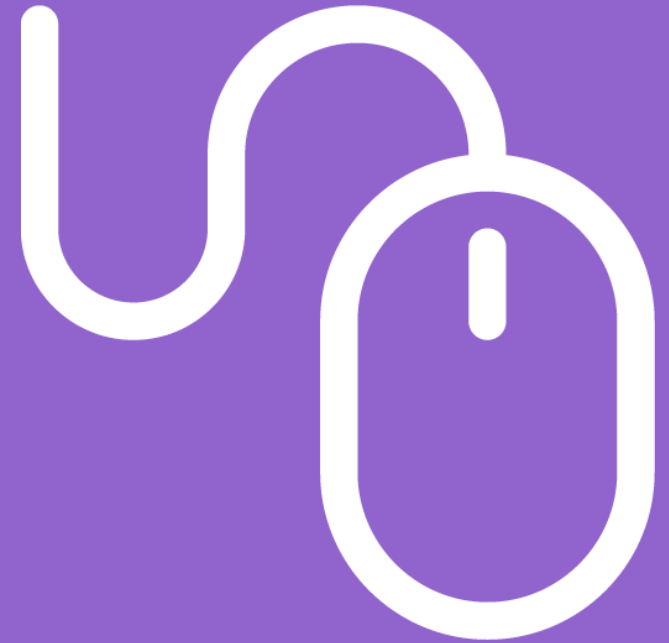# Digital Services

For Students

Aleksi Turunen

TURUN YLIOPISTO

What do we do?

- Maintain and develop the digital services of the University

  - E.g. user accounts, devices, Moodle and Peppi, Wi-Fi, etc.

- Provide support for students and staff

- Easily accessible support, both online and in-person

How to contact us?

- Via email at helpdesk@utu.fi

- For live assistance on weekdays 8.00–15.00:

