



Student's IT Services and Systems

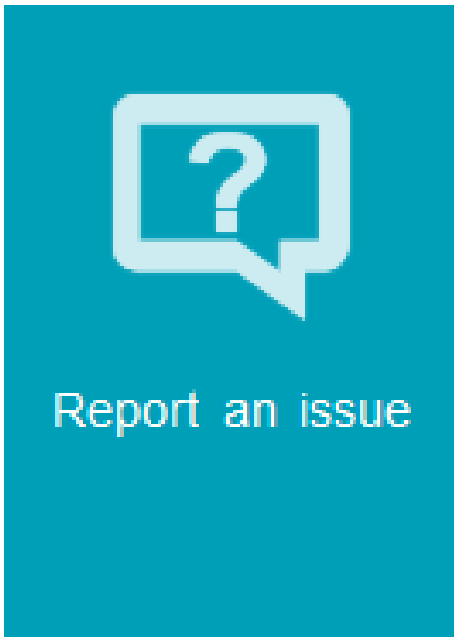
Digital Services 2025



IT Servicedesk

Service channels:

- eservices.uef.fi.
- Phone: 029 445 8880.
- IT Servicedesk chat: eservices.uef.fi and uef.fi/dipa.
- E-mail: servicedesk@uef.fi.
- Service points: Kuopio and Joensuu.
- Opening hours and exceptions uef.fi/servicedesk.





Service point Kuopio

Kuopio **Canthia** -building with
Oppari

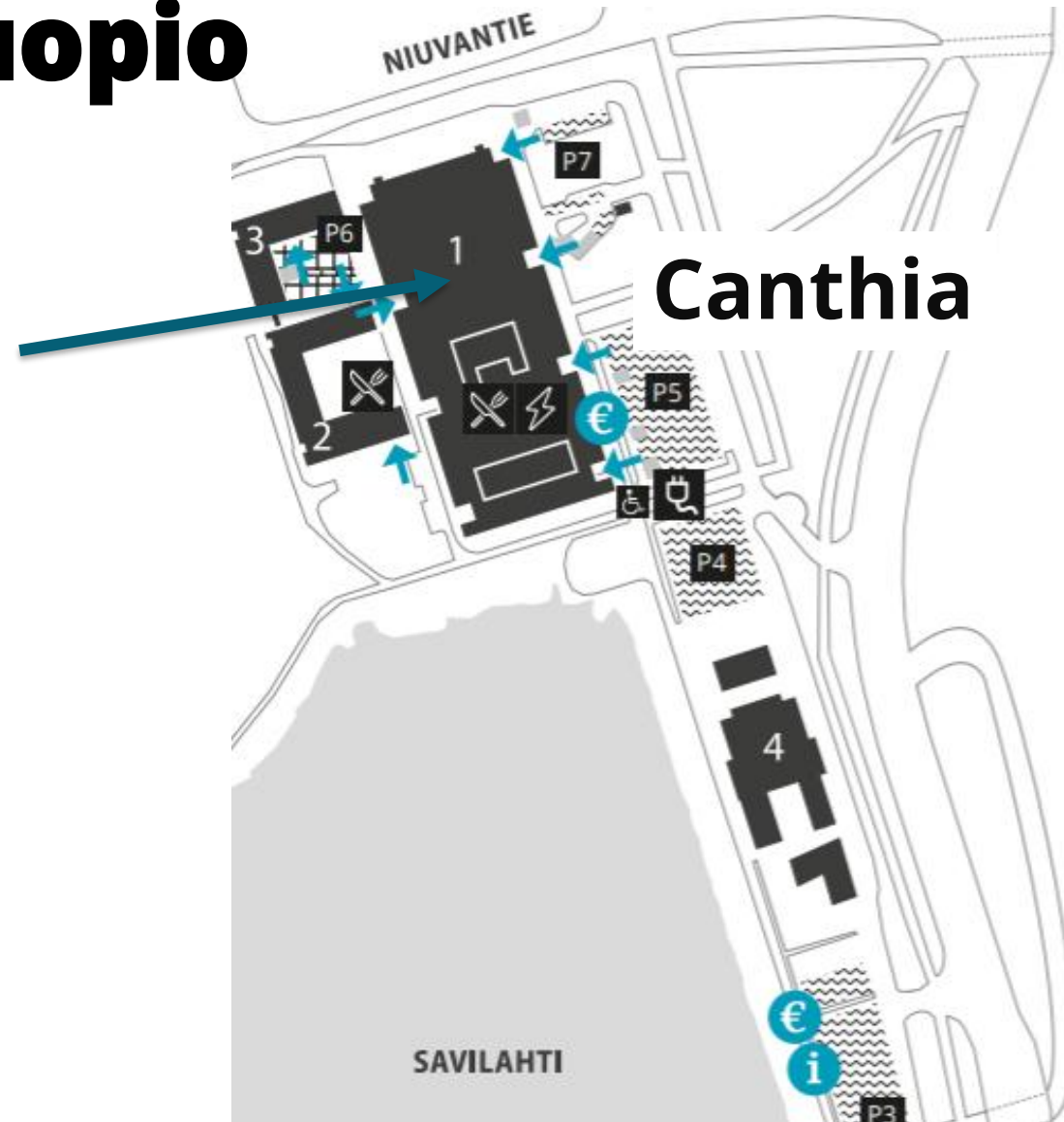
- B-door, 2nd floor
(follow the signs)

