

# IT Services ETH Member Welcome to the IT world at ETH!

**Dear ETH member**

The IT Services "Informatikdienste (ID/ITS)", principal ICT provider at ETH Zurich, offers all ETH members a wide range of services and applications. Every ETH employee receives the following:

- ETH user account
- ETH mailbox and email address
- polybox with 50 GB "Dropbox"-similar on campus storage
- Software licenses online in the IT Shop
- Access to the ETH network and the Internet via Wi-Fi or cable
- VPN for off-campus access to the ETH-network
- ETH ID-card for building admission, cafeterias etc.

All IT services (IT Service Catalogue) as well as this brochure can be found on the ETH web:

[www.ethz.ch/services/en/it-services.html](http://www.ethz.ch/services/en/it-services.html)

# First Steps

## **New at ETH?**

Ease your way into the IT world at ETH Zurich, The first steps at a glance:

[https://unlimited.ethz.ch/x/\\_15CAQ](https://unlimited.ethz.ch/x/_15CAQ)

## **Questions or problems?**

The ITS Service Desk will be happy to help you.

[www.its.ethz.ch/servicedesk](http://www.its.ethz.ch/servicedesk)

## **FAQ**

The most common problems explained in brief.

[www.its.ethz.ch/faq](http://www.its.ethz.ch/faq)

## **IT Knowledge Base**

<https://unlimited.ethz.ch/display/itkb>

## **IT Security in everyday life**

IT security topics and house rules can be found in the IT Security Initiative of ETH Zurich.

[www.itsecurity.ethz.ch](http://www.itsecurity.ethz.ch)

## **IT Use and Personal Devices (BYOD)**

See the «ETH Zurich Acceptable Use Policy for Information and Communications Technology for Employees (BOT)» and «IT Best Practice Rules».

[www.ethz.ch/services/en/it-services/documents.html](http://www.ethz.ch/services/en/it-services/documents.html)

## **Multifactor Authentication (MFA)**

Security and protection for ETH user accounts and data:

[www.its.ethz.ch/mfa](http://www.its.ethz.ch/mfa)

## **Cloud Services**

Online collaboration, remote teaching and working via Microsoft Teams and Zoom. Please note: Special regulations for data protection and licensing apply to the use of cloud services.

# Passwords / Web Center

## **ETH user account / ETH user name**

The ETH user account is the key to all IT services at ETH Zurich (e.g. network, email, secure sites).

Included with your employment documents, you have received an automatically generated ETH user name and initial password by postal mail. You must change this password as soon as possible and enter your authentication data.

[www.password.ethz.ch](http://www.password.ethz.ch) > *Self Service* > *Change Password*

For network (VPN, WLAN), email and web applications you have to choose different passwords.

For **tutorials**, see [www.its.ethz.ch/iam\\_tutorials](http://www.its.ethz.ch/iam_tutorials)

## **Password handling**

Change passwords occasionally but especially if the possibility of a "compromise / data manipulation" could have arisen. Our general tips for selecting good passwords and how to handle them safely can be found here:

[www.itsecurity.ethz.ch/en/#/use\\_good\\_passwords](http://www.itsecurity.ethz.ch/en/#/use_good_passwords)

## **Password forgotten / Authentication Data**

Save a mobile phone number and/or email address (not ETH email address) in advance. You will receive your newly generated password via this. You can also collect it in person from the Service Desk or from your IT contact. It can also be sent to you by post.

## **My Services**

Forward emails and unlock lockouts:

[www.password.ethz.ch](http://www.password.ethz.ch) > *Self Service*

## **IT Services Information Working from Home**

[homeoffice.ethz.ch](http://homeoffice.ethz.ch)

# Email / Communication

## **Email / Mailbox**

Every new ETH employee receives an email account with a personal ETH email address. This will be used by ETH Zurich for all official correspondence. Read the pointers on mailbox clean-up and for mailbox size. User certificates for mail signature and mail encryption can be obtained.

