

Q&A for English Orientation on Support and Advice Services on 29 August

General questions on studies (eg. registration for courses)

- At the beginning of the studies, there is a lot of new terminology. Is there a place where I can find all of it in one place?

Answer: The vocabulary for new students in the Studies Service is a good place to check explanations to many of the new terms you hear at the start of your studies:

<https://studies.helsinki.fi/instructions/article/vocabulary-new-students>.

- Do I need to register already at the Sisu website my courses?

Answer: It's best to register for courses as soon as possible! Some fill up quickly or close their registration soon.

- How do I register for my courses?

Answer: You can register for courses in Sisu!

<https://studies.helsinki.fi/instructions/article/how-do-i-register-my-courses-and-exams> & <https://studies.helsinki.fi/instructions/article/sisu-instructions-registering-teaching-and-exams>.

- I have not get my username and password from university because my tuition fee will be done next week. Am i gonna lose classes?

Answer: Unfortunately you will not be able to register for courses until you have access to your user accounts. If there are courses you need to sign up for and are worried about the delay, you can always email the professor organizing the course!

- When is the registration period for period 2 open?

Answer: Each course has their own registration period! Usually around late October, but it's best to check on the course pages:

<https://studies.helsinki.fi/courses?isStartingPeriodSearch=true&lang=en&page=0&searchText=&showExams=false&sort=nameAsc&studyYear=2025>.

- How do I order a study certificate?

Answer: You can do that in the Studies Service as well! Here's the link:

<https://studies.helsinki.fi/instructions/article/order-transcript-studies>.

- I'd like to book an appointment with student service under faculty of arts, to get advice for courses content and my study plan. But i cannot find my programme name (Intercultural Encounter) when i get to the booking site.

Answer: Don't worry, you can instead send email to the Metsätalo Student Services, who are responsible for student advice for the Faculty of Arts: metsatalo-student@helsinki.fi to set an appointment. Let them also know that you couldn't find your programme on the booking site, so they can fix the situation.

Library services

- Do we have to ask or apply for a physical Library card or e-card to get access to the school library services?

Answer: You can sign up for a e-card to check out books from the university libraries!

<https://www.helsinki.fi/en/helsinki-university-library/welcome-library/library-card-and-right-use-library>. Depending on your field, you might want to, in addition to the University's own library, use the National Library of Finland. They're closely connected to the University, but have a separate library card - if you want to apply for one, they're currently running a campaign for new students: if you apply for a National Library card in September, you'll also get a cool new badge for your student overalls:

<https://studies.helsinki.fi/frontpage/bulletins/117ff393-5275-46ab-b205-da33e8998536/order-national-library-card-get-badge>.

- Could you please tell me details about how to use the Uniprint service (e.g., at the library)?

Answer: You can find instructions on how to print at the library here:

<https://www.uniprint.fi/en/ohjeet/student-instructions/>.

Communications channels and user accounts

- Do I have to use the university email account?

Answer: Your university account is how your professors, students, and the university will reach you. It is very important for you to use your university account!

- I am using xx@ad.helsinki.fi address and am getting all the emails there (as well as sending them from that address) while the @helsinki.fi mail doesn't work for me. How do I log into email address, is the password the same?

Answer: This might feel a bit confusing at first: the @ad.helsinki.fi is not your email address, but your user name, which you use when logging into all services, including your email.

That's why it shows when you're logging into your email. However, your actual email address, where you receive email, is `firstname.lastname@helsinki.fi`. If you want to test it out, you can use your personal email (I expect you have a gmail, hotmail, yahoo or some such account) and send yourself email to firstname.lastname@helsinki.fi.

- Can I meet IT desk in person for getting username and password?

Answer: Unfortunately IT desk is only available in person during the Check-In Event, which has since passed on 27 to 28 August. You can now contact them through email through helpdesk@helsinki.fi.

- How can we receive the university emails on our phone or computer using our personal account? Do we need to download Outlook?

