Leaving ETH: Important Information

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

www.ethz.ch/services/de/it-services/dokumente.html#publikationen

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

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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


2 **Department Contacts / Central Bodies**

You can find your IT Support Group (ISG) at


The Central Bodies are supported by the ITS.

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

3 **Departure Formalities / Employees - Human Resources**

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


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.


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


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

Software licenses expires shortly after leaving. Once this happens you can no longer order any software from the IT Shop. Additionally you must uninstall all software licenses from private computers and obtain a private license when required. See also article [Software-Licenses →].

The last ETH services expire after 180 days. Without the VPN-Service you can no longer access your NAS Home Directory or your mapped drives from home. The ETH user account, mailbox, home directory, network access and polybox 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. Furthermore, you also no longer have access to your home directory and your personal ETH homepage. Employee’s home directory may also be locked immediately after departure. In certain justifiable situations, your [administrator →] or the [ITS Service Desk →] may extend certain services.

7 Transfer & Deletion of Personal Data

All data will be permanently deleted 30 days after service termination [Termination Ramifications →]. Please make sure to transfer any important departmental data. 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 [administrator →].

“Cleaning up your mailbox, recommendations, tips & tricks” PDF →

polybox
No special termination is necessary. With the expiration of the ETH user account to which the service polybox is assigned, the data will be deleted.

www.ethz.ch/services/en/it-services/catalogue/storage/polybox.html →

ETH Blog
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 →

Each user group at ETH (students, staff, 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 [Guests →] must be created. Extensions for guests can be made solely by 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

Upon employment termination 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 are allowed to keep most licenses; only a few have to be returned as per provisions of the respective IT Shop product. License agreements clearly distinguish between ETH members, Research staff and students. Different rules apply for each of these user groups.
idesnx.ethz.ch → (IT Shop)
idesnx.ethz.ch/Home/Query/GetSoftwareHomeUse → (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).

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 Viseca 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

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.
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 (usually three months after deregistration). Access to old matriculations (e.g. to the data of a completed Bachelor enrolment), remains possible for a further six months 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.mystudies.ethz.ch →
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 →
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 →

17 ASVZ

Students can take advantage of ASVZ offers as long as the ETH card is valid. For employees the following regulations apply: Should employment terminate with ASVZ membership still valid for at least 4 months, the ETH-card may be handed in at one of the ASVZ counters (with confirmation of withdrawal or dismissal) and
ASVZ will refund the amount of CHF 60.-. The ETH card will be confiscated. Alumni (graduates) and retirees may continue to use ASVZ sport facilities.
www.asvz.ch/en/634-welcome-asvz

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

19 Out-of Office email auto-reply
Please make sure that you have set an out-of-office auto reply (z. B. via Web Access under Tools or Options > E-Mail > Absence Assistant / Automatic Replies) when leaving the ETH definitely. This should also include information on your replacement.
https://mail.ethz.ch
Please note that once email services are terminated, access to your email account and all data stored within will no longer be possible by anyone.
“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
You can find the support group for your phone number at (administrator)
idts.ethz.ch/hdweb/TelNeuAnfragePre.do

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

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 →

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 →

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 www.alumni.ethz.ch/en/ →

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. Applications for a new email account must be sent by email to HR (mailto:backoffice@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. 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 neither VPN nor iPass, 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)."

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)."

30 **ITS Information on the Web**

Department / Organization IT Services (ITS)
www.ethz.ch/services/en/organisation/departments/it-services.html →
ITS Publications
www.ethz.ch/services/en/it-services/documents.html →
IT Services
www.ethz.ch/services/en/it-services.html →

"Important Applications + Links" PDF →

ITS Blog
blogs.ethz.ch/its →
ITS Newsletter inside|out

31 **Feedback**

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.

32 **Imprint & Notification of Changes**

Editor: Sabine Hoffmann, ITS Management, PR & Communication
mailto:kundenkommunikation@id.ethz.ch
Web-Version: 1.4 / January 2020
Last update: 15.1.2020