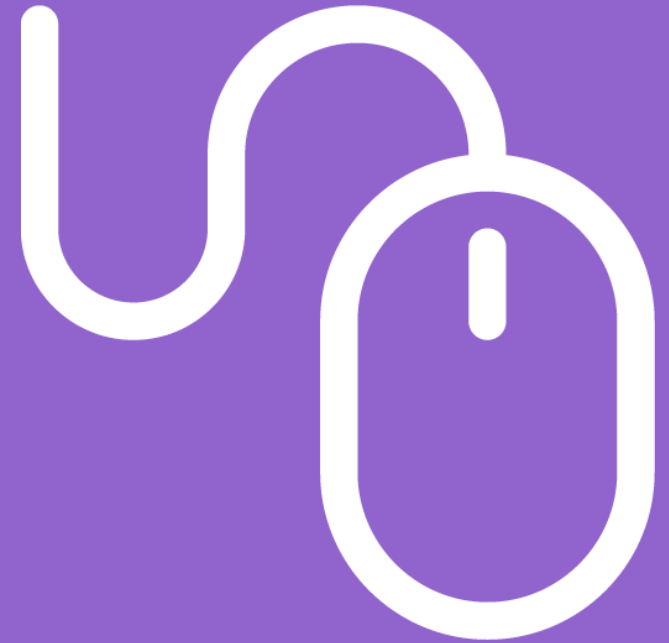


Digital Services

For Students

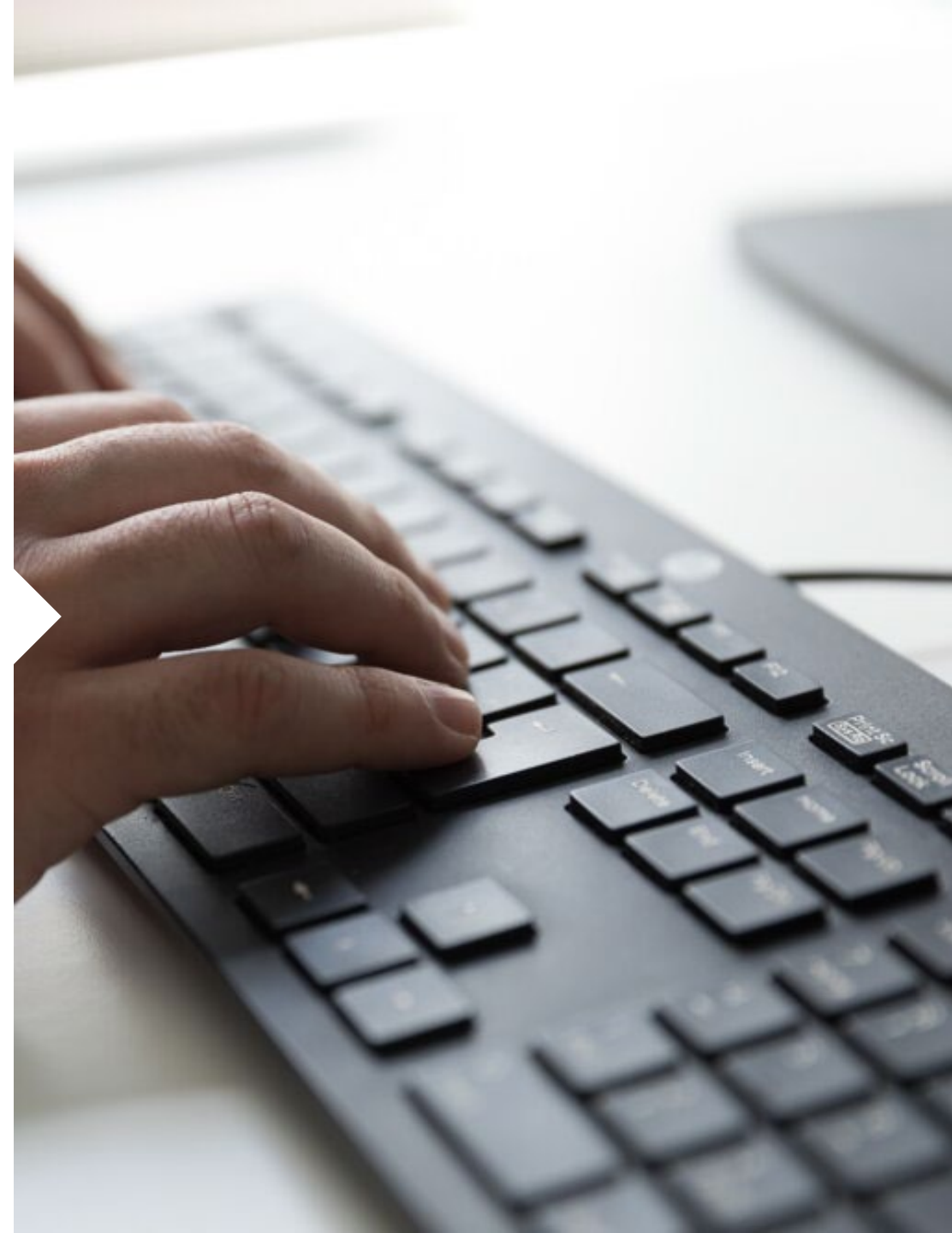
