

Information from ICT Services

For new students spring 2024

Åbo Akademi University

Agenda



- ÅAU username
- Keep your password secret!
- Information security and regulations
- Multifactor Authentication (MFA)
- Haka
- ÅAU Intranet
- ÅAU E-mail
- Software
- Teams
- Zoom
- Wireless network
- How to contact ICT Services

ÅAU username

- Get your username at:
 - **Educational Services** (Exchange students)
 - **Helpdesk** (ÅAU degree students)
- You will need to sign the User Agreement
 - **Bring your passport/ID**
- Use **selfservice.abo.fi** if you have a Finnish SSN
 - **Identification** with **Finnish net bank codes** or **mobile certificate, via suomi.fi**
- The username is needed when you use **ÅAU IT services** or log in on the **computers** at campus
- There are **three different formats of the username**
 - username, username@abo.fi and firstname.lastname@abo.fi

Keep your password secret!

- Choose a **good password that you don't use and never have used in any non-ÅAU services**
 - Please choose a password with **at least 15 characters, preferably longer**
 - Use both **letters, numbers** and **special characters**
 - Should **not be a word, name** or even a part of such
- **Never reveal your password to anyone else**, not even to the ICT Services!
 - We **never** ask for your password
 - **Beware of false e-mails and web pages** that can be used to collect passwords
 - **Always check the correct address of the web page**
- You can **change ÅAU password only** via **selfservice.abo.fi**

Regulations and information security

- **All users should consider information security!**
- **Please read:**
 - **The User Agreement, terms and conditions:**
<https://web.abo.fi/dc/admin/reglerlagar/it-anvandningsvillkor-en.pdf>
 - **Tips for data security, rules and regulations concerning computer use:**
 - **Intranet:** Service > Information security and data protection > Information security
- **Compulsory information security training** for all users
 - See your **deadline** at **selfservice.abo.fi**
 - Take the course on the dedicated server **infosecmoodle.abo.fi**
 - **More information** on the **intranet:**
 - Service > Information security and data protection



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Multifactor authentication (MFA)

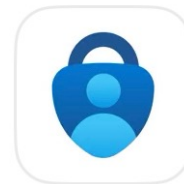
- **Required** when logging in to for example the **ÅAU intranet** or **Office.com**
- **What you need to do:**
 1. Download the **Microsoft Authenticator** app from **Google Play Store / Apple App Store**
 - **Please note!** It won't work with e.g. **Google Authenticator!**
 2. Go to **office.com**
 - Log in: **firstname.lastname@abo.fi** and **ÅAU password**
 3. Follow the instructions on the screen
- **More information** on the **intranet**
 - Service > ICT > Serviceportal > Guides > **User ID and rights**



**Microsoft
Authenticator**

Microsoft Corporation

← Google Playstore
Apple App Store →

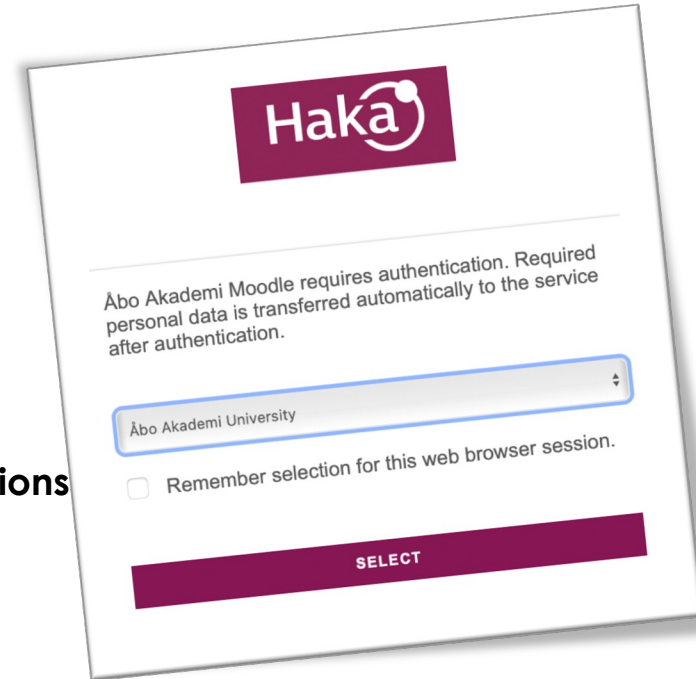


Microsoft Authenticator
Protects your online identity

★★★★☆ 2.6K

Haka

- The Finnish Universities "ID federation"
- Some services that uses **Haka login**
 - **Moodle** (on-line courses)
 - **Finna** (library portal)
 - **CampusSport** (sport services)
 - **Oili** (study information portal)
- Choose "**Åbo Akademi University**" in the list of organisations
 - Log in with your **ÅAU username** and **password**



