Preface

Dear reader,

the Postgraduate Center is the center of competence for professional education at the University of Vienna. With the fruitful interaction of theory and practice and their interdisciplinary focus, our programs are adjusted to the specific demands of professional life. Our innovative programs stand out for more than one reason: High-ranking international experts from science and practice work with the participants, imparting state-of-the-art knowledge and encouraging intensive, case-based learning.

While upgrading your professional skills you will also have the opportunity of discovering Austria. This versatile country is not only famous for its cultural and historic treasures, but offers a fascinating nature which stands in a lively contrast to the vibrant urban life of Vienna. In this handbook, we will guide you through the different steps of living and studying in Vienna, help you with administrative matters and give you tips and tricks that will make your life just the little bit easier.

If you have any questions or concerns, our team will be glad to help you.

We wish you a memorable stay in Austria
and a successful and inspiring time at the University’s Postgraduate Center!

Your team of the Postgraduate Center
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### Important Details Regarding Housing

- **Stays in Austria for a Maximum of 3 Months:**
  - Guidelines for short-term stays
- **Stays in Austria from 91 Days up to 6 Months:**
  - Requirements and procedures
- **Stays in Austria for more than 6 Months:**
  - Extended stay considerations

### Handy to Know—Important Details Regarding Housing

- **Before/If Things go Wrong:**
  - Steps to take
- **Important German Words:**
  - Terms for finding housing

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### Libraries in Vienna

- **The University Library:**
  - Access and resources
- **Vienna’s Public Libraries:**
  - Locations and services

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### Services Offered by the University of Vienna

- **ZID—Vienna University Computer Center:**
  - Support for students
- **ÖH:**
  - Student organization services

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### Professional Education at the University's Postgraduate Center

- **Our Services:**
  - Academic and administrative support
- **ECTS:**
  - Credit transfer system
- **Graduation and Graduation Certificates:**
  - Degree requirements and certification
- **The Academic Year and Austrian Holidays:**
  - Calendar and events

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### Studying at the University of Vienna

- **Studying at the University’s Postgraduate Center:**
  - General information and services
- **Our Services:**
  - Support for postgraduate students
- **The Austrian Grading System:**
  - Assessment and evaluation
- **Graduation and Graduation Certificates:**
  - Degree completion
- **The Academic Year and Austrian Holidays:**
  - Calendar and events

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### Professional Education

- **Why study in Vienna:**
  - Benefits and reasons for study
- **Postgraduate Studying:**
  - Program details and outcomes
- **Postgraduate Center:**
  - Services and facilities

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### VISA AND RESIDENCE PERMITS

- **Summary of Visa and Residence Types:**
  - Overview and requirements
- **Nationals of EU/EEA Member Countries and Swiss Nationals:**
  - Residence and stay options
- **Non-EU/EEA Countries:**
  - Specific visa and residence requirements
- **More Information:**
  - Additional resources and contact information
- **Important German Words:**
  - Key terms for visa and residence
Professional Education at the University of Vienna
1. WHY STUDY IN VIENNA?

The University of Vienna combines tradition with a future-oriented outlook. Situated in the heart of Europe, it is an internationally renowned university that provides high-quality education for home and foreign students. Studying in Vienna is becoming increasingly attractive for people from all over the globe. Beyond its regular degree studies and postgraduate programs the University of Vienna offers language, computer and sports courses.

Not only the University, but also the city of Vienna has a long historical tradition with its famous sights. Today, Vienna is the city with the highest quality of living worldwide. From magnificent architecture to special exhibitions and endless musical opportunities, Vienna is brimming with culture.

Apart from many places of interest, Vienna offers a broad range of leisure time facilities. There are many places for recreation that one can enjoy off-campus.
2. THE UNIVERSITY OF VIENNA

The University of Vienna was founded in 1365 and is the oldest university in the German-speaking world and one of the largest in Central Europe. At present, about 91,000 students from 130 countries are enrolled at the University of Vienna. With 9,400 employees (of whom 6,700 are scientists and academics) it is also the largest teaching and research institution in Austria.

Studying in Vienna –

Enjoying Variety and Diversity

Diversity, internationality and mobility of students and lecturers are key issues in the university’s daily discourse. Studying at the University of Vienna means that you can choose from the widest range of study programs in Austria. Currently, the University of Vienna comprises 15 faculties and three centers, where students can choose from more than 180 courses, as well as from over 35 Postgraduate Programs. Additionally, you can enjoy the variety of services provided by the university for its students.

Research and Teaching

The main task and goal of this university lies in creating and sustaining top-quality research and teaching. A strong focus on research, combining fundamental with application-oriented research, renders the University of Vienna highly attractive for the sharpest minds.

Studying at the University of Vienna means studying at one of the most renowned universities in the heart of Europe. The University of Vienna offers via its Postgraduate Center high-level continuing education programs which provide internationally recognized degrees as well as excellent job opportunities. Students experience innovative learning environments and work together with high-level scientists as well as experts from practical fields. Moreover, students enjoy the vibrant flair and high quality of living that Vienna has to offer.

Heinz W. Engl – Rector
3. PROFESSIONAL EDUCATION AT THE UNIVERSITY’S POSTGRADUATE CENTER

The University’s Postgraduate Center offers a wide range of Advanced Postgraduate Programs and puts high-quality education at your doorstep. Our programs lead to Academic Certificates as well as Master’s degrees. Students may choose from more than 35 master programs and certificate programs in the fields of:

- EDUCATION AND SOCIAL CARE
- HEALTH AND NATURAL SCIENCES
- INTERNATIONAL AFFAIRS AND BUSINESS
- COMMUNICATION AND MEDIA
- LAW

In addition, the university offers customized corporate programs focused on the goals and specific needs of organizations. All professional educational programs of the University of Vienna are adapted to the specific demands of professional life and aim at providing an interdisciplinary approach. Students will learn to understand how related academic disciplines are interconnected with their specific fields of expertise.

INFOBOX—University Programs in Austria

**Formal University Programs (by University Act):**
- (Regular) Study Programs (Bachelor, Master, PhD)
- (Non-Regular) Study Programs *(Universitätslehrgänge)*:
  - Master Programs (120-60 ECTS)
  - Academic Programs (60 ECTS)

**Additional University Continuing Education (UCE)-Programs (no legal basis):**
- Certificate Courses (15-10 ECTS)
- Corporate Programs (with/without ECTS)

*Offered by the Postgraduate Center*

- Summerschool (with/without ECTS)
- Seminars/Workshops (with/without ECTS).
Austrian universities are required to fulfill the task of Continuing Education (Austrian Universities Act, 2002, §3, 5) and are entitled to establish postgraduate study programs. The University Continuing Education (UCE) provision is not part of the regular (under)graduate degree programs of the universities and therefore differs from those in several areas, e.g. in the admission process and regarding the course costs.

Under the Austrian Universities Act (2002, §91, 7), University Continuing Education must bear its own financial burden. Therefore, both University Training Courses and specialized Continuing Education-Modules have to be budgeted at full costs. The tuition fees for the different courses range between € 3,500,- and € 23,500,-. The fee is set by the rectorate at levels reflecting the actual course costs.

Our Postgraduate Programs
- allow you to
  - upgrade your professional specialization and qualification.
  - discover new job opportunities.
  - gain relevant skills.
- prepare you for leading positions.
- offer a wide range of career perspectives through interdisciplinary programs.
- are aimed at the needs of working students and professionals.
- are arranged on a part-time basis (only 6 are full-time).
- enable efficient learning in small groups (due to limited number of students).
- are taught by high-profile, international experts from the academic and professional world.
- give you a significant advantage in the employment market.
4. OUR POSTGRADUATE PROGRAMS

LAW

**European and International Business Law** (LL.M.) (Available in German or English)

**Information and Media Law** (LL.M.) (German)

**International Legal Studies** (LL.M) (English)

**Taxation and Accounting** (LL.M.) (German)

**Canon Law for Lawyers** (LL.M) (German)

**Forum Art Law** (Final Certificate) (German)

HEALTH AND NATURAL SCIENCES

**Master of Public Health** (MPH) (German)

**Advanced Study in Psychotherapy** (MA) (German)

**Pharmaceutical Quality Management** (MSc or Final Certificate) (German)

**Psychomotricity** (MA) (German)

**Propedeutic Program in Psychotherapy** (Final Certificate) (German)

**Risk Prevention and Disaster Management** (MSc) (German)

**Archeological Heritage Management** (Final Certificate) (German)

COMMUNICATION AND MEDIA

**Library and Information Studies** (MSc or Expert Title) (German)

**Public Communication** (MA) (German)

**Library Management** (Final Certificate) (German)

**Inventory Management in Libraries and Information Facilities** (Final Certificate) (German)

**Interpreting with new technologies** (Final Certificate) (German)

INTERNATIONAL AFFAIRS AND BUSINESS

**European Studies** (M.E.S.) (Bilingual German and English)

**Cultural Management** (Final Certificate) (English)

**Human Rights** (M.A.) (English)

**Interdisciplinary Balkan Studies** (MA) (Bilingual German and English)

**Interdisciplinary Latin American Studies** (MA) (Bilingual German and Spanish)

**International Studies** (M.A.I.S.) (English)

**Muslims in Europe** (Certificate) (Bilingual German and English)

EDUCATION AND SOCIAL CARE

**Gerontology and social Innovation** (MA) (German)

**Integration of children and adolescents with emotional and social problems in the context of school** (MA) (German)

**Integrative Outdoor Activities** (MSc or Expert Title) (German)

**Philosophical Praxis** (Expert Title) (German)

**Supervision and Coaching** (MSc or Expert Title or MSc Upgrade) (German)

**Early Care Counselling** (MA) (German)

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5. INTERESTED?

If you are interested in our Postgraduate Programs and wish to receive further information about the contents of the courses, admission requirements or funding, please do not hesitate to contact us.

We look forward to assisting you with finding the program that suits your interest and needs most, and to help you plan your career path.

info@postgraduatecenter.at
T: +43-1-4277-10 800
F: +43-1-4277-9108

Campus of the University of Vienna
Spitalgasse 2, Hof 1, Door 1.14.1
1090 Vienna

www.postgraduatecenter.at
5. INTERESTED?

How to reach us with public transport:

Tram:
- 5, 33, 43, 44 (Exit: Lange Gasse)
- 5, 33 (Exit: Spitalgasse/Währingerstrasse)
- 37, 38, 40, 41, 42 (Exit: Spitalgasse/Währingerstrasse)

Bus:
- 13A (Exit: Alserstrasse)

The closest metro stops are:
- U2: Rathaus, 650 meter
- U2: Schottentor, 800 meter (trams 43 and 44 run from here)
- U6: Alserstrasse, 1,1 km (trams 43 and 44 run from here)
6. CHECKLIST FOR CHOOSING YOUR POSTGRADUATE PROGRAM

Questions to ask yourself before starting a Postgraduate Program:
- Do I seek professional reorientation?
- Do I prefer to study part-time or full-time?
- How important is internationality for my career?

1st Evaluation
- Which career plans do I have?
- Can a Postgraduate Program help me in achieving them?
- Am I prepared to live for up to 3,5 years with potential financial cutbacks, additional work and therefore a restricted private life?
- Will my family/my friends support me?

Questioning the quality of the Postgraduate Programs you are interested in
- Accreditation
- Number of graduates so far
- Quality of participants (e.g. admission criteria: Academic degree required?)
- Are the lecturers competent and skilled? Do they have an international reputation?
- Which degree of professional experience is required?
- How is the program structured? Duration?
- Teaching methods: Interaction, practice-orientation, E-Learning, support
- Number and composition of participants

Requirements
- What are my qualifications?
- What is my professional experience?
- Am I in a leading position? For how long?
- Do I meet the admission criteria to be accepted to a postgraduate program?

Cost-benefit calculation
- Estimate the costs on a realistic basis and compare with the quality of the program (high course fees do not necessarily stand for a high quality)
- Draw up a finance plan and safeguard financing
- Are there bursaries or scholarships for the program?
- Evaluate your time resources
- Check, whether you are allowed to carry this official title in your country
- Are the contents of the program relevant for my professional future?
- Inform yourself in your professional environment, whether the title leads to real career opportunities

Selection and evaluation
- Which programs are on my short-list?
- Contact the Program Manager to find out whether the program’s content meets my demands
- Prepare your application thoroughly
The Service Center is able to inform you about the wide range of advanced Postgraduate Programs. As the application procedure and the admission requirements differ within the programs, we would advise you to contact the responsible Program Manager for detailed information. The Program Managers will be glad to provide you with information and guide you through the application process!

The Program Managers are responsible for the application procedure and decide together with the course director about your admission.

If you got accepted to one of our programs you will receive an information sheet on your compulsory online pre-registration. After the successful completion of your online pre-registration, the Postgraduate Center will activate your preliminary admission if the first instalment of the tuition fees has been paid.

In order to complete your admission, we will ask you to pay a visit to the Service Center after your arrival in Austria (please bring an ID and a passport photo).

In case you are a non-EU/EEA Citizen and you need to apply for a visa, we can provide you with an admission statement. Just inform your Program Manager and we will send you your admission statement by post as soon as possible. In case you are already in Austria you can also pick up your admission statement personally at our Service Center.
7. POSTGRADUATE STUDYING AT THE UNIVERSITY OF VIENNA: 1ST STEPS

1. **Information**
   - Contact the Service Center of the Postgraduate Center for general information on all Postgraduate Programs offered by the Postgraduate Center of the University of Vienna
   - Contact the responsible Program Manager for detailed information
   - For personal contact, visit one of our information events, or make an appointment to see us personally at the Postgraduate Center

2. **Application**
   - Send the filled out application form and the required documents to the responsible Program Manager
   - The Program Manager will look through the documents and if they are complete, he/she will forward it to the Program Director
   - The Program Director will examine the documents and check whether you meet the admission criteria
   - Depending on the program, there are different application procedures (for example admission interviews, admission tests, approval of the application by the Scientific Board, etc.). Please contact your Program Manager on detailed information about the application process.

3. **Admission**
   - If you got accepted, you will receive a letter, informing you of the next steps you are asked to complete before the start of the course:
     - Complete the Online-Pre-Registration
     - Pay the course fee before the start of the course (for detailed information and variations see the terms of Payment in your application form or contact your Program Manager)

4. **Start of Studies**
   - As soon as these steps are taken, the Service Center will complete your formal admission, as well as issue your Student-ID and admission statements
   - The Program Manager will inform you on all details regarding the upcoming semester (course rooms, exams, etc.) and provide you with course material and scripts
Studying at the University of Vienna
1. STUDYING AT THE UNIVERSITY’S POSTGRADUATE CENTER

1.1. OUR SERVICES

How the Service Center can help you:

- Information on the Postgraduate Programs offered by the University of Vienna
- General Information about studying and living in Austria
- Assistance in Visa-Applications
- Issuing Admission Statements
- Printing your student records (study sheet [Studienblatt] and confirmation of studies [Studienbestätigung]) and sending it via mail or e-mail
- Issuing student IDs
- Information about your student account and admission status
- Issuing final certificates and the decision on conferment of an academic degree

How your Program Manager can help you:

- Your first contact for course-related questions
- Guidance through the application procedure
- Information on dates, course contents and exams
- Updates on deadlines and changes
- Provides you with scripts and course material
- Information on Master Theses
- Contact for questions concerning finance (tuition fee)
- Contact for evaluation and feedback

1.2. THE AUSTRIAN GRADING SYSTEM

Overall Grade: with distinction, pass, fail

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 “Sehr gut”</td>
<td>Pass, excellent</td>
</tr>
<tr>
<td>2 “Gut”</td>
<td>Pass, good</td>
</tr>
<tr>
<td>3 “Befriedigend”</td>
<td>Pass, satisfactory</td>
</tr>
<tr>
<td>4 “Genügend”</td>
<td>Pass, passing</td>
</tr>
<tr>
<td>5 “Nicht genügend”</td>
<td>Fail</td>
</tr>
<tr>
<td>&quot;Mit Erfolg teilgenommen&quot;</td>
<td>Course successfully completed</td>
</tr>
<tr>
<td>&quot;Ohne Erfolg teilgenommen&quot;</td>
<td>Course not successfully completed</td>
</tr>
</tbody>
</table>

1.3. ECTS

ECTS (European Credit Transfer System): The ECTS points allocated to each course correspond to the amount of study hours required to accomplish the respective course. 1 ECTS is equivalent to a workload of 25 hours.
1. STUDYING AT THE UNIVERSITY’S POSTGRADUATE CENTER

Semester Hours (SSt.): 1 semester hour comprises approximately 15 instruction units of 45 minutes each.

