COMPUTER SERVICES FOR STUDENTS

IT Administration Services/ Helpdesk
University of Oulu
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2013
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IT Administration Services

IT Administration Services provides computer and network services to the entire university – students, teachers, researchers, staff and departments.

IT Administration Services website: www.oulu.fi/ict

This guidebook is available online:
http://www.oulu.fi/ict/computer_services_for_students

Also make yourself familiar with Information security guide:
http://www.oulu.fi/ict/information_security_guide_for_students

What’s free and what’s not!

Free services:

- using Computer Workstations
- 100 printed pages per month (double sided)
- helpdesk
- software distribution (antivirus)
- statistical Analysis Software SAS for Windows: licence
- ArcGIS for thesis’s
- Corel - Graphics and Imaging
- Origin – Data analysis and graphics
- PDF-XChange – for creating and modifying Pdf:s

Chargeable services:

- Exceeding 100 pages per month
- colour printing
- laptop rental
- software licenses:
- IBM SPSS Statistics
• QSR Nvivo 10 - Qualitative data analysis software

**HelpDesk at Linnanmaa campus**

HelpDesk is located in Student Center, at the service desk 1, “Tietohallinnon neuvonta”. You can check the map for the specific location from IT Administration Services’ website [http://www.oulu.fi/ict/maps](http://www.oulu.fi/ict/maps) or at the end of this document.

**Helpdesk - helpdesk@oulu.fi**

- Offers computer advice and assistance at no cost
- Provides computer services information
- Manages user accounts

**ICT-desks (TH118) at Linnanmaa and (K111) at Kontinkangas**

- Printing services
- Laptop rentals and support
- Increase your printing quota

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**Laptop rental for temporary use**

*(Windows or Macintosh)*


For example MacBook Pro 13,3”

Laptops can be used on panOULU-network

(Read more on page 30)
User account

Your user account enables access to the services provided by the network. All members of the university community have their own account. The user account is personal, and remains valid as long as the student is attending the university.

Paju? What’s that?

User accounts are created on the server named paju.oulu.fi. That’s why we call them paju accounts. Paju is a Finnish word meaning willow.

Remember, your user account is personal. Do not give your account information to anyone! IT Administration Services will never ask for your password.

Each user is solely responsible for his/her account!

What can you do with your user account?

Computers and services

- You can use the workstations maintained by IT Administration Services for example at Microcomputer Laboratories and at Linnanmaa campus passageways
- Outlook-mail
- Office 365 for Education –cloud service
- Use the WebOodi student database
- Software distribution (i.e. free anti-virus software)
- Login to the University Library electronic databases
- Login to Optima electronic learning environment

**Email**
A username and password is required to use your email.

Your email address is:

firstname.lastname@student.oulu.fi

You can get your email account when you have first accepted the Office 365 service’s Terms and Conditions. More information on: [http://www.oulu.fi/ict/office365](http://www.oulu.fi/ict/office365)

**Home Directory**
Your home directory is your personal network-based file storage. The home directory size is limited to 1 GB and it is visible when logged into Windows workstations. Student home directories are located at paju.oulu.fi server. On My Computer you can see drive K:

Do not leave your important files to your workstation’s desktop, they will be removed automatically at log off!
Password

With the password it is ensured that you are the person you claim to be. The password, known only by you, prevents unauthorized use of your account.

Change your password every 180 days
The new password must differ from the old by at least 3 characters and must contain at least one new character.
Passwords must be 8-15 characters long
Passwords must be comprised of both letters and numbers and a minimum of one capital letter.
Do not use special characters or characters in the Swedish/Finnish alphabet (åäö).

Easy passwords
When selecting a password do not use your username, first or last name, or any dictionary word. They are very easy to figure out with an appropriate computer program.

Easy passwords will be blocked to prevent unauthorized use!

One week before your password expires...

You will receive a message from Super-User. After receiving one, you have 7 days to change your password. After 7 days your paju account will be locked.

Subject: Password in paju.oulu.fi will expire in 7 days
Tunnuksesi salasana paju.oulu.fi –koneessa vanhenee 7 päivän kuluttua. Ole hyvä ja vaihda salasanasi
Your account’s password in paju.oulu.fi will expire in 7 days. Please change your password.

Online password utility
You can change your working password from our website
https://www.oulu.fi/passwd/
Fill-in the required fields and press the **Change password** button.

