

# Where can I get the PUK code for my work phone?



## Applies to staff

This response is for Metropolia staff, not students.

1. Check the code on the Employee's OmaElisa page if you have a username for the OMA Elisa service.
2. Otherwise, submit a service request. The PUK code will be sent to you via email.

## 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
<a href="#">Form</a>	<a href="https://hd.metropolia.fi">https://hd.metropolia.fi</a>
<a href="#">Email</a>	<a href="mailto:helpdesk@metropolia.fi">helpdesk@metropolia.fi</a>
<a href="#">Phone service</a>	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

[Mistä saan työpuhelimeni PUK-koodin?](#)