1.4. GRADUATION AND GRADUATION CERTIFICATES

After you successfully graduated from your postgraduate program, the Postgraduate Center’s Service Center issues your final certificate. On your final certificate all courses of your postgraduate program are indicated. You will find the dates of your exams as well as your grades and your graduation date. If your postgraduate program graduates with an academic degree, the Service Center also issues the decision on conferment of an academic degree. You are very welcome to pick up your final certificate at the Service Center.

Depending on the postgraduate program, there might be an academic graduation ceremony. At the ceremony you will get a “Schmuckurkunde”, a decorative certificate confirming your successful graduation.

1.5. THE ACADEMIC YEAR AND AUSTRIAN HOLIDAYS

In Austria, the academic year is divided in 2 semesters. Winter Semester starts on the 1st of October and ends on 31st of January. In February, there is a holiday break and after this month summer semester starts on the 1st of March and ends on the 30th of June. July, August and September is the period of summer break.

PLEASE NOTE

Please note: As some of our postgraduate programs are extra occupational (i.e. on a part-time basis, allowing you to study while working), courses can take place on weekends and in winter or summer breaks.
1. STUDYING AT THE UNIVERSITY'S POSTGRADUATE CENTER

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 January</td>
<td>New Year's Day</td>
</tr>
<tr>
<td>6 January</td>
<td>Epiphany</td>
</tr>
<tr>
<td>Easter Monday</td>
<td>(a movable holiday)</td>
</tr>
<tr>
<td>1 May</td>
<td>Labor Day</td>
</tr>
<tr>
<td>Ascension Day</td>
<td>(Christi Himmelfahrt) 39 days after Easter Sunday</td>
</tr>
<tr>
<td>Whit Sunday</td>
<td>(Pfingsten) Pentecost</td>
</tr>
<tr>
<td>Corpus Christi</td>
<td>First Holy Eucharist Last Supper. Thursday after Trinity Sunday (60 days after Easter Sunday)</td>
</tr>
<tr>
<td>15 August</td>
<td>Assumption of Mary</td>
</tr>
<tr>
<td>26 October</td>
<td>Austrian National Day (day of the Declaration of Neutrality)</td>
</tr>
<tr>
<td>1 November</td>
<td>All Saints’ Day</td>
</tr>
<tr>
<td>8 December</td>
<td>Feast of the Immaculate Conception (retail stores are allowed to open for Christmas shopping)</td>
</tr>
<tr>
<td>25 December</td>
<td>Christmas Day</td>
</tr>
<tr>
<td>26 December</td>
<td>St Stephen’s Day</td>
</tr>
</tbody>
</table>

2. SERVICES OFFERED BY THE UNIVERSITY OF VIENNA

2.1. ZID—VIENNA UNIVERSITY COMPUTER CENTER

Under the name u:net the Vienna University Computer Center (Zentraler Informatikdienst, ZID) has put together an extensive package of IT services which should offer you the necessary support to help you successfully complete your studies.

U:NET Login

In order to use the ZID services you must activate your u:net account online at the following website: www.univie.ac.at/en/uaccount-registration/. If you do not have internet access, you may use our registration PC in the PC-Raum-Betreuung:

NIG (Neues Institutsgebäude)
1010 Vienna, Universitätsstraße 7, 1st floor

To log in you will need the following:
- Your Matrikelnummer (student registration number)
- The password you chose for pre-registration (Passwort aus der Erstanmeldung)

After successfully activating your u:net account, you will receive a UserID (aMatrikelnummer [e.g. a1234567]), which you will be able to use approximately ten minutes after registering.

Password:
As part of the application you must choose a password (password length: 5-8 characters). You can change your password anytime at zid.univie.ac.at/en/passwort
2. SERVICES OFFERED BY THE UNIVERSITY OF VIENNA

Do not choose a password that is easy to guess or that can be derived from your personal data! If you have forgotten your password, please contact the helpdesk of the ZID by either going there in person (with photo ID) or writing them a letter, fax or e-mail.

**E-Mail service**
Together with your u:net UserID you will receive an e-mail address that will be activated approximately 10 minutes after your registration. Your e-mail messages can be edited either with a locally installed e-mail program on your computer or via Webmail.

**U:SPACE and UNIVISonline**
With your u:net-UserID, you have access to the central information systems U:SPACE and UNIVISonline, where you can find all your study-related information at a glance.
For further information and instructions on how to configure the most common e-mail programs and how to set up the forwarding function, see [www.univie.ac.at/ZID/email](http://www.univie.ac.at/ZID/email).

With U:SPACE / UNIVISonline you can:

- Access your personal data
- Change your address online
- Inform yourself about your student account and admission status
- Print your student records (study sheet [Studienblatt] and confirmation of studies [Studienbestätigung]) either at the self-service terminals, or from any computer, via U:SPACE / UNIVISonline.
- Access Wi-Fi and public computer facilities at the University

**PLEASE NOTE!**
Please check your u:net-mail account regularly or set up an automatic forwarding service to your private e-mail address – otherwise you might miss important notices from the University of Vienna!

**Computer Labs**
The PCs in the computer labs of the ZID may be used by all students with a valid u:net-UserID for study-related work. All PCs have a uniform software package (browser, e-mail program, Office, picture editing and statistical applications etc.) and the possibility of accessing your personal data.

In addition, many other institutes of the University of Vienna also have computer labs at your disposal. For more information on this subject (e.g. locations, opening times, occupancy, facilities), see [www.univie.ac.at/ZID/pc-raeume/](http://www.univie.ac.at/ZID/pc-raeume/).

**Computer labs of the ZID can be found at the following locations:**

- **Neues Institutsgebäude (NIG)**
  1010 Wien, Universitätsstr. 7, Stairs I, 1st Floor

- **Campus (Altes AKH)**
  1090 Wien, Spitalgasse 2, Hof 7, 1st Floor

- **UZA II**
  1090 Wien, Althanstraße 14, 2A187 Spaces & 2D558

**u:soft - Software**
Students of the University of Vienna can obtain study-related software at very favorable terms at the u:soft-shop. The choice of products is continually updated and expanded. After logging in with your u:net UserID you have access to a list of all available software products as well as further details and prices.
2. SERVICES OFFERED BY THE UNIVERSITY OF VIENNA

**eduroam: Internet access**

The Vienna University Computer Center (ZID) provides WLAN in many classrooms, libraries and other public areas (via eduroam or u:connect). This allows you to access the internet with your own notebook without having to configure much.

For more information and a list of locations, please see [zid.univie.ac.at/en/wi-fi/](http://zid.univie.ac.at/en/wi-fi/)

Eduroam (Education Roaming) is an international project, which allows you to access the WLAN of the University of Vienna, as well as the eduroam WLAN infrastructure of many other universities both at home and abroad, by using your UserID in the form UserID@univie.ac.at and an eduroam (IEEE 802.1x)-configured notebook.

**Virtual Private Network (VPN)**

For safety reasons, some services can only be accessed with an IP address of the University of Vienna. Therefore, the ZID VPN portal is available to you. Through this VPN connection you will receive an IP address from the pool at the University of Vienna, which enables you to access certain restricted services.

There are three methods:
- through the operating system’s own software,
- through a web browser (with the help of the web mask)
- or through a software client that you have to install on your system.

For more information on the topic, see [VPN uni-vie](http://www.univie.ac.at/ZID/vpn/)

**u:print – Printing services**

With u:print you can print your documents at any u:print device. To do this, you just need a copy card which can be bought in any of the faculty shops. u:print is already installed by default on all lab computers. On your own computer (e.g. on your u:book), you must first set up this service. u:print can be used at home via a VPN connection to the University of Vienna. For detailed instructions and a list of all locations of u:print devices, see [www.univie.ac.at/ZID/uprint/](http://www.univie.ac.at/ZID/uprint/).

**Computer courses and lectures**

**Computer Courses**

The ZID regularly organizes computer courses and information lectures. The information lectures are free to visit and no course fee is demanded. For the courses, registration at the Helpdesk is required and a course fee (cash) will be charged. For further course information, please go to [www.univie.ac.at/kursdatenbank](http://www.univie.ac.at/kursdatenbank). Additionally, the ZID offers an introduction for international students, who would like to have a good knowledge in using u:net and public computer facilities. Information can be found at the [Kursdatenbank](http://www.univie.ac.at/kursdatenbank).

**Online Courses**

In addition to the local courses the ZID also offers online courses in collaboration with the TU Wien. For details and reservation see .

**Computer Driving License**

Furthermore, the ZID also offers university members the possibility to obtain a European Computer Driving License (ECDL). For more information see [www.univie.ac.at/ZID/ecdl/](http://www.univie.ac.at/ZID/ecdl/).

**Where to get help**

You can get advice and assistance about university-specific computing problems as well as general information about the Vienna University Computer Center, its services and facilities at the [ZID helpdesk](http://www.univie.ac.at/ZID/helpdesk).

Here, they deal with all issues regarding your UserID (e.g. changing a forgotten password) and other
2. SERVICES OFFERED BY THE UNIVERSITY OF VIENNA

computer problems that may occur. In addition, you can register for computer courses at the ZID, buy manuals and pick up the free publications of the ZID (user magazine uni:it, folders etc.).

Opening hours:  Mon – Fri  08:00 am – 04:00 pm
Address:  ZID , Universitätsstr. 7 (NIG), ground floor, stairs II, 1010 Wien
Phone:  +43-1- 4277-140 60
E-Mail:  helpdesk.zid@univie.ac.at

2.2. ÖH

The ÖH (Österreichische HochschülerInnenschaft) is the legal representative body of the students’ interests. If you are a student at the University of Vienna, you automatically become an ÖH member. The ÖH is set up on four levels to facilitate an Austria-wide united political representation on one hand, and to offer students local offices for the day-to-day problems of university life on the other hand. Also, it represents the Austrian university landscape.

Below, we introduce you to two individual levels of the ÖH with their most important functions:

- National Delegation (BV). This is the national body of the ÖH. As public body, it is assigned to evaluate laws and to represent your interests at the Federal Ministry for Education, Arts and Culture, at university institutions, in parliament and in public.
- Representations at the individual universities. As the highest ÖH-level at each university, they represent the specific interests of the students. To cope with the great variety of duties, there are similar offices like on the BV-level, (e.g., education policy, social policy, international students).

For international students, the Office for International Students and the Office for Social Affairs will probably be the first contacts.

<table>
<thead>
<tr>
<th>International Students Office</th>
<th>Students’ Union at the University of Vienna</th>
<th>Office for Social Affairs of the Students’ Union</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taubstummengasse 7-9</td>
<td>Spitalgasse 2, court 1, wing 2B,</td>
<td>Spitalgasse 2, court 1, wing 2B,</td>
</tr>
<tr>
<td>1040 Vienna</td>
<td>ground floor</td>
<td>ground floor</td>
</tr>
<tr>
<td>Tel: 01/310 88 80 - 27</td>
<td>1010 Vienna</td>
<td>1010 Vienna</td>
</tr>
<tr>
<td><a href="mailto:auslaenderInnenreferat@oeh.ac.at">auslaenderInnenreferat@oeh.ac.at</a></td>
<td>Tel: 01/4277 – 19501</td>
<td>Tel.: 01/4277-19553</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.oeh.ac.at">www.oeh.ac.at</a></td>
<td><a href="mailto:sozialreferat@oeh.univie.ac.at">sozialreferat@oeh.univie.ac.at</a></td>
</tr>
</tbody>
</table>

3. LIBRARIES IN VIENNA

Reading, researching, browsing, relaxing – there are many reasons for going to a library. In this chapter, we try to give you an overview of the different libraries in Vienna and their services.
3. LIBRARIES IN VIENNA

3.1. THE UNIVERSITY LIBRARY

The University Library is the University of Vienna’s central lending library and holds over 2.6 million volumes. As an inter-faculty and interdisciplinary library it collects literature from all disciplines taught at Vienna University. The main Library is located at the Main Building with the following address:

Universitäts-Hauptgebäude
Universitätsring 1, Stiege 2, 1st floor
1010 Wien

More information about the main library, on how to use the library and its online catalogues can be found on the University Library’s homepage.

Opening hours during the semester:

Lending, textbook lending, interlibrary lending:
Monday - Friday 9.00 - 19.00

Reading rooms at the library:
Monday – Friday 9.00 - 22.00
Saturday 9.00 – 18.00

Please note that the department libraries have their own opening hours. You can find a link to an overview of the opening hours of all libraries of the University of Vienna in the section “Links” of this handbook.

How to obtain a library sticker:

In order to lend books from a library you have to have a library sticker. The library sticker is an adhesive label on the back of your student ID card.

To get a library sticker you need to bring the following documents to the library counter at the main library or your department’s library:

- your confirmation of residence
- your student ID card or your passport
- filled in form “Antrag auf Neuaustellung” for issuing your library sticker

For students of Austrian Universities lending from the library is free of charge.

Please note that if you have lost your students ID or if it was stolen, please inform the Info counter in the lending area (Phone: 01 4277 15120, from abroad 0043 1 4277 15120). It is very important to block it as you are liable for books borrowed with your card.
3. LIBRARIES IN VIENNA

**Tutorials**

If you would like to attend a tutorial where you can learn how to use the library services, lend books, doing research as well as getting an overview of the electronic databases you are welcome to attend a tutorial. There are also tutorials offered which are more specific concerning the library.

**How to borrow a book**

After you have obtained your library sticker at the back of your student ID, you have the number (Example: A1234567) needed for the login as well as a password (your birth date), which should be changed at the first time you login.

By doing research via u:search you can find all books and journals in the University’s Library. If you have found a book you would like to borrow you can reserve it directly. Once you have reserved the book you can pick it up from the respective library with your library card about half a day after you made the reservation.

Some books can not be reserved, and others can not be borrowed – in that case you have to directly go to the respective library and either read the book there or copy the relevant pages. Many books are available in more than one library. Via u:search you can find the information at which library it is available. Other services offered by u:search include information about when your book is due to return or when it is available again.

**How to (re)search**

There are several research tools provided by the University library, which should facilitate your search for the right literature.

u:search is the university’s literature search engine, enabling you to browse through the library’s stock as well as e-books and e-articles.

database – service/MetaLib is an index of online databases and enables you to browse in selected databases, as well as in E-Journals.

A complete overview of the library’s research tools can be found via Research Tools.

**Other University libraries in Vienna**

- Medical University of Vienna
- University of Natural Resources and Life Sciences
- Vienna University of Technology
- Vienna University of Economics and Business

3.2. VIENNA’S PUBLIC LIBRARIES

**Austrian National Library:** The service-oriented library offers its users access and professional advice on its own holdings (almost eight million objects) and also on international data pools.

**Büchereien Wien:** General public libraries which offer books, magazines, CDs, DVDs, language-courses and CD-ROMs.

**Wien Bibliothek Rathaus:** The library’s main focus is on research on and documentation of the history and culture of Vienna.
III

Visa and Residence Permits
1. SUMMARY OF VISA AND RESIDENCE TYPES

The three main questions to deal with before starting the Visa application process are:

What do I want?
How long do I stay?
What do I need?

Whereas you have to take care of questions 1 & 2 yourself, we are going to help you with question 3 in this chapter.

