Information from ICT Services (ICT-service)

Updated August 2019

www.abo.fi > Quick inks > ICT Services > Guest Accounts and User Agreement Forms > Information for new students
A Word of Warning

- Material in English will slowly materialize on the web if ICT Services.
- The Swedish pages are the ones with most information.

- One page survivalguide by browsing

More information found at...

- The homepage of ICT Services can be found on the ÅA-portal *oldwww.abo.fi* choose *Quick links > ICT Services*

- Information about the Student Village Network at *www.yok.fi*

- Ask the Helpdesk!
- email: *helpdesk@abo.fi*
- Phone: *02 215 4777*
Agenda

- What and Where are these ICT Services?
- Usernames and Passwords
- Facilities, Equipment & Fees
- Storing Your Files and Data
- E-mail & Spamfilters
- Private computers & Wireless Network
- Internet from Home
- Where to Get More Information?
- Questions and Answers
ICT Services

- ASA-complex (Fänriksgatan 3 B)
  
  http://www.abo.fi/dc

- Helpdesk
  - e-mail: helpdesk@abo.fi
  - Phone: 02-215 4777 (8:15–16:00)
  - Turku: ASA B, ground floor
    - Mo–Fri: 8:15–11:00, 12:00–16:00
  - Vaasa: Academill
    - Mo–Fri: 8:15–12:00, Tue and Wed 13:00–16:00

- web: https://web.abo.fi/dc/error/ (swe)

- Mail correspondence into ticketing system
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Username and password

- Keep your password secret!
- You are allowed to use all common computer resources (PC:s, printers, e-mail, network...)
- Personal ÅA-username and password is required (You should have gotten them already)
- Your username is valid as long as you’re a registered student at ÅA
- Read and follow the regulations!
- Keep your password secret!
Username

- Get it at:
  - Educational Services (Exchange students)
  - Helpdesk (ÅA Masters students)
- You will need to sign the user agreement
  - Bring your ID
- Please follow the rules in and respect the agreement.
Haka login

- Your username is also valid for services using the Finnish universities ID federation Haka
- Choose Åbo Akademi in the list of universities
  - Log in using your ÅA username and password
- Services such as: library portal Finna, learning environments at other universities/schools, sport services (CampusSport)
Passwords (1/4)

- Choose a good (secure) password/passphrase and see to it that no one gets their hands on it.

- Never give your password to anyone, not even to the folks at ICT Services
  - ICT Services will never ask for your password!
  - Beware of forged web pages/email used for collecting usernames and passwords, check the real address of the webpage!
Passwords (2/4)

- ICT-service quality controls users passwords periodically.

- A password in the wrong hands can cause great harm to the university.
Passwords (3/4) – Phishing

- Beware of phishers! If somebody asks for your password, do not give it!
  - Examples of phishing in different languages
    - English, Swedish
  - Also webpages/webforms/telephone may be used!

- If in doubt: Please ask the Helpdesk via phone or e-mail to helpdesk@abo.fi!
Passwords (4/4)

- Do not use the Åbo Akademi username/password in other systems

- Information and link to change your password at: oldwww.abo.fi > Quick Links > ICT Services > Information security > Password

- Change your password at: selfservice.abo.fi
Via SelfService you are able to:

- Change your password
  - Recommendation at least 16 characters
- Check the information of your accounts

If you have forgotten your password you are able to reset it by authenticating using your Finnish internet banking codes.

https://selfservice.abo.fi
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Common PC Computer Rooms

- **In Turku (Åbo):**
  - Arken (Biskopsgatan, Faculty of Arts)
  - ASA B (Fänriksgatan, ground floor + 3rd floor, 3 rooms)
  - Axelia (Biskopsgatan, Dep. of Chemical Engineering)
  - Agora (Vesilinnantie, joint building of Turun Yliopisto & ÅA)

- **In Vaasa (Vasa):**
  - Academill
Other equipment

- Printers
  - In or in the immediate vicinity of every computer room.
- Color printer (size A4/A3)
  - For example in ASA B outside the Helpdesk
- Some departments can have equipment(for example computers) for general use.
Fees

- Computer usage at campus is free
- Free printer/copier quota of 400 credits/6 months (400 single sided black and white A4 printouts). A single sided color printout of size A4 costs 8 credits.
  - Use the webshop to buy vouchers for credits
  - Credits are reset (up/down) to 400 two times a year: 1\textsuperscript{st} of July and 1\textsuperscript{st} of January
- Check your printer/copier usage via:

  \textit{ICT Services} > \textit{Services and tools} > \textit{Printouts and copying}
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Windows homedirectory

- A personal home directory is available from all Windows PC:s in ÅAs network
  - Directories My Documents and Desktop
  - Access via
    - H:\
    - \pchomeX.abo.fi\pchomeX\username (via VPN)
      - pchome1 for usernames a-k
      - pchome2 for usernames l-z

- Quota 2 GB, nightly backup (months)
- Recent backups/previous versions via
  - Right click – Properties – Previous Versions
Office 365

- All students get access to Microsoft Office 365
  - Onedrive 5TB
  - Office (Word, Excel, Powerpoint…)
  - Teams
  - And more….

- Log in with givenname.surname@abo.fi
Unix homedirectory

- Per default only for certain groups, requests to helpdesk@abo.fi
- Access from Unix and Windows in ÅA-net
  - Unix: /home/atonY/username
  - Win: \unixhome.abo.fi\unixhome\atonY\username
- Also available through sftp (login.abo.fi)
- Quota 1 GB, nightly backup
Webdirectory

- Stores your personal homepage at
  - http://www.users.abo.fi/username

- Access for updating via
  - \wwwusers.abo.fi\wwwusers\username (Windows)
  - /wwwusers/username (Linux)

- Quota 600 MB
  - Guide: ICT services > Storage and discspace > WWW home directory
Scratch

- A scratch disk is accessible from both Windows and Linux computers as
  - `\scratch.abo.fi\scratch\username` (Windows) and
  - `/scratch/username` (Linux)
- Same disk space irrespective of system (Windows or Linux)
- Temporary storage only, no quotas, no backup
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E-mail

- givenname.lastname@abo.fi
- Webmail https://exchange.abo.fi
- Students with older account uses “Horde webmail” at https://webmail.abo.fi
E-mail

- Recommended e-mail client is Microsoft Outlook
- Note that Outlook app on phones, cannot be used due to security reasons. Use the phones included email application.
- Personnel e-mail addresses can be found in address book accessible from Outlook as well as abo.fi web portal search
E-mail Quota

- The e-mail quota is 1 GB
- Check your e-mail quota usage in webmail or Outlook
- No e-mail messages can be received if the quota is exceeded
- Remove large attachments, remember the Sent folder
Attachments

- Executable attachments will be delayed if delivered at all!
- Large attachments are not delivered
- Many mail lists will not accept attachments at all
Funet FileSender

- Please observe the space-limit for mails, only a few MB per mail

- If You need to send large (or small) files, use Funets FileSender-service
  - Acknowledgement messages at reception
  - Send vouchers to receive large files

- Find it at: https://filesender.funet.fi/
Spamfilters (some details)

- System that does it's best to identify the spam-messages and assigns ”spam-scores”
  - First time you receive a message from a certain sender it might be slightly delayed (Greylisting)

- A default filter is set for all new students, spam messages are marked on the Subject-line:
  *** Spam *** Google End Of Year Anniversary

- Highly probable spam → Spam-folder

- Questions? Contact the Helpdesk
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Private computers

- YOU are responsible for your computer (and tablet/pad/phone/...!)
  - Keep it secure, patched and the software updated!
  - Use antivirus software (Yes, on Macs too!)

- Some software (eg. F-Secure Safe) is available without cost or to a highly reduced price to ÅA students
  - See the Swedish page: ICT-service > Anskaffningar och licenser > Program och licenser
  - N.B. You need to logon to the portal
ÅA-username required
  - SSID: eduroam
  - Log in using username@abo.fi

Encrypted

Worldwide

Configuration using eduroam Configuration Assistant Tool (eduroam CAT)
  - https://cat.eduroam.org/

Use VPN to access ÅA-resources
  - Printers, network disks…
Private computers revisited

- Use VPN Connection (Virtual Private Network) for secure access in public networks, instructions for Windows at: ICT-service > Datanät och telefoni > Fjärranvändning

- NOTE! Do not run any server (e.g. web/file server) software in the ÅA network!

- Please respect the copyright for music and movies
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Internet from home (1/2)

- The Student Village Network
  - Available in all of the apartments of the Student Village Foundation (TYS).
  - Info at: www.yok.fi
  - Agreement signed at the office of TYS.
**Internet from home (2/2)**

- The apartments in Tavasthem (Kåren) are connected to ÅA’s network
  - Fee included in rent
  - One socket per apartment is ready for use

- Other locations:
  - Commercial ADSL/Cable/3G/4G
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