# IT Services for Students

aalto.fi/it-for-students

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How to navigate at campus?

› *Aalto Space* mobile application for booking conference and group work facilities and help in navigating the campus

› *Useful Aalto campus map* (usefulaaltomap.fi) updated by researchers

› Get to know the campus through the *Virtual Tour*

› *Computer availability* per classroom (computers.aalto.fi), including location

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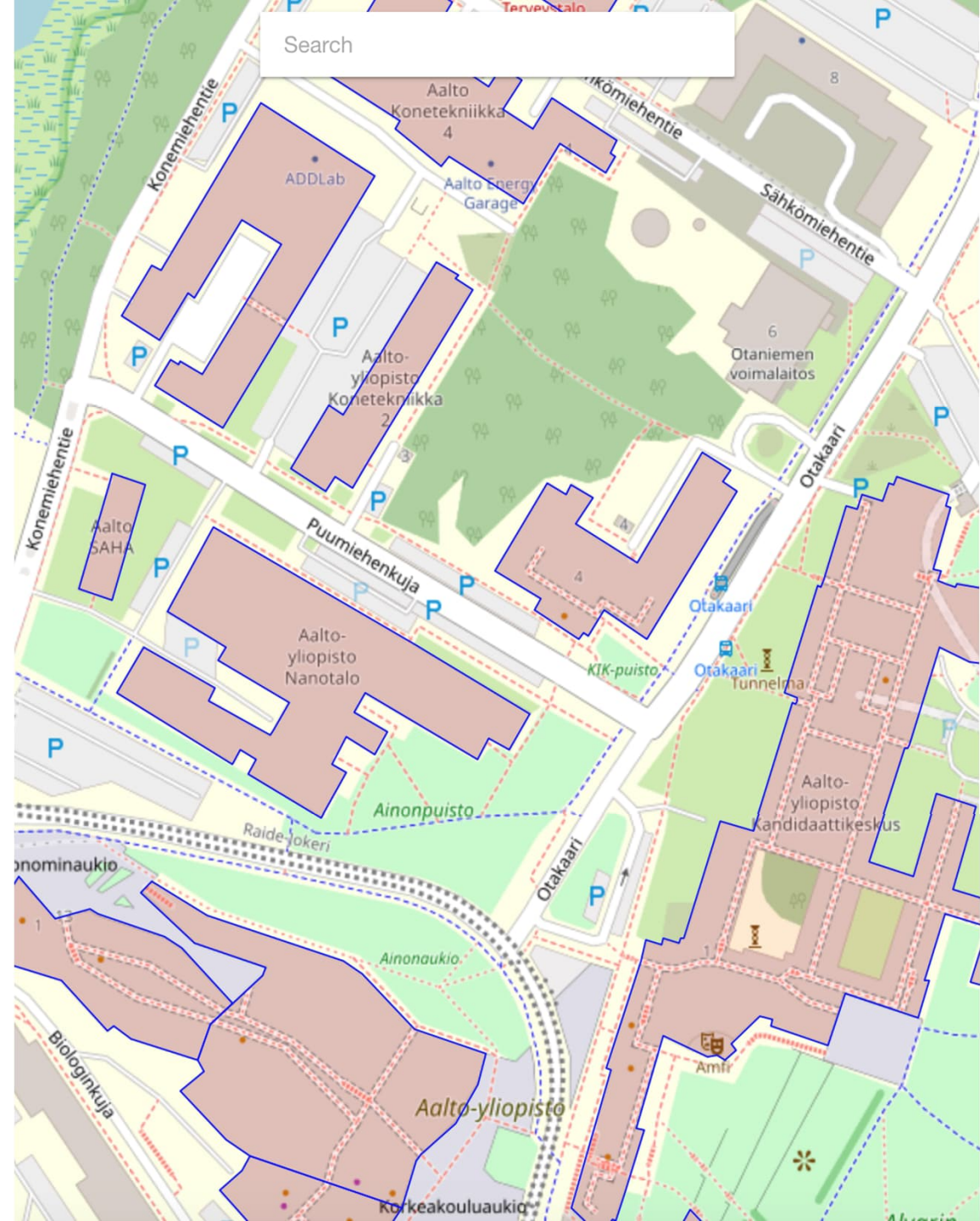
How to use IT services when out of campus?

