Coronavirus - information for students

This page provides information for students on the effects of the coronavirus on teaching and studying. In addition to the practical arrangements for teaching, the links below give information to support your own well-being and ability to manage.

Effects of the coronavirus on studies: questions and answers (updated 17.4.2020)

Couldn't find an answer to your question? Please let us know how we can help by filling out this form.

Instructions and news
- The student service points - customer service via telephone or service addresses
- Well-being and maintaining your study condition - guidance available remotely
- Arranging examinations
- Coronavirus and tuition fees
- Instructions for public defence during exceptional circumstances (aalto.fi)
- Student financial aid and the effects of the exceptional situation caused by the corona virus (kela.fi)
- Health services (infofinland.fi)
- Campus restaurants (aalto.fi)
- UniSport Sports Centers closed, online training available (unisport.fi)

Student housing
There are many kinds of accommodation available for students, and students themselves have responsibilities that are defined in their tenancy agreements. You should carefully examine the terms and conditions for ending a tenancy agreement in case you need to give notice or withdraw from one.

You should contact your landlord (lessor) without delay if problems arise concerning your payment of rent. In such cases, one can generally negotiate about the possibility of receiving an extension for the payment or other leniency. Being proactive is often the best alternative.

For more information, contact your own landlord (lessor), for example
- Foundation for Student Housing in the Helsinki Region (Hoas) https://www.hoas.fi/

Library services and material loans
- Reserving books and other library materials (learningcentre.aalto.fi)
- Aalto ARTS: material loans

IT services, software and remote use
How can I work with my files on an Aalto workstation remotely
- Virtual Desktop Infrastructure (VDI) (aalto.fi)
  - You can access your desktop (and files) and certain software (see the software listing link in the chapter Software)
- VPN connection and network drives (files)
  - VPN (aalto.fi)
  - How to use a network drive Mac (aalto.fi)
  - How to use a network drive Windows (aalto.fi)

Software
- Remote access to Windows classroom computers (aalto.fi)
- You can use some of the software on VDI (aalto.fi)
  - Software is on VDI if it is marked in the Classroom column (VDI Windows 10) (wiki.aalto.fi)
- Home use licenses: download.aalto.fi and aalto.onthehub.com
- Adobe CC license for Aalto students until 31 May

Online meeting tools
- Teams and Zoom (aalto.fi)

Contact:
servicedesk@aalto.fi
Updated information – remote teaching and working to continue until 13 May

Dear Aalto community member,

According to guidelines by the Finnish Government, remote teaching at Aalto University will continue until 13 May 2020. In addition, we will continue to work remotely until 13 May 2020. With this decision, we want to do our best to ensure the health and safety of the Aalto community and to slow down the spread of the coronavirus.

The university aims to organise the spring term exams remotely, when possible, through e.g. MyCourses. Information regarding arranging exams is updated regularly at https://into.aalto.fi/pages/viewpage.action?pageId=28417155

Recently, Aalto University employees have received numerous scam messages and calls. Please be careful. More information and instructions at https://www.aalto.fi/en/news/email-phishing-and-phone-call-scam-campaigns-ongoing-at-aalto-university. We will provide updates whenever needed. The page includes links to pages by the relevant Finnish authorities.

We will also publish coronavirus news on our webpages. If you do not find answers to your questions in our published material, you can email us at corona.information@aalto.fi.

Aalto University Crisis Management Team (CMT)

The Aalto University Crisis Management Team (CMT) is responsible for Aalto University’s instructions. The CMT is led by the president. Members of the CMT include the head of security and risk management and the director of communications, as well as other key Aalto staff when necessary. The CMT is following the coronavirus situation, keeping in close contact with the authorities and formulating the measures to be taken by the university. The CMT utilises the situational assessments of the Finnish authorities and experts.

Updated information on coronavirus 17 March

Updated information on the effects of coronavirus on activities at Aalto University

Dear Aalto community member,

In accordance with the guidelines given by the Finnish Government, Aalto University pauses all contact teaching. Our facilities are not available for teaching until 13 April 2020. Based on our previous guidelines, employees are now expected to work remotely.

Research work will continue as remote work. However, the authority’s (AVI) guidelines state that the facilities used by the university for research, development and innovation can be used especially in critical areas of research.

