



IT info for new students

Autumn 2023

LUT IT Services

Student IT Support Services

Orientation for new students, autumn 2023

LUT IT Services

- Our services/teams:

- **Customer service**

- Student IT Support Services
- Staff helpdesk

- **AV and ICT procurement**

- **ICT-Infra**

- Service production infra, user administration

- **Service systems**

- Integrations, data repository, reporting, enterprise architecture

- **Project office**

- Project management services

- **Information security**

- **LUT University Press**

- Press/printing services for LUT, LAB and other customers



LUT IT Services'
customers are
LUT and LAB students
and staff,
on both campuses and
regional units!

IT services for students

- See eLUT:
<https://elut.lut.fi/en/it-instructions-study-tools>
- Student IT Support Services informs: current issues, news, failure reports etc. on eLUT
Current topic web page:
<https://elut.lut.fi/en/current-topics/student-it-support-services-informs>
- **We do NOT PROVIDE support for software or support for students' own devices!**

A screenshot of a web browser showing the LUT University IT instructions page. The page has a header with the LUT University logo and a navigation menu. Below the header, there is a 'Links' section with a link to 'Student IT Support Services informs: current issues, news, failure reports etc.'. The main content area is titled 'Dive deeper' and contains a grid of 20 links, each with a right-pointing arrow. The links are arranged in two columns. A green hand-drawn box highlights the first six links in the first column and the last two links in the second column. The links are: STUDENT IT SUPPORT SERVICES & IT SERVICE DESK, EDUROAM NETWORK (WI-FI), LUT ACCOUNT & PASSWORD, MICROSOFT 365, OFFICE 365, COMPUTER CLASSROOMS & SOFTWARE, ECHO360, LUT PRIMO, SISU, TIME-EDIT, WEBROPOL - FEEDBACK SYSTEM, IT SERVICES USE POLICIES, IT - Q&A, SIGNING IN, LUT-VDI REMOTE ACCESS SERVICE (REMOTE DESKTOP), OWN COMPUTER (BYOD), PRINTING, EXAM, MOODLE, E-MAIL, TURNITIN, ZOOM, and DATA PROTECTION & INFORMATION SECURITY.

Dive deeper	
STUDENT IT SUPPORT SERVICES & IT SERVICE DESK →	IT - Q&A →
EDUROAM NETWORK (WI-FI) →	SIGNING IN →
LUT ACCOUNT & PASSWORD →	LUT-VDI REMOTE ACCESS SERVICE (REMOTE DESKTOP) →
MICROSOFT 365, OFFICE 365 →	OWN COMPUTER (BYOD) →
COMPUTER CLASSROOMS & SOFTWARE →	PRINTING →
ECHO360 →	EXAM →
LUT PRIMO →	MOODLE →
SISU →	E-MAIL →
TIME-EDIT →	TURNITIN →
WEBROPOL - FEEDBACK SYSTEM →	ZOOM →
IT SERVICES USE POLICIES →	DATA PROTECTION & INFORMATION SECURITY →

How to get started with LUT account? (1/2)

1. **IDENTIFY** yourself to get your LUT account

- LUT account service <https://id.lut.fi>
 - Required: Finnish ID number/personal identity code in Sisu AND Finnish network banking credentials or Finnish mobile ID
- **OR** Signicat Identity Proofing Service
 - Required: International passport
- **OR** Student IT Service Desks
 - Required: International passport, Finnish residence permit, Finnish driving licence or ID card of an EU/EEA country
 - Opening hours: <https://elut.lut.fi/en/studentithelpdesk>
- Additional information: <https://elut.lut.fi/en/it-instructions-and-study-tools/lut-account-and-password>

2. **RECEIVE** your username, email address and password

- Change the temporary password at the LUT account service <https://id.lut.fi>
- See your student number in Sisu

3. **INSTALL** and **ACTIVATE** Duo Mobile application to your mobile device (multi-factor authentication)

- Check that your mobile phone number is correct in Sisu (+ sign in front of the country code and after that only numbers, no spaces)
- Wait for Duo Mobile activation message (email from noreply@lut.fi including a link and QR to activate Duo Mobile application)
- **Activate Duo Mobile as soon as possible!** You cannot log in to LUT services without multi-factor authentication.
- Additional information: <https://elut.lut.fi/en/it-instructions-and-study-tools/signing>

4. **INSTALL** OTP application when you know your password and use it later to recover forgotten password

- LUT account service <https://id.lut.fi> -> in English -> Login control panel -> Setup Mobile App Authentication

How to get started with LUT account? (2/2)

5. USE YOUR LUT ACCOUNT TO LOG IN TO

- Email: <https://outlook.office365.com/mail> (login name is your LUT email address)
- Moodle: <https://moodle.lut.fi/> (LUT email address or username can be used as login name)
- Sisu: <https://sisu.lut.fi/> (LUT email address or username can be user as login name)
- Eduroam (Wi-Fi): (login name is your LUT email address), use eduroam installer (<https://cat.eduroam.org> or www.geteduroam.org) to create the network connection
- TimeEdit, Primo, Webropol etc.

6. DOWNLOAD free Microsoft Office 365

- <https://www.office.com> (login name is your LUT email address)

7. USE SOFTWARE through LUT-VDI Remote Access Service

- <https://one.lut.fi> (LUT email address or username can be used as login name), many software available – no need to come to the campus to use them

8. PRINT

- First, buy printing quota at <https://lutshop.lut.fi>
- Then send files to a printer called SecurePrint (from LUT computers) or send files via email to print@lut.fi (works from any device but must be sent from your LUT email address)
- Finally, log in to any printer within 72 hours and select which file you want to print at that moment.

Information Security

- Care for phishing emails
- Do not click unknown links
- Check the URL (most our services refer to lab.fi or lut.fi)
- MOST of the issues are solved by changing your password at the LUT account service: <https://id.lut.fi>
- Care your mobile devices: pin-code, lock code, change default code
- Do not use same passwords in different services: manage passwords with management software

Messages which origin is unsure, should not be answered. The systems linked in messages should not be logged in, attachments should not be opened or otherwise disclosed username or password information.

LUT Universities never asks to hand over username or password information, so such messages should not be answered either, even if the inquiry appears to come from the LUT Universities' own email address.

Student IT Support Services, contact details

Email student.ithelpdesk@lut.fi

Phone +358 29 446 2777

Student IT Service Desks Tuesdays at 10-14, **exceptionally 28.8.-29.9. Mon-Fri at 12-14**

- Lahti: room A136
- Lappeenranta: in front of the room 1304

Chat Chatbot serves 24/7 at eLUT, but it yet doesn't know English very well, sorry!

Online meetings by appointment 15-minute Teams meeting, reservations no later than one hour in advance. Booking instructions at eLUT.

eLUT Opening hours & IT instructions
<https://elut.lut.fi/en/studentithelpdesk>