## **Mail-Clients / Web Access**

You can access your emails with any mail client, on most Smartphones and via web access.

<https://mail.ethz.ch>

## **Spam Filter**

All external incoming emails are filtered with MailCleaner. You can define your personal settings and your block or allow list:

<https://mailcleaner.ethz.ch>

## **Mail Archive**

Mails older than 60 days are automatically archived in our online mail archive for an unlimited time and independent of size. Archived mails will not be deleted at their original location. Deleted and unread emails will not be archived.

[mailarchive.ethz.ch](mailto:mailarchive.ethz.ch)

## **Newsletter Tool Inxmail**

Email communication: responsive & with ETH design.

## **Chat Server**

Communicate via the ETH web client.

## **Mail List Server**

Mailing list-management, moderated discussion groups with searchable mail archives.

# ETH Network Access

## **VPN – Virtual Private Network**

VPN offers a secure, encrypted connection. This allows the integration of your computer into the ETH network regardless of location or Internet Service Provider.

<https://sslvpn.ethz.ch>

Recommended are a VPN client (e.g. Cisco Secure Client), a Realm such as @staff-net.ethz.ch (your ISG will support you with the optimal Realm) and the ETH network password.

[www.password.ethz.ch](http://www.password.ethz.ch) > *Self Service* > *Change Password*

## **On Campus Wi-Fi**

At ETH Zurich use only the SSID eduroam ("connect automatically"). SSID public only for guests; eduroam-5 and eth(-5) are available for special situations and requests ("manual").

## **Off-campus Wi-Fi**

For Internet access use your own Provider or a public hot spot. For a secure ETH network connection use VPN.

Hot spots at other universities (worldwide, SSID eduroam) are free of charge for ETH members.

## **Your Workplace / Home Directory**

Your local IT contacts can explain your integration within the ETH IT infrastructure and how to get connected from outside ETH.

## **Web Conferencing and Video Conferencing**

Audiovisual communication and cooperation in professionally furnished rooms and at your own workplace.

## **Wiki Hosting**

Run your own Wiki websites on Confluence.

# Printing / Data Storage

## ETH Printing Service

ETH members can print, scan and copy on the whole campus (pull-printing possible).

## Print + Publish

Print + Publish printing services are available at the two locations (Zentrum and Höggerberg).

## Backups

Data on the central NAS storage systems gets backed up and stored for 90 days. Data from the past 6 days is saved on snapshot backups. On the Service Desk pages you will find guides for recovering deleted objects of the last 6 days.

Windows users will find the tab *Previous Versions* under "*document properties*".

## polybox

polybox offers 50 GB "Dropbox"-similar on campus storage: "Use it as a logical memory stick – store your data on the ETH campus and share it with colleagues". You can also work collaboratively on documents. Increase of polybox quota possible via IT Shop.

[polybox.ethz.ch](https://polybox.ethz.ch)

## SharePoint

Collaborate with colleagues by sharing and editing documents together via Intranet.

## Custom Storage Solutions

The ITS storage services have various services available. Details in the IT Service Catalogue, Storage category.

## URL Shortener

Generate ETH URL automatically shorter (with statistics).

# IT Shop / Telephony

## **IT Shop**

Purchase of IT services and software products. Read the information on home use first.

[itshop.ethz.ch](http://itshop.ethz.ch)

## **Telephony**

Your local telephony support (IT contact) handles new telephone connections (Softphone). You will find manuals for your phone on the IT Services pages.

## **Voice Mail**

Unified Messaging sends voice messages from your phone to your email mailbox automatically.

## **Mobile Telephony**

Data and voice subscription service for official mobile use (application necessary / with costs).

## **Smartphones & mobile Apps**

Automatic iPhone configuration for Exchange/mailbox, VPN, SSID and certificates at:

[www.iphone.ethz.ch](http://www.iphone.ethz.ch)

Other Smartphones guides for VPN and Wi-Fi setup on our Service Desk pages.

