Non-EU Student Exchange Program
USER GUIDE FOR APPLICATIONS IN MOBILITY ONLINE
Login and creating an application

You can apply for the Non-EU Student Exchange Program via the Online tool **Mobility Online** tool. **Mobility Online** is an online mobility management program, which displays all the required steps for administering your application, from the application to the end of your stay. It is used throughout the entire process, ranging from the online application to the upload of the final documents. Applicants follow their individual **workflow** step by step. Therefore, you can always see the current step and what still needs to be done. Moreover, you may need to take additional steps about which you are informed in the information sheets in the Mobility Online tool and notification e-mails.
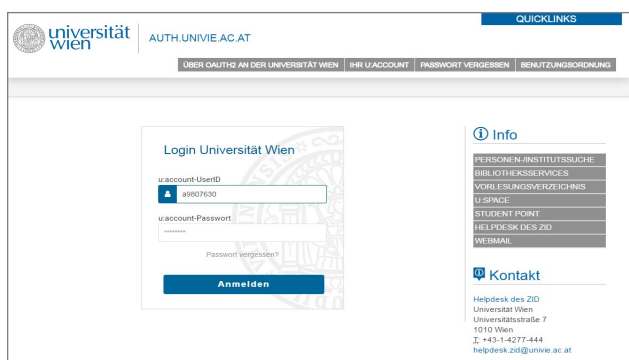
→ For the application in Mobility Online you need your user ID and the password of your **u:account**. If you also have an employee account (FirstName.LastName@univie.ac.at), please do not use this account, but sign in using your **student account**.

→ The registration link can be found on the website of the International Office, in the section Non-EU Student Exchange Program), under **Application /before your stay**

→ If you have **problems** regarding the login, please read the information under **„Troubleshooting"** in this document.

If you have problems, please only contact the International Office, not the ZID Helpdesk!

Login and Authorisation

You have to log in to the application system via Mobility Online using your u:account UserID and password . When logging in with y our student account, your personal and study related data are directly imported from u:space so that you do not have to enter them yourself. Please only use the registration link on the website of the respective program.

When clicking the links provided on the website of the International Office, you are prompted to enter your u:account user details, then click on the Anmelden (Register) button. Please click only once the button, otherwise the registration will not work.

After logging in, you have to grant Mobility Online access to your data. Click the Berechtigen (Authorize) button (at the bottom of the page). After you have authorised your data you come to the **application form**

Students having an employee account, please note:
If you also have an employee account (FirstName.LastName@univie.ac.at), please do not use this account, but sign in using your **student account.**

Problems? If you are not able to log in you have either

- used the wrong link
- clicked on „Anmelden" several times and will not be forwarded to the Authorisation page
- entered your u:account user details incorrect (Attention: Mobility Online is case-sensitiv, so you have to enter the user name and the password as originally specified (in u:space it does not matter whether you write upper or lower case)
- used an employee account

If you have **problems** regarding the login, please read the information under „Troubleshooting" in this document.

Creating an application and registering via Mobility Online

After having logged in, you can create an application for the Non-EU Student Exchange Program. Select the exchange programme →Non-EU Student Exchange Program – respective region.

After completing all fields, click →Bewerbung anlegen. You receive an e-mail containing a **registration confirmation** and **instructions on finalising your application** in Mobility Online. Click the link in the e-mail to log in to Mobility Online again to finalise your application.
Please note: Use the following link for further logins in Mobility Online after the registration. The registration link can only be used once!

Troubleshooting

Problems during the first login: What can I do, if

… I am not able to login to Mobility Online and therefore cannot complete the application?

→ Please make sure that you have used the correct link. Do not seach for the registration link via Google: **As long as you are not registered in Mobility Online, you cannot use this login.**

→ In order to create an application, you have to register via the link that you can find on the website of the respective program of the International Office under: „Application/before your stay". If you have used the correct link, you will see the following page:
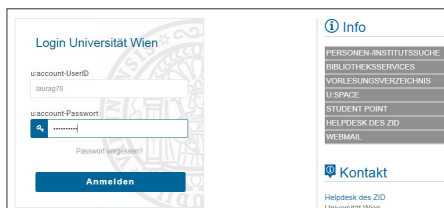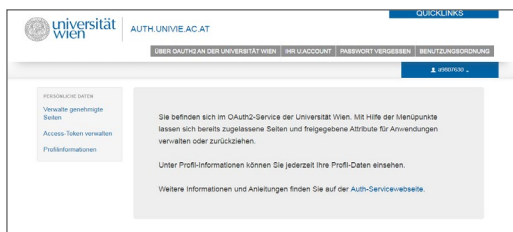

→ **Solution:** Please close all browsers and use the link of the exchange program, you wish to apply for.

… the login does not work and I do not receive an e-mail if I click on "Passwort vergessen"?

→ You cannot use the feature „Passwort vergessen" in Mobility Online, as you are still on the wrong login page.

… after entering my user data on auth.univie.ac.at I cannot see the button "Berechtigung" (Authorisation)?

→ If you end up on this page after entering your user data, you have clicked on „Anmelden" several times and the submission do not work.

→ **Solution:** you have to register again. Please close all browsers and try to register again. The registration can take a few minutes, do not click on „Anmelden" several times!

… I want to register with my employee account? (only relevant for employees of the University of Vienna).

→ Please do not use your employee account.

→ **Solution:** use your student account.

… I registered with my student account and the login still does not work? (only relevant for employees of the University of Vienna)

→ The University of Vienna uses →**Single Sign On Authentication**, therefore it is not possible to be logged in as employee and as student in one browser. Please make sure that you are not logged in with your employee account on another website (e.g. typo3, owa, moodle etc).

→ **Solution:** Use another browser or the Incognito mode in order to be able to create an application with your student account.

Problems when registering in Mobility Online: What can I do, if

… I have already created an application in Mobility Online and can therefore no longer register?

→ Please make sure that you have used the correct link. To register, you can only use the link that you received by e-mail after submitting the application. Do not search for links via Google: **If you have not registered in Mobility Online, you can not use this login page:**

→ If you have used the correct link, you should see the following page:
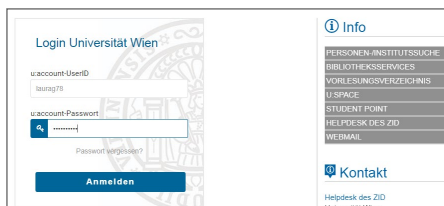
→ **Solution:** Login with the registration link, If you cannot find it or have not received the e-mail, please contact non-eu-exchange@univie.ac.at.

… the login does not work and I do not receive any e-mail if I click on „Passwort vergessen"?

→ You cannot use the feature „Passwort vergessen" in Mobility Online, as you are still on the wrong login page.

… I have already created an application, but the initial registration form appears?

→ After creating the registration form for the first time, make sure that you use the registration link that you received by e-mail.

→ Please close all browsers and try to login again via the registration link. If you cannot find it or have not received the e-mail, please contact non-eu-exchange@univie.ac.at.

Kontakt und Support

International Office, Staircase 5
Non-EU Student Exchange Programm
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Web: http://non-eu-exchange.univie.ac.at/