

IT support During the ILC 2022

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What you will find on your workplace at the Palais...

1. One 24" monitor – HDMI cable like telework
2. One mouse
3. One keyboard (QWERTZ Swiss)
4. One lock cable
5. One network cable (RJ45)

NO docking station , NO second monitor



p.s. Network cable => ILO network + internet.

UNOG-Public-Wifi => Internet (needs VPN to get on ILO network)

► Each colleague should bring to the Palais...

1. Our laptop
2. Our laptop charger
3. Headset
4. Any other charger (Smartphone...)



ILC IT Support

How to reach us?

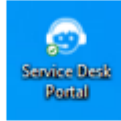
- ▶ If the issue is located in the Palais: by phone (86086) or by coming to our office E-1012

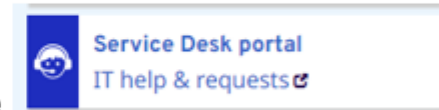
Usually we should be in the Palais => Thierry Grange, Stéphane Walch, Christophe Tournier

- ▶ If the issue is located in ILO HQ ILC sessions: by phone 8970

- ▶ Other (HQ usual IT support):

You can access the Service Desk portal via:

- An icon on your desktop 
- A shortcut on the Intranet Home page
- The address servicedesk.ilo.org



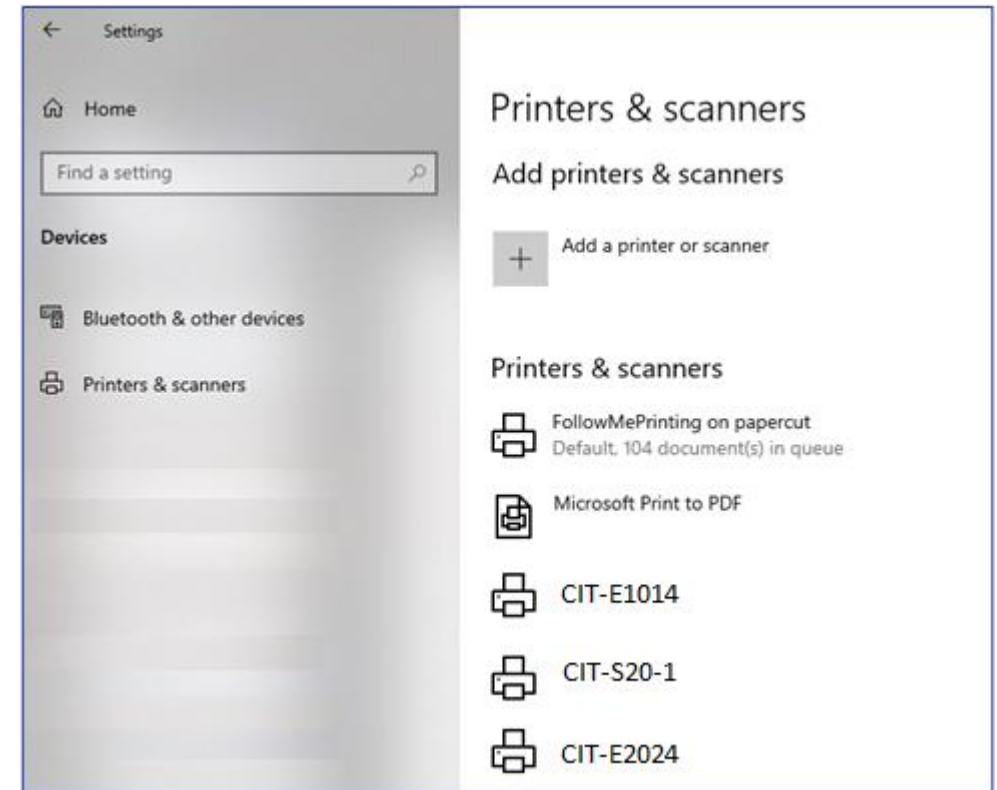
The first time you log in, you will be asked to enter your ILO email address.

Printing at the Palais

When connecting your ILO laptop on the network of the Palais, a few minutes later the list of printers will appear on your computer (right screen shots =>)

Papercut\FollowMePrinting is ONLY to print in HQ with badges.

There are NO badge readers on our Palais printers, your documents will come out on printer as soon as you click print. In consciousness of data privacy and tidiness of area, please pick your printouts in a timely manner



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