





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!



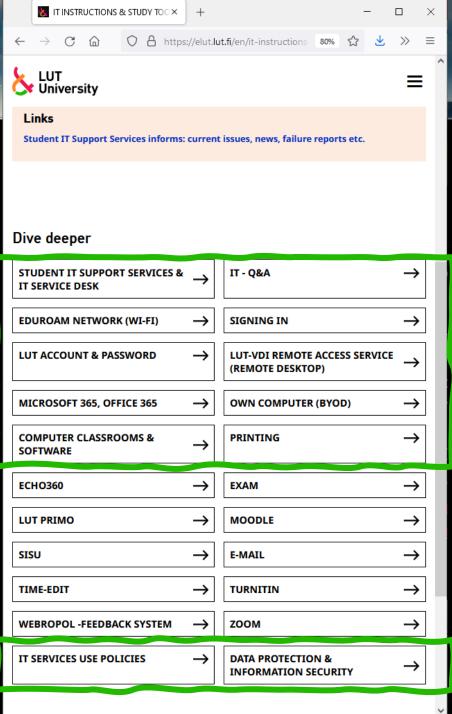
IT services for students

 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!







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

- 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)

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.

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 28.829.9. 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