ICT SERVICES

Quick guide for a new student / Autumn 2020

You will find more guidelines as well as news of ICT Services on the web site: https://www.oulu.fi/ict/

USER ACCOUNT

The user account is your key to use the systems, the workstations and the print service of the university. As a new student, you already have activated your user account, haven’t you?

Activation guidelines: https://www.oulu.fi/ict/activation
Password change: https://account.oulu.fi/passwd
• Information about user account: https://www.oulu.fi/ict/account
• Information about password and changing of it: https://www.oulu.fi/ict/password

OFFICE 365 EDUCATION (O365)

After activated your user account, all the Office 365 Education services (O365) are in your use. O365 contains student’s email service, Office applications, OneDrive and Office 365 ProPlus.

O365 Portal: o365.oulu.fi
• Login name: account@student.oulu.fi
• Your email address: firstname.lastname@student.oulu.fi and account@student.oulu.fi
• Information about the service: https://www.oulu.fi/ict/office365

Office 365 ProPlus: https://www.oulu.fi/ict/proplus
• You may install Office 365 ProPlus applications for your own devices free of charge

G SUITE FOR EDUCATION

When you have an active user account, you may activate the G Suite for Education service into your use if needed.

Activation guidelines: https://www.oulu.fi/ict/gsuite
Login address to G Suite: edu.oulu.fi
• Login name after the activation is the same as your user account

CAMPUS ICT SERVICE POINT

You can turn to the service point in all the matters which are related to the IT services of the university.

Contact us...
• Email: helpdesk@oulu.fi
• Phone: 029 448 3080
... or visit us
• CAMPUS ICT service point is located in the northern part of Linnanmaa campus, in the premises of OUAS, on the 1st floor, room 7D103
• Open on working days at 8 – 15:45
• You can check the exceptions of the office hours and other possible changes in web

EXTERNAL SERVICES

In the acute problem situations of external services primarily contact a service provider or search for information on their WWW pages. The external services are, among others, O365 and G Suite.

In all the matters which are related to the print service you are helped by Canon’s service engineer who is working in the premises of the university, email: canon@oulu.fi. If you inform him of a device-specific issue, please type the serial number of the device in question in the message.

SELF-SERVICES

Through Suomi.fi e-Identification, you can set a new password and check the user rights of your account.
• Information: https://www.oulu.fi/ict/authentication

LINKS TO THE SYSTEMS

The links of the most significant instructions and information systems have been collected to the front page of ICT Services.
Systems and links: https://www.oulu.fi/ict/

INFORMATION SECURITY

By activating or receiving your user account of the university, you have bound yourself to observe the rules of IT service use: https://www.oulu.fi/ict/rules

On the information security sides you can study, among others, the student's information security guides in addition to the use rules: https://www.oulu.fi/ict/informationsecurity

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PRINT SERVICE

The user account entitles you to use the **print services** on the workstations of the university. It is also possible to print from any device from anywhere by sending a file from your O365 email to address mprints@oulu.fi

Your print remains in the print queue for 4 hours. You can print it on the paper by any of the printers within the sphere of the service on Linnanmaa and Kontinkangas campuses.

**Your login name** for printing devices and for the webstore is: account@student

- **NOTE:** Scandinavian letters nor special characters are not allowed in the password
- You log in the device every time when releasing prints, scanning or copying
- Register a rfid identifier (card or sticker) into your use; it is easier to log in just showing your rfid on card reader. If you redo the registration with an other rfid identifier, the previous registration will not remain in force. You can always log in by typing your login name and password using the touch screen of the device. Use this way for example when the card is not with you.

**How to register the rfid in the print service:**

1. Swipe your card or sticker which contains a rfid identifier in front of the reader of Canon device and then follow instructions shown in panel
   - The card reader is marked with a light blue sticker

   ![Card Reader](image)

   2. Type your University’s user account in form **account@student**
   3. Type your password
   4. Touch **Login**
   NOTE: Remember always to log out by touching **Logout**!

**Printing guidelines:** [https://www.oulu.fi/ict/printguide](https://www.oulu.fi/ict/printguide)

**Information about printing quota:** [https://www.oulu.fi/ict/quota](https://www.oulu.fi/ict/quota)

- Your basic quota is 4 €, you can buy additional quota in the web store

**Mobile printing:** [https://www.oulu.fi/ict/printguide#mobile](https://www.oulu.fi/ict/printguide#mobile)

   - Send the file from your O365 email to address mprints@oulu.fi

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FACILITIES, DEVICES, WI-FI

**Self-study workstations:** [https://www.oulu.fi/ict/workstations](https://www.oulu.fi/ict/workstations)

**Computer classrooms:** [https://www.oulu.fi/ict/classrooms](https://www.oulu.fi/ict/classrooms)

- There are workstations maintained by ICT Services for self-studying use on both campuses. They are in your use according to the office hours of the premises.
- Log in the workstations using your account and choose the domain “Student”.

**Laptop Vendors:** [https://www.oulu.fi/vendor](https://www.oulu.fi/vendor)

- From Laptop Vendors you can borrow a laptop for 4 hours
- Register a rfid identifier which you need to borrow a laptop

**Wi-fi:** [https://www.oulu.fi/ict/wlan](https://www.oulu.fi/ict/wlan)

- On campuses you can utilise a secured eduroam and a public panOULU

**Login name for Eduroam:** account@student.oulu.fi

You can reach the university network from outside with a [VPN client](https://www.oulu.fi/ict/openvpn):

**REMOTE WORKING**

You can reach the university network from outside with a [VPN client](https://www.oulu.fi/ict/openvpn):

**Remote desktops** with VPN connection make possible to use network drives and the university’s software: [https://www.oulu.fi/ict/remote](https://www.oulu.fi/ict/remote)

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SOFTWARE FOR PRIVAT USE

The licences of some software got by the university allow the installation also to the home use. Some of software are chargeable for students, others are free.

They can be loaded from software distribution maintained by ICT Services or from the certain service or webstore.

Always read the guidelines by the software in question: [https://www.oulu.fi/ict/software](https://www.oulu.fi/ict/software)

**Software distribution:** [https://www.oulu.fi/jakelu](https://www.oulu.fi/jakelu)

- Log in the software distribution using your user account of the university

**Information about webstores:** [https://www.oulu.fi/ict/store](https://www.oulu.fi/ict/store)

- Log in webstores with your user account (an exception when buying quota: account@student)