Some other guidelines have also been updated. You can find a summary of the current instructions to be followed by all Aalto community members below. Updated topics are in bold.

Instructions FOR RESEARCH:

- Research work will continue as remote work.
- The authority’s (AVI) guidelines state that the facilities used by the university for research, development and innovation can be used especially in critical areas of research.
- Contact your dean on further instructions regarding critical areas of research.

Instructions for ACADEMIC AND DEGREE PROGRAMME COMMITTEE MEETINGS:

- We need to refine our guidelines for academic and degree programme committee meetings and tenure track processes. Guidelines are currently being prepared.

Instructions FOR STUDYING AND TEACHING:

- All contact teaching is paused starting from 17 March to 13 April 2020. All planned remoteteaching and online exams will be carried out according to plan.
- University’s facilities are not available for students after 17 March 20.00.
- Summary info including students’ services and financial aid is available in Into.
- Our faculty is currently preparing to implement alternative teaching and assessment solutions in their courses. There may be disturbances in teaching during this and next week. We ask for patience from everyone.
• For the faculty, there is support available for remote teaching at opit.aalto.fi. There will also be limited AV-support available on campus. Send your service request to IT Service Desk (servicedesk@aalto.fi).
• Timetable of exams is likely to change due to teaching arrangements. More detailed information will follow.
• Information on arrangements related to teaching and assessment are provided course-specifically in MyCourses.

Instructions FOR PERSONNEL:
• There are instructions for remote work at https://www.aalto.fi/en/services/guidelines-for-teleworking-during-the-corona-epidemic
• Further guidance for remote work (including tips for leading a virtual team) will be provided soon.
• Doors at the university will work only with access tokens. Bring your access token with you.
• Work remotely unless the nature of your duties or the safeguarding of the continuity of university operations requires your presence on campus. Contact your supervisor for remote working arrangements.
• If your sickness lasts up to 7 days (5 working days), you may be on sick leave by notifying your supervisor. If the duration of your sickness is longer than 7 days, contact occupational health care.

Instructions FOR ALL:
• Note that most campus restaurants may be closed.
• If you have serious symptoms, immediately contact your occupational health service, your student health services, your healthcare centre, healthcare emergency services or the information number mentioned in your travel insurance by phone.
• Use online tools (such as Microsoft Teams) when possible.
• IT support and systems may be very busy in the coming days. The main priority for IT support will be to ensure teaching and critical activities. Please be patient and consult online instructions for support as much as possible www.aalto.fi/en/it-help (if the link doesn't work, you can copy the URL and paste it into your web browser).
• Do not leave Finland on a work or study trip. Travel within Finland should also be avoided. Postpone any meetings requiring travel or arrange them to be online meetings instead.
• Wash your hands frequently and carefully. Do not shake hands. Good hand hygiene is one of the best ways to avoid being infected by and spreading the virus.

All of Aalto University’s instructions as well as the link to frequently asked questions are available at https://www.aalto.fi/en/aalto-university/information-on-coronavirus (if the link doesn't work, you can copy the URL and paste it into your web browser). We will provide updates whenever needed. The page includes links to pages by the relevant Finnish authorities. We will also publish coronavirus news on our webpages. If you do not find answers to your questions in our published material, you can email us at corona.information@aalto.fi.

Aalto University Crisis Management Team (CMT)

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Title: Information on coronavirus for exchange students
Sent: Tue 17.3.2020
To: Exchange students in Aalto
From: Learning Services

Dear exchange students,

I hope you all have stayed healthy and are doing fine!

On 16 March, the Finnish Government has published guidelines to slow down the spread of coronavirus. Based on these guidelines, Aalto University will pause all contact teaching from 17 March to 13 April 2020. This means that we are moving to remote working, learning and teaching. More detailed instructions will be available soon.

Some disruptions in this week’s teaching are possible. Students are advised to follow MyCourses and Into for updates on course-specific arrangements.

Arrangements concerning the use of university premises will be published on Tuesday 17 March. The student service points are closed starting from 16th March and customer service is provided via telephone or service addresses. I will also work remotely for the time being (until further instructions), so please contact me by email.

According to Finnish Government’s guidelines, preparations will be launched for the closure of Finland’s borders without delay. Passenger transport to Finland will be suspended as soon as possible, with the exception of the return of Finnish citizens and persons residing in Finland. Finnish citizens and persons residing in Finland must not travel abroad.