**Change password via SSH connection – page 17**

**Forgot your password? Has it expired?**

Your forgotten or expired password (180 days rule, see page 5) must be replaced with a new one by visiting the Helpdesk. You cannot obtain a new password by email, phone, or post. You can find more information on changing the password from IT Administration services website: [http://www.oulu.fi/ict/password/](http://www.oulu.fi/ict/password/)

**Change password at workstation**

When you are logged on Windows computers which are for student use and maintained by IT Services, you can change the password by pressing Ctrl+Alt+Delete keys.
The university network is connected to the Finnish University and Research Network (Funet).

Rules

Remember, each user is solely responsible for his/her account! Read the computer systems and networks rules of use from:
http://www.oulu.fi/it/students

Workstations

Windows

Windows workstations are maintained by IT Administration services. You login with your username and password. Workstations are located in PC Hall (PR106), libraries (Tellus and Luna), PC Room (YB110) and hallways throughout the campus.

Windows workstations use the Samba-file system. It enables your account home directory to be seen on virtual drive (diskspace reserved for you) K: on Windows workstations. You can use it to store your personal files etc. Home directory size is 1 GB.

Linux

Linux workstations are located in the Linux classroom YL124 and on Tekniikankatu and Geokatu.
Workstations maintained by IT Administration Services

For more information about computers and software in laboratories visit: http://www.oulu.fi/ict/facilities

**PC Hall PR106**

Enter the PC Hall from Kauppakatu. There are about 50 Windows workstations and two printers. Open from **Mon 8 am** to **Sat 11 pm** (24h)

**Tellus and Luna libraries**

There are 40 workstations in Tellus library and 12 workstations in Luna library that can all be also used for printing. Check the specific locations from the map at the end of this document.

**PC Room YB110**

PC Room (YB110) has about 40 Windows 7 -workstations, two printers and two scanners for student use.

**Linux classroom YL124**

YL124 has 20 Linux workstations with one printer. The classroom is free to use outside of reserved class times. Check the classroom door for reservations.

**Hallways**

You can use workstations placed in the hallways with your account.
Windows workstation login

To start, press **Ctrl+Alt+Delete** buttons.

Enter your Paju username and password and then press **Enter** (or click the arrow icon).
Logging Off

Press the Start button at the bottom left of the screen and select Log Off (your-account). If there is a problem with logging out, contact ICT-desk (TH118) at Linnanmaa and (K111) at Kontinkangas.

Other workstations

IT Administration Services has also workstations running Linux (Fedora). The logging in these workstations is done basically in the same way as into Windows clients. In Fedora, logging out is done by clicking System at the menubar at the top of the screen and selecting Log Out.

Remember to log off when you’re done working!
Outlook-Email

You can get your Email account when you have first accepted the Office 365 service’s Terms and Conditions. More information on: http://www.oulu.fi/ict/office365

How to log in to your Email

Log in to your Email at: http://outlook.com/student.oulu.fi Your user name is account@student.oulu.fi and Email address is: firstname.lastname@student.oulu.fi

Enter your User name: and Password: and click Sign In.

If you are reading Email within Student-domain, e.g. at workstation maintained by IT Administration Services at Linnamaa or Kontinkangas campus, workstation login is enough. Outlook-shortcut at workstation’s desktop provides direct access to the Email.
When logging in for the first time, set Language (Kieli) and Time zone (Aikavyöhyke) for your preferences.

Email use

*Email is available on the Outlook-tab.*
Outlook Inbox view provides the opportunity to sort out, delete and drag messages to folders.

Sending a new email is started via uusi posti (new mail) -button.
Regional settings
Outlook regional settings such as Email language can be changed through the sprocket-icon in the upper right corner of the user interface: Options > settings > regional.

More instructions for the use of Outlook Web App

Instructions for the use of Outlook Web App can be found through the question mark in the upper-right corner of the screen.

Email Security
By default, Outlook-Email has the protection from spam and malware: configurable anti-malware, and spam filtering features.
However, carefulness is always recommended with attachment files: do not open any attachments from the sender you do not know. Even in the cases with the familiar sender, because the email sender information can be faked.

If you receive an e-mail message intended for another recipient, inform the sender about the wrong address. Remember that you are obligated to maintain the message contents as confidential. More information (Information security guide for students) : http://www.oulu.fi/ict/information_security_guide_for_students
Do not ever send your username and password by email to anyone. Beware of attachments sent from unknown sources!

Don’t send sensitive information to anyone via email. IT management will never ask them by email.

Spam – and how to avoid it!
By default, spam filtering is enabled on all mailboxes in the cloud-based email service. Users can manage some spam settings for their own mailbox. For more information about how users can manage spam, see Junk E-Mail Settings.

Junk E-mail folder
Messages that meet filtering criteria can be blocked or delivered to the user's Junk E-Mail folder. You can also use organization-wide rules to control the flow of email messages in your organization. For example, a rule might reject all email that contains specific keywords or is from a specific source.