  - Helpdesk phone number: +358 29 450 6000

  - Helpdesk chat: utu.fi/chat

  - IT Service Desks

IT Helpdesks

- Turku
  - Arcanum – 1st floor
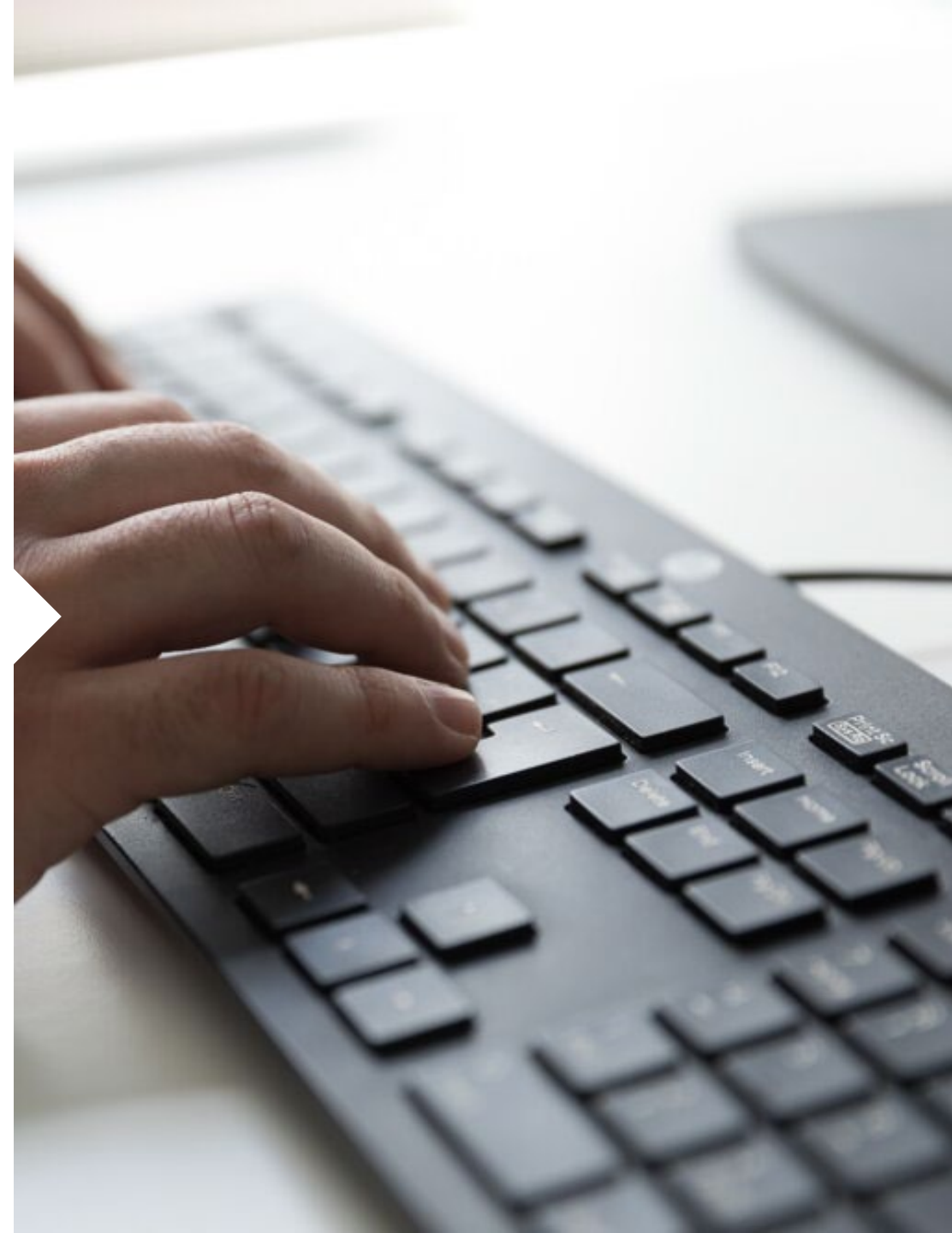