---

**A**

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**EU/EEA /Swiss students**

- Stays in Austria for less than 3 months
  - no entry or residence title necessary

- Stays in Austria for more than 3 months
  - Confirmation of Registration

---

**B**

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**Non-EU/EEA students**

- Stays in Austria for a maximum of 6 months
  - Visa C or D

- Stays in Austria for more than 6 months
  - Visa D
  - Residence permit

---

* [https://www.oead.at/index.php?id=78&L=1](https://www.oead.at/index.php?id=78&L=1)
  (effective as of 02.02.2015)
2. NATIONALS OF EU/EEA MEMBER COUNTRIES AND SWISS NATIONALS

2.1. STAYS IN AUSTRIA FOR LESS THAN 3 MONTHS*

If you stay in Austria for less than 3 months, you do not need any entry or residence title. A valid travel document or identity card is sufficient.

2.2. STAYS IN AUSTRIA FOR MORE THAN 3 MONTHS*

If you stay in Austria for more than 3 months, you will have to apply for a Confirmation of Registration (-> Anmeldebescheinigung für EWR-Bürger, also available on the homepage of the Federal Ministry of the Interior [BMI]).

When do I apply?

You have to apply for the Confirmation of Registration within the first three months of your stay in Austria.

Once you have the Confirmation of Registration you do not have to renew it. However, you should cancel your registration with the authority in charge before you leave Austria again.

Where do I apply?

You have to submit the application for the Confirmation of Registration at the authority in charge of residence.

In Vienna this would be the MA 35 (Arndtstraße 65-67, Stg. 1, 1st floor, 1120 Vienna).

If you do not live in Vienna, you can find the competent authority in charge of residence in Austria via the Help.gv-tool Gemeindeauswahl (Postleitzahl = post code, which documents do I need?

Which documents do I need? (original and copy**)

- The completed and signed application form (Anmeldebescheinigung für EWR-Bürger)
- A valid identity card or passport
- Travel medical insurance valid for the Schengen states for the intended stay proving that all risks are covered (minimum coverage € 30,000)
- Proof of sufficient financial means to finance your stay (e.g. labor contract, scholarship, savings, etc. => guideline for financial self-sustainability: for under 24-year-olds: € 450,00 /month; over 24-year-olds: € 814,82/month) or confirmation of employment ***
- Proof of admission to studies
- Your residence registration (-> Meldezettel)

How much does it cost?

Depending on the federal state you apply in, the costs for the Confirmation of Registration will vary between € 30,- and € 55,-.

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* https://www.help.gv.at/Portal.Node/hlpd/public/content/k507/Seite.5070001.html (Effective as per 20.06.2016)
** Please note that a telefax does not replace the original documents and that you have to present the originals at the representative authority.
*** Unsuitable is the proof of benefits, to which the applicant is only entitled after being granted the residence permit. Please note that these amounts include the rent for accommodation up to € 260,35/month. If your rent is higher, you will have to prove additional funds.
### 3. NON-EU, EEA MEMBER COUNTRIES

#### 3.1. STAYS IN AUSTRIA FOR A MAXIMUM OF 3 MONTHS

**OPTION A***

If you are a national of the following non-EU/EEA countries and you are going to stay in Austria for a maximum of 3 months, you do **not** need a visa.

<table>
<thead>
<tr>
<th>Country</th>
<th>Country</th>
<th>Country</th>
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<tbody>
<tr>
<td>Albania*</td>
<td>El Salvador</td>
<td>New Zealand</td>
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<tr>
<td>Andorra</td>
<td>Guatemala</td>
<td>Nicaragua</td>
</tr>
<tr>
<td>Antigua &amp; Barbuda</td>
<td>Honduras</td>
<td>Panama</td>
</tr>
<tr>
<td>Argentina</td>
<td>Hong Kong</td>
<td>Paraguay</td>
</tr>
<tr>
<td>Australia</td>
<td>Island</td>
<td>San Marino</td>
</tr>
<tr>
<td>Bahamas</td>
<td>Israel</td>
<td>Serbia*</td>
</tr>
<tr>
<td>Barbados</td>
<td>Japan (6 months)</td>
<td>Seychelles</td>
</tr>
<tr>
<td>Bosnia-Herzegovina*</td>
<td>Republic of Korea (South)</td>
<td>Singapore</td>
</tr>
<tr>
<td>Brazil</td>
<td>Macao</td>
<td>St. Christopher und Nevis</td>
</tr>
<tr>
<td>Brunei</td>
<td>Macedonia*</td>
<td>Taiwan**</td>
</tr>
<tr>
<td>Canada</td>
<td>Malaysia</td>
<td>United States of America</td>
</tr>
<tr>
<td>Chile</td>
<td>Mauritius</td>
<td>Uruguay</td>
</tr>
<tr>
<td>Costa Rica</td>
<td>Mexico</td>
<td>Vatican City</td>
</tr>
<tr>
<td>Croatia</td>
<td>Monaco</td>
<td>Venezuela</td>
</tr>
<tr>
<td></td>
<td>Montenegro*</td>
<td></td>
</tr>
</tbody>
</table>

* Visa exemption only with new biometrical passport  
** Visa exemption only with passports with personal identification number

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**PLEASE NOTE!**

Please note, that the possibility to enter Austria visa-free does not grant you the right to work there. For further information please read the chapter “Working in Austria”.

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3. NON-EU, EEA MEMBER COUNTRIES

OPTION B*

Nationals from all other countries need a Visa C (tourist visa) if they stay for a maximum of 3 months. The visa C entitles you to enter and reside in all Schengen countries.

When do I apply?

Visas will not be issued for same-day travel – no exceptions are made. It is recommended to present your application at the representative authority in your country 4-6 weeks before the intended travel. Please note that if documents are missing, this may cause inadmissibility of the application or delay the application, so make sure you have all the required documents with you!

Where do I apply?

You have to apply in person at the competent Austrian representative authority abroad. Please note that it is not possible to apply for a visa while you are in Austria. You have to apply from abroad.

How much does it cost?

The consular fees amount to € 60,- and have to be paid when lodging the application.

Take care!

We want to warn you in advance to not transfer money to strangers. In case of doubt, please contact the representative authority for advice. Please note that there is no legal claim on obtaining the visa you applied for and that the fees are not reimbursed in case of refusal. In case that changes are made to the application after it was received, additional fees will be charged.

We also want to advise you against the use of visa-agencies! They often claim a lot of money in order to take care of your visa - often using illegal means - which could lead to the refusal of your visa.

Which documents do I need? (original & copy**)

- Application form Visa C (completely filled out and signed personally or in case of minors by the relevant legal guardian).
- 2 recent passport-sized color photos (according to ICAO standards)
- Passport (valid at least 3 months after the expiry of the visa with at least 2 empty pages, passport should not be older than 10 years)
- Travel medical insurance valid for the Schengen states for the intended stay, proving that all risks are covered (minimum coverage € 30.000)
- Means of transport (= travel itinerary [showing dates of travel, e.g. airline reservation/ticket] for the complete journey and)
- Proof of sufficient financial means (e.g. bank statement of last two months, scholarship, other proof of income/savings) (=> guideline for financial self-sustainability: for under 24-year-olds: € 450,00 /month; over 24-year-olds: € 814,82/month***)

* http://www.bmeia.gv.at/botschaften-konsulate/suche-nach-oesterreichischen-vertretungen/ (effective as of February 2015)

** Please note that a telefax does not replace the original documents and that you have to present the originals at the representative authority.

***Unsuitable is the proof of benefits, to which the applicant is only entitled after being granted the residence permit. Please note that these amounts include the rent for accommodation up to € 260.35/month. If your rent is higher, you will have to prove additional funds.
3. NON-EU, EEA MEMBER COUNTRIES

Possibility: Electronic Statement of Financial Liability (Elektronische Verpflichtungserklärung) => a person living in Austria sponsors the stay and declares at the local office of the Fremdenpolizei to cover all costs (lodging, insurance, etc.). The Fremdenpolizei will inform the competent embassy or consulate.

- Justified reason for the stay in Austria
  - If your application is based on a private invitation:
    - Original invitation (unless an original electronic letter of guarantee was made at the Fremdenpolizei).
  - If your application is based on a business invitation:
    - Official invitation (unless an original electronic letter of guarantee was made at the Fremdenpolizei).

- Proof of accommodation in Austria* (e.g. lease contract, tenancy agreement, letter of confirmation & residence registration of the person you will live with, ownership papers, etc.)

PLEASE NOTE!

FURTHER DOCUMENTATION MAY BE REQUIRED ON A CASE-TO-CASE BASIS. Please contact the Austrian embassy or consulate in your country for detailed information or exceptions, read the information boards in front of the embassy or obtain the information by telephone.

PLEASE NOTE!

Note that an entry permit is NOT a work authorization. Please remember that, in general, your valid visa does not allow you to take up any employment in Austria. Please read the chapter “Working in Austria” for additional information.

3.2. STAYS IN AUSTRIA FROM 91 DAYS UP TO 6 MONTHS**

Nationals from all non-EU/EEA countries/Switzerland need a Visa D if they stay 91 days to a maximum of 6 months.

Visa D entitles you to enter and reside in Austria and to travel to other Schengen countries for up to 90 days.

When do I apply?

Visas will not be issued for same-day travel – no exceptions are made. It is recommended to present your application at the representative authority in your country 4-6 weeks before the intended travel. Please note that documents missing may cause inadmissibility of the application or delay the application, so make sure you have all the required documents with you!

Where do I apply?

You have to apply in person at the competent Austrian representative authority abroad. Please note that it is not possible to apply for a Visa while you are in Austria. You have to apply from abroad.

How much does it cost?

The consular fees amount to € 100,-. The consular fees have to be paid when lodging the application.

* Please note that for visa application and residence permits a hotel reservation does not count as “proof of accommodation”, unless you make the reservation for most of the time of your planned stay.

**http://www.bmeia.gv.at/aussenministerium/buergerservice/pass-und-visum/visainformation-englisch.html
Effective as of June 2016
We want to warn you in advance not to transfer money to strangers. In case of doubt, please contact the representative authority for advice.

Please note that there is no legal claim on obtaining the visa you applied for and that the fees are not reimbursed in case of refusal. In the event that changes are made to the application after it was received, additional fees will be charged.

We also want to advise you against the use of visa-agencies! They often claim a lot of money in order to take care of your visa - often using illegal means - which could lead to the refusal of your visa.

Take care!

Which documents do I need? (original & copy*)

- Application form Visa D (completely filled out and signed personally or in case of minors by the relevant legal guardian).
- 2 recent passport-sized color photos (according to ICAO standards)
- Passport (valid at least 3 months after the expiry of the visa with at least 2 empty pages, passport should not be older than 10 years)
- Travel medical insurance valid for the Schengen states for the intended stay, proving that all risks are covered (minimum coverage € 30,000)
- Means of transport (= travel itinerary [showing dates of travel, e.g. airline reservation/ticket] for the complete journey and)
- Proof of financial means (e.g. bank statement of last two months, scholarship, other proof of income/savings) (=> guideline for financial self-sustainability: for under 24-year-olds: € 450,00/month; over 24-year-olds: € 814,82/month)**

Possibility: Electronic Statement of Financial Liability (Elektronische Verpflichtungserklärung) => a person living in Austria sponsors the stay and declares at the local office of the Fremdenpolizei to cover all costs (lodging, insurance, etc.). The Fremdenpolizei will inform the competent embassy or consulate.

- Justified reason for the stay in Austria:
  - If your application is based on a private invitation:
    -> Original invitation (unless an original electronic letter of guarantee was made at the Fremdenpolizei).
  - If your application is based on a business invitation:
    -> Official invitation (unless an original electronic letter of guarantee was made at the Fremdenpolizei).
- Proof of accommodation in Austria*** (e.g. lease contract, tenancy agreement, letter of confirmation & residence registration of the person you will live with, ownership papers, etc.)

At selected embassies:

- biometric identifiers (10 fingerprints taken flat and collected digitally) of each applicant shall be collected
- Proof of income / documentation of paid activity (if applicable).

PLEASE NOTE!

Note that an entry permit is NOT a work authorization. Please remember that, in general, your valid visa does not allow you to take up any employment in Austria. Please read the chapter “Working in Austria” for additional information.

* Please note that a telefax does not replace the original documents and that you have to present the originals at the Austrian representative authority.
** Unsuitable is the proof of benefits, to which the applicant is only entitled after being granted the residence permit. Please note that these amounts include the rent for accommodation up to € 260,35/month. If your rent is higher, you will have to prove additional funds.
*** Please note that for visa application and residence permits a hotel reservation does not count as “proof of accommodation”, unless you make the reservation for most of the time of your planned stay.
3. NON-EU, EEA MEMBER COUNTRIES

3.3. STAYS IN AUSTRIA FOR MORE THAN 6 MONTHS*

If you want to stay in Austria for more than 6 months you need a residence permit (Aufenthaltsbewilligung), which allows you a temporary stay in Austria for a certain purpose (e.g. to study in Austria). This permit is issued for 12 months and has to be renewed before expiry.

Where and when do I apply?

Option A

If you do not need an entrance visa (see Chapter 3.1. Option A) can submit the application in person at the competent authority in Austria.

In Vienna this would be the MA 35 (Arndtstraße 65-67, Stg. 1, 1st floor, 1120 Vienna).

If you do not live in Vienna, you can find the competent authority in charge of residence in Austria via the Help.gv-tool Gemeindeauswahl (Postleitzahl = post code, Gemeinde = town).

Please note that the procedure has to be completed within your visa-free stay in Austria (normally 3 months), so make sure you apply immediately after your entry.

Of course, you can also apply at the Austrian representative authority in your country. Since your application will be forwarded to Austria, please expect a longer waiting period for the processing of your application.

Option B

If you need an entrance visa for Austria you have to submit your application for a residence permit at the competent Austrian representative authority in your country.

How does it work?

Your application and the required documents will be forwarded to the competent authority in Austria. There, your documents will be checked and – if needed – you will be asked to provide further documents. This procedure normally takes two months.

If the decision is positive, the consulate will contact you and ask you to apply for a visa D (-> Stays in Austria from 91 days up to 6 months).

After receiving the visa, you may enter Austria within 3 months after receiving the notification. Once you have arrived, you have to go to the Ma 35 in Vienna, where you will get your residence permit upon presentation of your valid visa (= within 6 months of your arrival).

Which documents do I need? (original & copy**)

- Filled out application form „Aufenthaltsbewilligung – Studierender“ (The “Erklärung des Antragsformulars” offers some help on how to complete the form – available only in German)
- Passport (valid at least 3 months after the expiry of the visa with at least 2 empty pages, passport should not be older than 10 years)
- 1 recent (not older than a year) passport-sized color photos (according to ICAO standards)


** Please note that a telefax does not replace the original documents and that you have to present the originals at the Austrian representative authority.
3. NON-EU, EEA MEMBER COUNTRIES

- Birth certificate
- Police clearance record (not older than 3 months)
- Proof of lodging in Austria* (e.g. lease contract, tenancy agreement, letter of confirmation & residence registration of the person you will live with, ownership papers, etc.)
- Proof of sufficient financial means (e.g. bank statement of last two months, scholarship, other proof of income/savings) (=> guideline for financial self-sustainability: for under 24-year-olds: € 450.00 /month; over 24-year-olds: € 814.82/month)**
  
  Possibility: Electronic Statement of Financial Liability (*Elektronische Verpflichtungserklärung*) => a person living in Austria sponsors the stay and declares at the local office of the *Fremdenpolizei* to cover all costs (lodging, insurance, etc.). The *Fremdenpolizei* will inform the competent embassy or consulate.

- Proof of sufficient health/travel/accident insurance (letter from insurance company confirming the coverage of all risks in Austria)
- Letter of admission (*Zulassungsbescheid*) to Austrian school or university/college

As may be necessary:
- Marriage certificate
- Registered partnership certificate
- Divorce decree
- Adoption papers

**PLEASE NOTE!**

Depending on the existence of an “Authentication Agreement” between Austria and your country, a legalization of your documents may be required!
By request of the authorities, you also have to submit documents in other languages than German in a legalized German translation.
Please contact the competent Austrian representative authority in your country for detailed information.

**How much does it cost?**

The fees for issuing a residence permit amount to € 100,-. This does not include any additional costs that may evolve for translating and legalizing documents.