ETH provides official apps for iOS and Android: ETH-App, ETH EduApp, ETH Zürich Tours, ETH Virtual Tour, ETH polybox etc.

## **Weblogs / Blog Server**

Create and manage your own blog and publish your scholastic diary, photos and videos.

[www.blogs.ethz.ch/english](http://www.blogs.ethz.ch/english)

# Portals / Support

## **Conferencing and Courses**

Comprehensive assistance in booking management for courses, conferences and reservations.

## **Loanable Multimedia Devices**

For recording and playing audio, video and images.

[www.ethz.ch/multimedia-shop-en](http://www.ethz.ch/multimedia-shop-en)

## **Video**

Production and distribution for different purposes.

[www.ethz.ch/services/en/it-services/catalogue/multimedia.html](http://www.ethz.ch/services/en/it-services/catalogue/multimedia.html)

## **Select Survey – Online Survey Tool**

Create and perform professional online surveys.

## **ETHIS Portal**

Support for administrative management tasks, ordering office supplies etc.

[ethis.ethz.ch](http://ethis.ethz.ch)

## **IT Order & Contracts**

IT Procurement & Portfolio supports you for all major IT procurement and WTO tendering.

## **IT Computer Courses**

We conduct ETH-specific IT courses. IT standard courses are offered by our external training partners with ETH discount.

## **IT Manuals**

Programme "All you can read": ETH members can obtain IT manuals in the form of PDF free of charge.

## **Real Estate Services Portal**

Inquiries, messages, key requests etc.

[www.immobilien-services.ethz.ch](http://www.immobilien-services.ethz.ch)



# Directories

## **Room information & search / Orientation**

For reservation inquiries and detailed information regarding rooms managed by the Rectorate.

[www.rauminfo.ethz.ch](http://www.rauminfo.ethz.ch)

[www.raumanfrage.ethz.ch](http://www.raumanfrage.ethz.ch)

[www.ethz.ch/buildingorientation](http://www.ethz.ch/buildingorientation)

## **ETH Events Calendar**

Search and record events, exhibitions and guided tours.

## **Addresses and Personal Data**

You are responsible for keeping your addresses (office and home address etc.) up to date. Use this to modify personal data, change your ETH building-admission PIN or release your passport photo. Register your mobile phone number for emergencies and library announcements.

[www.addresses.ethz.ch](http://www.addresses.ethz.ch)

## **People Directory**

Here you can find phone numbers, office addresses and other information regarding ETH members.

[www.ethz.ch/person-search](http://www.ethz.ch/person-search)

## **ETH Library**

ETH members can make free use of the extensive knowledge portal: books, magazines, pictures, collections and archives, as well as e-resources.

## **ETH Applications & Links**

Useful links to ETH and ETH-related applications, IT short URLs and the IT glossary for your work at ETH.

[www.its.ethz.ch/useful-links](http://www.its.ethz.ch/useful-links)

# Contact

## **ITS Service Desk**

The ITS Service Desk is the gateway to the IT Services.

**We're here to help you!**

We can be reached by phone, email, SmartDesk Portal, chatbot or at our service desk counter (HG E11).

Phone: +41 44 632 77 77 / 2 77 77 (internal):

Monday – Thursday 7.30–5.30, Friday 7.30–4.30

[www.its.ethz.ch/servicedesk](http://www.its.ethz.ch/servicedesk)

## **IT Departement Contacts**

You can find your IT Support Group (ISG) at:

[www.its.ethz.ch/contacts-departments](http://www.its.ethz.ch/contacts-departments)

IT Services at ETH Zurich [www.its.ethz.ch](http://www.its.ethz.ch)

ITS Blog: [www.blogs.ethz.ch/its](http://www.blogs.ethz.ch/its)

Newsletter inside/out: [www.its.ethz.ch/newsletter](http://www.its.ethz.ch/newsletter)

**Keep abreast of IT news at ETH. Subscribe to the newsletter.**

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Order brochures at [kundenkommunikation@id.ethz.ch](mailto:kundenkommunikation@id.ethz.ch)