Answer: You can use browser for reading emails (app is not necessary) but the app is much more convenient. In case you wish to use browser the instructions can be found from our IT Helpdesk page: <https://helpdesk.it.helsinki.fi/en/instructions/collaboration-and-publication/e-mail/owa-outlook-web-app-browser-e-mail>.

- How do I send a secure email? Should I do this through my university email?

Answer: You can send an encrypted email message at <https://securemail.helsinki.fi/>. If you use your helsinki email address, you can send an encrypted message directly from Outlook

by adding ".s" to the end of the address in the address bar (for example, studentinfo@helsinki.fi.s)

- I always feel so lost and confused. Sisu and Moodle and whatnot - all very new to me. The anxiety of not knowing how anything works is pretty strong!

Answer: Don't worry! You can come see us at the Kaisa house service desk or Zoom and we'll help you with the study tools. Check our contact information here:

<https://studies.helsinki.fi/instructions/article/student-advice#paragraph-2990>. There are also Pop Up Sisu Advice meetings!

Individual arrangements

- What should I do if my mental health make it impossible to progress in my studies at the intended pace?

Answer: Many students progress at a slower pace, so this is totally OK! Perhaps the most important thing is to make it clear to yourself which courses you are taking at any given time and where you can receive support when necessary. If selecting courses is difficult, you can contact Student Services at your faculty

(<https://studies.helsinki.fi/instructions/article/student-advice>) or your teacher providing guidance so that you have the needed support to more easily draw up an appropriate study plan. If you need individual arrangements or wish to assess their necessity, you can contact an accessibility contact person.

Planning a career

- Where can I find a link to Career Services events and traineeship opportunities?

Answer: <https://studies.helsinki.fi/instructions/degree-students/work-and-career> —> Check also JobTeaser, our career platform. You'll find job and traineeship postings there, but also all the events Career Services organise. We also advertise our events by e-mail and on campus info screens.

- Isn't it late for someone to graduate at 36 years old in a master degree and seek for job? If it is, what should i do?

Answer: It's definitely not too late! One of the key elements at the University of Helsinki is lifelong learning. There are students of all ages here at the UH! Many students here are so-called career-switchers, and you'll find that 36 is by no means "old" amongst students. Most attending lectures can seem young, since many older students opt for remote studies due to their life situations.

You can start by for example looking at what sort of self-reflection material and other tools we've compiled for you: <https://studies.helsinki.fi/instructions/article/tools-planning-your-career-and-future>. As your studies evolve you will start seeing how you can apply them and how you want to put your knowledge to use. I strongly suggest that you also mirror this with the surrounding world: what and where is there a need for (in general and specifically for your scientific field). That will give you ideas on where to look for jobs. You can already start keeping an eye on what's happening in the job market e.g. on LinkedIn different job boards and professional platforms etc. Be sure to log into JobTeaser which the Finnish universities' shared career and job post platform

And of course, there is the chance to come to career counselling. It's quite common for students to come and see us already at the beginning of the studies.

HowULearn

- Where can I find the HowULearn survey?

Answer: You will get a link to the questionnaire when it is open in your study programme.

Here is the link to Studies Service Website:

<https://studies.helsinki.fi/instructions/article/unihow-system-and-howulearn-questionnaire>.

Unisport

- Can I get the student discount at unisport without the Finnish ID code? I get the code in November.

Answer: Yes, all you need is a student card.

- Is it possible to upgrade the part time gym membership to a regular one?

Answer: Yes of course!

- Can I attend group exercise sessions with a part-time card?

Answer: Yes! You can attend group fitness classes with part-time membership from Mondays to Thursdays until 3pm, and from Friday to Sunday all day.

- Is Personal Training services free for students?

Answer: Unfortunately no, it is an extra service that you need to purchase. But we have guidance at the gym few times per week, and that is free.

- How can I join the Unisport chat to find a buddy to do workouts with?

