



# Leaving ETH: Important Information

## IT Services is here to help you with all departure formalities

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**This documentation is intended for all departing ETH members. It is continuously updated on the basis of the feedback you provide. For the current German / English Web version of this brochure, see [www.ethz.ch/services/en/it-services/documents.html#publications](http://www.ethz.ch/services/en/it-services/documents.html#publications) [www.ethz.ch/services/de/it-services/dokumente.html#publikationen](http://www.ethz.ch/services/de/it-services/dokumente.html#publikationen)**

### 1. ITS Service Desk

For any IT questions concerning your departure from ETH please contact the ITS Service Desk, gateway to the ETH IT Services. We're here to help you!

Inquiries and problems can be submitted by phone, email, web-form or at our service desk counter (HG E11).

Telephone +41 44 632 7777

Mon – Thurs. 7.30 am - 5.30 pm, Fri. 7.30 am - 4.30 pm

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

### 2. Department Contacts / Central Bodies

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

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

The Central Bodies are supported by the ITS.

[zo-support.sp.ethz.ch](http://zo-support.sp.ethz.ch) (Login)

### 3. Departure Formalities / Employees - Human Resources

Find important information that you should be aware of on the HR website "Leaving ETH Zurich".

<https://ethz.ch/services/en/employment-and-work/employment/leaving-ETH-zurich.html>

### 4. Services for Retirees - Human Resources

Find important information regarding normal and early retirement including a list of services at ETH Zurich you can continue to benefit from, on the HR website.

<https://ethz.ch/services/en/employment-and-work/employment/leaving-ETH-zurich.html>

[www.ethz.ch/en/the-eth-zurich/working-teaching-and-research/working-conditions/offers-and-benefits.html](http://www.ethz.ch/en/the-eth-zurich/working-teaching-and-research/working-conditions/offers-and-benefits.html)

### 5. Withdrawal / Deregistration / Students - Academic Services

Graduates are automatically deregistered upon the date on which the Bachelor or Master degree is conferred. In this respect, you do not need to do anything. Students who wish to withdraw from ETH Zurich prior to the completion of their studies must notify the Registrar's Office in writing, enclosing their student ID card. The withdrawal form (German) is available at:

[www.ethz.ch/students/en/studies/administrative/study-specific/withdrawal-deregistration.html](http://www.ethz.ch/students/en/studies/administrative/study-specific/withdrawal-deregistration.html)

MAS students planning to withdraw contact the School for Continuing Education (SCE); exchange and visiting students contact the Student Exchange Office.

### 6. Service Termination Ramifications

The right to use software licences for students and staff expires when they leave the university. You will no longer be able to purchase software from the IT Shop, you must uninstall all software licences from private computers and obtain your own licences if required, see also point **(Software-Licenses)**.

When **administrative-technical employees** leave, their last ETH services expire. This applies to ETH members who have solely **administrative-technical employment** (i.e. for whom there is no active enrolment, no current lecturing period and no other employment in the scientific area). For these administrative-technical employees, the blocking of all services (incl. mailbox service) and the deletion of the forwardings ("forwards") will take place at the same time as their departure.

For students, lecturers and academic staff, these services will continue to exist for 180 days after leaving.

Without VPN service, you will no longer have access to your NAS home directory or your connected network drives from home. The ETH user account, mailbox, home directory, network access and polybox will also become inactive.

By then all persons should have been notified of your new or alternate email address, since after this date you will not be able to use your email account for mailing. Forwards set in the Web Center or access to the online mail archive will also no longer function after this.

The polybox data will no longer be accessible to you when the ETH user account is blocked. They will be deleted 180 days after you leave. You will no longer have access to your home directory and your personal ETH homepage.

### 7. Transfer & Deletion of Personal Data

All data will no longer be accessible to you after expiry of the ETH user account. They will be deleted 180 days after you leave. Please remember to hand over important data to your department before you leave.

You must back up or archive your own data on the personal network drive before you leave. Depending on the IT Support Group (ISG), the deletion of private data is handled differently. Inform yourself in advance. For data on private or common drives you must contact the responsible support group.

"Cleaning up your mailbox, recommendations, tips & tricks" [PDF](#)

polybox

No special termination is necessary. When the ETH user account to which the polybox service is assigned expires, the data will no longer be accessible to you and will be deleted after 180 days.

