive more detailed information with a click. You can also cancel/cancel/return products here.
- **My hardware (employees only)**  
Currently without function. Once TUclient Management is fully operational, you will see the devices assigned to you here.
- **Service summary**  
This function allows you to view all currently valid software products ordered in tabular form, whereby several licenses of the same product are bundled together and a clear, uniform overview of the costs and quantities of licenses can be seen.

## Catalog

This gives you access to the catalog of all services offered. My management area (only for persons responsible for licenses)

### My management area (only for persons responsible for licenses)

- **Admin list**  
This list shows all booked services within your area of responsibility and allows you to cancel/uninstall products for other people. This can be further restricted and filtered via the sub-items.
  - Active installations
  - Canceled installations
  - Uninstallations
- **Admin. Summary**  
Here you can see all services/products that have been booked within your area of responsibility, together with the respective costs and the assigned user. This is a purely tabular query that can be sorted as required.

### Service authorizations (only for persons authorized to release)

Here you will receive an overview of all decisions regarding approvals that you have made to date and can view the status of the services that have been approved or rejected.

- **Pending approvals**  
Only outstanding approvals awaiting a decision on approval or rejection are displayed here.

### My org. units (only for org. leaders)

Used to manage the organizational unit(s) and the respective cost centres. This can be used to assign or withdraw authorizations (e.g. persons responsible for licenses, persons authorized to release).

### Accounting reports (only for heads of organizations and deputy accounting officers)

Here you will find all cost notifications and a detailed view of the costs.

## TUshop Help

This point provides access to the store's various help options, from manuals to a direct link to the TUshop community and the wish list for feature & product suggestions.

## 7 Menu area point by point


### 7.1 Home

**Ankündigungen**


Die Friendly User Tests sind noch am Laufen

Die Friendly User Tests sind immer noch am Laufen. Daher bitte Testergebnisse im [Ergebnis-Kanal](#) mitteilen.


**Neu im Katalog**




Friendly User Test -  
MS Office 365




Friendly User Test -  
MATLAB Gerätelizenz



Friendly User Test -  
MATLAB Named...



Friendly User Test -  
Grammarly Premium



Friendly User Test -  
Mathematica

**Meine Aktivitäten**

Warten auf meine Abnahme

<p>Friendly User Test - Irfanview</p> <p>ORD00155 <span style="float: right; font-size: small;">Status Bereitgestellt</span></p> <p style="text-align: right;"><a href="#">ABNEHMEN</a></p>
<p>Friendly User Test - Grammarly Premium</p> <p>ORD00153 <span style="float: right; font-size: small;">Status Bereitgestellt</span></p> <p style="text-align: right;"><a href="#">ABNEHMEN</a></p>
<p>Friendly User Test - Mathematica, Friendly User Test - Grammarly Premium</p> <p>ORD00152 <span style="float: right; font-size: small;">Status Bereitgestellt</span></p> <p style="text-align: right;"><a href="#">ABNEHMEN</a></p>

The Home view contains the basic overview of the current processes in the store. At the top left, you will see the latest announcements regarding changes or news in the store, such as upcoming maintenance work, new features and functions or similar. At the top right, you will see an overview of the latest services/products in the service catalog and can access them directly by clicking on them.

Under "My activities" you can see the current processes, for example open orders or the pending acceptance or approval/rejection of a software order.

### 7.2 Workplace

Zu durchsuchende Bereiche (3) Q Suchen

Meine Hardware  Meine Bestellungen  Meine Services

**Meine Services** Alle Services anzeigen

<p>Friendly User Test - MATLAB Gerätelizenz</p> <p>- Bestellnr. <b>BOO0000168</b> <b>ORD00141</b> <span style="float: right; font-size: small;">Besteller Lampert, Martin</span> <span style="float: right; font-size: small;">Empfänger Lampert, Martin</span></p>
<p>Friendly User Test - Mathematica</p> <p>- Bestellnr. <b>BOO0000181</b> <b>ORD00152</b> <span style="float: right; font-size: small;">Besteller Lampert, Martin</span> <span style="float: right; font-size: small;">Empfänger Lampert, Martin</span></p>
<p>Friendly User Test - Grammarly Premium</p> <p>- Bestellnr. <b>BOO0000182</b> <b>ORD00152</b> <span style="float: right; font-size: small;">Besteller Lampert, Martin</span> <span style="float: right; font-size: small;">Empfänger Lampert, Martin</span></p>
<p>Friendly User Test - Grammarly Premium</p> <p>- Bestellnr. <b>BOO0000183</b> <b>ORD00153</b> <span style="float: right; font-size: small;">Besteller Lampert, Martin</span> <span style="float: right; font-size: small;">Empfänger Lampert, Martin</span></p>
<p>Friendly User Test - Irfanview</p>

**Meine Hardware** Alle Hardware zeigen

**Meine letzte Bestellungen** Alle Bestellungen anzeigen

<p>Friendly User Test - Irfanview</p> <p>- <span style="float: right; font-size: small;">Erstellt 12.10.2022 17:31</span> <span style="float: right; font-size: small;">Empfänger Niedermayer, Walter</span> <span style="float: right; font-size: small;">Status Bereitgestellt</span></p> <p>ORD00156</p>
<p>Friendly User Test - Irfanview</p> <p>- <span style="float: right; font-size: small;">Erstellt 12.10.2022 17:28</span> <span style="float: right; font-size: small;">Empfänger Lampert, Martin</span> <span style="float: right; font-size: small;">Status Bereitgestellt</span></p> <p>ORD00155</p>
<p>Friendly User Test - Irfanview</p> <p>- <span style="float: right; font-size: small;">Erstellt 12.10.2022 10:40</span> <span style="float: right; font-size: small;">Empfänger Lampert, Martin</span> <span style="float: right; font-size: small;">Status Geschlossen</span></p> <p>ORD00154</p>





Contains an overview of all currently valid services/products (left) and all recently completed orders (right). You can always see the status of the order in the order overview. In the upper area, all existing services/products and orders can be searched according to various criteria.

## My orders

Friendly User Test - MATLAB Gerätelizenz						✓ Geschlossen
Bestellnr.	Typ	Abgeschickt	Empfänger	Antragsteller		
ORD00141	Installation	25. Aug. 2022	Lampert, Martin	Lampert, Martin		0,00 €
Friendly User Test - Irfanview						🚫 Abgelehnt
ORD00151	Installation	11. Okt. 2022	Lampert, Martin	Lampert, Martin		0,00 €
Friendly User Test - Irfanview						✓ Geschlossen
ORD00154	Installation	12. Okt. 2022	Lampert, Martin	Lampert, Martin		0,60 €
Friendly User Test - Irfanview						📄 Bereitgestellt
ORD00155	Installation	12. Okt. 2022	Lampert, Martin	Lampert, Martin		0,60 €
Friendly User Test - Irfanview						📄 Bereitgestellt
ORD00156	Installation	12. Okt. 2022	Niedermayer, Walter	Lampert, Martin		0,60 €
Friendly User Test - Irfanview						🚫 Abgelehnt
ORD00149	Installation	11. Okt. 2022	Lampert, Martin	Lampert, Martin		0,00 €

Contains a detailed list of all orders placed with their respective status, costs, applicant and recipient. The details of the order can be viewed by clicking on the order - more details can be found in the description of the order process.

