Welcome to EPFL

The purpose of this document is to inform you about all the IT services offered by EPFL and to explain the use of IT equipment. https://polylex.epfl.ch/computer

Credentials

Your credentials at the EPFL are called GASPAR; it is just a username and a password. You will use it for almost everything related to the EPFL. These credentials are also a SWITCHaai login. Whenever a service outside the EPFL offers a SWITCHaai login (https://www.switch.ch/aai), you can select EPFL and use your GASPAR to connect.

As soon as you receive this information, please change your password ASAP here:

https://gaspar.epfl.ch

You can find more information about your GASPAR account here:

https://help-gaspar.epfl.ch/page-108369-en.html

Backup

On a personal computer, specifically PC or Macintosh, you can subscribe to Atempo Lina backup application, a centralized backup procedure. For more information, contact it.iphys@epfl.ch.

Daily backups are performed automatically on the various servers where personal and group folders are hosted.

WARNING: Each user is responsible for their **own data**.

Network – Wi-Fi

You can use your GASPAR account to connect to the Wi-Fi called "epfl". If you prefer the "eduroam" network, you can also use your GASPAR account. However, the username will be gaspar_username@epfl.ch and the password will remain the same.

If you have problems connecting to "eduroam", you can visit this website which explains what settings you need to use for your device:

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

If you are not sure which network to use, please visit this website:
https://www.epfl.ch/campus/services/ressources-informatiques/network-services-reseau/wifi/

WARNING: You cannot connect your **home computer** to the EPFL LAN network.

VPN

To connect to the EPFL VPN you need a client VPN and use strong authentication. It is available for almost all platforms:

https://www.epfl.ch/campus/services/en/it-services/network-services/remote-intranet-access/vpn-clients-available/.

 The only parameter to enter is the VPN address: **vpn.epfl.ch**.

After clicking Connect, you will need to enter your GASPAR credentials, followed by a token generated through a two-factor authentication (2FA) process, to ensure strong authentication. Once authenticated, you should be able to continue.

If you do not know how to enable strong authentication, please visit this webpage: https://www.epfl.ch/campus/services/en/it-services/authentication-gaspar/strong-authentication/

Support

A new generic address is now available: it.iphys@epfl.ch

Depending on the unit you belong to, a member of the IPHYS-IT team will take care of your request.

For the **BSP Cubotron** building (their office is located on the 3rd floor at BSP 310):

- Alexandre Guerne (alexandre.guerne@epfl.ch 38316)

- Gaël Cartier-Michaud (gael.cartier-michaud@epfl.ch 38513)

- Arthur Ruf (arthur.ruf@epfl.ch 33261) -> *Also in PH but mainly in BSP*

For the **PH** building:

- Florence Hagen (florence.hagen@epfl.ch 37631)

- Baptiste Le Gentil (baptiste.legentil@epfl.ch 33392)

- Primo Locatelli (primo.locatelli@epfl.ch 34409)

Details of the IPHYS-IT team and other information: https://iphys-it.epfl.ch/

If you need help with something else and you do not know where to ask, you can contact the EPFL Helpdesk. You can reach it at the internal number 1234 (+41 21 693 43 45 from external phones) or by e-mail at 1234@epfl.ch. The Helpdesk is open from Monday to Friday from 9:00 to 18:00

You can also search the knowledgebase and request forms at https://support.epfl.ch

Printers

EPFL uses a printing system called MyPrint. It is a centralized system that allows you to add only two printers, one for black and white copies and another for color copies. These printers are virtual, which means that when you send a job to print, it goes into a virtual queue. To find the job you just sent, you just have to go to any MyPrint printer, log in with your CAMIPRO and click on Secure Print. You can then select the jobs you want to print. You can also select a job and change the options. You will notice that each job has a cost that will be charged to your lab's fund.

If you do not have your CAMIPRO with you, you can click on AD Login and use your GASPAR account to log in.

To learn more about printers, you can visit this website https://myprint.epfl.ch, it has all the information you need to install the drivers and find a printer on campus.

If you want to print posters or rollups, you can go to the EPFL print center. https://repro.epfl.ch

Email

Your email is firstname.lastname@epfl.ch, you can access it from your browser here: https://ewa.epfl.ch. Again, the GASPAR account will be your credentials to access your mailbox.

If you want to manage your mailbox, you can go here: https://ewa.epfl.ch/tools. There you will find a tool to change your email address, create an out of office message, and set up forwarding rules. You can also see the size of your mailbox, which is limited to 7GB.