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

ETH Blog

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

### 8. Service Validity / My Data

In the Web Center, you can view your data and the user groups in which you are registered, as well as information about the duration of your ETH user account, details of employment and your address data.

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

Each user group at ETH (students, staff, employees of the central bodies, faculty, auditors, special students, ETH-related persons and retirees) has other IT Services with different IT Service roles which in turn have various expiration dates at departure.

You will receive an email reminder one month prior to expiration with the subject line "Some of your IT-Services are about to expire". Services not listed in this email continue to remain active. The email will include expiration and deletion dates (both take place following departure) and expiry reason. Since each service has a different expiration date you may receive several warning messages.

## 9. Personal Guests

Check for existing guest entries in the **(Web Center)** under Self Service > "Gäste anzeigen". You have to transfer your guest entries to another ETH member or delete them.

## 10. Service Extension

If for some reason, notwithstanding departure from ETH, service extension is necessary, a guest account must be created. An extension of guests takes place exclusively on behalf of the host.

Extensions for members of the Central Bodies are carried out by ITS Service Delivery while (ITS Service Desk) is responsible for Emeriti.

"Guest Accounts at ETH within IAM" [PDF](#)

## 11. Software-Licenses

On termination of employment, of studies or in case of non-renewal by ETH, users are obliged to remove all software licenses from their personal computers. All copies must be destroyed and may not be used any more. Under no circumstances may software be transferred to third parties. Commercial use is basically prohibited. Licenses remain the property of ETH Zurich at all times and are not transferred to the end user.

Alumni are generally excluded from home use.

Students may use the licences for ETH purposes during their studies, but may not use them after the end of their studies. The regulations of the respective IT Shop product apply.

License agreements clearly distinguish between ETH members, Research staff and students. Different rules apply for each of these user groups.

[itshop.ethz.ch](http://itshop.ethz.ch) (IT Shop ITSM)

[www.softwareinfo.ethz.ch/home-use-software-list](http://www.softwareinfo.ethz.ch/home-use-software-list) (Software home use Information)

## 12. Relinquishment of ETH Equipment

Upon leaving ETH you must hand over ETH equipment such as ETH keys, half-fare card and laptops to your manager. You must also relinquish parking card, garage keys etc. (see on the right side > "Downloads" > Tab "Info" > PDF Check lists leaving in German).

Cardholders of enterprise credit cards must cancel their card immediately at departure. Cancellation with an accompanying letter must be sent to Viseca directly (Viseca Card Services SA, Hagenholzstrasse 56, Postfach 7007, CH - 8050 Zürich).

<https://ethz.ch/services/en/employment-and-work/employment/leaving-ETH-zurich.html>

## 13. SBB Pass: ETH Half-Fare // GA Card // EUROPCAR Karte // AirPlus Account // VISECA Business Corporate Card

General season tickets belong to the respective employee (most of it was paid by themselves) and may therefore be retained when leaving ETH Zurich.

Half-Fare travelcards may also be retained after leaving ETH Zurich.

Your superiors should always report the person who has had access to the SBB Ticket Shop Business so that the account can be deleted. The travel department must also be informed of any leaving Europcar budget managers. Access is deleted or can be transferred to another person (name change).

You must inform yourself the "Travel Services" (Reisewesen) of your departure if you are using one of the following services: SBB Ticket Shop Business, AirPlus Company Account, Europcar card (at departure of budget officer), Viseca Business Corporate Card.

The AirPlus account does not necessarily have to be deleted. A name change can be made via the travel system "Reisewesen".

The Visa credit card must be returned to the travel system ONE month before leaving ETH Zurich for deletion and may no longer be used to generate any outstanding accounts. All outstanding amounts must first be paid and any subscriptions to the credit card cancelled.

Ursula Müller-Straub, Financial Services

Telephone 044 632 37 77

[ethz.ch/services/en/finance-and-controlling/travel.html](https://ethz.ch/services/en/finance-and-controlling/travel.html) PDF "Regulations on Business Expenses"

#### 14. ETH-card

For students and doctoral students the ETH-card remains valid until the end of the second semester week following the semester of the currently valid enrolment.

