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

First Steps

New at ETH?
Ease your way into the IT world at ETH Zurich, The first steps at a glance:
https://unlimited.ethz.ch/x/_15CAQ

Questions or problems?
The ITS Service Desk will be happy to help you.
www.its.ethz.ch/servicedesk

FAQ
The most common problems explained in brief.
www.its.ethz.ch/faq

IT Knowledge Base
https://unlimited.ethz.ch/display/itkb

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.

Information and IT Security in everyday life
Tips on IT security topics and house rules can be found here:
itsecurity.ethz.ch

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.

Email / Communication

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 Smartphones 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 block or allow list.
mailcleaner.ethz.ch

Exchange of large files
For files too large for email delivery (> 20MB) or if you wish to send or receive encrypted files.
https://u.ethz.ch/oUdxZ

Chat Server
Communicate via the ETH web client.
https://chat.ethz.ch

Weblogs / Blog Server
Create and manage your own blog and publish your scholastic diary, photos and videos.
www.blogs.ethz.ch/english

Sympa mailing lists
Mailing list-management, moderated discussion groups with searchable mail archives.

Passwords / Web Center

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. 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

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, change password and unlock lockouts:
www.password.ethz.ch *Self Service*

Multifactor Authentication (MFA)
Security and protection for ETH user accounts and data:
www.its.ethz.ch/mfa

ETH Network Access

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

Recommended are a VPN client (e.g. Cisco Secure Client), the Realm @student-net.ethz.ch and the ETH network password. You can administrate this under:
www.password.ethz.ch *Self Service > Change Password*

Wi-Fi
You can find out how to connect to the WLAN in the IT Knowledge Base:
https://unlimited.ethz.ch/x/YltCAQ
Tip: As a member of ETH Zurich, you can use the hot spots of other universities (worldwide, SSID eduroam) free of charge.

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*>

IT Shop / Apps

IT Shop
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

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

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.

Cloud Services
Online collaboration, remote teaching and working via Microsoft Teams and Zoom. Please note: Special regulations for data protection and licensing apply to the use of cloud services.

Printing / Data Storage

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).
https://unlimited.ethz.ch/display/itkb/Printing

Print + Publish / Plotting
Print + Publish printing services are available at the two locations (Zentrum and Hönggerberg).
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. Increase of polybox quota possible via IT Shop.
polybox.ethz.ch

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.

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*

Courses & Learning

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

Lecture Recording
All publicly released recordings can be found on the ETH video portal.
www.video.ethz.ch

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

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

Loanable Multimedia Checkout
For recording and playing audio, video, and images.
www.ethz.ch/multimedia-shop-en

Directories

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

Events Calendar
For events, exhibitions and guided tours.
www.vk.ethz.ch

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

Course Catalogue
Publication listing all courses available including lecturers catalogue.
www.courses.ethz.ch

Contact

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, chatbot and web-form
or at our service desk counter (HG E11).
Phone: +41 44 632 77 77
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.

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