SHORT INTRODUCTION TO IT SERVICES FOR STUDENTS
5.7.2017

IT Services (ITS) supports your university studies via a number of student IT services:

- basic services such as customer support, e-mail, wireless LAN connections and printing
- applications for managing study information, and for supporting studies and collaboration
- well-equipped computer classrooms with up-to-date software on every campus

IT Services on the web
The IT web services are available in English for all members of the Aalto University at https://inside.aalto.fi/display/ITServices/Home. You can log on to Inside with your Aalto username and password.

The basics of IT web services are available in English at https://into.aalto.fi/display/enit/Homepage/. Into is a public portal for Aalto University students.

The IT policies and guidelines of the Aalto University are available at http://www.aalto.fi/en/about/contact/services/it/policies/

IT Service Desks
There are IT Service Desks on all Aalto campuses. Contact information and office hours are available on the IT homepage at http://into.aalto.fi. The IT Service Desk e-mail address is servicedesk@aalto.fi, tel +358 50 513 2000.

Aalto account and password
Every student of the Aalto University gets an Aalto account with a password, and an aalto.fi e-mail address. The username and a password are for your private use only; Aalto username and password must not be used in external services (such as Facebook, gmail, webshops, and so on). Your current password expires after 180 days (six months). If you forget to change your password before it expires your account and email will be closed. By accepting your Aalto account you have to agree to comply with the policies and guidelines of the University.

You can change your Aalto password:
If you remember your password:
- on an Aalto Windows login screen (press ctrl+alt+del after login -> change password)
- on a Mac workstation; System preferences -> Users&Groups -> Change Password
- on a Linux workstation using command kpasswd
- using a remote connection (SSH, e.g. PuTTY) to the general server (kosh.aalto.fi) by command kpasswd
- Webmail: http://mail.aalto.fi/

If you do not have an account, or you have forgotten your password:
- by visiting http://password.aalto.fi/, using either your Finnish Internet bank, or your electronic ID card as identification
- at the IT Service Desk, where you have to prove your identity with an official ID — a passport, Finnish ID card or Finnish driver’s license

For more information on accounts and changing password, please visit https://into.aalto.fi/display/enit/Accounts+and+passwords
Aalto email and calendar
The e-mail address is usually in the form firstname.lastname@aalto.fi. Students get 3 GB of disk space for e-mails. For more information on using your email and calendar, please visit the Inside service at https://inside.aalto.fi/display/ITServices/Email+and+calendar

Printing
You need a printing card for access to the printer. The card can be an HSL Travel Card, a student card (Frank, formerly Lyyra), or a printing card purchased at Unigrafia service point. https://into.aalto.fi/display/enit/SecurePrint+and+PrintingPoints

Wireless networks
There are three different wireless networks on Aalto campuses; Aalto Open, Aalto and Eduroam. Aalto Open is an open network primarily for visitors. Aalto is more secure but needs sign-in with your Aalto account on your own laptop. Eduroam is a pan-European system of network roaming, and in addition to the Aalto university campuses it is available at other Eduroam enabled organizations across Europe. More on wlans at https://inside.aalto.fi/display/ITServices/Wireless+Networks

IT classrooms and computers on campuses
Aalto IT Services maintains IT classrooms on all campuses. For more information on locations, opening hours, software and devices, visit the Inside service at https://inside.aalto.fi/display/ITPK/IT-tilat

Every student receives 10 GB of disk space for saving files in the Aalto domain. Backups of the data are made regularly. The disk space is primarily for studying purposes (lectures, exercises, and so on). Be advised centralized storage is costly; do not use the space for unrelated data.

There are cloud services available for students: https://inside.aalto.fi/display/ITServices/Cloud+services

Licensed software for students
Students can download programs for their personal use free of charge at http://download.aalto.fi. Student discount is offered for selected software (e.g. Microsoft, Adobe, Autodesk). For more information regarding discounts visit the Inside service at https://inside.aalto.fi/display/ITPK/Ohjelmistot+ja+lisenssit

Security and policies
Information security means protecting information and information systems from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction. You must not share your password with anybody.

Phishing messages are mails by which external people try to access authentication data (usernames, passwords) of the staff and students. The Aalto University IT Services never ask for user's authentication data via e-mail. NEVER REPLY TO THESE MESSAGES!

Policy of information systems usage at Aalto University concerns all members of the Aalto University academic community, other users of Aalto University information systems and Aalto University units. The usage policy also concerns all information systems and workstations located at the university. http://www.aalto.fi/en/about/contact/services/it/policies/

Give us feedback
Send us feedback about our services to it-palaute@aalto.fi. You can send us feedback about workstations and software in IT classrooms using icon on a desktop, too.

If the link doesn't work please copy and paste the entire URL into your browser's address bar and press Enter.