

Basic Technical Equipment for Students

As of: April 16, 2026

1. General requirements

Students of the FHWien der WKW must ensure they have the right basic technical equipment, including a functioning internet connection, to allow them to attend courses and digital examinations as well as to use the online services of FHWien der WKW. Students are responsible for the provision, running and continued functioning of private devices and their internet connection.

2. End device

You will need your own, fully functioning device (laptop or desktop) with an **up-to-date and fully supported operating system**:

| Platform | Minimum requirement |
|----------|------------------------------------|
| Windows | Windows 11, all the latest updates |
| macOS | macOS (latest version) |

Hardware requirements (minimum specifications)

- Processor: 64-bit CPU
- RAM: at least 8 GB RAM (recommended 16 GB)
- Camera: integrated or external webcam
- Audio: functioning microphone and/or headphones/headset
- Network: Wi-Fi or device with SIM card

In order to access the digital learning environment and all online services, you will need the latest version of a modern web browser (e.g., Google Chrome, Mozilla Firefox, Microsoft Edge or Safari).

3. Security and access requirements

Multi-factor authentication is mandatory to be able to access FHWien der WKW systems. Students should, as a minimum, set up and keep to hand one of the following:

1. Smartphone with Microsoft Authenticator app

- iOS or Android (latest versions)
- Device must support push notifications

2. Or hardware security key (e.g., YubiKey)

- Must support FIDO2

Students must have appropriate and reliable security measures in place to protect their devices and the systems of FH Wien der WKW from unauthorized access (e.g., device lock, secure password, timely installation of security-related updates).

4. Examinations and digital courses

In addition to the general requirements, the following requirements apply during online examinations and digital courses:

- Camera and microphone must be actively enabled
- There must be an adequate power supply (power adapter) and a stable internet connection

Students are obligated and hold personal responsibility for checking the proper functioning of their devices and internet connection ahead of examinations and digital courses.

5. Course-specific technical equipment

Any additional course-specific requirements beyond the general basic technical equipment (e.g., graphics software such as Adobe Creative Cloud, statistics programs or other specialist software) will be stipulated in the syllabus for that course. Students must ensure they meet these requirements.

6. Support

The IT Service at FH Wien der WKW is not able to provide support for private devices. They can only provide support in the following cases:

- Check whether your FH account is correctly enabled
- Check whether the services on FH Wien der WKW systems are running properly
- Provide general information on whether a technical problem is on the FH side

The helpdesk can be contacted by email only at helpdesk@fh-wien.ac.at. There is no on-site support service available for students.

Students are personally responsible for the installation, maintenance, updates, functioning and security of their private hardware and software. FH Wien der WKW cannot be held responsible for power outages or any loss of service caused by private devices, local configurations or the internet connection.