



COMMUNICATION CHANNELS TO STUDENTS

Anniina Sjöblom
Specialist in Student Communications

Why should you follow communications?

✓ Gives a sense of control & helps tackle uncertainty:

When you follow communications regularly, you don't have to worry about missing out on something important and you're always on track of what's happening at the Uni.

📢 Chance to participate & impact:

As a student, you're a valued part of the University community and warmly welcome to take part in Uni activities.

🔍 Part of study skills and responsibilities:

Independent information gathering is an important study & work life skill. Take responsibility and make sure important information reaches you.

Most important comms channels

Information related to studying and studies is shared especially in the following channels:

- Studies Service (studies.helsinki.fi)
- University of Helsinki email
- Sisu notifications and messages
- Course pages and Moodle areas of the courses you're taking



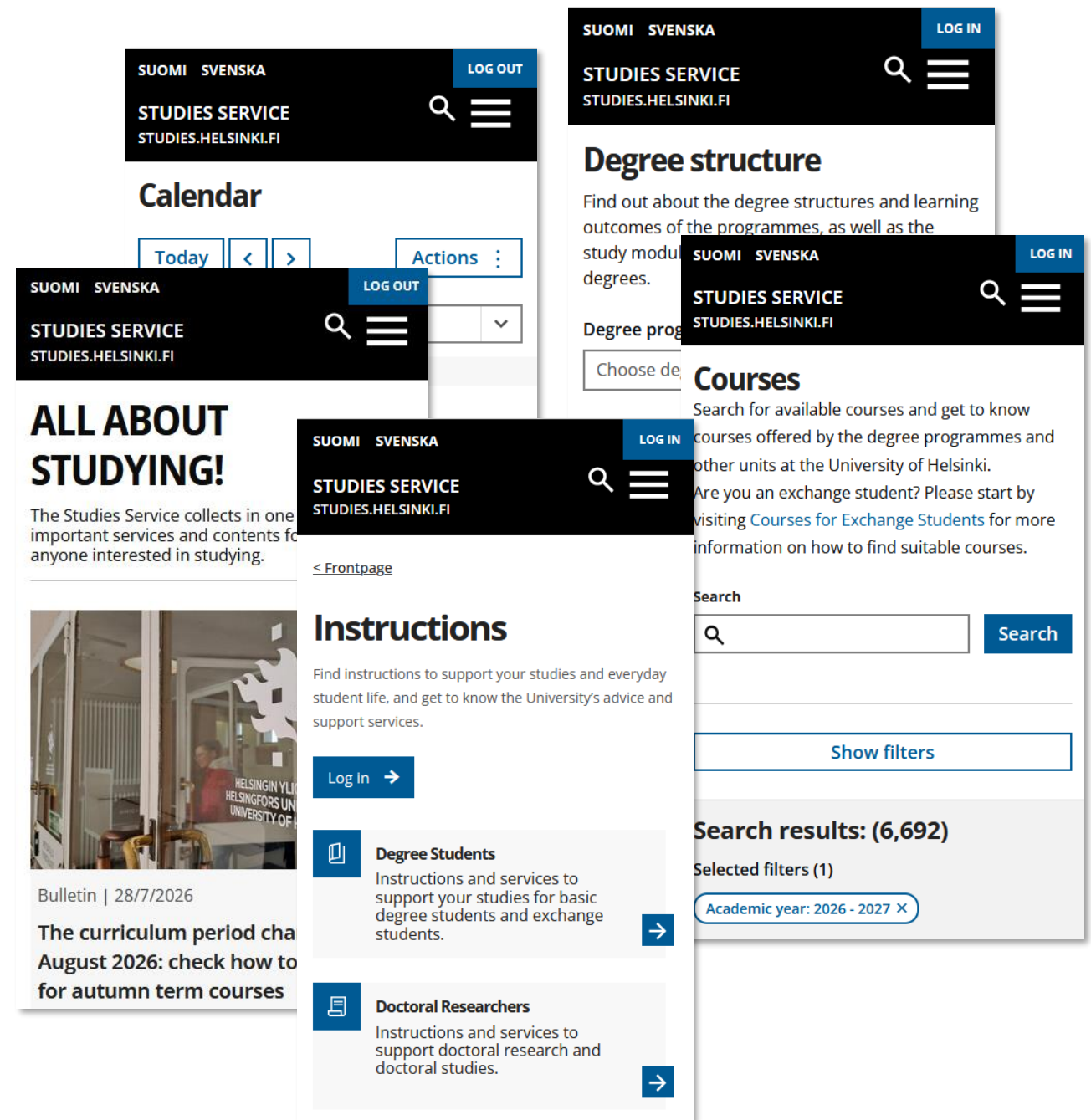
Studies Service

studies.helsinki.fi



What is the Studies Service?

- **Your main channel at the University:** all services, tools and instructions under one address
- Divided into five main sections: front page, calendar, instructions, courses and degree structure
- All content is public but we recommend logging in
- **When you log in:** the service recognizes your degree programme and targets some of the shown content accordingly (impact especially in the instructions)
- Add to your bookmarks or set as a home page today!



Front page

- Current bulletins
- Lunch lists
- Quick links to support services
- Upcoming student events
- System notifications (service breaks etc.)

Also explore the main menu: you'll find your digital Helka library card and direct links to Sisu, Moodle, HelsinkiUni Help and other digital tools needed during your studies!

The screenshot shows the front page of the University of Helsinki's Studies Service. The header is dark blue with the university's name in white. A top navigation bar contains links for 'SUOMI', 'SVENSKA', and 'LOG OUT'. Below this is a main navigation bar with links for 'FRONT PAGE', 'CALENDAR', 'INSTRUCTIONS', 'DEGREE STRUCTURE', 'COURSES', 'SISU', 'TEACHER'S FLAMMA', and 'SERVICES AND TOOLS'. The main content area features a large banner titled 'ALL ABOUT STUDYING!' with a sub-header stating that the service