Message limits
In Outlook, each user gets 25 GB of storage for email and can send up to 25 MB in size. These limits are applied to every Email message. Following limits are applied to every email message.

<table>
<thead>
<tr>
<th>Limit</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Message size limit</strong></td>
<td>25 MB</td>
</tr>
<tr>
<td>The maximum total size of an e-mail message. The total size includes the message header, the message body, and any file attachments.</td>
<td></td>
</tr>
</tbody>
</table>

**Note** An Email client may limit the size of an individual file attachment to a value much less than the message size limit. For example, in Outlook Web App, the maximum individual file attachment size is 10 MB.
**File attachments limit** The maximum number of file attachments allowed in an Email message. Even if the total size of all the file attachments doesn't violate the message size limit, there is still a limit on how many attachments are allowed in the message.

**Subject length limit** The maximum number of text characters allowed in the subject line of an Email message.

**Multipart message limit** The maximum number of message body parts that are allowed in a MIME multipart message.

**Embedded message depth limit** The maximum number of forwarded e-mail messages that are allowed in an Email message.


**Attachment limits**

Maximum amount of attachment files can be 125 annex, even if the message size does not exceed the size limit.

**Sending large / insecure attachments**

IT Administration provides a service where you can send large/insecure (over 50 MB) attachments up to 20 GB from the link: https://filesender.oulu.fi/


**Other Email software**

Outlook Email can be used with home computer also via email client software such as Outlook or Thunderbird. Settings for the email software server settings can be found from the O365-portal: http://portal.microsoftonline.com

**Server settings**

From the Outlook-tab > sprocket at the top right (select Settings/Asetukset) > Account (tili) page has a link to the: POP- or IMAP-settings... / POP- tai
IMAP-käytön asetukset... which opens new window containing server settings.

**Outlook app for mobile devices**

From the sprocket at the top right (select *Office 365 Settings* > *software* > *phone & tablet* you can find available software (e.g. Office, OneNote, Outlook, Lync and SharePoint) under device categories to use on your mobile device.


**Email address search**

You can search University Email user addresses at: http://www.oulu.fi/haku/
SSH, what’s that?

SSH, or Secure Shell is a safe way to transfer information. An SSH client offers many services in one package.

- Secure connection to the Paju server
- Changing your Paju password
- Transferring files from your home computer to Paju account

How to establish an SSH connection to Paju

For example Putty is capable to establish a secure SSH connection to Paju. The program is found on all Windows workstations managed by IT services (on Macintosh workstations you can use the Terminal program). Launch Putty and follow the instructions on next page.

Host Name: paju (from outside the University network use paju.oulu.fi)
Port: 22
To login, click Open -button
Next, at the login prompt, enter your Paju userID and password. When you want to disconnect from Paju, enter the exit or logout command.

Change your Paju password at workstation
When you are logged on Windows computers which are for student use and maintained by IT Services, you can change the password by pressing Ctrl+Alt+Delete keys.

Change your Paju password with SSH
A valid Paju password is required to establish an SSH connection. Once connected to the Paju server, type the listed commands to change your password.

```
Paju: (~) (17) % passwd
    Enter old passwd:
    Enter new passwd:
    Re-enter new passwd:

    UNIX password changed for tunnus
    SAMBA password changed for tunnus
```

Make sure you see the “UNIX password and SAMBA password changed” message! On Paju, the new password will work immediately. Passwords on education computers and workstations managed by IT services will work within the hour.

Terminals

From the terminals you can connect to the following University servers:

- **palkki** department of mechanical engineering machine
- **stekt1-76** electrical engineering department
- **KONE**: at the prompt, type the server name

Example - connecting to IT services Paju server.
KONE: paju [Enter]
login: UserID [Enter]
password: your password [Enter]

Then the Paju prompt will appear (i.e. paju: (~) (12)%).

Type pine and press [Enter]. Quit by pressing Q.

Remember to close the server connection by typing: exit

You can leave the terminal at the KONE: prompt.

Email Terminal is not working?
If (backspace) isn’t working, try Ctrl-h. You can reset the terminal by pressing Break (F5).

Notice! The break command may take up to a minute before the terminal is usable.

Storing and accessing files in your home directory

University network
If internet service is provided by the University you can find out how to connect by visiting the IT services website: http://www.oulu.fi/ict

You can also access your home directory over VPN connection: http://www.oulu.fi/ict/vpn

IT Administration service’s remote assistance will help if any problems with VPN: etatuki@oulu.fi
Outside the University network

Windows
You can access the Paju home directory within Windows by using WinSCP. Download from http://winscp.net.