## My services

SRV00207	Friendly User Test - Grammarly Premium						Miete, Monatlich
	Bestellnr.	Buchungsnr.	Typ	Kostenstelle	Empfänger	Antragsteller	1,00 €
	ORD00152	B000000182	Software	Global	Lampert, Martin	Lampert, Martin	
SRV00207	Friendly User Test - Grammarly Premium						Miete, Monatlich
	Bestellnr.	Buchungsnr.	Typ	Kostenstelle	Empfänger	Antragsteller	1,00 €
	ORD00153	B000000183	Software	Global	Lampert, Martin	Lampert, Martin	
SRV00204	Friendly User Test - Irfanview						Miete, Quartals...
	Bestellnr.	Buchungsnr.	Typ	Kostenstelle	Empfänger	Antragsteller	0,15 €
	ORD00154	B000000184	Software	Global	Lampert, Martin	Lampert, Martin	
SRV00204	Friendly User Test - Irfanview						Miete, Quartals...
	Bestellnr.	Buchungsnr.	Typ	Kostenstelle	Empfänger	Antragsteller	0,15 €
	ORD00155	B000000185	Software	Global	Lampert, Martin	Lampert, Martin	
SRV00206	Friendly User Test - Mathematica						Miete, Quartals...
	Bestellnr.	Buchungsnr.	Typ	Kostenstelle	Empfänger	Antragsteller	30,00 €
	ORD00152	B000000181	Software	Global	Lampert, Martin	Lampert, Martin	
SRV00209	Friendly User Test - MATLAB Gerätelizenz						Kostenfrei
	Bestellnr.	Buchungsnr.	Typ	Kostenstelle	Empfänger	Antragsteller	
	ORD00141	B000000168	Software	Global	Lampert, Martin	Lampert, Martin	

Here you can see an overview of all currently active, completed and finalized orders. By clicking on the respective service/product, you will again receive a detailed overview of all relevant information about the order (including any license keys or linked devices, see Information in bookings). The software can also be returned or canceled at this point - for more details, see the description of the cancellation process.

## My hardware (only for employees)

In future, you will be able to view the hardware assigned to you in this menu item.

## Service summary

<input type="checkbox"/>	DisplayName	ServiceID ...	ServiceName	Asset	Anzahl	Summe
<input type="checkbox"/>	Lampert, Martin	SRV00204	Friendly User Test - Irfanview		2	0.3
<input type="checkbox"/>	Lampert, Martin	SRV00206	Friendly User Test - Mathematica		1	30
<input type="checkbox"/>	Lampert, Martin	SRV00207	Friendly User Test - Grammarly P...		2	2
<input type="checkbox"/>	Lampert, Martin	SRV00209	Friendly User Test - MATLAB Ger...		1	

Here you will find a tabular overview of all currently valid services, broken down according to the respective service and the number of users and the cumulative costs for this service.

## 7.3 Catalog

Empfänger  
Lampert, Martin

Empfohlene Services

1password Teammitglied

1password ist ein bekanntes Produkt zur Passwortverwaltung.

5,00 €

DETAILS

Kategorien

Software

- Allgemeine...
- Betriebssysteme
- Mathematik
- Alle anzeigen

SRV00308	SRV00304	SRV00305	SRV00211	SRV00212	SRV00214
!Education Buy	!Education Free	!TU free	1password Gruppenadmin	1password Teammitglied	Acronis Backup & Recovery Advanced Server

The start page of the service catalog contains an overview of all services/products, the currently recommended service/product and direct access to the respective subcategories. By clicking on the respective service, you can jump directly to the respective order form for this service/product or to the selected category.

If you are a person responsible for the license, you can also select the recipient of the order from your area of responsibility in the upper section.

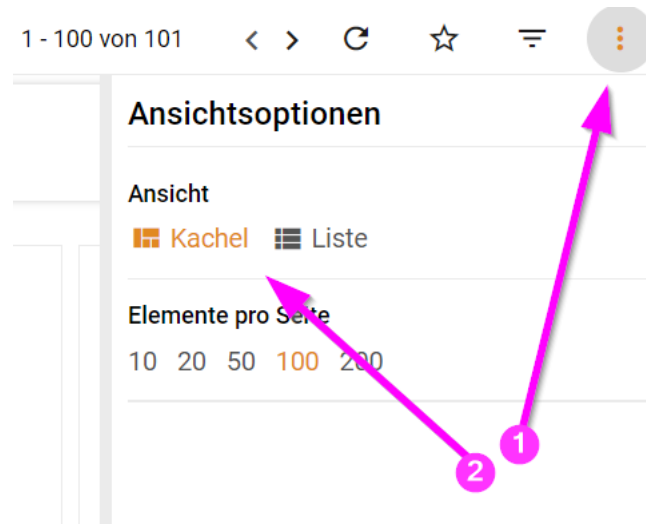
Please note that the catalog offers both a tile and an alternative list view. Furthermore, the upper area can be expanded and collapsed. To expand/collapse the upper area, click on the gear wheel:

Self Service Portal Catalog

Recipient: Beck, Christian

SRV00308	SRV00304	SRV00305	SRV00211	SRV00212	SRV00214
!Education Buy	!Education Free	!TU free	1password Gruppenadmin	1password Teammitglied	Acronis Backup & Recovery Advanced Server
Free of Charge	Free of Charge	Free of Charge	€ 5.00 Hire, Quarterly	€ 5.00 Hire, Quarterly	€ 10.00 Hire, Quarterly

To switch from the tile view to the list view, click on the on the right and select the List view:



The catalog then looks as follows in simplified form:

Empfänger		Beck, Christian		
!Education Buy		Einige Produkte sind über die Campus- oder Studentensoftware leider nicht anbietbar, sie können aber über exte...	-	Kostenfrei
!Education Free		Einige der über die Campussoftware beziehbaren Produkte wurden von den Herstellern für alle Bildungseinrichtun...	-	Kostenfrei
!TU free		Software, die an der TU für interne Zwecke gebraucht wird, kann an dieser zentralen Stelle heruntergeladen wer...	-	Kostenfrei
1password Gruppenadmin		1password ist ein bekanntes Produkt zur Passwortverwaltung	5,00 €	Miete, Quartalsweise
1password Teammitglied		1password ist ein bekanntes Produkt zur Passwortverwaltung.	5,00 €	Miete, Quartalsweise
Acronis Backup & Recovery Advanced Server		Acronis Backup & Recovery ist ein Produkt für das Sichern und Wiederherstellen von Daten (Disaster Recovery) i...	10,00 €	Miete, Quartalsweise
Acronis Backup & Recovery Advanced Workstation		Acronis Backup & Recovery ist ein Produkt für das Sichern und Wiederherstellen von Daten (Disaster Recovery).	2,00 €	Miete, Quartalsweise
Acronis Disk Director Advanced Server		Festplatten-Management und professionelle Tools für Server-Betriebssysteme.	20,00 €	Miete, Quartalsweise
Acronis Disk Director Advanced Workstation		Tools für das Festplatten-Management von Workstations.	2,50 €	Miete, Quartalsweise
Adobe Creative Cloud		Die Adobe Creative Cloud enthält alle Mainstream-Produkte von Adobe	13,00 €	Miete, Quartalsweise
Adobe Creative Cloud Geräte Admin		Die Adobe Creative Cloud folgt einem named-Lizenzmodell. Um die Produkte der Creative Cloud in Laborumgebungen...	10,00 €	Miete, Quartalsweise

### Software (or any subcategory of the catalog)

The view in the subcategories of the catalog is identical except for the display of the recommended service and the categories - the selection of the recipient is also possible here, provided you have the appropriate authorization.