IT Servicedesk:

- Monday - Friday: 10-14

Campus map:

<https://www.uef.fi/en/kuopio-campus>





Service point Joensuu

Joensuu Carelia-building with Oppari

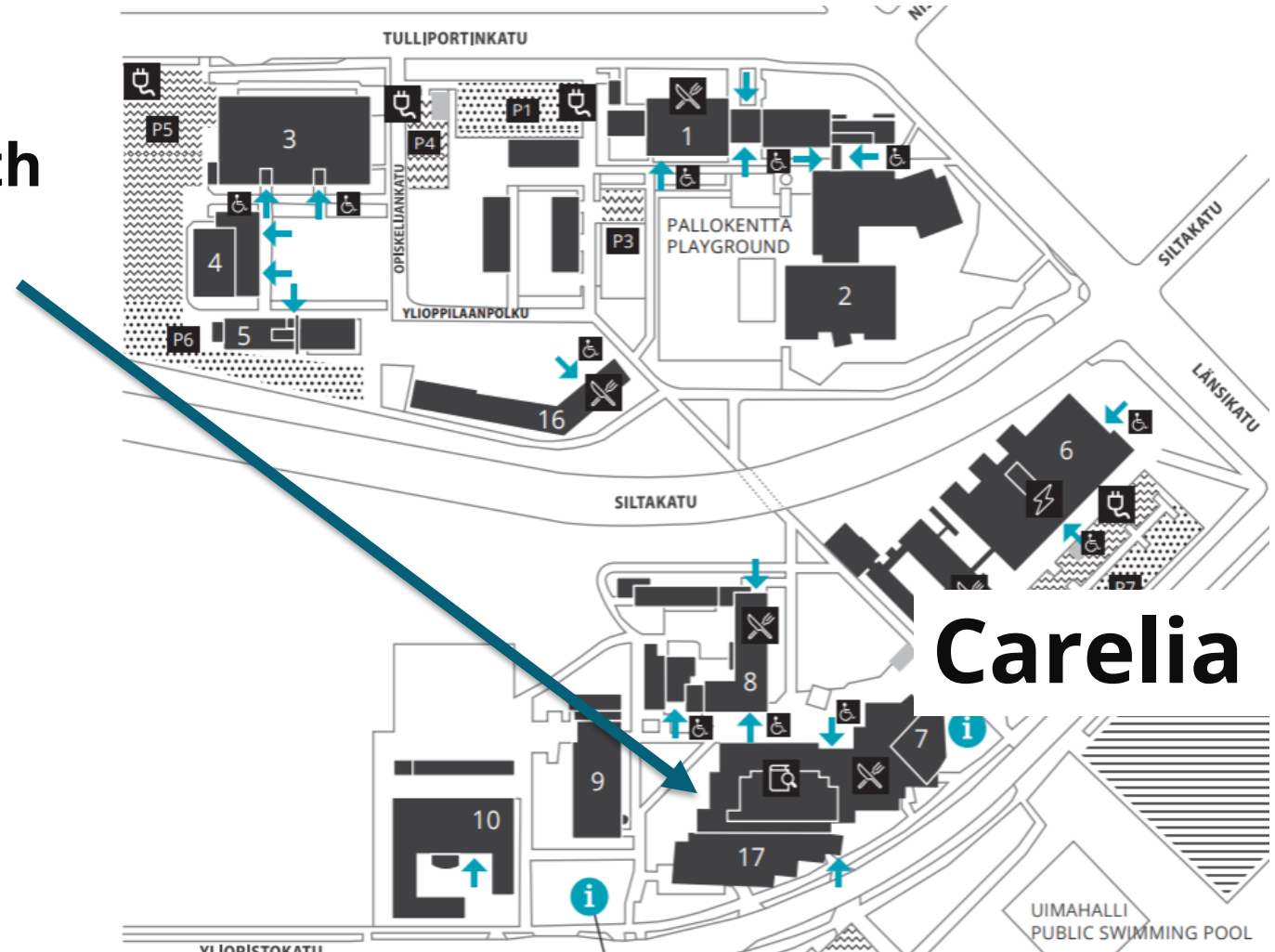
- 1st floor, in the library

IT Servicedesk:

- Monday - Friday: 10-14

Campus map:

<https://www.uef.fi/en/joensuu-campus>





eServices

Instructions

- You can, for example:
 - Submit service requests
 - Check known issues and announcements
 - Find instructions