collects important services and contents for students. Below the banner is a section for 'Current topics in your degree programme' with a dropdown menu to 'Choose degree programme'. To the right of the banner is a 'Bulletin | 11/8/2026' titled 'Annual registration for academic year 2026-2027 ends on August 31'. Further right is a 'Peek inside Flamma' section with a link to 'Flamma for students'. Below the 'Current topics' section is another 'Bulletin | 17/8/2026' titled 'Registration for the Language Centre courses in 1st period 10.-23.8.2026'. To the right of this is a 'Bulletin | 17/8/2026' titled 'Check out self-study materials to support your study ability and career planning!'. Further right is a 'Bulletin | 14/8/2026' titled 'Water damage at Viikki Infocenter affects students' everyday: libraries, UniCafe and teaching facilities closed until further notice'. At the bottom right is a 'System notifications' section with a notification dated 10/8/2026 about a Zoom service disruption on 17 August from 22.00 to 22.30. The footer contains the university's name in Finnish, Swedish, and English.

UNIVERSITY OF HELSINKI

STUDIES SERVICE
STUDIES.HELUNKI.FI

FRONT PAGE CALENDAR INSTRUCTIONS DEGREE STRUCTURE COURSES | SISU TEACHER'S FLAMMA SERVICES AND TOOLS

ALL ABOUT STUDYING!

The Studies Service collects in one place the most important services and contents for students and anyone interested in studying.

Bulletin | 11/8/2026

Annual registration for academic year 2026-2027 ends on August 31

Annual registration is no small deal, so make sure you take care of it in good time. If you are a basic degree student, remember to also pay the student healthcare fee.

Peek inside Flamma

On Flamma you can take part in discussions on current issues and find information on University decision-making.

[Flamma for students](#)

Contact

[Student advice](#)

[IT-Helpdesk](#)

Lunch Menus

Restaurants

[Choose restaurant](#)

System notifications

System notification | 10/8/2026

Käyttökatko Zoomissa 17.8. klo 22.00-22.30 / Service disruption on Zoom on 17 August from 22.00 to 22.30

17.08.2026 22:00 Duration: 30min

System notification | 17/8/2026

Flamma työryhmät / work-groups.helsinki.fi

Bulletin | 17/8/2026

Registration for the Language Centre courses in 1st period 10.-23.8.2026

Bulletin | 17/8/2026

Check out self-study materials to support your study ability and career planning!

