Search Information

(EN) Search help

(EN) Services TIC provided by SIUV

(EN) MOST COMMON HELP
- (EN) UV PASSWORD
  - (EN) PASSWORD - CHANGE
  - (EN) PASSWORD - RECOVERY
    - (EN) PASSWORD - Alternative media recovery procedure
    - (EN) PASSWORD - Automatic recovery procedure
    - (EN) PASSWORD - Enter alternative data for verification.
  - (EN) PASSWORD - EXPIRATION AND BLOCKING
    - (EN) PASSWORD - Change by blocking.
    - (EN) PASSWORD - Change by expiration notice.
  - (EN) PASSWORD - RECOMMENDATIONS
- (EN) ANTIVIRUS: UV corporate agent installation
- (EN) DEATH: How to proceed to access data
- (EN) DISCO: Work with MacOS
- (EN) DISCO - GROUPS: Add or remove users
- (EN) DISCO - WEB - BACKUP: Requesting needed spaces.
- (EN) EDUROAM: Ubuntu 18.04 Bug detected
- (EN) EDUROAM UV: Configuration and connection
- (EN) EMAIL BOX - Large files sent by email
- (EN) LOST EMAILS : How to recover them
- (EN) MALWARE: How to remove in Windows
- (EN) NAVIGATE - Restricted access
- (EN) OUTLOOK: UV account configuration
- (EN) OUTLOOK - How can I save my emails?
- (EN) THUNDERBIRD - Installation and Configuration
- (EN) VPN - iOS devices
- (EN) VPN - Windows configuration
- (EN) VPN: MacOS configuration
- (EN) VPN - Ubuntu 16.04 bug OpenVPN DNS detected
- (EN) UV ACCV CERTIFICATES
- (EN) SOGo: Webmail corporate mail help manual UV
- (EN) DIVULGATION
  - (EN) HOW DO I KNOW IF A MAIL IS AUTHENTIC?
- (EN) DISCO - SERVICES, SPACES. How to connect
  - (EN) DISCO - Description of the service
  - (EN) DISCO - Spaces management
  - (EN) DISCO - Access methods
  - (EN) DISCO - Content publication
  - (EN) DISCO - Protection of spaces and contents
  - (EN) DISCO - Backups
  - (EN) DISCO - Mailbox
- (EN) WEB SPACES: How can I protect a web page with a password?

(EN) ELECTRONIC ADMINISTRATION
- (EN) Digital certificates admitted by ENTREU
- (EN) ELECTRONIC HEADQUARTER - How can I recover my password?
- (EN) Have problems to attach documentation to the electronic application.
- (EN) How can I realise a new application in the electronic headquarters?
- (EN) How can I attach documentation to an already realised application?
- (EN) How I can cancel a repeated sending?
- (EN) How I can download the digital certificate of my title?
- (EN) How I can realise the pre-registration of the master?
- (EN) How it works the UV electronic headquarters?
- (EN) How register in the electronic headquarters
- (EN) I can modify the data of the application? I have entered wrong data.
- (EN) I can not access to the application
- (EN) I can recover the document receipt of the application?
- (EN) I have done well my application in the electronic headquarters?
- (EN) I want to register myself as user of the electronic headquarters.
- (EN) Process of installation of the client @firma
  - (EN) Explorer installation
  - (EN) Firefox installation
  - (EN) Linux installation
- (EN) Reason can not realise an application of university title and SET?
- (EN) Reason can not realise the payment of the application?
(EN) COMMUNICATION AND DISSEMINATION TOOLS
  (EN) EMAIL
    • (EN) ACTIONS - E-mail
    • (EN) BASICOS - E-mail
      • (EN) Anti-SPAM filters
      • (EN) Backup and recovery of mailboxes
      • (EN) Cryptography and authentication (TLS and SMTP AUTH) when sending messages
      • (EN) Glossary
      • (EN) How do I empty my mailbox when it is full?
      • (EN) How to access my email from outside the university network?
      • (EN) Limits on mail accounts and packages
      • (EN) Mail filters
      • (EN) Mail redirection
      • (EN) Non-personal email addresses
      • (EN) PostMan, web access to mail (and other services)
      • (EN) Standards for email addresses (of personnel hired, not for students)
      • (EN) The SPF Filter (Sender Policy Framework)
    • (EN) CONFIGURATIONS - E-mail
      • (EN) Configuring the Pine for Unix and for Windows
      • (EN) Mail client settings
    • (EN) DOCUMENTS - MAIL
    • (EN) SPECIAL CASES - E-mail
      • (EN) Accounts for Students
      • (EN) Legal notice Pregoner