Answer: UniSport Buddy is a low-threshold platform where you can find a sports buddy, for example, for a workout, ball games or jogging. Anyone can join, and you do not need to be a UniSport customer to use the service. The UniSport Buddy is a great way to find new friends and get more motivation for exercise. <https://www.unisport.fi/en/muut-palvelut/unisport-buddy>.

- Can I go to dance lessons even if they are in Finnish? I'm really interested in dancing!
- There are some classes in the Unisport's calendar that are not in English, can I still attend even though I don't speak Finnish?

Answer: Yes, you are welcome to attend! You just of course won't understand what the instructor is saying but can just follow along with the movements!

Language studies

- Can we attend Finnish classes even though we don't speak Finnish?

Answer: You can take a Finnish language course that teaches you Finnish! That is the point of those courses. If you are referring to other topic courses that have the language of instruction as Finnish I would imagine that you'd struggle if you don't speak Finnish.

- Which Language Centre's courses are suitable for non-Finnish speakers?

Answer: You will find those courses at:

<https://studies.helsinki.fi/instructions/article/language-centre-courses-suitable-non-finnish-speakers-2017-2018>.

- Can I take a Finnish language course as an exchange student, even if the credits it provides won't count to my degree?

Answer: You are welcome to take courses outside of your degree.

- If I have up to A 1.3 level for Finnish language, can I continue from that to B 1? I was studying Finnish during a year and I'm at some level up to now.

Answer: You should ask this from the Finnish as a second language teachers, please contact tiina.nahkola@helsinki.fi.

- Is there skill-level test on other languages than SWE, ENG and FIN? I have studied French, but I'm unsure if my level is A2 or B1.

Answer: Language Centre teacher tutors help you with the French skills level question: <https://studies.helsinki.fi/instructions/article/language-centre-teacher-tutors-help-language-and-communication-studies> but there are some preparatory courses e.g. in Swedish.

- Do you have any English course for international master degree student who want to develop the English skill?

Answer: Those courses are listed at <https://studies.helsinki.fi/instructions/article/language-centres-curriculum-english>.

- How can I join the Finnish language club?

Answer: You'll receive an email about that from Nina Sulonen later on.

- KK-eng 501 and 502 are the registration still ongoing?

Answer: All the choices to choose from can be found at <https://studies.helsinki.fi/courses/course-unit/hy-CU-133112120-2022-08-01> and <https://studies.helsinki.fi/kurssit/opintojakso/otm-2972ec26-d73f-48a2-803e-6840cfbf2b4c/KK-ENG502?cpId=hy-lv-76>. Just click the methods of study you want to participate in.

FSHS (incl. healthcare fee)

- How much do we need to pay for FSHS and is it a monthly fee for health insurance?

Answer: You pay the fee for FSHS to Kela! This can be done per term or per year. For the year the fee is EUR 71.20 <https://www.kela.fi/student-healthcare-fee-higher-education> but unfortunately you can't pay the whole fee at this point, but you can pay the term fee (Autumn) of 35,60e.

- How should I proceed if I am studying for a bachelor's or master's degree and have social security coverage in another EU/EEA country or in Switzerland, Northern Ireland or the United Kingdom?

Answer: You do not have to pay the healthcare fee if you have social security coverage from another EU/EEA country or from Switzerland, Northern Ireland or the United Kingdom. Even if you do not have to pay the fee, you can still use the services of the Finnish Student Health

Service. If you want to use the FSHS's services you must be prepared to show a valid European Health Insurance Card (EHIC). Students covered by social security in Great Britain and Northern Ireland can show a Global Health Insurance (GHIC) card. You will have to present the card every visit, whether remote or in person. In the absence of a card, you must provide a provisional replacement certificate.

