

Q&A – Support and Advice Services: General Orientation

University email

Q: What is the format of the student email?

A: Your email is in the format firstname.x.surname@helsinki.fi

Q: Do I have to use the university email or can I use my own gmail?

A: All the emails regarding your studies are sent to the helsinki.fi email, so you should always follow it. Please use your University email when sending study-related messages yourself. This is super useful for both the teachers and the support staff, as it makes you easy to recognise and connect to your study information.

Q: Where can I find instructions on how to add my university email to my email programme?

A: The University IT Helpdesk website has a lot of information on email and other IT services. And if you can't find the answer there, you can contact them at helpdesk@helsinki.fi to ask for advice. Here's one page on e-mail programs that might a good place to get started: <https://helpdesk.it.helsinki.fi/en/help/5230>

Social Media

Q: Is University of Helsinki on X/Twitter?

A: It is not. Our university uses Instagram and Facebook as main social media platforms. You can find all social media channels here: <https://www.helsinki.fi/en/news/university-social-media>

Q: Where can I find a link to a list of Career Services events and, for example, traineeship opportunities?

A: Here's the link: <https://studies.helsinki.fi/instructions/article/career-services>

Guidance and advice

Q: If I want to ask about which courses I would need to take and which courses I can get accredited from my previous degree, who would be best to ask? The career counsellor, helpdesk etc.?

A: Please leave a service request here: <https://uni-help.helsinki.fi/en/service-request> and we will redirect your question to the correct recipient!

Q: I studied teaching for my bachelors and am trying to find out if I could get a teaching licence by doing the right courses in combination with getting prior courses accredited)

A: Please leave a service request here: <https://uni-help.helsinki.fi/en/service-request> and we will redirect your question to the correct recipient!

Q: Where can I find the HowULearn survey?

A: The HowULearn survey is taken three times as a part of bachelor's studies and once as a part of master's studies. The degree programmes decide on the exact times their students take the survey, and you'll receive an email invitation when it's your turn to take the survey. More info on the survey is available in the Studies Service:

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

UniSport

Q: Is Unisport only in Helsinki? Are there gyms in other cities, e.g. in Turku?

A: Only in Helsinki, but we have an online membership as well. With that you can join stream classes and use the video library from where ever you are.

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

A: Yes! From Monday to Thursday you can join all the classes that start before 3pm. On Fridays, Saturdays and Sundays you can attend the classes all day at any time.

Q: Can we also join Finnish Unisport courses or would that be inconvenient if we don't speak the language?

A: Yes, you can definitely join Finnish classes and courses. You can ask the instructor to give some instructions in English to help you. And usually instructors do that anyway because we have a lot of non-Finnish speakers in our membership pool :) We do offer a lot of classes in English as well.

Language Courses

Q: Is it possible to register for courses after the registration period has ended and what is the best way to do this if possible?

A: Yes, that might be possible if the course is not fully booked. Contact the customer service: [kielikeskus-neuvonta\(at\)helsinki.fi](mailto:kielikeskus-neuvonta(at)helsinki.fi) and they can help you figure out the possibility.

Q: Are there tandem courses on Finnish-Something else?

A: Yes! There are ALICE courses in French-Fi, Ger-Fi, Spanish-Fi. You can find all courses for non-Finnish speakers here, also ALICE:

<https://studies.helsinki.fi/instructions/article/language-centre-courses-suitable-non-finnish-speakers-2026-2027#paragraph-1269>

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

A: Here you can check the courses:

<https://studies.helsinki.fi/instructions/article/language-centre-courses-suitable-non-finnish-speakers-2026-2027>. In case it is unclear if you can join the course in question please ask the teachers. They are super nice!

Q: How to be a course assistant in Language centre?

A: Please see the instructions here: <https://studies.helsinki.fi/instructions/news/apply-now-language-centre-course-assistant-programme-0>

Q: Can you guide me on how to enroll in Finnish courses on Sisu?

A: Sure, please contact Finnish as a second language teacher Tiina Nahkola (tiina.nahkola@helsinki.fi). She will guide you through the courses and registration. I think their registration is open until next week 1st September. Tiina is super nice and will answer you quickly.

Mental health and Individual arrangements

Q: I submitted an application for an individual arrangement a while ago, how long should I wait for it to be approved?

A: My apologies for the delay in processing your application. We are currently handling a high number of applications, so processing is taking longer than usual. Thank you for your patience while waiting!

Q: Is there any resource we can find a counselling or psychotherapy session?

A: You can find more information in this page:

<https://studies.helsinki.fi/instructions/article/mental-well-being>

FSHS – Finnish Student Health Care

Q: Is there a way to check whether the Kela healthcare fee has been paid?

A: You can find information here: <https://www.kela.fi/student-healthcare-fee-higher-education>

Q: Until when do we have to pay the health care fee?

A: The deadline is 15 November for Autumn Term and 15 March for Spring Term.

Q: Do we directly pay the health care fee to Kela?

A: Hi, Yes you do and you find the information here: <https://www.kela.fi/student-healthcare-fee-higher-education>

Q: Do we need to pay the KELA fees via a Finnish bank account only ?

A: All the information about the KELA fees you can find <https://www.kela.fi/student-healthcare-fee-higher-education>

Nyyti ry

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

A: There is no fee to participate in Nyyti's activities. All our services are free of charge.

Q: Does Nyyti offer therapy or other treatment services? Are there waiting lists?

A: We provide individual support discussion sessions for any higher education student who would like to talk through what's on their mind with someone. These discussions are held in Finnish. We are exploring the possibility of offering discussion in English this coming autumn. There is no waiting list. You can book between one and three online sessions each lasting 45 minutes depending on your needs and without long waiting times. These support discussions are not psychotherapy, psychiatric treatment, academic counselling or advice on social benefits. Instead the sessions provide accessible, low-threshold conversational support.