**Do I have to renew the residence permit?**

Yes. The residence permit is valid for 12 months and you will have to renew it at the competent authority in Austria, who will issue it for another 12 months.
In Vienna this would be the *MA 35* (Arndtstraße 65-67, Stg. 1, 1st floor, 1120 Vienna)
If you do not live in Vienna, you can find the competent authority in charge of residence in Austria via the Help.gv-tool *Gemeindeauswahl* (*Postleitzahl* = post code, *Gemeinde* = town).

* Please note that for visa application and residence permits a hotel reservation does not count as “proof of accommodation”, unless you make the reservation for most of the time of your planned stay.
** Unsuitable is the proof of benefits, to which the applicant is only entitled after being granted the residence permit. Please note that these amounts include the rent for accommodation up to € 260.35/month. If your rent is higher, you will have to prove additional funds.
3. NON-EU, EEA MEMBER COUNTRIES

When do I apply for renewal?

Please note that you have to apply for the renewal before your residence permit expires. Until the official decision about your renewal is made, you are allowed to stay in Austria even if your old residence permit expires during this application/waiting for response period.

How much does the renewal cost?

The fee for the renewal of the residence permit amounts to € 100,-.

Which documents do I need for the renewal? (original & copy*)

- Filled out application form „Aufenthaltsbewilligung – Studierender“ (it’s the same form, just that instead of checking “Erstantrag”, you have to check “Verlängerungsantrag” this time)
- your valid travel document (e.g. passport)
- 1 recent (not older than a year) passport-sized color photos (according to ICAO standards)
- Proof of sufficient financial means
- Proof of accommodation in Austria
- Proof of valid health insurance
- Confirmation of continuation of your studies by your University
- Transcript of records, or other proof of the successful course of your studies (= successfully passed examinations corresponding to 8h/week or 16 ECTS credits per academic year). In individual cases the residence permit can be renewed even if you do not match this criteria, as long as it’s because of inevitable and unpredictable reasons that are outside of the student’s sphere of influence.

4. MORE INFORMATION ON VISA AND RESIDENCE

The HELP.gv Service for foreign citizens
The Federal Ministry of the Interior
Their service line (from 7:30 to 15:30, i.e 7:30am-3:30pm):
- stays for under 6 months: department II/3 – Tel.: 0043 -1-531 26-3557.
- stays for over 6 months: department III/4 – Tel.: 0043 -1-531-26-2732
The Migration.gv Service - Living and working in Austria

Please note that for visa application and residence permits a hotel reservation does not count as “proof of accommodation”, unless you make the reservation for most of the time of your planned stay.
### 5. IMPORTANT GERMAN WORDS: FILLING OUT FORMS

<table>
<thead>
<tr>
<th>German Word</th>
<th>English Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arbeitnehmer</td>
<td>employee</td>
</tr>
<tr>
<td>Art des Reisedokuments</td>
<td>type of travel document</td>
</tr>
<tr>
<td>Augenfarbe</td>
<td>eye color</td>
</tr>
<tr>
<td>(bisheriger) Aufenthaltstitel</td>
<td>(present) residence title</td>
</tr>
<tr>
<td>Datum der Ausstellung</td>
<td>date of issue</td>
</tr>
<tr>
<td>Dienstpass</td>
<td>service passport</td>
</tr>
<tr>
<td>Diplomatenpass</td>
<td>diplomatic passport</td>
</tr>
<tr>
<td>Erstantrag</td>
<td>first application</td>
</tr>
<tr>
<td>Familienangehörige</td>
<td>family member/relative</td>
</tr>
<tr>
<td>Familienname</td>
<td>surname/last name</td>
</tr>
<tr>
<td>Familienstand</td>
<td>civil status</td>
</tr>
<tr>
<td>Geburtsdatum</td>
<td>date of birth</td>
</tr>
<tr>
<td>Geburtsort</td>
<td>place of birth</td>
</tr>
<tr>
<td>Geburtsstaat</td>
<td>country of birth</td>
</tr>
<tr>
<td>geschieden</td>
<td>divorced</td>
</tr>
<tr>
<td>Geschlecht</td>
<td>sex</td>
</tr>
<tr>
<td>Gültig bis</td>
<td>valid until</td>
</tr>
<tr>
<td>Hausnummer</td>
<td>house number</td>
</tr>
<tr>
<td>Körpergröße</td>
<td>body height</td>
</tr>
<tr>
<td>Land</td>
<td>country</td>
</tr>
<tr>
<td>ledig</td>
<td>single/not married</td>
</tr>
<tr>
<td>männlich</td>
<td>male</td>
</tr>
<tr>
<td>Mutter</td>
<td>mother</td>
</tr>
<tr>
<td>Nachname</td>
<td>surname/last name</td>
</tr>
<tr>
<td>Nummer</td>
<td>number</td>
</tr>
<tr>
<td>Nur von der Behörde auszufüllen</td>
<td>to be completed by the competent authority</td>
</tr>
<tr>
<td>Ort der Ausstellung</td>
<td>place of issue</td>
</tr>
<tr>
<td>Ort</td>
<td>place</td>
</tr>
<tr>
<td>Personalausweis</td>
<td>ID card</td>
</tr>
<tr>
<td>Postleitzahl</td>
<td>post code</td>
</tr>
<tr>
<td>Reisepass</td>
<td>passport</td>
</tr>
<tr>
<td>Schüler</td>
<td>pupil/student</td>
</tr>
<tr>
<td>Selbstständiger</td>
<td>self-employed person</td>
</tr>
<tr>
<td>Sozialversicherungsnummer</td>
<td>social insurance number</td>
</tr>
<tr>
<td>Staatsangehörigkeit</td>
<td>citizenship</td>
</tr>
<tr>
<td>Straße</td>
<td>street</td>
</tr>
<tr>
<td>Student/Studierender</td>
<td>student</td>
</tr>
<tr>
<td>Telefon(nummer)</td>
<td>telephone (number)</td>
</tr>
<tr>
<td>Unterschrift</td>
<td>signature</td>
</tr>
<tr>
<td>Vater</td>
<td>father</td>
</tr>
<tr>
<td>verheiratet</td>
<td>married</td>
</tr>
<tr>
<td>Verlängerungsantrag</td>
<td>application for extension</td>
</tr>
<tr>
<td>verwitwet</td>
<td>widowed</td>
</tr>
<tr>
<td>Vorname</td>
<td>first name</td>
</tr>
<tr>
<td>weiblich</td>
<td>female</td>
</tr>
<tr>
<td>Wohnsitz</td>
<td>place of residence</td>
</tr>
</tbody>
</table>
1. LOOKING FOR HOUSING IN VIENNA

Depending on your individual life style, wishes and needs there are various housing options, which we will now explain. Chapter 1 will give you detailed information on private housing, student’s dorms, hotels and hostels. In Chapter 2 we tell you where/what you have to register when you move to Austria, and in chapter 3 we will help you with some useful German terms, advise you on what to take care of when you are looking for an apartment, and provide contacts of various organizations that you can contact if things should go wrong.

It is difficult to make recommendations on which district is the best to live in, since it depends on what you want and what you expect from living in Vienna. Generally, Vienna offers something for every taste, whether it is the classiness and historicity of the 1st district, the vibrant liveliness of the districts around the Ring, or the openness and green surroundings of the outer districts.

The districts of Vienna

Vienna has 23 districts (Bezirke).

The 1st district is in the center. It is the Old Town. The Ringstrasse circles the 1st district along the route of the former city walls.

Surrounding the 1st district in a clockwise manner are districts 2-9. Most of them are surrounded by another circular street called the “Gürtel” (=belt).

1.1. PRIVATE HOUSING

There are many websites where you can search for housing for free. Among the most common websites are:

- www.flohmarkt.at
- www.willhaben.at
- www.jobwohnen.at
- www.easywg.at/
- www.schwarzesbrett-oeh.at

We would also recommend you to have a look at newspaper ads:

- Der Standard
- Die Presse
- Kurier
Additionally, there are websites where you have to pay a small amount of money in order to be able to see the landlord’s/estate agent’s contact details. The advantage here is that at times when the demand for apartments is immense (September & February) there are less potential competitors on those pages, as there are on the free websites.

- www.bazar.at

### 1.2. STUDENT DORMS

If you prefer to live in a student accommodation you can find a list of student’s dorms (Studentenheime) on the following website. Non-Austrian students can choose from the whole range of dormitories available.

- www.heimfest.at
- www.oeh.ac.at/wohnen

Please consider that there might be a long waiting period, and many dorms are fully booked, especially at the start of a semester. That is why it is advisable to apply early enough (about 6 months before you start studying). For more information on admission modalities and other formalities please contact the student’s dorm directly.

### 1.3. HOTELS & HOSTELS

If you can not move into your apartment straight away, and/or if you rather look for housing while you are already in Vienna, or if you just prefer to stay in a hotel/hostel, here are some lists of hotels:

- www.wien.info
- www.wien-konkret.at
- www.tourist-net.co.at

and hostels:

- www.hihostels.com
- www.wien-konkret.at
- www.hostelscentral.com

**PLEASE NOTE!**

Please note that for visa application and residence permits, a hotel reservation does **not** count as “proof of accommodation”, unless you make the reservation for most of the time of your planned stay.

**INFOBOX**

If you are looking for lodging in Vienna and you are not sure which district you are dealing with, just look at the postcode. The two numbers in the middle are the number of the district (e.g. in the middle of 1010 are the numbers 01, which means it is the 1st district, 1080 would be the 8th district, 1100 the 10th, and so on).
2. REGISTERING IN AUSTRIA – WHAT AND WHERE?

2.1 RESIDENCE REGISTRATION

According to Austrian law you have to (de)register with the authorities if you move in or move out of lodgings in Austria. You have to do that within three days before or after moving. Please note that you must also report changes in name or citizenship (= registration of new circumstances), and changes in residence. This could be a) if you move abroad or b) if you move within Austria.

Where do I register?
You have to go to the competent Registration Service Center (Meldeamt) in the Municipal District Office (Magistratisches Bezirksamt). Please note, that you do not have to go to your district’s office.

The opening hours are:
- Monday, Tuesday, Wednesday, Friday: 7:30-15:30 (7:30 am – 3:30 pm)
- Thursday: 7:30-17:30 (7:30am – 5:30pm)
- Good Friday, 24th December (Christmas Eve) & 31st December (New Year’s Eve): 7:30-12:00 (am)

Closed on other legal holidays.

Which documents do I need?
- Completed Residence Registration form (Meldezettel). Please note that you need your landlord’s signature.
- Birth certificate
- If you hold more than one citizenship you have to submit all documents proving your identity, place of birth, and nationality, i.e. basically all travel documents.
- Foreign citizens have to submit a passport or asylum certificate (Asylausweis).

More information on residence registration can be found here:
- Wien.gv
- Help.gv

2.2. RADIO & TV LICENSE (GIS)*

In Austria you have to register radio and TV appliances.

Please note:
- This fee (GIS-Gebühren) is not the same as paying for cable, satellite, pay TV, etc.
- For the reception of television and radio broadcasts (in private residences for personal use), only one license fee has to be paid, regardless of the number of sets.
- People who are physically handicapped or are on a low income can apply for exemption from the license fee on the condition that they have already registered the TV and radio sets.
- The fees vary, depending on the federal state you live in. In Vienna the fee amounts to € 24,88/month if you register for radio and TV. You can find an overview of the current fees via the “GIS Gebührentabelle”.
- For more information see: https://www.gis.at/fremdsprachen/english/
- For registering, please fill out the online application form (Anmeldung privat/Firma) (German only).

2.3. REGISTRATION FOR GAS AND ELECTRICITY

You can find the different tariffs and the energy provider responsible for your area at Tarifkalkulator/e–control.

* https://www.gis.at/fremdsprachen/english/ (effective as of June 2016)
3. HANDY TO KNOW—Important Details regarding Housing

3.1. BEFORE/IF THINGS GO WRONG

Legal Advice concerning Housing
There are several consultation agencies that will assist you in all issues concerning rental law. It is advisable to contact them or any other professional before you sign or pay something.
Mietervereinigung (Tenants Association)
Mieterschutzverband (Tenants Protection Association)
Arbeiterkammer (Chamber of Labor)

Maintenance and repair services
If you need a mechanic or any other handyman, here are some websites where you can find and compare the service provider you need:
www.meinbauprofi.at
www.my-hammer.at
www.bauvz.at

3.2. IMPORTANT GERMAN WORDS: Looking for Housing

A feature of Austrian tenancy law is its tenant-friendly jurisdiction, but some landlords do not conform to the law and try their luck.
Here are some translations/explanations of words that you most probably come across when looking for housing in Austria. We want to give you a first idea of what you could be dealing with. Generally, we advise you to consult an expert before you sign or pay anything.

Ablöse: Sometimes the previous owners/lodgers demand extra money for investments (washing machine, furniture, etc.) they have made in the apartment. The legal background for this is often vague. This extra money is in general negotiable, but especially when there is a high demand for apartments - often those people that are willing to pay the asked amount of money get to rent the apartment.

Betriebskosten (BK): Betriebskosten are the service charges everyone has to pay. They include for example waste disposal and water supply. The owner or property manager takes care of paying them. You pay your share with your rent. Please note that sometimes the Betriebskosten are not included in the rent shown on websites.

Hauptmiete: If the rental agreement is signed directly between the owner/property manager and the renter, this is called Hauptmiete (= main tenancy).

Hausverwaltung: The Hausverwaltung can be described as the property manager, i.e. a company who takes care of everything concerning the flat (e.g. insurance, contracts, etc.). In that case you would turn to them if you need anything and not to the actual owner.

Kaution: Most of the times when you rent a flat/room you have to pay a deposit (Kaution) which usually amounts to 2-3 rents. You will get this money back when you move out and have left the rooms in an appropriate condition.

Maklergebühr: If you find a flat via a real estate agent, you will have to pay a fee. The amount depends on the rental contract. Open-ended & limitation for more than 3 years: 2 rents; limitation up to three years: 1 rent.

Mietanbot = rental offer that is signed before the real rental agreement. But note that if it is signed by both parties it is already binding (and therefore a valid “proof of accommodation” for visa/residence permit applications!).

Untermiete: If you rent the flat from a person who is not the owner/property manager, but only a renter himself/herself (like in a shared flat), this is called “Untermiete” (= subletting). Note that different legal conditions apply.

Zwischenmiete (= intermediate rent): Especially over the holidays, or when they go abroad for a semester/year, lots of students sublet their furnished rooms/flats.
Transport
To make getting around in Austria a bit easier for you, we will focus on transport in this chapter. First of all, we will explain how to get to Vienna city center if you arrive by plane, by bus or by train. In chapter 2 we will explain the public transport system. Chapter 3 will give you some information about cycling in Vienna, and Chapter 4 will deal with everything concerning cars (parking, speed limits, etc.).

1. ARRIVING IN VIENNA

1.1. BY PLANE

The closest airport for Vienna is Vienna Airport (Schwechat). But also Bratislava/Slovakia is an (often cheaper) option.

If you land at Vienna Airport (Schwechat)

There are several options of getting to the city center:

- The City Airport Train (CAT) runs every 30 minutes between 6:05 and 23:35 (6:05 am-11:35pm), costs from € 11, -, and takes you non-stop to Wien Mitte (U3, U4) in 16 minutes.
  For more information please visit https://www.cityairporttrain.com/en/home

- The Vienna Airport Lines is a bus service provided by the ÖBB. A one-way journey costs around € 8, - (check website for reductions) and takes about 45 minutes.
  For more information please visit www.postbus.at or call +43 1-7007-32300.

- There are different buses, depending on where you want to go: Nr. 1187 to Westbahnhof (main train station, U3/U6), Nr. 1183 to Kagran (north, U1), or Nr. 1185 to Morzinplatz/Schwedenplatz (central, U1/ U4).
  For more information please visit www.postbus.at or call +43 1-7007-32300.

- The cheapest option would be to take the regular train (ÖBB). Trains leave every 30 minutes between 4:54 and 00:18 (4:54am-00:18am) and take you to Wien Mitte (U3/ U4). It takes a bit longer than the CAT (about 30 minutes), but a one-way ticket only costs € 3,60.

For more information please visit www.oebb.at or call +43-5-1717.

