

# Digital Services

Alexi Turunen

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# Digital Services

- Digital Services maintains the university's own digital services:
  - Usernames, computers, networks, academic systems, web pages, etc.
- Supports and develops the use of digital services at the university
- IT-Support for staff and students

UTU Account



## University of Turku User Account Management



### Activate User Account

Activate a new user account with online banking credentials or with mobile certificate.



### Change Password

Change password with UTU credentials.  
*Requires your current password to be valid.*



### Reset Password

Reset your password with online banking credentials or with mobile certificate.



### Multi-Factor Authentication

Settings for Multi-Factor Authentication (MFA).



### MFA Reset

Reset Multi-Factor Authentication settings in the self-service portal.



### MFA Instructions

Instructions for setting up Multi-Factor Authentication.



### My Information

View your personal information.  
*For example, check your UTU ID, the date of the last password change, or the expiration date of your current contract.*



### View Visitor Contracts

Browse your visitor contracts that you have access to.



### Increase your level of assurance (LoA)

Increase your user ID's level of authentication with online banking credentials or with mobile certificate.

# Logging In

- Log in always with [username@utu.fi](#)
- Password can be managed from [idm.utu.fi](#)
  - Password update may take up to 5 minutes

# Username and Activation

- **Username**s are created automatically when admission is accepted
- **Activation** can be done at:
  - A Helpdesk service desk (with a valid ID)
  - Remote identification via Signicat
  - With Finnish online-banking credentials
- **Username**s remain active as long as the student is enrolled
  - The validity period can not be extended

# Email

Everyone gets an UTU email address

(The address is formed automatically based on your first, middle and last name)

first.m.lastname@utu.fi

- Doesn't work for login

username@utu.fi

- Works for login

- Using the email from a computer
  - Via a browser at [mail.utu.fi](mailto:mail.utu.fi)
- You can also add the email account to your mobile devices
  - The Microsoft Outlook –app is disabled
  - Step-by-step instructions from the [Intranet](#)

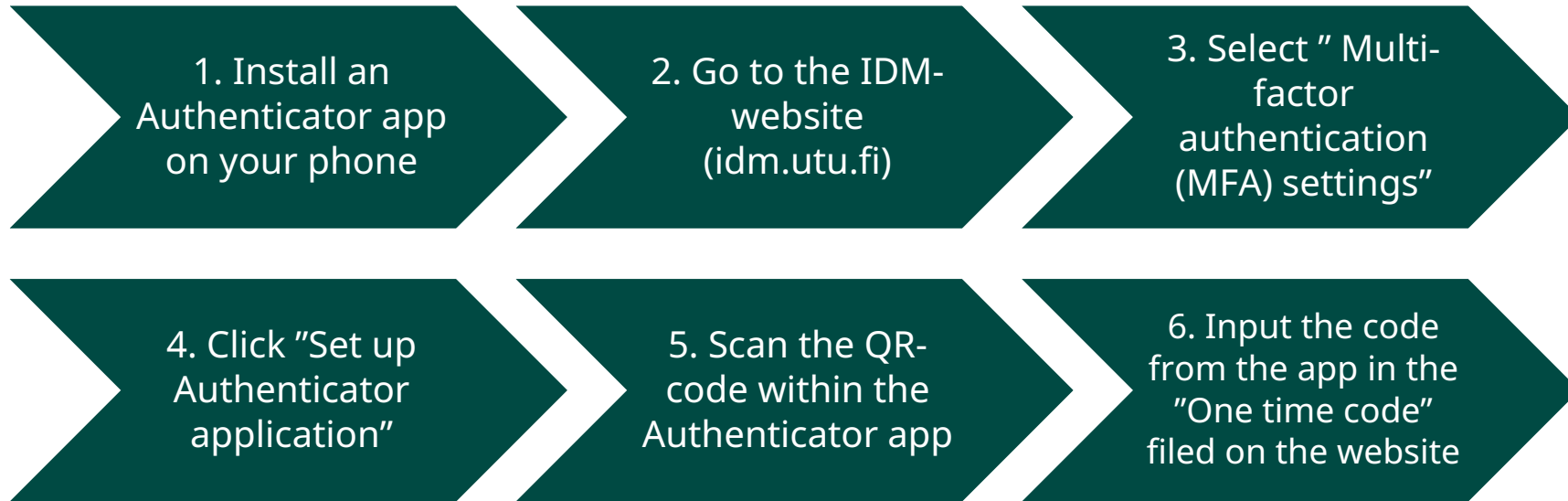


# Multi Factor Authentication (MFA)



# Multi Factor Authentication (MFA)

- Multi-factor authentication means you need more than just a password to log in to your account.
- You can use different methods and devices for authentication
  - Smart phone, computer or a physical security key



[utu.fi/mfa](https://utu.fi/mfa)

# Wireless Network



# Wireless Network



Instructions:

[eduroam.utu.fi](https://eduroam.utu.fi)

Other public networks at the university:

UTU Visitor

- A visitor network, accessible by everyone but requires registration

# Printing and Building access



# Key/RFID-tag



- Acts as an identifier for printing and as a key to access the university premises
- Tags can be collected outside of all of the Helpdesk service desks
- Activation can be done independently on a printer

