
Software, licenses

For study, teaching and work, Charles University offers students and employees access to a wide range of software products and licenses.

These programs can be downloaded or activated through university licenses — often for free or under favorable conditions.

The offer includes both university and faculty licenses.

What do you need advice on?

What software is available?

- **Microsoft 365** - an office package that includes Word, Excel, PowerPoint, Outlook, Teams and more.
- **MATLAB, Maple, Statistica, SPSS** – scholarly software for teaching and research.
- **Zoom** , **EndNote** , **Grammarly** – selected specialized tools according to the needs of individual faculties and workplaces.

Microsoft Office 365

All employees and students of Charles University have the opportunity to use some of Microsoft's cloud applications as part of the M365 subscription service.

These services are provided by the University without any additional charge.

By default, **A1** or **A3 license packages** are allocated. Assignments vary by faculty or unit and include a variety of applications offered by Microsoft.

Students and employees in the university-wide tenant who work with PC technology are usually assigned A3 license packages.

Note: The information below is the basic setting for university-wide tenant and may vary within individual faculties and units.

Services within the Microsoft licensing package - A1

All students and staff can use the online version of the Office suite within the [A1 license package](#) :

- **Office online** allows you to create and edit documents directly in your web browser, wherever you are,
- **mobile version** of programs for Android, iOS
- **email in-box** (the address of the mailbox and its size may vary according to the faculty),
- **cloud storage OneDrive**, which can be accessed from anywhere. (size may vary by faculty)

and other online applications, e.g.:

- **Teams** which you can use to communicate and collaborate on individual projects or within certain teams,
- **SharePoint** for creating team or internal sites,
- **Exchange Online** - allows you to work with emails in Outlook (on your computer, web and mobile). It also offers the possibility to use shared mailboxes and calendars, to work with the university's global directory or to use distribution lists for mass communication.

Services within the Microsoft licensing package - A3

Applications and services provided under the [A3 licensing package](#) may be used by students and employees of faculties and units in the event that the licences have been purchased by the faculty/unit in the relevant tenant.

This license pack contains the following applications:

- **full versions** of Word, Excel, PowerPoint, Outlook, OneDrive, OneNote, Publisher, Access for PC or Mac computers for up to 5 computers (detailed instructions for installing desktop applications can be found below in the Instructions section)
- **cloud OneDrive storage**, that you can access from anywhere
- an additional number of [online apps](#) .

Manuals

- [Install Microsoft 365 Applications](#)
- [Instructions for working with Outlook](#)
- [Microsoft 365 email redirection](#)
- [Manuals for MS Teams](#)
- [Activate Azure Dev Tools for Teaching](#)

Where and how do I access software licenses?

- Start on the website of your faculty or IT department, where you will find a list of available programs and licenses.

- Log in with your university CAS account (username + password).
- Select the software you need, click to download or activate the license and follow the instructions.
- [Installation procedure](#) and downloadable links can be found on the pages of the [University IT portal](#) or relevant faculty IT support.
- Install the program on your computer or device. For some programs, it may be necessary for the device to be connected to a university network or VPN.
- *Note: The specific software offer, installation method or conditions may vary according to the faculty or unit.*

Some licenses (e.g. MATLAB) require activation via university email.

MatLab

Charles University is the owner of the Total Academic Headcount (TAH) license for [MATLAB](#), Simulink and other complementary products.

Students, employees and researchers can use these products for teaching, research and study. The licenses allow users to install products on both university-owned and private computers, in unlimited quantities.

About MATLAB

[MATLAB](#) is an engineering tool and interactive environment for scientific and technical computing, data analysis, visualization and algorithm development, used by millions of engineers and scientists around the world. MATLAB provides solutions in areas such as applied mathematics, machine learning, signal processing and communication, image processing and computer vision, financial analysis and modelling, design of control systems, robotics and many others.

About Simulink

Simulink is a MATLAB superstructure for simulation and modeling of dynamic systems. It gives the user the ability to quickly and easily create models of dynamic systems in the form of block diagrams.

Which MATLAB-licensed services can I access?

- [MATLAB Online](#)
- [MATLAB Drive](#)
- [MATLAB Mobile](#)
- Additional courses for MATLAB at [MATLAB Academy](#) (after logging in with MathWorks account).
- [IoT platform](#) integrated with MATLAB.

Other software and licenses

The University has a [multi-licence](#) for frequently used software products:

Grammarly Premium

- Charles University students and employees have the opportunity to use the [tools to check English grammar](#).

