

City of Helsinki – Education Division

UPPER SECONDARY SCHOOL STUDENTS' COMPUTERS

Activation instructions for Windows 10 laptop computers

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1. Receiving the device

You have been given a laptop computer. The computer is handed over to you for personal use for the purpose of completing your studies. You do not have the right to hand the computer over to a third party or sell it.

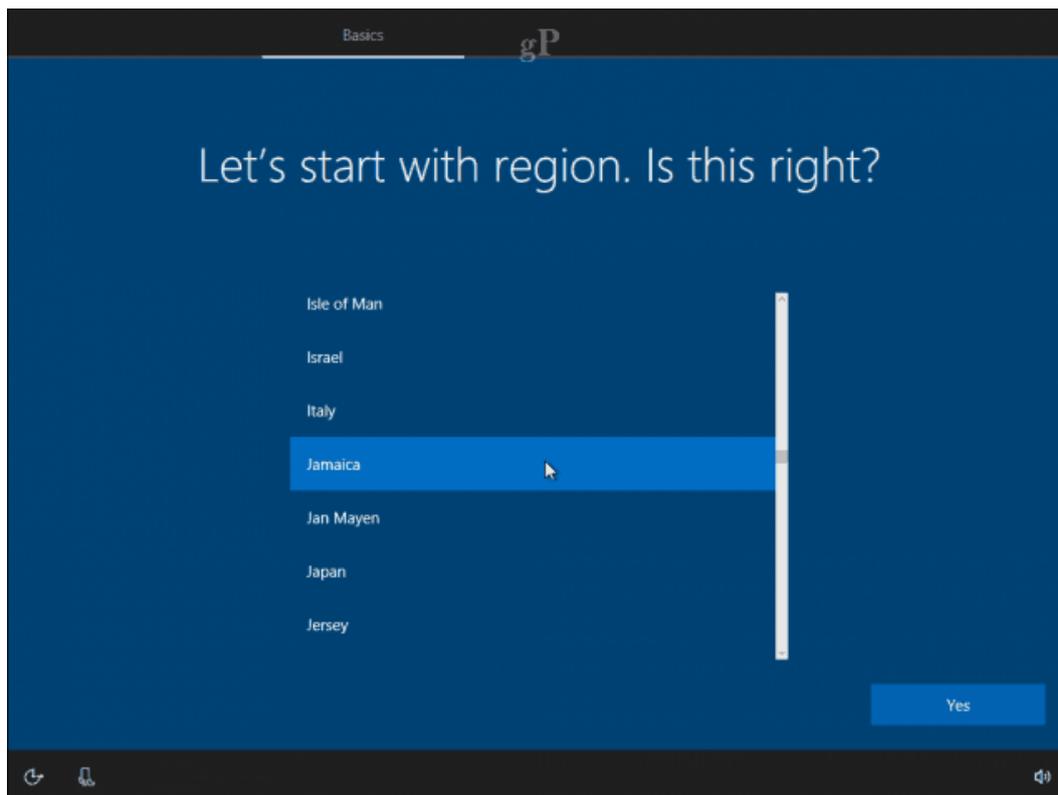
The device and software must be used in compliance with the law, accepted principles of morality and terms of use. The computer may only be used for study purposes. You are obligated to keep the computer in appropriate condition.

The instructions below will help you start using the device. Good luck with your studies!

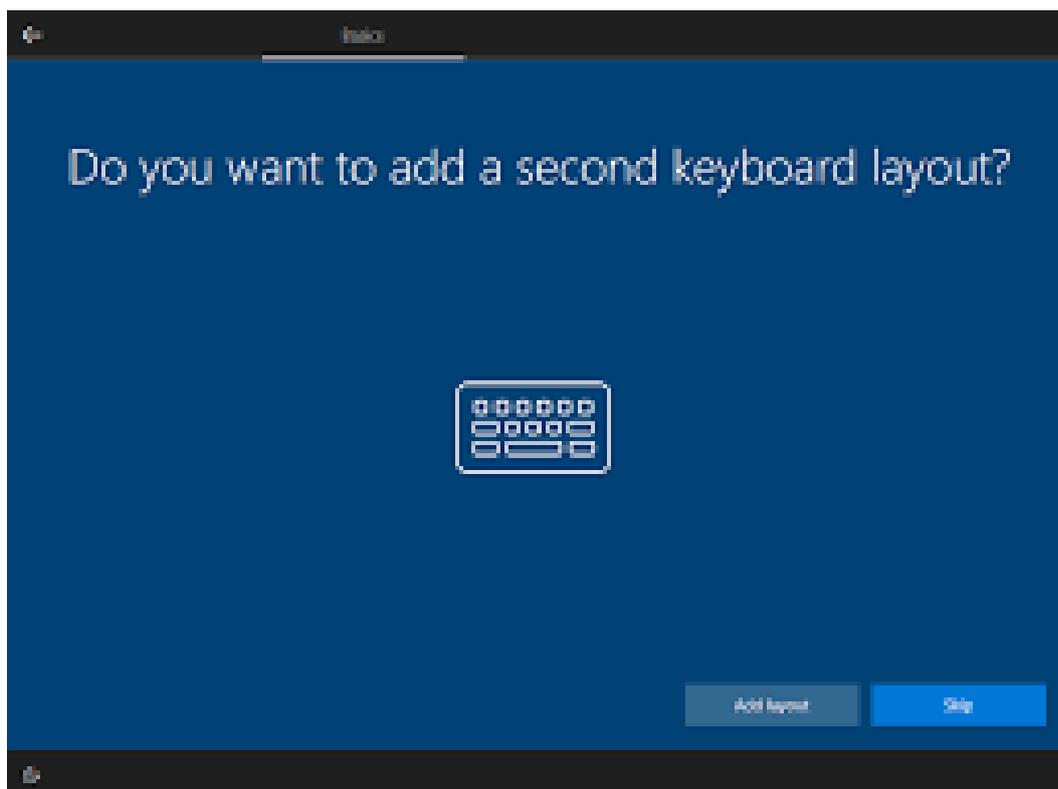
2. Activating the device

These instructions are issued for the activation of a student's laptop computer.