You are welcome to stay at Aalto and continue your studies remotely in Finland as instructed by the teachers. However, if your home university cancels your exchange or you decide to return home, please remember to keep me also updated about it by email. Please also make sure you agree with your housing provider the terms of your earlier departure.

Please follow MyCourses and Into and contact the teacher of the course to find out about course-specific arrangements and possibilities of completing the courses.

If needed, you can either download your transcript of records from WebOodi (digitally validated copy) or contact me/Aalto student services for a signed and stamped copy. The latter one will be delivered to you once Aalto University student services resume on campus.
Aalto University’s instructions and link to frequently asked questions are available at https://www.aalto.fi/en/aalto-university/information-on-coronavirus if the link doesn’t work, you can copy the URL and paste it into your web browser. We will provide updates whenever needed. We will also publish coronavirus news on our webpages: https://www.aalto.fi/en/aalto-university/information-on-coronavirus. If you do not find answers to your questions in our published material, you can email us at corona.information@aalto.fi.

We are very sorry for this regrettable situation. In case you need further advice regarding your exchange, please contact me (contact exchange coordinator of your school).

Warm regards,

Title: Updated information on coronavirus 16 March
Sent: Mon 16.3.2020
To: Aalto Students, Aalto Staff
From: Aalto University

Dear Aalto community member,

Aalto University pauses all contact teaching from 17 March to 13 April 2020

On 16 March, the Finnish Government has published guidelines to slow down the spread of coronavirus. Based on these guidelines, Aalto University will pause all contact teaching from 17 March to 13 April 2020. More detailed instructions will be available soon. Arrangements concerning the use of university premises will be published on Tuesday 17 March.

The university is preparing for comprehensive use of remote teaching and other alternative teaching methods. All planned remote teaching and online exams will be arranged normally. However, some disruptions in the arrangements of teaching are possible. Information regarding exams will be updated soon.

You can find a summary of the current instructions to be followed by all Aalto community members below. New information in bold.

Instructions FOR STUDYING AND TEACHING:

- Some disruptions in the arrangements of teaching are possible. All contact teaching is paused starting from 17 March to 13 April 2020. Information regarding exams will be updated soon. All planned remote teaching and online exams will be carried out normally.
- Students are requested to gather all necessary material needed for remote learning from the campus by Tuesday 17 March 2020 and bring their access token along.
- Students are advised to follow MyCourses and Intof for updates on course-specific arrangements.
- Information regarding support services for online teaching at opit.aalto.fi.

Instructions FOR PERSONNEL:

- Personnel will be informed of the arrangements concerning the use of university premises on Tuesday 17 March.
- Starting from Tuesday morning 17 March, doors at the university will work only with access tokens. Bring your access token with you.
- Work remotely unless the nature of your duties or the safeguarding of the continuity of university operations requires your presence on campus. Contact your supervisor for remote working arrangements.
- If your sickness lasts up to 7 days (5 working days), you may be on sick leave by notifying your supervisor. If the duration of your sickness is longer than 7 days, contact occupational health care.

Instructions FOR ALL:

- Note that some of the campus restaurants may be closed.
- If you have serious symptoms, immediately contact your occupational health service, your student health services, your healthcare centre, healthcare emergency services or the information number mentioned in your travel insurance by phone.
- Use online tools (such as Microsoft Teams) when possible.
- IT support and systems may be very busy in the coming days. The main priority for IT support will be to ensure teaching and critical activities. Please be patient and consult online instructions for support as much as possible. www.aalto.fi/en/it-help if the link doesn’t work, you can copy the URL and paste it into your web browser.
- Do not leave Finland on a work or study trip. Travel within Finland should also be avoided. Postpone any meetings requiring travel or arrange them to be online meetings instead.
- Wash your hands frequently and carefully. Do not shake hands. Good hand hygiene is one of the best ways to avoid being infected by and spreading the virus.

All of Aalto University’s instructions as well as the link to frequently asked questions are available at https://www.aalto.fi/en/aalto-university/information-on-coronavirus if the link doesn’t work, you can copy the URL and paste it into your web browser. We will provide updates whenever needed. The page includes links to pages by the relevant Finnish authorities. We will also publish coronavirus news on our webpages. If you do not find answers to your questions in our published material, you can email us at corona.information@aalto.fi.

