

Welcome to EPFL

School of Basic Sciences — IT (SB-IT)

This document is your starting guide for IT services at EPFL, with a focus on **SB-IT**, the consolidated IT unit of the **School of Basic Sciences (SB)**: *Institute of Physics (IPHYS)*, *Institute of Chemical Sciences and Engineering (ISIC)* and *Institute of Mathematics (MATH)*.

Reference policy: <https://polylex.epfl.ch/computer>. Service homepage: <https://www.epfl.ch/schools/sb/it/>.

Note — Single point of contact for all SB-IT requests: sbit@epfl.ch. Per-building contacts and historical institute aliases (it.iphys@epfl.ch, isic.ge@epfl.ch, it.math@epfl.ch, etc.) are kept available during the transition — see the SB-IT Team section.

Credentials

Your EPFL identity is managed through **Microsoft Entra ID** (the former GASPAR has been retired). Your Entra ID account is used for almost all EPFL services and also acts as a **SWITCH edu-ID / SWITCHaai** federated login: when an external service offers a SWITCHaai login (<https://www.switch.ch/aai>), select EPFL and use your EPFL account.

You must also enable **two-factor authentication (2FA / strong authentication)**; it is required for VPN, email, and most EPFL services.

Manage your account, password and 2FA at: <https://myaccount.microsoft.com/>. Full documentation on the EPFL digital identity: <https://inside.epfl.ch/identite-numerique/en/digital-identity-protection/>.

Backup

On a professional computer (Mac, Windows or Linux), SB-IT can subscribe you to **Atempo Lina**, EPFL's centralized backup service. The agent installed on the workstation sends *encrypted data* to onsite EPFL servers; you can restore your files at any time. Documentation: <https://www.epfl.ch/schools/sb/it/centralized-backup/>. To activate it, contact your local SB-IT contact (see *SB-IT Team*) or write to sbit@epfl.ch.

Daily backups are also performed automatically on the various servers where personal and group folders are hosted (NAS, RCP, group shares).

WARNING — Each user is responsible for their own data. Local files that are not on a backed-up server or covered by Atempo Lina are not protected.

Network — Wi-Fi

Use your **Entra ID** account for the EPFL Wi-Fi "**epfl**". For inter-institution roaming, prefer "**eduroam**" with username `firstname.lastname@epfl.ch` and the same password.

Configuration help (all platforms):

<https://www.epfl.ch/campus/services/en/it-services/network-services/wifi/access-epfl-and-eduroam-network/>.

WARNING — You cannot connect a personal/home computer to the EPFL wired LAN network.

VPN

To connect to the EPFL VPN you need a VPN client and 2FA. Clients are available for almost all platforms: <https://www.epfl.ch/campus/services/en/it-services/network-services/remote-intranet-access/vpn-clients-available/>.

VPN address: `vpn.epfl.ch`. Authenticate with your Entra ID account + 2FA token.

SB-IT Team

For all IT requests, please use the generic SB-IT address: sbit@epfl.ch. A member of SB-IT will take care of your request and route it to the right person if needed.

Full team page: <https://www.epfl.ch/schools/sb/it/team/>.

Head of IT

Name	Role	Office	Email	Ext.
Samuel Kerrien	Head of IT	PH B2 364	samuel.kerrien@epfl.ch	31810

Coordinators

The three coordinators are the institute-level reference points within SB-IT:

Name	Role	Office	Email	Ext.
Yoann Dind	Coordinator (Chemistry)	CH G1 623	yoann.dind@epfl.ch	33949
Léonard Gross	Coordinator (Mathematics)	MA A2 417	leonard.gross@epfl.ch	32075
Nicolas Mercier	Coordinator (Physics)	PH A1 402	nicolas.mercier@epfl.ch	31032