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Search

Announcements

Subject	Expected resolution
> Huoltokatko Mentimeterissä 9.8.2025 // Mentimeter maintenance break on 9.8.2025	09 Aug 2025 13:00
> Virhe MobiliMartissa // Error in MobileMartti	31 Aug 2025 16:00
> KÄYTTÖKATKO SAP JA MEPCO -JÄRJESTELMÄSSÄ 15.8.2025 // SERVICE BREAK IN SAP AND MEPCO -SYSTEM 15.8.2025	15 Aug 2025 21:00

Showing 3 out of 3 announcements

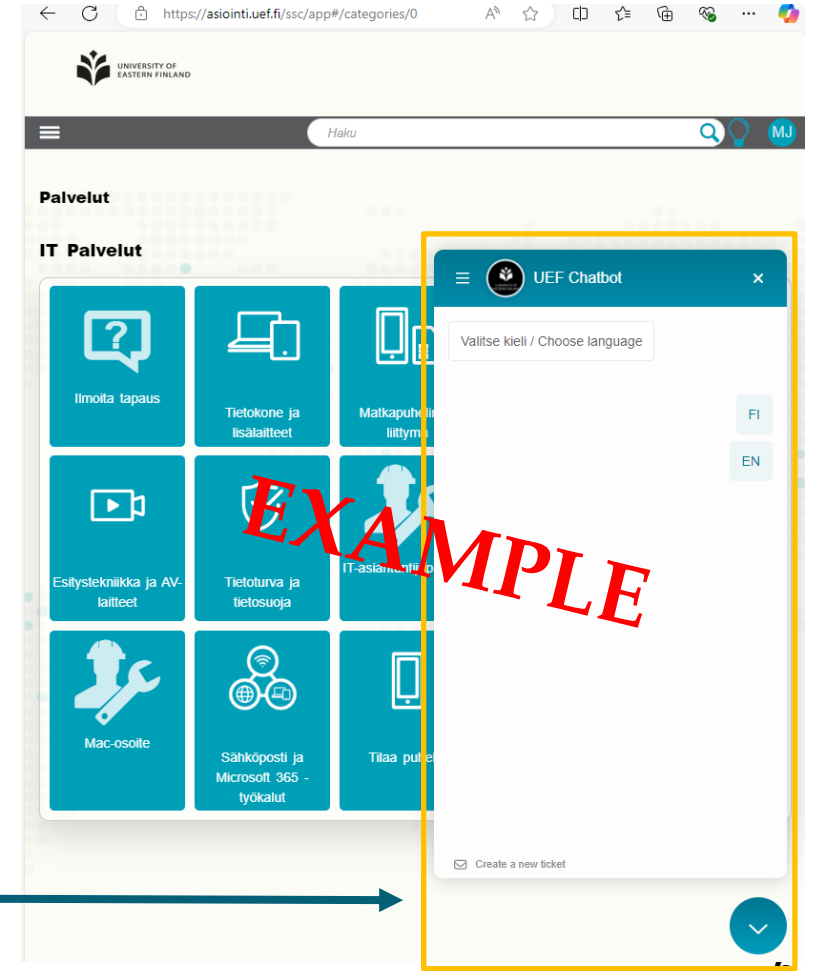
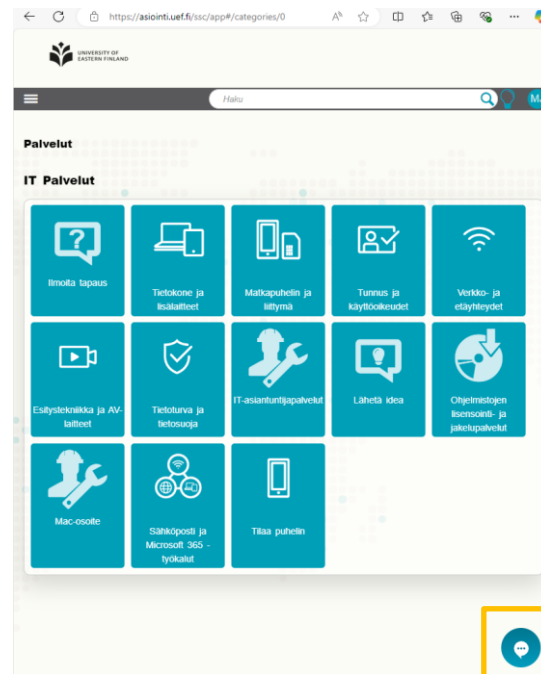
IT Services

