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## Helsinki profile guide

The Helsinki profile is the customer profile of a citizen using the city's digital services. It is the primary means of identification for the City's digital services. The Helsinki Profile brings together in one place the customer's personal and contact information and links to different city services. The profile allows users to manage their own data and its visibility across different services.

### Create a Helsinki profile

The Helsinki profile is used by logging in to the City of Helsinki's customer services. The first time you log in, you will be asked to create a Helsinki profile and give your consent to the use of the data required by the service.

You can also create a Helsinki profile at <https://profiili.hel.fi/>.

You can create a Helsinki profile using your suomi.fi e-Identification or your email and password. You can also log in to the City of Helsinki's digital services using Google or Yle IDs, which will be phased out in 2024.

### Suomi.fi e-Identification

#### *Choice of authentication*

After pressing the Login link in the service, the user is presented with a screen offering various login options, where the suomi.fi login is selected. The view of the login options varies from one service to another.

Helsinki Profile

Suomeksi På svenska

## Log In

Email

Password

[I forgot my password](#)

Log In

A new user? Helsinki profile will be created for you when you authenticate to the new City of Helsinki services. Through your profile, you can view and manage your data and how it is used in different services.

Create Helsinki profile

Other login methods:

Suomi.fi-tunnistautuminen

[Give feedback](#)

Image 1: In the authentication window, select suomi.fi identification.

Helsinki

## Log in

You can log in to this service by using one of these authentication methods.

Suomi.fi e-Identification

City of Helsinki employees

Image 2: In the authentication window, select suomi.fi identification.

### Identification in the suomi.fi service

After selecting the Suomi.fi login, the user will be presented with different login options. The options are the same as for other government services offering strong authentication.

After authentication, check that the information you are using is correct. If you find any errors in the data, they must be corrected in the Population Register Centre's service.

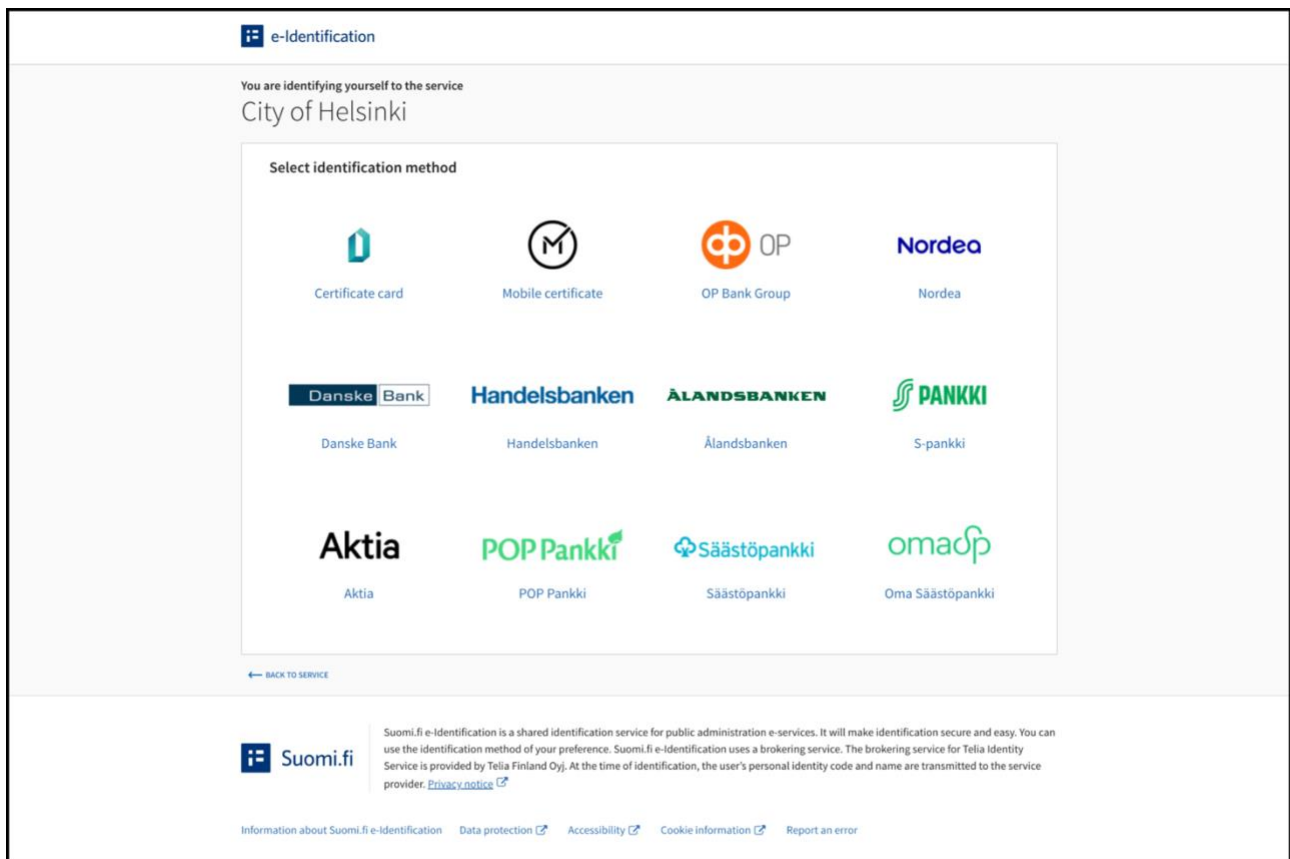


Image 3: Choose your bank or mobile account as your suomi.fi authentication option.

**e-Identification**

You are identifying yourself to the service  
**Helsinki Tunnistus Test**

**Make sure that you use the service in a secure manner**  
After you have finished using the service, log out from the service itself, and close the browser.

The following details are transmitted when you submit your identification:

Personal identity code:   
Last name:   
First names:   
Municipality of residence:   
Postal address:

[Continue to service](#) [Cancel](#)

**Your personal data needed for identification has been retrieved from the Population Information System. You can check your personal data on the Suomi.fi [Personal Data](#) page.**

The service requires your personal data for identification. Details on the data processing are available after you have identified yourself in the service.