Support by location

Building CH

Name	Role	Office	Email	Ext.
Yoann Dind	Coordinator	CH G1 623	yoann.dind@epfl.ch	33949
Stéphane Pittier	Computer Scientist	CH G1 623	stephane.pittier@epfl.ch	35659
Luc Patiny	Scientist	CH G1 621	luc.patiny@epfl.ch	39469

Building BCH

Name	Role	Office	Email	Ext.
Lorenzo Chiriatti	System specialist	BCH 1212	lorenzo.chiriatti@epfl.ch	34858
Thibault Roulet	Staff	BCH 1212	thibault.roulet@epfl.ch	39397

Building BSP

Name	Role	Office	Email	Ext.
Gaël Cartier-Michaud	Computer Scientist	BSP 310	gael.cartier-michaud@epfl.ch	38513
Alexandre Guerne	Computer Scientist	BSP 310	alexandre.guerne@epfl.ch	38316

Building MA

Name	Role	Office	Email	Ext.
Léonard Gross	Coordinator	MA A2 417	leonard.gross@epfl.ch	32075
Marc Perraudin	Staff	MA A2 417	marc.perraudin@epfl.ch	32578

Building PH

Name	Role	Office	Email	Ext.
Nicolas Mercier	Coordinator	PH A1 402	nicolas.mercier@epfl.ch	31032
Baptiste Le Gentil	Computer Scientist	PH H1 422	baptiste.legentil@epfl.ch	33392
Primo Locatelli	Computer Scientist	PH H1 432	primo.locatelli@epfl.ch	34409

Building I19 (Sion — Valais campus)

Name	Role	Office	Email	Ext.
Cédric Passerini	Staff	I19 N321	cedric.passerini@epfl.ch	37679
Jean Perruchoud	Computer Scientist	I19 N321	jean.perruchoud@epfl.ch	58258

If you need help with something else and don't know where to ask, contact the EPFL **Service Desk**: internal **1234**, external +41 21 693 1234, or 1234@epfl.ch. Open Monday to Friday, **8:00–18:00**. Knowledge base and request forms: <https://support.epfl.ch>.

SB-IT Services

Beyond day-to-day support, SB-IT operates a number of dedicated services. See: <https://www.epfl.ch/schools/sb/it/our-services/>.

- **Web** — hosting and management of EPFL group/lab websites. Details: <https://www.epfl.ch/schools/sb/it/our-services/web/>
- **VDI** — Virtual Desktop Infrastructure for SB members who need centrally managed Windows/Linux desktops accessible from any device. Details: <https://www.epfl.ch/schools/sb/it/our-services/vdi/>
- **HPC** — high-performance computing support and access guidance, in coordination with SCITAS for institutional clusters. SB-IT HPC referent: [Florent Wenger](#).
- **Support** — installation, configuration and maintenance of laptops/desktops (Windows, macOS, Linux), Entra ID / network / account management, inventory, hardware purchase, EPNET network services, ELN support.
- **Video conference** — meeting room equipment, Zoom/Teams configuration, hybrid event support.

Other useful pages: [Room Reservation](#) · [Guidelines](#) · [Softwares](#).

Communication tools — Webex, Zoom, Teams

EPFL provides three complementary tools for online communication and meetings. Pick the right one depending on the use case:

- **Webex** — EPFL's softphone for daily presence, instant messaging, voice/video calls and voicemail. Meetings hosted by you are limited to **40 minutes** — use Zoom or Teams for longer meetings. [EPFL Webex page](#) · [Download Webex](#)
- **Zoom** — primary tool for hosting longer or larger meetings, lectures and webinars at EPFL. EPFL has a Pro license. [EPFL Zoom page](#) · zoom.us (sign in with Entra ID)

- **Microsoft Teams** — collaboration platform tied to your Microsoft 365 account (chat, channels, meetings, file sharing inside SharePoint sites). Recommended for project work and team-based collaboration. [Teams web app](#) · [Download Teams](#)

Note — Webex covers your EPFL phone number (calls, voicemail) — it is not optional if you have an EPFL extension. Zoom and Teams are meeting/collaboration tools — choose whichever fits the audience (Zoom for external participants, Teams for EPFL-internal projects already in Microsoft 365).