Alexi Turunen



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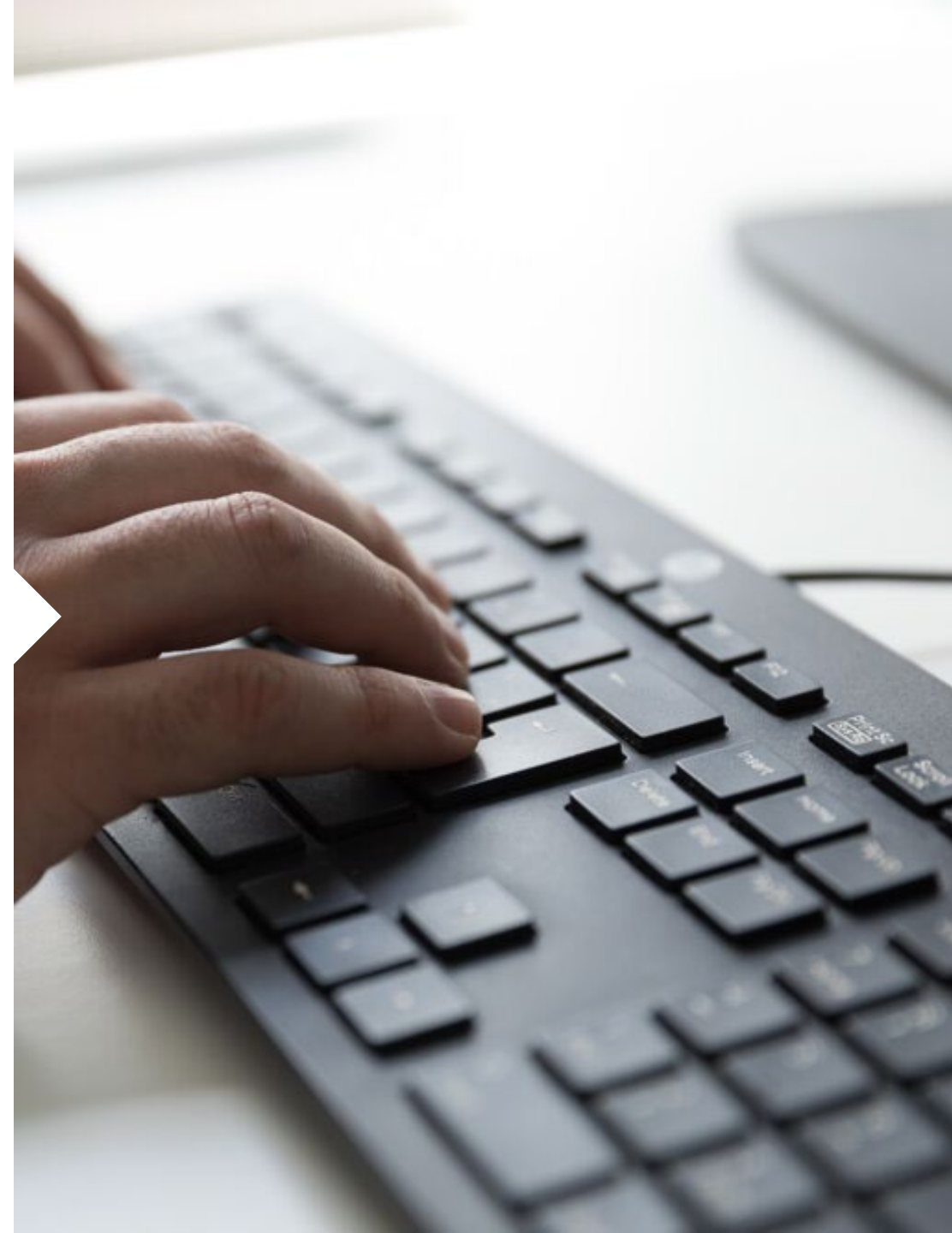
What do we do?