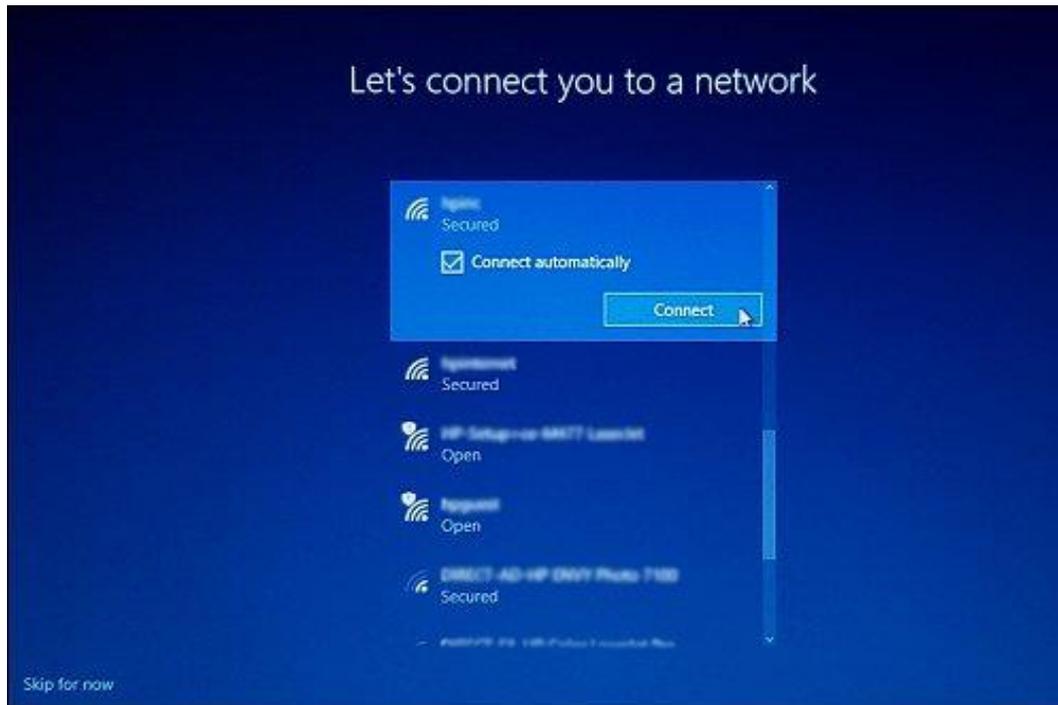
After receiving the device, turn it on. First, select your preferred language and region. Select 'Finland. Continue by clicking 'Yes.



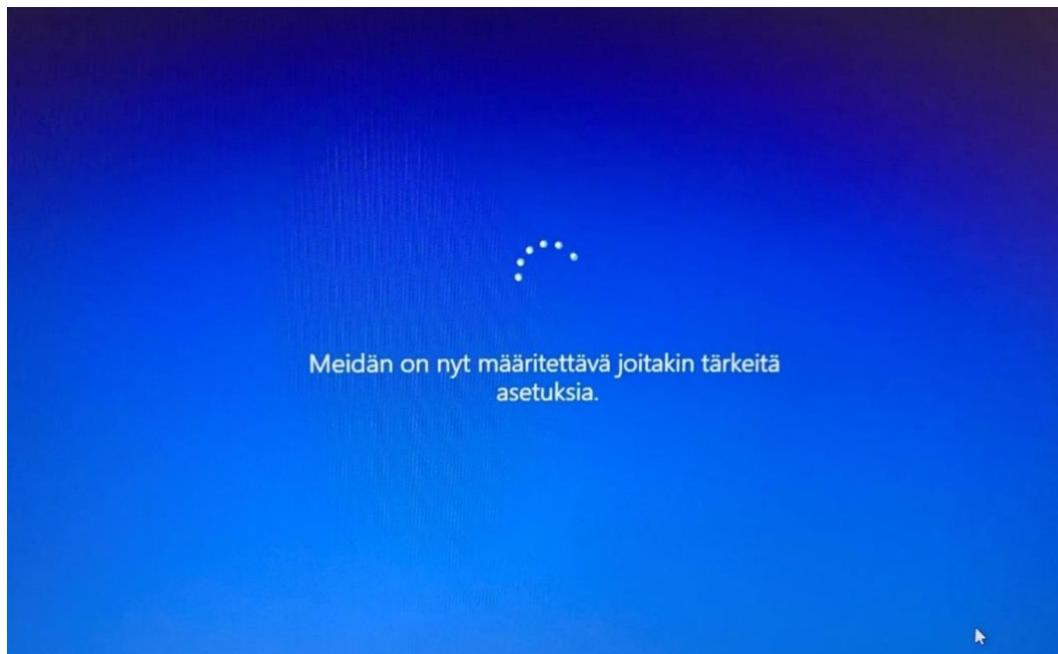
Select your keyboard language. You can add more keyboard languages after making your selection. If you do not want select more languages, click 'skip'.



At the school, connect the computer to the Stadinet network. At home, connect it to your home network or other available network. Select 'Nxt'.



Next, the computer will configure its settings. It will restart during the process.



Log in with your own user ID (username@edu.hel.fi) and password. Select 'Next.

Tervetuloa kohteeseen Helsingin kaupunki kasvatus ja koulutus!

Anna sähköpostiosoitteesi (Helsingin kaupunki kasvatus ja koulutus).

joku@example.com

Kirjautu sisään käyttäen suojausavainta

Tarvitsetko apua?

Kirjautu sisään muodossa käyttäjätunnus@edu.hel.fi (ethän käytä sähköpostiosoitetta) Logga in med formen användar-id@edu.hel.fi (du använder väl inte e-postadressen)

Tietosuoja ja evästeet Käyttöehdot

Seuraava

Anna salasanasi

Anna salasanasi jäsennimelle autoluk@edu.hel.fi

Salasana

Unohditko salasanan?

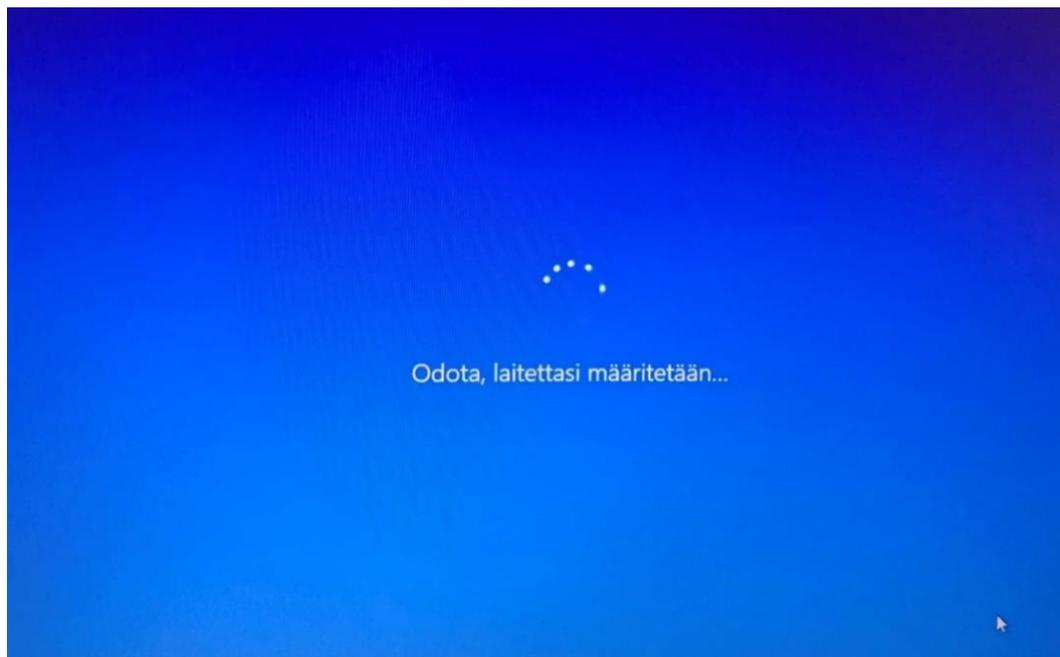
Tarvitsetko apua?

