ETH_zürich_

ITS Services for D-MAVT

We are your first point of contact for all questions and issues concerning IT

Your IT Service Desk

✉ servicedesk@mavt.ethz.ch

☎ +41 44 632 47 47

🌐 www.it.mavt.ethz.ch →

Visit us at our office (if possible announce in advance):
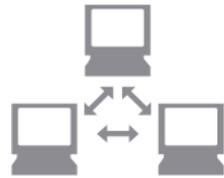
CLA E 24
Tannenstrasse 3
8092 Zürich

Get more details and stay informed at www.it.mavt.ethz.ch →

▨ IT Services   **D** MAVT

We can help you with ...

Personal computing

- – Purchase and installation of IT equipment
- – Installation of selected software
- – Hardware repair and troubleshooting
- – Lending of selected equipment and chargeable batteries

Data, access, communication and collaboration

- – Email and groupware services, mailing lists and instant messaging
- – Collaboration platforms for projects or teams
- – Set up and manage data storage, backup and restore services
- – Wired network, WiFi, mobile/inhouse phone

Server, scientific computing and consulting

- – Remote desktop computing infrastructure
- – Set up specific server infrastructure or computing nodes including the software stacks
- – ETH web consulting and special web projects
- – Consulting for your specific IT projects

We provide this services to our SLA-Level-2 customers, feel free to contact us relating your questions and projects.

Your ETH account

nethz account / login name

Your nethz account is the key to all IT services at ETH (e.g. network, email, secure sites). Included with your employment documents, you have received your login name and initial password by postal mail.

Password change

You must change your initial passwords. Choose passwords that you can easily remember. For security reasons, your passwords should contain at least 12 characters with upper and lower case letters, numbers and special characters. We recommend to use different passwords for your various IT-services.

Forgotten password

We can send you a new password to your mobile phone. You can also ask to pick up your new password personally at the MAVT Service Desk office.

Handle passwords safely

Never reveal your password to another person! No serious service supplier will ever ask you for your username or password. Make sure to logon to absolutely trustworthy web sites only. If in doubt, please ask us first.

What you get with your ETH MAVT account

www.it.mavt.ethz.ch/services →

- – Access to ETH applications and IT services
- – ETH mailbox including spam filter and voice mail
- – Access to ETH network n-campus with blue cable or WiFi
- – VPN access for off-campus access to the ETH Network
- – Home drive for your personal data
- – Access to your chair's public drive
- – Access to ETH printing services

Applications on demand at the Windows App Store
https://app.ethz.ch →

Remote Desktop Server: Get your ETH IT environment on your private device
https://rds.ethz.ch →

polybox with 50 GB «Dropbox»-similar on-campus storage
https://polybox.ethz.ch →

IT use and personal devices

See the «Acceptable Usage Policy (BOT) Information for Employees» and «IT Best Practice Rules»

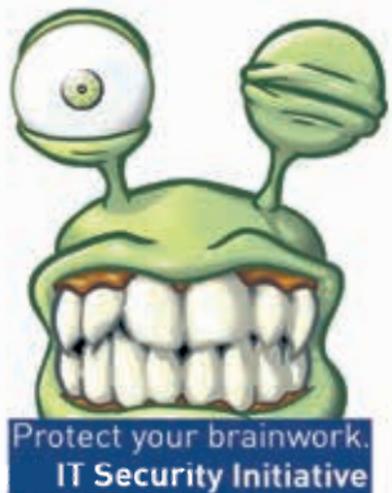When using a personal device within the campus network make shure that:
- Your operating system is up-to-date
- Antivirus software is up-to-date with the newest virus signatures
- All software is updated with the newest patches installed (Office, Skype, Acrobat, Flash etc.)

Feel free to contact us for further information.

IT Security Initiative

Learn how to handle IT security matters with our IT Security Initiative at ETH: «Protect your brainwork»

Protect your brainwork.
IT Security Initiative

Important links

www.it.mavt.ethz.ch/links →

Change your password, charge prepay, activate services
(Voice mail, Lync, CMN Mobile, register a day guest)
www.password.ethz.ch →

Access your email via web interface
www.mail.ethz.ch →

Connect to the ETH campus network from outside by VPN
https://sslvpn.ethz.ch →

Find archived emails older than 30 days
https://www.mailarchive.ethz.ch →

Change addresses, personal data, ETH card pin code:
www.adressen.ethz.ch →

Get room information
www.rauminfo.ethz.ch →

Applications relating to finance and personal issues
https://ethis.ethz.ch →

Find phone numbers and addresses
www.ethz.ch/person-search →

Configure your iPhone
www.iphone.ethz.ch →

Schedule a joint meeting
https://ethz.doodle.com →

Exchange large files (> 20 MB)
https://cifex.ethz.ch →