- 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



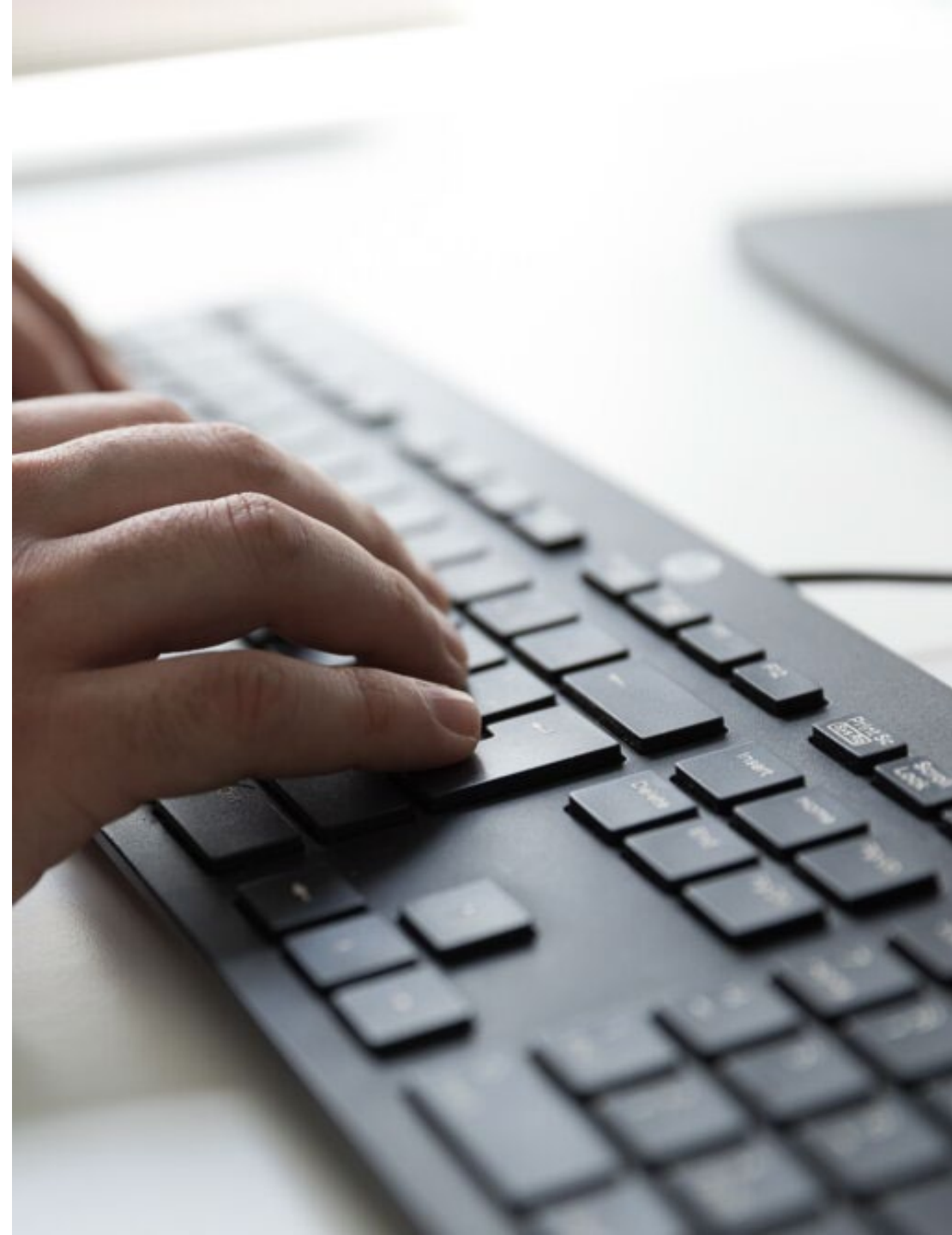
How to contact us?