- Report an issue
- Computer or peripheral device
- Mobile phone and subscription
- Identity and Access Rights
- Network and Remote Access
- Presentation technology and AV-devices
- Information security and data protection
- IT Professional Services
- Submit idea
- Software licensing and distribution services
- Email and Microsoft 365 -tools
- IT Projects
- Order Smartphone



UEF Chat

- **You can chat with IT Servicedesk in real time.**
- The chat is available in *eservices.uef.fi* and *uef.fi/dipa* at the bottom right corner — click the speech bubble icon.
- Please start by providing your name, contact information, and a description of the issue.
- Open on weekdays from 9 AM to 3 PM.





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UEF account and lifecycle

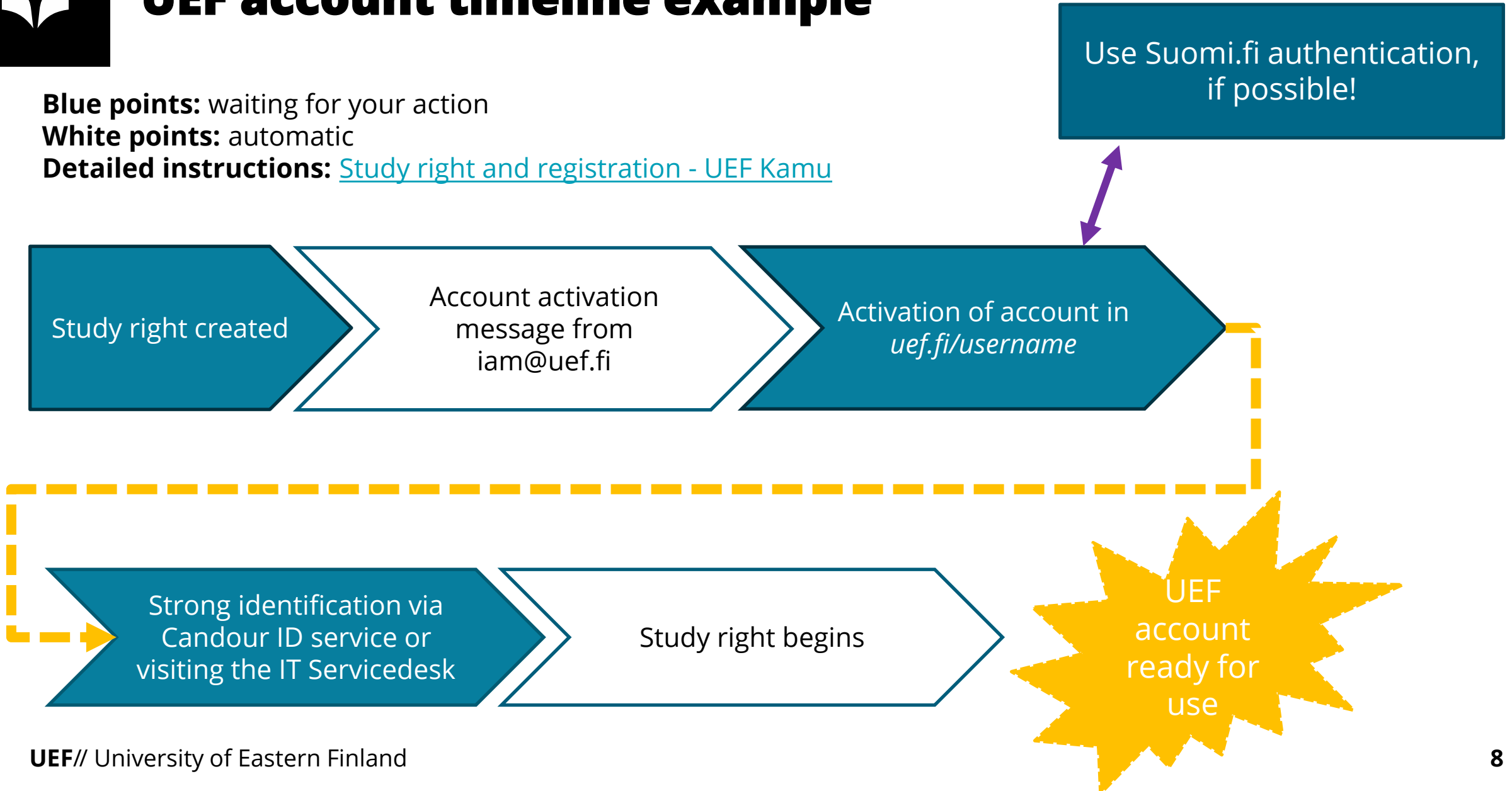


UEF account timeline example

Blue points: waiting for your action

White points: automatic

Detailed instructions: [Study right and registration - UEF Kamu](#)





How to activate your UEF user account

- You have received an automated message with your user account activation information as you have been recorded in Peppi.
 - Check your spam folder in case you have not received an email from iam@uef.fi.
 - If you already have a UEF account, you will not receive an email.
You only have one UEF account and do not activate more: you just need to perform a password change.
- You will need your student number and the activation code provided in the email or Finnish online banking codes.
- Activation can be done in *uef.fi/username*.



UEF account access rights

- **You will receive full access rights once the following conditions are met:**
 - You have completed strong authentication (visiting our IT Servicedesk or remotely with Candour),
 - You have registered as present (“automatic” for exchange students),
 - Your study right is valid.

