All beginnings are difficult. At the University of Vienna there are various institutions to help you organize your studies.

Student Point, for example, can help you with questions on application (which documents do you need?) and fees (how much is the tuition fee?). Below, you find a list showing who to contact for further questions:

**StudienServiceStelle (SSS)/StudienServiceCenter (SSC)**

For all questions concerning the following issues, contact your study programme’s SSS or SSC (ssc.univie.ac.at):
- Information about your study programme
- How to organise your studies
- Registration to courses and exams, cancellation
- Problems with grade entries/the exams record
- Recognition of exams from other universities
- Finishing studies or study sections

**University Library (Universitätsbibliothek UB)**

You can borrow books not only in the University library (bibliothek.univie.ac.at) but also in the institutes’ libraries. With a confirmation of residence (“Meldezettel”) and your student’s ID, you can obtain the library card directly at the library service desk.

**International Office**

The International Office (international.univie.ac.at) is your first point of contact for information on studying abroad (e.g. Erasmus+)

You find further service centers and their contact details at: studentpoint.univie.ac.at/en/services/services

**Preperation Course of the Vienna Universities – Vorstudienlehrgang (VWU)**

For all questions on registration deadlines, fees and courses at the VWU, please turn directly to their offices: oead.at/en/to-austria/university-preparation-programmes/university-preparation-programme-vienna

**Helpdesk of the Vienna University Computer Center (ZID)**

The ZID helpdesk (zid.univie.ac.at/helpdesk) helps you with:
- (Re-)activation of your u:account
- Forgotten u:space password