When you identify yourself in one e-service that uses Suomi.fi e-Identification, you can move to other services for 32 minutes without having to identify yourself again. When you log out of one of the services you are using, you log out of all of them at the same time.

**Suomi.fi**

[Information about Suomi.fi e-identification](#) [Data protection](#) [Accessibility](#) [Cookie information](#) [Report an error](#)

Image 4: Check that your details are correct when you switch back to the City of Helsinki service.

### Email address verification

After authentication, you will be asked for your email address. A confirmation message will be sent to the email address to verify the authenticity of the address.

If you have already created Helsinki profile with an email address and password, you can use the same email address. In this case, the different authentication methods will be combined, and you will be able to see all the services you use at once. **Please note, however, that you will not be able to unlink them later.**

To confirm your email, you will receive a 6-digit code to the email address you provided. If the message does not arrive in your inbox almost immediately, check your spam folder.

**Do not close the browser window of your Helsinki profile when you retrieve the confirmation message from your email. Otherwise, the system will assume that you have interrupted the authentication process.**

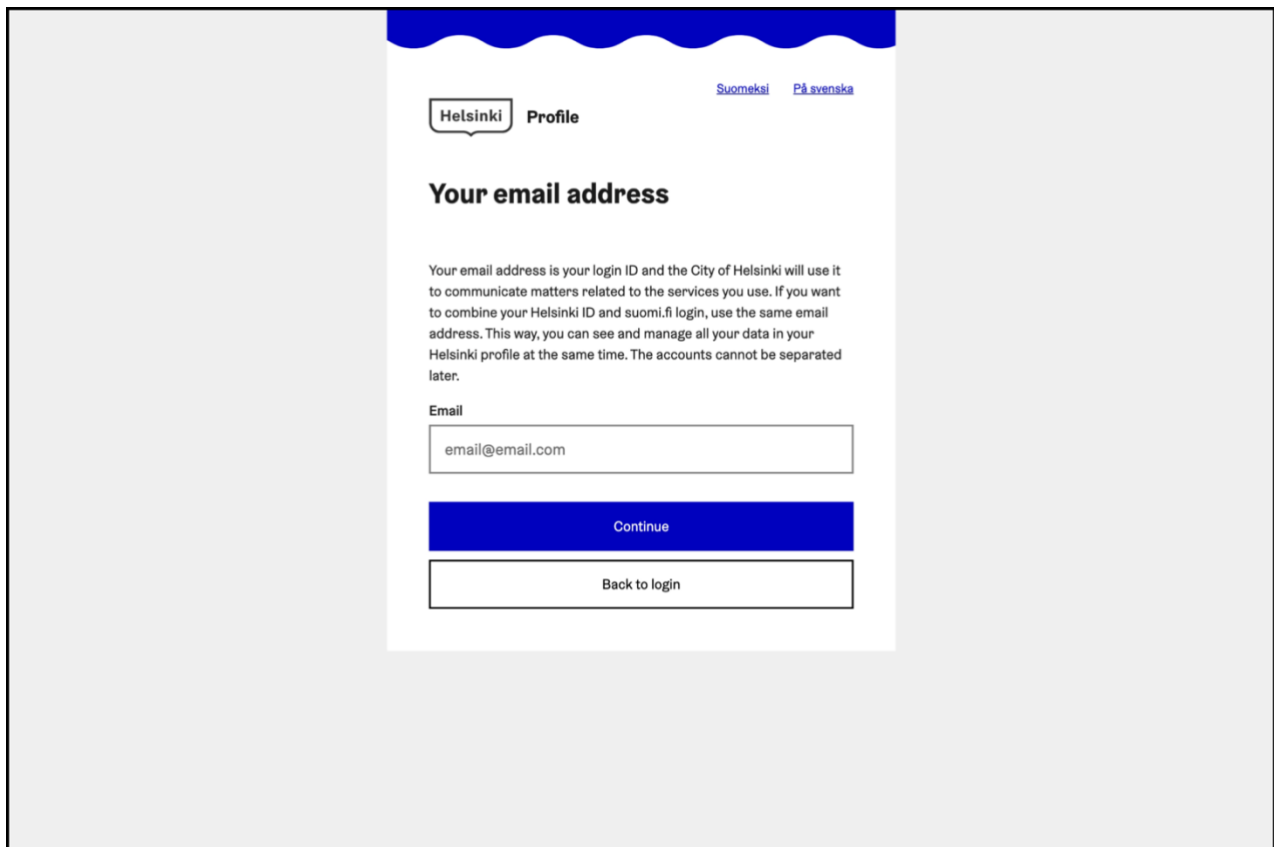


Image 5: Your email address will serve as your login to City of Helsinki services. By using the same email address for both the suomi.fi login and the Helsinki ID, you will have one Helsinki profile. The merge cannot be unmerged later.