- 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

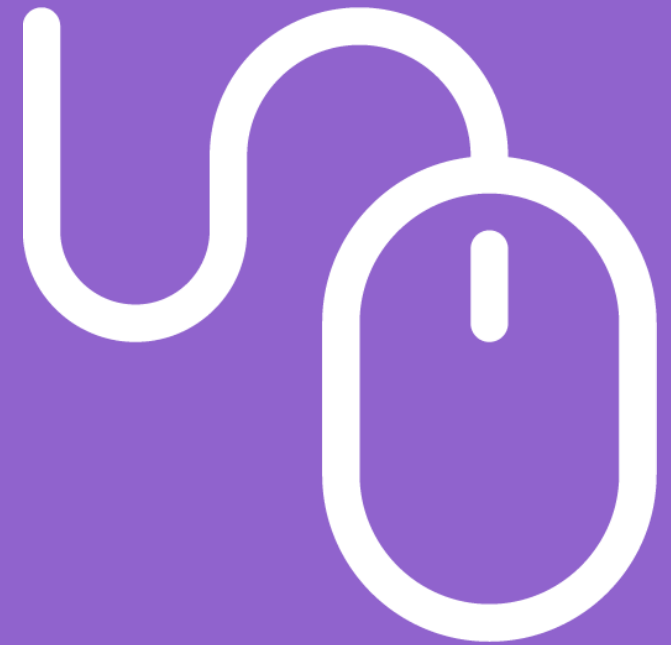


Digital services for students

The screenshot shows the Turun Yliopisto intranet homepage. At the top left is the university logo and name. To the right are links for 'Uutiset ja tapahtumat', 'Sähköiset työkalut', and 'EN'. Below this is a horizontal navigation menu with categories: 'Intranetin etusivu', 'Työsuhde ja henkilöstöasiat', 'Opetuksen tuki', 'Opiskelun tuki', 'Tutkimuksen tuki', 'Yhteiset tukipalvelut', and 'Organisaatio ja päätöksenteko'. The 'Yhteiset tukipalvelut' category is selected. Below the navigation is a search bar with the text 'Haku...' and a search icon. The main content area is titled 'IT-ohjeet ja -palvelut' and features an image of hands typing on a laptop. Below the image is the text 'IT-perehdytykset opiskelijoille' and a link '(This page in English)'. The text describes finding help for IT services. On the left side, there is a 'Sisältöalueet' section with links for 'Data, verkot ja WWW', 'Laitteet, ohjelmistot ja tulostus', and 'Tunnus, sähköposti ja turvallisuus'. On the right side, there is a 'Häiriötiedotteet' section with several news items, including 'Häiriö: Publicumin verkoissa 04.08.2022' and 'Yliopiston IT-palveluiden taustajärjestelmässä päivitys poikkeusaikataululla perjantaina 20.5. klo 16-18 välillä'. At the bottom right, there is an 'Ota yhteyttä' section with links for 'Tee tulipyyntö', 'Helpdesk Chat', '+358 29 450 6000', and 'helpdesk@utu.fi'.

- You can find all information and instructions from intranet.utu.fi
- [Intranet.utu.fi](https://intranet.utu.fi) > General support services -> IT Guides and Services

Credentials



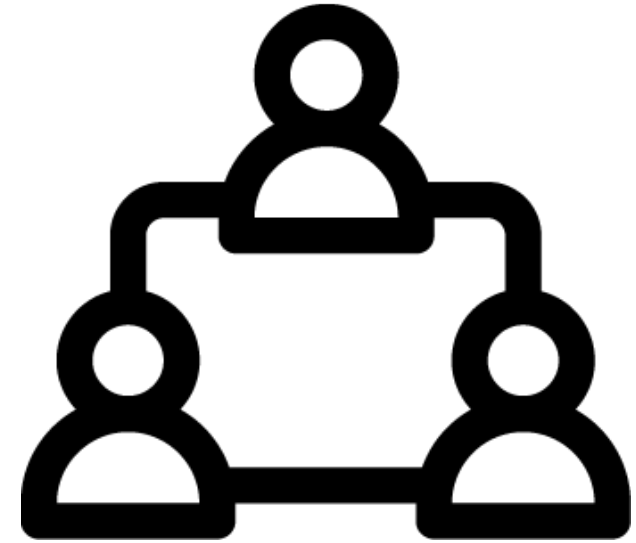
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Activating your UTU-account

- Two ways:
 - With Finnish online banking credentials at 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