## 7.4 My management area (only for persons responsible for licenses)

### Admin list

Serviceempfänger	OU	Service-ID	Service	Kosten	KMS ClientID	KMS Client Name	Lizenzkey	Bereitgestellt
Klaudia, Andreas	E020-05-1	SRV00291	MS Windows Desktop	5,20 €				Bereitgestellt
Holzinger, Martin	E020-05-1	SRV00095	IrfanView	0,15 €				Bereitgestellt
Holzinger, Martin	E020-05-1	SRV00249	Mathematica	30,00 €				Bereitgestellt
Niedermayer, Walter	E020-05-1	SRV00277	Zoom Pro	0,00 €				Bereitgestellt
Holzinger, Martin	E020-05-1	SRV00201	Adobe Creative Cloud	13,00 €				Bereitgestellt
Klaudia, Andreas	E020-05-1	SRV00201	Adobe Creative Cloud	13,00 €				Bereitgestellt
Amlacher, Johanna Maria	E020-05-1	SRV00288	MS Visio 365	5,20 €				Bereitgestellt
Klaudia, Andreas	E020-05-1	SRV00275	VMware Workstation	8,00 €				Bereitgestellt
Teser, Toni	E020-05-1	SRV00277	Zoom Pro	0,00 €				Bereitgestellt
Holzinger, Martin	E020-05-1	SRV00275	VMware Workstation	8,00 €				Bereitgestellt
Holzinger, Martin	E020-05-1	SRV00275	VMware Workstation	8,00 €				Bereitgestellt
Holzinger, Martin	E020-05-1	SRV00215	Acronis Backup & Recovery Advanced ...	2,00 €				Bereitgestellt
Beck, Christian	E020-05-1	SRV00277	Zoom Pro	0,00 €				Bereitgestellt
Lampert, Martin	E020-05-1	SRV00302	MS Office (gebündelt)	0,00 €				Bereitgestellt
Klaudia, Andreas	E020-05-1	SRV00278	MS Office 365 (A3)	10,40 €				Bereitgestellt
Proband, Paula	E020-05-1	SRV00305	ITU free	0,00 €				Bereitgestellt
Klaudia, Andreas	E020-05-1	SRV00293	MS Windows Server Standard	35,00 €				Bereitgestellt
Deguster, Dante	E020-05-1	SRV00281	MS Online Konto (Teams)	0,00 €				Bereitgestellt
Klaudia, Andreas	E020-05-1	SRV00302	MS Office (gebündelt)	0,00 €				Bereitgestellt
Holzinger, Martin	E020-05-1	SRV00302	MS Office (gebündelt)	0,00 €				Bereitgestellt
Amlinger, Georg	E020-05-1	SRV00277	Zoom Pro	0,00 €				Bereitgestellt
Lichtner, Martin	E020-05-1	SRV00277	Zoom Pro	0,00 €				Bereitgestellt

Here you will find an overview of all services/products that have been booked within the license authorizations/organizational units assigned to you. You can use this item to uninstall/cancel services for other people (or yourself) and carry out extensive sorting and grouping activities here to get a better overview of the services booked or the costs. Please pay particular attention to the configurable columns in this view.

This can be further restricted via the sub-items **Active installations**, **Canceled installations** and **Uninstalled installations** to make preselection easier from the outset.

### Admin. Summary

Display Name	Code	ServiceID	ServiceName	Asset	DisplayString	Anzahl	Summe
Deguster, Dante	E020-05-1	SRV00095	IrfanView	-	Provisioned	1	0,15
Deguster, Dante	E020-05-1	SRV00219	ArcGIS	-	Failed	1	21
Deguster, Dante	E020-05-1	SRV00235	CoreDRAW	-	Provisioned	1	4
Lampert, Martin	E020-05-1	SRV00238	eset Desktop	-	Provisioned	1	3
Beck, Christian	E020-05-1	SRV00238	eset Desktop	-	Provisioned	1	3
Deguster, Dante	E020-05-1	SRV00246	Intel Parallel Studio / oneAPI	-	Failed	1	16
Deguster, Dante	E020-05-1	SRV00291	MS Windows Desktop	-	Provisioned	8	41,6

Here you will find a tabular overview of all services/products that have been booked within the license authorizations/organizational units assigned to you, together with their respective status and the cumulative costs of these services/products. In the top left-hand area, you can sort directly according to the service recipients or the service names.

## 7.5 Service authorizations (only for persons authorized to release)

<b>Friendly User Test - Irfanview</b>						Bereitgestellt
Bestellnr.	Typ	Abgeschickt	Empfänger	Antragsteller		0,60 €
ORD00155	Installation	12. Okt. 2022	Lampert, Martin	Lampert, Martin		
<b>Friendly User Test - Irfanview</b>						Bereitgestellt
Bestellnr.	Typ	Abgeschickt	Empfänger	Antragsteller		0,60 €
ORD00156	Installation	12. Okt. 2022	Niedermayer, Walter	Lampert, Martin		
<b>Friendly User Test - MS Office 365</b>						Storniert
Bestellnr.	Typ	Abgeschickt	Empfänger	Antragsteller		0,00 €
ORD00139	Installation	25. Aug. 2022	Lampert, Martin	Lampert, Martin		
<b>Friendly User Test - MS Office 365</b>						Storniert
Bestellnr.	Typ	Abgeschickt	Empfänger	Antragsteller		0,00 €
ORD00143	Installation	25. Aug. 2022	Lampert, Martin	Lampert, Martin		

Here you get a detailed overview of all orders checked in the past, their respective status (has the order been picked up, has the order not yet been released, etc.) as well as a precise chronology. By clicking on the respective product, you will receive a precise overview with detailed information.



## Open permits

Friendly User Test - Mathematica						In Bearbeitung
Bestellnr. ORD00159	Typ Installation	Abgeschickt 12. Okt. 2022	Empfänger Deguster, Dante	Antragsteller Deguster, Dante		120,00 €

Here you can see all open and pending orders with detailed information about the person placing the order and all relevant key data. You can find more detailed information on the decision-making process in the description of the acceptance and rejection processes.

## 7.6 My org. units (only for org. leaders)

Objekt-ID	SAP Code	Code	Kurzbezeichnung	Name	Status	Typ	Manager	Stellvertretung ...	Übergeordnete ...
OU07225	50043067	E020-05-1	6657	Fachgruppe Software ...	Aktiv	FAG	Lampert, Martin		

Here you can see a table view of all the organizational units assigned to you that you have been granted access to. Double-clicking on the respective organizational unit opens it in the detail view and allows you to assign authorizations and internal order numbers.

### Detailed view - General

← Organisationseinheit

E020-05-1

Kurzbezeichnung: 6657      Status: Aktiv

Bei der Zuweisung von Rollen (+) alle Personen anzeigen (Keine Filterung der Personen nach Org.-Einheit)

**Technische Freigabeberechtigte**

Nachname	Vorname	E-Mail	Geschäftstelefon	Mobiltelefo
Keine Daten				

**Kaufmännische Freigabeberechtigte**

Nachname	Vorname	E-Mail	Geschäftstelefon	Mobiltelefo
Beck	Christian	christian.beck@t...	+43 1 58801 420394	

**Lizenzverantwortliche**

Nachname	Vorname	E-Mail	Geschäftstelefon	Mobiltelefo
Beck	Christian	christian.beck@t...	+43 1 58801 420394	

**Stell. Abrechnungsverantwortliche**

Nachname	Vorname	E-Mail	Geschäftstelefon	Mobiltelefo
Keine Daten				

ABBRECHEN    SPEICHERN    FERTIGSTELLEN

You will now see all 4 possible authorization roles for the selected organisational unit:

- Authorized technical approvers
- Authorized commercial approvers
- License manager
- Position. Accounting Manager

You can assign new authorizations to persons via the "+" symbol (per table) and remove them again via the trash can symbol (after previously 'ticking'). In normal filter mode, only persons within the selected organizational unit are offered

for selection when adding persons. If you check the box "Show all persons when assigning" at the top, you can select from the entire list of TU persons and grant them authorizations.