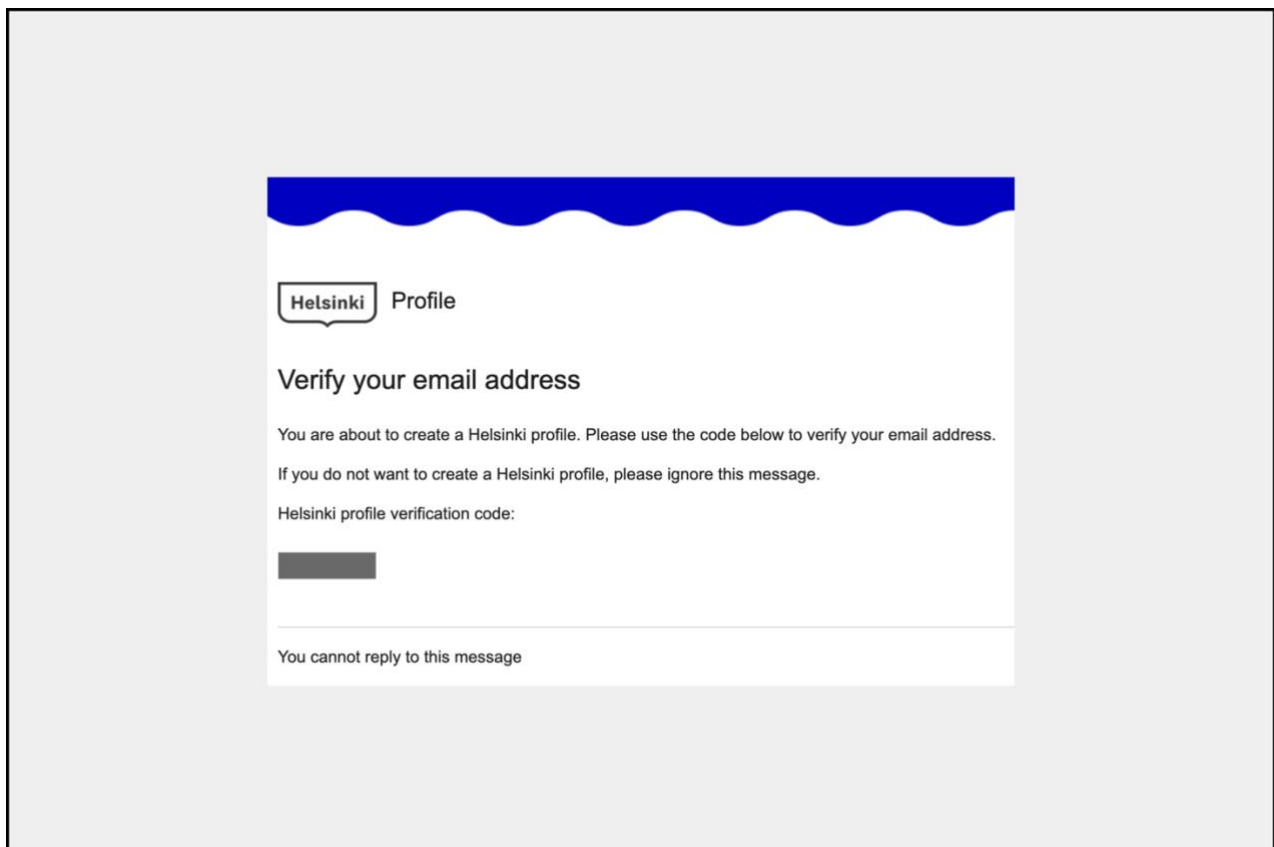
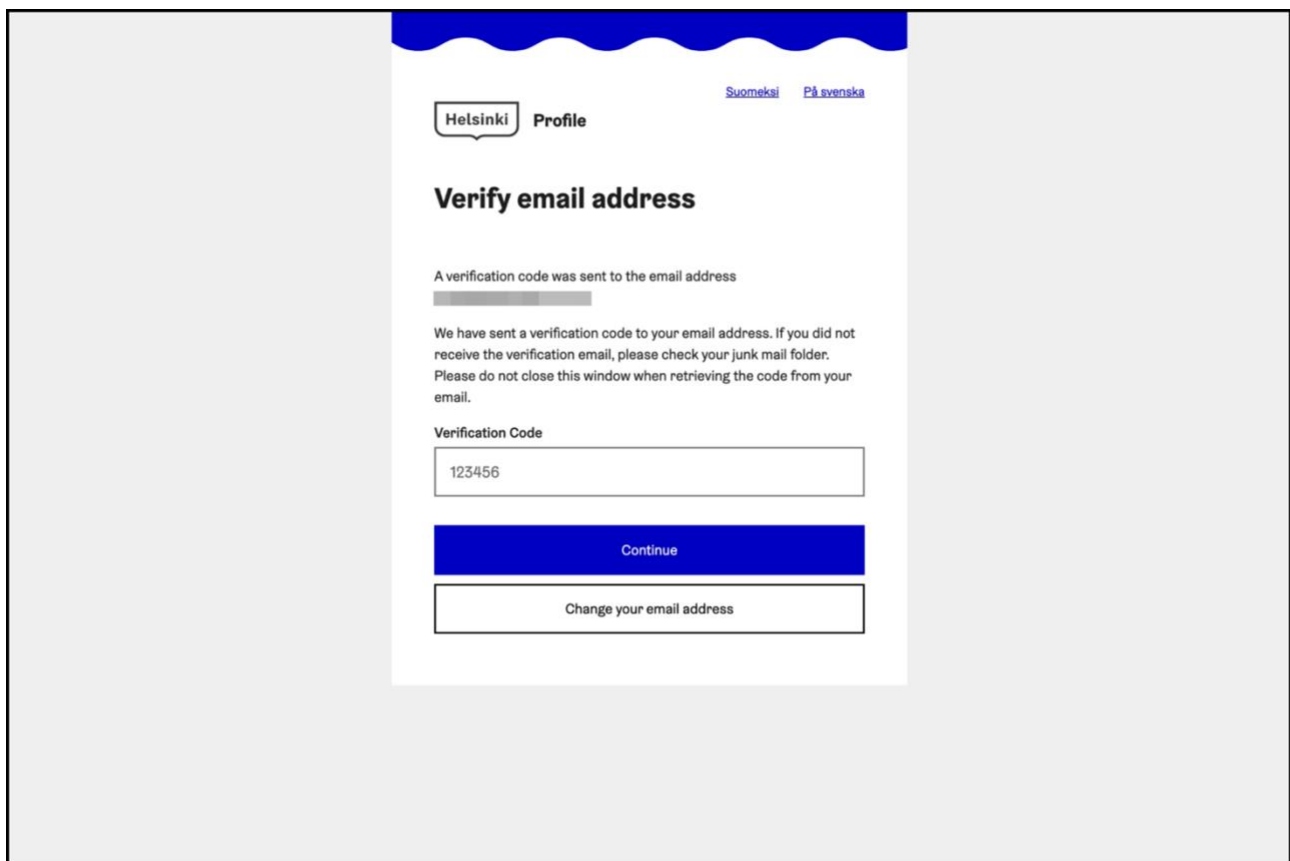


Image 6: The email contains a 6-digit verification code to confirm that the email address is genuine.