Printers

EPFL uses a centralized printing system called **MyPrint**. You only need two virtual printers: one for B&W copies, one for color. Print jobs are sent to a virtual queue; release them at any MyPrint device by logging in with your CAMIPRO (or Entra ID login if your card is not on you), then choosing *Secure Print*. Each job has a cost charged to your lab's fund.

All info, drivers and printer locations: <https://myprint.epfl.ch>. For posters or rollups, use the EPFL print center: <https://repro.epfl.ch>.

Email

Your email address is `firstname.lastname@epfl.ch`. Webmail: <https://myaccount.microsoft.com/>. Authentication uses your Entra ID account. Quotas and mailbox management: <https://inside.epfl.ch/email/fr/messagerie-et-listes/quotas/>.

Quotas and limits

- Default mailbox quota: **15 GB**
- Extension on request: up to **50 GB** if needed, see <https://inside.epfl.ch/email/fr/messagerie-et-listes/quotas/>
- Maximum size of a single message: **30 MB** (\approx **20–25 MB usable for attachments**)
- Maximum recipients per email: 500 (To + Cc + Bcc). Beyond that, create a mailing list via <https://groups.epfl.ch>

Software

If your accreditation grants you the **Distrilog** right (PhD, post-doc and research staff usually have it; ask your secretary otherwise), you can order and install EPFL-licensed software at <https://distrilog.epfl.ch> (Entra ID login). Student version: <https://distrilog-etudiants.epfl.ch> (accessible from EPFL network or via VPN).

SB-IT also maintains its own list of recommended software per discipline: <https://www.epfl.ch/schools/sb/it/our-services/software/>.

WARNING — Software licensed via Distrilog can only be installed on EPFL-managed computers (the ones with the yellow inventory sticker).

Storage and cloud services

Microsoft 365 — OneDrive, SharePoint, Teams (recommended by EPFL)

EPFL's Microsoft 365 tenant is hosted in Switzerland and is the **recommended platform** for storing confidential, official or sensitive data. Reference page: <https://www.epfl.ch/campus/services/en/it-services/storage-of-documents/confidential-official-or-sensitive-data/>.

- OneDrive (personal): **250 GB / staff** — 50 GB / students
- Teams / SharePoint (collaborative): **1 TB per site** (extendable up to 25 TB)
- Cloud retention period after employee departure: **30 days**
- Confidential documents: **yes** — Teams supports external partners, granular permissions, and concurrent editing

Note — EPFL recommends Teams over standalone SharePoint for new collaborative spaces: same backend, but easier permission management, chat integration, and meeting recording.

Research data — RCP / SCITAS storage

RCP storage is operated by EPFL for research data, mounted at `\\sb-nas1.rcp.epfl.ch\`. RCP-NAS is multi-site, snapshotted (ransomware-resistant) and multi-protocol (Mac, Linux, Windows):

<https://www.epfl.ch/research/facilities/rcp/> — pricing \approx 20.75 CHF / TB / year.

For HPC users, **SCITAS** provides multiple file systems aligned with cluster jobs:

- **/home** — personal space, 100 GB / user (included in compute services)
- **/scratch** — fast scratch space for active computation, no quota by default
- **/work** — collaborative lab space, pay-per-use \approx 1.09 CHF / TB / month, optional backup \approx 0.73 CHF / TB / month
- **/archive** — magnetic tape archive, \approx 0.33 CHF / TB / month
- **/export + SCITAS S3** — share data outside the cluster via NFS/SMB/S3

Full SCITAS storage documentation:

<https://scitas-doc.epfl.ch/user-guide/data-management/how-to-use-fileystems/>. Comprehensive map of all EPFL research-data storage solutions:

<https://www.epfl.ch/campus/library/services-researchers/during-research/storage-solutions-at-epfl/>.