Please note that no further checks are carried out so that the person in question will subsequently receive the selected rights. The persons are not automatically informed of the changes to the roles; it is therefore strongly recommended that you contact them personally.

Please also note that it may be necessary for people to log out and log in again after changing their roles (e.g. after being appointed as the person responsible for the license) for these changes to take effect.

### Detailed view - Cost centers

E020-05-1

#### Zuordnung der Kostenstellen

Kategorie	Kostenstelle
<input type="checkbox"/> Software	GEV020050ARB - SERVICES ARBEITSPLATZ

You can add categories using the + sign, you can delete categories by ticking them and then clicking on the trash can, and you can edit the cost center by double-clicking on a line. After double-clicking, you will see the following dialog for editing:

← Ändern

---

Kategorie  
Software

Kostenstelle  
GEV020050ARB - SERVICES ARBEITSPLATZ

Clicking on the magnifying glass symbol opens a selection dialog that allows you to select the category or cost centre. In the case of cost centers, all internal orders assigned to this and all higher-level organizational units are offered for selection; cost centers of org units in a page branch are not available for selection. It is therefore not possible to process all costs of an org unit through a sub-unit such as -50.

## 7.7 Accounting reports (only for heads of organizations and deputy heads of accounting)

The billing reports are only visible to heads of organizations and deputy billing managers. By clicking on this navigation entry, you can choose between Quarterly statement - Details and Quarterly statement - Invoice on the right-hand side.



**Kostenmitteilungen**  
Kostenmitteilungen pro OU und Kategorie



**Verrechnungsdetails**  
Interaktive Verrechnungsdetails

## Billing details

The screenshot shows the 'Verrechnungsdetails' page in the TUshop Self Service Portal. The page is titled 'Information Technology Solutions' and displays a table of software licenses for the quarter '2023 1. Quartal'. The table has the following columns: 'Kategorie', 'Org. Einheit (7 Services)', 'Service (6 User)', 'User (57 Buchungen)', 'Buchung', 'belastete KSt', 'Anzahl', and 'Gesamt'. The total cost is 675,15 €. The table lists various software products such as 'Interview (3)', 'Adobe Creative Cloud (2)', 'Acronis Backup & Recovery Advanced Workstation (2)', 'Mathematica (1)', 'Cooppa PDF Studio Pro (1)', 'smpentmind Pro (4)', 'TeamViewer (4)', 'Vidicare Lusion (1)', 'Vidicare Workstation (2)', 'MIS Office 365 (ACS) (1)', 'MIS Office LTSC (2)', 'MIS Project 365 (1)', 'MIS Project LTSC (1)', 'MIS Visio 365 (1)', 'MIS Visio LTSC (1)', 'MIS Windows Desktop (8)', and 'MIS Windows Server Standard (3)'. The interface includes a navigation bar with 'ZURÜCK' and 'View Report' buttons, and a search bar.

1. You can select the desired quarter under Billing period
2. If you are authorized for more than one org unit, you can select the org unit(s)
3. One output is generated per category
4. After each change, you must create the report by clicking on **View Report**
5. You can expand the individual sub-areas by clicking on the small + symbols.

Products marked with \* have already been canceled and will be billed until the minimum term. For products that are billed in time units other than quarters, the products are only visible if billing takes place in the quarter. For an overview of the licenses, please use the information from 'My management area'. By default, only products that cannot be obtained free of charge are displayed. For products that are billed in periods other than quarterly periods and that have already been canceled (\*), the 0€ in the current quarter are also displayed.


You can download this report at any time by clicking on the diskette symbol. If you click on the small arrow next to it, you can select the desired format.

## Cost notifications

← ZURÜCK **Kostenmitteilungen**

Abrechnungszeitraum: 2022 4. Quartal <sup>1</sup> Org. Einh.: E <sup>2</sup>  
 Kategorie: Software <sup>3</sup> Kostenmitteilung: TUIT SW /23 <sup>4</sup> [View Report](#)

1 of 2 | 100% | Find | Next

**Information Technology Solutions** 

Kostenmitteilung Nr. TUIT SW /23



Sachliche Auskünfte:  
 help@it.tuwien.ac.at  
 Telefon: 58801 42002  
 Verrechnung zum: 01.01.2023  
 Erstellt am: 27.03.2023







SRV0095   IfranView			0,45 €
SRV0095   IfranView			0,15 €
SRV0095   IfranView			0,15 €
SRV0095   IfranView			0,15 €
SRV00201   Adobe Creative Cloud			65,00 €
SRV00201   Adobe Creative Cloud			13,00 €
SRV00201   Adobe Creative Cloud			13,00 €
SRV00201   Adobe Creative Cloud			13,00 €
SRV00201   Adobe Creative Cloud			13,00 €
SRV00201   Adobe Creative Cloud			13,00 €
SRV00215   Acronis Backup & Recovery Advanced Workstation			6,00 €
SRV00215   Acronis Backup & Recovery Advanced Workstation			2,00 €
SRV00215   Acronis Backup & Recovery Advanced Workstation			2,00 €
SRV00215   Acronis Backup & Recovery Advanced Workstation			2,00 €
SRV00249   Mathematica			30,00 €
SRV00249   Mathematica			30,00 €
SRV00264   Qoppa PDF Studio Pro			3,50 €
SRV00264   Qoppa PDF Studio Pro			3,50 €
SRV00266   simplimind Pro			8,00 €
SRV00266   simplimind Pro			2,00 €
SRV00266   simplimind Pro			2,00 €
SRV00266   simplimind Pro			2,00 €

1. You can select the desired quarter under Billing period
2. If you are authorized for more than one org unit, you can select the org unit(s)
3. One output is generated per category
4. After each change, you must create the report by clicking on [View Report](#)

You can also select the billing period, the org unit and the category for the invoice. However, unlike the details, the invoice does not contain any modification options, but can also be downloaded in various formats by clicking on the diskette icon. We recommend PDF as the format for the invoice.

## 7.8 TUshop Help

 TUshop Hilfe 

- Handbücher und Dokumentat...
- Software für Mitarbeiter\_innen 
  - SLS Software 
  - Verbindung zum SWD 
  - Software Wish List 
- TUshop Community 
- TUshop Wish List 

This point provides access to the store's various help options, from manuals to a direct link to the TUshop community and the wish list for feature & product suggestions.

## 8 Ordering a product/service

### 8.1 Order process

The screenshot shows a catalog interface. On the left, a grid of product cards is visible. The card for 'Friendly User Test - Grammarly Premium' (SRV00207) is highlighted with an orange border. A red arrow points from the recipient name 'Lampert, Martin' at the top to this card. On the right, the detailed view for this product is shown, including a green 'G' logo, a description, and various properties like 'Typ: Software', 'Limit per User: -', and 'Named Lizenz: Ja'.

To order a service/product, select the desired service/product in the catalog and click on it. You will then receive all the information, notes and facts about this service/product on the right-hand side (see above). Please read the product information carefully, as it may contain licensing or functional restrictions.

Under the title of the product you will see two important pieces of information:

**Limit per user** Here you can see the maximum number of licenses you can obtain for the product. If a maximum number of licenses is specified, you will receive a corresponding error message if you try to obtain further licenses.

