

# Laptop Service

## Metropolia laptop not working?

Restart the computer and the device that is not working.

If the problem continues after the restart, contact Helpdesk.

- Service requests: <https://hd.metropolia.fi> or helpdesk at metropolia.fi
- Phone service: 09 7424 6777 (weekdays at 8am-4pm)

Helpdesk examines the device to see if the problem is in the hardware or the software and books a service for your device when needed. You get a loan laptop if you need one while your laptop is being serviced.

## Your private laptop not working (not owned by Metropolia)?

You are responsible for maintaining your own devices. Metropolia Helpdesk provides support only for devices owned by Metropolia.

[Kannettavien huolto](#)