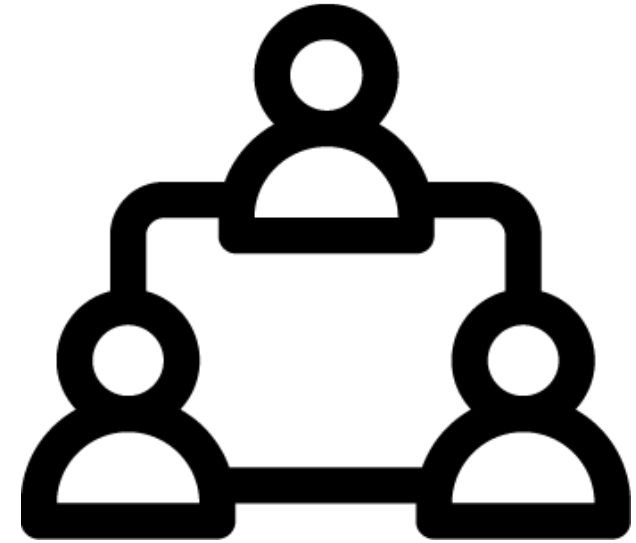
UTU-Username

- 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



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

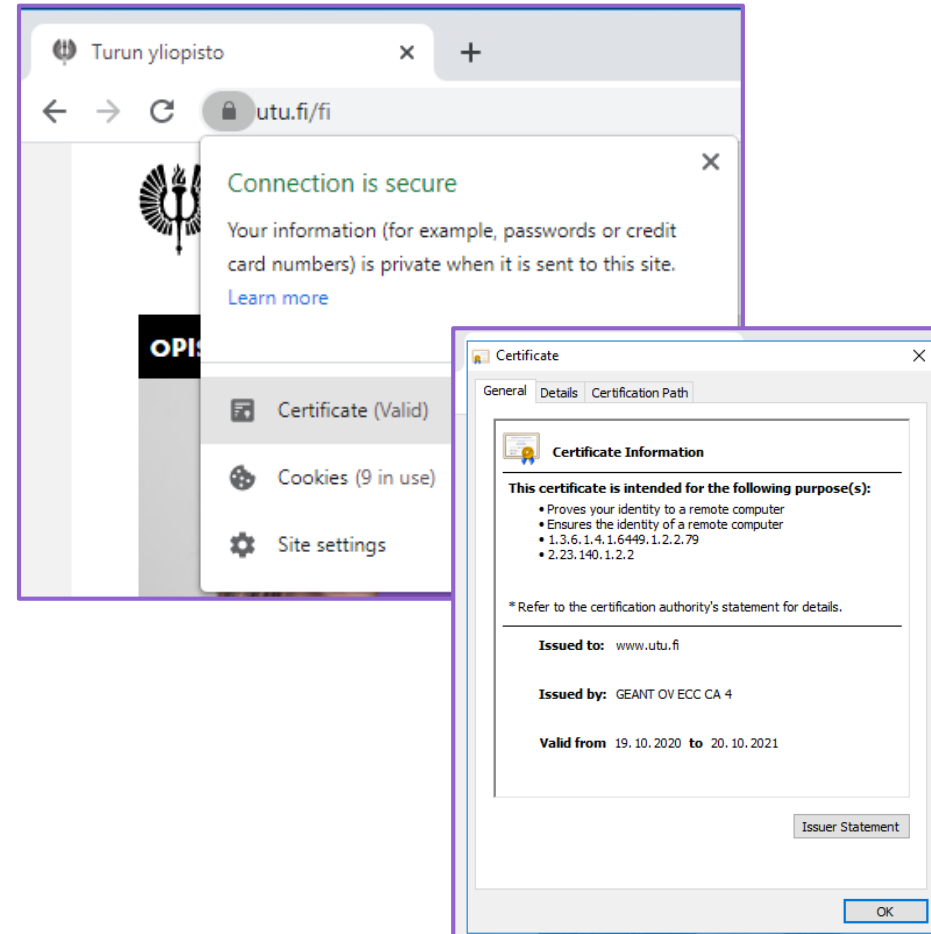


Email

- 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](#)

Information security

- Use a **unique** password
- Beware of phishing 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



Examples of phishing:

Utu.fi Administrator <rmiliuw@nus.edu.sg>

[PHISHING] 1 New Email Message

Click [HERE](#) To READ

Important: This email is confidential and its contents should not be shared with any other person. Thank you.

A screenshot of a phishing login form titled "WEBMAIL TEAM 2018". The form is hosted on a website with the URL "formcrafts.com/a/32571". It contains four input fields: "Username", "Email ID" (with an envelope icon), "password", and another "password" field. Each field has a red asterisk indicating a required field. A blue "Sign in" button is located below the fields. At the bottom of the form, it says "powered by FormCrafts" and "(do not share your password through the form) report abuse".

morello@uniroma2.it <morello@uniroma2.it>

[PHISHING] Webmail päivitys

Postilaatikko on ylittänyt ylläpitäjän rajoitusten määrittämän koon. Postilaatikon koko on 78,944 kt. Tämä on varoitus, jonka postilaatikko saavuttaa

70 000 kt. Et voi lähettää tai vastaanottaa uusia sähköpostiviestejä postilaatikko. Jotta se voidaan avata, napsauta alla olevaa CLICK-linkkiä ja täytä lomake vastaavalla tavalla, auttaa lisäämään postilaatikon kokoa.

<https://tinyurl.com/yparisto-fi>

Muussa tapauksessa postilaatikko

Web Management System Manager

A screenshot of a phishing login page for Outlook Web App. The page is hosted on a website with the URL "info885420.wixsite.com/microsoft-update". It features a blue header with a white envelope icon and the text "Outlook Web App". Below the header, there are three input fields: "Email", "Username", and "Password". A blue "Sign in" button is located to the right of the "Password" field. At the bottom of the page, it says "This site was created with the WIX.com website builder. It's easy & free. Create Your Website >".