Bulletin | 14/8/2026

Water damage at Viikki Infocenter affects students' everyday: libraries, UniCafe and teaching facilities closed until further notice

Other sections in the service



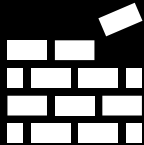
CALENDAR

- Check your curriculum
- Transfer information to your own calendar app (similar calendar also in Sisu).



INSTRUCTIONS

- All study-related instructions & answers to most questions
- Contact information for advice and support services



DEGREE STRUCTURE

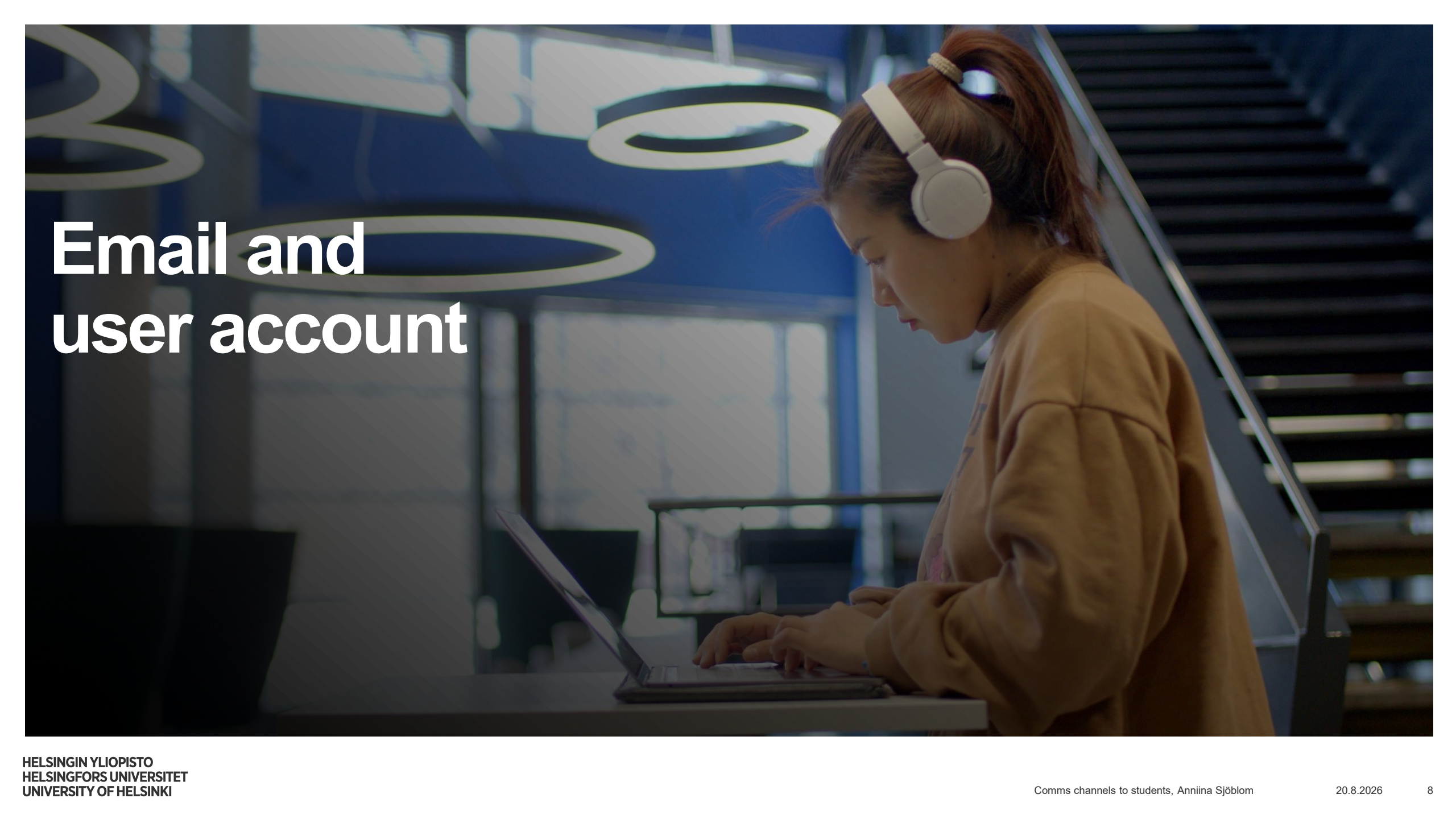
- Browse the degree structures of different degree programmes
- Easiest way to compare the structures and contents of different programmes