Aalto University Crisis Management Team (CMT)

Aalto University Crisis Management Team (CMT) is responsible for Aalto University’s instructions. CMT is led by the president and members of the CMT are the head of security and risk management, the director of communications, and other key Aalto staff as necessary. The CMT is following the coronavirus situation, keeping in close contact with the authorities and formulating the measures to be taken by the university. The CMT utilises the situational assessments of the Finnish authorities and experts.
Dear Aalto community member,

Aalto University has updated its instructions regarding the coronavirus*.

Update 13 March: Teaching, learning and working remotely

Aalto University will transfer to remote teaching as extensively as possible. At the first stage, remote teaching will be applied to all teaching events with more than 30 participants, and also to smaller ones when possible. At the same time, we are preparing for the possibility of having to cancel all contact teaching in the near future.

The shift to remote working and teaching will begin to take effect next week (week 12) to give enough time to make the necessary arrangements. This may cause some disruptions in next week’s teaching. Information on examinations and entrance examinations will be provided in the near future.

As of the week 12, employees are, as a general rule, expected to work from home unless the nature of their duties or the safeguarding of the continuity of university operations requires their presence on campus. To ensure the continuity of the university operations, we ask the community to wait for further instructions regarding remote working.

For those whose presence on campus is required, the working conditions on campus will be arranged to allow everyone to keep a sufficient distance from other people. This will be easier to implement when there will be fewer people on campus than normally. As a rule, internal meetings of less than 30 people are to be arranged as online meetings (using e.g. Teams) or postponed or cancelled. We will make use of online tools in all work as much as possible.

We also ask students to only use the shared, open study spaces on campus with discretion.

Summary of the current instructions to be followed by all Aalto community members:

- Wash your hands frequently and carefully. Do not shake hands. Good hand hygiene is one of the best ways to avoid being infected by and spreading the virus.
- Keep a sufficient distance in all contacts with other people.
- If you have symptoms of a cold, influenza or some other infectious disease, stay at home.
- If you suspect that you have become infected, immediately contact your occupational health service, your student health services, your healthcare centre, healthcare emergency services or the information number mentioned in your travel insurance by phone.
- Remote teaching will be applied to all teaching events with more than 30 participants, and also to smaller ones when possible.
- Work from home unless the nature of your duties or the safeguarding of the continuity of university operations requires your presence on campus.
- Arrange all events or meetings involving more than 30 people as remote meetings, postpone or cancel them.
- Use online tools (such as Microsoft Teams) when possible.
- Use the shared, open study spaces on campus with discretion.
- At this time, do not leave Finland on a work or study trip. Travel within Finland should also be avoided. Postpone any meetings requiring travel or arrange them to be online meetings instead.
- Do not organise events or invite any work or study guests before 31 May 2020. Cancel any arranged visits or events that include people outside the Aalto community.
- If you return from a work, study or holiday trip abroad, you should conduct your work or study from home for the first 14 days after the trip. In such cases, make the necessary special arrangements by contacting your supervisor, course teacher-in-charge, or the learning services for your school.

The instructions are based on the latest situational assessment, which includes the declaration of the coronavirus (COVID-19) as a pandemic, expert opinions on the situation in Finland and the latest guidelines by the Finnish authorities. There have been no cases of COVID-19 at Aalto University.

More detailed instructions will be sent to students, teachers and supervisors as soon as possible.

All of Aalto University’s instructions as well as the link to frequently asked questions are available at https://www.aalto.fi/en/aalto-university/information-on-coronavirus (if the link doesn't work, you can copy the URL and paste it into your web browser). We will provide updates whenever needed. The page includes links to pages by the relevant Finnish authorities. We will also publish coronavirus news on our webpages. If you do not find answers to your questions in our published material, you can email us at corona.information@aalto.fi.

Aalto University Crisis Management Team (CMT)

* The Aalto University Crisis Management Team (CMT) is led by the president, the head of security and risk management, the director of communications, and other key Aalto staff as necessary. The CMT is following the coronavirus situation, keeping in close contact with the authorities and formulating the measures to be taken by the university. The CMT is utilising the situational assessment of the Finnish authorities and expert opinion.
Aalto University has updated its guidance regarding the coronavirus COVID-19. We urge you to return to Finland or your home country as soon as possible. If needed, Aalto University supports financially your travel from your current university or internship town to Helsinki, or alternatively, to your home country.