*Image 7: The 6-digit number of the email must be entered in the verification code field in the browser window.*

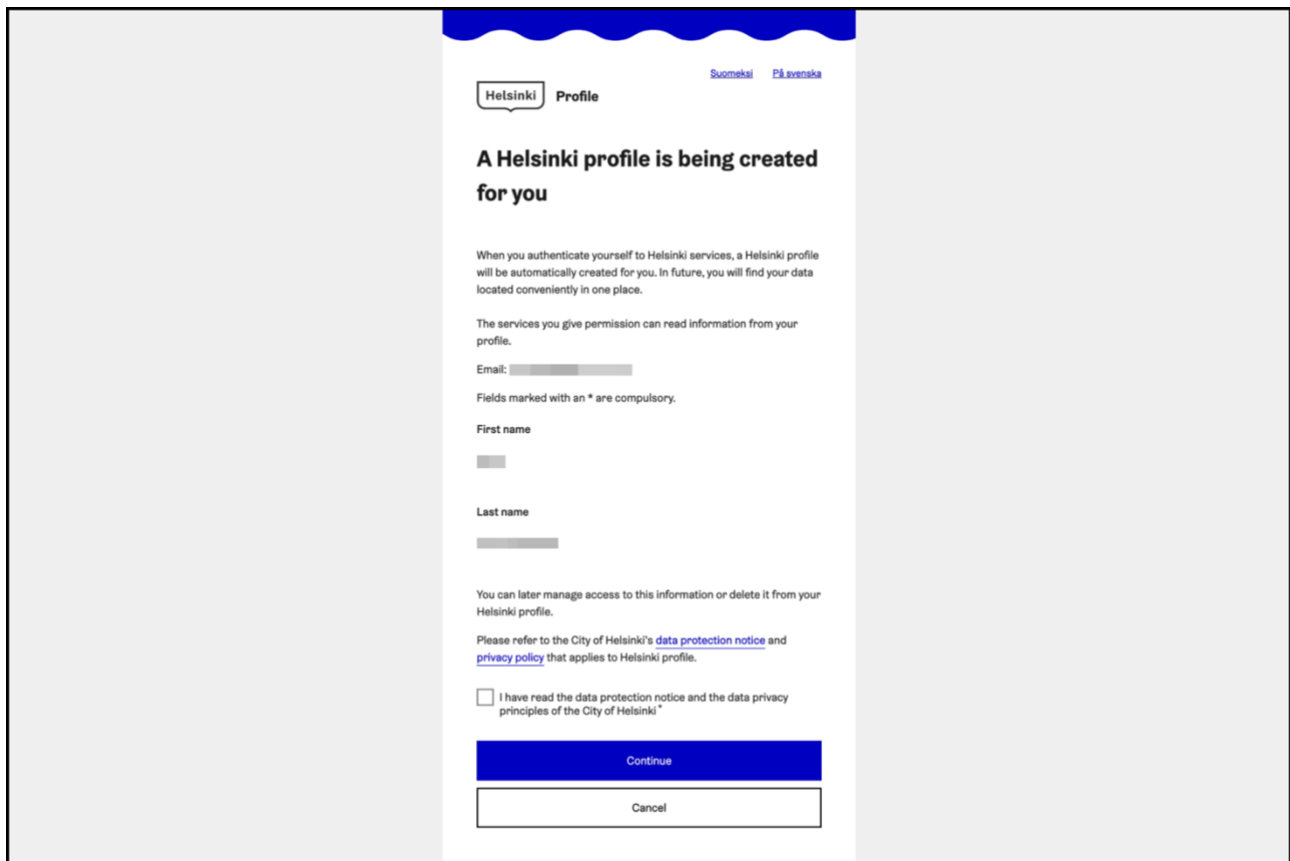
### *Create a Helsinki profile*

After confirming the email, you will still need to give your consent to the use of your data. Without consent, Helsinki profile cannot be created, and the services cannot use your data.

You will then have Helsinki profile, and your suomi.fi login details will be saved in your profile. Different services use your data in different ways, but they will always tell you how they use it when you first log in. The information is also always available in your Helsinki profile.

After creating your Helsinki profile, you will be logged in to the service where you started the sign-up process. You can access your Helsinki profile at <https://profili.hel.fi>.

The next time you log in to the same service, you simply select suomi.fi, the authentication option of your choice and you are inside the service.



**Helsinki Profile**

[Suomeksi](#) [På svenska](#)

## A Helsinki profile is being created for you

When you authenticate yourself to Helsinki services, a Helsinki profile will be automatically created for you. In future, you will find your data located conveniently in one place.

The services you give permission can read information from your profile.

Email:

Fields marked with an \* are compulsory.

First name

Last name

You can later manage access to this information or delete it from your Helsinki profile.

Please refer to the City of Helsinki's [data protection notice](#) and [privacy policy](#) that applies to Helsinki profile.

☐ I have read the data protection notice and the data privacy principles of the City of Helsinki \*

[Continue](#)

[Cancel](#)

Image 8: Before you can use the service, you want or before you can create Helsinki profile, you must give your consent to the use of your data. Without consent, your data cannot be used and therefore no profile can be created.

## Email identification

### *Choice of authentication*

After pressing the Log in link in the Customer Service, you will see different login options, from which you can choose Create Helsinki profile. The view of the login options varies from one service to another.

The image shows a web interface for the Helsinki Profile. At the top, there is a blue header with a white wavy pattern. Below the header, the word "Helsinki" is in a box, followed by "Profile". To the right, there are links for "Suomeksi" and "På svenska". The main heading is "Log In". Below this, there are two input fields: "Email" and "Password". Under the "Password" field, there is a link "I forgot my password". Below the input fields is a blue button labeled "Log In". Below the button is a red-bordered box containing text: "A new user? Helsinki profile will be created for you when you authenticate to the new City of Helsinki services. Through your profile, you can view and manage your data and how it is used in different services." Below this text is a button labeled "Create Helsinki profile". At the bottom right, there is a link "Give feedback".