- Other options are companies like Flixbus. For more information please see www.flixbus.at

- There are always available taxis outside the airport and it will take about 20 minutes and cost about € 45, - to get to the city center, including the fee for returning to the airport empty.

If you land in Bratislava

In order to get to Vienna you should choose the most convenient option, which is to take the bus (1,5-2h, € 7-9,-) that runs once every hour. It departs right outside the airport. Its final stop is Wien Hauptbahnhof (U1).

For more information on time schedules please visit www.postbus.at or call 0810 222 333 (from abroad: +43 (1) 71101).

If you arrive at any other Austrian Airport please check the airport’s website for further information on how to get to - and away from - the airport.
1. ARRIVING IN VIENNA

1.2. BY TRAIN

There are several train stations in Vienna. Depending on where you come from, the final station in Vienna will vary. Trains from the west will arrive at Westbahnhof (U3/U6). If you arrive from the south and east your train will arrive at Meidling (U6) or Hauptbahnhof (U1). All stations are well connected to public transport, have luggage lockers, ATMs, and tourist information services. For more information on the Austrian train services please visit the website of the Austrian Federal Railways (ÖBB) or the website of the Westbahn.

INFOBOX

If you plan to travel a lot by train then you might want to look at the reductions offered by the ÖBB. If you are under 26 years old you can get a Vorteilscard for € 20,- which is valid for one year and reduces the ticket-price by 50%. The same option is available for over-26-year-olds, costing € 100,- for one year of reductions. For more information on specials and reduction cards see www.oebb.at

1.3. BY BUS

Most international buses will arrive at the Vienna International Busterminal (VIB). Right across the street is the U3 metro station “Erdberg”, from where it is a 10 minute ride to the city center.

1.4. BY CAR

Major highways lead from Vienna west to Munich, south to Venice, east to Budapest and north to Brno. The 350km drive from Munich will take approximately 4 hours, the 250km from Budapest can be covered in 3 hours. For more information on driving/parking in Austria please go to Chapter 4—Getting around by car.

2. PUBLIC TRANSPORT

The extensive public transport network in Vienna is operated by the Wiener Linien and is definitely an easy option to get around town. The network includes metro, buses, trams, and a rapid transit railway (S-Bahn). The route information service offers you some help in finding the quickest way from A to B.

Operating hours

The U-Bahn (metro), trams and buses run daily from 05:00 to 00:30 (varies slightly depending on the line). The metro runs non-stop—also before public holidays. Buses and trams are replaced by the Nightline buses between 00:30 and 05:00 on every night of the week.

On the map below you can see how the Nightlines run on weekends. Please note, that the Nightline runs slightly different routes during the week.

Further maps can be downloaded in the section “Service” on www.wienerlinien.at.
2. PUBLIC TRANSPORT

The *U-Bahn* (metro) network consists of 5 lines (U1, U2, U3, U4, U6) which are color-coded:
2. PUBLIC TRANSPORT

**Tickets and prices**
Depending on your needs and the time you are staying, there are different ticket-options you can choose from:

- Single ride: € 2,-20 (valid for one journey into one direction – you are allowed to change metro/buses/trams, but **not** to break your journey and continue with the same ticket)
- 24h-ticket: € 7,60
- 48h-ticket: € 13,30
- 72h-ticket: € 16,50
- Weekly ticket: € 16,20 (valid from Monday-Monday)
- Monthly ticket: € 48,20 (valid from the 1st – (incl.) 2nd of the following month)
- Annual ticket: € 365,- (it is valid for one year; the start of the validity is possible on each 1st of the month, **not** just in January)

**Where can I buy the tickets?**

- in the booking offices of the Wiener Linien
- in Viennese tobacconist’s (**Trafik**)
- at the multilingual ticket-machines in every metro station (please note that you can not buy annual tickets here)
- via the Onlineshop
- on the tram/bus (tram-tickets via the machine in the tram, bus-tickets from the bus driver).

Please note that these tickets cost € 2,20 instead of € 2,-.

**PLEASE NOTE**
We would like to advise you at this point to actually buy tickets and not to dodge paying the fare. It does not pay off! The fine for not having a valid ticket is € 103,-

3. CYCLING IN VIENNA

Another option to get around town (especially in summer) is to ride a bike. In some areas there are many cycle paths, in others you will have to use the road. If you want to find out the best way to get from A to B by bike you can try the route planner.

If you do not have a bike, a nice option are the Vienna **city bikes**. You have to register for the service at one of the terminals, then you can take a bike and return it at any other terminal in Vienna. The first hour is free of charge. For more information please visit www.citybikewien.at.

If you rather want to have your own bicycle, there are many shops around town.

If you want to repair your bike yourself but need a bit of help/tools please visit Vienna Bikekitchen.
4. GETTING AROUND BY CAR

4.1. DRIVING IN AUSTRIA

While having a car has lots of advantages, it might influence your decision on whether to drive into bigger cities in Austria or not, that the closer you get to the city center, the less pleasant the driving experience can become. While the outer districts and suburbs provide good streets and parking, there are lots of narrow one-way streets in the inner districts and finding parking spots becomes a (expensive) problem.

PLEASE NOTE:

- If you decide on driving in the city, please be cautious in terms of trams and pedestrians. Note that trams always have priority and you have to wait behind them whenever they stop at the stations.

- Furthermore, pedestrians have the right of way in crossing at crosswalks/zebra crossings (Zebrastreifen). Especially in the city, pedestrians will often cross the street with little thought, so make sure you drive carefully and slowly.

- **Speed limits** in Austria are as follows:

<table>
<thead>
<tr>
<th>Speed Limits</th>
<th>Motorway</th>
<th>Open Road</th>
<th>Town</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>130 km/h</td>
<td>100 km/h</td>
<td>50 km/h</td>
</tr>
</tbody>
</table>

- Please note that radar traps are frequent in Austria, and heavy on-the-spot fines can be levied.

- **Our advice**: Do not drink and drive! If the level of alcohol in your bloodstream is between 0.05 % and 0.08 % you will be fined heavily. Over this level and you will incur a fine and/or suspension of driving license.

- If you plan on using the motorways (“A” & “S” roads) in Austria please note that you have to pay road tax/tolls. You have to buy the Vignette (toll sticker) in advance. It can be purchased on all petrol stations, and at all border crossings on the motorway. The Vignette for cars costs € 8,70 for 10 days, € 25,30 for 2 months and € 84,40 for a year. The Vignette for motorbikes is slightly cheaper. Please visit www.asfinag.at/toll for more information.

- Please note that visibility vests, first aid kits and a warning triangle must be carried. Carrying your driving license, vehicle registration document (V5), and certificate of motor insurance is compulsory as well.

**Drive Alive! Tips on driving abroad in Austria**

4.2. PARKING IN VIENNA

The parking fee in all short-term parking zones in Vienna is:

- € 1,- for 30 minutes
- € 2,- for 60 minutes
- € 3,- for 90 minutes
- € 4,- for 120 minutes

Short stay car parking for a maximum of 10 minutes is free of charge.
4. GETTING AROUND BY CAR

In the districts 1-9, partly 15 and 20, the parking is area-wide chargeable from Monday - Friday from 09:00-22:00 (9am-10pm). Here, the maximum permitted continuous parking duration is two hours.

Generally, parking zones are indicated by traffic signs or road marks. Additional signs can provide further information on exceptions, like the maximum parking duration.

For residents in areas with area-wide parking management, special permits on the short-term parking ("Parkpickerl") and low flat fees are available. Please visit Wien.gv—Transportation for more information.

Park & Ride facilities on the outskirts of the city are another option, offering convenient parking and reasonable rates (around € 3,-/day). They are usually directly connected to the public transport network, so you can reach the inner city without dealing with traffic jams and/or parking problems. For a list of Park&Ride facilities, their prices and locations, please visit “Parken in Wien”.
VI
Health & Emergencies
1. INSURANCE

1.1. NATIONAL HEALTH INSURANCE

Austria has a good public national insurance system with local public carriers (Gebietskrankenkassen) in all nine federal provinces.

Under certain conditions foreign national insurance carriers cover the costs for medical treatment of acute illness in Austria. Therefore, we recommend you to contact your health insurance carrier in your home country, enquire about this and if available, procure the necessary forms from them.

If you are a national from an EU/EEA country or Switzerland and are in possession of a valid national health insurance in your home country, you need the European Health Insurance Card. This card is issued by your health insurance carrier.

In case you have a valid national health insurance in a country that has concluded a health insurance agreement with Austria (currently the following countries: Bosnia, Croatia, Herzegovina, Macedonia, Montenegro, Serbia and Turkey), you have to bring along the A3 form, which is available from your national health insurance carrier. This form you have to exchange for forms that entitle you to medical treatment in Austria (Krankenscheine, Krankenkassenschecks) at the relevant Austrian health insurance carrier or your federate state (Gebietskrankenkasse - GKK).

In case of employment (unselbständige Erwerbstätigkeit) the employer has to register the employee for national insurance with the GKK. If the salary exceeds a certain minimum (€ 374.02/status 2011), the employee will also be covered by health insurance.

In case of self-employment (selbständige Erwerbstätigkeit) (contract for work and labor - "Werkvertrag") the self-employed person has to register with national insurance himself/herself, if the salary exceeds a certain minimum (€ 374.02/status 2011). The insurance with the GKK only covers medical treatment by doctors and medical institutions that have contracts with the GKK. Medical treatment by a doctor who has a contract with the GKK is paid directly by the GKK when you hand in your "E-Card" (which is issued by the GKK). Prescription medicines are available from pharmacies. The prescription fee (Rezeptgebühr) amounts to € 5.15 Euro (status 2012) per medicine prescribed by your doctor.

Spouses may be insured with the Gebietskrankenkasse against payment of an additional contribution; children may be insured with the GKK for free with their parent(s). Further information is available from the local insurance carriers (GKK).

Please follow the link to go to the Main Association of Austrian Social Security Organizations for additional information.

1.2. THE ÖH INSURANCE

All students who are members of the Austrian Students’ Union hold accident and liability insurance. If you wish to claim benefits from this insurance, you must report the accident or liability case.

For detailed information please read The ÖH Student Insurance.

1.3. STUDENT SELF–INSURANCE

Generally, there are 2 options regarding the student’s self-insurance. Please use the Online Guide of the GKK to find out more about your individual options.

OPTION A

Degree program students (ordentliche Studierende) at all universities and universities of applied sciences (Fachhochschulen) as well as non-degree program students (außerordentliche Studierende) at University
Preparation Programs (Vorstudienlehrgänge) who do not fall into the above-mentioned categories may themselves take out a health insurance policy (Studierendenselbstversicherung) with the relevant Gebietskrankenkasse. Certain conditions, such as income limits and other conditions (duration of studies, changes of fields of studies), however, apply for this insurance and should be considered.

1. INSURANCE

As Students of postgraduate programs have the status of non-degree programme students they can not take out a health insurance policy for Students ("Studierendenselbstversicherung"). But you can nevertheless take out a health insurance policy with the relevant Gebietskrankenkasse. In case of low income, a request for discount can be submitted. The rate can be reduced through separate application and submission of relevant documents (e.g., tax assessment, payslip, savings bank book, proof of payment of alimonies) if economic circumstances justify such a reduction. Reduction is valid with onset of the insurance if the request is submitted at the same time as the application for self-insurance, otherwise from the first of the month following request submission; reduction is valid until end of following calendar year. With the completed application form and the confirmation of admission to study (Zulassungsbestätigung) or the confirmation of continuation of your studies (Fortsetzungsbestätigung) (both can be issued by the Service Center of the Postgraduate Center) students have to take out the insurance in person with the local public Austrian insurance carrier (Gebietskrankenkasse) of their University city or town.

ATTENTION: With this type of insurance, however, a waiting period of six months applies: this means that the insurance carriers will only cover your medical treatment after your insurance application has been accepted. During the waiting period (which can last up to six months) you are not insured. NOTE: We would advise you to take out a travel insurance or a private insurance in Austria in order to cover the first 6 months of your stay in Austria.

Exception: previous insurance periods within the European Union that are credited towards your health insurance. That means that in case you were insured within in the EU for at least 26 weeks within the last 12 months or 6 weeks just before the date of application you can apply for the insurance and have full insurance coverage from the first day on after you handed in your application.

1.4. PRIVATE HEALTH INSURANCE

Finally, it is possible to take out a private or travel insurance. The benefits of such insurances differ greatly from one to the other; therefore please enquire about the details.

- Travel Insurance Worldwide
- STA Travel
- Allianz – Global Assistance
- Europäische Reiseversicherung
- Care Concept AG

PLEASE NOTE!

Please make sure to take out an insurance that covers medical treatment in all parts of Austria and that it provides sufficient cover for various types of illness (it would be ideal if it also covers transport back to your home country). Travel insurances (for at least 6 months) have to be taken out before travelling to Austria.
1. INSURANCE

1.5. MORE INFORMATION ON INSURANCE

- ÖAD – National Health Insurance
- ÖAD brochure “Study and Research in Austria”

2. MEDICAL CARE

Generally, it is always recommended to make an appointment (Termin). Please note that if you need/want an appointment with a specialist, the waiting period can take up to a couple of weeks. We advise you as well to arrange enough time for the visit, as even with an appointment you will probably spend some time waiting.

In case of emergency or acute problems, please seek help in a hospital. Do not worry about insurance issues and just head directly to the nearest emergency room, as under Austrian law, any health organization, public or private, is required to treat patients in an emergency situation regardless of their insurance status. They might however charge you for their services afterwards.

Following, we aim to show you the easiest ways of how to find doctors, dentists, hospitals and pharmacies:

2.1. DOCTORS

There is an English search facility for doctors in Vienna, run by the Vienna medical association (Ärztekammer). This search engine allows you to search a doctor by field of expertise, location, opening hours and foreign languages spoken. Alternatively, you can call the association’s Foreign Patients Service Hotline 0043-1- 513 95 95.

If you live outside of Vienna you can

a) contact your federal county’s medical association (Ärztekammer) directly (follow the link and click on your federal county in the section “Ärztekammern” at the top left)

or

b) look for a doctor by using the respective search facility (German only) (follow the link and click on your federal county in the section “Arztsuche” at the top left of the page)

2.2. DENTISTS

There is a separate search facility for dentists in Austria (German only). Comparable to the search engine for doctors you can browse dentists by opening hours, location, languages spoken, etc.

2.3. HOSPITALS

A search facility for hospitals in Austria can be found via the Federal Ministry of Health (German only). For a list of hospitals in Vienna please go to www.suf.at/spital.htm.
2. MEDICAL CARE

The General Hospital (AKH Wien) can be approached 24 hours every day and is located at the U6 stop “Michelbeuern/AKH”, at Währinger Gürtel 18-20, 1090 Vienna. Their telephone number is +43 1-40400.

2.4. PHARMACIES

Pharmacies in Vienna are open Monday-Friday from 08:00-12:00 and 14:00-18:00 (8am-12pm, 2pm-6pm). Additionally, there is a pharmacy night & weekend service, where pharmacies take it in turns to be on call. You can find out which pharmacy is open by calling the pharmacy-hotline (+43-1-14 155) or visit http://www.vienna.at/apothekendienst-und-nachtapotheken-wien/news-20100511-10313154

2.5. EMERGENCY NUMBERS

FIRE BRIGADE: 122
POLICE: 133
AMBULANCE: 144
EUROPEAN EMERGENCY NUMBER: 112

GAS LEAK: 128
WATER LEAK: 599 59-0

EMERGENCY DOCTOR SERVICE (NIGHTS AND WEEKENDS): 141
SUICIDE AND CRISIS INTERVENTION HOTLINE: 142
POISON EMERGENCY LINE: 406 43 43
ALPINE RESCUE: 140

WOMEN’S EMERGENCY CENTER: 7171 9
WOMEN’S DOMESTIC VIOLENCE HELPLINE: 0800/222 555
HELPLINE FOR CHILDREN (“RAT AUF DRAHT”): 147
PSYCHIATRIC COUNSELLING IN EMERGENCIES: 01 313 30
SECURITY SERVICE UNIVERSITY OF VIENNA: 12700
2. MEDICAL CARE

2.6. THE EMERGENCY WARNING AND ALARM SYSTEM

Every year on the first Saturday in October between 12:00 and 13:00 (12pm-1pm), Vienna tests its Emergency Alarm System. Via television, radio and newspapers the authorities notify the population of the siren-testing-time. All other federal states test their alarm system every Saturday at noon. So do not panic if you hear the sirens – it lasts 15 seconds and is only a test (*Sirenenprobe*).

