

IT Services

IT Student Services

Welcome!

The IT Services "Informatikdienste (ID/ITS)" offers all registered ETH students, ETH auditors & ETH special students the following free basic IT services:

- ETH user account
- mailbox with 1 GB memory
- ETH-wide available personal home directory with 5 GB disk space
- personal ETH homepage for scholastic work
- polybox with 50 GB "Dropbox"-similar on campus storage
- public computer classrooms & labs equipped with Office, web, programming tools, mathematical software
- Access to the ETH network and the Internet via Wi-Fi or cable
- VPN (Virtual Private Network) for off-campus access to ETH network

Further information on all IT services and the updated web version of this brochure, in German and English, can be found on the *ETH Student portal* > *Service* > *IT student services*.

www.ethz.ch/students/en/service/it-services.html

ETH user account / ETH user name

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

Included with your student 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 *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

IT Security in everyday life

Tips on IT security topics and house rules can be found here: itsecurity.ethz.ch

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/#/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.

Web Center / my Services

Forward emails and unlock lockouts:

www.password.ethz.ch *Self Service*

Activate Services (miscellaneous):

www.idn.ethz.ch *meine Services*

Email / Mailbox

Your email address is <ETH user name>@student.ethz.ch. It will be used by ETH for all official correspondence.

Read the pointers on mailbox clean-up and for mailbox size.

Mail Clients / Web Access

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

<https://mail.ethz.ch>

Notice the configuration guides for particular mail clients.

Spam Filter

All external incoming emails will be filtered with MailCleaner. You can define your personal settings and your white- or blacklist.

mailcleaner.ethz.ch

IT Shop (ITSM)

Purchase of IT services and software products (most licenses are free of charge) as well as recharging your own printer account by Print Service Prepay via the IT Shop.

itshop.ethz.ch

Chat Server

Communicate via the ETH web client.

VPN – Virtual Private Network

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

<https://sslvpn.ethz.ch>

You will however need a VPN client (e.g. AnyConnect from Cisco), the Realm @student-net.ethz.ch and your ETH network password. You manage this under:

www.password.ethz.ch *Self Service > Change Password*

On Campus Wi-Fi

Your laptop must be DHCP configured. At ETH, as for an immediate connection at other universities, 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 an ETH network connection use VPN. Hot spots at other universities (worldwide, SSID eduroam) are free of charge for ETH students.

Installation Support for Notebooks

The Service Desk can help you setup ETH services such as mail client, VPN or connecting network drive. Students can arrange an appointment and drop off their device at our counter.

FAQ for students

The most common problems explained in brief.

www.its.ethz.ch/faq

Computer Classrooms Zentrum

All student computer classrooms and computer labs can be used outside teaching hours. There are Windows and Linux computers equipped with Office, programming tools and mathematical software.

ETH Zentrum: HG D11, D12, E19, E26.1, E26.3, E27

Access to Home Directory

After logon in one of our computer classrooms or labs, you can access your 5 GB home directory.

Store your personal data from public Unix workstations on ~/private.

You will find your home directory on public Windows workstations on drive T:

Access to your home directory is possible within the ETH network or via VPN only.

Configuration for home directory:

Windows: *Map Network Drive* > enter path >

\\d.ethz.ch\users\all*ETH user name*

macOS: *Go* > "Connect to server" > enter path >

smb://d.ethz.ch/users/all/*ETH user name*

Linux: smb mount on \\d.ethz.ch\users\all*ETH user name*

Backups / Previous Versions

Your files from the previous 6 days can be found at

\\d.ethz.ch\dfs\users\all*ETH user name*\.ckpt

Windows users will find the tab *Previous Versions* under "*document properties*". All student file systems are backed up and stored 90 days. Data can be requested from the Service Desk.

Cloud Services

Online collaboration, remote teaching and working via Microsoft Teams and Zoom.

Printing

For print jobs, you need to charge your prepay account (via IT Shop). Students have a print quota of CHF 18.- per semester for free (auditors without credit).

Print + Publish / Plotting

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

www.print-publish.ethz.ch

polybox

polybox offers 50 GB "Dropbox-similar" on campus storage. "Use it as a logical memory stick – store your data on the ETH campus / share it with colleagues." You can also work collaboratively on documents.

polybox.ethz.ch

CIFEX – exchange of large files

For files too large for email delivery (> 20MB) or if you wish to send or receive encrypted files.

cifex.ethz.ch

Personal scholastic ETH Homepage

Your ETH homepage URL for scholastic work is <http://n.ethz.ch/student/<ETH user name>> or use "HTTPS" for encrypted connections.

The corresponding start page [index.html](#) is filed in your home directory in the sub-directory homepage. You can modify [index.html](#) file and write your own CGI programs.

A MySQL-database can be requested:

itshop.ethz.ch *Service Catalog* > *MySQL*

Smartphones & mobile Apps

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

www.iphone.ethz.ch

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

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

ETH EduApp

Mobile application for studying and teaching at ETH for iPhone, Android and Web.

www.eduapp.ethz.ch

Application myStudies

Web application for managing your studies.

www.mystudies.ethz.ch

Weblogs / Blog Server

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

www.blogs.ethz.ch/english

Mailing List Server

Using Sympa, you can subscribe to mailing lists, write articles and join discussions and forums.

ETH Doodle

Date planning online (Premium without advertising).

ethz.doodle.com

Software Development

ETH Zurich encourages and supports the development of software by students. Please note the guidelines for publishing software packages.

Compicampus / Computer Courses

Free IT courses tailored to the needs of our students. Participation limited, registration necessary.

www.compicampus.ethz.ch

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 PDFs free of charge.

herdt-campus.ch

Course Catalogue

Publication listing all courses available including lecturers catalogue.

www.courses.ethz.ch

Lecture Recording

All publicly released recordings can be found on the ETH video portal.

www.video.ethz.ch

Loanable Multimedia Checkout

For recording and playing audio, video, and images.

www.ethz.ch/multimedia-shop-en

ETH Library

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

www.library.ethz.ch/en

Events Calendar

For events, exhibitions and guided tours.

www.vk.ethz.ch

Addresses and Personal Data

You are responsible for keeping your personal communication data (e.g. home address) up to date. Use this application to modify personal data, set a PIN for building admission and specify a shipping address (e.g. "Polykum"). Register your mobile phone number for emergencies and library announcements.

www.addresses.ethz.ch

People Directory

You can find phone numbers, office addresses and other information regarding ETH members on the ETH homepage.

www.ethz.ch/person-search

ETH Applications & Links

You will find all important ETH and ETH-related applications and links for your studies at ETH on our pages.

www.its.ethz.ch/useful-links

IT Knowledge Base

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

IT Use and Personal Devices (BYOD)

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

www.ethz.ch/services/en/it-services/documents.html

ETH Auditors & ETH Special Students

You receive auditor-specific IT services. All official correspondence is sent to you via your ETH email address.



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 and web-form or at our service desk counter (HG E11).

Phone: +41 44 632 77 77 on

Monday – Thursday 7.30 –5.30, Friday 7.30 –4.30

www.its.ethz.ch/servicedesk

IT Department Contacts

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

www.its.ethz.ch/contacts-departments

IT Services at ETH Zurich: www.its.ethz.ch

ITS Blog: www.blogs.ethz.ch/its

Newsletter inside/out: www.its.ethz.ch/newsletter

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

ETH Zurich

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