



## Regulation on the Use of IT resources with Access from Outside of UZH

16 March 2020

### 1. Use of network, system/data access

VPN access (Virtual Private Network) can be used to access documents and systems in the UZH network. Instructions VPN Installation: [t.uzh.ch/vpn](https://t.uzh.ch/vpn). The UZH internet connection and the central components are sufficient to provide the above-mentioned services to a large number of users simultaneously. However, in the case of university-wide home office policies, bottlenecks cannot be ruled out. In order to minimize such issues, we ask you to observe the following rules:

- Always use [webmail.uzh.ch](https://webmail.uzh.ch) without VPN connection (VPN is not required for webmail)
- Establishing a VPN connection is only permitted for access to internal applications/data storage systems/servers and for websites only accessible via the UZH network
- If the VPN connection is no longer required, it must be disconnected immediately
- In the event of a system overload, any established VPN connection is automatically terminated after 30 minutes of continuous use and after 15 minutes of no use.
- Each user (login) can only establish one connection at a time (for example, you can connect with your computer/laptop or your mobile phone, but not with both at the same time)

### 2. Use of telephone services from outside UZH

The UZH telephone system is designed to field a very high number of simultaneous internal calls, but telecom providers only allow a significantly lower number of external calls (destination or origin of the telephone call outside the UZH).

A call from the home office of person A to a UZH number of person B, who has forwarded this number to a personal mobile phone, occupies two external channels simultaneously in the UZH telephone system. Hundreds of parallel calls such as these very quickly exhausts the maximum available external connections.

In order to avoid bottlenecks in the telephone system, we ask that you use other communication methods wherever possible, such as the chat function integrated in the UZH mail system or Microsoft Teams, or to directly call the target person's mobile or landline number.

By the way, you can reach UZH staff members with a business mobile phone via a **dialing code**. To do so, dial the number "7" on your mobile phone followed by the internal UZH number (5-digit number). This will establish a direct connection to the desired mobile connection and you will be able to reach the service telephone directly from your mobile phone.

### Further information

Please note that despite all measures taken, technical faults and/or restrictions in individual services may occur.