

Frequently Asked Questions

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General Questions

Can I rent laptop/netbook computer for multiple hours? Yes, rental time is four (4) hours.

What happens if the laptop return is late? Your ID will be disabled for laptop rentals.

What is the expected battery life? 4-6 Hours.

What happens if I lose or damage the laptop/netbook rental equipment?

You are responsible for loss or damage. Please see Terms and Conditions and for more information, contact your insurance company.

What do I do if the rental laptop/netbook is not functioning properly?

Contact Metropolia Helpdesk at hd.metropolia.fi.

I am going out of the wireless area. Do you restrict where I can take the laptop/netbook computer?

The Laptop will only work inside Metropolia campuses

When I return a rental, what happens to any software or data I have left on it?

Our Laptops are wiped clean to protect your privacy.

Questions about What's Included?

What operating system comes with your standard laptop computer? Windows 8, with software to access our virtual desktops.

What other software do you include?

Only the virtual desktop software is included in the laptop, the virtual desktops contain more software, for a list go to tietohallinto.metropolia.fi

What if I get a virus? A simple restart/reboot reimages the computer.

NOTE: Save your work to a removable drive first. All equipment provided is guaranteed to be 100% virus free when delivered to you.

Problems?

The device automatically logs on to a virtual desktop without letting me choose the desktop I want? KWhen you're logged into the virtual machine, select Options from the VMware tab on top of this screen, and deselect "Autoconnect to this desktop".