WiFi / WLAN



Instructions:

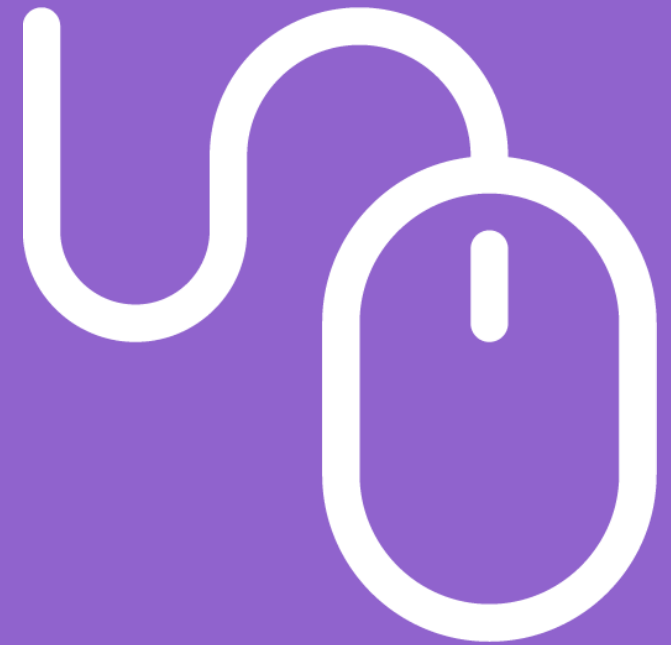
eduroam.utu.fi

Other wireless networks:

UTU Visitor (unsecured, free access)

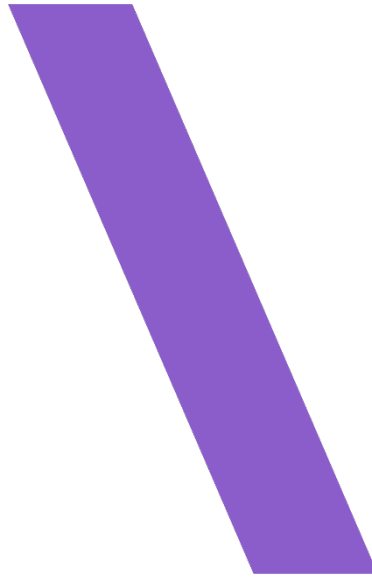
UTU Staff (not accessible for students)

Public computers



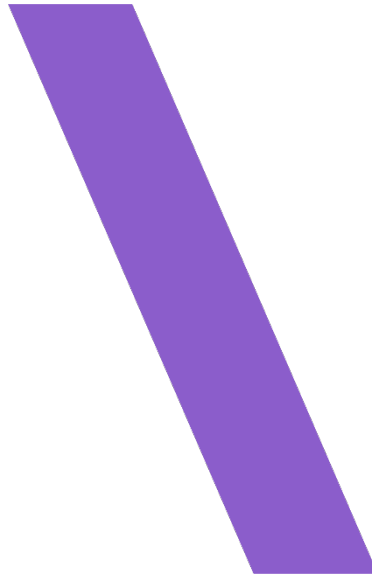
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Public computers for students



- **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](#)

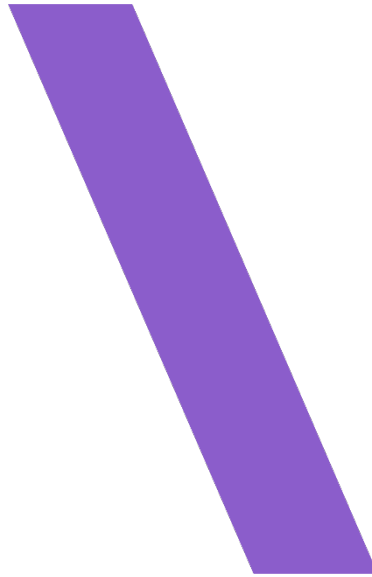
Public computers for students



Loanable laptops

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

UTUbox



UTUboxes are available in the lobbies of the following buildings:

- Medisiina B
- Educarium
- Natura

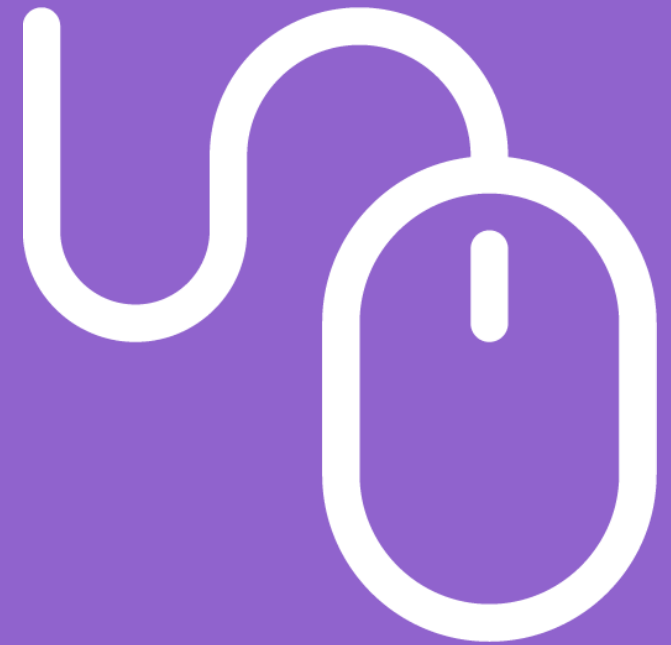
UTUbox holds 5 loanable laptops:

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

Can be loaned with the printing/key-tag

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

Key tags and printing



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

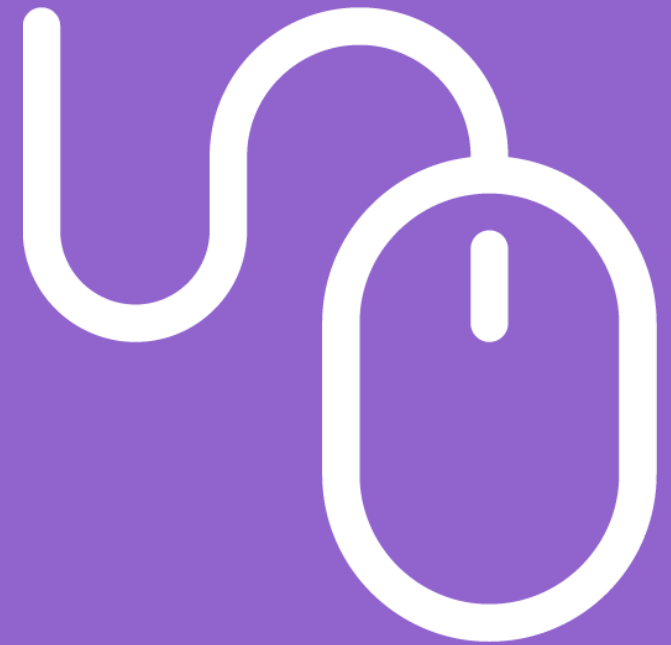


Printing, copying, and scanning

- 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



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
- Log in with UTU credentials
- Find additional information on [Intranet](#)



Download & Install

Download Cisco AnyConnect Secure Mobility Client and install it on your computer.

[Download for Windows](#)

[+ Instructions](#)

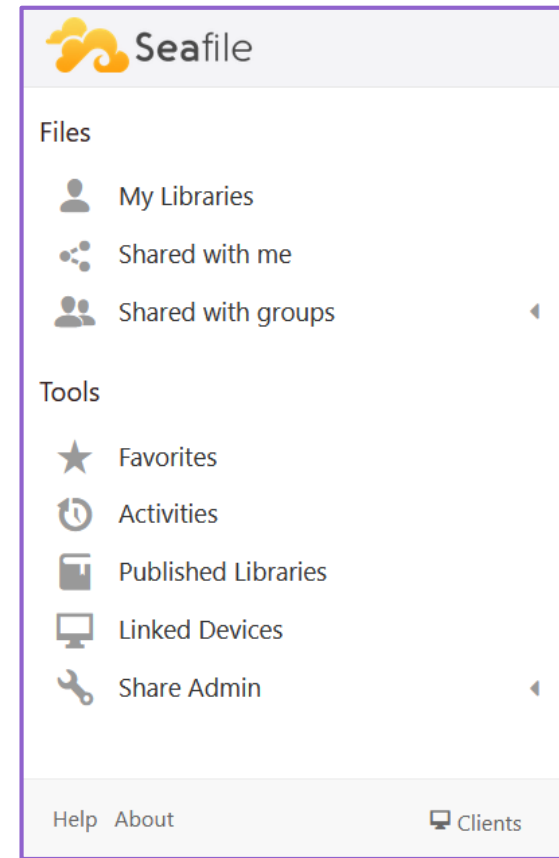
Horizon



- 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

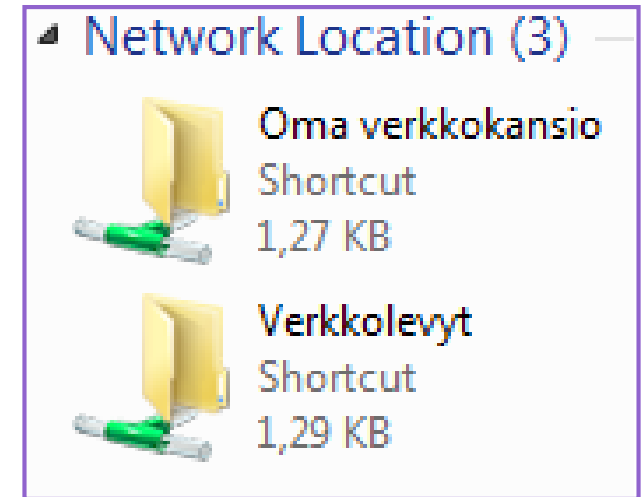
Seafile cloud storage

- 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](#)