Employees must return their still valid card at employment termination. The ETH-card loses its validity at exit. For exceptions see **(ASVZ)**.

ETH-retirees may keep their currently valid ETH ID cards. The card is to be validated at expiration at one of the validation terminals. Retirees can continue to use this card after departure and benefit from various services at employee preferential terms.

Emeriti: There is an unlimited renewal option for the ETH card. The card can be updated at the ETH Zurich validation terminals for one year at a time.

[www.ethz.ch/services/en/service/eth-card.html](https://www.ethz.ch/services/en/service/eth-card.html)

#### 15. Application myStudies

As a basic principle access to myStudies is possible as long as the ETH user account is valid (180 days after dematriculation). Access to old matriculations (e.g. to the data of a completed Bachelor enrolment), remains possible for further 180 days after withdrawal as long as there's a current enrolment (e.g. for a Master programme).

If you need access to a transcript of records or study overview at a later date, please contact your Studies Administration Office.

[www.lehrbetrieb.ethz.ch/myStudies](https://www.lehrbetrieb.ethz.ch/myStudies)

[www.ethz.ch/en/the-eth-zurich/organisation/departments/academic-services.html](https://www.ethz.ch/en/the-eth-zurich/organisation/departments/academic-services.html)

#### 16. Web-Application Addresses and Personal Data

It is advisable to mutate addresses before leaving ETH. You can enter and save future addresses using "valid from".

The following can be registered in the Addresses application: home and student address, parent's address, external office address and correspondence address.

Once IT-Services have expired after your departure from ETH, the application can no longer be used to change address and communication data. If changes must be made after departure, you must contact the person in charge at the appropriate organization (HR or Academic Services).

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

[www.ethz.ch/en/the-eth-zurich/organisation/departments/human-resources/contact.html](https://www.ethz.ch/en/the-eth-zurich/organisation/departments/human-resources/contact.html)

[www.ethz.ch/en/the-eth-zurich/organisation/departments/academic-services.html](https://www.ethz.ch/en/the-eth-zurich/organisation/departments/academic-services.html)

#### 17. ASVZ

Students can take advantage of ASVZ offers via SWITCHaai-Login. With premature de-registration / graduation, the right of admission as a student expires before the end of the semester. Access to the ASVZ is controlled for students via the SWITCHaai-Login and the affiliation "student/ students".

For employees the following regulations apply: If your SWITCHaai-Login is deactivated due to the

termination of your employment at ETH, you can apply for an ASVZ ID via [info@asvz.ch](mailto:info@asvz.ch) for the use of the remaining term.

Alumni (graduates) and retirees are also eligible and can purchase an ASVZ Card.

[asvz.ch/teilnahmeberechtigung/eth-pensionierte](https://asvz.ch/teilnahmeberechtigung/eth-pensionierte)

[asvz.ch/teilnahmeberechtigung/alumni](https://asvz.ch/teilnahmeberechtigung/alumni)

### 18. ETH Library

Using the resources and services of the ETH library is free of charge even after leaving ETH Zurich. Please contact the InfoCenter to update your account.

Borrowing documents is free as well. However, access to online resources is only possible within the ETH Zurich network. You are welcome to continue using this service at the InfoCenter.

Further information is provided on the ETH Library Knowledge Portal.

[www.library.ethz.ch/en/](http://www.library.ethz.ch/en/)

### 19. Out-of Office email auto-reply

Before leaving, employees should clarify with their supervisor whether an absence or resignation notification should be set up. This should provide information on who to contact in your place if you leave ETH Zurich altogether. You can set this up, for example, via Web Access under Tools or Options > Email > Absence Assistant / Automatic Replies.

<https://mail.ethz.ch>

It should also be noted that once the access of the employees who have left has been deleted, no one will have access to their mail account and the data stored in it. Any mail forwarding ("forwards") will be deleted when the employee leaves.

"Cleaning up your mailbox, recommendations, tips & tricks" [PDF](#)

### 20. Notification of Departure

The department/division head or some other appointee should inform all colleagues of an employee's departure including departure date.

### 21. Unsubscribe Telephone Connection / Phonebook-Entry

When you leave ETH your local "Telephony-Support-Group" must unsubscribe your telephone connection and delete your phonebook entry and phone number. Your voice mail/answering machine must also be returned.

