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 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**

**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**

**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) 6318 - 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 Automatpar**
  - **(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 Automatpar**
  - **(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) The optional subject has already been selected in another course
• (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

do (EN) REGISTRATION PREPARATION: Previous procedures
• (EN) Student portal access - Registration Preparation
• (EN) FAQs, 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) 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) DEGREE REGISTRATION: Help Manual
    • (EN) 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) Common Errors in Degree Enrollment - Degree Registration
  • (EN) MASTERS REGISTRATION: Help Manual
    • (EN) 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) Domicile - Doctorate registration
  • (EN) Administrative data - Doctorate registration
  • (EN) Statistical data - Doctorate registration
  • (EN) Data of the mail user - Doctorate registration
  • (EN) Registration of subjects - Doctorate registration
  • (EN) Summary - Doctoral registration
  • (EN) Finish registration - Doctorate registration
  • (EN) Common errors in preparation for enrollment - Doctorate enrollment
  • (EN) Common errors in doctorate enrollment - Doctorate enrollment

• (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) Messages that the subject begins with ‘Reminder’ or ‘Recordatorio’
  • (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) Set up a task for students belonging to various groups.
  • (EN) Students who does not see their subjects
  • (EN) Student 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) Display screens of a virtualized classroom
• (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 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?
**Why do not I have the latest version of CentOS on my computer?**

**Why do not I have Windows 10 on my computers?**

**Will I buy a splitter / digital board / other vessel for my Classrooms. How do I do it?**

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**MMEDIA - Share videos in the UV**

- **MMMEDIA - Description**
- **MMMEDIA - Requirements and operation**
- **MMMEDIA - Publish and share**
- **MMMEDIA - Album and playlist**
- **MMMEDIA - Permissions**
- **MMMEDIA - URL and Embed**
- **MMMEDIA - Subtitle**
- **MMMEDIA - Regulation and licenses**
- **MMMEDIA - Broadcast live**

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**VIRTUAL SECRETARY**

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

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**SCHEDULED INTERVENTIONS**

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**SOFTWARE FOR INSTITUTIONAL USE**

- **Free Microsoft courses for teachers. Resources.**
- **Frequently asked questions**
  - What is the software available in the UV? - Software
  - Can I access the software of the Universitat de València? - Software
  - How can I access the UV software? - Software
  - How can I access the oldest software? - Software
  - How to access the UV software server? - Software
  - Are there different types of software licenses? - Software
  - How many UV software licenses can I apply for? - Software
  - How can I acquire a UV software license? - Software
  - Do I need authorization of the expense although the software has no cost? - Software
  - I confirm the purchase but I get a license error - Software
  - Can I install the licensed UV software on my home computer? - Software
  - Can I acquire new software? - Software
  - Can I request software for my own use through the UV? - Software
  - What happens with the software purchased if I lose my relation with the UV? - Software
  - I change my computer. What happens with the installed UV software? - Software
  - Can I buy / update a Windows PC, with the UV license? - Software
  - How can I create or update my Adobe ID? - Software

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**SOFTWARE**

- **Glossary**
  - Applicant
  - License
  - Responsible
  - Server
  - Users

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**Installation manuals**

- Acquisition and installation - Software
- Installation and activation of ChemOffice Pro 2017 - Software
- Installation and Activation of Mathematica - Software
- Installation and activation of MathType 7 - Software
- Installation and activation of SPSS - Software
- Installing and activating CrystalMaker - Software
- Matlab 2018a. Install and activate - Software
- Office 365 - Forgot password - Software
- Office 365 - Installation manual - Software
  - Office 365 - Legal conditions agreement Microsoft - UV

**Installation Catalan language**

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**Problem solving**

- Incorrect installation - Software
- The catalog does not show me the software distribution I'm looking for
- IT Support - Software
- I do not receive an answer to my request - Software

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**MANAGEMENT OF UV PERSONAL DEDICATION**
(EN) Supercomputación Resources in the UV - Tirant

(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) IP Videoconferences
- (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 Supercomputación
- (EN) UV Supercomputación: Access
- (EN) UV Supercomputación: Forms
- (EN) UV Supercomputación: Guided tours