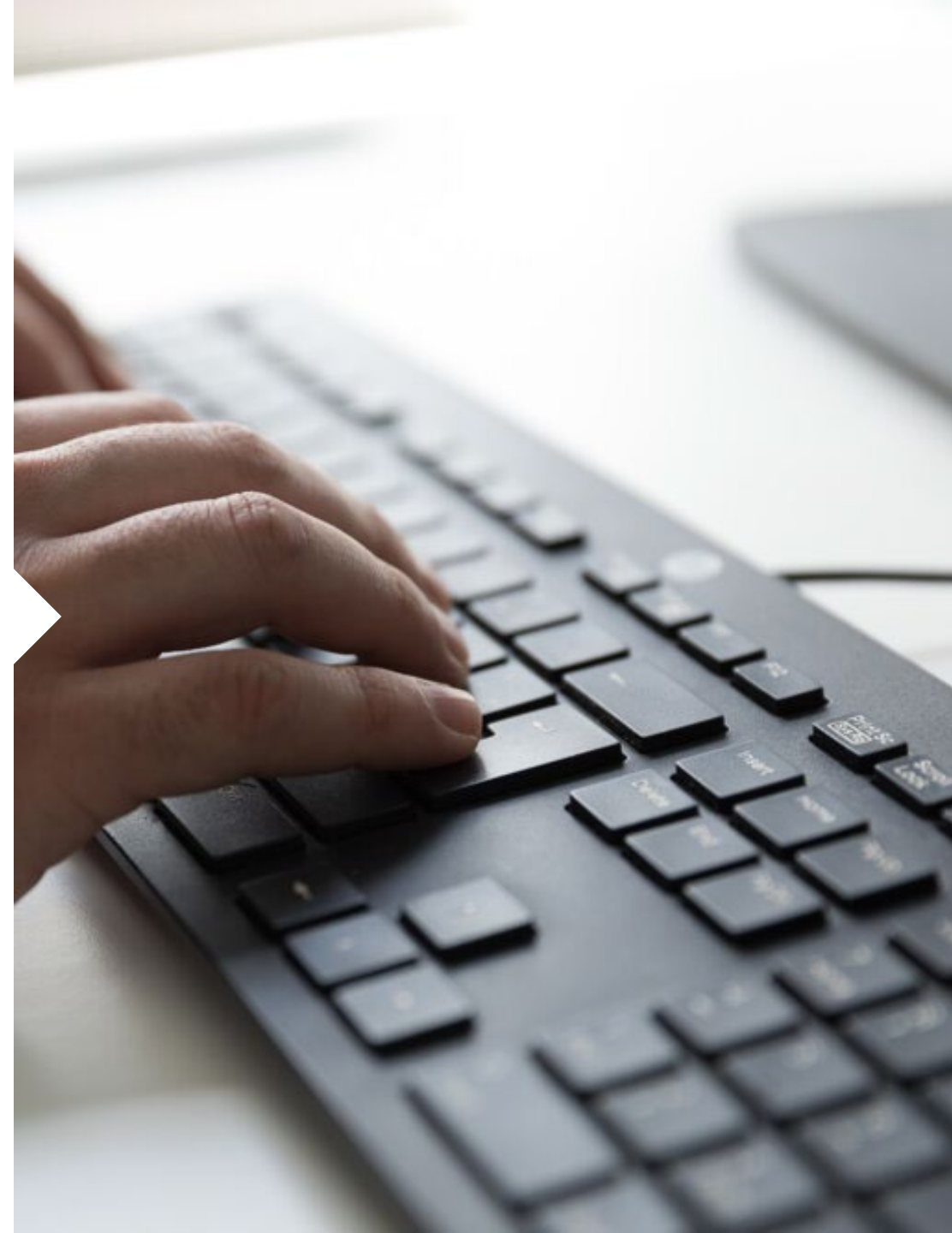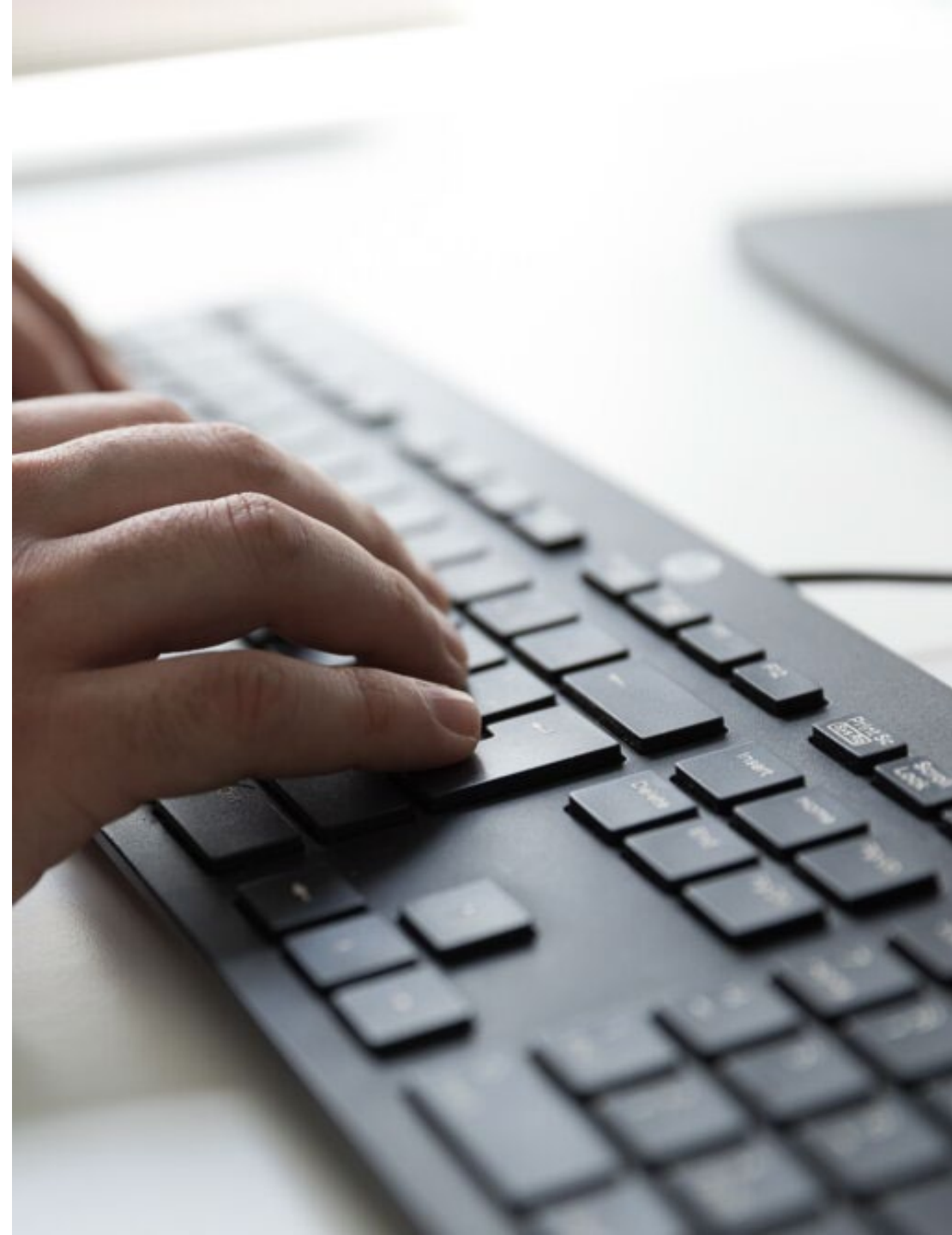 - Medisiina B – 2nd floor
  - Natura – 2nd floor
- Rauma
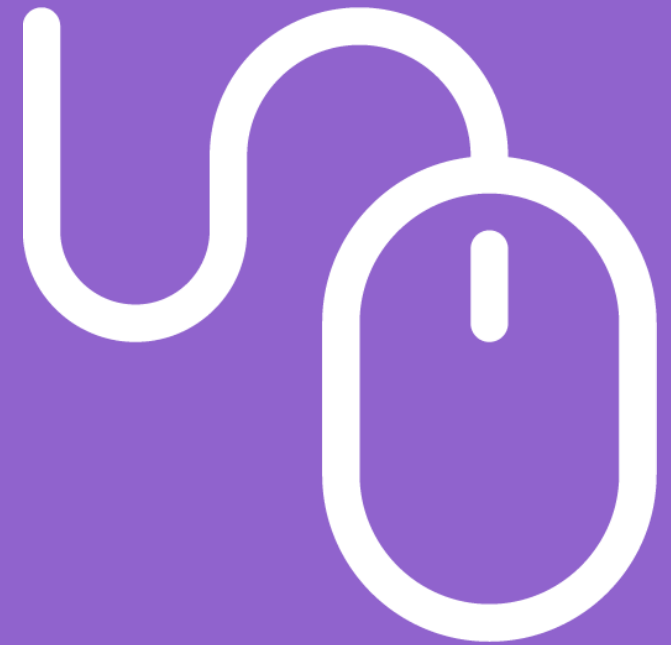- Pori

