Windows User Info ISG D-HEST

You will find here the most important information about getting started in our IT environment. A more extensive documentation can be found on our web site: http://www.isg.hest.ethz.ch

HELP!!!

Your IT supporter (IK) is your primary contact person in case of problem or if you have questions. You can reach him/her either with an e-mail to helpdesk@hest.ethz.ch or through the online form at http://helpdesk.hest.ethz.ch. For urgent matters you can call us at 2 65 00.

Password

To change the passwords for your accounts and/or services (Windows, email, VPN, …), log on to https://www.password.ethz.ch and select "Passwort ändern" to change the password for either all or each individual services.

Where are my files??

Please save your data on one of the following locations, which are automatically set up for you:

- **Home drive (T:)**.This storage with a default of 30 GB space can be accessed only by you:
  \\hest.nas.ethz.ch\green_users_all_homes\username

- **Public drive (P:).** This drive can be accessed by all members of your group.
  \\hest.nas.ethz.ch\green_groups_*_public
  (replace * with your group's acronym)

- **Temporary drive (X:).** All members of all the groups we support can access this storage, so you can use it to easily exchange data with other members of the department.
  \\hest.nas.ethz.ch\green_groups_all_temp
  Caution: Data older than 2 weeks is deleted without warning on a regular basis.

My data is important!!!

Therefore, all listed network drives (P:, T:, X:) are backed up regularly. 2-hourly snapshots are available for the previous day and daily snapshots remain for one week.
Right clicking on a file or folder and selecting "Restore Previous versions" allows you to restore a version from a previously saved snapshot. On request, older versions can be recovered up to 3 month back.

App-V Software Kiosk

There is just a minimal set of locally installed software on our PCs (Office, Antivirus …). You can put together your personal software portfolio on our software kiosk. Just log on to https://app.ethz.ch. Further documentation is available on our web site (see above) in the category "Application Virtualization (AppV)"

Printing

Instructions on how to put your data onto paper can be found online on our web site (see above) in the "Printer" section.

VPN

When you are not in the ETH network, you can use VPN to access the ETH resources (e.g. Library or your data on network drives). Detailed information on this topic can be found in the "VPN" section on our web site.

Remote Desktop Server (RDS)

This is another way to access ETH resources. Through a web login you get access to the RDS infrastructure. Open your browser and type "https://rdsnx.ethz.ch". You have access to either single applications or a full featured Windows environment. Set up the software you need using the App-V Kiosk.
User Manual:
https://confwiki.ethz.ch/display/rdsnx/RDSnx+for+Users

Security

Please respect some simple security rules, even if an antivirus software is installed on your PC:
- Never divulge your (secure!) password
- Always consider mail from unknown senders with caution and be careful when downloading software.

In case of doubt, contact your IK. More information can be found here: http://www.safeit.ethz.ch
https://ethz.ch/services/en/it-services/it-security/guidelines.html