**Named license** A Named license is individually tailored to the recipient and bound to them. **Important:** It is not possible to book products with a Named License to the Org-User.

Please make sure that the correct person is selected as the recipient before you add the product to the shopping cart (see arrow), as this can only be changed at a later date by canceling and reordering. Only persons responsible for the license can select the recipient. If you then scroll down on the right-hand side, you will see the price of the product and can add it to your shopping cart.

There are products that cannot be purchased directly via the store - in this case, instead of the "Add to shopping cart" button, the product details contain information on where and how you can obtain this software.

There are products that require the purchase or possession of another software product. If you do not yet own this product, a warning will be displayed at the bottom of the product that this product is also required. If you continue with the order process, this product is automatically added to the shopping cart and cannot be removed from it individually - it can only be deleted when the dependent product is removed.

Weitere Daten erforderlich

OU E020-05-1	Anzeigenname Deguster, Dante
Kaufmännischer Entscheider <span style="float: right;">🔍</span>	
Pflichtfeld	
<input checked="" type="checkbox"/> Selbstabholung	Selbstabholung Installationsart Fileserver (SWD)
<input type="checkbox"/> Bereitstellung im nächsten Quartal beginnen (Bereitstellung/Installation wird pausiert.)	


You will now be prompted to select decision-makers for this product by clicking on the magnifying glass icon on the right. Depending on the settings in your organizational unit, there may be a technical decision-maker. However, this is only necessary if there are several decision-makers within your organizational unit, otherwise the form will fill itself out. If no commercial decision-maker can be selected, your head of organization has not appointed a commercial decision-maker. In this case, it is not possible to place an order; please contact your head of organization to be able to send orders.

Services/products that are free of charge (marked as free in the store) can generally be ordered without approval; however, it is also necessary to specify the decision-makers for these services/products (for technical reasons).

Below this field, you can choose how you would like to receive the product - in this example, by collecting it yourself from the file server (SWD).

If you want to make a change order, you can optionally order and release an order now by checking the box 'Start order in next quarter', but the order will only be made available (and billed) in the next quarter. This option is not available for free services/products, as it is irrelevant for billing purposes when the product is ordered.



## Warenkorb

🛒 Artikel im Warenkorb		× löschen	
SRV00244	Grammarly Premium	×	
		- 1 +	Kostenfrei
Installationsgebühr (einmalig)			
Summe einmalige Kosten			-
Summe wiederkehrender Kosten (jährlich)			-
<b>Gesamtpreis</b>			<b>0,00 €</b>



If the product has been successfully added to the shopping cart, you will see an overview of all products in the shopping cart. You can now either place the order directly or add further products or services to the order. The order can also contain products with different commercial/technical decision-makers, who must then release the respective components of the order individually. Please note in this context that the complete order is only made available once all individual products have completed the approval process. This means that the order is not provided in parts.

## ORD00157 - Installation

 Stornieren  Erinnern

## Zusammenfassung



Bestellnr.	ORD00157
Status	In Bearbeitung
Typ	Installation
abgeschickt	12.10.2022 22:24
Antragsteller	Lampert, Martin
Empfänger	Lampert, Martin
Kostenstelle	Global

## Lieferinformationen

Empfänger der Lieferung	Lampert, Martin
Lieferort	Global
Lieferung in Land	Österreich
Notizen	-

## Bestellfortschritt



Service	Anzahl	Zahlungsart	Preis
 <b>Friendly User Test - Grammarly Premium</b> SRV00207 	1	Miete, Monatlich	1,00 €
Installationsgebühr (einmalig)			
Summe einmalige Kosten			-
Summe wiederkehrender Kosten (jährlich)			12,00 €
<b>Gesamtpreis (inkl. Kosten für erstes Jahr)</b>			<b>12,00 €</b>

Once the order has been placed, you will receive a detailed overview of the current status of the product. You can see who placed the order and for whom the software is intended, the cost center on which it is billed, the status of the order and you can also **cancel** it again in the upper area or set a reminder, with which you can leave yourself a note that reminds you, for example, after approval, which device the application is intended for. The small blue clipboard symbol under the name of the software provides you with further information on the commercial/technical decision-maker in this process and the assigned organizational unit.


The option to cancel the order via the cancel button is available as long as the order has not been approved or rejected.





Once the order is complete, you can manage it in future under "My services" in the "Workplace" section. You will then see the following view:


Servicebuchung 🔄 🗨️ ☆ ⋮


**BO00015447 - Installation - Adobe Creative Cloud**

  
1  
**Bestellt**  
 Lampert, Martin  
 19.03.2019

  
2  
**Genehmigung**  
 Automatisch  
 genehmigt

  
3  
**Bereitstellung**  
 Bereitgestellt  
 19.03.2019

  
4  
**Abnahme**  
 Abgenommen  
 Lampert, Martin

  
5  
**Abschluss**  
 Abschluss  
 19.03.2019



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**Buchungszusammenfassung**

Organisationseinheit	E020-05-1		
Buchungsnr.	BO00015447		
Bestellmenge	1	Genehmigung	Genehmigt
Service	SRV00201 - Adobe Creative Cloud		
		Genehmigungsdatum	19.03.2019 01:00
Bestellung	ORD15424 - Installation	Bereitstellung	Bereitgestellt
Nutzer	Lampert, Martin	Bereitstellungsdatum	19.03.2019 01:00
Art des Preises	Miete	Zahlungszyklus	Quartalsweise
Abnahme	Abgenommen	Abnahmedatum	19.03.2019 01:00
Gesamtkosten in 1 Jahr	52,00 €		

---

**Service details**

Service	Anzahl	Zahlungsart	Preis
  <b>Adobe Creative Cloud</b> <small>SRV00201</small>	1	Miete, Quartalsweise	13,00 €

All details of the product are summarized here again and the process is shown with all details. In the event of a rejection by the authorized person, you will receive the same detailed view under "My orders", but the following message will appear in the booking progress:



By clicking on "Approval rejected", you will receive precise information about who rejected the order. You will also receive a rejection confirmation by e-mail, in which a reason for the rejection must be given. You will also find this reason at the bottom of the product information.

Acceptance of an order is not necessary; acceptance takes place automatically after a short time following provision.

## 8.2 Approval & rejection of orders

As soon as an order has been placed in which you have been specified as the person with commercial authorization to approve, you will receive an e-mail and can also view this under "Open approvals" in the "Service approvals" menu item. If you are both the person placing the order and the person authorized to approve the order, the approval process will be skipped as the order request is automatically counted as an approval (principle: only one decision per person). Here you will find a detailed list of all open orders with details of who has placed this order and for whom this service is intended. As soon as you select the order, you will see the following interface, which contains a great deal of information and selection options, which are described in detail:

ORD00159 - Installation

Alles genehmigen
 Alles ablehnen

Zusammenfassung		Lieferinformationen	
Bestellnr.	ORD00159	Empfänger der Lieferung	Deguster, Dante
Status	In Bearbeitung	Lieferort	Global
Typ	Installation	Lieferung in Land	Österreich
abgeschickt	12.10.2022 22:44	Notizen	-
Antragsteller	Deguster, Dante		
Empfänger	Deguster, Dante		
Kostenstelle	Global		

Bestellfortschritt

Bitte fahren Sie mit der Entscheidung fort. Ausgewählte Services (grün hervorgehoben) werden freigegeben, nicht ausgewählte Services (rot hervorgehoben) werden abgelehnt.