Degree students:

- Always check the registration periods for each semester in Kamu!
- **If you forget to register either as absent or present, all access rights will be immediately revoked after the registration period ends.**



Ending of access rights

- **End of study right as exchange student or upon graduation**
 - Printing rights and access to faculty-specific materials end immediately.
 - Other access rights remain valid for 180 days (6 months) from the graduation date / end of study right.
- Your user account will be deleted after it has been inactive for three (3) months following the end of access rights.
- **Degree students note!** All access rights are immediately terminated when your study right ends, or if you fail to register as present or absent during the registration period.



Uses of the UEF account

(for a present student)

- Computers and printing services intended for student use at the university.
- Microsoft 365 cloud services and Office applications.
 - **Teams** desktop application must be downloaded separately.
- Learning environment: **eLearn (Moodle)**.
- Student information system: **Peppi**.
- Remote meeting software: **Zoom**.
- Library system: **Primo** and remote access to library materials.
- Electronic exam system: **Exam**.
- Services of other universities that support **HAKA login**.
- Wireless network: **Eduroam**.





UEF password

- Your password is valid for **13 months**. You will receive a warning about expiration in advance to your student email.
- **You can change your password in the following ways:**
 - At *uef.fi/password* using online banking credentials or your current valid password.
 - At the IT Servicedesk service point with a valid ID (Finnish driver's license, passport, EU ID card, or residence permit).
 - On campus student computers while logged in (press Ctrl+Alt+Del → Change password).