(EN) SECURITY ALERTS

(EN) UV DISTRIBUTION LISTS. General introduction
  • (EN) LISTAS DE DISTRIBUCION UV. Preguntas frecuentes para administradores /as
  • (EN) LISTAS DE DISTRIBUCION UV. Preguntas frecuentes usuarios /as.
  • (EN) UV DISTRIBUTION LISTS. Guide for owners and administrators
  • (EN) UV DISTRIBUTION LISTS. User's guide
  • (EN) UV DISTRIBUTION LISTS. UV installation features

(EN) UV ONLINE ENROLLMENT
  • (EN) ERROR MESSAGES - UV registration
    • (EN) 0001 - Work module not installed
    • (EN) 0012 - Non-existent object
    • (EN) 0031 - Incorrect field
    • (EN) 0051 - Personal data altered by another user. Start again
    • (EN) 0053 - Datos Dom. en el curso alterados por otro usuario. Comience de nuevo.
    • (EN) 0054 - Entrance data university course altered by another user. Start again
    • (EN) 0505 - Incorrect decade
    • (EN) 0516 - Registration requested to erase
    • (EN) 1732 - There is already a receipt receipt for that subject. Notify the SIUV.
    • (EN) 2015 - In pre-registration there is already that NIF with another NPA
    • (EN) 2107 - Type of grouping is not correct
    • (EN) 2337 - NIF with several NPA
    • (EN) 6021 - The habitual residence has been canceled by another user
    • (EN) 6022 - The residence during the course has been canceled by another user
    • (EN) 6023 - All data has been deleted by another user
    • (EN) 6215 - The license plate has been deleted by another user
    • (EN) 6315 - The data entered in university have been deleted by another user
    • (EN) 6338 - Fields Univ. Extranj. and Initial Form incoherent
    • (EN) 6337 - Your center is not Postgraduate. Fields Univ.Extranj. and / or Incoherent start form
    • (EN) 8012 - Group deleted by another user
    • (EN) 8014 - Try to cancel in a group where there are no enrolled
    • (EN) 8015 - This student is not enrolled in this subject
    • (EN) 8016 - Subject deleted by another user
    • (EN) 8113 - Can not be deleted, there is no registration in the subgroup
    • (EN) 8113 - Incorrect username or password
    • (EN) 8118 - There are no subrupos to be written off
    • (EN) 8137 - There is no degree in Automapar
    • (EN) 9127 - Missing modality to be defined
    • (EN) 9128 - Error, distribution already exists
    • (EN) 9129 - There are no places in any teaching modality
    • (EN) 9129 - There is no record in matalu
    • (EN) 9130 - There is no Automapar
    • (EN) 9131 - 9134 - Error inserting a subgroup
    • (EN) 9132 - Student with unregistered subject
    • (EN) 9133 - No subgroups available
    • (EN) 9135 - The time group has no seats
    • (EN) 9135 - The total of credits to enroll exceeds the limit
    • (EN) For a country other than Spain, province must be Foreign
    • (EN) New student. You can not re-enter the application. Go to the secretariat of your center
• (EN) Province can not be a foreigner, if country is Spain
• (EN) The degree does not allow you to modify your registration
• (EN) There are pending subjects required to enroll in lower grades
• (EN) Type of tuition exemption
• (EN) Whatever the request / scholarship / s remember remember to submit the corresponding documentation
• (EN) You can not mix electives of different mentions

• (EN) REGISTRATION PREPARATION: Previous procedures
• (EN) Student portal access - Registration Preparation