Kirjautu sisään muodossa käyttäjätunnus@edu.hel.fi (ethän käytä sähköpostiosoitetta) Logga in med formen användar-id@edu.hel.fi (du använder väl inte e-postadressen)

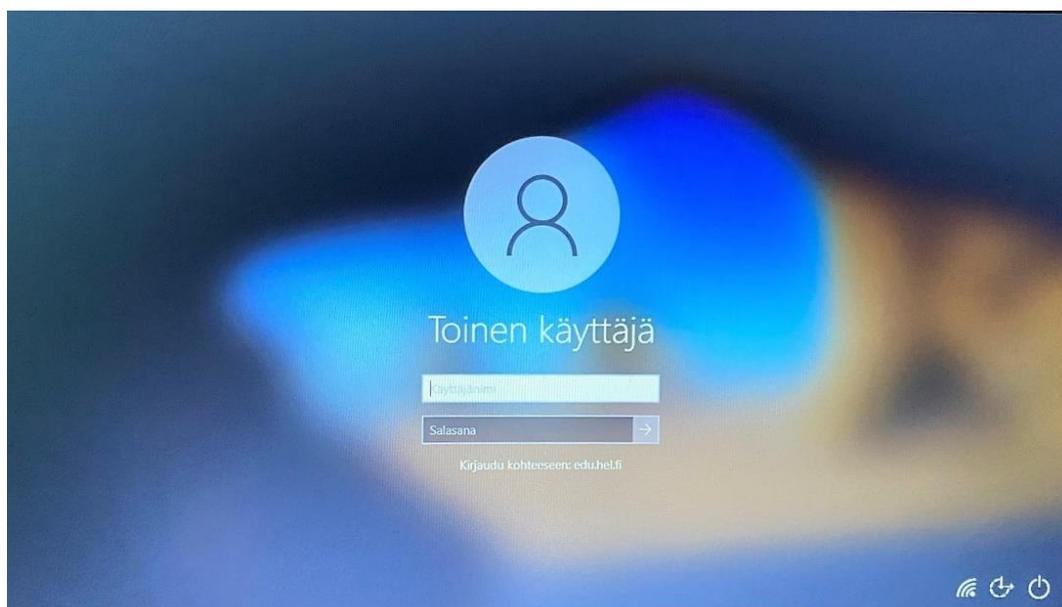
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Seuraava

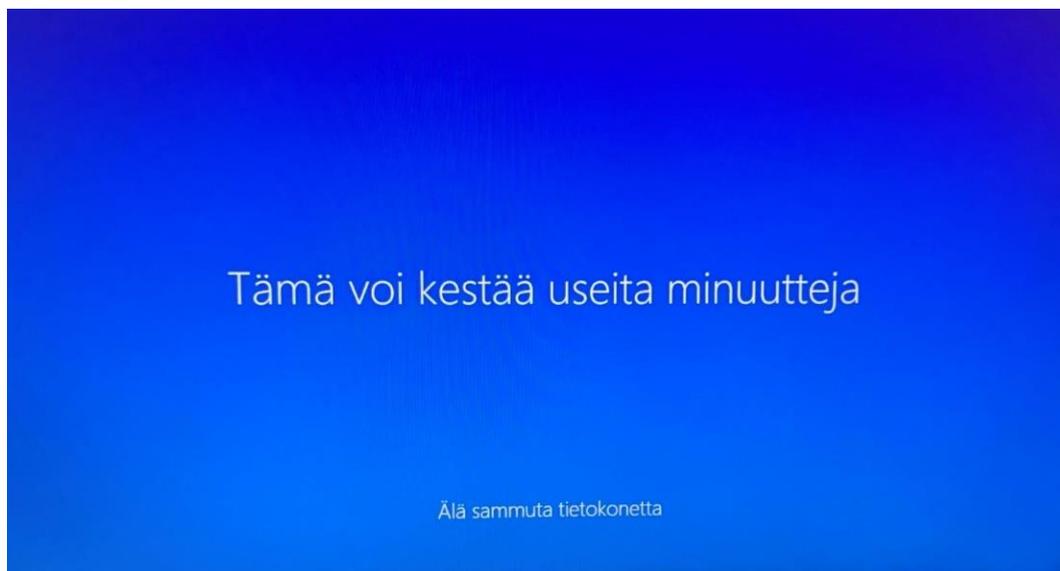
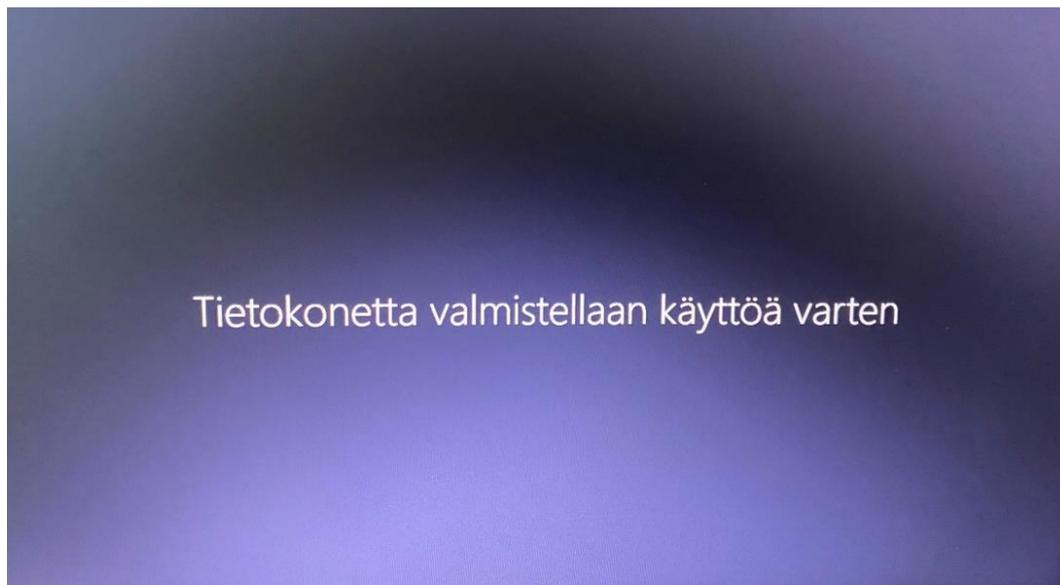
Next, your device will be configured. Please wait.



