

## Problems with WebOodi



### GENERAL INFORMATION

This page contains instructions for some of the problems which may occur in WebOodi. See if you can find a solution to your problem below. Alternatively, use the given contact information.

To make the search easier, the questions and answers are grouped under a few headings.

**Please, note that in order to use WebOodi you need to have a university account.**

### 1. LOGGING IN

**I type in my username and password. The following error message is displayed: 'Login failure – Please log in' .**

Your username or password is incorrect. This may be caused by a typo or an expired password (you have to change the password every 90 days). If your password has expired see the [Password page](#) for more information. In case you fail to change the password, contact the IT Administration Services: email: [neuvonta\(at\)oulu.fi](mailto:neuvonta@oulu.fi), tel. 029 448 3080.

New users may only access WebOodi 24 hours after the creation of the username. Consequently, if you have received your username today, please try again tomorrow. If your user name does not work after 24 h, please contact WebOodi user support by e-mailing [oodituki\(at\)oulu.fi](mailto:oodituki@oulu.fi) . Also send your username, full name, and degree programme. Don't send your password.

### 2. CHANGING THE RIGHT OF STUDY

**I have a new right of study for another degree programme. Can I change my new right of study into the primary right in WebOodi?**

Unfortunately this is not possible. Contact Student Center.



### 3. REGISTERING FOR THE UNIVERSITY

**I connect to my bank on the payment page using Paytrail, and type my username and password, but the programme does not approve it.**

Contact your bank.

**I have printed the payment form from WebOodi, paid the fee with a bill payment ATM, and tried to register in WebOodi. However, the system asks me to pay again.**

If you need to pay the Student Union membership fee, you can register in WebOodi only if you pay the fee with your Internet banking user account. If you pay with a bill payment ATM, the information does not transfer to WebOodi. Register at Student Center, and present your payment receipt.

**I paid the fee with my Internet banking account, but my registration does not show in WebOodi.**

You probably did not return from the pages of the bank to WebOodi following the instructions on the page. Another possibility is that there was an error in the Internet connection between the payment process and returning to WebOodi. Register at Student Center.

**I have paid a membership fee of another university, and it includes the payment to FSHS (Finnish Student Health Service). How can I register without paying the full membership fee?**

Register at Student Center. In WebOodi, you can only pay the mandatory membership fee in full.