

IT-Services

Helpdesk



UNIVERSITY
OF TURKU

This presentation

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Username

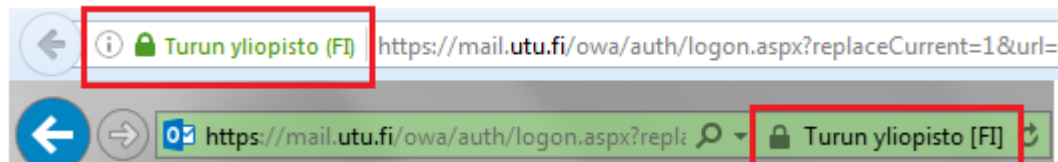
- Created automatically once you've registered at the International Office / Student Office
- Created based on your name
 - ie. John Smith -> johsmi
- Valid only for the duration of your exchange period at University of Turku

Password

- Passwords expires every 190 days
- Change your password at idm.utu.fi
- You can also get a new password from an IT helpdesk

Information security

- Don't share passwords across sites; don't reuse, for example, your Facebook password
- Beware of phishing, spam and other fraud
 - Never give your password to anyone, including IT services
 - Never respond to reminder emails about expiring passwords
 - Never validate your account by an email link
- Only ever insert your credentials to University of Turku sites
 - A safe connection to a university website can be recognized from the text "Turun yliopisto" in green in the browser's address bar.

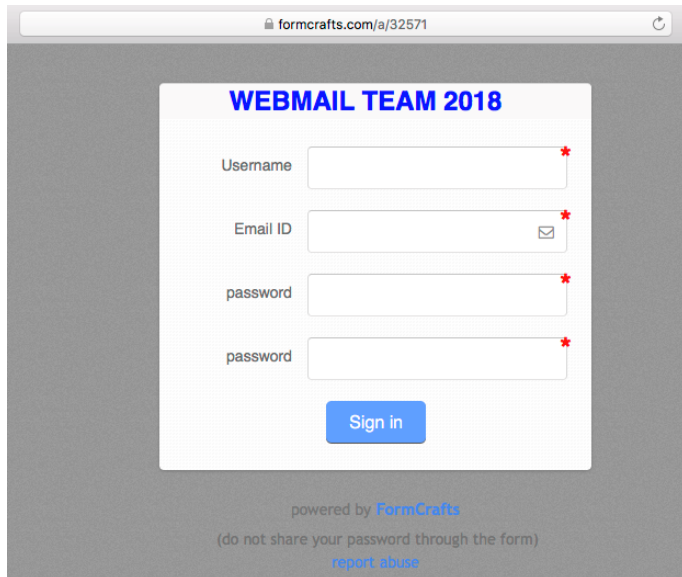


Examples of phishing

Utu.fi Administrator <rmiliuw@nus.edu.sg>
[PHISHING] 1 New Email Message

Click [HERE](#) To READ

Important: This email is confidential and may be privileged. If you are not the intended recipient, please do not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake, please notify the sender immediately by e-mail. Thank you.



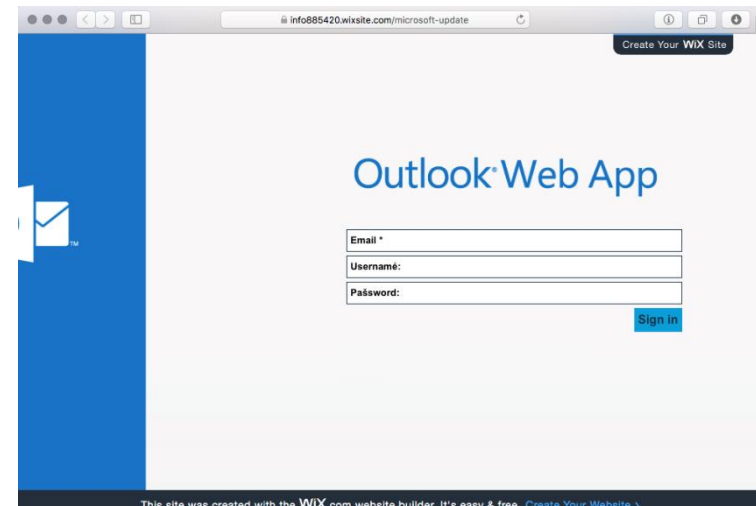
The screenshot shows a web browser window with the address bar displaying 'formcrafts.com/a/32571'. The main content is a login form with the title 'WEBMAIL TEAM 2018'. The form contains four input fields: 'Username', 'Email ID', 'password', and another 'password' field. Each field has a red asterisk to its right. Below the fields is a blue 'Sign in' button. 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 tulee 24 tunnin kuluessa sulkemisesta
Web Management System Manager



The screenshot shows a web browser window with the address bar displaying 'info885420.wixsite.com/microsoft-update'. The main content is a login page for 'Outlook Web App'. It features a blue header with the Outlook logo and the text 'Outlook Web App'. Below the header 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 >'. On the right side of the image, there is a partial view of the 'UNIVERSITY OF TURKU' logo.