› *AnyConnect VPN* links your laptop or mobile phone to Aalto Network/storage drive

› *VDI (vdi.aalto.fi)* enables you to virtually use Aalto Windows / Ubuntu desktop on any laptop or mobile phone

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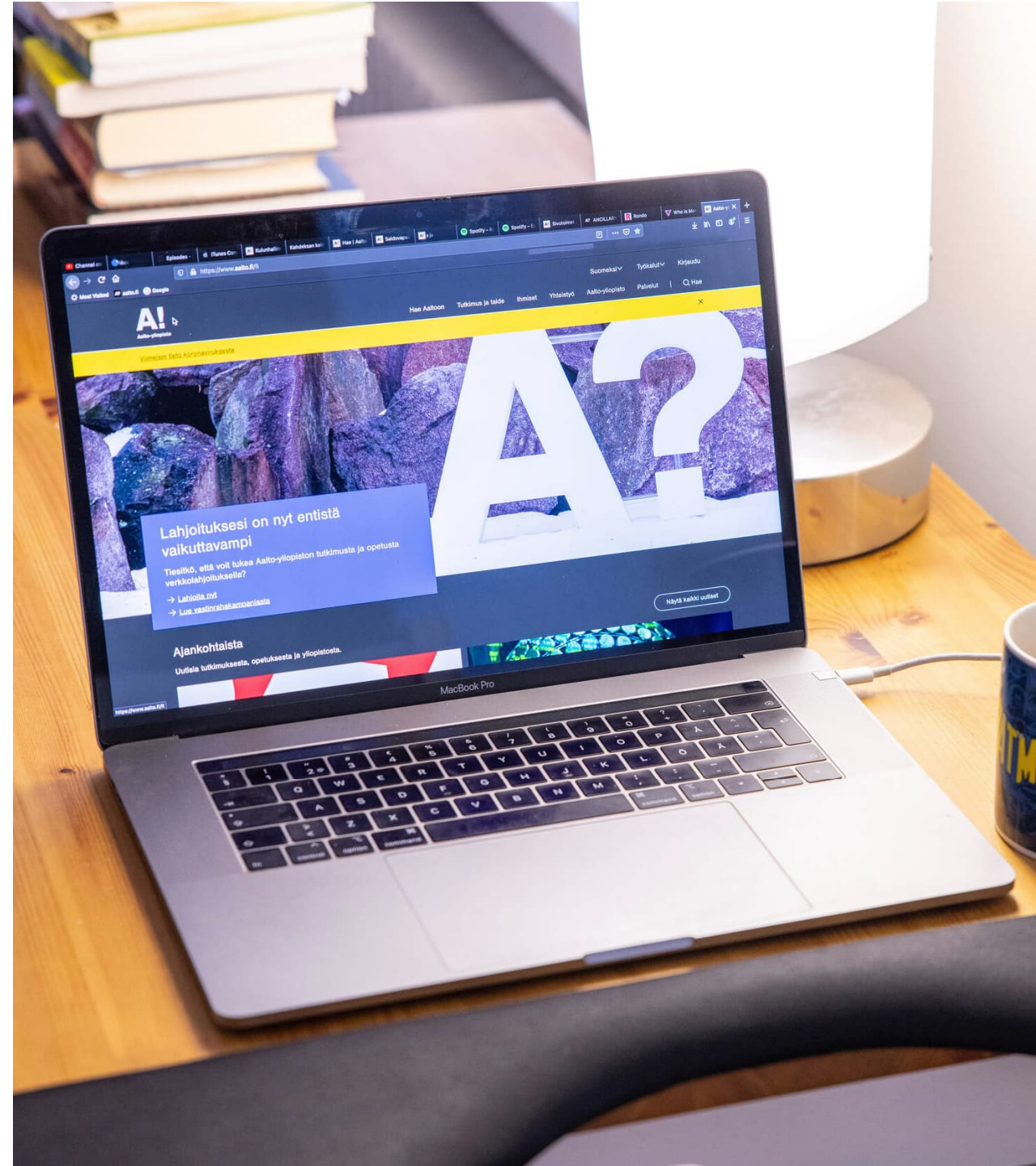
How do I book?