If it is a serious warning (*Warnung*) the signal will be continuous and last for 3 minutes. Authorities advise you to turn on the radio/TV for further instructions.

An oscillating tone lasting for 1 minute means acute danger (*Alarm*). Find protection and follow the instruction given to you by radio/TV.

A 1-minute single tone is the “All Clear” signal (*Entwarnung*), signifying the end of danger. More information can be found on https://www.wien.gv.at/english/index.html

2.7. IMPORTANT GERMAN WORDS: EMERGENCIES

<table>
<thead>
<tr>
<th>German</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achtung!</td>
<td>Attention! Be careful!</td>
</tr>
<tr>
<td>Arzt</td>
<td>doctor</td>
</tr>
<tr>
<td>Feuer</td>
<td>fire</td>
</tr>
<tr>
<td>Feuerwehr</td>
<td>fire brigade</td>
</tr>
<tr>
<td>Gefahr</td>
<td>danger</td>
</tr>
<tr>
<td>Hilfe!</td>
<td>Help!</td>
</tr>
<tr>
<td>Helfen Sie mir!</td>
<td>Help me!</td>
</tr>
<tr>
<td>Krankenhaus</td>
<td>hospital</td>
</tr>
<tr>
<td>Notfall</td>
<td>emergency</td>
</tr>
<tr>
<td>Es ist ein Notfall!</td>
<td>It’s an emergency!</td>
</tr>
<tr>
<td>Polizei</td>
<td>police</td>
</tr>
<tr>
<td>Rettung</td>
<td>ambulance</td>
</tr>
<tr>
<td>Unfall</td>
<td>accident</td>
</tr>
<tr>
<td>Wo ist ein Telefon?</td>
<td>Where is a telephone?</td>
</tr>
<tr>
<td>Ich brauche ...</td>
<td>I need ...</td>
</tr>
<tr>
<td>Ich habe ...</td>
<td>I have ...</td>
</tr>
<tr>
<td>Ich suche ...</td>
<td>I am looking for ...</td>
</tr>
<tr>
<td>Rufen Sie ...</td>
<td>Call ...</td>
</tr>
</tbody>
</table>
3. LOST AND FOUND*

3.1. FILING A LOSS REPORT

If you have lost something, please always file a loss report. The responsible authority is the Lost and Found Office (Fundbehörde/Fundservice), which is connected to your Municipal District Office, and can be found via the Help.gv– search engine.

<table>
<thead>
<tr>
<th>Which documents do I need?</th>
<th>How much does it cost?</th>
</tr>
</thead>
<tbody>
<tr>
<td>In order to file a loss report you need to bring an official identification with photo, e.g. passport, driving license, etc. – if available.</td>
<td>The loss report is free of charge.</td>
</tr>
</tbody>
</table>

ATTENTION!

If however, the lost or found item concerns, or is similar to any of the following, then please always go directly to the nearest police station: license plates, driving license, vehicle registration papers, weapon permits (lost), firearms and war material (found), ammunition and explosives (with both lost and found).

3.2. LOSS OF BANK OR CREDIT CARDS

If you have lost your bank/credit card, ID cards or documents, there are additional measures—besides filing a loss report—you have to take:

If you have lost a bank or credit card in Austria during bank opening times, then proceed to the nearest branch of your bank. They will help you with closing your account and inform you about account closing fees and the cost of a new card.

Outside of your bank's office hours, please call your credit card company’s 24-hour-service number:

- American Express: 0810 910 940
- Master Card: 01 717 01-4500
- Diners Club: 01 50 135-135
- Visa: 01 711 11-770
- Maestro Card: 0800 204 8800

3.3. LOSS OF IDENTITY CARDS

If you lose your passport, please contact your embassy and file a loss report. This report will ensure that you get your lost item back if it turns up again.

For the re-issuing of a lost ID card for handicapped people, a pupil/student identity card, a yearly public transport ticket etc., please consult the respective issuing authority.

3.4. LOSS OF DOCUMENTS

If you lose a document, e.g. birth certificate, marriage certificate, etc., present the confirmed loss report to the responsible authority authorized to issue a duplicate or a new document. More information can be found at Help.gv—Loss of documents.

3. LOST AND FOUND

3.5. WHO DO I TURN TO?

Apart from the Lost and Found Offices, there are additional options for you to try:
If you lose an item on **public transport**, please report it immediately to the Central Office of the particular transport network, e.g. Wiener Linien.
If you lose something on a **train**, please approach the train staff first. If they can not help you, please contact the [Mungos Lost and Found Service](https://www.mungos.at) of the Austrian Federal Railways (ÖBB) or the [Customer Care](https://www.oebb.at) of the Westbahn.
If you lose something at the **airport**, please contact the respective airport’s Lost and Found Office:

- Vienna Airport Lost and Found Office
- Linz Airport Lost and Found Office
- Innsbruck Airport Lost and Found Office
- Salzburg Airport Lost and Found Office
- Klagenfurt Airport Lost and Found Office
- Graz Airport

3.6. WHAT TO DO IF I HAVE FOUND SOMETHING

In Vienna there are Lost and Found containers right next to the Municipal District Offices (Magistratische Bezirksämter), where you can deposit found items outside of the office hours.

You can also deposit the items in the Municipal District Office’s mail box.

Upon demand, the finder is entitled to a **reward**. The amount of the reward depends on the value of the object found.

If the lawful owner has not contacted the authorities after one year, the finder of the object is notified. The finder can claim the property:

- for finds up to € 20,- in value up to six weeks from the expiry date of the one-year period and
- for finds exceeding € 20,- in value six weeks from notification by the finding authority.

4. THEFT*

If you have been the victim of a theft, you have to file a **theft report**. This will ensure that you get your item back if it is recovered. The responsible authorities are the [Federal Police Headquarters](https://www.bundespolizeidirektion.at) (Bundespolizeidirektion), and the respective [district commission](https://www.bezirkshauptmannschaften.at) (Bezirkshauptmannschaft).

**When do I have to file the theft report?**

Generally, there is no time limit for filing the theft report.

**Exception**: If someone stole one of the following items, you have to report it **immediately**:

- ID-card, passport, driving license, vehicle registration permit, license plate, ammunition and explosives.

**Which documents do I need?**

In order to file a loss report you need to bring an official identification with photo, e.g. passport, driving license, etc. – if available.

**How much does it cost?**

The theft report is free of charge.

If you need a confirmation of the theft report, it costs € 14,30.

---

5. SOCIAL INSTITUTIONS AND ADVISORY CENTERS

- Via Beratungsstellen.at you can look for advisory centers in Austria. The search mask allows you to look for specialized advisory centers in your area.

- Sozialinfo Wien offers another search index for institutions relevant for certain fields.

- The Austrian National Union of Students (ÖH) offers you a wide range of guidance and counseling services on a variety of topics. For more information go to https://www.oeh.ac.at/

Additionally, the University of Vienna offers several services for its students free of charge:

- Sexual Harassment and Mobbing Counseling Office

- Diversity Management (offers an overview of University institutions dealing with: Age, Parenthood, Background, Gender, Sexual Orientation, Physical Disability & Mental Health http://diversity.univie.ac.at/en/home/)
VII

Working in Austria
1. NATIONALS OF EU/EEA MEMBER COUNTRIES AND SWISS NATIONALS*

Because of Austria’s membership in the European Union and its principle of “free movement of labor”, EU/EEA and Swiss citizens are allowed to live and work in Austria without a work permit.

Generally, there are two points of contact when it comes to questions regarding labor:

- **AMS** (Labor Market Service)
- **Arbeiterkammer** (Chamber of Labor)

Further information on seeking employment in Austria, different labor contracts, employee representations, etc. can be found in the AMS brochure “living and working in Austria” [http://www.ams.at/_docs/eurespubl_en_1108.pdf](http://www.ams.at/_docs/eurespubl_en_1108.pdf)

2. NATIONALS OF NON-EU/EEA MEMBER COUNTRIES**

People with a **Visa C** are in principle not allowed to work in Austria. People with a **Visa D** are only allowed to work if the employment has been authorized by the employment office or if the employment is not subject to the regulations of the Austrian Act Governing Employment of Foreign Nationals. If you intend to work you have to state this when applying for the visa.

If you have a **residence permit**: Non-EU citizens need a working and residence permit for all different kinds of occupation, including Au-Pair employment. The Austrian authorities issue three types of work permits. Which type of permit you can get depends on your personal situation, your citizenship and your future plans:

- **Restricted work permit** (Beschäftigungsbewilligung) - for one year
- **Work permit** (Arbeitserlaubnis) - for two years
- **Unrestricted work permit** (Befreiungsschein) - for five years

If you are a student in Austria and you hold a “**residence permit student**” (Ausländeraufenthalt Studierende) your prospective employer has to apply for a work permit (Beschäftigungsbewilligung), which will allow you to work to a limited extent. There are two kinds of employment (with employment contract, or self-employed) and there are different regulations for each kind. Please note that both options should not affect the study progress (the studies have to be the primary purpose of staying in Austria).

For detailed information please go to:

- The Migration.gv Service [http://www.wien.gv.at/](http://www.wien.gv.at/)
- Austrian Foreign Ministry
- [Justlanded.com](http://www.oead.at/welcome_to_austria/legal_practical_issues/working/EN/ Effective as of June 2015)
Other practical Information
1. MONETARY MATTERS

1.1. AUSTRIA’S CURRENCY

The common currency in Austria is the EU-RO.
The following Euro-banknotes and coins are in circulation:

Banknotes with face values of: € 5,-, 10,-, 20,-, 50,-, 100,-, 200,- and 500,-.

Coins of: € 1, - and € 2, -, as well as 1, 2, 5, 10, 20 and 50 cents (€ 1,- = 100 cents).

These Euro banknotes and coins are the legal tender in all countries of the Euro zone.

1.2. EXCHANGING MONEY

For exchanging money you can choose among the following possibilities:

- You can exchange money in any bank (please note that the daily rate vary).

- Further places where you can exchange money:
  - Stephansplatz, Singerstrasse, Kärntner Strasse, Rotenturmstrasse
  - At the airport: The exchange offices are open approximately from 06:00-23:00 (6:00am - 11:00pm)
  - Hotels (please note that daily rates will be higher)
  - Another option is to withdraw Euros from ATM machines.

1.3. BANKS IN AUSTRIA

The main banks in Austria are:

- Bank Austria
- BAWAG P.S.K.
- Sparkasse
- Raiffeisen Zentralbank

Opening Hours:
Banking hours often differ from bank to bank and also from branch to branch, but most banks are open:
Monday-Wednesday, Friday: 08:00-15:00 (8am-3pm)
Thursday: 08:00-17:30 (8am-5:30pm)

Please note that some banks are closed during lunchtime. Banks are closed on Saturdays, Sundays or Legal Holidays. You can, however, enter the bank foyers with your bank card 24/7 and use the machines to withdraw money, make transactions or print out statements.

Opening a bank account

The services offered by the different banks vary, so please inform yourself about options before deciding on a bank.

In order to open a bank account (ein Bankkonto eröffnen) you will have to bring the following documents to the bank of your choice:

- Your passport
- Residence Registration Form (Meldezettel)
- Employment details or Student Identification (Studienblatt, Studienbestätigung) in order to open a student account

At the bank you will be asked to fill out some forms, which the bank representative will process. You will receive some further information about the bank’s services and your account details. Furthermore, the bank will assign you a personal representative, who will help you in the future with any questions. You will receive your bank card by post within a few days.

PLEASE NOTE!

We would like to advise you to keep copies of all bank documentations/transactions as well as statements for future reference.
Sending and receiving money

In order to send money (abroad) ([Auslands]überweisung) you need the following details:

- Account name (Kontoinhaber)
- Amount (Summe/Betrag)
- Name of bank (Bank)
- Sort code (Bankleitzahl)
- Swift code (BIC – Bank Identifier Code)
- IBAN (International Bank Account Number)
- Reason for transaction (Verwendungszweck)
  (-> especially important for standing orders and normally consists of a name and customer reference number)

Transfers can be made either via eBanking (online) or directly at your bank (either fill out the transaction form [Überweisungsformular] and go to your bank representative, or use one of the transaction-machines in the foyer.)

INFOBOX
How to place points and commas when writing EURO amounts: One thousand EURO = € 1.000,00

1.4. IMPORTANT GERMAN WORDS: MONETARY MATTERS

<table>
<thead>
<tr>
<th>German Word</th>
<th>English Equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abbuchungsauftrag</td>
<td>Debit order</td>
</tr>
<tr>
<td>Aktien</td>
<td>Stocks</td>
</tr>
<tr>
<td>Anlagen</td>
<td>Investments/Assets</td>
</tr>
<tr>
<td>Auftragsbestätigung</td>
<td>Written confirmation of an order</td>
</tr>
<tr>
<td>Bank</td>
<td>Bank</td>
</tr>
<tr>
<td>Bankleitzahl (BLZ)</td>
<td>Bank Sorting Code</td>
</tr>
<tr>
<td>Bankomat</td>
<td>Automatic Teller Machine (ATM)</td>
</tr>
<tr>
<td>Bankomatkarte</td>
<td>ATM Card</td>
</tr>
<tr>
<td>Bankkonto</td>
<td>Bank account</td>
</tr>
<tr>
<td>Barabhebung/ Barauszahlung</td>
<td>Cash Withdrawal</td>
</tr>
<tr>
<td>Bargeld</td>
<td>Cash</td>
</tr>
<tr>
<td>Beleg</td>
<td>Voucher</td>
</tr>
<tr>
<td>Bestätigung</td>
<td>Confirmation</td>
</tr>
<tr>
<td>Betrag</td>
<td>Amount</td>
</tr>
<tr>
<td>Börse</td>
<td>Stock market</td>
</tr>
<tr>
<td>Darlehen</td>
<td>Credit/Loan</td>
</tr>
<tr>
<td>Dauerauftrag</td>
<td>Standing payment order (fixed date and amount)</td>
</tr>
<tr>
<td>Devisenkurs</td>
<td>Exchange rate</td>
</tr>
<tr>
<td>Dispokredit</td>
<td>Overdraft facility</td>
</tr>
<tr>
<td>Einlagensicherung</td>
<td>Bank Deposit Insurance</td>
</tr>
<tr>
<td>Einziehungsauftrag</td>
<td>Direct debiting</td>
</tr>
<tr>
<td>Einzugsermächtigung</td>
<td>Direct debit authorization</td>
</tr>
<tr>
<td>Empfänger</td>
<td>Party to receive payment</td>
</tr>
<tr>
<td>Erlaigschein / Zahlschein</td>
<td>Payment slip</td>
</tr>
<tr>
<td>Filiale</td>
<td>Branch</td>
</tr>
<tr>
<td>(Geld)Überweisung</td>
<td>Electronic Money Transfer</td>
</tr>
<tr>
<td>Girokonto</td>
<td>Current Account (Checking Account in the US)</td>
</tr>
<tr>
<td>Guthaben</td>
<td>Credit balance</td>
</tr>
<tr>
<td>Honorarnote</td>
<td>Fee note</td>
</tr>
<tr>
<td>Hypothek (aufnehmen)</td>
<td>(Take out a) mortgage</td>
</tr>
<tr>
<td>Kassa</td>
<td>Cash desk</td>
</tr>
<tr>
<td>Kontoauszug</td>
<td>Account statement (Having one mailed to you is not an automatic service with most banks and you should request to this service when you set up an account.)</td>
</tr>
</tbody>
</table>
1. MONETARY MATTERS