COURSES

- Find upcoming courses and exams
- Check course pages for advance information on courses & course Moodle links

Email and user account

A young woman with brown hair tied in a ponytail, wearing large white headphones and a tan sweater, is sitting at a desk and typing on a laptop. She is looking down at the screen. The background is a modern library or study area with blue walls, large windows, and a staircase with a glass railing. The lighting is soft and blue-toned.

University email

- In addition to the Studies Service, your University email inbox is your most important info channel.
- Start using your University email right from the start and follow your inbox regularly.
- Use your University email when taking care of study-related matters: you'll make it easier for teachers and other staff to reach & recognise you.
- Sometimes the amount of email can try your patience: the [Student's digital skills course](#) gives you tip on how to manage your email flow for example with folders.



User account

- Your University email address and username resemble each other – but they're two different things.
- In addition to the username and password, most services require multifactor authentication when logging in. Get to know the methods of authentication right at the start.
- Check the page [University user accounts](#) for basic info on usernames and authentication.
- **Ran into problems?** When you have questions on logging in or other technical problems, contact the [University IT-Helpdesk](#).

Username:

- Prefix: 4–8 characters (eg. alesmi or hy12345).
- Suffix: @ad.helsinki.fi (in Eduroam @helsinki.fi)
-  **Is:** your username to university services
-  **Is not:** an email address

alesmi@ad.helsinki.fi

Email address:

- Prefix: firstname.x.lastname
- Suffix: @helsinki.fi
-  **Is:** the address you receive email to
-  **Is not** used for logging into university services

alex.b.smith@helsinki.fi

Mailing lists and newsletters

- You are automatically updated to your home faculty's student mailing list at the start of each term.
- Through these lists you'll receive messages from your home faculty as well as messages intended for the entire student body.
- Degree programmes and student organizations can also have their own internal mailing lists.
- General news published in the Studies Service are also distributed once a week to the faculty mailing lists as a newsletter ("Current bulletins in the Studies Service")
- Check the newsletter weekly for a quick reference on the most important current topics.

Faculty mailing lists:

- Agriculture and Forestry: **agri-forest-info-list@helsinki.fi**
- Humanities: **humanities-info-list@helsinki.fi**
- Biological and Environmental Sciences: **bio-info-list@helsinki.fi**
- Educational Sciences: **edu-info-list@helsinki.fi**
- Law: **law-info-list@helsinki.fi**
- Medicine: **med-info-list@helsinki.fi**
- Pharmacy: **pharmacy-info-list@helsinki.fi**
- Science: **science-info-list@helsinki.fi**
- Social Sciences: **social-info-list@helsinki.fi**
- Theology: **theology-info-list@helsinki.fi**
- Veterinary Sciences: **vet-info-list@helsinki.fi**

Additionally: **masters-info-list@helsinki.fi** for all international master's programmes at the University.

Participate & impact! ❤️

- When it comes to your studies, the channels mentioned earlier in this presentation are the most important: you don't, for example, need to join any social media platforms to keep up with study topics.
- However, you're warmly welcome to also follow the many other comms channels the University has & participate and impact how things are done.
- **Check out at least these:**
 - [Flamma](#): staff intranet & a channel for participation and involvement for the entire community
 - [UH social media channels](#): find the different accounts & join the conversation!

More information on student involvement is available in the [Studies Service](#).