• (EN) FAQ'S. FREQUENTLY ASKED QUESTIONS UV REGISTRATION
• (EN) Can I authorize someone else to enroll me? - UV registration - FAQs
• (EN) Do I have a maximum number of calls to approve a subject? - UV registration - FAQs
• (EN) Do I need to pass a minimum number of credits per course? - UV registration - FAQs
• (EN) Do I need to pass a minimum number of credits per course.? - UV registration - FAQs
• (EN) How can I register? - UV registration - FAQs
• (EN) How many credits do I have to enroll? - UV registration - FAQs
• (EN) I am taking a university extension course and I know if the credits offered are recognized in grade - UV registration - FAQs
• (EN) I am transferred from another university. Are the calls used taken into account? - UV registration - FAQs
• (EN) I have not got a place. Are there waiting lists? - UV registration - FAQs
• (EN) I have problems with enrollment in university extension courses. Can I enroll in these courses? Where can I do it? - UV registration - FAQs
• (EN) I have problems with the Virtual Classroom. I do not see subjects of which I am enrolled. I see some subjects that I have unsubscribed. - UV registration - FAQs
• (EN) Is there an exception to the maximum number of calls to pass a subject? - UV registration - FAQs
• (EN) What are the cut-off notes? - UV registration - FAQs
• (EN) What day do I have to register? - UV registration - FAQs
• (EN) What happens if I can not register for the appointment and I do it later? - UV registration - FAQs
• (EN) Why did I have this turn in the registration (registration day)? - UV registration - FAQs

• (EN) NEW ENTRY REGISTRATION: Help Manual
• (EN) New entry registration - Access from the student portal - Registration of new entry
• (EN) Identified in the application - Registration of new income
• (EN) Characteristics of the application - Registration of new income
• (EN) Personal data - New entry registration
• (EN) Address - New entry registration
• (EN) Administrative data - New entry registration
• (EN) Statistical data - New entry registration
• (EN) Data of the mail user - Registration of new entry
• (EN) Enrollment - Registration of new entry
• (EN) Registration summary - New entry registration
• (EN) Economic valuation of the enrollment - New entry registration
• (EN) Finish registration - New entry registration
• (EN) Common errors in preparation of enrollment - New entry registration
• (EN) Common errors in Degree enrollment - New entry registration

• (EN) COMMON PROBLEMS USING APPLICATION OF UV REGISTRATION
• (EN) I can not access the registration application - UV registration
• (EN) I can not close the license plate - UV registration
• (EN) I cut the screen and I can not continue - UV registration
• (EN) I do not accept the bank account - UV registration
• (EN) I have an exemption or bonus from the registration fee, but I can not connect with the Ministry of Social Welfare, or the validation is negative. - UV registration
• (EN) It does not allow me to enroll in the subjects I need - UV registration
• (EN) It does not let me choose a group in a subject - UV registration
• (EN) I want to register in part-time and it does not let me mark it - UV registration

• (EN) DEGREE REGISTRATION: Help Manual
• (EN) Degree registration - Have you done the Registration Preparation?
• (EN) Access from the student portal - Enrollment of Degree
• (EN) Identify yourself in the application - Degree Enrollment
• (EN) Appointment of Enrollment - Enrollment of Degree
• (EN) Characteristics of the application - Degree Registration
• (EN) Personal data - Degree Enrollment
• (EN) Address - Degree Enrollment
• (EN) Administrative data - Degree registration
• (EN) Statistical data - Degree Registration
• (EN) Data of the mail user - Degree Registration
• (EN) Enrollment of subjects - Degree Enrollment
• (EN) Registration summary - Degree Registration
• (EN) Economic valuation of the enrollment - Degree Enrollment
• (EN) Finish registration - Degree Registration
• (EN) Common errors in preparation of enrollment - Degree Registration

• (EN) MASTERS REGISTRATION: Help Manual
• (EN) Master's registration - Have you done the Registration Preparation MASTERS?
• (EN) Access from the student portal - Master's Registration
• (EN) Identify yourself in the application - Master's Registration
• (EN) Enrollment - Master Enrollment
• (EN) Characteristics of the application - Master's registration
• (EN) Personal data - Master's registration
• (EN) Address - Master's License
• (EN) Administrative data - Master's registration
• (EN) Statistical data - Master's registration
• (EN) Data of the mail user - Master's registration
• (EN) Enrollment of subjects - Master's Registration
• (EN) Registration summary - Master's registration
• (EN) Economic valuation of the enrollment - Master's Registration
• (EN) Finish registration - Master's registration
• (EN) Common errors in preparation of enrollment - Master's Registration
• (EN) Common errors in Master's enrollment - Master's enrollment