<table>
<thead>
<tr>
<th>Kontonummer</th>
<th>Kontostand</th>
<th>Kredit</th>
<th>Kreditkarten</th>
<th>Münzen</th>
<th>Passwort</th>
<th>Postanweisung</th>
<th>Quittung</th>
<th>Rechnung</th>
<th>Safe</th>
<th>Schalter</th>
<th>Sparbuch</th>
<th>Spesen</th>
<th>Überweisung</th>
<th>Verwendungszweck</th>
<th>Währung</th>
<th>Wechselstube (Bureaux de change)</th>
<th>Wertpapiere</th>
<th>Zahlbau/Emailschein</th>
<th>Zentrale</th>
<th>Zinsen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account number</td>
<td>Bank balance</td>
<td>Loan</td>
<td>Credit Cards</td>
<td>Coins</td>
<td>Password</td>
<td>Postal/Money Order</td>
<td>Receipt</td>
<td>Bill, Invoice</td>
<td>Safe deposit box</td>
<td>Counter</td>
<td>Bank book</td>
<td>Expenses</td>
<td>Transaction</td>
<td>Purpose of payment</td>
<td>Currency</td>
<td>Currency Exchange</td>
<td>Securities/stocks</td>
<td>Transfer of funds from one account to another or used to pay into an account using cash. They are usually provided along with invoice for payment.</td>
<td>Main Office</td>
<td>Interest</td>
</tr>
</tbody>
</table>

1.5. SAVING MONEY IN AUSTRIA

Here are some tips on how to save money in Austria:

- Up to the age of 6, children can use public transport for free. In many Austrian cities up to 4 children until the age of 15 travel for free when accompanied by an adult.
- There is no need to buy bottled water - enjoy Austria's high quality tap water!
- Entrance to most churches, markets, gardens, parks and galleries in Austria is free.
- There are a number of City Discount Cards with attractive value-added opportunities.
- The Musical Film Festival Vienna in front of Vienna's City Hall (June - August) begins at dawn and entrance is free. For more information visit the website of the Vienna tourist office.
- The Festival on the Danube Island (Donauinselfest) in Vienna is a big music festival. For three days in June a great line-up of stars will entertain more than two million party-goers on about 20 stages for free.
- The Museum of Applied Arts (MAK) in Vienna offers free entrance on Tuesdays from 18:00-22:00 (6pm-10pm).
- October 26th is not only Austria’s National Holiday. On this day most of Vienna’s museums also have free entrance!
- There are lots of reductions on entrance fees to concerts, museums, etc. if you have the Wiener Linien annual card.
- The Vienna Card is a 72-hour rover ticket valid on the underground, on trams and buses, with lots of additional discounts and benefits.
- International Students around the world can get a International Student Exchange (ISIC) ID Card, offering lots of discounts and benefits.
- For more information on how to save money please go to www.austria.info and visit the Practical Information section.
2. STUDYING WITH A CHILD

Children are welcome in Vienna. In this chapter, you can find some information on different Childcare options. We advise you to consider all the options you have and take the time to visit facilities and ask questions. Furthermore, we provide useful links covering tips and advice on the legal situation and enjoying Vienna with children.

2.1. CHILDCARE

The Vienna University Children’s Office

The Children’s Office is specialized in offering flexible child care to parents. Its aim is to consider the individual needs of parents, especially of those who are integrated in academic life (students, scientific and non-scientific personnel) in its service.

In the children’s groups "Staunemäuse", "Forscherflöhe", "Unispatzen" and "Neugierdsnasen", the Children’s Office offers day-care and half-day-care for children at the age from 0 to 6 years.

With the Flying Nanny, the Children’s Office organizes child care which is flexible in place and time, in order to accompany special events like congresses, training seminars and official or private events, and during school holidays and holidays in companies. Special programs during holidays and events for children are also planned and carried out independent of an institutional framework.

Also on school holidays which, for parents, often mean difficulties in the management of child care, the Children’s Office offers holiday specials called "KinderuniFerien".

Contact:
Lammgasse 8/4, 1080 Vienna
Phone: 0043 1 4277 – 10701
E-Mail: kinderbuero@univie.ac.at
Homepage: http://kinder.univie.ac.at/en/85.html
Office Hours: Mo - Fr: 9:00 - 16:00

Due to the high demand there is a waiting period of about 12 months for the Children’s Office. Please inform yourself before you arrive in Austria!

PLEASE NOTE!

Wiener Kinderdrehscheibe

This child care organization aims at the compatibility of career and children.

Contact:
Wehrgas 26, 1050 Wien
Phone: 0043 1 581 06 60
E-Mail: beratung@kinderdrehscheibe.at
Homepage: http://www.kinderdrehscheibe.at/

Vienna Babies Club

The Vienna Babies Club offers different play-groups, based on the age of your child, your district, and/or hobby and social groups. The Club is also a great resource for information and meeting other mothers.

Contact:
Phone: +43 676 644 0487
E-Mail: info@viennababiesclub.com
Homepage: http://www.viennababiesclub.com
2. STUDYING WITH A CHILD

2.2. DAYCARE

_Tagesmütter_ are mothers who take care of a small group of children in their home.

Wiener Kinderfreunde

Another option are Au Pairs (check your AMS office for [legal] requirements for live-in helps). If you are looking for one of these two options, here are some contacts to get you started.

Au Pair Austria       Au Pair 4 You

2.3. FURTHER INFORMATION

Here are some online resources for English-speakers:

- **MA11** – for information on Childcare Centers

- **The Clearinghouse on International Developments in Child, Youth and Family Policies** (for information about children’s issues, family benefits, legal situation in Austria, etc. go to -> Countries -> Austria)

- On [www.wienxtra.at](http://www.wienxtra.at) you can find lots of different activities for children in Vienna, as well as 2nd hand stores selling baby clothes, toys and furniture.

- On [www.mamilade.at](http://www.mamilade.at) you can find family and children’s activities all over Austria, as well

**PLEASE NOTE**

In Austria children must sit in a car seat attached to the back seat until they are 12 years old or 1,5 meters tall. Automobile clubs (e.g. ÖAMTC) offer members car seat rental and free safety checks.
3. (TOURIST) INFORMATION CENTERS

Very useful information can be found on the following homepages:

www.austria.info/uk  www.virtualvienna.net  www.tourmycountry.com

If you need help with booking hotels, concert tickets, etc., if you want brochures about Vienna, or if you simply prefer to speak to someone face-to-face:

Tourist-Info Wien, Albertinaplatz / Maysedergasse, 1010 Wien
Tourist-Info Vienna Airport, Arrival Hall

4. EMBASSIES IN VIENNA

The Austrian Foreign Ministry and goabroad.com offer search masks, where you can look for your country’s representation in Austria by selecting your country.

5. KEEPING IN TOUCH

In this chapter, we try to make it easier for you to keep in touch with people by giving you some information on phones, internet and post services in Austria. In order to help you with bringing yourself up-to-date, we give you an overview of (English) media in Austria in the following chapter.

(International) Dialing Codes

Austria’s country code is +43. You can find a complete listing of all international dialing codes on Wikipedia. Austria’s Yellow Pages and People Pages can be found under: www.herold.at

Mobile phones

Mobile phones are called “Handy” in Austria. In order to decide which provider and which tariff to choose, it is best to look at your needs and get a good overview of the current tariffs. You might as well find out which providers the people you talk to most use, since calling within the same network is often free.

Here we try to give you an overview of providers in Austria. For current tariffs, please check their websites:

- **A1** (0664): the largest mobile network provider
- **T-Mobile** (0676)
- **Bob** (0680): discount service of A1
- **tele.ring** (0650): discount service of T-Mobile
- **3** (0660): run by the Hutchinson company, pursuing the multimedia approach
- **Yesss** (06998): discount service of Orange

The rates can be cheap and the phones themselves are often free if you sign a contract, but please make sure to read the Terms & Conditions properly, as you might have to pay for the phone after all and get charged additional fees if you terminate the contract before it expires.

Another option is using pre-paid cards, offered by the network providers mentioned above. The advantage here is that you are not bound by any contract. The downside is that rates are much higher. Phones cost about 25 Euro for an average phone and you can purchase credit at any tobacconist’s

INFOBOX

Information on how to get a fixed landline (Festnetz) can be found here.

INFOBOX

Prepaid international calling cards offer a wide range of advantages!
5. KEEPING IN TOUCH

Post Offices

The opening hours of the Austrian Post Offices differ from branch to branch. You can find your nearest branch and its opening hours by using the Branch Locator. Other services offered by www.post.at include a Postage Calculator, Track&Trace, a Postbox Finder, etc., which you can find under the section “Tools”. If you move, you can create a redirection, so the mail that would otherwise be delivered to your old address, will be forwarded your mail to your new address.

Internet – Getting connected

There is a wide range of Internet Service Providers. If you want to get a connection at home you have several options, e.g. Dial-up, ISDN, DSL or cable. The main ISPs in Austria are A1, UPC, Tele2, and Kabelplus. If you want to be more mobile you can choose between several mobile services employing UMTS/HSDPA and LTE. Just have a look at the mobile service providers listed above and compare their rates and speeds. Additionally, you can get access to the Internet at all universities, most schools and lots of (Internet) cafés.

6. MEDIA IN AUSTRIA

Newspapers

Broadsheet
Die Presse (center-right, classical liberal)
Der Standard (center-left, social liberal)
Salzburger Nachrichten (center-right, Christian liberal)
Wiener Zeitung (organ of the Republic of Austria)

Intermediate
Kurier
Oberösterreichische Nachrichten
Tiroler Tageszeitung
Vorarlberger Nachrichten

Tabloid
Kronen Zeitung (populist)
Kleine Zeitung (moderate, Catholic-liberal)
Österreich (populist)

English language News
New York Times - Austria
Vienna Review
Austrian Times
Wien International

TV

ORF 1, 2, Sport Plus and TW1 - the Austrian nation-wide television channels by public broadcaster ORF
ATV (private)
Puls 4 (private)
SIXX (private)

As German TV stations broadcast by satellite, it is possible to receive their channels in Austria as well.

Radio

- Ö1: Mostly classical music, news and documentaries
- Ö2: Regional, featuring mostly folk- and folkish music
- Ö3: Pop & Rock music
- FM4: Mostly alternative Rock and electronic music – big part of word content is produced in English
- Kronenhit: Pop / Rock music
- Antenne: 70’s, 80’s and 90’s music

7. GERMAN COURSES

There are lots of options to learn German, whether it is by doing an online course, getting Austrian friends to help you, or by taking part in a course back home. If you rather take part in a course in Vienna, here are some of the biggest language institutes:

- Sprachenzentrum Universität Wien
- Deutschinstitut
- Internationales Kulturinstitut
- ActiLingua Academy
7. GERMAN COURSES

If you know some German already, but want to improve it while saving on money, you might want to look at a Sprachtandem (Language Swap). The concept is simple – you meet a person who wants to learn your mother tongue, and while having a coffee you both speak first in your mother tongue, just to change to his/her mother tongue later and do the whole conversation in the other language. It is an interesting way to meet different people as well. You can find potential language partners here:

- Sprachtausch
- Sprachenzentrum Universität Wien

8. OPENING HOURS

Standard opening hours are regulated by Austrian law, but they can vary from store to store.

- Monday-Friday: 09:00-18:00 (9am-6pm), Saturday: 09:00-17:00

Usually, shops are open longer than that, although small stores might close at noon on Saturday or do not open at all. To find out more about the different opening hours please call the shop or visit its website.

9. “THE AUSTRIAN WAY”

We are aware of the fact, that the information provided in this chapter is not exactly necessary for survival, but it might make your life here just a little bit easier.

Austria in brief

- Capital: Vienna
- General Population: 8.460.390
- Official language: German
- Recognized regional languages: Burgenland Croatian, Slovene, Hungarian, Czech, Slovak, Romani
- Neighboring countries: Liechtenstein, Switzerland, Germany, Italy, Czech Republic, Slovakia, Hungary, Slovenia
- Government: Federal Parliamentary republic
- Size: 83,855 km²
- Highest point: Grossglockner (3,798 m above sea level)
- Lowest point: Apetlon in Burgenland (114 m above sea level)

Source: europe-atlas.com
9. “THE AUSTRIAN WAY”

The Austrian spelling code
This spelling guide shows the German equivalent of the English/international (Alpha, Bravo, Charlie...) phonetic spelling used to avoid confusion when spelling words on the phone.

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„Prost“ and „Mahlzeit“
When having a meal it is polite to wish one another “Guten Appetit” or “Mahlzeit”. Mahlzeit literally means “mealtime”. When clinking glasses, Austrians take a moment to make eye contact and say “Prost” to each person in the round. You can also say “Zum Wohl” - both means “to your health”.

The Viennese coffee-house culture
Austrian Kaffeehäuser (traditional coffee houses) are relics from a bygone era, when artists, politicians, bohemians and army officers met there to read, discuss, play chess and engage in intellectual duels.

Every decent Kaffeehaus is proud of its extensive choice of coffees and offers at least a dozen different mixes of freshly ground coffee, milk, cream, water, liqueurs, chocolate and even egg yolk (used in the so-called Kaisermelange). Every coffee is served with a glass of water, which the waiter will top up for free. Try some typical cakes with your coffee, like the chocolaty “Sachertorte” or the classic “Apfelstrudel”.

Important German words: The Basics

<table>
<thead>
<tr>
<th>Good day (formal)</th>
<th>Guten Tag/Grüß Gott</th>
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</thead>
<tbody>
<tr>
<td>Hello (informal)</td>
<td>Hallo/Servus/”Griasdi“ (dialect)</td>
</tr>
<tr>
<td>I am pleased to meet you.</td>
<td>Es freut mich, Sie kennen zu lernen.</td>
</tr>
<tr>
<td>– Me too.</td>
<td>- Mich auch.</td>
</tr>
<tr>
<td>How are you? (formal)</td>
<td>Wie geht es Ihnen?</td>
</tr>
<tr>
<td>How are you? (informal)</td>
<td>Wie geht es dir?</td>
</tr>
<tr>
<td>I am good/fine.</td>
<td>Mir geht es gut./Gut.</td>
</tr>
<tr>
<td>Goodbye.</td>
<td>Auf Wiedersehen.</td>
</tr>
<tr>
<td>Bye! (informal)</td>
<td>Tschüss/Baba/Servus</td>
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<tr>
<td>Have a nice day.</td>
<td>Einen schönen Tag!</td>
</tr>
<tr>
<td>Have a nice weekend.</td>
<td>Ein schönes Wochenende!</td>
</tr>
<tr>
<td>Thank you.</td>
<td>Danke.</td>
</tr>
<tr>
<td>Your ‘re welcome.</td>
<td>Gern geschehen.</td>
</tr>
<tr>
<td>Excuse/Pardon me.</td>
<td>Entschuldigung.</td>
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<tr>
<td>Excuse me? (if you didn't understand what was said)</td>
<td>Wie bitte?</td>
</tr>
<tr>
<td>Please repeat that.</td>
<td>Können Sie das bitte wiederholen?</td>
</tr>
<tr>
<td>Please</td>
<td>Bitte</td>
</tr>
<tr>
<td>I speak only a little German.</td>
<td>Ich spreche nur ein bisschen Deutsch.</td>
</tr>
<tr>
<td>Do you speak English?</td>
<td>Sprechen Sie Englisch?</td>
</tr>
<tr>
<td>What's your name?</td>
<td>Wie heißen Sie? (formal)</td>
</tr>
<tr>
<td>My name is ...</td>
<td>Wie heißt du? (informal)</td>
</tr>
<tr>
<td>What is this/that?</td>
<td>Ich heiße ...</td>
</tr>
<tr>
<td></td>
<td>Was ist das?</td>
</tr>
</tbody>
</table>
Checklist for Living & Postgraduate Studying at the University of Vienna
CHECKLIST for Living & Postgraduate Studying at the University of Vienna

Before Arrival

- Contact your Program Manager for information on the program’s features (duration, location, courses, costs, degree) and the application process
- Send the relevant documents needed for application to your Program Manager
- Contact the Service Center for information on visa, insurance and housing in Austria
- Check whether your health & travel insurance is valid in Austria. In order to get a visa you will have to have an insurance that covers all risks
- Arrange for financial aid and/or scholarships
- Apply for a Visa (only non-EU/EEA nationals)
- Check housing possibilities in Austria
- Check with your bank which services are available to you when you move abroad. If needed, apply for a credit card that can be used in your host-country.
- Inform the authorities of your country that you are moving abroad. Make sure you give plenty of notice to employers, landlords, etc.
- Fill out a change-of-address form and have it forwarded to your permanent address while you’re away.
- After you received a letter from the Service Center, complete the Online Pre-Registration
- Pay the course fee, after having received the necessary details from your Program Manager
- Make flight arrangements to your host country
- Sign up for a comprehensive physical and get vaccinations/immunizations, if needed.
- Stock up on any prescription drugs you take. Have your doctor’s note authorizing their use (and refills) and make sure that any over-the-counter drugs you carry are considered legal in the host country.
- Make sure you have the relevant contact details – that is of everyone you might need to contact (your Program Manager, your landlord/landlady, hotel, etc.).
- If no one is picking you up at the airport, know how to get to your new apartment/hotel or which bus, train/taxi to take to get to the city center.
- Get traveler’s checks or exchange currency for local cash.