Once connected, you can browse files and folders located within your home directory. Disconnect securely by selecting – disconnect under the session menu.

Using the Paju home directory with other operating systems
There are several SSH programs capable of creating a secure connection to the Paju server and browsing the home directory.
For Linux – gFTP or FileZilla.
Mac OS X – Terminal, Fugu, Cyberduck or Fetch.
http://www.versiontracker.com/macosx/

⚠️ Enter paju.oulu.fi in the Host Name field
Enter Paju username and password
Port Number is 22.
Press Login
Printing

*Computer Labs offer printing services for research and study related material. You can print 600 pages for free in time period 1.8.2013-1.2.2014.*

Where can I print?

You can use your printing quota in PC Hall (PR106), PC Room (YB110), Tellus and Luna libraries as well as in Linux classroom (YL124). Passageway workstations are unable to print.

Fees

Buy more pages from the Helpdesk if 100 pages per month are not enough. Extra pages cost 0.04 Euro/page (i.e. 100 extra pages cost 4 euros).

Your printing account balance is restored to 100 pages the 1st of every month.

Students can print one Master's thesis in full colors for five euros (5€) - The following copies are normal priced (full color A4 page printing costs 0.40 € / page).

Colour printing is available in the Micro Computer Support (TH118) for a small fee. A4 colour prints cost 0.40 Euro and A3 cost 0.60 Euro. More information IT Administrations website: [http://www.oulu.fi/ict/printing](http://www.oulu.fi/ict/printing)

Double sided printing

Windows

By default two sided printing is enabled. Two sided printing is a great way to save your free prints. You can print 100 double sided pages per month.
The printers have the default setting for double-sided printing. If you want to print one sided: From File -menu choose Print.

In the Settings-menu, choose Print One Sided
Other services

Office 365 for Education

Office 365 for Education (O365) provides students an Outlook-Email as well as Office Web Apps cloud service (Word, Excel, PowerPoint, OneNote, Lync), Calendar as well as versatile group working tools free of charge. You can get access to the service when you have first accepted the Office 365 service’s Terms and Conditions. More information on: http://www.oulu.fi/ict/office365

Log in to O365

Log in to O365 at: http://outlook.com/student.oulu.fi with your user name account@student.oulu.fi

Enter your User name: and Password: and click Sign In.

If you are using O365 within Student-domain, e.g. at workstation maintained by IT Administration Services at Linnamaa or Kontinkangas campus, workstation login is enough.
Outlook

- O365 starting page and Outlook-Email view. Menu at the top of the page provides access to the services: Outlook, Calendar, People, Newsfeed, SkyDrive and Sites.

Calendar

- Calendar-view provides the possibility to have shared calendars.
**People**

▲ *People*-view provides the possibility to for example search other members of the organization e.g. other students.

**Newsfeed**

▲ *Newsfeed*-view provides the possibility to follow selected items, for example site for the course.
SkyDrive-view provides the possibility to create, modify an remove documents.

Files can be uploaded to the SkyDrive from workstation or own computer trough SkyDrive-tab TIEDOSTOT > Lataa tiedosto.
Sites-view provides the possibility to for example create or follow certain teamsites.

With built-in instant messaging service, you can signal to others if you are available, busy etc.
Office Web Apps

Office 365 for Education (O365) provides an Outlook-Email and Word, Excel, PowerPoint, OneNote and Lync Office Web Apps for students use.

▲ New document can be created using the Office Web Apps by clicking the *uusi tiedosto*.

▲ Creating a new Word-document.
New Word-document is named in the opening window.

Document opens for the editing in the MS Word Web App, which is capable for basic word processing.

Document can be saved to the SkyDrive or own computer through *Tiedosto > Tallenna nimellä > Lataa* –option.
O365 language settings

O365 language settings can be changed through the sprocket-icon in the upper right corner of the user interface: Office 365 > settings > language.

More instructions for the use of O365 services

Instructions for the use of O365 services can be found through the question mark in the upper-right corner of the screen.

WebOodi – student database

In WebOodi, students can update their personal and contact information, register for courses and examinations, browse their studies, and subscribe to an electronic transcript of records.