Creating a password

- Your password must include at least **three (3)** of the following character types:
 - Uppercase letters: **A-Z**
 - Lowercase letters: **a-z**
 - Numbers: **0-9**
 - Allowed special characters: **!@#\$%/,.,:~_*+=?**
- **Restrictions:**
 - Do **not** include your name or parts of it, your username, date of birth, personal identity code, or previous passwords.
 - Do **not** use Scandinavian characters (**å, ä, ö, Å, Ä, Ö**).
 - Passwords longer than **16 characters** may cause issues in some external systems.



How do I log in with my UEF username?

- When logging in, use the form **username@uef.fi**.
 - Email address *username@student.uef.fi* does not work for logging in.
- Only the printers require the username without @uef.fi-suffix.

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← ooppija@uef.fi

Anna salasana

Salasana

[Unohdin salasananani](#)

[Kirjaudu sisään](#)



Multi-factor Authentication MFA 1/2

- **Multi-Factor Authentication (MFA)** is enabled for all users logging into UEF's Microsoft 365 services.
- In addition to your username and password, authentication is completed using your mobile device. The available methods are:
 - Text message (SMS).
 - Verification code in a mobile app.
 - Approval notification in a mobile app.
 - Phone call (not recommended as the primary method).

 **Do not approve a login request unless you initiated it yourself!**



Multi-factor Authentication MFA 2/2

- You must set up **at least one authentication method** the first time you log in to any Microsoft 365 service (e.g., Outlook). Follow the setup instructions provided.
- We **strongly recommend setting up at least two different authentication methods** for backup.
 - Later, you can update your settings via the “**Edit MFA authentication settings**” link found at *uef.fi/dipa*.
- If MFA is not working, contact the IT Servicedesk.



Keep your authentication settings up to date!



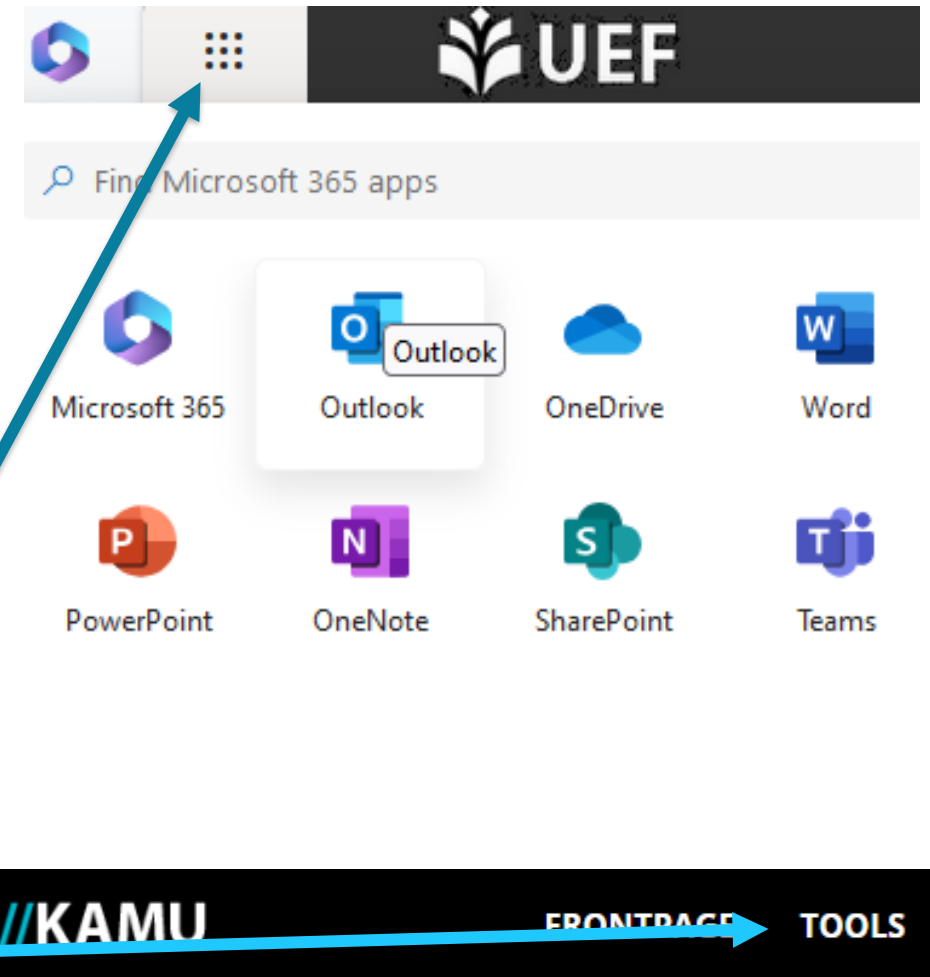
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Microsoft 365 and software