- "Students must also provide a copy of a valid European Health Insurance Card to Kela to prove that they are not required to pay the healthcare fee." -Can you share where we can do this? When logging in to OmaKela it prompts me to sending a query rather than a website where I can find the option to upload the document.
- How do I upload the European Healthcare card on Kela? Because it is asking for a strong identification and I still do not have a bank account.

Answer: If you cannot use the OmaKela e-service, you can also send the picture to the e-mail address ulkomaanperinta@kela.fi. Send the message via secure e-mail. You can also take a copy of your card and send the copy to the address Kela, Perintäkeskus, PL 31, 00056 KELA." <https://www.kela.fi/student-healthcare-fee-higher-education#if-you-come-to-finland-as-a-degree-student-from-another-eu-or-eea-country-switzerland-great-britain-or-northern-ireland>.

- How can we contact FSHS if we do not have strong identification (no bank account or mobile yet)?

Answer: You can contact them by phone +358 46 710 1073 for General and mental health services or +358 46 710 1085 for oral health services.

- Are the FSHS services for mental health free?

Answer: All FSHS services are free, though most medications have a cost.

- Paying the Kela charge, makes us eligible for health care benefit, or anything other as well? Is there any particular list of benefits we can see.

Answer: The Kela fee for FSHS only grants you access to the student health care, no other Kela social service benefits.

- I live in another city than Helsinki, is it possible to use my local YTHS's services?

Answer: Yes it is. When you contact FSHS mention where you live. Also remote meetings are often useful when you live far away.

- I have a general question regarding the Finnish health care system for students. After paying the Kela fee, are there any other fees in the health care service for appointments or emergencies, e.g. hospital stay or ambulance?

Answer: Services outside the FSHS often incur a fee. You can read more information on Helsinki City website hel.fi. It is very important to keep your health insurance valid. Depending on your insurance, it may cover hospital fees or at least part of them.

- If there is prescription brought from doctor from home country, and we need medicine that needs to be consumed compulsarily, will the kela service cover the medicine purchase cost? and necessary labtests to be done on a timely basis like Vitamin, TFT, LFT, etc?

Answer: It is best to contact us and talk with our professional about this situation. Via FSHS you can also take laboratory tests based on our professional assessment on referral.

Adapting to Finnish Culture

- Is it normal to skip the honeymoon phase of this culture shock? I've been in distress for the last 2 weeks and don't know when it will stop.

Answer: Everyone has their own experience! If you are struggling, I would highly recommend looking into the mental well-being resources <https://studies.helsinki.fi/instructions/article/mental-well-being>. I would recommend beginning the process at FSHS as soon as possible as the wait unfortunately can be quite long.

- Tips and tricks to prepare for the freezing, dark and depressing winter which people usually call it, this is what making me more stressed.

Answer: Please don't feel stressed! It might sound scary but there is always way to cope with it. I'd recommend friendships, routine, exercise, Vitamin and not just Ds, etc. And winter is not all bad either, the snow is very beautiful! and just know that it's not as scary as it sounds, and you will be fine!

Nyyti ry

- Can we bring someone with us who is not a student to Nyyti Ry's peer support group?

Answer: Unfortunately not, the support groups are meant for students only.

- Is there a fee to participate in the Nyyti's activities?

Answer: No, all activities are free of charge to participants.

- Does Nyyti offer therapy or other treatment services, and are there waiting lists?

Answer: Nyyti does not offer therapy or treatment services. Psychotherapy and mental health treatment is offered by trained therapists and other professionals, and one needs a referral to special care units via FSHS or general health services. Nyyti provides support services for mental well-being of students.

Student Union

- Do we need to register for opening carnival and other events organised by HYY? Where we can do that? Do we need a membership to go to events? How can exchange students get overalls?

Answer: You need to register to the Freshers Adventure, but you don't need to register to the carnival. To sign up for the Freshers Adventure, follow our social media on Tuesday and you will find a link. You don't need a membership to come to these events, and to get overalls, ask your degree organizations or then you can contact ESN (I am quite sure that they offer overalls for exchange students).