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

### 22. CMN – Corporate Mobile Network

CMN subscriptions are available for official use by ETH employees only. Mutations are to be addressed by the budget officer to ITS NET (<mailto:cmn@id.ethz.ch>) directly. Portability at employee departure is possible with a new subscription-holder address. Subscription transfers may be made to any Swisscom Mobile subscription.

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

### 23. Printing Credit

Printing credit, which was loaded in the IT Shop via the Prepay service for 'PaperCut', expires upon withdrawal.

### 24. Printing (Print Quota) for Students

At the end of each semester and after leaving ETH (de-registration), the difference between the unused print quota of CHF 18.- expires automatically. The remaining credit can be viewed on:

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

## 25. Doctoral Students

Doctoral students first have to have their thesis approved by the Department Conference. Following this, the student is automatically exmatriculated at the next "Doctoral Graduation Date". If you intend to break-off your doctoral studies, please fill out the Withdrawal form for doctoral students and send it to the Doctoral Administration Office along with your student card.

[www.ethz.ch/students/en/doctorate/administrative-matters.html](http://www.ethz.ch/students/en/doctorate/administrative-matters.html)

## 26. Alumni

Every ETH graduate belongs to the family of ETH Alumni. The members of the ETH Alumni Association continue to benefit from an international network as well as many beneficial services, such as a lifetime valid email forwarding address and numerous networking and career events. Current information can be found at:

<https://www.alumni.ethz.ch/>

## 27. Retirees / @retired-address

Retirees have the possibility of obtaining an ETH email address <ETH user name>@retired.ethz.ch. This email address is however not generated automatically. The new email address must be applied for at the request and own initiative to Human Resources via email (<mailto:payroll@hr.ethz.ch>) and may be made ahead of retirement.

After retirement the @retired address is automatically set as primary address. The retiree's account is extended for lifetime (the "old" mailbox continues to exist). Mailbox features such as spam filter, forwarding and mail archive remain the same. Retirees have the same quota limit as staff.

The displayed ETH user name (front part before the @) can be changed by the ITS Service Desk (rules like @ethz.ch addresses) after the active connection.

"Mailbox – terms and rules" [PDF](#)

ETH user account and Mailbox are valid until 31 Dec 9999 and never expire. The account is deleted either at the user's request or upon death of retiree. All other services have the same validity as for other user groups (**Termination Ramifications**). For questions, retirees can contact the ITS Service Desk.

Retiree email accounts remain visible in the Outlook Global Address List, however, without any additional information about former department and office address or previous phone number, all of which are deleted at time of retirement.

An ETH Organisational Unit can always accept a retiree as a guest. The account is managed by the host and as any other guest account must be revalidated regularly. Without revalidation, all services (except ETH user account and mailbox) will be deleted (standard expiration dates and email alerts).

Retired people receive no VPN, but are entitled to use the eduroam network identification worldwide. Further information for (**Retirees**) under (**SBB Pass**), (**ETH-card**) and (**ASVZ**).

## 28. Emeriti

Emeritus professors retain their rights to the following ICT services: email, access to ETH Zurich intranet, ETH user account and to ETH-wide ITS software licenses. Use of ETH software is basically allowed for non-commercial purposes only. Usage is subject to the "ETH Zurich Acceptable Use Policy for Information and Communications Technology (BOT)".

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

Your retirement phase ([Web](#))



### 29. Retired Honorary Professors

Retired honorary professors retain the same rights as Emeriti and can access the following ICT services: email, ETH Zurich intranet, ETH user account and ETH-wide ITS software licenses. Use of ETH software is basically allowed for non-commercial purposes only. Usage is subject to the "ETH Zurich Acceptable Use Policy for Information and Communications Technology (BOT)".

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

### 30. ITS Information on the Web

Department / Organization IT Services (ITS)

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

ITS Publications

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

IT Services

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

Useful IT Links

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

ITS Blog

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

ITS Newsletter inside|out

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

### 31. Feedback & Notification of Changes

If you have any personal questions or requests concerning our ITS services or this information summary on leaving ETH, do not hesitate to contact us. This documentation is continuously updated on the basis of your feedback. It is available on the Web only and does not exist in printed form.

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