Digital services for students

- You can find all information and instructions from intranet.utu.fi

  - Intranet.utu.fi > General support services -> IT Guides and Services

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Credentials

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Activating your UTU-account

- Two ways:

  - With Finnish online banking credentials at [idm.utu.fi](idm.utu.fi)

  - At the IT Helpdesks of the University

    - ID required

- Your account remains active for the duration of your studies

  - De-activated accounts can't be reopened

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UTU-Username

- Automatically generated from your first and last names
  - 6-8 characters
  - Logging in is usually done only with your username
  - Some services require you to add the domain: username@utu.fi (i.e. Eduroam)
- Same credentials are used for all digital services of the University

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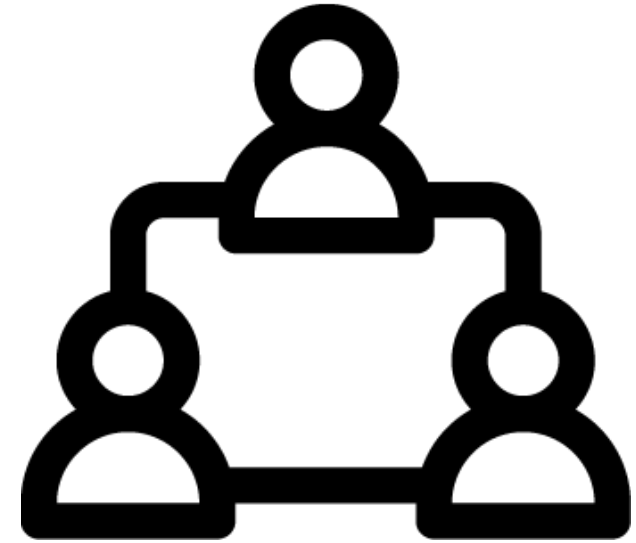
Password

- Expires in **180 days** after being set
  - **No separate notification for expiration**

