

How do I establish a VPN remote connection?

The VPN remote connection is available to all Metropolia users. It is needed to connect to Metropolia's internal services from outside. Internal services include Financial and Administrative Services, Koulutuskalenteri and instruction supporting project servers, educloud, and laboratory systems. VPN access to internal services is determined by user role and terminal device.

Use VPN connection only when necessary and prudent to ensure sufficient capacity! **Do not use a VPN connection while using online learning platforms, video conferencing services, or watching videos.** OMA, Moodle, Zoom, Teams, or Skype for Business don't need a VPN connection to work.



Establishing a VPN remote connection

Establish a VPN connection by following the instructions on the [VPN Remote Connections](#) page.



Applies to staff members

The following applies to Metropolia staff members, not students.

Prolonged remote work can affect security and software updates to your computer if the computer has not been connected to your corporate network through a VPN connection. Therefore, it is necessary to connect to VPN connection on for about two hours at a time, 1-2 times a week. This way any updates can be downloaded to your computer.



Staff business trips abroad

When traveling abroad, remember to always open VPN when using network connections, including fixed networks and password protected networks. VPN protects the connection with encryption which prevents outsiders from reading the network data. Make sure before your trip that VPN works. There are [IT instructions for traveling abroad](#) that need to be followed.

Publicly open network connections are not reliable off-campus. For example, wireless connections in airports or shopping malls are not safe to use. **If you use any public networks for work you should always use VPN-connection.**

If you are working outside of your home, you have the option to share your internet connection from your mobile phone, which is a safer alternative to using a public network connection. To share your phone's network connection, check out instructions [How to share a wireless internet connection from your phone to a laptop?](#)

Did you encounter a problem?

1. Restart your computer and the device where the issue is occurring. Try the function again.
2. If the function you are attempting is happening in a web browser, try the function again in an incognito or private window and in a different browser.
3. Try searching for a solution on the site of the IT Services by using the following search methods:
 - a. navigation menu of the site (on the left)
 - b. search machine of the wiki (right upper corner)
 - c. a general search engine, for instance [Google Search](#)
 - d. [alphabetical index](#)
 - e. [FAQ](#)

If the problem is not resolved, please contact the helpdesk according to [best practices](#). Always include **a full screen screenshot** of the issue in your service request.

| Contact method | Contact information |
|----------------|--|
| Form | https://hd.metropolia.fi |
| Email | helpdesk@metropolia.fi |
| Phone service | +358 9 7424 6777 (weekdays from 8 am to 4 pm) |

[Miten muodostan VPN-etäyhteyden?](#)