When the configuration is completed, log in again with your user ID and password. You can use just your username or the entire username@edu.hel.fi format.



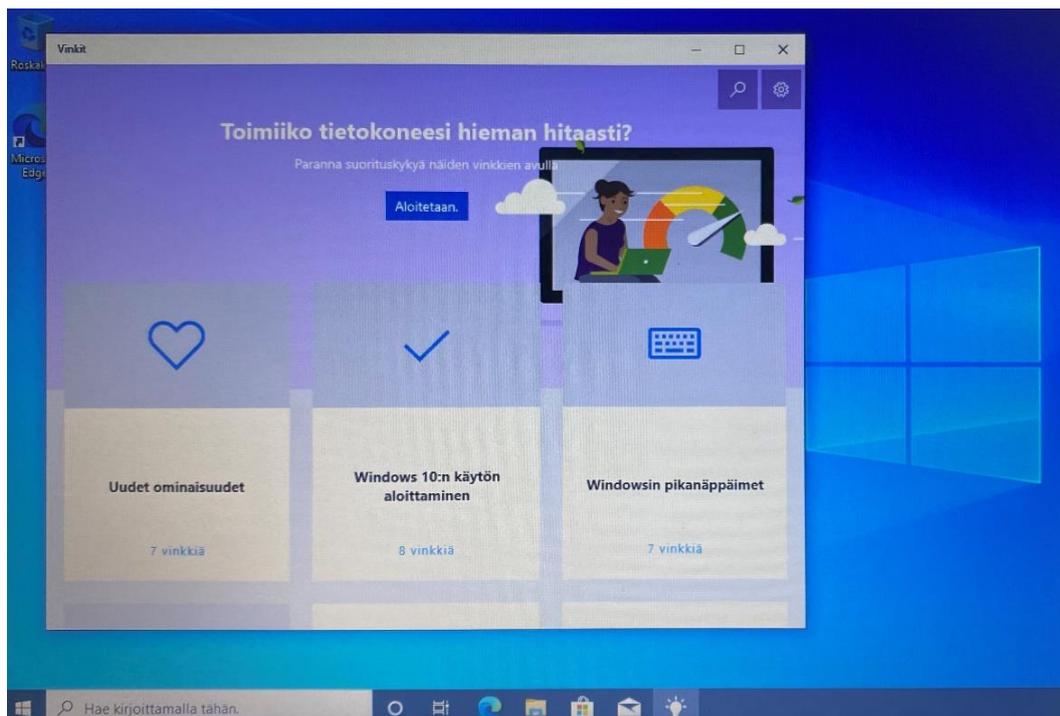
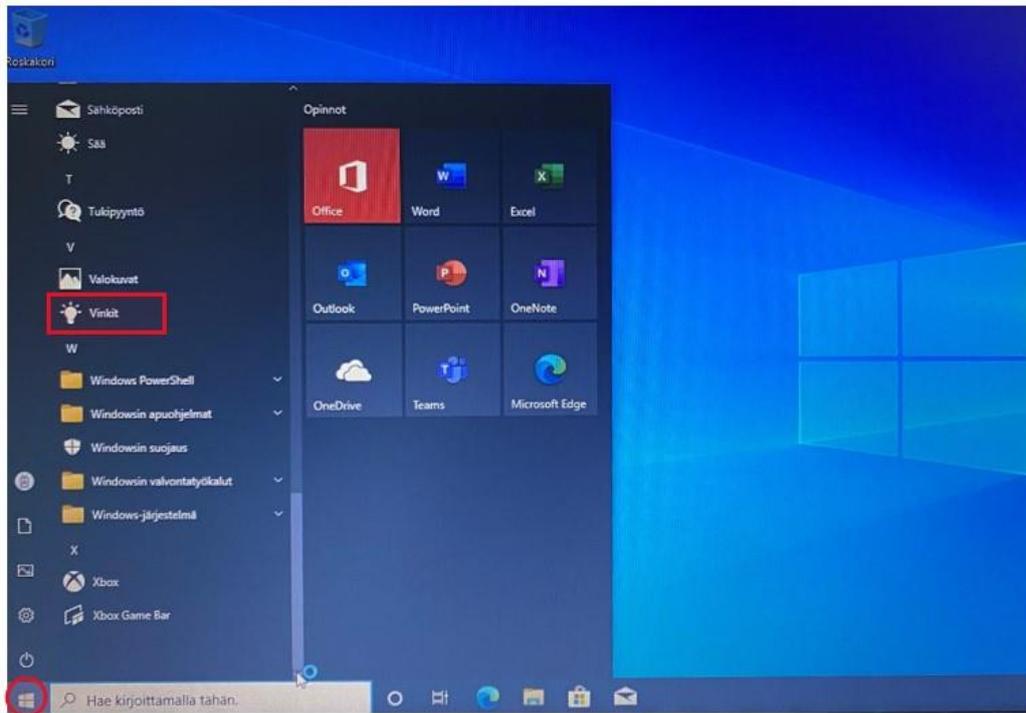
The computer will be prepared for use.



After the preparation process, the computer is ready for use.

