

IT info package for the new students

A new user account is created for every new student of Lapland University of Applied Sciences. This AD-account (Microsoft Active Directory) is used to log into the school systems, including school email, Wi-Fi, Moodle, classroom workstations etc. This info package contains guides for the new student concerning Lapland UAS information systems.

If you happen to run into problems concerning these information systems used by Lapland UAS, please contact the IT helpers via phone, email or by visiting them directly. Contact information of the IT helpers and the Lapland UAS IT ServiceDesk can be found on the end of this document.

Activating user account

At the start of your studies you will be given a user account (personal student account) and a one-use-only password. The student user account in Lapland UAS will look something like this: "A1234567". The first time you log into the local network the system will ask you to change your password. Requirements for the new password are:

- at least 8 characters long
- always use a new password (system remembers the last three passwords)
- Do not use characters €, @, §, å, ä, ö or *

Alternatively you can activate the account outside the school's local network by using a Finnish banking account or with a mobile certificate on this website: <https://identity.luc.fi>. More info (in Finnish) about the mobile certificate can be found from the website www.mobiilivarmenne.fi.

If you do not have a Finnish online banking account or a mobile certificate, you can call the IT ServiceDesk tel. 0207985800.

Users guide for the user account activation can be found here: <https://identity.luc.fi/pwreset/>

Connecting to the school network (EDUROAM)

Lapland University of Applied Sciences is using the EDUROAM wireless network (WLAN/Wi-Fi). Students can join this network using their user account and password, you just need to remember to add @luc.fi after your user account.

When logging in, your username should look something like this:

useraccount@luc.fi, for example A1234567@luc.fi. Fill out your password and connect. If your login was correct, you should now be connected to the network and you can now use the network normally.

EDUROAM network uses a certificate to authenticate the account. Some devices require a separate installation of this EDUROAM certificate, you can install it yourself following the guide linked below:

[EDUROAM-guide](#)

Here you can find some general information and a quick guide about the EDUROAM network provided by the school IT services:

<http://lucitinfo.luc.fi/lapinamk/layouts/15/start.aspx#/SitePages/Wlan.aspx>

Logging into school email (Outlook)

You use your personal user account to log into the school email. Guide on how to this can be found from the following link:

[Outlook-guide](#)

Installing Office 365 applications to your device

Every student in Lapland University of Applied Sciences has the option to install Office 365 ProPlus application package to their own device(s), the guide on how to do this can be found from the following link:

[Office365-guide](#)

In case of a problem

If you happen to run into a problem or need help concerning EDUROAM network, Office 365 or school email, you can contact the IT helpers via phone, email or visiting them directly, contact information listed below:

Rovaniemi:

IT-helper Jussi Kilpeläinen

Tel. 040 647 3150

Office in ROTKO (student union) office Jokiväylä 11c

Phone service available from Monday to Friday 10.00-14.00

Face-to-face help can be arranged via phone.

Kemi-Tornio:

IT-helper Juuso Heikkilä

Tel. 040 648 5385

Office in ROTKO (student union) office

Phone service available from Monday to Friday 10.00-14.00

Face-to-face help available at Kosmos (Kemi) on Monday and Tuesday 10.00-14.00 and at Minerva (Tornio) on Wednesday and Thursday 10.00-14.00

If the helper at your campus doesn't respond, please contact the helper at the other campus.

Shared email (please mention your city where you study in your message!)

opiskelijahelppari@lapinamk.fi.

The IT helpers are here to assist new students with common IT problems concerning issues with the wireless network, school email and Office 365. Other IT issues (like user accounts and passwords) are handled by the IT ServiceDesk, contact information listed below:

Contact information and service times of IT ServiceDesk

Mon-Fri 08.00-16.00

Tel. 020 798 5800

Email servicedesk@luc.fi

<http://lucitinfo.luc.fi>

Problems concerning online studies and distance studies and the software they use (Moodle, Adobe Connect etc.) are handled by eOppimispalvelut, more information can be found from the website www.eoppimispalvelut.fi