Those returning from a trip abroad are to work or study from home for 14 days following the trip. You can find further information on the updated guidance and general instructions on https://www.aalto.fi/en/aalto-university/information-on-coronavirus (in English) or https://www.aalto.fi/fi/aalto-yliopisto/tietoa-koronaviruksesta (in Finnish).

Some further clarifications:

- Aalto’s guidance covers both students and personnel, because Aalto wishes to take care of the safety of its students the same way it takes care of the safety of its personnel.
- The university does not have an employer’s “right to direct” over students. According to the waiver (“Waiver and responsibility for students going abroad”) signed by each student before leaving for exchange, the final decision to leave the country and return to Finland/home country will be left up to the student, even in case of emergency. https://into.aalto.fi/pages/viewpage.action?pageId=327942&preview=327942-48565864/Exchange_waiver_FI_2016.pdf
- Regarding reimbursement of return tickets (to Helsinki or student’s home country), euro limits per country will be informed later. You can get more information from your exchange coordinator.

You are requested to inform your exchange coordinator by 20.03.2020 whether you return to Finland / to your home country or whether you decide to stay abroad.

We are very sorry for this regrettable situation. If possible, we suggest that you continue your studies online from Finland. In case you need further advice, please contact your exchange coordinator. You may also contact our personnel for discussion.

With warm regards,

Eija Zitting, Head of Learning Services
Kirsi Kettula, Head of International Relations

Title: Information on coronavirus 12 March
Sent: Thu 12.3.2020
To: Aalto Students, Aalto Staff
From: Aalto University

Dear Aalto community member,

Aalto University has updated it instructions regarding the coronavirus. *

Summary of the current instructions to be followed by all Aalto community members:

- Wash your hands frequently and carefully. Do not shake hands. Good hand hygiene is one of the best ways to avoid being infected by and spreading the virus.
- Keep a sufficient distance in all contacts with other people.
- If you have symptoms of a cold, influenza or some other infectious disease, stay at home.
- If you suspect that you have become infected, immediately contact your occupational health service, your student health services, your healthcare centre, healthcare emergency services or the information number mentioned in your travel insurance by phone.
- At this time, it is advised that no one leave Finland on a work or study trip. Travel within Finland should also be avoided. Postpone any meetings requiring travel or arrange them to be online meetings instead.
- Do not organise events or invite any guests for dates until 31 May 2020. Cancel any arranged work or study visits or events that include people outside the Aalto community.
- If you return from a work, study or holiday trip abroad, you should conduct your work or study from home for the first 14 days after the trip. In such cases, make the necessary special arrangements by contacting your supervisor, course teacher-in-charge, or the learning services for your school.
- According to national guidelines, teaching will continue normally. The university is preparing to increase the amount of remote teaching. Instructions for this will follow soon.
- Instructions regarding remote work will be updated as soon as possible. Use online tools (such as Microsoft Teams) when possible.

The instructions are based on the latest situational assessment, which includes the World Health Organisation’s (WHO) declaration of the coronavirus (COVID-19) as a worldwide epidemic, expert opinions on the situation in Finland, and the latest guidelines by the Finnish authorities. There have been no cases of COVID-19 at Aalto University.

Aalto University’s specific policies regarding travel and hosting visitors is shown in the list above. There should be no travel abroad. If you return from a work, study or holiday trip abroad, you are to work or study from home for 14 days following the trip. Travel within Finland should also be avoided. Aalto University will not be hosting any visitors until 31 May 2020. This means that during this time interval we will not arrange any events or occasions that include people from outside the Aalto community. Instructions on the procedures concerning events are available at https://www.aalto.fi/en/aalto-university/coronavirus-guidance-for-conferences-and-seminars-at-aalto-university (if the link doesn’t work, you can copy the URL and paste it into your web browser).