• (EN) DOCTORAL REGISTRATION: Help Manual
  • (EN) Have you done the Registration Preparation DOCTORATE?
  • (EN) Access from the student portal - Doctorate registration
  • (EN) Identify yourself in the application - Doctorate registration
  • (EN) Enrollment Quote - Doctorate Enrollment
  • (EN) Characteristics of the application - Doctorate registration
  • (EN) Personal data - Doctorate registration
  • (EN) Administrative data - Doctorate registration
  • (EN) Domicile - Doctorate registration

• (EN) Registration MODALITIES: Help
  • (EN) Enrollment of optional subjects
  • (EN) Modality 1: Loose subjects and automatic distribution
  • (EN) Modality 2: Recommended groupings or loose subjects and automatic distribution
  • (EN) Modality 3: Compulsory groupings, with automatic distribution
  • (EN) Modality 4: Compulsory groupings and distribution by time groups
  • (EN) Modality 5: Direct enrollment by time groups

• (EN) Support for enrollment in centers

(EN) UV VIRTUAL CLASSROOM

• (EN) AULA VIRTUAL CURSO: 2019-2020
  • (EN) New appearance Aula Virtual
  • (EN) Installation plugin in Aula Virtual
  • (EN) Application of academic acts. To do's before publishing qualifications.
  • (EN) Copy content from a Microsoft Office application
  • (EN) Folder update notification for students.
  • (EN) How can foreign users of the University of Valencia to be registered??
  • (EN) How do you update teaching in the Virtual Classroom?
  • (EN) How to add students / members in a course or community with a .csv file
  • (EN) How to manually add users to a course or community?
  • (EN) I can not access the old Virtual Classroom platform
  • (EN) If the question has not been resolved?
  • (EN) Incidence with the contents of a course (Students)
  • (EN) Modify my photograph in Virtual Classroom
  • (EN) Official subgroups and request for activation in the Virtual Classroom.
  • (EN) Precautions before attaching content to the Virtual Classroom
  • (EN) Print / export list of students of a course
  • (EN) Print the graduate page in Moodle (student photos with names)
  • (EN) Recover resources or activities deleted by mistake.
  • (EN) Request for unarchived from old courses
  • (EN) Right to belong to a Virtual Classroom subject

• (EN) Students who does not see their subjects
  • (EN) Students that does not see his subjects
  • (EN) Virtual Classroom Management of the Master's subjects

(EN) COMPUTER CLASSROOM OF THE UV

• (EN) Can computers be added or removed from computer classrooms?
• (EN) Can I use the any operating system in the computer rooms?
• (EN) Do I want to install a software or a specific version in a computer classroom?
• (EN) How can I get software to the people responsible for the project?
• (EN) How to share my files between different computers?
• (EN) Recommendations for the acquisition of computers in UV computer rooms
• (EN) Software installation
• (EN) What happens with the computer rooms with Windows XP without virtualizing?
• (EN) What is the size of the computer rooms maintained by the SIUV?
• (EN) What is the typology of the computer rooms of the UV?
• (EN) What is virtualization?
• (EN) What operating systems can I use? When CentOS? When Windows?
• (EN) What to do when a computer does not work?
• (EN) Whose computers are the computer rooms?
• (EN) Why do I have to validate myself to enter the computers of the computer rooms?
• (EN) Why do not I have the latest version of CentOS on my computer?
(EN) Why do not I have Windows 10 on my computers?
(EN) Will I buy a splitter / digital board / other vessel for my Classrooms. How do I do it?

(EN) MMEDIA - Share videos in the UV
- Description
- Requirements and operation
- Publish and share
- Album and playlist
- Permissions
- URL and Embed
- Subtitle
- Regulation and licenses
- Broadcast live

(EN) VIRTUAL SECRETARY
- How can I apply for a university card or renew the old one?
- How to change my photograph in the UV profile?
- I am a teacher and my teaching load does not appear
- I can not find my schedules in
- I can not see the payroll or other incidents with the 'Personal' page
- I have approved a subject and it still does not appear in the file
- I have not received the card yet
- I have problems with the services of my card (parking, access, ...)
- In the registration summary there is no subject, or head
- Teacher surveys

