

First Steps



Support

Please contact us via [SmartDesk](#), e-mail service@id.ethz.ch or by phone at +41 44 632 77 77

 [Switch to the page in German language](#)

Recommendation

Our experience is that new students ask the same questions over and over again. From this routine, the following topics and questions have evolved to make your entry into the IT world of ETH easier by clicking through the topics and questions on this page.

Themes and Questions

Everything you need to know for a successful start in the IT world at ETH.



ETH user account

- What are the passwords at ETH?
- How do I change my passwords?

All about the ETH account
[Link >](#)



Wifi & VPN

- How do I connect to the Wifi (eduroam)?
[Link >](#)
- How can I establish a VPN connection to ETH?
[Link >](#)



Mail

- Where can I read my mails? [Link >](#)
- Information about your mailbox
[Link >](#)



Printing

- Webprint (ETH network or VPN required)
[Link >](#)
- Information about Printing Service
[Link >](#)



Software

- Where do I get software?
[Link >](#)
- Microsoft 365
[Link >](#)



ID Service Desk

- Create support ticket
[Link >](#)
- Website Service Desk
[Link >](#)