

## How to print at the Collegium Helveticum:

*Context: you need to be connected to the Wi-Fi before you can do the printer mapping.*

To connect to the Wi-Fi, see: [ETH user account: information regarding first-time login](#)  
If you have problems with the login, please contact our IT support:

[ID Services for D-GESS](#)

[gess-support@gess.ethz.ch](mailto:gess-support@gess.ethz.ch)

IT-Service D-GESS Hotline Tel.: +41 44 632 04 00

Service Desk ETH Tel.: +41 44 632 77 77

The IT-Support takes care of any kind of hardware and software issue including printer, forgotten user data and password renewal. If you need assistance, please submit a ticket.

The two printers are on the **B-Floor** (p-stw-hp002) and **C-Floor** (p-stw-hp001). You can print in color with both printers. The printer on the C- Floor also prints in A3 format.

**In order to print at the Collegium Helveticum you need to install the printer on your (private) laptop.**

If you have any problems or questions regarding the installation and use of the printers at the Collegium Helveticum, do not hesitate to contact our **IT-Support** either through submitting an [IT-Ticket](#) or sending an email to [gess-support@gess.ethz.ch](mailto:gess-support@gess.ethz.ch)

A more detailed manual is available on [Printing – ITS Services for D-GESS \(ethz.ch\)](#)

- **Windows:**

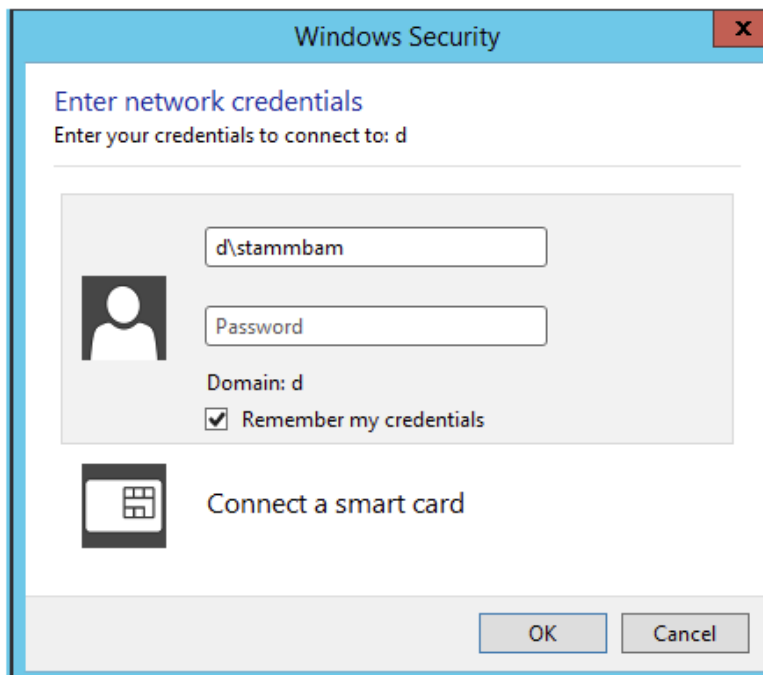
The printer on the **B-Floor** can be connected to Windows devices via this link:

<\\pia01.d.ethz.ch\p-stw-hp002> (on a pop-up window press Continue or Yes and then Open)

The printer on the **C-Floor** can be connected to Windows devices via this link:

<\\pia01.d.ethz.ch\p-stw-hp001> (on a pop-up window press Continue or Yes and then Open)

If you are prompted for username and password, authenticate with your ETH user name. Please activate the check-box **Remember my credentials**.



**Important:**

When your username is asked, you need to preface your username with “d.ethz.ch\” or “d\” and do not forget to save your password.

- **Mac:**  
Mac users can search for the printers on the **B-Floor** and **C-Floor** via the app "ETH Printers" (B-Floor: p-stw-hp002, C-Floor: p-stw-hp001) and install it. Take care, the first print job always fails and needs to be deleted!

**Important:**

Make sure to install the app "ETH Printers" beforehand.

- **Linux:**  
To connect your Linux device with one of the printers at the Collegium, please follow the instructions under this link: [Add a printer with Linux - IT Knowledge Base - Confluence \(ethz.ch\)](#)

Additionally, it is possible to print from any ETH-printer when using the **Web print function**. For the Web printing you only need your ETH-login data and your ETH-card. To install the Web printing, please follow the instructions under this link: [Webprint - IT Knowledge Base - Confluence \(ethz.ch\)](#)

You can also find more detailed information and answers to frequently asked questions and problems on the following website: [Printing service for employees - IT Knowledge Base - Confluence \(ethz.ch\)](#)