(EN) SCHEDULED INTERVENTIONS

(EN) SOFTWARE FOR INSTITUTIONAL USE
- Free Microsoft courses for teachers. Resources.
- Frequently asked questions
  - What is the software available in the UV?
  - Can I access the software of the Universitat de València?
  - How can I access the UV software?
  - How can I access the oldest software?
  - Are there different types of software licenses?
  - How many UV software licenses can I apply for?
  - How can I acquire a UV software license?
  - Do I need authorization of the expense although the software has no cost?
  - I confirm the purchase but I get a license error
  - Can I install the licensed UV software on my home computer?
  - I am a student. Can I have access to the UV software?
  - I request that the UV acquires new software?
  - I request software for my own use through the UV?
  - What happens with the software purchased if I lose my relation with the UV?
  - I change my computer. What happens with the installed UV software?
  - I can buy / update a Windows PC, with the UV license?
  - How can I create or update my Adobe ID?
  - Acquisition and installation
  - Installation and activation of ChemOffice Pro 2017
  - Installation and Activation of Mathematica
  - Installation and activation of MathType 7
  - Installation and activation of SPSS
  - Installing and activating CrystalMaker
  - Matlab 2018a
  - Office 365
  - Office 365 - Legal conditions agreement Microsoft - UV
  - Office 2016 - Installation Catalan language
- Problem solving
  - Incorrect installation
  - The catalog does not show me the software distribution I'm looking for
  - How can I install my software?

(EN) MANAGEMENT OF UV PERSONAL DEDICATION
- Management of time dedication - GDH - PAS
(EN) SERVICE OF BLOGS IN THE UV

- (EN) BLOGS - Who can have a blog in the U.V?
- (EN) BLOGS - How to activate / deactivate my blog?
- (EN) BLOGS - What is the URL of my blog?
- (EN) BLOGS - Blog administration.
- (EN) BLOGS - Group blogs.
- (EN) BLOGS - Contact and Frequently Asked Questions

(EN) VIDEOCONFERENCES IN THE UV

- (EN) BLACKBOARD COLLABORATE
  - (EN) REQUEST use of Blackboard Collaborate
  - (EN) ACCESS FROM VIRTUAL CLASSROOM to Blackboard Collaborate (MOODLE)
  - (EN) CREATE A VIDEO CONFERENCE SESSION - Collaborate Ultra
  - (EN) MODERATORS. Manual Collaborate Ultra
  - (EN) PARTICIPANTS. Manual Collaborate Ultra
  - (EN) FAQ's - Collaborate Ultra
    - (EN) WORKGROUPS. Collaborate Ultra
  - (EN) VIDEOTUTORIALS Blackboard Collaborate
- (EN) IP VIDEOCONFERENCES
  - (EN) IP VIDEOCONFERENCES - H.323 / SIP
- (EN) SKYPE EMPRESARIAL UV - OFFICE 365
  - (EN) SKYPE EMPRESARIAL UV - Installation and configuration
  - (EN) SKYPE EMPRESARIAL UV - Configure Audio
  - (EN) SKYPE EMPRESARIAL UV - Configure Video
  - (EN) SKYPE EMPRESARIAL UV - Add a contact
  - (EN) SKYPE EMPRESARIAL UV - Make and receive calls
  - (EN) SKYPE EMPRESARIAL UV - Make and receive video calls
  - (EN) SKYPE EMPRESARIAL UV - Chat
  - (EN) SKYPE EMPRESARIAL UV - Instant messages
  - (EN) SKYPE EMPRESARIAL UV - Share screen
  - (EN) SKYPE EMPRESARIAL UV - Share and schedule
  - (EN) SKYPE EMPRESARIAL UV - Record and play
  - (EN) SKYPE EMPRESARIAL UV - Record Manager

(EN) SURVEYS: LimeSurvey

- (EN) SURVEYS - LimeSurvey - Description
- (EN) SURVEYS - LimeSurvey - Before requesting an account
- (EN) SURVEYS - LimeSurvey - How do I request an account?
- (EN) SURVEYS - LimeSurvey - Who can request an account?
- (EN) SURVEYS - LimeSurvey - What should be the scope of the surveys?
- (EN) ENCUESTAS - LimeSurvey - Ayuda de LimeSurvey

(EN) UV SUPERCOMPUTATION

- (EN) UV SUPERCOMPUTATION: Access
- (EN) UV SUPERCOMPUTATION: Forms
- (EN) UV SUPERCOMPUTATION: Guided tours