To use your email account on your smartphone or computer, you can find help here: https://help-mail.epfl.ch/en/mail-2/access-your-mail/

EPFL uses IronPort as its antispam filter. This filter quarantines all messages that are considered spam (unwanted mass messages, mainly advertising). It also deletes dangerous messages. Quarantined messages are automatically deleted after 3 weeks. You can access your quarantine at any time at https://ironport.epfl.ch. To learn more about the antispam filter, you can visit this page: https://help-mail.epfl.ch/en/security/security-and-ironport-antispam/.

Software

If your accreditation gives you the right called Distrilog, you can order and install EPFL licensed software. If you are a PhD student, post-doc or you are part of the research staff you should have this right. If not, you can ask your secretary about it.

The website is here: https://distrilog.epfl.ch but unfortunately it is not available in English.

WARNING: Such software can **only** be installed on EPFL computers (the ones with the yellow sticker).

Storage on Cloud services

OneDrive, SharePoint and Teams (recommended by EPFL)

You have access to 1TB (up to 5TB) **personal** storage if you connect to OneDrive at https://onedrive.live.com/login/ or you can add OneDrive in the File Explorer in Windows.

For **team work** we recommend Microsoft Teams because if you add a new team at https://support.epfl.ch/epfl?id=search&spa=1&q=Teams you can have access to 1TB (up to 25 TB) with file editing in the same time, you can managed access as you want, add external partner and more.

We also recommend using Teams instead of SharePoint because Teams can do what SharePoint does but with great features that is write upper.

RCP by EPFL

This storage is powered by EPFL and it's only for **data research**. We can access it on \\sb-nas1.rcp.epfl.ch\.

More info at https://www.epfl.ch/research/facilities/rcp/

SWICHdrive

As an EPFL employee, you are entitled to use the free SWITCH cloud service. The quota is 50 GB per person. To get started, simply go directly to https://drive.switch.ch and request a SWITCHcloud ID using your GASPAR account.

For further information on SWITCHdrive, please visit https://help.switch.ch/drive/faq.

NAS from EPFL

You have a personal space of 25 GB on https://mynas.epfl.ch, accessible via SMB/CIFS. The data is located at \\filesX.epfl.ch\data\username where X is the last digit of your SCIPER, and username is your GASPAR username. The information to connect to the share can be found on the website https://mynas.epfl.ch.

EPFL provides 1 TB of NAS space for each lab for administrative files. You can contact your professor or your unit's IT manager for more information about this space.

Finally, a pool of servers is available specifically for all IPHYS labs, access depends on the lab you belong to, it could be a personal or a group share. For more information, please contact.

Archive data

S3: very long-term data archiving (more than 10 years)

ACOUA: long-term archiving of research data linked to a publication.

Git – Subversion

As a member of EPFL, you are entitled to create an account on https://c4science.ch. Similar to Github or Gitlab, you can create and share repositories. This infrastructure for co-creating, curating, sharing and testing scientific code is hosted on SWITCHengines and managed by EPFL-SCITAS.

Sending Large Files via Email

For e-mails or very large files, SWITCH also offers the SWITCHfilesender solution. This service makes it possible to send files of several gigabytes (up to 50 GB). The files (which are deleted after a maximum of 20 days) can be downloaded and sent to any Internet user using the download link.

More information about this service here: https://www.switch.ch/services/filesender/

The help is here: https://help.switch.ch/filesender/

Buying IT Material

With the approval of your professor and lab secretary, the unit IT manager can order IT supplies on your lab's behalf.

Borrowing IT Material

If you need an adapter for a conference or presentation, your unit IT managers can lend you material to help you with the event.

The same service is offered by Poseidon: https://www.epfl.ch/campus/services/en/laptop-loan/

Private Computers

As mentioned above, personal computers cannot be connected to the LAN, and you cannot install EPFL-licensed software on them.

Extract from "Directive on private computer equipment"

Article 4 Use of Private Computer Equipment for Professional Purposes

1 EPFL provides all equipment necessary for the work of its Employees.

2 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 the observance of official secrecy, data protection and the terms of use for software, subject to the provisions of Article 13 para 2 point 3 of the present directive.

3 The use of Private Computer Equipment gives the right to neither compensation nor support from EPFL services, including in the case of damage, for example. Expenses such as those relating to the purchase, replacement or updating of components or software for Private Computer Equipment shall be assumed by the Employee.