Grapher a Surfer

- Charles University has the possibility to use Golden Software for geological mapping. Just download the software from the manufacturer and use the server [mlmb.ruk.cuni.cz](#) as a license server.

COMSOL Multiphysics

- Charles University is the owner of a network academic license of COMSOL Multiphysics modular simulation software for numerical simulations of ordinary and partial differential equations.

SmartZoom

- [E-learning](#) platform for working with digitized microscopic and radiological images.

Socrative

- Simple [online tool](#) to create short tests or quizzes for quick feedback during lessons.

Turnitin

- The [Turnitin](#) application serves teachers and trainers to detect plagiarism, provide feedback to students and develop academic writing.

Mediaservery

- Media server stores and plays videos in protected or free mode. [List of streamers available at Charles University](#).

Writefull

- A tool for [proofreading](#) English academic texts.

Frequently Asked Questions (FAQ)

Who is entitled to use the licensed software?

- Students, employees and selected external collaborators with an active CAS account.

Are the softwares provided free of charge?

- In many cases, yes — the university has negotiated the licenses so that they are free for the user or at a very discounted price. Specific conditions may be in place for certain specialised products.

Can students also use the software on personal computers?

- Yes, most university licenses allow home use for study purposes.

How many devices can I install the software on?

- Depends on the specific license - some programs allow installation on multiple devices (e.g. PC + laptop + mobile). For details, see each software offer.

Where can I find a list of available software and licenses?

- The list and instructions are available on your faculty website or in the IT section of the university portal. Links for download, registration or activation are also provided.

What to do if the program doesn't work or I have a problem with the license?

- Check the faculty or IT department's instructions first. If the problem persists, contact your faculty's IT support or the university's central IT department.

Can I still use the software after graduation or end of employment relationship?

- No — most university software licenses are linked to student or employee status. After graduation or end of employment relationship, most of the licenses cease to apply.

Who to contact in case of problems with installation or activation?

- Use the Charles University's IT support contacts or faculty's IT department.

I received a message that I have exhausted the OneDrive or mailbox data limit.

- First of all, check how much space you have available. Look at the OneDrive icon - if the icon is orange, you are approaching the limit, if the icon is red, you have exceeded the limit. The same recommendation applies to OneDrive and Outlook/Exchange online: stop synchronisation, free up space from unnecessary items and empty the trash. If these measures do not lead to an improvement of the situation, contact your [faculty/unit IT support](#) or [Charles University IT support](#) , for a university-wide environment, to see what other options are available.

I have received a message about an email detention. What should I do about it?

- You now have 30-day period to decide whether or not the email should be delivered to you, using the link in the email detention message. Alternatively, at the same place you can verify the sender to receive future emails from them without stricter control of the anti-spam system. Or, alternatively, permanently block it.

What happens to my data if I leave the university?

- Up to 4 months after my relationship with CU ends, you can continue to use the services. After 4 months, the services will be reduced to an email service only (including deletion of user data, excluding emails). And after another 3 months, the email service will be deactivated, including deletion of emails. The deletion will not affect the data you have stored in a common space (e.g. in MS Teams or SharePoint). If necessary, you can request the preservation of user data with [faculty IT support](#) or [IT support from Charles University](#) , for a university-wide environment.

Is the use of the M365 cloud mandatory for me?

- If you are a student of the Faculty of Mathematics and Physical Education or the Faculty of Physical Education and Sport, you are affected by faculty measures in relation to student emails, details can be found [here](#) .

Can I redirect my M365 mail?

- Forwarding of emails from the university environment Microsoft 365 is **technically possible**, but Charles University **does not recommend it**.

The university guarantees the delivery of e-mail **only to the university-wide environment of Microsoft 365**. If you redirect your mail outside of this environment (e.g. to a private email), delivery of messages cannot be guaranteed and the University is not responsible for their loss, delay or non-delivery.

At the same time, the use of private email addresses for work and study communication **is not in accordance with the recommendations of Charles University** ([Guideline 3 – Use of private e-mail addresses](#)). If you choose to set the redirection anyway, **you do so on your own responsibility**.

Instructions for forwarding mail [can be found here](#) .

Who can I contact in case of problems with M365 services?

- If you have problems logging in or with any of the services of the university-wide M365 cloud environment, always contact your faculty IT support first.

Support, Helpdesk

If you do not find the necessary information here, primarily contact **your faculty or unit IT support**.

Important links

- [M365 university-wide environment rules](#)
- [Methodological instructions](#)