IT TOOLS & COURSE REGISTRATIONS
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IT Services for Students and Information Security at Aalto University (Autumn 2020)

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Top tips for exceptional times

1. Install VPN on your home devices to get access to Aalto's network wherever you are (https://www.aalto.fi/en/services/establishing-a-remote-connection-vpn-to-an-aalto-network)

2. Install free Office on your devices (https://www.aalto.fi/en/services/microsoft-office-package-installation-on-students-and-employees-own-devices)

3. Familiarize yourself with the online meeting tools (https://www.aalto.fi/en/services/online-meeting-tools-teams-and-zoom)

4. Use VDI to get a virtual Aalto machine in your home (https://www.aalto.fi/en/services/vdiaaltofi-how-to-use-aalto-virtual-desktop-infrastructure)

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

Aalto.fi and Into

- **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!

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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
- Terms of Use for wireless network
- For printing, use MobilePrint
- Lots of Access Points at the campus, notify IT Services if there is lack of coverage

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
- All workstations have basic software (Windows: MS Office, Firefox, etc.)
  - https://www.aalto.fi/en/services/default-applications-on-windows-workstations
- Scanners in Maari lobby, Kandi building hub and Kandi building 3rd floor printing point
- Some departments' classrooms
- Student hubs and group work spaces

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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. (IMAP)
  - Instructions to configure at aalto.fi/it
  - Official IT reminders (password expiring etc.) to Aalto address, forwarding possible for students
- Uses same password as other services
- Spam filtering, Junk e-mail folder
- Will be erased after you leave Aalto University

O365

- "Good old office" (Word, Excel, PowerPoint, etc.) with secure cloud services (One Drive)
- Also for your own device at home!
- Works with your Aalto account
- File sharing and teamwork
- https://www.aalto.fi/en/services/microsoft-office-365-services

IT Services for Students

- E-mail
- Computer classrooms (Windows 10 / Mac / Linux) and VDI (Windows 10 / Linux)
- Home directory Z : 40 GB
- Campus wifi
- Home use licenses for certain pieces of software
- Printing services provided by Unigrafia
- Aalto.fi, Into, Wiki.aalto.fi, Blog Service
- IT Service Desk
- Office 365

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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Saving your own files

- More information: https://www.aalto.fi/en/services/data-storage-file-services
- Aalto homedirectory 40 GB for your own files on network drive :Z
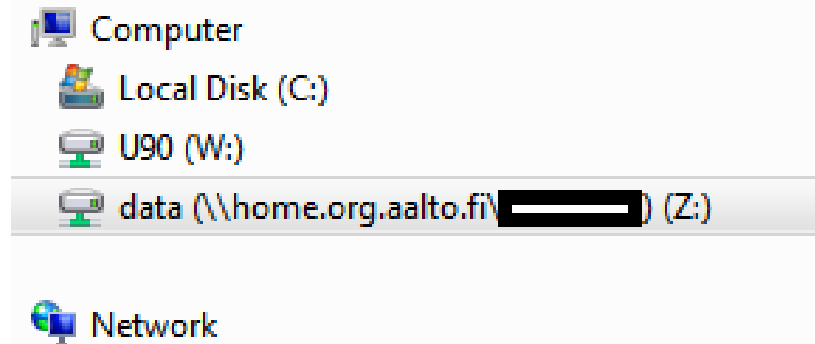
- Accessible also via SFTP on our Linux servers (kosh.org.aalto.fi and lyta.aalto.fi) and VDI
- Remember! Your files from network drive will be erased when you graduate.
- Use also a memory stick or USB hard disk to backup all your important files. Computer can crash, network does not always work, etc. All very important files should be saved to 3 places.

Printing services provided by Unigrafia

- Classroom BW printers, quota 200 pg/quarter
- Register your HSL or student card at a printer
- Use our workstations or mobileprint@aalto.fi
- Instructions: https://www.aalto.fi/en/services/printing-at-aalto-university
- Professional print jobs etc. provided by Unigrafia, costs money, prices available at Unigrafia's site
- Out of toner / printer jammed?
    - Ask help from janitors
    - Send email to servicedesk@aalto.fi
    - Visit the service desk at the campus

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
  - Check Aalto.fi for information
  - Free Office 365 with Student Advantage (including 5 TB OneDrive)
    - https://www.aalto.fi/en/services/microsoft-office-package-installation-on-students-and-employees-own-devices
  - OnTheHub may have discounted Microsoft software, (Microsoft's service)
    - Some problems have noticed, if OTH doesn´t work, send an email: servicedesk@aalto.fi

Wiki, Blog Service

Wiki.aalto.fi

- Create your own workspaces for collaboration, sharing information, etc.
- Control who can edit, read, administrate

Blogs.aalto.fi

- students Start writing your own blog
- Follow other blogs and comment

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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
  - Math marks do not work on all servers, as also å,ä,ö
  - You can use the same password only once
  - Change guide https://www.aalto.fi/en/services/changing-a-password

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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
- If you have to write it down, hide it and keep it away from your username
- 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.
- Change all your passwords regularly and also when you suspect it's no longer secret
- More information about good passwords on aalto.fi.

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
- Always log out from your workstation when stepping out
  - Or lock if you are returning soon
- Take care of the security of your own PC as well
- USB memory sticks
  - Easy to lose or break
  - Viruses

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
- Commercial, political, sectarian activity forbidden per Usage Policy
    - Exception: student union activity
- 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
- Use common sense
- 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**
- Possible problems elevated to proper address by IT Service Desk
- +358 50 513 2000 and email 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
- **Check for news, exceptions, maintenance breaks, etc:** https://www.aalto.fi/en/it-help