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) MY PC - Can I know my serial number?

(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 I can 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?
Reason can not realise the payment of the application?
Where I can see the notification that have received?

COMMUNICATION AND DISSEMINATION TOOLS

EMAIL

ANTISPAM filters
Backup and recovery of mailboxes
Cryptography and authentication (TLS and SMTP AUTH) when sending messages
Glossary
How do I empty my mailbox when it is full?
How to access my email from outside the university network?
Limits on mail accounts and packages
Mail filters
Mail redirection
Non-personal email addresses
PostMan, web access to mail (and other services)
Standards for email addresses (of personnel hired, not for students)
The SPF Filter (Sender Policy Framework)
Configuring the Pine for Unix and for Windows
Mail client settings
Accounts for Students
Legal notice Pregoner

SECURITY ALERTS

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

UV ONLINE ENROLLMENT

ERROR MESSAGES - UV registration
0001 - Work module not installed
0012 - Non-existent object
0031 - Incorrect field
0051 - Personal data altered by another user. Start again
0053 - Datos Dom. en el curso alterados por otro usuario. Comience de nuevo.
0054 - Entrance data university course altered by another user. Start again
0055 - Incorrect decade
0056 - Registration requested to erase
0173 - There is already a receipt receipt for that subject. Notify the SIUV.
0201 - In pre-registration there is already that NIF with another NPA
0210 - Type of grouping is not correct
0237 - NIF with several NPA
0601 - The habitual residence has been canceled by another user
0602 - The residence during the course has been canceled by another user
0603 - All data has been deleted by another user
0625 - The license plate has been deleted by another user
0631 - The data entered in university have been deleted by another user
0633 - Fields Univ. Extranj. and Initial Form incoherent
0637 - Your center is not Postgraduate. Fields Univ.Extranj. and / or Incoherent start form
0801 - Group deleted by another user
0804 - Try to cancel in a group where there are no enrolled
0805 - This student is not enrolled in this subject
0806 - Subject deleted by another user
0811 - Can not be deleted, there is no registration in the subgroup
0812 - Incorrect username or password
0817 - There are no subrupos to be written off
0818 - There is no degree in Automatpar
0912 - Missing modality to be defined
0912 - Error, distribution already exists
0919 - There are no places in any teaching modality
0919 - There is no record in matalu
0919 - There is no Automatpar
0913 - 9134 - Error inserting a subgroup
0913 - Student with unregistered subject
0913 - No subgroups available
0913 - The time group has no seats
0915 - The total of credits to enroll exceeds the limit
For a country other than Spain, province must be Foreign
- New student. You can not re-enter the application. Go to the secretariat of your center
- Province can not be a foreigner, if country is Spain
- The degree does not allow you to modify your registration
- The optional subject has already been selected in another course
- There are pending subjects required to enroll in lower grades
- Type of tuition exemption
- Whatever the request / scholarship / s remember remember to submit the corresponding documentation
- 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**
  - Can I authorize someone else to enroll me? - UV registration - FAQs
  - Do I have a maximum number of calls to approve a subject? - UV registration - FAQs
  - Do I need to pass a minimum number of credits per course? - UV registration - FAQs
  - Do I need to pass a minimum number of credits per course ? - UV registration - FAQs
  - How can I register? - UV registration - FAQs
  - How many credits do I have to enroll? - UV registration - FAQs
  - I am taking a university extension course and I know if the credits offered are recognized in grade - UV registration - FAQs
  - I am transferred from another university. Are the calls used taken into account? - UV registration - FAQs
  - I have not got a place. Are there waiting lists? - UV registration - FAQs
  - I have problems with enrollment in university extension courses. Can I enroll in these courses? Where can I do it? - UV registration - FAQs
  - 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
  - Is there an exception to the maximum number of calls to pass a subject? - UV registration - FAQs
  - What are the cut-off notes? - UV registration - FAQs
  - What day do I have to register? - UV registration - FAQs
  - What happens if I can not register for the appointment and I do it later? - UV registration - FAQs
  - Why did I have this turn in the registration (registration day)? - UV registration - FAQs

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

- **(EN) COMMON PROBLEMS USING APPLICATION OF UV REGISTRATION**
  - I can not access the registration application - UV registration
  - I can not close the license plate - UV registration
  - I cut the screen and I can not continue - UV registration
  - I do not accept the bank account - UV registration
  - 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
  - It does not allow me to enroll in the subjects I need - UV registration
  - It does not let me choose a group in a subject - UV registration
  - I want to register in part-time and it does not let me mark it - UV registration

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

- **(EN) MASTER'S REGISTRATION**: Help Manual
  - Have you done the Registration Preparation MASTERS?
  - Access from the student portal - Master's Registration
  - Identify yourself in the application - Master's Registration
  - Enrollment - Master Enrollment
  - Characteristics of the application - Master's registration
  - Personal data - Master's registration
  - 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) Finish registration - Master's registration
• (EN) Common errors in preparation of enrollment - Master's Registration
• (EN) Common errors in Master's enrollment - Master's registration

• (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 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?
Why do I have to validate myself to enter the computers of the computer rooms?
Why do I not have the latest version of CentOS on my computer?
Why do I not have Windows 10 on my computers?
Will I buy a splitter / digital board / other vessel for my Classrooms. How do I do it?

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

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

(EN) SCHEDULED INTERVENTIONS

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

VIRTUAL SECRETARY
- How can I apply for a university card or renew the old one? - Virtual Secretariat
- I am a teacher and my teaching load does not appear - Virtual secretariat
- 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 secretary
- 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

SCHEDULED INTERVENTIONS

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
  - I am a student. Can I have access to the UV software? - Software
  - Can I request that the UV acquires new software? - Software
  - Can I buy / update a Windows PC, with the UV license? - Software
  - How can I create or update my Adobe ID? - Software
- Glossary
  - Applicant
  - License
  - Responsible
  - Server
  - Users
- 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 - Legal conditions agreement Microsoft - UV
- Office 2016 - Installation Catalan language
- 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
(EN) MANAGEMENT OF UV PERSONAL DEDICATION
- (EN) MANAGEMENT OF TIME DEDICATION - GDH - PAS
- (EN) TEACHING MANAGEMENT - GDI - PDI

(EN) SUPERCOMPUTATION RESOURCES IN THE UV - TIRANT

(EN) SERVICE OF BLOGS IN THE UV
- (EN) BLOGS - Who can have a blog in the UV?
- (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) SKYRE EMPRESARIAL UV - OFFICE 365
    - (EN) SKYRE EMPRESARIAL UV - Installation and configuration
    - (EN) SKYRE EMPRESARIAL UV - Configure Audio
    - (EN) SKYRE EMPRESARIAL UV - Configure Video
    - (EN) SKYRE EMPRESARIAL UV - Add a contact
    - (EN) SKYRE EMPRESARIAL UV - Make and receive calls
    - (EN) SKYRE EMPRESARIAL UV - Make and receive video calls
    - (EN) SKYRE EMPRESARIAL UV - Chat
    - (EN) SKYRE EMPRESARIAL UV - Instant messages
    - (EN) SKYRE EMPRESARIAL UV - Share screen
    - (EN) SKYRE EMPRESARIAL UV - Share and schedule
    - (EN) SKYRE EMPRESARIAL UV - Record and play
    - (EN) SKYRE 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