Image 9: The Helsinki ID consists of an email and password combination by clicking on the Create a new Helsinki profile button.

#### *Email address verification*

When you create your profile, you will be asked for your email address, which will also serve as your username. A confirmation message will be sent to the email address to verify the authenticity of the address.

If you have already created Helsinki profile using suomi.fi authentication, you can create a password for your profile by clicking on the I have forgotten my password link. For more information on creating a password, see [Forgotten password](#). In this case, both the services requiring suomi.fi authentication and email password authentication can be found in the same Helsinki profile, and you can manage all your information in one view. **Please note, however, that you will not be able to cancel the merge later.**

To confirm your email, you will receive a 6-digit code to the email address you provided. If the message does not arrive in your inbox almost immediately, check your spam folder.

**Do not close the browser window of your Helsinki profile when you retrieve the confirmation message from your email. Otherwise, the system will assume that you have interrupted the authentication process.**



The screenshot shows a web interface for the Helsinki Profile. At the top, there is a blue header with a white scalloped border. Below the header, the text 'Helsinki Profile' is displayed. To the right of 'Helsinki' are two links: 'Suomeksi' and 'På svenska'. The main heading is 'Your email address'. Below this, a paragraph explains that the email address is the login ID and will be used for communication. It states that if a user wants to combine their Helsinki ID and suomi.fi login, they should use the same email address. Below the text, there is a label 'Email' and a text input field containing 'email@email.com'. At the bottom, there are two buttons: a blue 'Continue' button and a white 'Back to login' button with a black border.

Image 10: Your email address will serve as your login to City of Helsinki services. By using the same email address for both the suomi.fi login and the Helsinki ID, you will have one Helsinki profile. The merge cannot be unmerged later.

The screenshot shows a web interface for the Helsinki Profile. At the top, there is a blue header with a white scalloped border. Below the header, the text 'Helsinki Profile' is displayed. The main heading is 'Verify your email address'. Below this, a paragraph states: 'You are about to create a Helsinki profile. Please use the code below to verify your email address. If you do not want to create a Helsinki profile, please ignore this message.' Below the text, there is a label 'Helsinki profile verification code:' and a grey rectangular box representing the code. At the bottom, there is a note: 'You cannot reply to this message'.

Image 11: The email contains a 6-digit verification code to confirm that the email address is genuine.

**Helsinki Profile** [Suomeksi](#) [På svenska](#)

## Verify email address

A verification code was sent to the email address  
[Redacted email address]

We have sent a verification code to your email address. If you did not receive the verification email, please check your junk mail folder. Please do not close this window when retrieving the code from your email.

Verification Code

123456

[Continue](#)

[Change your email address](#)

Image 12: The 6-digit number of the email must be entered in the verification code field in the browser window.

### [Create a Helsinki profile](#)

After confirming the email, please fill in your name and password. Your password must be at least 12 characters long, including upper- and lower-case letters, numbers and special characters.

Confirm that you agree to the use of your data. Without your consent, your Helsinki profile cannot be created, and your data cannot be used by the services.

A Helsinki profile has now been created for you. The Helsinki profile you need to authenticate with the services is this email address and password combination.

Image 13: When you create Helsinki profile, you still have to fill in your name and password. You will also need to give your consent for your data to be used in order to create Helsinki profile.

## Combining identification methods

If you wish, you can combine different authentication methods into a single Helsinki profile, allowing you to view and manage all your data and services at once. This can be done by first creating a Helsinki ID with an email address/password combination and then using the same email address for the first suomi.fi authentication.

**Please note, however, that you will not be able to cancel the merge later.**

If your Helsinki profile was created with a suomi.fi authentication, you can click on the *I forgot my password* link in the login screen. See the [Forgotten password](#) section for instructions on how to do this.

## Login

With your Helsinki profile, you can log in to the digital services of the City of Helsinki. You can log in using the suomi.fi e-Identification or the email address and password you provided when creating your profile.

## Forgotten password

If you can't remember your password, you can create a new one in the login window using the *I forgot my password* link. You may also have "forgotten" your password because you have previously logged in to the service using suomi.fi, in which case you didn't have to create a password.

Once you have entered your email, you will receive a link to enter a new password in your email. The link will be valid for 30 minutes.

The password must be at least 12 characters long. It must use both upper- and lower-case letters, numbers and special characters.

[Suomeksi](#) [På svenska](#)

**Helsinki Profile**

## Log In

Email

Password

[I forgot my password](#)

**Log In**

A new user? Helsinki profile will be created for you when you authenticate to the new City of Helsinki services. Through your profile, you can view and manage your data and how it is used in different services.

**Create Helsinki profile**

[Give feedback](#)

Image 14: In the login window, click on the *I forgot my password* link.

[Suomeksi](#) [På svenska](#)

**Helsinki Profile**

## Forgot Your Password?

Enter your email address and we will send you instructions on how to create a new password.

Email

**Submit**

**Back to login**

Image 15: Enter your email address in the box that appears to receive a password renewal link in your email.