Email

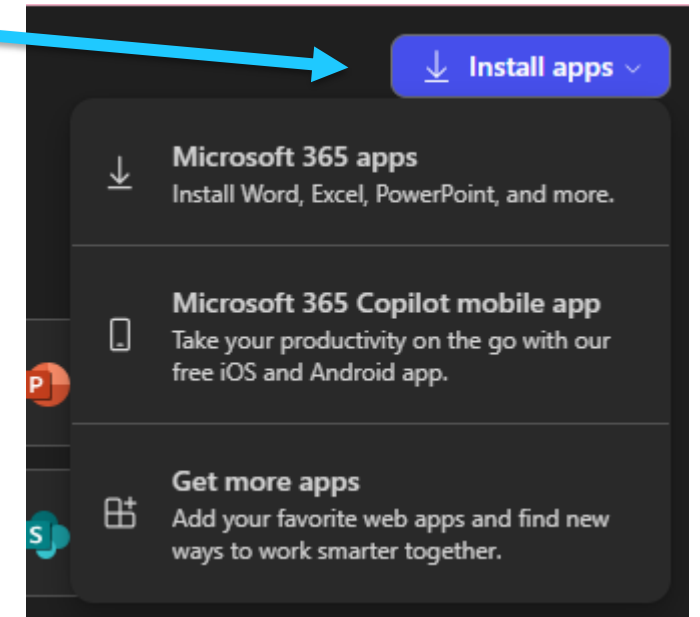
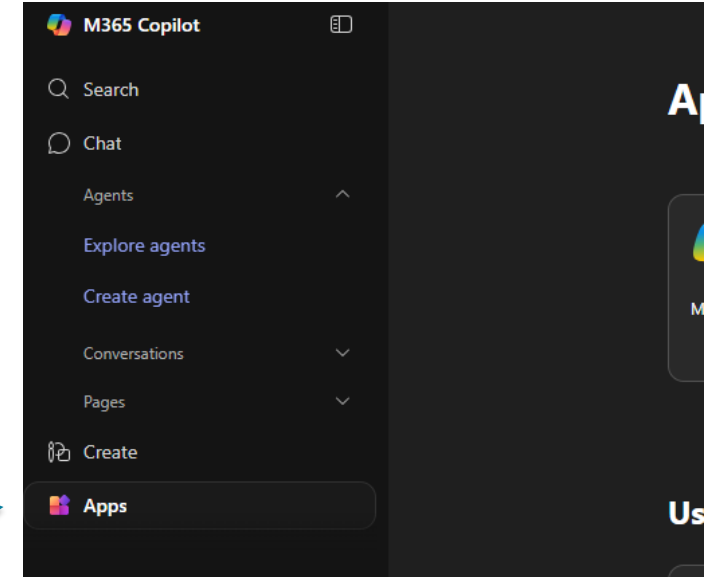
- When logging in, enter your username in the format: **username@uef.fi**
 - Your student email address is in the format: **username@student.uef.fi**
 - Your email address is always the primary email in UEF's systems and **cannot be changed**.
- You can access your email via:
 - *outlook.office.com*.
 - Any Microsoft 365 service via the **App launcher**.
 - The **Tools** page in Kamu.





Office

- Login to *office.com*.
- Select "Apps" on the left.
- On the front right select "Install apps" and download the software for installation.
- Teams can be installed separately from the web.