- Change your password and check the expiration date at **idm.utu.fi**

- Alternatively, renew your password at IT Helpdesks
  - Valid ID required

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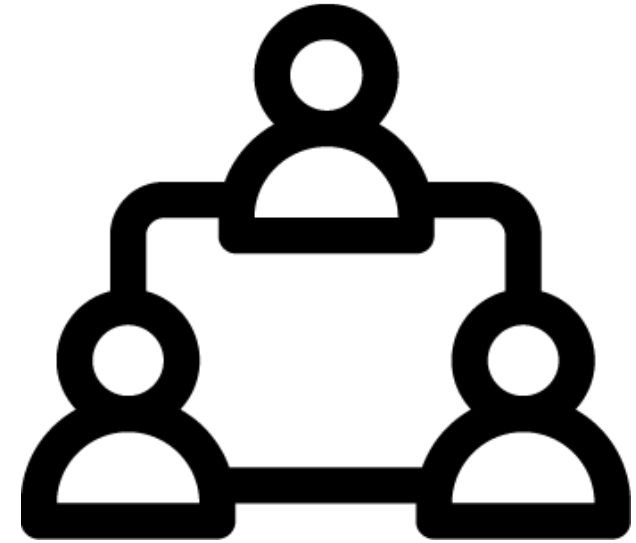
Email

- Your email address has two forms:
    - **firstname.e.lastname@utu.fi**
    - **username@utu.fi**
        - Can be used to log in to UTU-services

- Using email on your device
    - **mail.utu.fi** (Outlook Web)
    - Outlook desktop application (PC and Mac)
    - Outlook Mobile application won't work (please use Exchange sync on Gmail or iOS native mail app)

- For instructions on mobile devices, check Intranet

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Information security

- Use a **unique** password

- Beware of phising and scamming emails
  - Never give your password to anyone
  - The University or Helpdesk will never ask for your credentials or ask you to renew your password!

- Only input your credentials into official UTU websites
  - The certificate for official sites can be found behind the lock icon in the address bar

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Examples of phishing:

WiFi / WLAN

eduroam

Instructions:
eduroam.utu.fi

Other wireless networks:
UTU Visitor (unsecured, free access)
UTU Staff (not accessible for students)

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Public computers

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Public computers for students
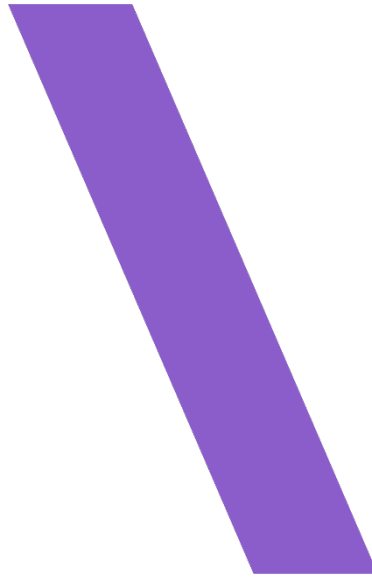
- **In building lobbies**
- **Libraries**
- **IT classrooms**
  - Can be used freely, if not booked
  - Some classrooms are for silent work
  - Full list and additional information in Intranet

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Public computers for students
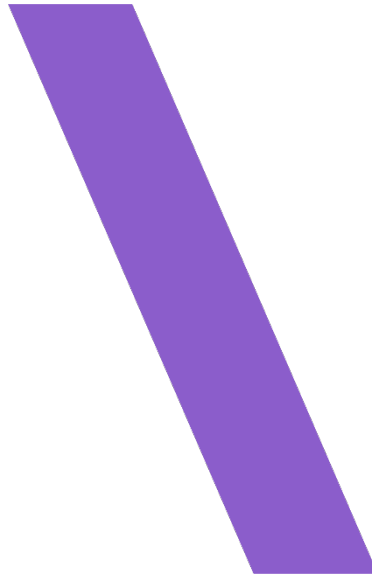
Loanable laptops
- Two laptops in every IT Helpdesk
- Can only be used at the University
- Only for one day loans

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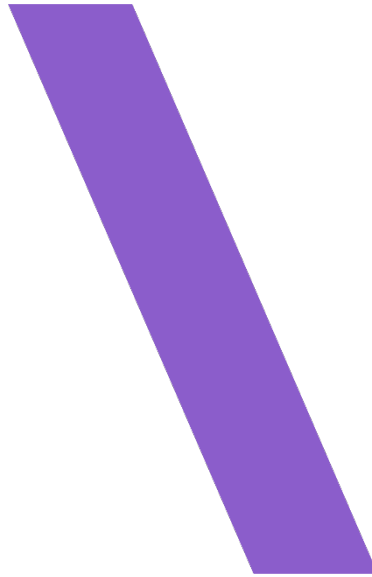
UTUbox

UTUboxes are available in the lobbies of the following buildings:

- Medisiina B
- Educarium
- Natura

UTUbox holds 5 loanable laptops:

- Chromebook & charger
    - ChromeOS, USB-C, Horizon-palvelu

Can be loaned with the printing/key-tag

- Loan-time 4 to 8 hours
- [UTUbox –](#) instructional video (in FIN)

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Key tags and printing
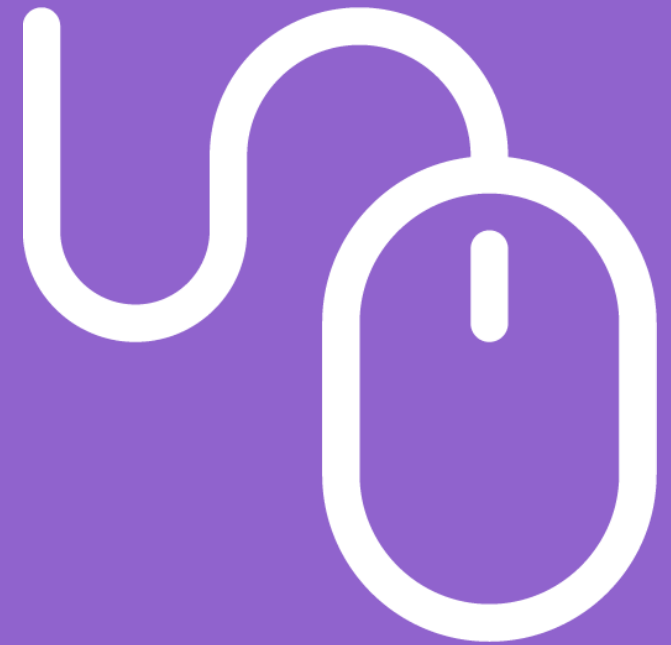
Printing and key tag

- Take an RFID tag for printing and door access from any of the IT Helpdesks.

  - It can be activated at any printer at the University

  - Alternatively, visit any Helpdesk for assitance

  - Access rights are updated nightly, but activation might take several days

Printing, copying, and scanning

- Quota of **300 credits** for printing each semester

  - One credit per black and white print

  - Ten credits per color print

    - Double-sided prints cost double credits

- Purchase additional credits in UTUshop

  - Credit balance is set back to 300 at the end of each semester

- Printers can be found throughout the campus

  - You can use any publicly available printer as long as you print into the "UTU_secure" queue directly or via e-mail

    - secureprint@utu.fi

- Log in with your printing tag

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Key websites and e-systems
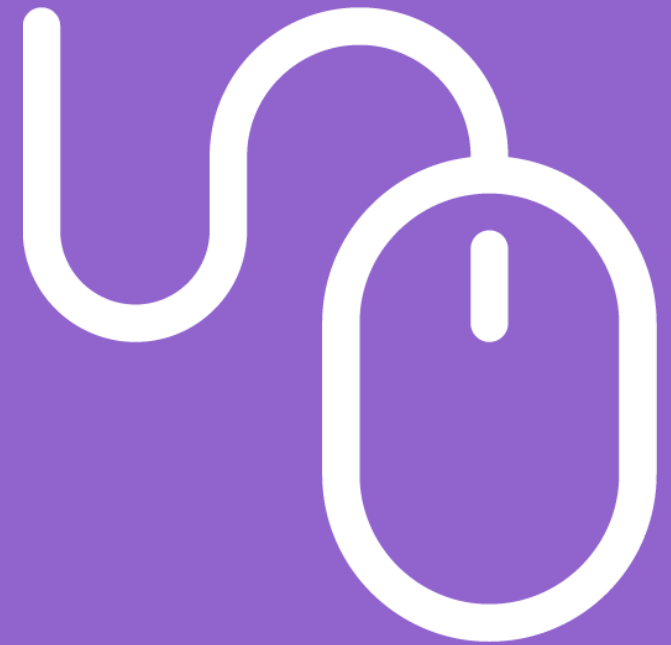
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Remote access of services

- **Remote access info - Intranet**

- **VPN** vpn.utu.fi

- **Seafile** seafile.utu.fi

- **Horizon**

- **Microsoft Office 365**

VPN

- VPN connection of the University

    - Safely access the University network remotely

- Download the software to use VPN

    - [vpn.utu.fi](vpn.utu.fi)

- Log in with UTU credentials

- Find additional information on Intranet

Horizon

- Virtual Desktop
  - Software distribution differ based on the faculty of studies
- Access Windows Desktop anywhere
- Office 365 [license activation](#) required
- Download for personal devices in [UTUShop](#)

