IT Services At Aalto

Autumn 2021

Aalto IT

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Aalto-yliopisto
Aalto-universitetet
Aalto University

Top tips for exceptional times

1. **Install VPN** on your home devices to get access to Aalto's network wherever you are

2. **Install free Office** on your devices

3. Familiarize yourself with the **online collaboration tools**

4. **Use VDI** to get a virtual Aalto machine in your home

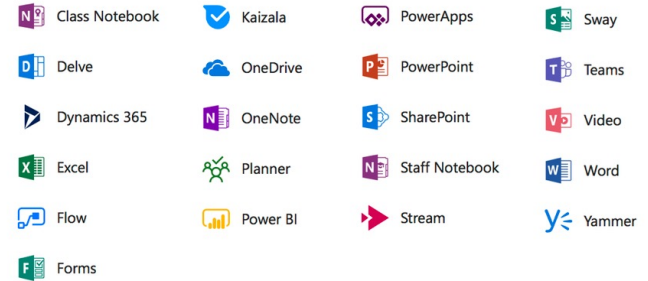5. Follow up-to-date information at **it.aalto.fi**

1. Install VPN

- **VPN allows your device to be in Aalto's internal network, giving secure access to Aalto's services**

- **Access to library databases etc.**

- **Cisco AnyConnect, available for computers, mobile devices**

- **https://www.aalto.fi/en/services/establishing-a-remote-connection-vpn-to-an-aalto-network**

2. Office / O365

- **"Good old office" (Word, Excel, PowerPoint, etc.) with secure cloud services (Onedrive, Teams, etc.)**

- **For five of your devices**

- **Works with your Aalto account**

- **File sharing and teamwork**

- **https://www.aalto.fi/en/services/microsoft-office-365-services**

Microsoft Office 365 Apps in Aalto University

Class Notebook	Kaizala	PowerApps	Sway
Delve	OneDrive	PowerPoint	Teams
Dynamics 365	OneNote	SharePoint	Video
Excel	Planner	Staff Notebook	Word
Flow	Power BI	Stream	Yammer
Forms			

3. Online meeting tools

- **Microsoft Teams** and **Zoom** are widely used in Aalto

- In Microsoft Teams, as a student, you can create your own Teams, channels, whiteboards, meetings, etc.

- **https://www.aalto.fi/en/services/online-meeting-tools-teams-and-zoom**

4. VDI

- Virtual Desktop Infrastructure

- You can access an Aalto virtual workstation from your own device from anywhere

- Aalto Windows 10 and Aalto Linux

- **https://vdi.aalto.fi**
  - VMWare client or HTML access

- **https://www.aalto.fi/en/services/vdiaaltofi-how-to-use-aalto-virtual-desktop-infrastructure**

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5. It.aalto.fi

- **It.aalto.fi for up to date IT services information**

- **Communication channels for the whole Aalto University**
  - https://aalto.fi (requires log-on)
  - https://into.aalto.fi, all studying information

- **All the information of this presentantion and a lot more!**

Access card for campus facilities

- **Register your Helsinki Public Transit card to be used as an access card to student hubs etc at https://idcard.aalto.fi**

- **If you don't have a transit card, pick up a token from lobby services and register it.**

Email

- **Usually firstname.lastname@aalto.fi (sometimes middle initial)**

- **Microsoft Exchange – based email**
- https://mail.aalto.fi with any browser anywhere
- You can use Microsoft Outlook, Mozilla Thunderbird, iPhone, Android, etc.
- Instructions to configure at aalto.fi/it
- Official IT reminders (password expiring etc.) to Aalto address, forwarding possible for students

- **Spam filtering, Junk e-mail folder**

- **Will be erased after you leave Aalto University**

Campus Wifi

- **3 networks: Aalto Open, Aalto and Eduroam**

- **Aalto Open: Unsecured network!**
  - No authentication, just connect and browse, but traffic is <u>not</u> encrypted!
  - NAT in use

- **Aalto network**
  - Safe and encrypted

- **Eduroam: pan-european network of wifi networks, secure**
  - You can use any eduroam network in Europe, in Finland eg. Helsinki University
  - Traffic encrypted
  - Needs configuration and Thawte root certificate, check Aalto Inside for instructions
  - https://www.aalto.fi/en/services/installation-instructions-for-eduroam
  - Most services allowed, SMTP blocked

Computer classrooms

- **Check campus opening policy at www.aalto.fi**

- **Access control in use in many buildings, see https://www.aalto.fi/en/services/access-control-with-hsl-card**

- **In many buildings in Otaniemi**
  - Maarintalo, open 24/7 (excl. Midsummer and Christmas)
    - A lot of workstations (Win / Linux) in classrooms and group work areas
    - Student card required!
  - Also other 24/7 classrooms with separate access cards

- **Windows 10, Linux and Mac classrooms**

- **Different applications depending on the classroom**

- **Student hubs and group work spaces**

Home use licenses

- **Download.aalto.fi**
  - Antivirus software, SSH Tectia Client, Matlab, Comsol, SPSS, etc…
  - May only be used while studying at Aalto!
  - Accessible from home as well

- **Microsoft products for Aalto students**
  - OnTheHub may have discounted Microsoft software, (Microsoft's service)
    - Some problems have noticed, if OTH doesn´t work, send an email: servicedesk@aalto.fi

User Account and password

▪**Activate your account e.g. with banking credentials**
https://password.aalto.fi/

▪**One Aalto password for all your needs (email, workstations, wifi, ...)**

▪**Password policy**

- Minimum 12 characters
- Password maximum lifetime 730 days
- Password minimum lifetime 24 hours
- Complexity: must contain both uppercase and lowercase letters, as well as numbers
- Åäö should not be used
- You can use the same password only once
- Change guide https://www.aalto.fi/en/services/changing-a-password

Password Security

- **Never tell anyone your password**
  - IT Services personnel will never want or need your password
  - Your account is personal, not for sharing

- **Try to remember or use a password manager**

- **Phishing**
  - If you get an email from anywhere asking for your password, do not reply
  - Instructions on reporting phishing attempts on aalto.fi (https://www.aalto.fi/en/services/how-to-report-a-malicious-or-suspicious-email)

- **If you forget: password.aalto.fi (with banking credentials, mobile certificate or HST card) or come to IT Service Desk with your ID. Must be done in person.**

Account Security

- Do not use the same password in other services!

- Email inherently suspicious: do <u>not</u> trust the Sender field or attachments

- Check your URL when entering passwords

Account Security (cont'd)

- **Respect other users' privacy**
  - Other people's email, files, passwords, sessions
  - Personal data (e.g. email addresses, student numbers) not to be distributed
  - Confidential research/business data

- **You are responsible for the activity on your account**

- **We back-up most of the data, but you have the ultimate responsibility**

- **Second, private email address convenient**
  - You will lose your university address upon leaving/graduation
  - Secondary email address easier to throw away

- **More policies and instructions:**
  https://www.aalto.fi/en/services/information-security-at-aalto-university

IT Service Desk

- **First point of contact for all issues**
- **+358 50 513 2000 and servicedesk@aalto.fi**
  - Phone service available Mon – Thu 8:00 – 17:00 and Fri 8:00 - 15:45
- **Check physical service desk opening times at it.aalto.fi**