



Leaving ETH: Important Information

IT Services is here to help you with all departure formalities

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This documentation is intended for all departing ETH members. It is continuously updated on the basis of the feedback you provide. For the current German / English Web version of this brochure, see www.ethz.ch/services/en/it-services/documents.html#publications www.ethz.ch/services/de/it-services/dokumente.html#publikationen

1. ITS Service Desk

For any IT questions concerning your departure from ETH please contact the ITS Service Desk, gateway to the ETH IT Services. We're here to help you!

Inquiries and problems can be submitted by phone, email, web-form or at our service desk counter (HG E11).

Telephone +41 44 632 7777

Mon – Thurs. 7.30 am - 5.30 pm, Fri. 7.30 am - 4.30 pm

www.ethz.ch/services/en/it-services/service-desk.html

2. Department Contacts / Central Bodies

You can find your IT Support Group (ISG) at:

www.ethz.ch/services/en/it-services/service-desk/contacts-departments.html

The Central Bodies are supported by the ITS.

zo-support.sp.ethz.ch (Login)

3. Departure Formalities / Employees - Human Resources

Find important information that you should be aware of on the HR website "Leaving ETH Zurich".

<https://ethz.ch/services/en/employment-and-work/employment/leaving-ETH-zurich.html>

4. Services for Retirees - Human Resources

Find important information regarding normal and early retirement including a list of services at ETH Zurich you can continue to benefit from, on the HR website.

<https://ethz.ch/services/en/employment-and-work/employment/leaving-ETH-zurich.html>

www.ethz.ch/en/the-eth-zurich/working-teaching-and-research/working-conditions/offers-and-benefits.html

5. Withdrawal / Deregistration / Students - Academic Services

Graduates are automatically deregistered upon the date on which the Bachelor or Master degree is conferred. In this respect, you do not need to do anything. Students who wish to withdraw from ETH Zurich prior to the completion of their studies must notify the Registrar's Office in writing, enclosing their student ID card. The withdrawal form (German) is available at:

<https://ethz.ch/students/en/studies/administrative/withdrawal-deregistration.html>

MAS students planning to withdraw contact the School for Continuing Education (SCE); exchange and visiting students contact the Student Exchange Office.

6. Service Termination Ramifications

The right to use software licences for students and staff expires when they leave the university. You will no longer be able to purchase software from the IT Shop, you must uninstall all software licences from private computers and obtain your own licences if required, see also point **(Software-Licenses)**.

When **administrative-technical employees** leave, their last ETH services expire. This applies to ETH members who have solely **administrative-technical employment** (i.e. for whom there is no active enrolment, no current lecturing period and no other employment in the scientific area). For these administrative-technical employees, the blocking of all services (incl. mailbox service) and the deletion of the forwardings ("forwards") will take place at the same time as their departure.

For students, lecturers and academic staff, these services will continue to exist for 180 days after leaving.

Without VPN service, you will no longer have access to your NAS home directory or your connected network drives from home. The ETH user account, mailbox, home directory, network access and polybox will also become inactive.

By then all persons should have been notified of your new or alternate email address, since after this date you will not be able to use your email account for mailing. Forwards set in the Web Center or access to the online mail archive will also no longer function after this.

The polybox data will no longer be accessible to you when the ETH user account is blocked. They will be deleted 180 days after you leave. You will no longer have access to your home directory and your personal ETH homepage.

7. Transfer & Deletion of Personal Data

All data will no longer be accessible to you after expiry of the ETH user account. They will be deleted 180 days after you leave. Please remember to hand over important data to your department before you leave.

You must back up or archive your own data on the personal network drive before you leave. Depending on the IT Support Group (ISG), the deletion of private data is handled differently. Inform yourself in advance. For data on private or common drives you must contact the responsible support group.

"Cleaning up your mailbox, recommendations, tips & tricks" [PDF](#)

polybox

No special termination is necessary. When the ETH user account to which the polybox service is assigned expires, the data will no longer be accessible to you and will be deleted after 180 days.

www.ethz.ch/services/en/it-services/catalogue/storage/polybox.html

OneDrive

If your account is deleted, the associated OneDrive will also be deleted. You will then no longer have access to your private or business data. If you have shared documents with colleagues via OneDrive, they will no longer have access to them either. Please therefore hand over business data and documents in advance. You must save your private OneDrive files in a different location before leaving.

