

FIRST-YEAR EXPERIENCE @ LUT FOR INFO SESSIONS 29.8.2025

FIRST-YEAR EXPERIENCE

<https://elut.lut.fi/en/starting-studies/first-year-experience>

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TUTOR IT QUESTIONS FROM STUDENTS

Account and sign in problems ([eLUT/eLAB](#))

- How do I activate my LUT account?
- My account does not work / I have forgotten my password?

Duo Mobile (MFA) questions ([eLUT/eLAB](#))

- How to activate Duo Mobile?
- Where can I download the Duo Mobile application?

Eduroam network problems and questions ([eLUT/eLAB](#))

- What network can I use on the campuses (Wi-Fi)?
- Where can I use Eduroam?



TUTOR IT ANSWERS FOR STUDENTS

Account and sign in problems ([eLUT/eLAB](#))

- You can activate your LUT account when you get an email where you are told that the account can be activated
- You can change your password at [id.lut.fi](#)

Duo Mobile (MFA) questions ([eLUT/eLAB](#))

- You can activate Duo Mobilen with the activation message which:
 - will arrive automatically to your emails when you activate your LUT account, titled "LUT Duo"
 - you can request whenever you have problems from [id.lut.fi/duomfa](#)
- The application is available at [Google Play store](#) or [Apple App store](#), these links are also found in the activation message

Eduroam network problems and questions ([eLUT/eLAB](#))

- You can use the "Eduroam" network, use the installation file to connect: [cat.eduroam.org](#)
- Eduroam will work on all participating campuses, for example in [Finland](#)

Neo chatbot can answer your questions at: [eLUT/eLAB](#)

Student IT helpdesk