[Meine Genehmigungen](#)
[Alle anzeigen](#)

Service	Genehmigungen	Anzahl	Zahlungsart	Preis
<input checked="" type="checkbox"/> Friendly User Test - Mathematica SRV00206	Ich		Miete, Quartalsweise	30,00 €

Installationsgebühr (einmalig)

At the top you will find the type of order (installation/uninstallation) and the following menu items:

ORD00159 - Installation

Alles genehmigen
 Alles ablehnen

All products in this order can be rejected or approved in one go - this only applies to products for which you have been entered as the commercial or technical decision-maker.

[Meine Genehmigungen](#)
[Alle anzeigen](#)

Under "Show all" you will see an overview of all software products available in this order, regardless of the commercial decision-maker selected. Under "My approvals", you will only see the services for which you can also make decisions.



Bitte fahren Sie mit der Entscheidung fort. Ausgewählte Services (grün hervorgehoben) werden freigegeben, nicht ausgewählte Services (rot hervorgehoben) werden abgelehnt.

If you have marked all of the selected services for approval, they will be released via the "Approve order" button; if you have only marked part of the order for approval, they will be released via the "Decide" button. If you have only marked some of the products, only the marked products will be approved and the rest of the products will be rejected at the same time.




Keine Buchung wurde ausgewählt, dadurch wird die gesamte Bestellung abgelehnt.

If none of the products have been selected, you can reject them all by clicking on "Reject order".

Alles ablehnen für **ORD00159-Installation**

Sie sind dabei, die folgenden Servicebuchungen abzulehnen.

Service	Genehmigungen	Anzahl	Zahlungsart	Preis
<input type="checkbox"/>  <b>Friendly User Test - Mathematica</b> SRV00206	Ich	1	Miete, Quartalsweise	30,00 €
Installationsgebühr (einmalig)				
Summe einmalige Kosten				-
Summe wiederkehrender Kosten (jährlich)				-
<b>Gesamtpreis</b>				<b>0,00 €</b>

Notizen

Pflichtfeld

Falls verfügbar, bitte weitere Anhänge anfügen

Sortieren nach: **Name**

**HIER ABLEGEN**

Notizen Pflichtfeld
< >

In the event of a rejection, it is mandatory to enter a note in the "Notes" section stating the reason for the rejection, which will also be communicated to the person placing the order. If the order is approved, you will receive the same window for viewing, but no note is required and you will see the button "Approve all" instead of "Reject all" at the bottom.

If you are an authorized person who was not selected during the ordering process, you will not receive an e-mail notification. However, you will see the order in your service authorizations approx. 1-2 minutes after the order process and can decide on it. You will then see in the order that another person has been selected to make the decision, but that you have made the decision.

## 9 Cancellation/cancellation of products/services (only for employees)

### 9.1 Cancellation of own products/services

If you would like to cancel/cancel one of your products, you can do this under "My services" by clicking on "Uninstall my services" at the top left of the list. If you are a person responsible for the license, you will also see 'Uninstall service (Admin)', which you can use to cancel the services of others. Important: The list of services and the Uninstall services action are not related, so selecting a product before clicking on "Uninstall my services" has no effect, the product must only be selected in the next step.

Service ID	Service Name	Bestellnr.	Buchungsnr.
SRV00201	Adobe Creative Cloud	ORD15424	BOO0015447
SRV00275	VMware Workstation	ORD13378	BOO0013401
SRV00291	MS Windows Desktop	-----	-----

If a service is not available for selection or it is indicated in the service that a release for a cancellation is in progress, a return for this item has already been initiated and is currently being processed. A few products (e.g. Office bundled) may also not be cancelable for technical reasons. A service/product that has already been approved for return shows how long it can still be used under End time:

BOO0000275 - Installation - MS Windows Desktop

**Buchungsfortschritt**

- Bestellt (Deguster, Dante, 28.10.2022)
- Genehmigung (Automatisch genehmigt)
- Bereitstellung (Bereitgestellt, 28.10.2022)
- Abnahme (Offen, Deguster, Dante)
- Abschluss (Offen)

**Buchungszusammenfassung**

Genehmigung für Deinstallation noch offen

Buchungsnr.	BOO0000275	Genehmigung	Genehmigt
Bestellmenge	1	Genehmigungsdatum	28.10.2022 12:48
Service	SRV00291 - MS Windows Desktop	Bereitstellung	Bereitgestellt
Bestellung	ORD00253 - Installation	Bereitstellungsdatum	28.10.2022 12:48
Nutzer	Deguster, Dante	Zahlungszyklus	Einmalig
Art des Preises	Miete	Abnahme	Offen
Gesamtkosten in 1 Jahr	5,20 €		

Servicebuchung

BOO0000274 - Installation - MS Windows Desktop

**Buchungsfortschritt**

- Bestellt (Deguster, Dante, 28.10.2022)
- Genehmigung (Automatisch genehmigt)
- Bereitstellung (Bereitgestellt, 28.10.2022)
- Abnahme (Offen, Deguster, Dante)
- Abschluss (Offen)

**Buchungszusammenfassung**

Endzeitpunkt	01.01.2023		
Buchungsnr.	BOO0000274	Genehmigung	Genehmigt
Bestellmenge	1	Genehmigungsdatum	28.10.2022 12:48
Service	SRV00291 - MS Windows Desktop	Bereitstellung	Bereitgestellt
Bestellung	ORD00253 - Installation	Bereitstellungsdatum	28.10.2022 12:48
Nutzer	Deguster, Dante	Zahlungszyklus	Einmalig
Art des Preises	Miete	Abnahme	Offen
Gesamtkosten in 1 Jahr	5,20 €		

After clicking on the unsubscribe action, a panel opens where the unsubscribe information must be entered. You can use the magnifying glass icon to display a list of services that can be canceled and select one or more services from this list.

Aktion 🔍 🔍 — ✕

## Meine Services deinstallieren

Bitte wählen Sie Ihre Services zur Rückgabe aus 🔍

**Pflichtfeld**

Empfänger  
**Beck, Christian**

---

Allgemeine Hinweise:  
Die Rückgabe der ausgewählten Services startet eine Deinstallations-Bestellung mit einem Genehmigungsprozess.  
Nach der Genehmigung wartet der Deinstallationsprozess auf den Endzeitpunkt des jeweiligen Services.  
Jeder Service kann unterschiedliche Laufzeiten besitzen.

Ich möchte alle ausgewählten Services SOFORT zurückgeben!  
 Die Deinstallation startet nach der erfolgreichen Genehmigung.  
Die Mindest-Laufzeit wird weiterhin verrechnet!

**!** Bitte wählen Sie Ihre Services zur Rückgabe aus **Pflichtfeld** < >

ABBRECHEN ZUSAMMENFASSUNG >>

As there is sometimes a lot of information per product, this can be shown/hidden in the various columns using the three dots on the right. In this view, select all the products/services that you want to cancel.

