

# How to claim reimbursement of expenses related to your studies

## First check if you already have access to NEO

If you have submitted expense reports in NEO travel and expense management system before, you might already have a valid profile. Try logging in at [neo.aalto.fi](https://neo.aalto.fi). If you are able to log in, please ignore the below instructions for creating a profile. Just go ahead and create your expense report in NEO.

## Create a payment profile

Open the profile creation form via this link (you need your Aalto ID and password):

<https://sharepoint.aalto.fi/sites/Workflow/Students/Lists/Payment%20Profile/NewForm.aspx>

**Step 1** Accept the terms and fill out the requested information. All details are mandatory due to Finnish taxation and bookkeeping rules.

- accept the terms and conditions
- country of residence
- bank information: country and bank account number (in IBAN format)

Click "Save". The system checks your details and you will receive an email with a link to Step 2 form.

**Step 2** Follow the link in the email notification you received. Fill in additional information:

- all first names as written in your passport
- name of Aalto school
- address

Click "Save and submit". It takes an hour for the system to create a NEO profile for you.

## Create your expense report in NEO

Log in to NEO from the [aalto.fi](https://aalto.fi) pages Tools or by typing [neo.aalto.fi](https://neo.aalto.fi) in your browser.

Please note that you can access Neo from anywhere but if you are not in Aalto network (Aalto workstations, VPN or VDI) multifactor authentication (MFA) is used. More information on multifactor authentication can be found here: <https://www.aalto.fi/en/services/how-to-use-mfa>

Instructions on how to use VDI: <https://www.aalto.fi/en/services/vdiaaltofi-how-to-use-aalto-virtual-desktop-infrastructure>

Instructions on how to setup VPN connection to Aalto: <https://www.aalto.fi/en/services/remote-connection-to-aaltos-network-vpn>

**Before you start** making your expense report in NEO, make sure you have the following at hand:

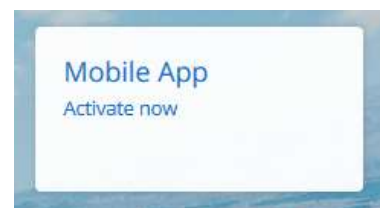
- **Project number** and cost center
- Students of ARTS: Documented **approval** from the course responsible; either an approval form used at your department or an email including:
  - Name of the student
  - Name of the teacher in charge
  - Project number and cost center
  - Course code and course name
  - Description and purpose of purchase
  - Approved total sum
- **Receipts** from your purchases

**Please note** the following when making your expense report:

- Only report those expenses you have paid and that your teacher/course responsible person has approved.
- Attachments have to be in **PDF or picture format (.jpg, .png, ..)**.
- The maximum size of an attachment is **3MB**
- Do not attach documents with sensitive information to your expense claim (e.g. bank account details).
- The processing of the expense report takes approximately 2-3 weeks.
- If some information is missing, the claim will be returned to you and the payment will be delayed.

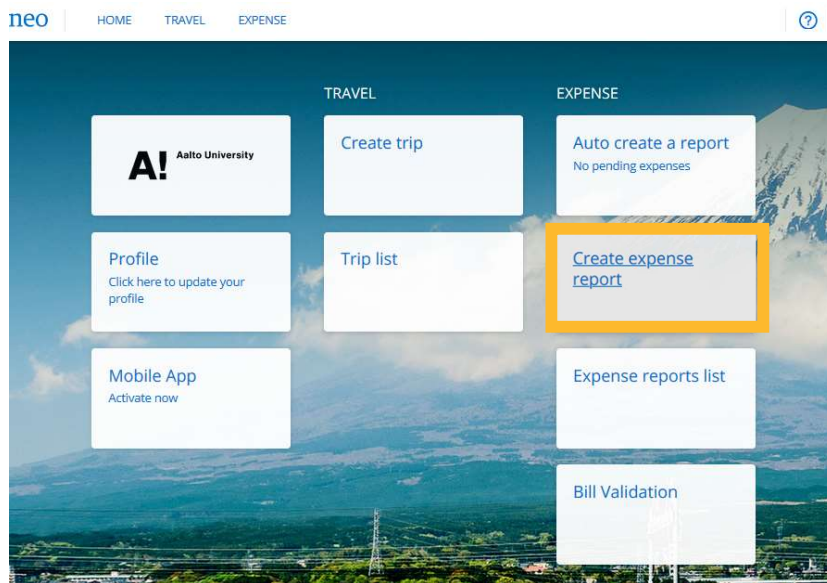
You can **use NEO mobile** after you have accessed NEO with a computer for the first time:

1. Download NEO mobile app from App Store or Google Play Store
2. On your computer, open a QR-code in NEO by clicking the box "Mobile App – Activate now"
3. In your mobile device, activate NEO app with the QR-code you have opened on your computer



If you need instructions on how to use NEO, contact [neo@aalto.fi](mailto:neo@aalto.fi)  
In case of any technical problems, please contact [servicedesk@aalto.fi](mailto:servicedesk@aalto.fi)

## Step 1 Select "Create expense report"



## Step 2 Fill in the expense report header form

### Name

Non-travel: Goods/Services mmyy

Travel: Reason Destination mmyy

### Reason for expense

Describe the purchased materials or services in detail

### Project code

Type in the project number or search with the project name. The project related fields below the project code are automatically populated. Double click the project code if the cost center is not automatically filled in straight away.

### Report Type

Select Expense report for materials and Travel  
Expense report for travel related expenses

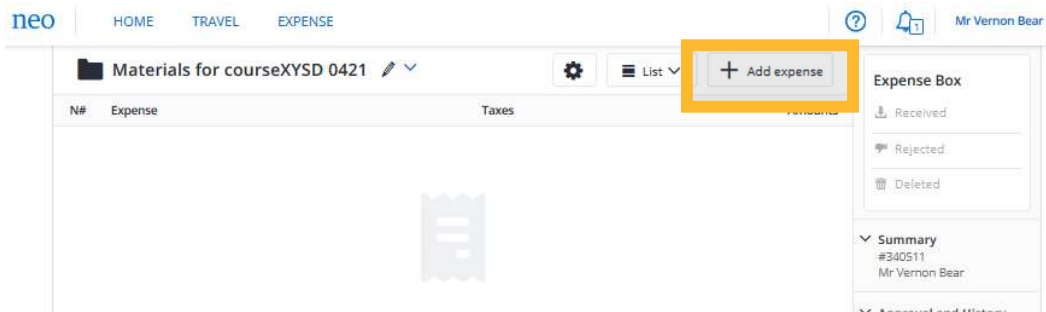
### I have my Superiors Permission

Select "Yes", you always need your course responsible person's prior approval for purchases

Click **Confirm** after you have filled in the information

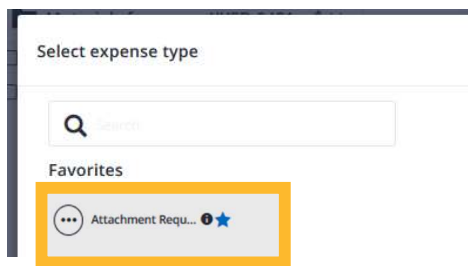
### Step 3 Add your expense lines

Fill in mandatory information and attach receipt (one attachment per line allowed)



### Step 4 Attach the approval (ARTS students)

Use expense type "Attachment Required" to attach the approval form or email



### Step 5 Submit your expense report

