

# IT Knowledge Base



## Welcome

This is the home page of the IT Knowledge Base in Confluence. On the following pages you will find information about our IT Services and many step-by-step instructions. To get started, please enter a search term or navigate through the icons below.



## Support

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



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

## New at ETH



[First Steps](#)

Enter a search term:

Select categorie

Service Information and Update



[Identity & Access](#)



[Network & Connection](#)



[Email & Calendar](#)



[Printing](#)



[Security](#)



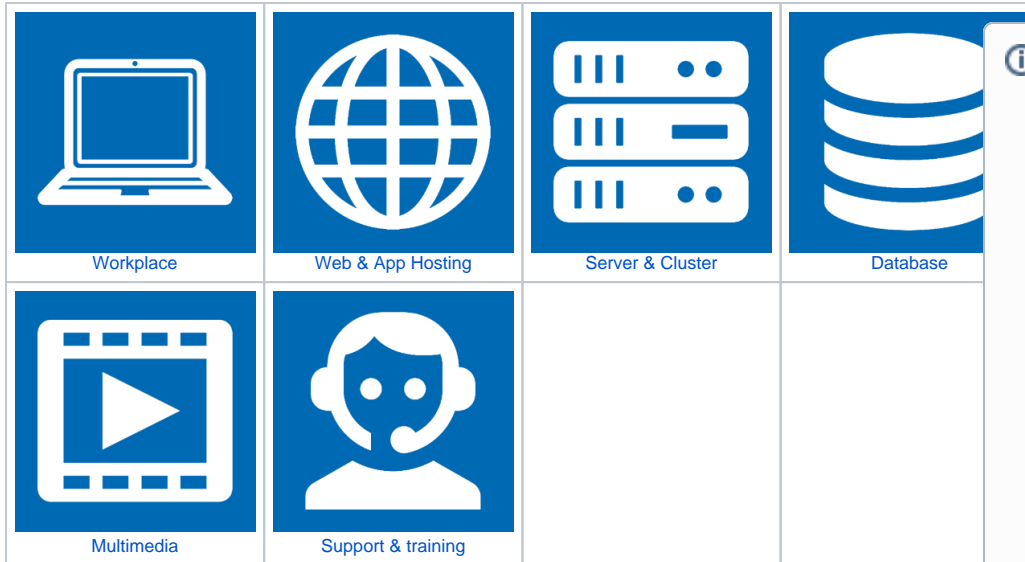
[Storage](#)



[Communication](#)



[Software](#)



**i** **Blog Posts**

- Blog: [Smart Working training courses](#) created by Spätig Urs (ID PPF) Apr 30, 2021  
IT Knowledge Base
- Blog: [Secure password entry](#) created by Kistic Mirel (4ea) Mar 17, 2021  
IT Knowledge Base
- Blog: [Breakout Rooms are now available in MS Teams](#) created by Kistic Mirel (4ea) Jan 04, 2021  
IT Knowledge Base
- Blog: [New release of the provisioning app](#) created by Buschor Mark (ID SDL) Oct 21, 2020  
IT Knowledge Base
- Blog: [Activation of the provisioning app](#) created by Kistic Mirel (4ea) Aug 10, 2020  
IT Knowledge Base

## Search by topic:

### A-B

aai  
access  
account  
addprinter  
admin  
android  
anyconnect  
applemail  
auditorium  
authenticator  
backup  
backped  
blog

### C-D

calendar  
cdc  
certificate  
checkout  
cifex  
cluster  
code  
communication  
connection  
costefficient  
database  
distribution  
download

### E-H

eduroam  
email  
e-mail  
ethis  
faq  
fast  
filesystem  
gallery  
guest  
guestaccount  
hosting

### I-L

iam  
identity  
iphone  
itkb  
itshop  
kb-how-to-article-mail  
lan  
latex  
ldap  
ldaps  
lockout  
lts

### M

macosprinter  
mail  
mailapp  
mailarchive  
mailbox  
mailclient  
maifilter  
mailinglists  
mainmailserviceen  
matrix  
microsoft365  
mobile  
msi  
multimedia  
mysql

### N-O

nas  
network  
newsletter  
order  
outlook

### P-Q

paket  
polybox  
postgresql  
power\_management  
prepay  
print  
printer  
printing  
production  
proxy  
proxyuser  
pwss

### R

recording  
responsibility  
restore

### S

sap  
scan  
scientific  
security  
selveservice  
server  
shared-secret  
sharepoint  
sign  
signing  
smartphone  
software  
sql  
ssl  
storage  
students  
surveys

### T-V

telephony  
test  
thunderbird  
ue-v  
url  
user  
useraccount  
utp  
video  
videoconference  
virtual  
voice  
vpn

### W-Z

web  
website  
wifi  
wi-fi  
windowmail  
windowsphone  
windowsprinter  
wired  
wireless  
wlan  
workplace

### 0-9

2fa