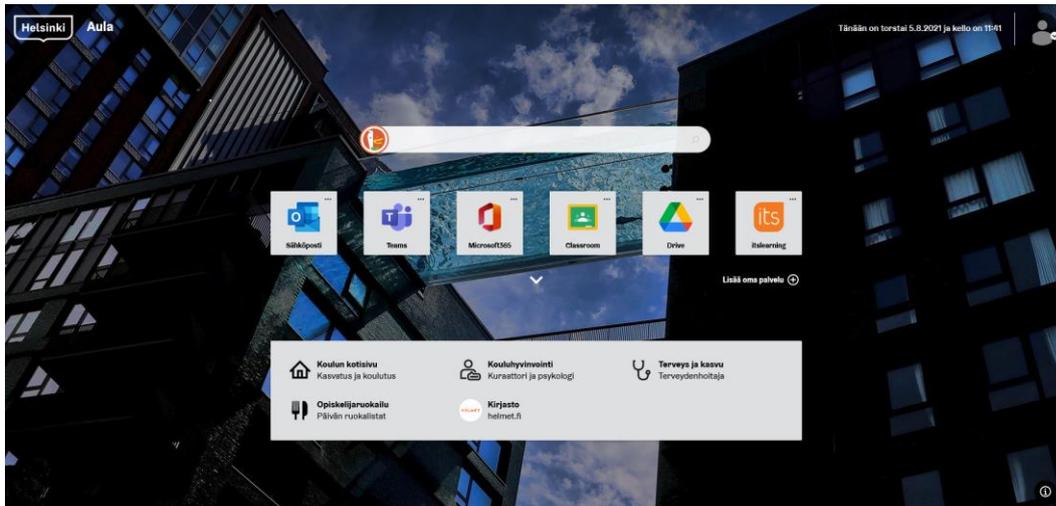
3. Windows tips

The Windows operating system comes with the 'Tips' application, which provides you with information such as instructions for using the computer and up-to-date information about new features. You can find the application by clicking the Windows icon in the lower left corner and selecting 'Tips' from the list.



4. Software

Aula.edu.hel.fi



You can find all learning environments and cloud services provided to you by the City of Helsinki at: aula.edu.hel.fi. You have also been granted licences for the software mentioned below. You can install all software and updates you need for your studies onto your computer yourself.

Microsoft Office

Microsoft Office 365 Education (M365) is a collection of Microsoft programs and applications that make digital everyday life easier. M365 enables you to collaborate and communicate. The Office programs are updated every month with new features and security improvements. M365 enables you to create, edit and share files in real time on your computer, phone and tablet.

Your computer comes with Microsoft Office installed. The Office programs are automatically linked to your edu.hel.fi user ID, but the login process may take longer than usual the first time.

You can find a quick guide for using Office here: <https://support.microsoft.com/en-gb/office/office-quick-starts-25f909da-3e76-443d-94f4-6cdf7dedc51e?ui=en-US&rs=en-GB&ad=GB>

Adobe Creative Cloud

The Adobe Creative Cloud user licence covers the following services:

- <https://www.adobe.com/fi/creativecloud/catalog/desktop.html>
- excluding the Substance software

Mobile (iOS/Android) and online versions of the software are also covered by the licence.

You can use the Adobe CC software package with your existing edu.hel.fi user ID. With your user ID, you can use the software and activate your user license on both the

computer of your educational institution and your home computer, as the user license includes a home use license.

The Adobe CC software package includes 80 GB of storage space in Adobe's cloud service. *However, the Education Division's information management services do not recommend only saving your files in the cloud service, as when your user licence expires, you will not be able to recover your files from the cloud service.* It is important that you make sure that you save copies of your files somewhere else, e.g. on a memory stick or hard drive. Your user license will expire upon your graduation at the latest.

You will be sent a message regarding your user licence automatically.

After receiving the message below to your edu.hel.fi e-mail, you can start using the Adobe products. If you have not received the message, please contact the ICT teacher of your educational institution.



If you have not received the message above but the other students in your group have their user licences, you can try logging in to the following page to check the situation:

<https://www.adobe.com/fi/>

You will also receive a separate e-mail message regarding your user licence for the Adobe Sparks service.

The 'Aloita' link in the e-mail message regarding your Creative Cloud user licence will direct you to a page on which the user licences for the programs are not displayed correctly.

Working link: <https://creativecloud.adobe.com/apps>

Installing the Creative Cloud desktop application

You can install the latest version of Adobe Creative Cloud, through which the programs are managed and installed.

Link to the download page: <https://creativecloud.adobe.com/apps/download/creative-cloud>

When the installation is complete, enter your username in the format **username@edu.hel.fi** in the field. Do not create a new account, as your licence is already linked to your edu.hel.fi account. Select 'Jatka'.

Kirjaudu sisään

Oletko uusi käyttäjä? [Luo tili](#)

Sähköpostiosoitte

Jatka

Tai

Jatka Googlella

Jatka Facebookilla

Jatka Applella

After that, you will be directed to the edu.hel.fi login window. Log in using your **edu.hel.fi** e-mail address.



edu.hel.fi

Sign in with your organizational account

Sign in

Use your username@edu.hel.fi address to log in.

TI-Nspire™ CX CAS software

You will be given a personal TI-Nspire™ CX CAS licence code by your educational institution. The TI-Nspire™ CX software package for students contains the same mathematics, physics and statistics applications that are integrated into the TI-Nspire™ CX graphical calculator product family.



Laskin
Suorita laskutoimituksia hyödyntämällä oikeita matemaattisia merkintöjä.



Listat & taulukot
Yhdistä laskentataulukon toimintoja matemaattisiin laskutoimituksiin.



Kuvaajat
Kuvaa, tutki ja animoi funktioita, yhtälöitä ja epäyhtälöitä.



Data ja tilastot
Dynaamisten kuvaajien laadinta ja tietojen vuorovaikutteinen analysointi.



Geometria
Muodosta ja tutki dynaamisia geometrisiä kuvia ja niiden ominaisuuksia.



Muistiinpanot
Luo vuorovaikutteisia aktiviteetteja, asiakirjoja tai raportteja.



DataQuest™
Helppokäyttöinen tietojen plug & play -keruuminäisyys ja luonnontieteellisen datan analysointi



Ohjelmointi
Python ja TI-Basic -ohjelmointikielillä voit luoda uusia funktioita ja tehtäviä teknologiaopetukseen.

The student software can be downloaded at nspire.fi/aloita. Please note that your code is personal and you must keep it for its entire period of validity in case of problem situations. You can find tips for using the software on the Nspire website <https://nspire.fi/opi/>

NäppisTaituri

NäppisTaituri is a gamified tool for practising a variety of keyboard and text skills. Beginners can familiarise themselves with the keyboard and its character layout through games, while more advanced users can use it to master using the entire keyboard with ten fingers.

NäppisTaituri enables you to improve and strengthen a variety of typing and communication skills needed by future talents in the digital age. NäppisTaituri can be used in comprehensive education, secondary education and liberal adult education alike.

Every educational institution has its own login address for NäppisTaituri. Check the address here: <https://www.nappistaituri.fi/helsinki.html>

ROI

ROI is a personal trainer application focused on personal finance, which provides live coaching organised with influencers in the field and programmes for financial well-being that will help you start saving money and making investments, as well pay back loans. The programmes consist of video and textual content, weekly assignments and quizzes.

In the ROI coaching programmes, you will receive personal support from professionals in the field for saving money, making investments and paying off debts.

Your group instructor will provide you with an installation link between August and September.