<https://ethz-my.sharepoint.com/>

<https://unlimited.ethz.ch/display/itkb/OneDrive+++Download+files>

ETH Blog

blogs.ethz.ch/english

8. Data transfer

Before changing your job or project, hand over all business-relevant data and research information to your successor or to your superior.

Encrypted data must either be transferred with the corresponding private key or decrypted and re-encrypted with the key Private Key of the successor.

<https://ethz.ch/staffnet/en/it-services/it-security/awareness/data-security.html>

9. Transfer, preservation & deletion of research data

For research data from projects at ETH Zurich, long-term storage and preservation have to be planned for the time beyond the project duration or after your departure from ETH Zurich. The ETH Library provides a comprehensive guide for the handling of research data at the end of a project or when leaving ETH:

<https://documentation.library.ethz.ch/x/toBVBg>

In case of retirement from a professorship, a separate guidance document should be consulted:

<https://documentation.library.ethz.ch/x/6oJVBg>

10. Service Validity / My Data

In the Web Center, you can view your data and the user groups in which you are registered, as well as information about the duration of your ETH user account, details of employment and your address data.

www.password.ethz.ch

Each user group at ETH (students, staff, employees of the central bodies, faculty, auditors, special students, ETH-related persons and retirees) has other IT Services with different IT Service roles which in turn have various expiration dates at departure.

11. Service Extension / Guests

Extensions of services beyond the leaving date are not possible. Persons who require guest status following employment must meet the requirements for one of the guest categories defined in the guest regulations. The guest application must be started via ETHIS.

www.ethz.ch/guests

12. Software-Licenses

On termination of employment, of studies or in case of non-renewal by ETH, users are obliged to remove all software licenses from their personal computers. All copies must be destroyed and may not be used any more. Under no circumstances may software be transferred to third parties. Commercial use is basically prohibited. Licenses remain the property of ETH Zurich at all times and are not transferred to the end user.

Alumni are generally excluded from home use.

Students may use the licences for ETH purposes during their studies, but may not use them after the end of their studies. The regulations of the respective IT Shop product apply.

License agreements clearly distinguish between ETH members, Research staff and students. Different rules apply for each of these user groups.

itshop.ethz.ch (IT Shop ITSM)

www.softwareinfo.ethz.ch/home-use-software-list (Software home use Information)

13. Relinquishment of ETH Equipment

Upon leaving ETH you must hand over ETH equipment such as ETH keys, half-fare card and laptops to your manager. You must also relinquish parking card, garage keys etc. (see on the right side > "Downloads" > Tab "Info" > PDF Check lists leaving in German).

Cardholders of enterprise credit cards must cancel their card immediately at departure. Cancellation with an accompanying letter must be sent to Viseca directly (Viseca Card Services SA, Hagenholzstrasse 56, Postfach 7007, CH - 8050 Zürich).

<https://ethz.ch/services/en/employment-and-work/employment/leaving-ETH-zurich.html>

14. SBB Pass: ETH Half-Fare // GA Card // EUROPCAR Karte // AirPlus Account // VISECA Business Corporate Card

General season tickets belong to the respective employee (most of it was paid by themselves) and

may therefore be retained when leaving ETH Zurich.
Half-Fare travelcards may also be retained after leaving ETH Zurich.

Your superiors should always report the person who has had access to the SBB Ticket Shop Business so that the account can be deleted. The travel department must also be informed of any leaving Europcar budget managers. Access is deleted or can be transferred to another person (name change).

You must inform yourself the "Travel Services" (Reisewesen) of your departure if you are using one of the following services: SBB Ticket Shop Business, AirPlus Company Account, Europcar card (at departure of budget officer), Viseca Business Corporate Card.
The AirPlus account does not necessarily have to be deleted. A name change can be made via the travel system "Reisewesen".

The Viseca credit card must be returned to the travel system ONE month before leaving ETH Zurich for deletion and may no longer be used to generate any outstanding accounts. All outstanding amounts must first be paid and any subscriptions to the credit card cancelled.