Software for home computers

- If your studies require special software, the teachers responsible for the course will know about its availability.
- Examples of commonly used software (more information available on [intranet](#)):
 - Remote Desktop
 - SPSS and Amos
 - Matlab
 - Atlas.ti
- You can also find free and discounted software (e.g., Windows 11) at: *uef.onthehub.com*



Secure mail



- Communication between UEF email addresses is always **encrypted**.
- You also have access to a secure email service, which allows you to send encrypted emails to external email addresses.
 - To use it, simply add “**.s**” to the end of the recipient’s email address (e.g. testi@gmail.com.s).
- For detailed instructions, visit:
intra.uef.fi → Digital Services → Information Security → Email and Secure Mail



Artificial Intelligence

- Read about the use of AI in intra: start from the page [AI FAQ](#).
- You can use Microsoft Copilot, but you must login with your UEF account (otherwise you are using the consumer side that is not protected).
- Check the **AI policy of the UEF**. You cannot use your UEF account or email to register to an external AI service.



Eduroam wireless network

- You can use the **Eduroam** wireless network on campus with your personal devices. Eduroam is also available at many other European campuses.
 - **Login format:** username@uef.fi and your UEF password.
- **TIP!** The easiest way to connect your device to Eduroam is to install the setup profile from *cat.eduroam.org*, which guides you through the necessary steps for login.
- **NOTE!** The wireless networks UEF and UEF2 are reserved only for UEF-managed devices.



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Information security



Main information security threats

- Cyber criminals are mostly driven by the economic profit.
- Information is valuable. It can be sold or used for extortion.
- User authentication is the main control to access information.
 - Adversaries aim to get the user credentials by sending phishing messages, cracking weak passwords or trying with leaked passwords.
- Adversaries also use software vulnerabilities.



User accounts, passwords, multifactor authentication

- Users are personally responsible for their user accounts.
- User accounts are personal, don't share it.
If there is reason to believe that a password has been compromised, the password must be changed immediately.
- Use long passwords or passphrases.
- Use Multifactor authentication (MFA/2FA) when possible.
- Use different passwords for different services. Compromise in one service does not expose all your services and data.
- Save passwords only to a secure and trusted location.
- When using shared public computers, remember to log out.



Devices, software and data security

- You are responsible of your own devices. Keep the devices and softwares updated. Especially note web browsers and mobile devices.
- Install and update software only from trusted sources.
- Consider what data to save where.
 - For data related to your studies, it's recommended to use services provided by the university.
 - For sensitive information please note [UEF information processing instructions](#)
- When sharing files, verify you are sharing correct files with correct people.
- Make sure to backup your important files.
 - More information: [File storage and backup](#)



Email security

- When sending email verify the recipient address is correct before sending.
- If you receive email addressed to someone else, inform the sender and delete the email.
- UEF email is recommended to be used for all communication related to your studies.
- Confidential information shall not be sent outside UEF via email without encryption. Please use [secure e-mail service](#) for sending sensitive information.



Phishing and Fraud

- Phishing and fraud messages may aim to:
 - Receive reply to the message.
 - Have recipient to enter their username and password or to give authorization for some action.
 - Get approval for purchase or money transfer or just get recipient to purchase something.
- Notice the signs of typical phishing or fraud: hurry, intimidation, appealing to your willingness to help, change of something or unique opportunity.
- Verify the sender email address (examples on the next slide).
- Check the link address before opening. Do not rush – think before you click!
- Ask for assistance if you feel uncertain.
- Warnings and examples are published on the Digital Services Viva Engage channel with topic identifier "informationsecurityalert".



Phishing – check the sender address

<firstname.lastname@uef.fi>

<serviceaddress@uef.fi>

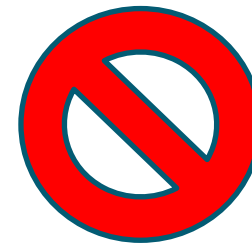
<username@student.uef.fi>

OK

Prof. Dr. Jukka Mönkkönen <chief.professor@gmail.com>

<purchasing@uef-fi.com>

Your Manager <directleader@gmail.com>





Reporting and contact information

- Everyone is responsible for reporting any observed deficiencies in information security as well as any observed or suspected information security violations. eservices.uef.fi => IT Service => Information security and data protection
- In urgent matters please contact IT Servicedesk or directly the responsible persons. Contact information is available in Intranet: [Information security](#)
- More information in [Intranet](#): information security policy, information security responsibilities, Rules of IT service use, E-mail rules, Instructions on information processing and other information security instructions.

