

Welcome to EPFL

This document is intended to inform you about all the IT services that the EPFL has to offer and to explain the usage of IT equipment. <https://polylex.epfl.ch/computer>

Credentials

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

Your GASPARG account is:

user

password

Once you get this information, please change your password ASAP here: <https://gaspar.epfl.ch>

You will find more information about your GASPARG account here: <https://help-gaspar.epfl.ch/page-108369-en.html>

Network – VPN – WiFi

You can use your GASPARG account to connect to the WiFi called *epfl*. If you prefer the *eduroam* network you can use your GASPARG account as well. But the username will be gaspar_username@epfl.ch, the password will stay the same. If you are having trouble to connect to eduroam, you can visit this webpage that 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/>

Please go to this webpage if you do not know which network to use:

<https://www.epfl.ch/campus/services/ressources-informatiques/network-services-reseau/wifi/>

WARNING: You cannot plug your private computer to the LAN network at EPFL.

To connect to the EPFL VPN you need to install the VPN client AnyConnect by Cisco. It is available for almost all platforms: <https://epnet.epfl.ch/AnyConnect-VPN-Clients>. The only parameter to enter is the VPN address: **vpn.epfl.ch**. After clicking on *Connect* you will need to enter your GASPARG credentials and you should be good to go.

Printers

The EPFL is using a print system called **MyPrint**. It is a centralized system that allow you to add only two printers, one for black & white copies and another for colors copies. Those printers are virtual, which means that when send a job to print, the job will go to a virtual queue. To find the job you just sent, you just need to go to any MyPrint printer, use your CAMIPRO to login and click on

Secure Print. Then you can select the jobs you want to print. You can also select a job and modify the options. You will notice that each job has a cost that will be imputed to your lab's fund. If you do not have your CAMIPRO with you, you can click on *AD Login* and use your GASPARE account to login.

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

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

Help

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

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

Details below concerning the IPHYS-IT team and other information will be added to our website: <https://iphys-it.epfl.ch/>

For BSP building: Aubry Jaquier (aubry.jaquier@epfl.ch 30430) or Florent Wenger (florent.wenger@epfl.ch 30454). Their office is located at the 3rd floor (BSP 310).

For PH building: Florence Hagen (florence.hagen@epfl.ch 37631), Baptiste Le Gentil (baptiste.legentil@epfl.ch 33392), Primo Locatelli (primo.locatelli@epfl.ch 34409)

If you need help with anything else and you do not know where to ask, feel free to contact the EPFL helpdesk. You can reach them at internal number 1234 (+41 21 693 43 45 from external phones) or by email at 1234@epfl.ch. The helpdesk is open Monday through Friday from 9:00 to 18:00.

You can also browse the knowledge base and request forms on <https://support.epfl.ch>.

Email

Your email is user@epfl.ch, you can access it from your browser here: <https://ewa.epfl.ch>. Again, the GASPARE 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 modify your email address, to create an out-of-office message and to set up forwarding rules. You can also see your mailbox size there, which is limited to 7GB.

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

The EPFL is using IronPort as antispam filter. This filter retains in a quarantine all messages that are considered spam (unwanted bulk messages, mainly advertising). In addition, dangerous messages are deleted. Quarantined emails are automatically deleted after 3 weeks. You can access your quarantine at any time via <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 grants 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 that right. If not, you can ask your secretary about it.

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

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

Buying IT Material

With the approval of the professor and the secretary of your lab, the unit IT managers can order IT material on behalf of your lab.

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 stated above, private computers cannot be connected to the LAN network 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.*

Cloud services

Google Drive

You can connect to Google Drive for storage space, Docs, Sheets and Slides. Currently there is no size limit. To connect, you need to go to <http://gdrive.epfl.ch> and log in with your GASPARE credentials. (On other websites using Google authentication, e.g. Doodle, you first need to type your EPFL email address before entering your GASPARE account).

You will find more information here: <https://wiki.epfl.ch/help-gdrive-en>

SWICHdrive

As 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 GASPAS account.

Visit the webpage <https://help.switch.ch/drive/faq> for more information about SWITCHdrive.

Storage

You have a personal storage space on <https://mynas.epfl.ch> of 25 GB accessible via SMB/CIFS. The data are located in `\\filesX.epfl.ch\data\username` where X is the last digit of your SCIPER and *username* is your GASPAS username. You will find the information to connect to the share on the website <https://mynas.epfl.ch>.

The EPFL offers 1 TB of NAS space for each lab. You can contact your professor or your unit IT manager if you want more information about this storage space.

Finally, a pool of servers are available specifically for all the labs of IPHYS, access depend on the lab you belong to, it could be a personal or a group share. Please contact it.iphys@epfl.ch for more information.

Backup

Each user is responsible of his data.

On personal computer, specifically PC or macintosh, you can subscribe to Druva insync backup application, a central backup procedure. Please contact it.iphys@epfl.ch for more information.

Daily backups are automatically made on the different servers where personal and group folders are hosted.

Git – Subversion

As a member of the EPFL, you are entitled to create an account on <https://c4science.ch>. Like Github or Gitlab you can create repositories and share them. This infrastructure is meant for scientific code co-creation, curation, sharing and testing and is hosted on SWITCHengines and managed by EPFL-SCITAS.

Sending Large Files via Email

For email or files of very large size, SWITCH also offers its SWITCHfilesender solution. With this service, it is possible to send files of several gigabytes (up to 50 GB). The files (deleted within a maximum period of 20 days) can be downloaded and transmitted to any internet user with the download link.

More information about this service here: <https://www.switch.ch/services/filesender/> and the help is here: <https://help.switch.ch/filesender/>