

SUPSI

Introduction to IT Services

Student Services | DACD

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Windows 

english

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Configuring WiFi network

 Click the wifi icon (at the bottom right) and select the SUPSI network, check the box **connect automatically** and then click on **connect**.

Enter your SUPSI domain account credentials:
username: name.lastname@supsi.ch¹
password: network pwd

Connecting Cloud and network drives

Microsoft OneDrive

Personal cloud storage of 1TB space.
→ <https://onedrive.live.com/login>
→ [guide](#)

Configure the network drive SUPSI **Didattica** and **Temporary**²:
→ [guide pdf](#)

Didattica

Share network drive between teachers, students and collaborators of various Bachelors.


Temporary

Space for digital scans and data exchange
Attention: no backup for this network drive.

Connecting to network printers


Install SUPSI network printers using the "Papercut Print Deploy" application:
→ [guide pdf](#)

To start printing, place your card on the MFP.

 Printing on plotter starts automatically, without badge.

List of Campus Network Printers:
→ [Printers DACD pdf](#)

Configuring private network VPN

 A VPN (virtual private network) is a network that creates a virtual bridge between users (you for example) and a server (located anywhere).

SUPSI VPN makes it possible to connect personal PCs to the school network and shared disks when you are outside the company network, such as at home working or abroad.
→ [guide pdf](#)

Account SUPSI

The activation password for the SUPSI account is visible on the student portal (*Personal Profile > Account*):
→ <https://portalestudenti.supsi.ch>

To activate your SUPSI account go to
→ <https://myaccount.supsi.ch>

Set a new new password and additional factors for authentication (MFA).

For some online services using the SUPSI account (student portal, employee portal, MS Teams, iCorsi...) an additional authentication factor is required.
→ <https://si.supsi.ch/cms/mfa>

Once the temporary password has been changed, it will no longer be valid and the new one will only be known to you. Never pass it on to third parties, not even colleagues or the IT Service.

Switch edu-ID

Switch edu-ID is a durable identity that makes certain services, such as SWITCHdrive or SWITCHfilesender, available to the universities. If you wish to use these services, create an account, using a personal e-mail address:
→ <https://si.supsi.ch/cms/switch-edu-id>

Switch support:
→ <https://eduid.ch/help>

Print credits

Color Printer A4: 0.40 chf/copy
Color Printer A3: 0.80 chf/copy
Printer b/n A4: 0.10 chf/copy
Printer b/n A3: 0.20 chf /copy

Plotter color: 5.00 chf/linear meter
Plotter b/n: 2.00 chf/linear meter

You can check your credit prints at the following online link (page visible only within the SUPSI network):
→ <https://papercut.supsi.ch>

For recharging credit prints go to the main menu from papercut.supsi.ch and select "Aggiungi credito di stampa" (PayPal) or "Ricarica credito" (credit card, postcard, access with account Switch edu-ID).

In case of any problems or requests for printing refunds (where possible attach evidence):
→ <https://helpit.supsi.ch>

Useful information

Helpdesk office Office A2.04, second floor
IT DACD Service

Portal support: → <https://helpit.supsi.ch>

Opening hours monday-friday
by appointment 08:15 - 11:30
13:15 - 17:00

SUPSI Webmail access

→ <https://mail.student.supsi.ch>

Free or recommended software

Antivirus Norton (Win/Mac) → <https://ch-it.norton.com/>
AutoCAD → <https://www.autodesk.com/education>
ArchiCAD → <https://myarchicad.com>

Discounts notebook and software for students

Neptun → <https://www.projektneptun.ch>
Adobe Education → <https://www.adobe.com/education>
Poseidon → <https://www.epfl.ch>

¹ In some cases is different from your first and last name check your account

² VPN must be enabled to connect network disks from an external network