

## Using the FIONA remote access system

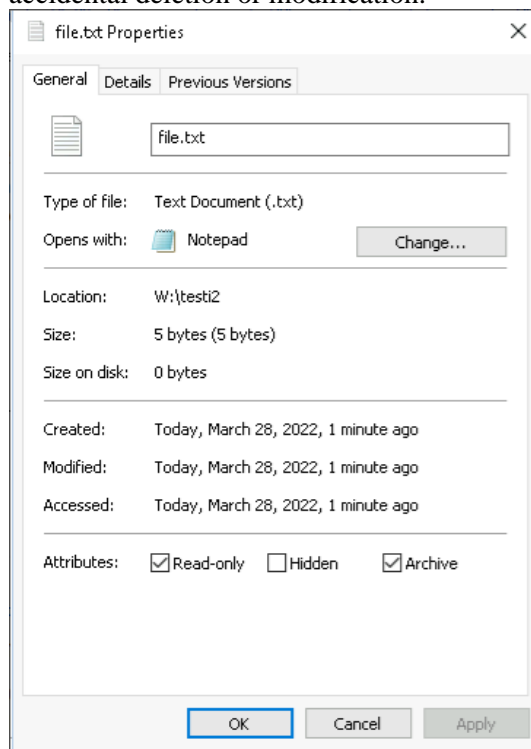
### Identification and logging in:

- Login page: <https://fiona.stat.fi>
- Supported browsers: Chrome and Firefox
- Identification methods: Virtu/Government identification service, Haka, Suomi.fi, Edugain
  - Users of Suomi.fi identification must register to the FIONA service once at <https://adfs.eta.csc.fi/adfs/ls/IdpInitiatedSignon.aspx>. Select from the menu Suomi.fi from which the user is directed to the identification page. Online banking identifiers or the mobile certificate are used for the identification. Suomi.fi users must register once before logging in for the first time (NB: the firewall must be opened to enable access to the registration page.)
  - Researchers using Haka identification must supply information on the attribute value of the Haka code to the Research services. The attribute is "EduPersonPrincipalName" and it is similar to an email address. You can check the attribute value by logging in to <https://rr.funet.fi/haka/>
  - The foreign organization of the researcher must have checked the researcher's identity before delivering the Edugain ID. Research services will check that the organizations Edugain ID process follows this protocol.
- Identification to the FIONA system is confirmed with Duo mobile identification. This requires the users to install the Duo Security application on their mobile phones. More detailed instructions on this with images are given in the login instructions for FIONA: [https://www.stat.fi/static/media/uploads/tup\\_en/mikroaineistot/fionan\\_kirjautu\\_misohje\\_en.pdf](https://www.stat.fi/static/media/uploads/tup_en/mikroaineistot/fionan_kirjautu_misohje_en.pdf)
- **The Duo Activation message is valid for seven days after its reception.→** If the Activation message is no longer valid, you can contact FIONA technical support directly. Instructions for submitting a support request can be found on the technical support portal at <https://wiki.eduuni.fi/x/D5ZXFQ>.
- At the end of your work it is recommended that you log out completely from the system. This is done by selecting the character icon from the Startup menu and after that Sign out. If the user has in progress runs or other long-term application performances, the connection can be disconnected while leaving the session open. To do this, select the "power button" from the Startup menu and then "Disconnect". In this case, resources or licences will not become available to other users, which should be taken into account especially in projects involving several users.

### Issues related to working:

- It is not supported to use FIONA on several displays.
- If the resolution is weak, try using FIONA in the Firefox browser.

- The folder structure in FIONA is as follows:
  - The data are placed on the D disk as follows: custom-made: custom-made data file, in the path D:\projectcode\custom-made\
    - metadata: variable descriptions of ready-made data files
    - ready-made: ready-made data files
    - external: external data files (concerns only new projects to be opened, for old projects external data files are entered in the external folder only at the request of the researcher)
  - The work files are saved on the W: disk where the remote project users can create their own sub-folders, for example.
  - As a rule, the project's storage space on the W: disk is 300 GB. Additional space can be purchased according to the valid price list.
  - The E: disk is better (advanced speed and longer storage time) backed up than W:, so the codes and corresponding small and important files are recommended to be stored on the E: disk.
- You can put a single file in read-only mode if you want to protect files from accidental deletion or modification:



- You can find supported applications on Statistics Finland's website at: [https://www.stat.fi/tup/tutkijapalvelut/fiona-etakayttojarjestelma\\_en.html](https://www.stat.fi/tup/tutkijapalvelut/fiona-etakayttojarjestelma_en.html)
- Several erroneous login attempts lock the user ID for approximately 20 minutes. After this, you can try logging in again.
- Information about disturbances in FIONA is posted on Statistics Finland's website at: [https://www.stat.fi/tup/tutkijapalvelut/fiona-etakayttojarjestelma\\_en.html](https://www.stat.fi/tup/tutkijapalvelut/fiona-etakayttojarjestelma_en.html)

### Requesting outputs – research projects:

- The Research services use a checking process for research results produced in remote access. The checking process is described in the instruction Data protection and the result checking process:  
[https://www.stat.fi/media/uploads/tup\\_en/mikroaineistot/fionan\\_tietosuojaohje\\_et\\_en.pdf](https://www.stat.fi/media/uploads/tup_en/mikroaineistot/fionan_tietosuojaohje_et_en.pdf).
- The number and size of files containing results must be kept reasonable. In practice, a reasonable number means only a few individual files that are meant to be published, not dozens of different versions or long log files intended for comparison by a group of writers, for example.

### Problem situations and maintenance

- Statistics Finland bears the responsibility for the maintenance of the remote access system during office hours. In case of problems, you can contact FIONA technical support directly and instructions on how to make a support request can be found at <https://wiki.eduuni.fi/x/D5ZXFQ>. It is advisable to attach to the support request a screen capture of the error notification and information about the time of the problem. However, in problem situations the first step for the users is to get in touch with the IT support of their own institution.
- Statistics Finland is not responsible for the user support of the software.
- Statistics Finland has the right to shut down the system for maintenance reasons. There are maintenance breaks normally about once a month and future maintenance breaks and information on possible other disturbances are reported on Statistics Finland's website:  
[https://www.stat.fi/tup/tutkijapalvelut/fiona-etakayttojarjestelma\\_en.html](https://www.stat.fi/tup/tutkijapalvelut/fiona-etakayttojarjestelma_en.html). Information on possible other disturbances is also given in notices at the time of logging in on the FIONA desktop.

### Importing researchers' own files:

- It is possible to import the researcher's own files to FIONA. However, researchers are not able to import anything to FIONA, but this is done through the Research services.
- The files to be imported are sent to the Research services ([tutkijapalvelut@stat.fi](mailto:tutkijapalvelut@stat.fi)) where they are checked before they are imported.
- If the file contains research data, the source must be given in the contact message.

### Ending of the project

- When the project ends and the user licence is no longer extended, the user must request the codes and possible auxiliary files that the user wishes to retain to be sent out from the system. After the project ends, all files are removed in six months' time unless a continuation is applied for the project.