SWITCHdrive (Swiss-hosted, free)

As an EPFL employee you can use the free **SWITCHdrive** service (**100 GB** per person, hosted in Lausanne and Zurich, subject to Swiss law). Sign in at <https://drive.switch.ch> and request a SWITCH edu-ID using your EPFL Entra ID account.

EPFL personal NAS (MyNAS)

Each user has a personal NAS at <https://mynas.epfl.ch>, accessible via SMB/CIFS at `\\filesX.epfl.ch\data\username` where X is the last digit of your SCIPER.

- Internal collaborators (staff): **25 GB**
- Students: **5 GB**
- External collaborators affiliated with EPFL: **5 GB**

EPFL also provides **administrative NAS for labs** (group filer, often referred to as “EPFL NAS”). The first TB is included; additional space is billed **45 CHF / TB / year**. Each institute (IPHYS, ISIC, MATH) also operates pools of servers for its labs (personal or group share). Contact SB-IT for details.

Long-term archiving

- **ACOUA** (Academic Output Archive): institutional archive for long-term preservation of research data and code, managed by the EPFL Library and VPO. Free, up to **10 TB per dataset**. More info: <https://go.epfl.ch/acoua> — contact: acoua@epfl.ch
- **Zenodo (CERN)**: for openly published research datasets (DOI included). Submit to the EPFL Zenodo community for curation by the Library RDM team. Free, up to **50 GB per dataset** (200 GB on request).

- **Materials Cloud Archive** (THEOS): data repository for materials science, hosted in Switzerland (CSCS), Italy and Germany. 5 GB / dataset by default (50 GB for AiiDA datasets), free. <https://archive.materialscloud.org/>.
- **SCITAS /archive**: magnetic-tape archive accessible from SCITAS clusters, intended for cold storage of large datasets (e.g. simulation outputs). Pay-per-use \approx 0.33 CHF/TB/month. <https://scitas-doc.epfl.ch/user-guide/data-management/archiving/>.

Note — EPFL also provides an Object Storage S3 service (DSI, 15 CHF/TB/year). It is general-purpose object storage, not a long-term archival service — use ACOUA, Zenodo or SCITAS /archive for archival.

Git — GitLab EPFL

Note — Important update: c4science.ch has been retired. EPFL has migrated all repositories to GitLab EPFL.

As an EPFL member, you can host your code on the institutional **GitLab EPFL** platform: <https://gitlab.epfl.ch>. Authentication uses your Entra ID account.

- Create a new project: <https://gitlab.epfl.ch/projects/new>
- Import an existing repository by URL (works for c4science backups, GitHub mirrors, etc.)
- SSH key management: https://gitlab.epfl.ch/-/user_settings/ssh_keys

Migration notes from c4science: <https://scitas-doc.epfl.ch/user-guide/data-management/c4science-migration/>. A complete read-only backup of c4science was performed in June 2025 and is preserved until June 2035.

Sending large files

For attachments too big for email, SWITCH provides **SWITCHfilesender**: send files up to **300 GB per dataset** via a download link. Files are deleted after a maximum of 20 days. <https://www.switch.ch/services/filesender/>.

Buying / borrowing IT material

With the approval of your professor and lab secretary, your SB-IT contact can order IT supplies on your lab's behalf.

Need an adapter, a portable screen, or a backup laptop for a conference? SB-IT can lend short-term material. The same service is also offered by **Poseidon**: <https://www.epfl.ch/campus/services/en/laptop-loan/> (also offers support for personal laptops at support.poseidon@epfl.ch).

Artificial Intelligence (AI) tools

EPFL is subject to Swiss data protection law (LPD) and federal regulations. Some uses of AI tools are restricted, others are explicitly encouraged. Since 2025 EPFL has published official guidance and recommended tools.