WiFi / WLAN



Login:

[username@utu.fi](#)

For example: [johsmi@utu.fi](#)

(NOT your [firstname.m.lastname@utu.fi](#) email!)

Also available: UTU Visitor, open wifi for visitors

E-mail

- You receive two e-mail addresses:
 1. username@utu.fi, for example: johsmi@utu.fi
 2. firstname.m.lastname@utu.fi
 - **Note! This email doesn't work as a username!**
- mail.utu.fi – also available for mobile devices
- Lecturers and professors mainly use your utu.fi address, check your email frequently!
- Only available as long as your account is active
- All university addresses are listed in the Address Book

A Few Essential sites

- intranet.utu.fi
 - Instructions, contact info, etc.
- nettiopsu.utu.fi
 - Course registrations
- Opas.peppi.utu.fi
 - Study Guide
- moodle.utu.fi
 - Course materials, assignments, exams, discussion areas etc. depending on teacher and course
- exam.utu.fi
- libguides.utu.fi/inEnglish
 - Article databases, theses, etc.
- utushop.utu.fi/software

Access to buildings and IT classrooms

- Access to buildings
 - When you activate your printing tag, you also get access to the university's buildings.
 - You should activate the tag at any University of Turku printer
 - Accounts and tags should not be activated the same day
 - Works the day after you have activated the tag
- IT classrooms can be found all around campus
 - Check intranet (search for "computer classes")
 - ...or ask your tutor or your nearest service desk for more info

Electronic examination

- A lot of courses use e-exams, teachers will tell you about examinations for a particular course.
- The university has four e-exam rooms located in Teutori, Publicum, TSE and Agora.
- **You need an activated printing tag to get in the e-exam room.**
- E-exams can be found through NettiOpsu
 - Examination -> Electronic exams
- More information can be found through intranet.utu.fi, exam.utu.fi and tenttis.utu.fi

Peppi

- Study Guide: studyguide.utu.fi
 - Has information about the curriculum of the new study plan period
- Study timetable: lukkari.utu.fi
 - You can make a timetable for your courses

Moodle

- Primary learning management system, where you can find materials, assignments, exams, discussion areas etc. depending on the teacher and course.
- Remember to log in to Moodle at least once a year for as long as you want your data to remain there.
- Also remember to download all material you wish to keep using after a course ends. Your right to access the course area is limited to 6 months after the finish-date.
- Can be found at: moodle.utu.fi
- Please read the general instructions found in the Moodle home page.
- There is a demo-course for students wishing to practice Moodle at: <https://moodle.utu.fi/course/view.php?id=19147> called UTU demo for e-learning.

Printing

- 300 free printing credits per semester
 - 1 per black & white page - 10 per color page
 - You can buy more from utushop.utu.fi
 - Printers can also **scan and copy!**
 - Print with your printing tag by activating it at any printer at the university
 - Activate the tag at least one day after your account has been activated

Seafile – Cloud storage

- Available for everyone in the university
 - 100 GB storage for everyone
- The University's own Dropbox/OneDrive/GoogleDrive
 - You can share folders/files by link to anyone
- Managed by our IT-services
 - Secure solution, all the data is in the university's own data centers

Your own documents on university computers

- Your own network folder (oma verkkokansio)
 - 25 GB, backed up by IT-services.
 - Faculties and departments use network folders (verkkolevyt) for shared saving space.

Programs available for students

- Utushop.utu.fi/software
- Office 365 is free as long as you are a student.
 - Go to intra and search for "office 365"
- SPSS, SAS, Nvivo etc. Also available for free. More info about all the programs for your personal devices here:
<https://intranet.utu.fi/index/ohjelmat-omille-laitteille-en/Pages/default.aspx>
- F-secure SAFE discount

Horizon

- Horizon portal provides access to software and a virtual Windows workstation anytime, anywhere.
 - Office software needs Office 365 activation.
- Can be downloaded to personal computers from utu.fi/software
- Can be used through the browser: horizon.utu.fi
 - Note: The browser will not allow Horizon access to your own device's files

- helpdesk@utu.fi
- Phone 029 450 6000
 - Opening hours during weekdays
08.00 AM - 03.00 PM
- Chat
 - Opening hours during weekdays
08.00 AM - 03.00 PM
- 4 service desks around campus
 - Turku School of Economics, Educarium, Medisiina and Natura
 - Visiting hours during weekdays
08.00 AM - 03.00 PM
- Check intranet.utu.fi for detailed contact info



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Thank you!

Questions?