# Printing

- Send the document you wish to print via email to [secureprint@utu.fi](mailto:secureprint@utu.fi)
- Students get 300 printing credits per semester
  - B/W page = 1 credit
  - Coloured page= 10 credits
  - Additional credits can be purchased from the [UTUShop](#)



Available and loanable devices



# Available computers

- Library computers in library spaces
- IT classrooms
  - Classrooms are freely available if there are no teachings or other reservations at the moment
  - Some classrooms are for quiet working only
  - More information available on the [Intranet](#)

# UTUbox

- Available in the lobbies of the following buildings:
  - Medisiina B, Educarium, Feeniks, Natura and TSE
- Contains loanable laptops:
  - Chromebook & charger
- Loaning with a printing/key-tag
  - UTUbox - [Intranet](#)



Key websites



# intranet.utu.fi

- Contains answers/information on most of the common questions
- News, events and useful links

The screenshot shows the homepage of the Turun Yliopisto intranet. At the top, there is a header with the university logo and name, and navigation links for 'Uutiset ja tapahtumat', 'Sähköiset työkalut', and 'EN'. Below the header, there is a main navigation bar with links for 'Intranetin etusivu', 'Työsuhde ja henkilöstöasiat', 'Opetuksen tuki', 'Opiskelun tuki', 'Tutkimuksen tuki', 'Yhteiset tukipalvelut', and 'Organisaatio ja päätöksenteko'. A search bar is located on the right side of the main navigation bar. The main content area is titled 'Intranet' and features three large images with accompanying text: 'Seilin tiede- ja kulttuuripäivät 21.-23.8. - tiedettä, taidetta ja yhteiskunnallista keskustelua', 'Yliopistoyhteisö avaa uuden lukuvuoden 2.9. - ilmoittaudu mukaan avajaisjuhlaan', and 'Haluatko tutustua ja olla avuksi ulkomailta saapuneille Turun yliopiston työntekijöille - Liity Buddy-ohjelmaan!'. Below these images, there are three columns of content: 'Uutiset' (News) with a list of recent news items, 'Tapahtumat' (Events) with a 'Tänään' (Today) section and a 'Kaikki tapahtumat' (All events) button, and 'Linkit ja työkalut' (Links and tools) with a 'Linkit' (Links) section and a 'Muokkaa' (Edit) button. The 'Linkit' section includes a link to the 'SAP Portal'.

# Other useful websites

- University of Turku's main website - [utu.fi](https://utu.fi)
- Peppi - [student.peppi.utu.fi](https://student.peppi.utu.fi)
  - Course enrollment, HOPS
  - Study guide - <https://opas.peppi.utu.fi/>
    - Curriculum for the courses
- EXAM - [exam.utu.fi](https://exam.utu.fi)
  - Electronic exam service
- Schedule – [lukkarit.utu.fi](https://lukkarit.utu.fi)
- Eduhouse – <https://app.eduhouse.fi/palvelu/kaikki-koulutusaiheet/kaikki-sisalto>
  - Eduhouse offers many useful technology-related trainings for students
- Moodle - [moodle.utu.fi](https://moodle.utu.fi)
  - Course materials, exams, discussion forums, etc.
  - Not in use for all courses
- Library - [kirjasto.utu.fi](https://kirjasto.utu.fi)
- Guide - [opas.utu.fi](https://opas.utu.fi)
  - Building maps
  - Lecture schedules
  - Student cafeteria menus
- UTUShop - [utushop.utu.fi](https://utushop.utu.fi)
  - Purchasing printing credits and university products
  - Software Catalog

# Software



# Microsoft Office 365

- Free license for all students during their studies
- Available for use on personal computers or from virtual desktops
- Activation required via [Intranet](#)



# EduVPN

- **eduVPN connects your computer securely to the university network from anywhere**
  - Access university services remotely, such as network drives or library electronic materials
- **Download the client application to establish a connection:**
  - `eduvpn.utu.fi`
  - Log in with UTU credentials
- **More information available on the [Intranet](#)**

# Horizon

- Enables the use of a remote Windows desktops, both on-campus and outside of it
- A desktop client can be downloaded to a home computer through UTUShop
- Also available to use via a browser
  - [horizon.utu.fi](https://horizon.utu.fi)

# Seafire – cloud storage

- **Available to everyone at the university**
  - seafire.utu.fi
  - 100 GB of storage space
- **You can share files, folders, or entire libraries**
- **A secure solution managed by the university's digital services**

Data remains within the university

# ...and much more

- All available software and their installation instructions can be found from the [Software Catalog](#).

# Contact Infromation



# Contact Information

- Helpdesks are open on weekdays from 8:00 AM to 3:00 PM
- Email: [helpdesk@utu.fi](mailto:helpdesk@utu.fi)
- Call: +358 29 450 6000
- Or visit a Helpdesk
  - Arcanum  
[1st floor, Arcanuminkuja 1, 20500 Turku](#) (Located in the *Luoma* space, next to the main entrance)
  - Medisiina  
[Medisiina B, 2nd floor, Kiinamyyllynkatu 10, 20520 Turku](#) (Next to the *Keidas* -learning and leisure space)
  - Natura  
[2nd floor, Vesilinnantie 5, 20500 Turku](#)

Questions?

# Get inspired.

Thank you!



TURUN  
YLIOPISTO