Ursula Müller-Straub, Financial Services

Telephone 044 632 37 77

ethz.ch/services/en/finance-and-controlling/travel.html PDF "Regulations on Business Expenses"

15. ETH-card

For students and doctoral students the ETH-card remains valid until the end of the second semester week following the semester of the currently valid enrolment.

Employees must return their still valid card at employment termination. The ETH-card loses its validity at exit. For exceptions see **(ASVZ)**.

ETH-retirees may keep their currently valid ETH ID cards. The card is to be validated at expiration at one of the validation terminals. Retirees can continue to use this card after departure and benefit from various services at employee preferential terms.

Emeriti: There is an unlimited renewal option for the ETH card. The card can be updated at the ETH Zurich validation terminals for one year at a time.

www.ethz.ch/services/en/service/eth-card.html

16. Application myStudies

As a basic principle access to myStudies is possible as long as the ETH user account is valid (180 days after dematriculation). Access to old matriculations (e.g. to the data of a completed Bachelor enrolment), remains possible for further 180 days after withdrawal as long as there's a current enrolment (e.g. for a Master programme).

If you need access to a transcript of records or study overview at a later date, please contact your Studies Administration Office.

www.lehrbetrieb.ethz.ch/myStudies

www.ethz.ch/en/the-eth-zurich/organisation/departments/academic-services.html

17. Web-Application Addresses and Personal Data

It is advisable to mutate addresses before leaving ETH. You can enter and save future addresses using "valid from".

The following can be registered in the Addresses application: home and student address, parent's address, external office address and correspondence address.

Once IT-Services have expired after your departure from ETH, the application can no longer be used to change address and communication data. If changes must be made after departure, you must contact the person in charge at the appropriate organization (HR or Academic Services).

www.addresses.ethz.ch

www.ethz.ch/en/the-eth-zurich/organisation/departments/human-resources/contact.html

www.ethz.ch/en/the-eth-zurich/organisation/departments/academic-services.html

18. ASVZ

Students can take advantage of ASVZ offers via SWITCHaai-Login. With premature de-registration / graduation, the right of admission as a student expires before the end of the semester. Access to the ASVZ is controlled for students via the SWITCHaai-Login and the affiliation "student/ students".

For employees the following regulations apply: If your SWITCHaai-Login is deactivated due to the termination of your employment at ETH, you can apply for an ASVZ ID via info@asvz.ch for the use of the remaining term.

Alumni (graduates) and retirees are also eligible and can purchase an ASVZ Card.

asvz.ch/teilnahmeberechtigung/eth-pensionierte

asvz.ch/teilnahmeberechtigung/alumni

19. ETH Library

You can continue to use the ETH Library after leaving. Please make sure that you have stored correct new contact details in your SWITCH edu-ID account. This will enable us to continue to contact you if the link to your ETH user account expires. Should you leave Switzerland, please return borrowed media in good time.

Further information is provided on the ETH Library Knowledge Portal.

www.library.ethz.ch/en/

20. Out-of Office email auto-reply

Before leaving, employees should clarify with their supervisor whether an absence or resignation notification should be set up. This should provide information on who to contact in your place if you leave ETH Zurich altogether. You can set this up, for example, via Web Access under Tools or Options > Email > Absence Assistant / Automatic Replies.

<https://mail.ethz.ch>

It should also be noted that once the access of the employees who have left has been deleted, no one will have access to their mail account and the data stored in it. Any mail forwarding ("forwards") will be deleted when the employee leaves.

"Cleaning up your mailbox, recommendations, tips & tricks" [PDF](#)

21. Notification of Departure

The department/division head or some other appointee should inform all colleagues of an employee's departure including departure date.