- Browser access also possible
  - [horizon.utu.fi](#)
  - While using Horizon, it is not possible to access your personal device's files

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Seafile cloud storage

- **Available to everyone at the University** seafile.utu.fi

- 100 GB of personal storage space

- **Managed by Digital Services**

  - → Safe to use, data stored in secure data centres of the University

- Additional information on Intranet

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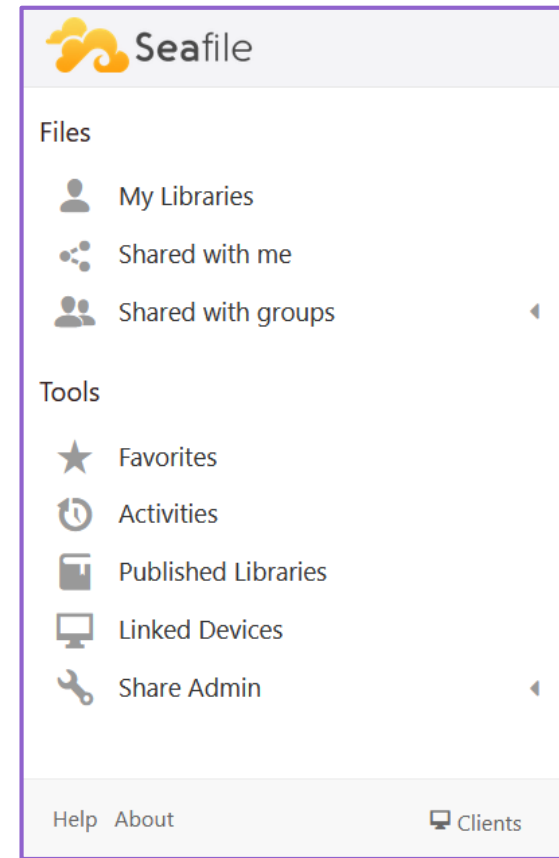
Using the personal network ("Oma verkkokansio") folder

- 25 GB of space for each student
  - Accessible on IT classroom computers
  - Subfolders under your profile (e.g. Documents, Downloads) are linked to your personal network folder
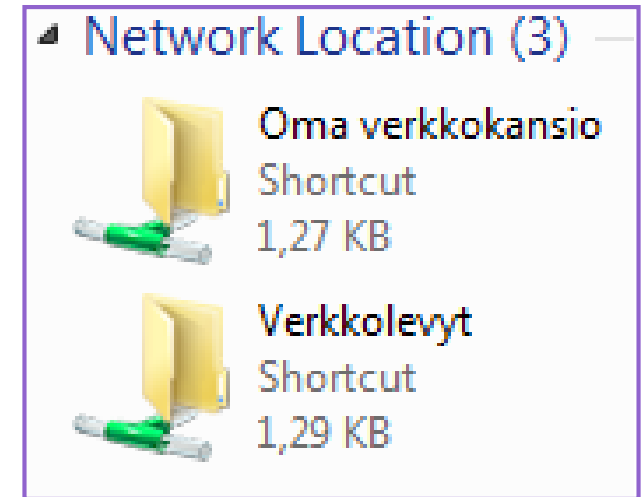
Software for students