Other useful tips

- Inform yourself whether you will need a power adapter and/or a voltage converter in your host-country.
- Stock up on contact lenses if needed. It would also be helpful to bring along a copy of your eye prescription in case you lose contacts or eye glasses and need to get replacements.
- Get an international cell phone or international phone card.
- Make multiple copies of all important documents (First pages of passport, as well as any page with country specific visas; credit cards; Traveler’s checks; Student ID; driver’s license) and leave one set with your family and keep one for yourself.
- Inform yourself about your new host country and familiarize yourself with your host country’s language, customs and culture. A good way to do so is to read books and guides, watch films, listen to music, browse the Internet, chat with people who have been there, etc.
On Arrival

- Within 3 days of your arrival: register at your Residence Registration Service Center to get your Residence Registration form
- Activate your University E-Mail account and make sure you check it regularly
- Attend orientation meetings and other events offered by your program. That way you'll also meet your Program Manager and start getting to know your fellow students.
- Get an Austrian bank account
- Get a public transport ticket at Wiener Linien
- If you rent an apartment: Register for gas and electricity as well as your telephone, television and radio license (GIS)
- Collect your student's ID at the Service Center
- Pay a visit to your embassy – it might prove useful at some point.
- If you are an EU/EEA or Swiss national staying longer than 3 months: apply for the Confirmation of Registration
- If you are a non-EU/EEA national staying longer than 6 months: Apply for the residence permit student
- Get your library card and maybe take part in a tour around the University's main library and find out more about the services offered
- Think about getting an Austrian mobile phone
- Visit a tourist information center and get a map of Vienna and some brochures, so you know what's going on in the city
- Review your semester schedule and make sure you know when and where the courses take place. If you have any questions, your Program Manager will be glad to help you.

If you have any questions or require additional information, we will be glad to help you:

info@postgraduatecenter.at
T: +43-1-4277-10 800
F: +43-1-4277-9108

Campus of the University of Vienna
Spitalgasse 2, Hof 1, Door 1.14.1
1090 Vienna
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Postgraduate Center: http://www.postgraduatecenter.at

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Webmail: https://webmail.univie.ac.at/
UNIVIS online: https://univis.univie.ac.at/
Self-Service Terminals: http://sbterminals.univie.ac.at
Kursdatenbank: https://www.univie.ac.at/kursdatenbank/kursreferat.html/?action=kategorie&kategorie_id=772
ZID Helpdesk: http://www.univie.ac.at/ZID/helpdesk/
ZID U:SOFT: https://zid.univie.ac.at/en/services/services-from-a-z/u/usoft-low-priced-software-for-students/

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Department libraries: http://bibliothek.univie.ac.at/english/list_of_special_libraries.html
Opening hours: http://bibliothek.univie.ac.at/files/Oeffnungszeiten_FB.pdf
Tutorials: http://bibliothek.univie.ac.at/einfuehrung_in_die_benutzung_der_ub_wien.html; http://bibliothek.univie.ac.at/schulungen.html
u:search: http://search.obvsg.at/primo_library/libweb/action/search.do
database-service/Metalib: http://metalib4-prod.obvsg.at:8331/V/ANFN5NTUM5CGE6PMI9S459XUBDENPT1HU6GT5VD8SSUUUD8H4K-04022?FUNC=FIND-DB-1&NEW_LNG=eng&pps_handle=GUEST
Research Tools: http://bibliothek.univie.ac.at/english/research_tools.html
Medical University of Vienna: http://ub.meduniwien.ac.at/1/
University of Natural Resources and Life Sciences: http://www.boku.ac.at/en/bib/
Vienna University of Technology: http://www.ub.tuwien.ac.at/eng/index.html
Vienna University of Economics and Business: https://www.wu.ac.at/en/library/

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Austrian National Library: http://www.onb.ac.at/ev/index.php
Büchereien Wien: https://www.buechereien.wien.at/en
Wien Bibliothek Rathaus: http://www.wienbibliothek.at/english

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Gemeindeauswahl: https://www.help.gv.at/at.gv.brz.linkauflosung/help/applikation-
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Schengen countries: https://en.wikipedia.org/wiki/Schengen_Area
Austrian representative authority: https://www.bmeia.gv.at/en/embassies-consultates/search-for-austrian-representations/
Application form Visa C: http://www.bmeia.gv.at/fileadmin/user_upload/bmeia/media/5-Buergerservice_Zentrale/ReiseGrenzverkehr/Visa_application.pdf
Fremdenpolizei: http://www.bmi.gv.at/cms/bmi/_news/_or_orga.aspx

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Schengen countries: http://en.wikipedia.org/wiki/Schengen_Area
Application form Visa D: https://www.bmeia.gv.at/fileadmin/user_upload/Allgemein/Formulare/Formular_D_-_Antrag.pdf
Fremdenpolizei: http://www.bmi.gv.at/cms/bmi/_news/_or_orga.aspx

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MA 35: http://www.wien.gv.at/verwaltung/personenwesen/
Application Form “Aufenthaltsbewilligung Studierender”: http://www.bmi.gv.at/cms/BMI_Niederlassung/Formulare_07_2011/Aufenthaltsbewilligung_Studierender_Formular.pdf
Fremdenpolizei: http://www.bmi.gv.at/cms/bmi/_news/_or_orga.aspx

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HELP.gv Service for Foreign Citizens: https://www.help.gv.at/Portal.Node/hlpd/public/content/12/Seite.120001.html
Migration.gv Service: http://www.migration.gv.at/en/

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Wien International: http://www.wieninternational.at/de/content/wien-ist-anders-stadt-und-bundesland-de

1.1. Private Housing

www.flohmarkt.at: http://www.flohmarkt.at/mietwohnung/
www.schwarzesbrett-oeh.at: http://www.schwarzesbrett-oeh.at/wohnen/
www.willhaben.at: http://www.willhaben.at/iad/immobilien/mietwohnungen
www.easywg.at: http://www.easywg.at/wien/zimmer-wien
Der Standard: http://derstandard.at/Immobilien
Die Presse: http://immobilien.diepresse.com/home/objekte/luxus/index.do
Kurier: http://kurier.at/immo
www.bazar.at: http://www.bazar.at/

1.2. Students’ Dorms

www.heimfest.at: http://www.heimfest.at/studentenheime
www.oeh.ac.at: https://www.oeh.ac.at/wohnen

1.3. Hotels and Hostels

www.wien-konkre.at Hotels: http://www.wien-konkre.at/hotel/
www.tourist-net.co.at: http://www.tourist-net.co.at/wien_ahe.htm
www.wien-konkre.at Hostels: http://www.wien-konkre.at/reisen/jugendherbergen/

2.1. Residence Registration

Registration Service Center: http://www.wien.gv.at/verwaltung/meldeservice/stellen.html
Wien.gv: http://www.wien.gv.at/english/living-working/registration/
Help.gv: https://www.help.gv.at/Portal.Node/hlpd/public/content/150/Seite.1500002.html

2.2. Radio and TV License (GIS)

GIS Gebührentabelle: https://www.gis.at/gebuhren/gebuehrentabelle
Online Application Form: https://www.gis.at/service/anmeldung

2.3. Registration for Gas and Electricity

Tarifkalkulator/E-control: https://www.e-control.at/konsumenten/service-und-beratung/toolbox/tarifkalkulator

3.1. Before/If Things go Wrong

Mietervereinigung: https://mietervereinigung.at
Miterschutzverband: http://www.mieterschutzverband.at/
Arbeiterkammer: http://www.arbeiterkammer.at/beratung.htm
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www.cityairporttrain.at: https://www.cityairporttrain.com/en/home
www.postbus.at (Vienna Airport): http://www.postbus.at/en/Airportbus/Vienna_AirportLines/index.jsp
www.flixbus.com: https://www.flixbus.com/

1.2. By Train ........................................................................................................................................................ 49

Westbahn: https://westbahn.at/en

2. Public Transport ............................................................................................................................................. 49

Route Information Service: http://www.wienerlinien.at/eportal3/ep/tab.do?tabId=0
Netzpläne: http://www.wienerlinien.at/eportal/ep/channelView.do/pageTypeId/9082/channelId/-32766
Booking offices: http://www.wienerlinien.at/eportal3/ep/channelView.do/pageTypeId/66533/channelId/-47643
Onlineshop: https://shop.wienerlinien.at/

3. Cycling in Vienna ............................................................................................................................................ 51

Route planner: http://www.anachb.at/?set_language=en&cl=en
City Bike Wien: https://www.citybikewien.at/en/
Vienna Bikekitchen: http://bikekitchen.net/index.php/Home

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ASFINAG: http://www.asfinag.at/toll

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1.2. The ÖH Accident Insurance ........................................................................................................................ 56

The ÖH Student Insurance: https://www.oeh.ac.at/en/rund-ums-studieren/versicherung

1.3. Student’s Self Insurance ............................................................................................................................ 56
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STA Travel: http://www.statravel.at/reiseversicherung.htm
Allianz – Global Assistance: http://www.allianz-assistance.at/
Care Concept AG: http://www.care-concept.de/auslaendische_gaeste_eng.php?vmnr=ZZMA140030&navilang=eng

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ÖAD brochure “Study and Research in Austria”: http://www.oead.at/oead/downloads/publications/EN/

2. Medical Care ....................................................................................... 58

Expat Health Newsletter: https://www.justlanded.com/english/Austria/Services/Health/Free-expat-health-newsletter

2.1. Doctors ............................................................................................. 58

Federal county’s medical association: http://www.aerztekammer.at/
Search facility: http://www.aerztekammer.at/

2.3. Hospitals .......................................................................................... 58

Search facility for hospitals: http://bmg.gv.at/home/Schwerpunkte/Krankenanstalten/Krankenanstalten_Online_Verzeichnis/

2.4. Pharmacies ....................................................................................... 59

Annual on-call Service-Calendar: http://www.vienna.at/apothekendienst-und-nachtapotheeken-wien/news-20100511-10313154

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Diners Club: http://www.dinersclub.at/fussnavigation/kontakt/
Maestro Card: http://www.psa.at/web/content/de/Home/Service/Verlust_Diebstahl/index.html
Visa: http://www.cardcomplete.com/complete-karten/services/kartenverlust/

3.4. Loss of Documents ............................................................................ 61

3.5. Who do I turn to?

Mungos Lost and Found Service: http://www.oebb.at/de/leistungen-und-services/nach-ihrer-reise/lost-and-found
Customer Care – Westbahn: https://westbahn.at/en
Graz Airport: http://www.flughafen-graz.at/en/flight/flight-reiseflyer/check-in-gepaeck/lost-found.html?tx_macinabanners_pi1[banneruid]=55&cHash=49df3eb2c055edde042e7bc79e2a26b
Innsbruck Airport Lost and Found Office: http://www.innsbruck-airport.com/en/lost-found/
Klagenfurt Airport Lost and Found Office: http://www.klagenfurt-airport.com/
Linz Airport Lost and Found Office: http://www.linz-airport.at/www/de/misc/Fundbuero
Vienna Airport Lost and Found Office: http://www.viennaairport.com/en/passengers

3.6. What to do if I have found something

Help.gv – Lost and Found: https://www.help.gv.at/Portal.Node/hlpd/public/content/154/Seite.1540000.html#general

4. Theft

Federal Police Headquarters: http://www.polizei.gv.at/

5. Social Institutions and Advisory Centers

Beratungsstellen.at: http://www.beratungsstellen.at/beratungsstellen
Sozialinfo Wien: http://www.wien.gv.at/sozialinfo/content/en/10/Directory.do
ÖH: https://www.oeh.ac.at/
Diversity Management: https://diversity.univie.ac.at/en/what-is-diversity/

VII WORKING IN AUSTRIA

1. Nationals of EU/EEA Member Countries and Swiss Nationals

AMS: http://www.ams.at/english.html
Arbeiterkammer: http://www.arbeiterkammer.at/beratung.htm
ÖAD: https://www.wien.gv.at/english/

2. Nationals of Non-EU/EEA Member Countries

The Migration.gv Service: http://www.migration.gv.at/en/
Justlanded.com: http://www.justlanded.com/english/Austria/Austria-Guide/Visas-Permits/Work-permits

VIII OTHER PRACTICAL INFORMATION

1.1. Austria’s currency

1.3. Banks in Austria

Erste Bank: http://www.sparkasse.at/erstebank-en/

1.5. Saving Money in Austria

Vienna Tourist Office: http://www.wien.info/en
Festival on the Danube Island: https://donauinselfest.at/
International Student Exchange ID Card: https://www.isic.org/about-us/

2.1. Childcare

Staunemäuse: http://kinder.univie.ac.at/en/kinderzimmer.html
Unispatten: http://kinder.univie.ac.at/en/809.html
Neugierdsnasen: http://kinder.univie.ac.at/en/neugierdsnasen.html
Flying Nanny: http://kinder.univie.ac.at/en/flying-nanny.html
KinderuniFerien: http://kinder.univie.ac.at/en/kinderuniferiensommer.html

2.2. Daycare

Wiener Kinderfreunde: http://www.wien.kinderfreunde.at/Bundeslaender/Wien
AMS office: http://www.ams.at/sfa/sfags.html
Au Pair Austria: http://www.aupairaustria.at/english.aspx
Au Pair 4 You: http://www.au-pair4you.at/englisch/index_e.htm

2.3. Further Information

MA11: http://www.wien.gv.at/english/social/childcare/
www.wienxtra.at: http://www.wienxtra.at/
www.mamilade.at: http://www.mamilade.at/
ÖAMTC: http://www.oeamtc.at/

4. Embassies in Vienna

goabroad.com: http://embassy.goabroad.com/embassies-in/austria

5. Keeping in Touch

Listing of all international dialing codes: https://en.wikipedia.org/wiki/List_of_country_calling_codes
6. Media in Austria

Die Presse: http://diepresse.com/
Der Standard: http://derstandard.at/
Salzburger Nachrichten: http://www.salzburg.com/
Wiener Zeitung: http://www.wienerzeitung.at/
Kurier: http://kurier.at/
Oberösterreichische Nachrichten: http://www.nachrichten.at/
Tiroler Tageszeitung: http://www.tt.com/Nachrichten/index.csp
Vorarlberger Nachrichten: http://www.vorarlbergernachrichten.at/
Kronen Zeitung: http://www.krone.at/
Kleine Zeitung: http://www.kleinezeitung.at/
Österreich: http://www.oe24.at/
Vienna Review: http://www.viennareview.net/
Austrian Times: http://www.austriantimes.at/
Wien International: http://www.wieninternational.at/en
ORF: http://orf.at/
ATV: http://atv.at/
Puls 4: http://www.puls4.com/
SIXX: http://www.sixx.at

7. German Courses

Sprachenzentrum Universität Wien: https://sprachenzentrum.univie.ac.at/en/
ActiLingua Academy: https://www.actilingua.com/en/home/
Deutschinstitut: http://www.deutschinstitut.at/


europe-atlas.com: http://www.europe-atlas.com/austria-map.htm