	Serviceempfänger	OU	Service-ID	Service
<input type="checkbox"/>	Q~	Q~	Q~	Q~
<input type="checkbox"/>			SRV00277	Zoom Pro
<input type="checkbox"/>			SRV00201	Adobe Creative Cloud
<input type="checkbox"/>			SRV00274	VMware Fusion
<input type="checkbox"/>			SRV00095	IrfanView
<input type="checkbox"/>			SRV00275	VMware Workstation
<input type="checkbox"/>			SRV00271	TeamViewer
<input type="checkbox"/>			SRV00289	MS Visio LTSC
<input type="checkbox"/>			SRV00293	MS Windows Server Standard
<input type="checkbox"/>			SRV00193	RIP (Rest in Peace)
<input type="checkbox"/>			SRV00288	MS Visio 365
<input type="checkbox"/>			SRV00282	MS Project 365
<input type="checkbox"/>			SRV00307	OfficeTimeLine Plus
<input type="checkbox"/>			SRV00305	!TU free
<input type="checkbox"/>			SRV00266	simplemind Pro
<input type="checkbox"/>			SRV00264	Qoppa PDF Studio Pro
<input type="checkbox"/>			SRV00306	Total Validator
<input type="checkbox"/>			SRV00244	Grammarly Premium
<input type="checkbox"/>			SRV00291	MS Windows Desktop
<input type="checkbox"/>			SRV00310	MS Office 365 (A5)

**Important:** If you select RETURN IMMEDIATELY, all services will be canceled immediately, but will still be charged until the end of the minimum term. A subsequent change is no longer possible after successful completion of the termination, this is a final decision! Immediate cancellation is necessary, for example, if a maximum number of orders has been placed for a product/service and a subsequent new order is planned. Free products/services will always be returned immediately, as there is no charge.

Once you have selected all the appropriate information, click on Summary at the bottom right. On the following page you can see once again what this unsubscription includes before you finally cancel the unsubscription with 'Uninstall my services'.

#### Meine Services deinstallieren

Bitte prüfen Sie die Zusammenfassung bevor Sie die Aktion ausführen.

Empfänger

Beck, Christian

B000017442



!TU free

Software, die an der TU für interne Zwecke gebraucht wird, kann an dieser zentralen Stelle heruntergeladen werden. Pro Software ist ein Unterverzeichnis in

<< EMPFÄNGER

ABBRECHEN

MEINE SERVICES DEINSTALLIEREN

If products require approval at the time of ordering, cancellation is also subject to the approval process. In this case, the person who approved the order will be informed by e-mail, provided that this person still has the right to make the decision at the time the order is canceled. If the person who canceled the order has approved the order and is still authorized to approve it, the approval process is automatically skipped. All persons currently authorized to make decisions can approve the cancellation. If there are currently no authorized persons due to changes in the authorizations, the cancellation is carried out without approval.

Please note that the items will only be removed at the end of the term - in the case of quarterly billing, for example, an item will only be removed from your services at the end of December if you cancel in October. The actual end date can be viewed in the order details.

## 9.2 Cancellation of other people's products (only for persons with a license)

If you want to cancel a product for others, you can do this under "My services" but better and more clearly under "Admin list". At the top of this window you will find the "Uninstall service (Admin)" button, as shown in the following image:

Service deinstallieren (Admin)		Meine Services deinstallieren	
Suchtext			
<input type="checkbox"/>	Serviceempfänger	OU	Service-ID ...
	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Klauda, Andreas	E020-05-1	SRV00291 MS
<input type="checkbox"/>	Holzinger, Martin	E020-05-1	SRV00095 Irfar
<input type="checkbox"/>	Holzinger, Martin	E020-05-1	SRV00249 Mat
<input type="checkbox"/>	Niedermayer, Walter	E020-05-1	SRV00277 Zoo
<input type="checkbox"/>	Holzinger, Martin	E020-05-1	SRV00201 Ado
<input type="checkbox"/>	Klauda, Andreas	E020-05-1	SRV00201 Ado

With one exception, the procedure is identical to the process for canceling your own services: The person for whom services/products are to be canceled must first be selected. If services/products are to be canceled by several people, this must be done for each person.

Aktion
⌵ - ✕

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### Service deinstallieren (Admin)

Wählen Sie den Benutzer aus, bei dem Services entfernt werden sollen.

Empfänger Q

Pflichtfeld

Bitte wählen Sie Ihre Services zur Rückgabe aus

.....

Allgemeine Hinweise

Die Rückgabe der ausgewählten Services startet eine Deinstallations-Bestellung mit einem Genehmigungsprozess. Nach der Genehmigung wartet der Deinstallationsprozess auf das Endzeitpunkt des jeweiligen Service. Jeder Service kann unterschiedliche Laufzeiten besitzen.

Ich möchte alle ausgewählten Services SOFORT zurückgeben!  
 Die Deinstallation startet nach der erfolgreichen Genehmigung.  
 Die Mindest-Laufzeit wird weiterhin verrechnet!

! Empfänger Pflichtfeld
< >

ABBRECHEN

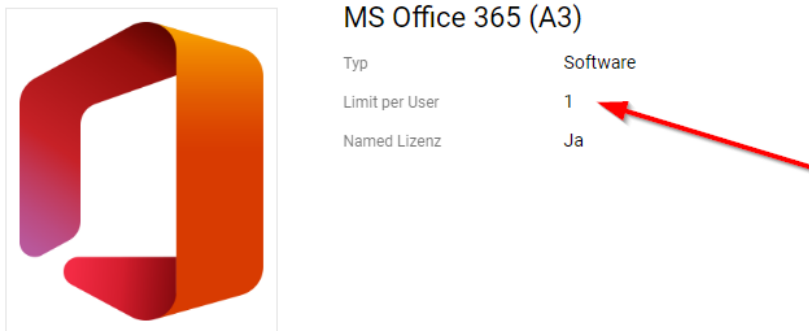
ZUSAMMENFASSUNG >>



## 10 Changes to products/services (only for employees)

To make changes to a service/product, it must be canceled and reordered. When reordering, all details such as organizational unit affiliation, collection variant, selected end device and similar can be reselected. In order to avoid double billing in the quarter, all cancellations and reorders of a product **by a person in an organizational unit** are only charged once in a quarter.

Important: If a person can only obtain a license once, for example with MS Office (see screenshot), it is necessary to cancel the license as described above "Immediately", otherwise you would have to wait until the end of the respective quarter to order a new one.



As an alternative to immediate cancelation, changes can also be made through normal cancelation (generally effective at the end of the quarter) and the new/corrected order placed with effect from the next quarter. This also avoids double billing and the new order can be placed and approved in advance.

## 11 Information in bookings

Bookings are the carriers of information about which service/product you are currently using or have purchased. These can be viewed at various points. These include My workplace / My services or for license managers under My management area / Admin list. A quick view shows various data that can be very useful.

## BOO0015943 - Installation - MS Windows Server Standard

 Bearbeiten


## Buchungsfortschritt



## Buchungszusammenfassung

Organisationseinheit	E020-05-1		
Buchungsnr.	BOO0015943		
Bestellmenge	1	Genehmigung	Genehmigt
Service	SRV00293 - MS Windows Server Standard	Genehmigungsdatum	23.10.2017 02:00
Bestellung	ORD15920 - Installation	Bereitstellung	Bereitgestellt
Nutzer		Bereitstellungsdatum	23.10.2017 02:00
Art des Preises	Miete	Zahlungszyklus	Quartalsweise
Gesamtkosten in 1 Jahr	140,00 €		
Lizenzkey	ABC-DEF-GHI-JKL	Lizenzkey Ablaufdatum	31.08.2023 00:00
Kundenkommentar	Mein Anwender-Text		

## Servicedetails

Service	Anzahl	Zahlungsart	Preis
 <b>MS Windows Server Standard</b> SRV00293	1	Miete, Quartalsweise	35,00 €
Installationsgebühr (einmalig)			-
Summe einmalige Kosten			-
Summe wiederkehrender Kosten (jährlich)			140,00 €
<b>Gesamtpreis (inkl. Kosten für erstes Jahr)</b>			<b>140,00 €</b>

The quick view is generally divided into the following sections:

## 11.1 Booking progress

The graphical illustration shows

- Who ordered it and when
- Who has or will approve it
- When was it provided (delivered)
- Acceptance and completion are not used in the TUshop and will be hidden in future versions.