ÅAU Intranet

- Web address: **intra.abo.fi**
 - Log in: **firstname.lastname@abo.fi** and **ÅAU password**
- **Service > ICT**
 - Serviceportal
 - Helpdesk opening hours and contact information
 - ICT chatbot Oraklet (Swedish only)
 - ICT guides
 - ICT FAQ
 - Networks
 - E-mail and communication tools
 - Storage
 - Software
 - SelfService
 - Printing and copying
 - Funet FileSender



ÅAU E-mail

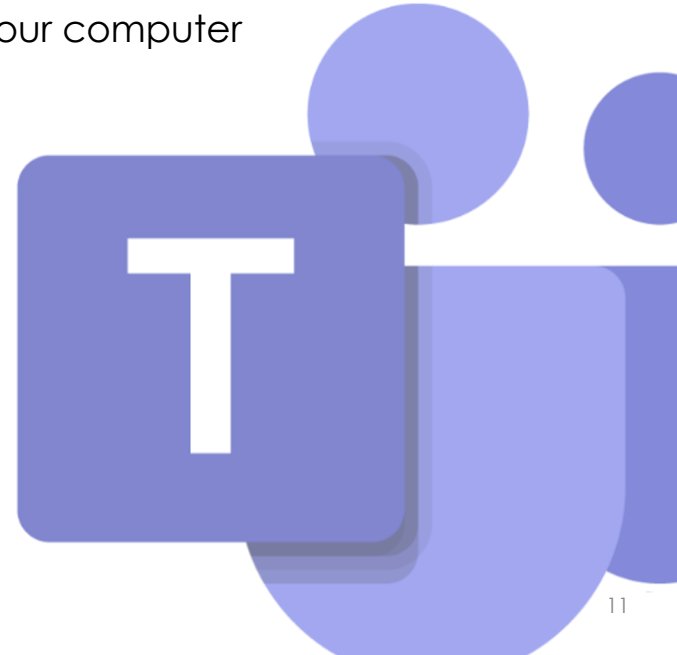
- Web address: **exchange.abo.fi**
 - Log in: **firstname.lastname@abo.fi** and **ÅAU password**
 - Please note! Log in to **www.outlook.live.com** does not work
- **The Outlook app is blocked** on mobile devices for security reasons
 - Use the pre-installed e-mail app instead
- **Forwarding of ÅAU e-mail**
 - Use **selfservice.abo.fi** and **E-mail forwarding**
 - **Note!** Always use your ÅAU e-mail address when you contact ÅAU
 - **Note!** Information from ÅAU is usually sent to your ÅAU e-mail address

Software

- Students can **download and install for free:**
 - **Microsoft 365** and **Teams**
 - **Zoom**
 - **SPSS** and **Nvivo**
 - **Matlab** (students at **FNT**)
- Students can **buy F-secure SAFE at discounted prices**
- **More information** on the **intranet**
 - Service > ICT > Serviceportal > **Guides**
 - Service > ICT > Software > **Program licenses**

Teams

- Use Teams **from the web browser** or as a **program on the computer**
 - We recommend that you download and install it on your computer
- Log in: **firstname.lastname@abo.fi** and **ÅAU password**
- **More information** on the **intranet**
 - Service > ICT > E-mail and communication tools > **Teams**



Zoom

- Use Zoom **from the web browser** or as a **program on the computer**
- **Sign in** using **SSO**
 - Company Domain: **aboakademi**
 - Log in: **username** and **ÅAU password**
- **More information** on the **intranet**
 - Service > ICT > E-mail and communication tools > **Zoom**



Wireless network

- **Eduroam is available at ÅAU campus**
 - Having started in Europe, eduroam has rapidly expanded throughout the research and education community and is now available in 106 territories worldwide and emerging pilot locations. See <https://eduroam.org>
- **First download and install eduroam Configuration Assistant Tool (eduroam CAT)**
 - <https://cat.eduroam.org/>
- Connection requires **ÅAU user name**
 - SSID: **eduroam**
 - Log in: **username@abo.fi** and **ÅAU password**
- **Please note! Security policy regarding connection of devices to the network and access to services**
 - **See intranet:** Service > Information security and data protection > Information security > Rules and regulations concerning information security > Security policy regarding connection of devices to the network and access to services



How to contact ICT Services?

- **E-mail:** helpdesk@abo.fi
 - Please describe your problem as thoroughly as you can
 - Attach any error messages
- **Telephone:** +358-2-2154777
- **Visit Helpdesk**
 - Turku: ASA-building, Fänriksgatan 3B, room B122
 - Vaasa: Academill, Strandgatan 2, B-house, third floor, room B312
- **You can also find us on Yammer!**
- **Find our service portal on the intranet**
 - Service > ICT > Serviceportal