WebOodi www-address is:
https://weboodi.oulu.fi/oodi/

- Change language to English
- Register for courses and exams
- Search for classes
- View complete/incomplete courses
- Email your unofficial transcript
Log into WebOodi with your username and password

Optima – login instructions

Optima, is an electronic learning environment used by the University of Oulu. Login to Optima with your account by clicking the paju/koivu login link. https://optima.oulu.fi

Compass student environment

The purpose of the Kompassi (Compass) Wiki is to be a portal to information and communications technology (ICT) services related to studying, research and teaching.

https://wiki.oulu.fi/display/ok2

Off-campus access to databases & e-journals

Students and staff of the University of Oulu can use the personalized services in MySpace and the electronic resources licensed to the University of Oulu from computers outside the University network. A valid username is also required to login.

Software distribution

IT Administration Services offers free software for students and staff members. Such offerings include antivirus from F-Secure, SSH clients, Microsoft service packs as well as user’s guides to Windows 7/8, Powerpoint, Excel 2010 and Word 2010. A username and password is required to log into the software distribution page.

Software distribution link: https://www.oulu.fi/jakelu/

panOULU network

The panOULU wireless network is free to use with any WiFi enabled device; it doesn’t require a username or password. The panOULU network covers most of the Linnanmaa campus first floor. Look for posted panOULU signs for network access.

More information about panOULU: http://www.panoulu.net

panOULU is not part of the University network
CampusNet

Every PSOAS student apartment has the option of using a fixed Internet connection.

http://www.psoas.fi/en/tenants/campusnet

IT Administration Service is not responsible for CampusNet. If you have connection problems with CampusNet, contact PSOAS.

Eduroam

Eduroam is a world-wide roaming project with which members of organisations belonging to eduroam can log in to the wireless networks of other eduroam member organisations using their home organisation user IDs.

Links

- IT Administration Services: http://www.oulu.fi/ict/
- WebOodi: https://weboodi.oulu.fi/oodi/
- Optima: https://optima.oulu.fi
- Information security guide: Information security guide for students (pdf)
- Computer labs: http://www.oulu.fi/ict/facilities
- Software distribution (also user’s guides): https://www.oulu.fi/jakelu
- panOULU: http://www.panoulu.net
- Office 365 -portal: http://portal.microsoftonline.com
- Outlook -mail: http://outlook.com/student.oulu.fi
- Password reset: https://www.oulu.fi/passwd/
- Password change: http://www.oulu.fi/ict/password
- Compass student environment: https://wiki.oulu.fi/display/ok2
# Service points / Opening hours

## Service points

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</tr>
</thead>
<tbody>
<tr>
<td><strong>Student Center KE1020/Helpdesk</strong>&lt;br&gt;General computing help and advice/accounts and passwords</td>
<td>Opening times: <a href="http://www.oulu.fi/ict/services">http://www.oulu.fi/ict/services</a>&lt;br&gt;Contacts only by email: <a href="mailto:helpdesk@oulu.fi">helpdesk@oulu.fi</a></td>
</tr>
<tr>
<td><strong>ICT-desk TH118</strong>&lt;br&gt;Printing quotas, laptop rental, software licenses, lost memory sticks.</td>
<td>Opening times: <a href="http://www.oulu.fi/ict/services">http://www.oulu.fi/ict/services</a>&lt;br&gt;Tel. 0294 48 3080&lt;br&gt;Email: <a href="mailto:helpdesk@oulu.fi">helpdesk@oulu.fi</a></td>
</tr>
<tr>
<td><strong>Kontinkangas K111/ICT Helpdesk (Aapistie 7)</strong>&lt;br&gt;General computing help and advice/accounts and passwords, printing quotas, printing services, laptop rental, software licenses, lost memory sticks, mobile phone services.</td>
<td>Opening times at: <a href="http://www.oulu.fi/ict/services">http://www.oulu.fi/ict/services</a>&lt;br&gt;Email: <a href="mailto:helpdesk@oulu.fi">helpdesk@oulu.fi</a></td>
</tr>
</tbody>
</table>

## Computer Labs

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<th>Location</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tellus and Luna libraries</strong></td>
<td>See the library opening hours: <a href="http://www.oulu.fi/kirjasto/node/11108">http://www.oulu.fi/kirjasto/node/11108</a></td>
</tr>
<tr>
<td><strong>PC Hall (PR106)</strong></td>
<td>Open from Mon 8 am to Sat 11 pm (24hrs)</td>
</tr>
<tr>
<td><strong>PC Room (YB110)</strong></td>
<td>Open from Mon-Fri 8-21, Sat 8-15</td>
</tr>
</tbody>
</table>
Door hours:
R, 2T, J, G Mon – Fri 7am to 7pm and Sat 8am to 2pm
Other doors Mon – Fri 7am to 5pm

| Linux classroom (YL124) | Open: Mon – Thu 8 am to 18 pm |
ICT-piste K111 / Tietohallinto
ICT Helpdesk K111 / IT Administration Services