- UTUShop Software Catalog

  - https://utushop.utu.fi/software-product/

  - Download software for your studies for free

  - E.g. SPSS, SAS, NVivo

- Discount for F-Secure antivirus

  - Activation in UTUShop

  - Additional information on Intranet
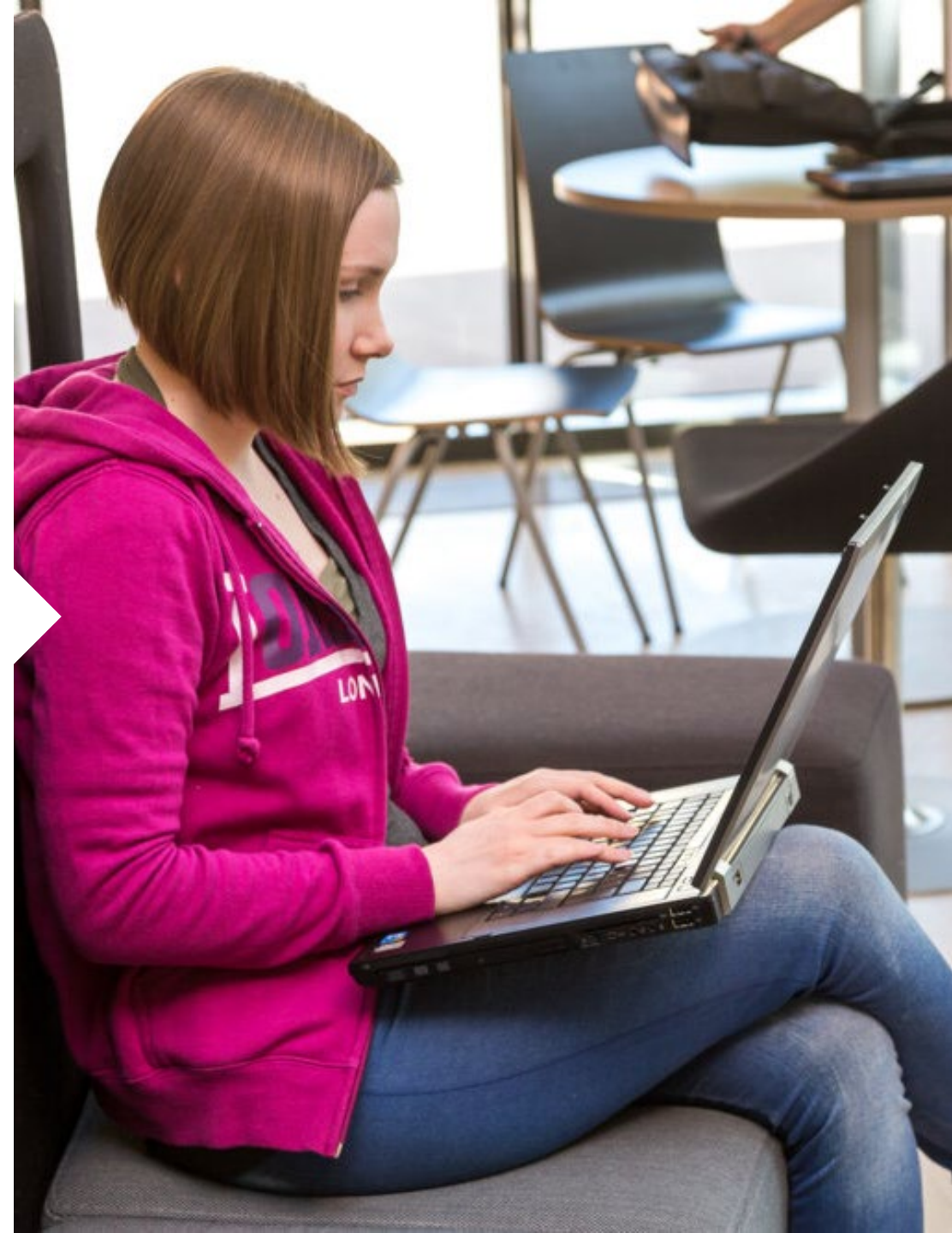
Microsoft Office 365

- Free license for students for the duration of their studies

  - Use on your personal device or Horizon

- Remember to activate your license on Intranet (search for "M365")

Generally useful websites

- UTU public website- utu.fi

- Intranet - intranet.utu.fi
  - Student view
  - Information directory, news, events, personal links

- Peppi - student.peppi.utu.fi
  - Course registrations, PSP
  - Study Guide - https://opas.peppi.utu.fi/
    - Course curricula

- EXAM - exam.utu.fi
  - Electronic exam service

- Timetable – lukkarit.utu.fi

- Moodle - moodle.utu.fi
  - Course materials, exams, discussion forums, etc.
  - Not available for all courses

- UTU Library- kirjasto.utu.fi

- Guide - opas.utu.fi
  - Maps of the campus area
  - Lecture schedules in the premises
  - Student canteen menus
  - etc.

- UTUShop - utushop.utu.fi
  - Purchasing print credits and university products
  - Software catalogue

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Main takeaways

- helpdesk@utu.fi offers help with IT
  - (IDs, email, storage, licenses, etc.)

- If you have problems with your username, remember **idm.utu.fi**

- **Eduroam** is the main wireless network for students
  - (login with UTU ID and password)

- The web-mail can be accessed from **mail.utu.fi**
  - Course teachers often communicate via email

- The printing/key-tags must be registered with your UTU ID in order to be able to access the premises and print

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Digital Services

Aleksi Turunen