

How do I change my name, phone number, or other information in my user account?

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Changing your name, phone number, or other contact information in user account details



Your old email address will remain valid.

When your name changes, the messages addressed to your old email address will still reach you, so there is no rush to inform your collaborators about the change in your email address.

Your own role	Contact	Action
Student	Contact the student services	The information is updated in the student registry, and it automatically reflects in other systems and email address.
Staff	Contact tyosuhdeasiat@metropolia.fi .	The payroll department changes the name in the HR system, and it automatically updates in other systems and the email address.
External partner accounts, Metka (the student union), Zone (sports services), and other accounts created manually by IT Services.	Submit a service request to the Helpdesk.	

The username does not change when the name is changed, and IT Services will only change it upon request with compelling reasons.

How do I change my profile picture in Microsoft Office 365 products?

1. Log in to your email at <https://mail.metropolia.fi>.
2. Click on your initials or profile picture in the top right corner of the screen.
3. Select Vaihda/Change.
4. Upload your profile picture to the service.

Please note that there may be a significant delay in the profile picture transition to the Office 365 cloud service. Continue working as usual and allow the picture to update in the service in its own time.

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 vaihdan nimeni, puhelinnumeroni tai muun tiedon käyttäjätietoihini?](#)