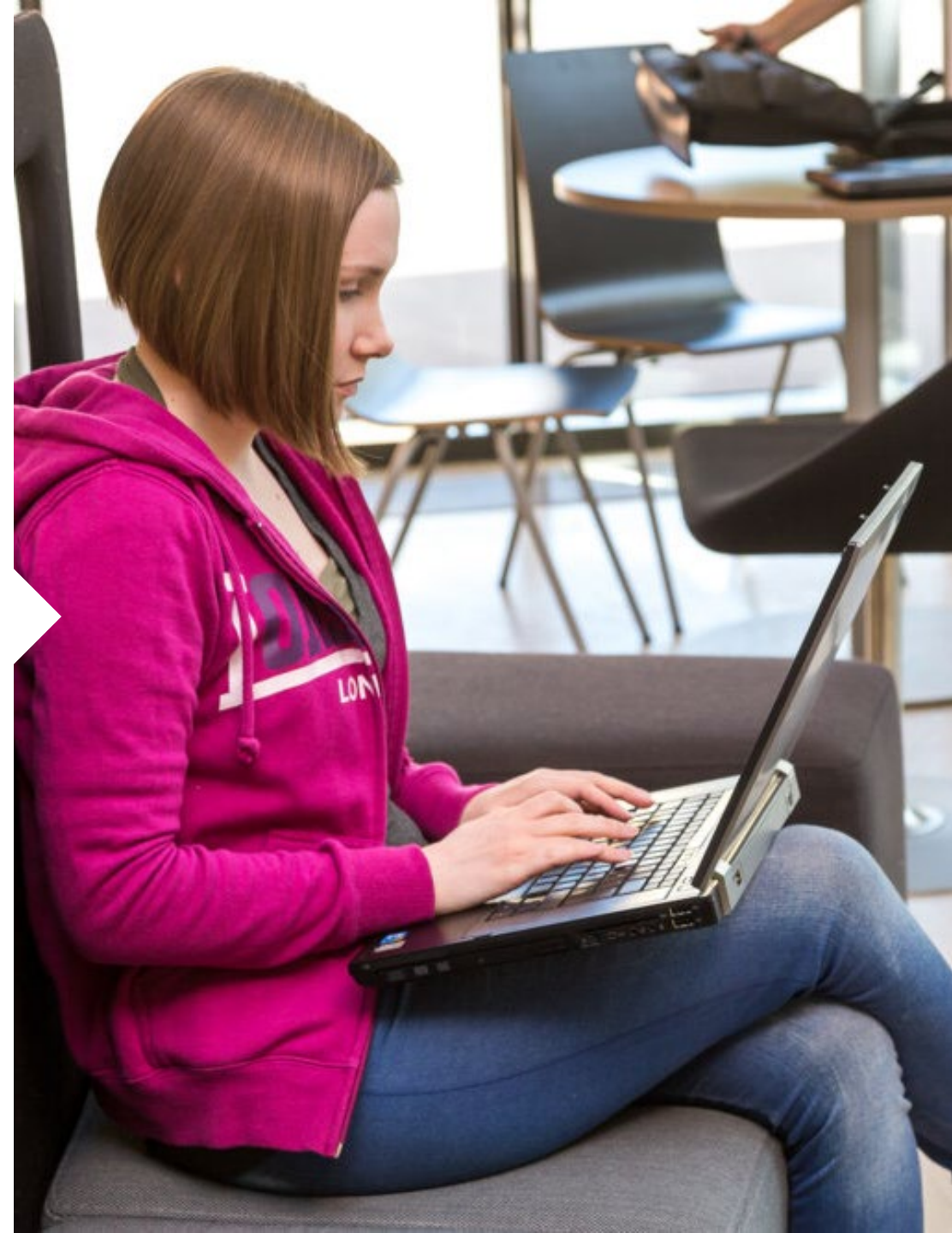
Using the personal network ("Oma verkkokansio") folder

- 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

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



**UNIVERSITY
OF TURKU**

Digital Services

Alexi Turunen