› Meeting rooms can be booked directly from *Aalto Space* mobile application

› Research infrastructures can be reserved via *infrabooking.aalto.fi*

› Other equipment and spaces can be booked in *takeout.aalto.fi*

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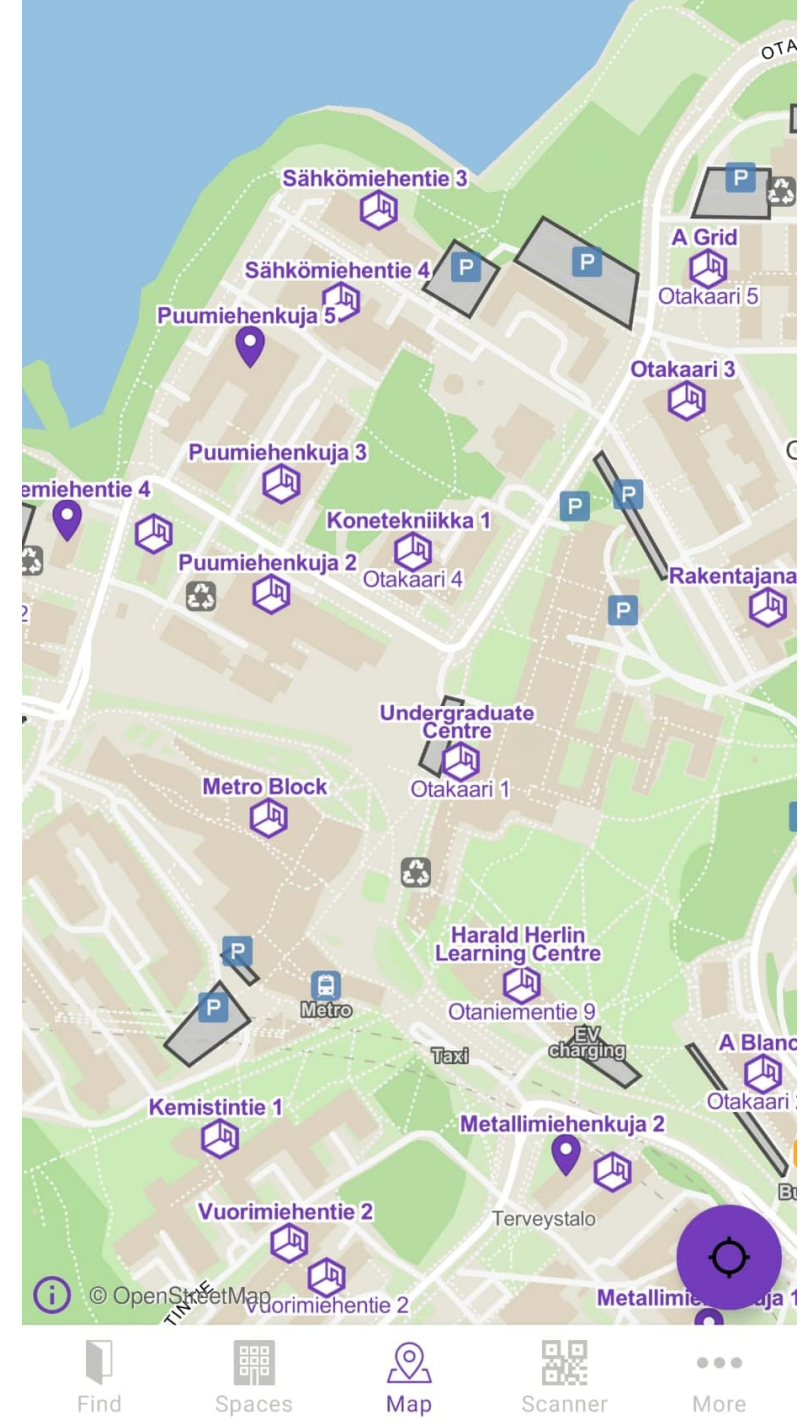
Printing

› Register a *personal printing card* – you can use a HSL card, Frank/Lyyra or a separate printing card purchased from Unigrafia

› Log in at a *PrintingPoint* with your Aalto ID

› Printing quotas: 200 B&W pages per quarter of a year, check color printing from your school/teacher

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What to do when IT services won't work?

› You can view the performance of IT services at *status.aalto.fi*

› You can browse *Frequently Asked Questions* for a quick resolution (aalto.fi/it)

› You can simply contact *IT Service Desk* for support

Who to contact?

Service desk

› First point of contact for all issues

› Options for contacting Service Desk

   › Create a service request at

     servicedesk.aalto.fi

   › *Visit the Service Desk* during service

     hours at Kandi or Väre

   › Ask for assistance through chat

   › Call +358 50 513 2000 during phone

     service hours

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