More information at: <https://roi-app.com/>

5. Booting your computer from an Abitti memory stick

On the Windows 10 login screen, press down the shift key and from behind the shutdown icon, select 'Restart' with the mouse while keeping the shift key pressed down.

The menu that opens up after startup differs from computer to computer. On the menu, select an external USB boot media.

More information is available on the Abitti website: <https://www.abitti.fi/fi/ohjeet/>

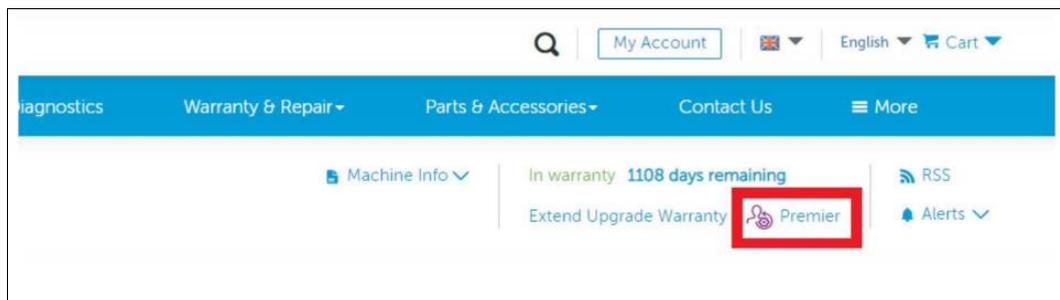
6. Problem situations and support

If you encounter problems, your primary support channel is Lenovo Premier Support. Lenovo Premier Support gives you access to the following services:

- Lenovo's technical support, which is open 24/7/365. The service is provided in Finnish and Swedish on weekdays at 9–17 (at 17–9, at weekends and on national holidays, the service is available in English)
- The original device manufacturer's software, activation and add-on device support
- Support for operating systems, such as Windows, and OEM-supported software. OEM-supported software refers to software that has been pre-installed onto a Lenovo device you purchase. It may contain programs such as Norton AntiVirus™, Microsoft® Office and Adobe® Acrobat®. Lenovo will strive to solve other problems as well, but will not take responsibility for any problems caused by third-party software or solving such problems.
- Activation support for a new device.

There are several ways to contact the Lenovo Premier Support team. You can find the most suitable method on the Lenovo support website:

1. Go to support.lenovo.com.
2. Enter the serial number of your device.
3. Click the Premier Support icon.
4. Select one of the several contact options.



Using the Premier Support service

Before calling the Lenovo Premier Support service centre, make sure that you know the serial number and model of your device. Once you have contacted the Premier Support service centre, the staff will start solving your problem. This may involve some diagnostic testing on your device. Once the problem has been solved and if it cannot be solved over the phone, Premier Support will place an order for coordinating spare parts and maintenance at

the address you give so that the device can be repaired. The maintenance technician will be given the contact information mentioned in the maintenance order, so that they can call you in advance to make sure that the time is suitable for them to come and repair the device. If the time does not suit you, you can reschedule the repair directly with the maintenance technician. For a Premier customer, the spare part delivery and the work will be prioritised to take place the following weekday if the maintenance order was sent before 14 (UMT). If the repair cannot be carried out the following weekday due to a problem such as the spare part delivery being delayed, Lenovo will contact you within 24 hours of the time of the service order. The Premier Support operator will continue to serve as the contact person for your maintenance order until it is completed and the problem is solved. Any questions related to the service can be addressed to the Premier Support team by e-mail or phone.

Contact information

0800 774 245 (calls are free)