Official EPFL guidance

- **Guidelines for the use of AI in teaching at EPFL** (April 2025): <https://www.epfl.ch/education/teaching/index-html/ai-teaching/guidelines-for-the-use-of-ai-in-teaching-at-epfl/>

- **EPFL Library guide** "Artificial intelligence and scientific information" (regularly updated tool list, including ChatGPT, Claude, Gemini, GitHub Copilot, DeepL): <https://www.epfl.ch/campus/library/artificial-intelligence-and-scientific-information/>
- **Tips for the use of generative AI in research and education** (VPA): <https://www.epfl.ch/about/vice-presidencies/vice-presidency-for-academic-affairs-vpa/tips-for-the-use-of-generative-ai-in-research-and-education/>

What is allowed / not allowed

- Public/free AI tools (ChatGPT free, Claude free, Gemini free): **never paste regulated, confidential or personal data** — these inputs may be used for model training
- Microsoft 365 Copilot enterprise via your EPFL account: **not currently a secure solution for regulated data** — no data processing agreement (DPA) signed by EPFL guarantees alignment with Swiss law
- Recommended for sensitive content: **Infomaniak AI tools** (Llama, Whisper, etc., hosted in Switzerland on certified infrastructure, GUI and API), or self-hosted open-weight models via *Ollama / Msty*.
- Translating CVs, generating internal meeting minutes containing personal data, processing student grades or HR documents via public AI: **forbidden**

Need to use OpenAI, ChatGPT, Claude, Copilot or any other AI tool for your work? Contact SB-IT first (sbit@epfl.ch) so we can advise on the correct setup and data handling.

Private computers

Personal computers cannot be connected to the wired LAN, and you cannot install EPFL-licensed (Distrilog) software on them.

Extract from the "Directive on private computer equipment", Article 4:

- EPFL provides all equipment necessary for the work of its employees.
- EPFL tolerates the use of private computer equipment for professional purposes provided that the legal, regulatory and contractual conditions to which employees are subject are respected, particularly regarding official secrecy, data protection and software terms of use.
- The use of private computer equipment gives the right to neither compensation nor support from EPFL services, including in the case of damage. Expenses such as those relating to the purchase, replacement or updating of components or software for private computer equipment are assumed by the employee.

Useful links — at a glance

- SB-IT homepage: <https://www.epfl.ch/schools/sb/it/>
- SB-IT contact: sbit@epfl.ch
- SB-IT Team: <https://www.epfl.ch/schools/sb/it/team/>
- SB-IT Services: <https://www.epfl.ch/schools/sb/it/our-services/>
- Entra ID / 2FA: <https://myaccount.microsoft.com/>
- Digital identity doc: <https://inside.epfl.ch/identite-numerique/en/digital-identity-protection/>
- Service Desk (1234): <https://support.epfl.ch>
- MyPrint: <https://myprint.epfl.ch>
- Webmail: <https://myaccount.microsoft.com/>
- Webex (EPFL softphone): <https://www.epfl.ch/campus/services/en/it-services/unified-communications/sophtphone-webex/>

- Zoom (EPFL): <https://epfl.zoom.us/>
- Microsoft Teams: <https://teams.microsoft.com/v2/>
- DISTRILog: <https://distrilog.epfl.ch>
- Microsoft 365 / Confidential data: <https://www.epfl.ch/campus/services/en/it-services/storage-of-documents/confidential-official-or-sensitive-data/>
- SWITCHdrive: <https://drive.switch.ch>
- SWITCHfilesender: <https://filesender.switch.ch>
- MyNAS: <https://mynas.epfl.ch>
- Research data storage map:
<https://www.epfl.ch/campus/library/services-researchers/during-research/storage-solutions-at-epfl/>
- ACOUA: <https://go.epfl.ch/acoua>
- GitLab EPFL: <https://gitlab.epfl.ch>
- Poseidon (laptop loan): <https://www.epfl.ch/campus/services/en/laptop-loan/>
- EPFL Library AI guide:
<https://www.epfl.ch/campus/library/artificial-intelligence-and-scientific-information/>

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