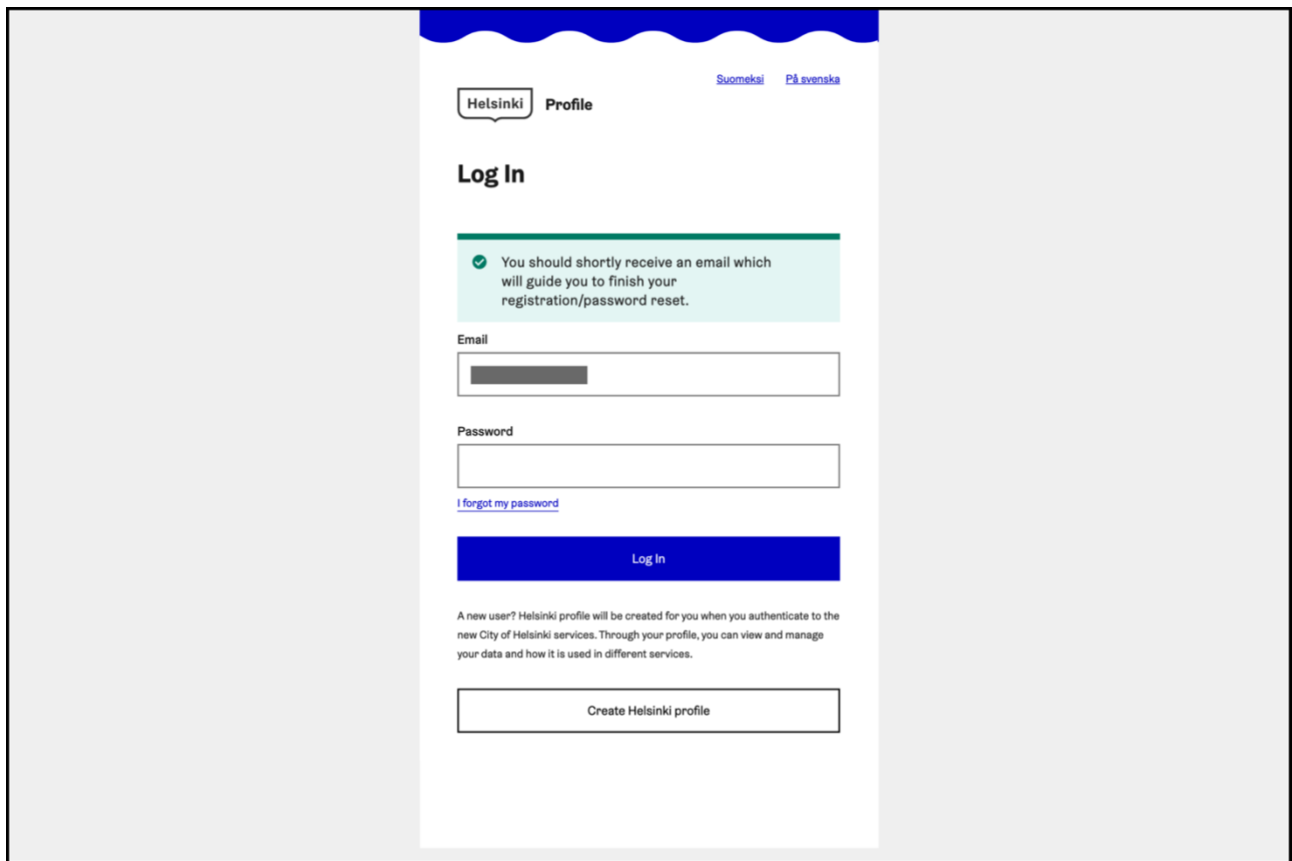


Image 16: You will be informed that an email will be sent to you to renew your password.