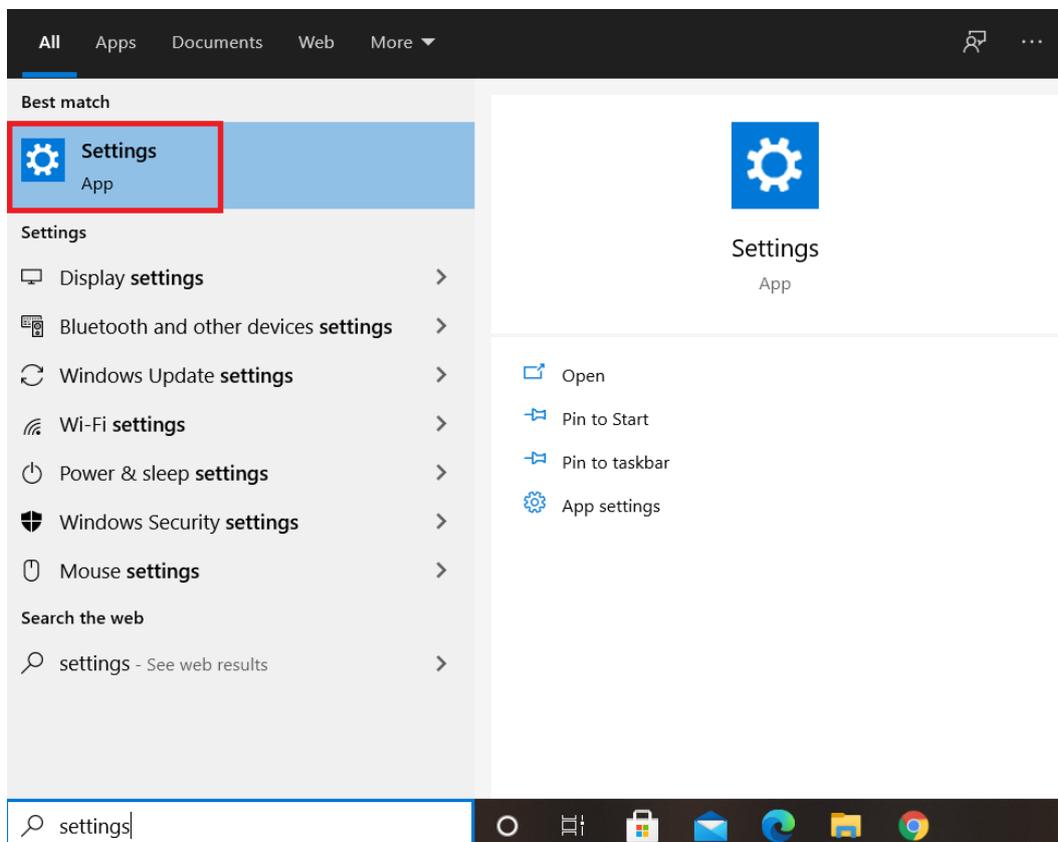
E-mail: fi_premier@lenovo.com

Ticketing via the support website: support.lenovo.com

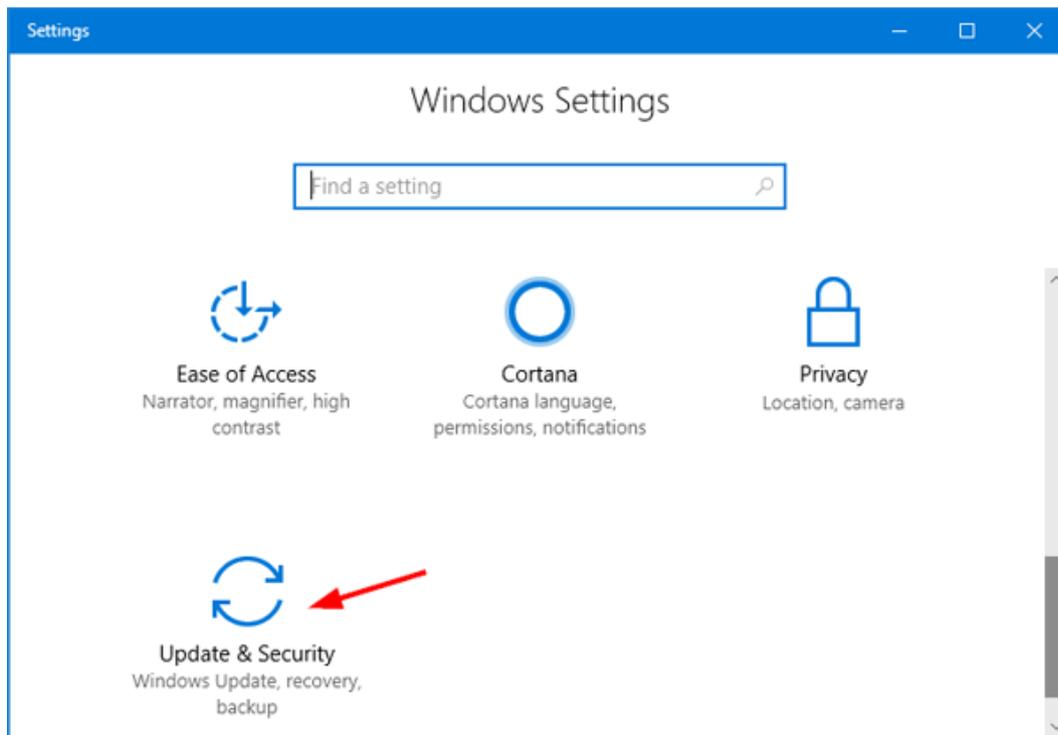
7. Resetting the device and restoring Windows

If the device cannot be made operational via other means, it can be reset and restored to factory settings with the following instructions. **Please note that in a complete reset, the software and files on the computer will be deleted.**

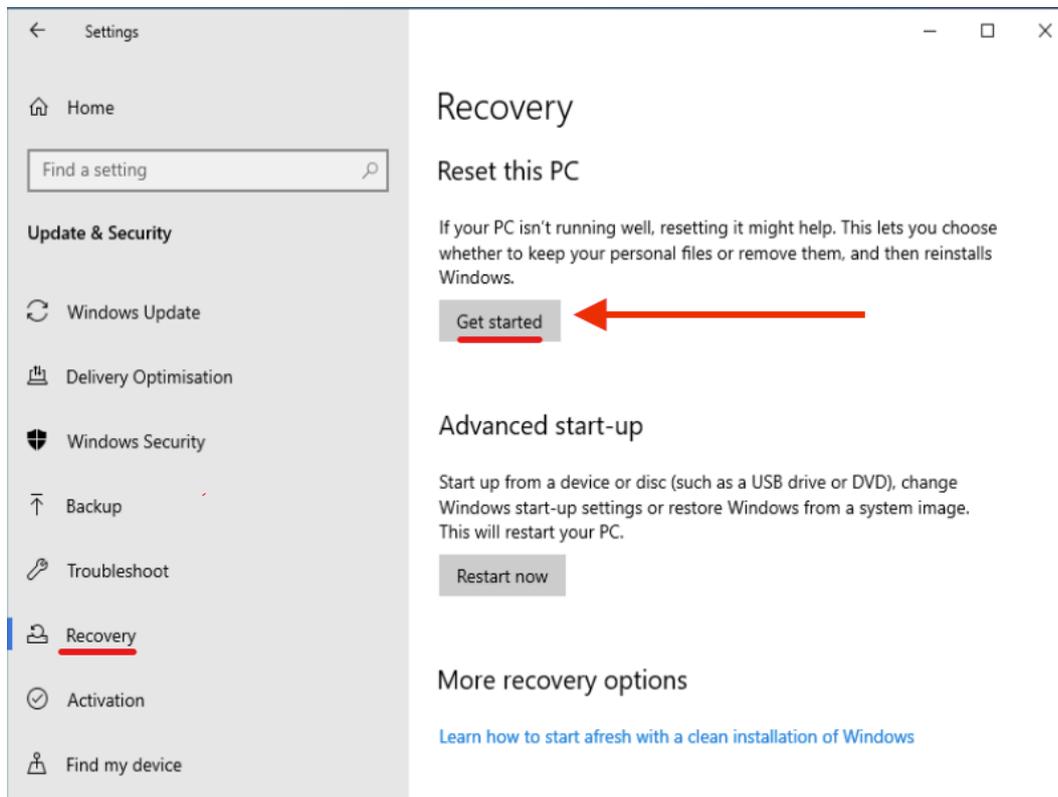
In the search field, enter 'Settings and open the application.



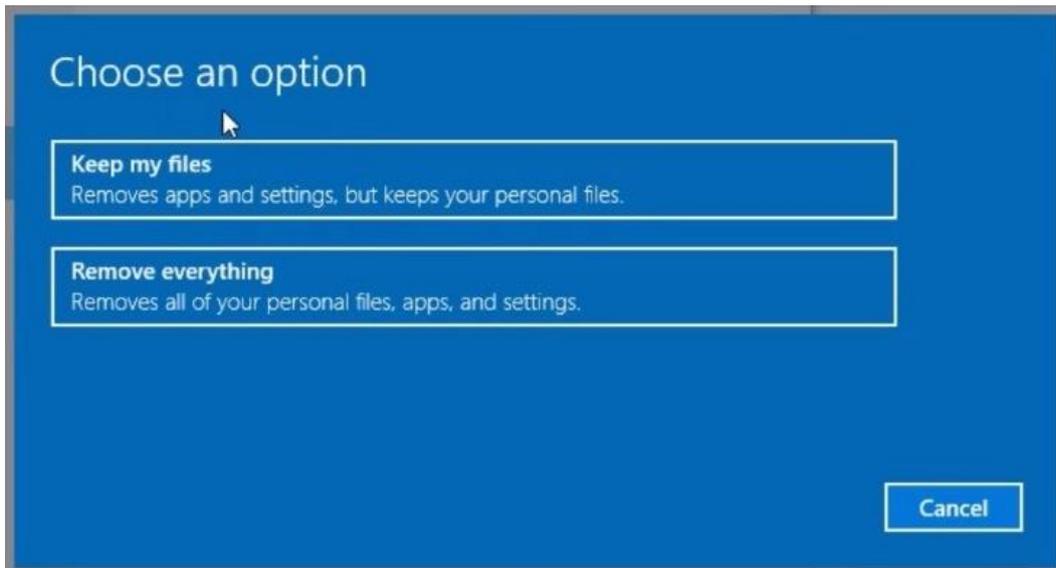
Select 'Update & Security'.