22. Unsubscribe Telephone Connection / Phonebook-Entry

When you leave ETH your local "Telephony-Support-Group" must unsubscribe your telephone connection and delete your phonebook entry and phone number. Your voice mail/answering machine must also be returned.

www.ethz.ch/services/en/it-services/catalogue/communication/telephony.html

23. CMN – Corporate Mobile Network

CMN subscriptions are available for official use by ETH employees only. Mutations are to be addressed by the budget officer to ITS NET (mailto:cmn@id.ethz.ch) directly. Portability at employee departure is possible with a new subscription-holder address. Subscription transfers may be made to any Swisscom Mobile subscription.

www.ethz.ch/services/en/it-services/catalogue/communication/cmn.html

24. Printing Credit

Printing credit, which was loaded in the IT Shop via the Prepay service for 'PaperCut', expires upon withdrawal. The remaining credit can be viewed on:

www.print.ethz.ch

25. Doctoral Students

Doctoral students first have to have their thesis approved by the Department Conference. Following this, the student is automatically exmatriculated at the next "Doctoral Graduation Date". If you intend to break-off your doctoral studies, please fill out the Withdrawal form for doctoral students and send it to the Doctoral Administration Office along with your student card.

www.ethz.ch/students/en/doctorate/administrative-matters.html

26. Alumni

Every ETH graduate belongs to the family of ETH Alumni. The members of the ETH Alumni Association continue to benefit from an international network as well as many beneficial services, such as a lifetime valid email forwarding address and numerous networking and career events. Current information can be found at:

<https://www.alumni.ethz.ch/>

27. Retirees / @retired-address

If there is no longer an active relationship with ETH (e.g. further employment), retired employees automatically receive a @retired.ethz.ch address. This means that retired employees no longer need to request an ETH email address (<ETH user name>@retired.ethz.ch) from HR.

After leaving (retiring), the "@retired address" is automatically set as the main address. The existing account is extended for life (the "old" mailbox remains in place and the previous primary email address is added as an alias). All functionalities such as spam filters, forwarding and email aliases are retained. The same quota rules apply as for employees.

The displayed ETH user name (front part before @) can be changed by the ITS Service Desk if necessary after activation (rules as for @ethz.ch addresses).

"Mailbox – terms and rules" [PDF](#)

ETH user account and Mailbox are valid until 31 Dec 9999 and never expire. The account is deleted either at the user's request or upon death of retiree. All other services have the same validity as for other user groups (**Termination Ramifications**). For questions, retirees can contact the ITS Service Desk.

Retiree email accounts remain visible in the Outlook Global Address List, however, without any additional information about former department and office address or previous phone number, all of which are deleted at time of retirement.

Retired employees may be registered as guests in the event of continued cooperation with ETH. To do so, they must fulfil the requirements of one of the guest categories defined in the guest regulations.

Retirees will have their VPN access withdrawn and will not receive a VPN. However, they are entitled to use the network identifier eduroam worldwide.

Further information for (**Retirees**) under (**SBB Pass**), (**ETH-card**) and (**ASVZ**).

28. Emeriti

Emeritus professors retain their rights to the following ICT services: email, access to ETH Zurich intranet, ETH user account and to ETH-wide ITS software licenses. Use of ETH software is basically allowed for non-commercial purposes only. Usage is subject to the "ETH Zurich Acceptable Use Policy for Information and Communications Technology (BOT)".

www.ethz.ch/services/en/it-services/documents.html (section legal documents)

Your retirement phase ([Web](#))

29. Retired Honorary Professors

Retired honorary professors retain the same rights as Emeriti and can access the following ICT services: email, ETH Zurich intranet, ETH user account and ETH-wide ITS software licenses. Use of ETH software is basically allowed for non-commercial purposes only. Usage is subject to the "ETH Zurich Acceptable Use Policy for Information and Communications Technology (BOT)".

www.ethz.ch/services/en/it-services/documents.html (section legal documents)

30. ITS Information on the Web

Department / Organization IT Services (ITS)

www.ethz.ch/services/en/organisation/departments/it-services.html

ITS Publications

www.ethz.ch/services/en/it-services/documents.html

IT Services

ethz.ch/services/en/it-services.html

Useful IT Links

www.its.ethz.ch/useful-links

ITS Blog

blogs.ethz.ch/its

ITS Newsletter inside|out

www.ethz.ch/services/en/organisation/departments/it-services/inside-out.html

31. Feedback & Notification of Changes

If you have any personal questions or requests concerning our ITS services or this information summary on leaving ETH, do not hesitate to contact us. This documentation is continuously updated on the basis of your feedback. It is available on the Web only and does not exist in printed form.

ETH Zurich
IT Services
Octavo (OCT)
Binzmühlestrasse 130
8092 Zurich

www.its.ethz.ch

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