

## IT Services IT Student Services

### Welcome!

The IT Services "Informatikdienste (ID)" 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](http://www.ethz.ch/students/en/service/it-services.html) →



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

Your 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](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) →

## **PROTECT YOUR BRAINWORK.**

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

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

## **Password forgotten?**

Managing authentication data: Save a mobile phone number and/or (non-ETH) email address in advance. You will receive your newly generated password there. You can also pick it up personally from the [Service Desk](#) → or from your [IT administrator](#) → or have it sent to you by post.

## **Web Center / my Services**

Forward emails and unlock lockouts

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

Activate Services (miscellaneous)

[www.idn.ethz.ch](http://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, via web access or on most **Smartphones** →.

<https://mail.ethz.ch> →

Notice the configuration guides for particular mail clients.

## **Spam Filter**

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

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

## 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> →

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](http://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 [its.ethz.ch/faq](http://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\*

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

*smb://d.ethz.ch/users/all/*

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

## Backups / Previous Versions

Your files from the previous 6 days can be found at

*\\d.ethz.ch\dfs\users\all\*

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](#) →.

## 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](http://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](http://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](http://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](http://itshop.ethz.ch) → *Service Catalog > MySQL*

## **Smartphones & mobile Apps**

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

[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 several official apps for iOS and Android, e.g. the ETH App, EduApp, ETH Zürich Tours, ETH Virtual Tour, ETH polybox, Globe App etc.

## **ETH EduApp**

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

[www.eduapp.ethz.ch](http://www.eduapp.ethz.ch) →

## **Application myStudies**

Web application for managing your studies.

[www.mystudies.ethz.ch](http://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](http://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](http://ethz.doodle.com) →

## **Compicampus / Computer Courses**

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

[www.compicampus.ethz.ch](http://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](http://herdt-campus.ch) →

## **Course Catalogue**

Publication listing all courses available including lecturers catalogue.

[www.courses.ethz.ch](http://www.courses.ethz.ch) →

## **Lecture Recording**

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

[www.video.ethz.ch](http://www.video.ethz.ch) →

## **Loanable Multimedia Checkout**

For recording and playing audio, video, and images.

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

## **Events Calendar**

For events, exhibitions and guided tours.

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

## **Software Development**

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

## **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](http://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](http://www.its.ethz.ch/servicedesk) →

## IT Department 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) →

Editors Sabine Hoffmann PR & Communication (ITS)

Web version 1.1 / July 2020

Circulation 1900 (1.0/2020)

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