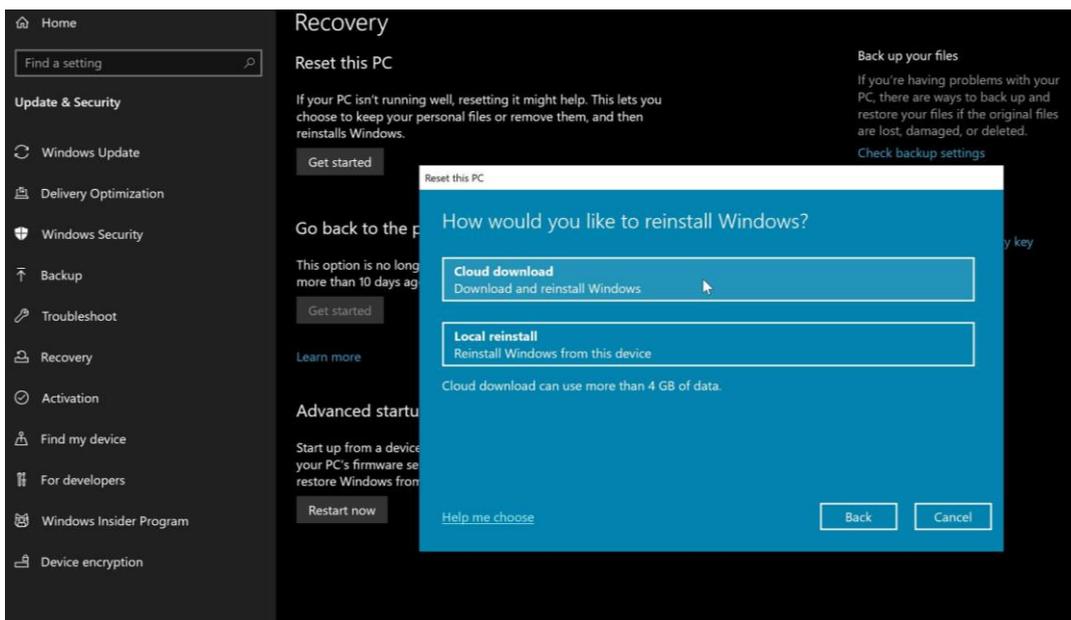
Select 'Recovery' and click Get Started button.



Select whether you want to restore the computer so that your personal files will be preserved or so that all data will be deleted.



Select 'Local reinstall'.



Continue with your selected settings by clicking 'Next.'

Reset this PC

Additional settings

Current settings:

- Restore apps and settings which came with this PC
- Reinstall Windows from this device

[Change settings](#)

[Learn more](#)

Back Next Cancel

Reset this PC

Ready to reset this PC

Resetting will:

- Remove all the personal files and user accounts on this PC
- Remove any changes made to settings
- Remove all apps and programs
- Download and reinstall Windows

Note:

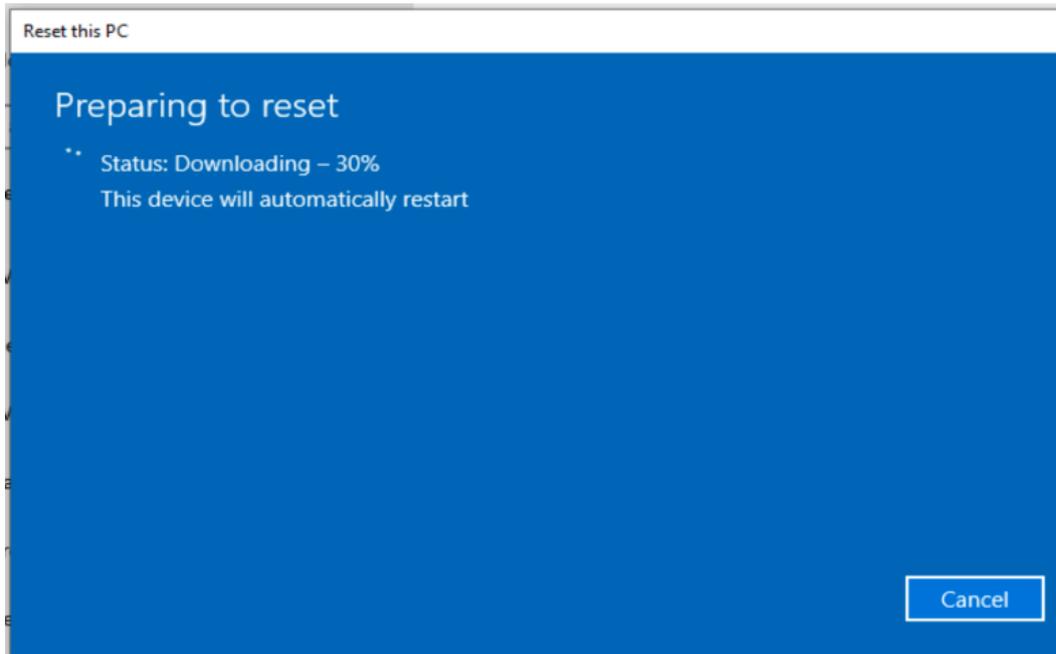
- This will take a while and your PC will restart.
- Cloud download can use more than 2.90 GB of data.

[Learn more](#)

Reset Cancel



The restoration process will start. After restoration, the computer can be activated in accordance with section 2 of these instructions.



8. Returning the device to the educational institution

The devices are site-specific. When your studies end or are suspended, delete your files and restore the device to factory settings in accordance with the instructions above. Return the device to the ICT officer of your educational institution. The person receiving the device will note the condition of the device and the return date on the transfer agreement. You will receive a receipt for returning the device.

9. Loss or breakage of the device

You must report the loss of, any damage to or any deficiencies in the operation of the computer to your educational institution without delay. If the loss of or damage to the computer is due to a crime, such as theft, you or your guardian must first submit a police report and then immediately contact the educational institution.