

# IT Services New at ETH - First Steps for 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
- 4 Printing
- 5 Phone
- 6 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](http://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](http://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](http://www.password.ethz.ch).

Set up SWITCH edu-ID for ETH Library: [www.its.ethz.ch/eduID](http://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](http://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](http://www.its.ethz.ch/vpn).

## Email

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

Webmail: [mail.ethz.ch](http://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](http://www.its.ethz.ch/mail)

## Software

IT Services and Software Products can be ordered via IT Shop, [itshop.ethz.ch](http://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](http://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](http://www.its.ethz.ch/phone)

## IT Support Departments

You can find your responsible IT Support Group (ISG) on:

[www.its.ethz.ch/contacts-departments](http://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](http://www.its.ethz.ch/faq)

## Find all IT manuals in the IT Knowledge Base

[www.its.ethz.ch/it-knowledgebase](http://www.its.ethz.ch/it-knowledgebase)

## Need Help? Contact us

Email [servicedesk@id.ethz.ch](mailto:servicedesk@id.ethz.ch)

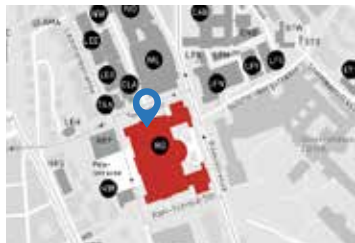
Phone: +41 44 632 77 77

Website: [www.its.ethz.ch/servicedesk](http://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](http://www.its.ethz.ch/services)

Newsletter inside/out: [www.its.ethz.ch/newsletter](http://www.its.ethz.ch/newsletter)

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