

IT Services New at ETH - First Steps for Scientific Employees



Welcome!

The IT Services (ITS) provide all employees with a wide range of IT services.

- 1 ETH User Account
- 2 Wi-Fi on Campus
- 3 Email Address
- 4 Printing
- 5 Phone
- 6 Scientific IT Services
- 7 IT Support Group (ISG)

Set up an ETH User Account

You will be guided through an onboarding process before you can use the ETH User Account.

Login with initial password: www.password.ethz.ch



Attention: Please complete the entire onboarding process (takes approx. 10 minutes). Otherwise your account will be blocked. The onboarding process **cannot** be carried out on a mobile phone, but can be done on a computer.

To increase login security, we protect our accounts with multi-factor authentication (MFA).

To use the MFA service, you need a corresponding app. This application generates a one-time password (OTP) with limited validity.

The Authenticator app from Google or Microsoft must be installed on your smartphone.



Further information and instructions can be found in our IT Knowledge Base at www.its.ethz.ch/mfa.

There are two different passwords for your account:

1. A general ETH password for email (AD) and web applications AAI (LDAP)
2. ETH network password for Wi-Fi and VPN

After the onboarding process, the network password (Wi-Fi/VPN) must be set at www.password.ethz.ch.

Set up SWITCH edu-ID for ETH Library: www.its.ethz.ch/eduID

How do I connect to the Wi-Fi on campus?

Connect to the wireless network "eduroam".

With the ETH access data you have internet access at ETH as well as at all other supported universities and colleges.

→ Log in as follows:

User name: <ETH user name>@**staff-net.ethz.ch**
Password: ETH network password

Attention: After the @ the realm (the network zone) is specified, not the email address!

More detailed information and instructions:

www.its.ethz.ch/wifi

To be able to use certain ETH services from outside ETH, you need a secure connection (VPN).

All information can be found at www.its.ethz.ch/vpn.

Email Address

You can read and integrate your emails via webmail with any mail client/app and most smartphones.

Webmail: mail.ethz.ch
User name: <ETH user name>@**ethz.ch**
Password: ETH password for email

You can find more detailed information and instructions on various email clients in our IT Knowledge Base

www.its.ethz.ch/mail

Software

IT Services and Software Products can be ordered via IT Shop, itshop.ethz.ch.

Access to cloud services such as Microsoft365, Google Workspace can be found in the IT Shop under Service Catalog -> Cloud Subscription.

Printing

ETH members can print, scan and copy anywhere on campus (pull printing possible).

Instructions: www.its.ethz.ch/printing

Phone

The IT support in your department is responsible for the new telephone connection (softphone). You can find the operating instructions for your telephone on the IT Services pages:

www.its.ethz.ch/phone

Scientific IT Services

Services and support around research-centric IT:
sis.id.ethz.ch

SIS Helpdesk: sis.helpdesk@ethz.ch

HPC-Cluster for scientific computing:
www.scicomp.ethz.ch

Courses / Training:
sis.id.ethz.ch/courses

IT Support Departments

You can find your responsible IT Support Group (ISG) on:
www.its.ethz.ch/contacts-departments

Contact and Support

ITS Service Desk

The Service Desk is the gateway to the IT Services.

Frequently Ask Questions

www.its.ethz.ch/faq

Find all IT manuals in the IT Knowledge Base

www.its.ethz.ch/it-knowledgebase

Need Help? Contact us

Email servicedesk@id.ethz.ch

Phone: +41 44 632 77 77

Website: www.its.ethz.ch/servicedesk

Desk in HG E 11

Monday to Friday

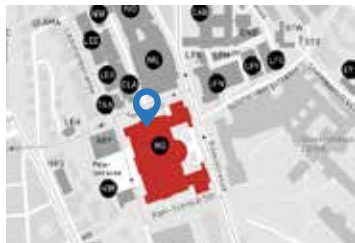
09:30 - 11:00, 13:30 - 16:00

Hotline

Monday to Thursday

07:30 - 17:30

On Friday the hotline closes one hour earlier.



Service Desk Counter is located in the main building (HG E 11).

Find all IT-Services: www.its.ethz.ch/services

Newsletter inside/out: www.its.ethz.ch/newsletter

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IT Services
Binzmühlestrasse 130
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www.its.ethz.ch

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Order brochures at kundenkommunikation@id.ethz.ch

