



Bern University
of Applied Sciences



IT services for students

Deutsche Version

Version française



User account

As a BFH student, your personal user account gives you access to a range of services, such as e-mail, the Intranet, etc. You received your user name and your personal BFH e-mail address with your admission e-mail. Have you forgotten your password? Contact the IT Service Desk: servicedesk.bfh.ch or phone +41 31 848 48 48.

→ intranet.bfh.ch/account

BFHcard

The BFHcard acts as a student ID card (Legi) and incorporates additional practical features (building access, printing, etc.). Please note that different functions are available at different locations.

→ intranet.bfh.ch/card/en

E-mail and Outlook

The university uses the BFH email address to communicate with students.

Outlook Web Access

Outlook Web Access allows you to access your e-mails, calendar or contacts from anywhere:

→ mail.bfh.ch

E-mail redirection

You can redirect your e-mails to a different e-mail account if required. In this case, it is your responsibility to ensure that the external mailbox works, and that you can receive and read BFH e-mails. You can set up and cancel an e-mail redirection via the selfhelp.bfh.ch portal.

Please note: Redirected e-mails are not displayed in the BFH mailbox.

→ intranet.bfh.ch/email/en

WiFi access

All BFH sites have extensive WiFi coverage. Connect to the “bfh” network using your BFH user name and password. In addition, the network “eduroam” gives you free wireless Internet access at other educational institutions around the world.

→ intranet.bfh.ch/wifi/en

Saving and sharing files

OneDrive in Microsoft Office 365

As a BFH student, you have free access to the OneDrive cloud storage service. This enables you to save files and synchronise them with other devices, share them with other people and work collaboratively. Log on using the short form of your e-mail address (abcde1@bfh.ch) and your BFH password.

→ onedrive.com

Moodle

Moodle is BFH’s central online learning platform. It supplements classroom lessons with virtual classrooms and allows lecturers to support lectures online and organise them efficiently. You can find teaching material and tests in Moodle to work on lessons, collaborate with other students and submit work. The “Moodle Mobile” app allows you to access Moodle through your smartphone or tablet.

→ intranet.bfh.ch/moodle/en

Intranet workspaces

BFH’s Intranet workspaces enable students and staff to collaborate on projects, in working groups and in teams. They facilitate straightforward cooperation and collaboration in closed user groups throughout BFH.

→ cug.bfh.ch

Printing, copying, scanning

Multifunctional devices for printing, copying and scanning are available at all BFH sites. These can be accessed using the BFHcard. Print jobs can be collected within 72 hours from any device at the university. Mobile printing is also available.

→ intranet.bfh.ch/print

Free Microsoft Office 365

You have free, straightforward access to a range of Microsoft Office 365 applications via the corresponding portal. Log on using the short form of your e-mail address (abcde1@bfh.ch) and your BFH password.

→ portal.office.com

Offers and discounts

BFH students can take advantage of a wide range of offers, services and discounts. This includes numerous sports and leisure offers, language support, childcare and discounts on software and hardware.

→ intranet.bfh.ch/offers

Keep updated via the Intranet

The intranet is used to communicate information about maintenance and faults as well as information about new IT services. Subscribe to the news and have this information delivered direct to your inbox. You can also subscribe to our free SMS info service, which informs you of large-scale system failures or disruptions affecting IT services.

→ intranet.bfh.ch/itnews/en

IT Service Desk and support

The IT Service Desk team is here to deal with questions and any IT-related issues, and to assist in the event of disruption to services:

Ticket: servicedesk.bfh.ch

E-mail: servicedesk@bfh.ch

Telephone: +41 31 848 48 48

Opening hours: Monday to Friday from 7:45 am to 12 noon and from 1 pm to 5:30 pm.

→ intranet.bfh.ch/itsupport

Security advice

To be sure that you are accessing a legitimate BFH website through any of the portals (webmail, Moodle, IS-Academia, Intranet, etc.) please ensure that:

- The “Berner Fachhochschule” portal certificate is displayed in the web browser’s search field with a padlock icon.
- The words “Berner Fachhochschule” are highlighted in green or the web browser’s search field is green.

→ intranet.bfh.ch/itsecurity

Please also comply with the “[Use of IT Resources at BFH](#)” directive.

Bern University of Applied Sciences

IT Services

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swissuniversities

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