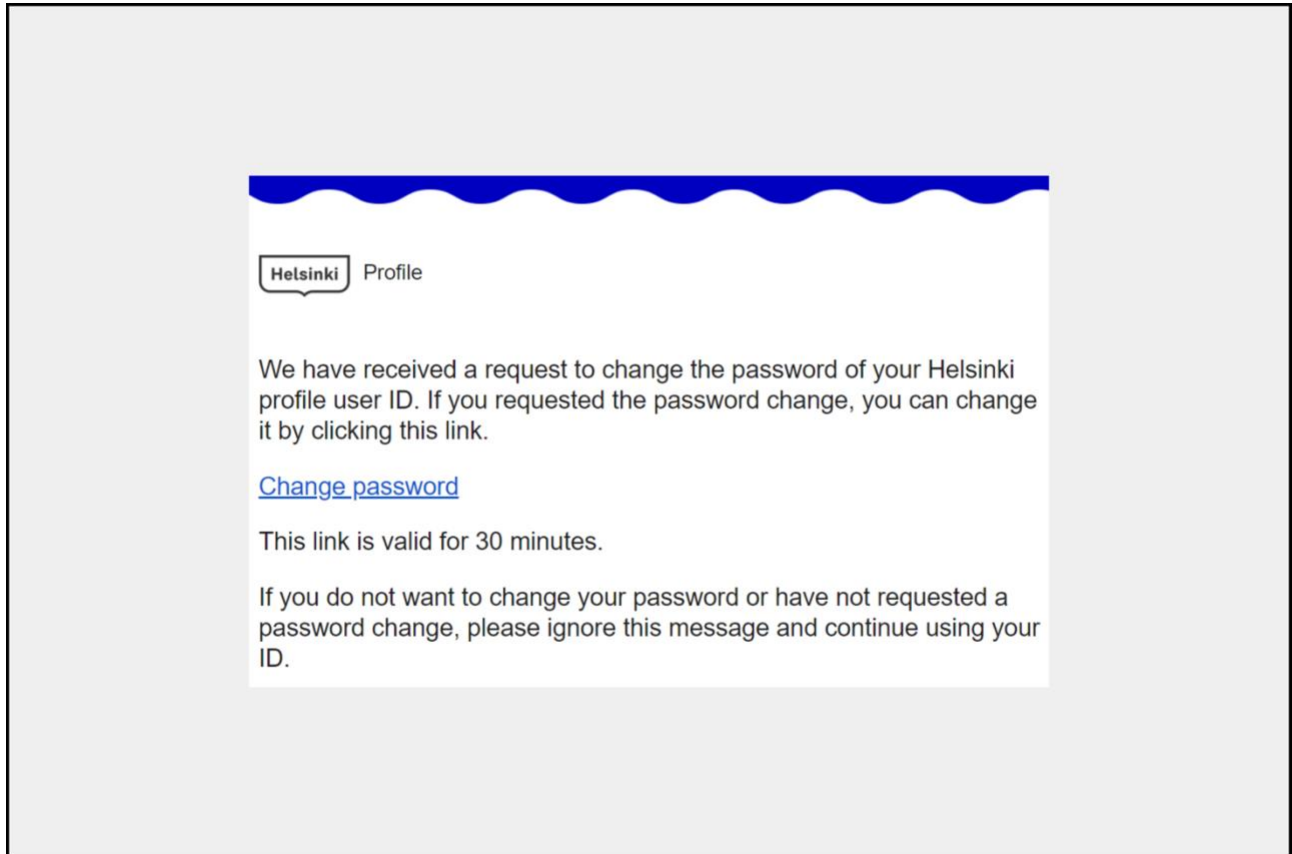
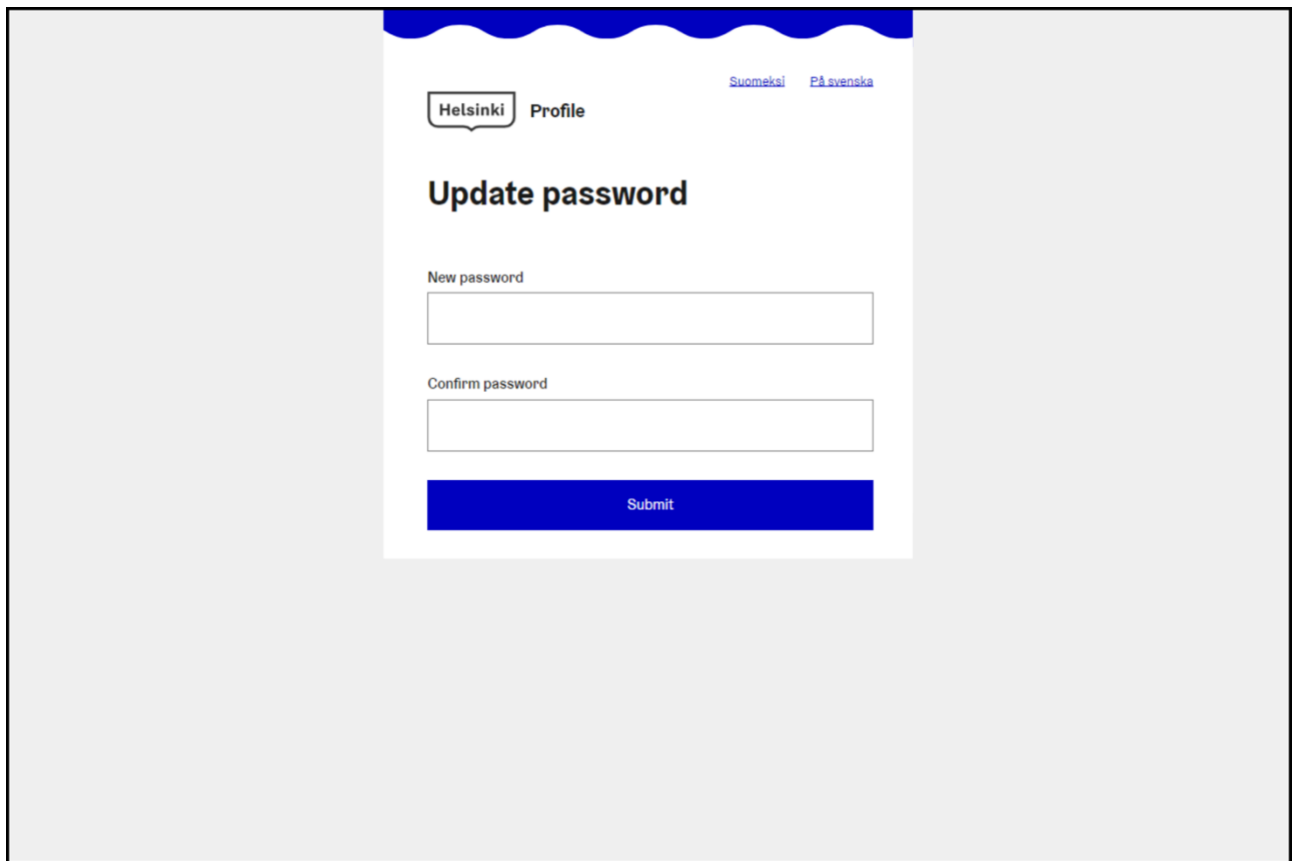


Image 17: In the email you receive, there will be a link to enter a new password. The link will be valid for 30 minutes.

The image shows a web form titled 'Update password' within the 'Helsinki Profile' section. At the top right, there are links for 'Suomeksi' and 'På svenska'. The form contains two text input fields: 'New password' and 'Confirm password'. Below these fields is a blue 'Submit' button. The entire form is set against a light gray background with a blue decorative header element.

*Image 18: In the password change window, you must enter the same password twice. The password must be at least 12 characters long. The password must contain both upper- and lower-case letters, numbers and special characters.*

## Problem with identification

When you move from one service to another, the way you authenticate may be different for each service. For example, you were logged in to the first service with your Helsinki ID, i.e. a combination of email and password, but the second service requires you to authenticate with suomi.fi. In this case, you will receive a message saying that the authentication method is not compatible. You will need to log out from the previous service to log in to the new service. Two different authentication methods cannot be open at the same time.