## 11.2 Booking summary

- End date:  
After canceling a service, the actual end date of the license is displayed here.
- Organizational unit:  
The booking is charged to this organizational unit and the responsibilities also lie with this organizational unit.
- Booking number:  
Please quote this number for all queries so that it is clear which booking you are asking about. This number can also be found on the cost reports.
- Order quantity:  
This is always one in the TUshop. Multiple orders are automatically converted into single orders to make it easier to cancel orders at a later date.
- Service:  
Name of the service ordered
- Order:  
Associated order. An order can contain any number of services.
- User:  
Name of the licensee
- Approval:  
Status of the approval
- Approval date:  
Date of approval
- Deployment:  
Status of deployment
- Provision date:  
Date of provision
- Type of price:  
Rent or purchase or free of charge
- Payment cycle:  
Cycle for rent
- Total costs in 1 year:  
Depending on the cycle and rental price, this results in a theoretical annual fee
- License key:  
If the service has a license key, it will be displayed here. Depending on the product, it may take some time after provision for the key to appear here. This depends on the manufacturer.
- License key expiration date:  
If the key has an expiration date, it will be displayed here. If it is a rental product, the key is automatically extended.
- Customer comment:  
Persons responsible for licenses can use the Edit button (in the grey bar at the top) to add any text to a booking. If this is set, it will be displayed here. The text can be used for any customer-specific additional information (e.g. to whom the license was passed on or on which computer the license was installed). This text is also available as a column in the admin list.
- Previous owner:  
If the booking was automatically transferred to the Org user, the previous owner can be recognized in the field

## 11.3 Service details

The logo and the name of the booked service are displayed. The quantity and payment method are listed again. In addition, the data entered in the order form can be found via the clipboard symbol (marked in the screenshot).

## 12 Direct links

### 12.1 Links to services/products

The product used for the TUshop builds almost all pages highly dynamically. Therefore, the URLs visible in the browser cannot generally be directly assigned to a service/product. It is possible to use so-called deep links, where certain pages with specific content are displayed using a series of arguments. These links can generally only be generated with information that is not available to the end customer and are unwieldy in length.

We have therefore provided a URL shortening service so that direct links to product pages (e.g. for internal documentation) can be created. The basic URL is

`https://shop.tusoftware.tuwien.ac.at:8888/get-url?srv=`

The complete service ID must be inserted after the =; this can be found, for example, in the catalog at the top left:

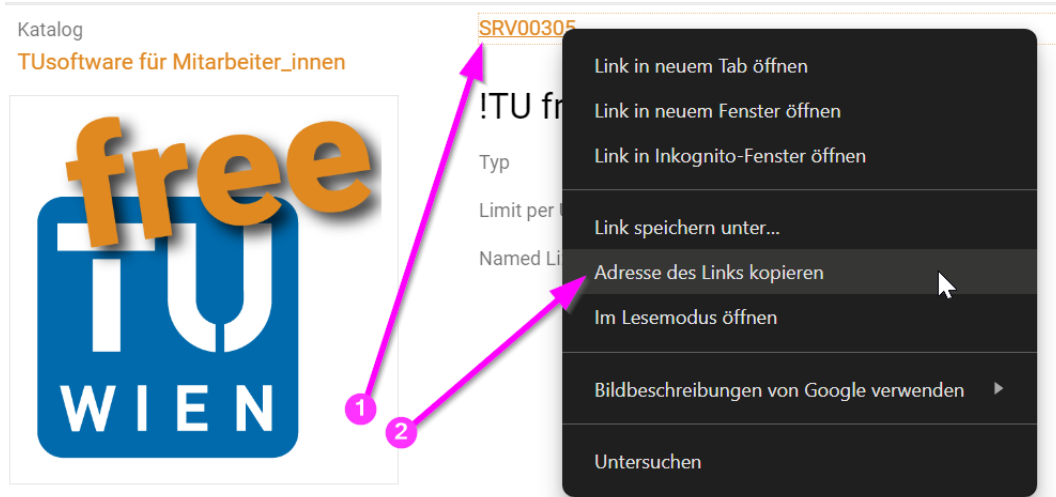


The full URL for '!TU free' is therefore:

<https://shop.tusoftware.tuwien.ac.at:8888/get-url?srv=SRV00305>

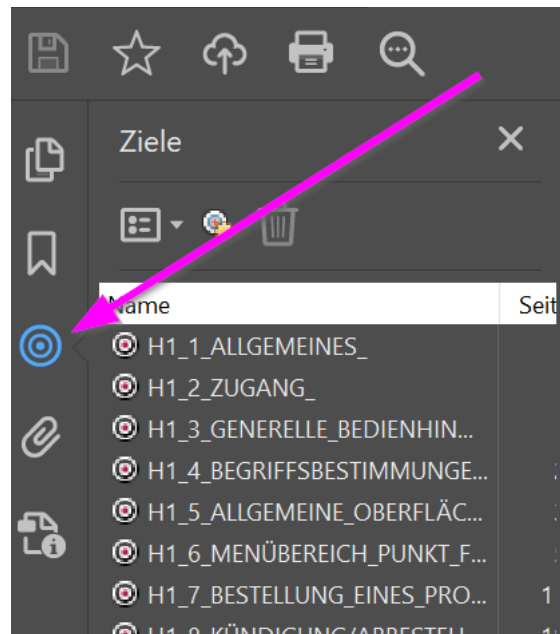
It is strongly recommended that only these short URLs are integrated into documentation and not the very long deep links that result.

So that you do not have to compile this URL yourself, you can also view the 'finished' link on the product page. To do this, move the mouse over the service ID and copy the link address (generally right-click → to copy the address of the link); you can then use this anywhere by pasting it in.



## 12.2 Links to chapters in the manual

The manual is stored centrally at [https://service.it.tuwien.ac.at/swsupport/docus/tushop/tushop\\_handbuch.pdf](https://service.it.tuwien.ac.at/swsupport/docus/tushop/tushop_handbuch.pdf) and is also available for direct links at this URL. The manual complies with the PDF/UA guidelines and is enriched with so-called targets in addition to the table of contents. In this way, each chapter can be accessed directly in a URL by specifying the target. To do this, add #TargetID to the URL. The target names can be easily viewed under Adobe Acrobat, for example:



A link to the information on how to log in would therefore be helpful:

[https://service.it.tuwien.ac.at/swsupport/docus/tushop/tushop\\_handbuch.pdf#H1\\_2\\_ZUGANG\\_](https://service.it.tuwien.ac.at/swsupport/docus/tushop/tushop_handbuch.pdf#H1_2_ZUGANG_)

## 13 Connection of other systems to the TUshop

In order to be able to automatically connect external administration systems to the TUshop, an API has been made available with which the current data record for an organizational unit group can be read out. To be able to use this API,

a person responsible for licenses sends a request to TU.it to create an access authorization via a ticket. This ticket must contain a complete list of all organizational units whose data is to be read out.

After manual processing, you then receive the information on the API as well as an access token, which is required for the query. The token represents the access control and may therefore only be passed on to authorized persons. The token is not personal, but applies to the group of organizational units. Therefore, only one token is issued per group.

The API consists of several REST calls in which the data is returned as a JSON file. In principle, it is also possible to query this data directly in Excel, but the new export functions are generally easier to use for this purpose. We therefore recommend only using the API for automated data queries.

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