First Logon

To be able to login to a laptop with a user ID in a wireless network or without a network you must first login to the laptop once while on Metropolia campus. Your user ID is then copied to the laptop via wifi connection or when the laptop is in a docking station. Notice that if you change your password, the new password is copied to the laptop only when you login to the laptop on campus.

1. Go to any Metropolia campus.
2. Boot the laptop.
3. Press **CONTRAL+ALT+DEL**.
4. Log in with your Metropolia user ID.
5. Wait until you see Windows Desktop.
6. Log out.
7. Try logging in once more to be sure.

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)

Ensimmäinen kirjautuminen