All of Aalto University’s instructions as well as a link to frequently asked questions are also available at https://www.aalto.fi/en/aalto-university/information-on-coronavirus (if the link doesn’t work, copy the URL into your web browser). We will provide updates whenever needed. The page above includes links to pages by the relevant Finnish authorities. We will also publish coronavirus news on our webpages. If you do not find answers to your questions in our published material, you can email us at corona.information@aalto.fi

Seija Piiponiemi-Lahti, Head of Security and Risk Management, Aalto University
Dear Aalto community member,

The Aalto University Crisis Management Team (CMT), consisting of the President, the Head of Security and Risk Management and the Communications Director, are following the coronavirus situation closely and, being in contact with the authorities, are formulating the university measures to be taken. The CMT’s actions are based on the situational assessment of the Finnish authorities and expert opinion. University guidelines are compiled on the website https://www.aalto.fi/en/aalto-university/information-on-coronavirus (if the link doesn't work, you can copy the URL and paste it on your web browser), and changes to them will also be communicated to Aalto staff and students via email.

Unfortunately, unit-specific guidelines have also been shared in our community. Every member of the Aalto community is expected to follow the university guidelines, which are based on the best information currently available on the situation. The CMT aims to improve the coordination of the guidelines, so that individual guidelines will not be created by the units.

As of this time, we aim at continuing our daily teaching and research activities as normal. At the same time, we are preparing for any change in the virus scenario, should any restrictions in Aalto regarding teaching and events need to be arranged. An email is sent to teaching staff separately in order to prepare for possible changes in teaching. Instructions on the procedures for events are available at https://www.aalto.fi/en/aalto-university/coronavirus-guidance-for-conferences-and-seminars-at-aalto-university (if the link doesn't work, you can copy the URL and paste it on your web browser).

We remind our community of the following guidelines:

Remember that good hand hygiene is really important and for that reason, we do not shake hands either.

All work or study-related travel within Finland or abroad is to be avoided. Meetings requiring travel should instead be postponed or organised as online meetings.

Those returning from the epidemic area have to work and study remotely during 14 days. Please contact your supervisor, teacher in charge or your school’s learning services. Visitors arriving from the epidemic area will not be received at Aalto University for the time being.

If you suspect that you have contracted the coronavirus and if you are experiencing symptoms, please contact by phone your health care centre or the information number mentioned in your travel insurance. Do not come to the university when you are sick.

Aalto University’s own guidelines as well as frequently asked questions are compiled on the website https://www.aalto.fi/en/aalto-university/information-on-coronavirus (if the link doesn't work, you can copy the URL and paste it on your web browser). We will continue to update the information and links to official sources frequently. We will also continue to publish related news on our website. If you do not find the answers to your questions in the published material, you can email your question to corona.information@aalto.fi.

Seija Piipponniemi-Lahti, Head of Security and Safety, Aalto University

Title: Information on coronavirus
Sent: Fri 6.3.2020
To: Aalto Students, Aalto Staff
From: Aalto University

Dear Aalto community member,

During this year, cases of pneumonia due to a new coronavirus (covid-19) have been identified throughout the world. Aalto University operates normally, and follows the development of the situation and the instructions given by the authorities.

Aalto University personnel and students’ trips to the epidemic area (mainland China, South Korea, Italy and Iran) are to be cancelled. Those returning from the epidemic area have to work and study remotely during 14 days. Please contact your supervisor, teacher in charge or your school’s learning services. Visitors arriving from the epidemic area will not be received to Aalto University for the time being.

If you suspect that you have contracted the coronavirus and if you are experiencing symptoms, please contact by phone your health care centre or the information number mentioned in your travel insurance. In addition, personnel are requested to inform their unit’s HR person of the suspicion and send an email to corona.information@aalto.fi. If you are a student and have contacted the health care, please send an email to corona.information@aalto.fi.

Aalto University’s own guidelines as well as frequently asked questions are compiled on the website https://www.aalto.fi/en/aalto-university/information-on-coronavirus (if the link doesn't work, you can copy the URL and paste it on your web browser). We update the information and links to official sources frequently. We also publish related news on our website. If you do not find the answers to your questions in the published material, you can email your question to corona.information@aalto.fi.

Remember that good hand hygiene is really important and for that reason, we do not shake hands either.

If the situation so requires, Aalto University has the capability to quickly reach both personnel and students via mass text messaging using a new system that will soon be taken into use. In an exceptional situation, the text message will come from the sender Aalto, and in an emergency situation the sender will be Aalto SOS.

Seija Piipponniemi-Lahti, Head of Security and Safety, Aalto University