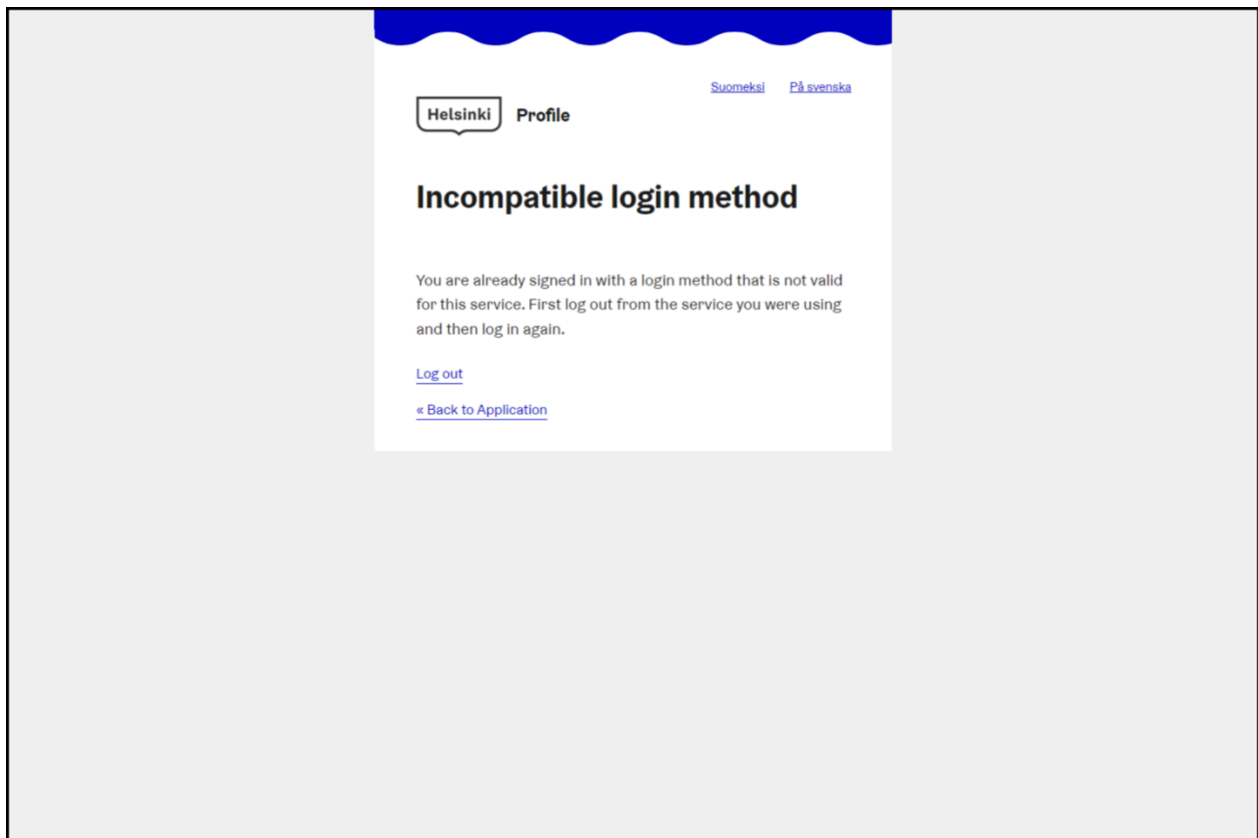


Image 19: An incompatible login method means for example that you have logged in to one service with an email/password combination and you move on to the next service, which requires a suomi.fi authentication. In this case, you need to log out of the first service in order to authenticate to the new service.

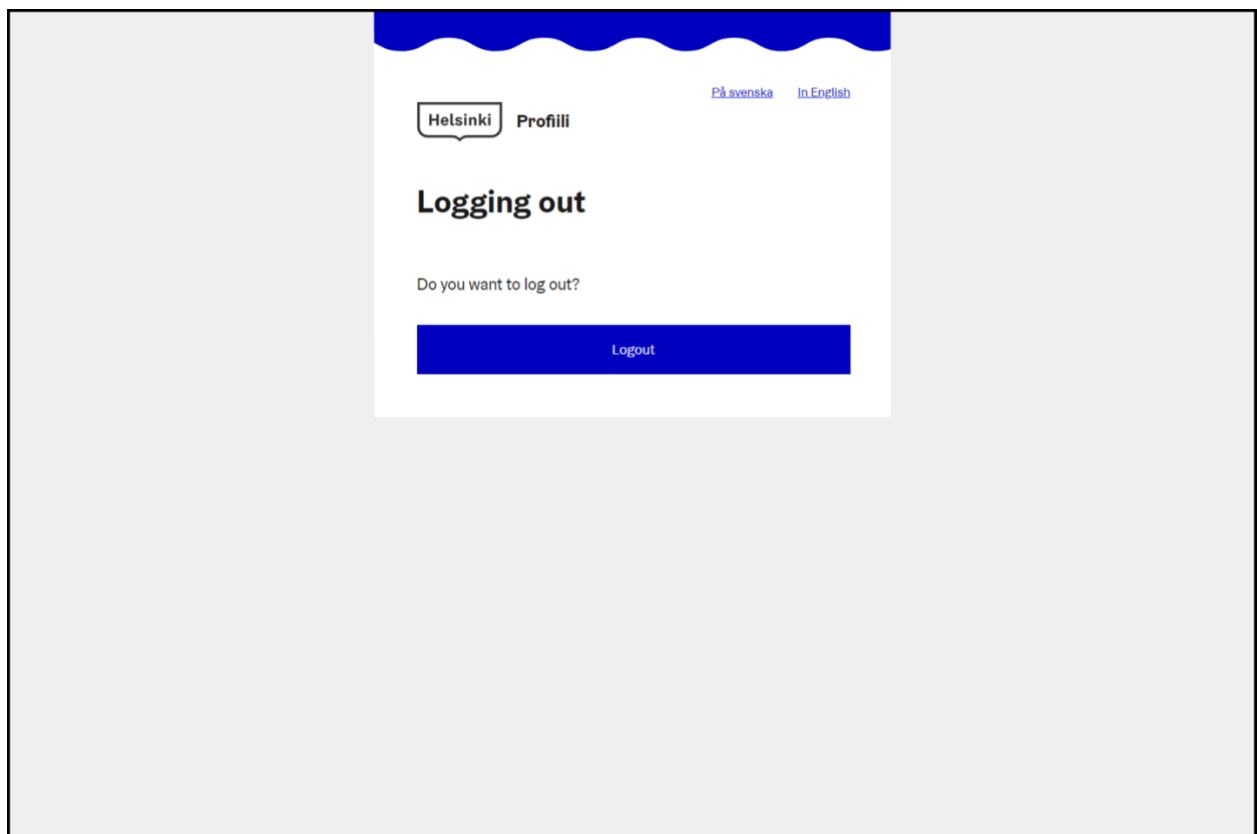


Image 20: Confirm the logout from a previous service.

## Viewing and editing your own data

By logging in to your Helsinki profile at <https://profiili.hel.fi>, you can view and edit your data and how it is used by the services.

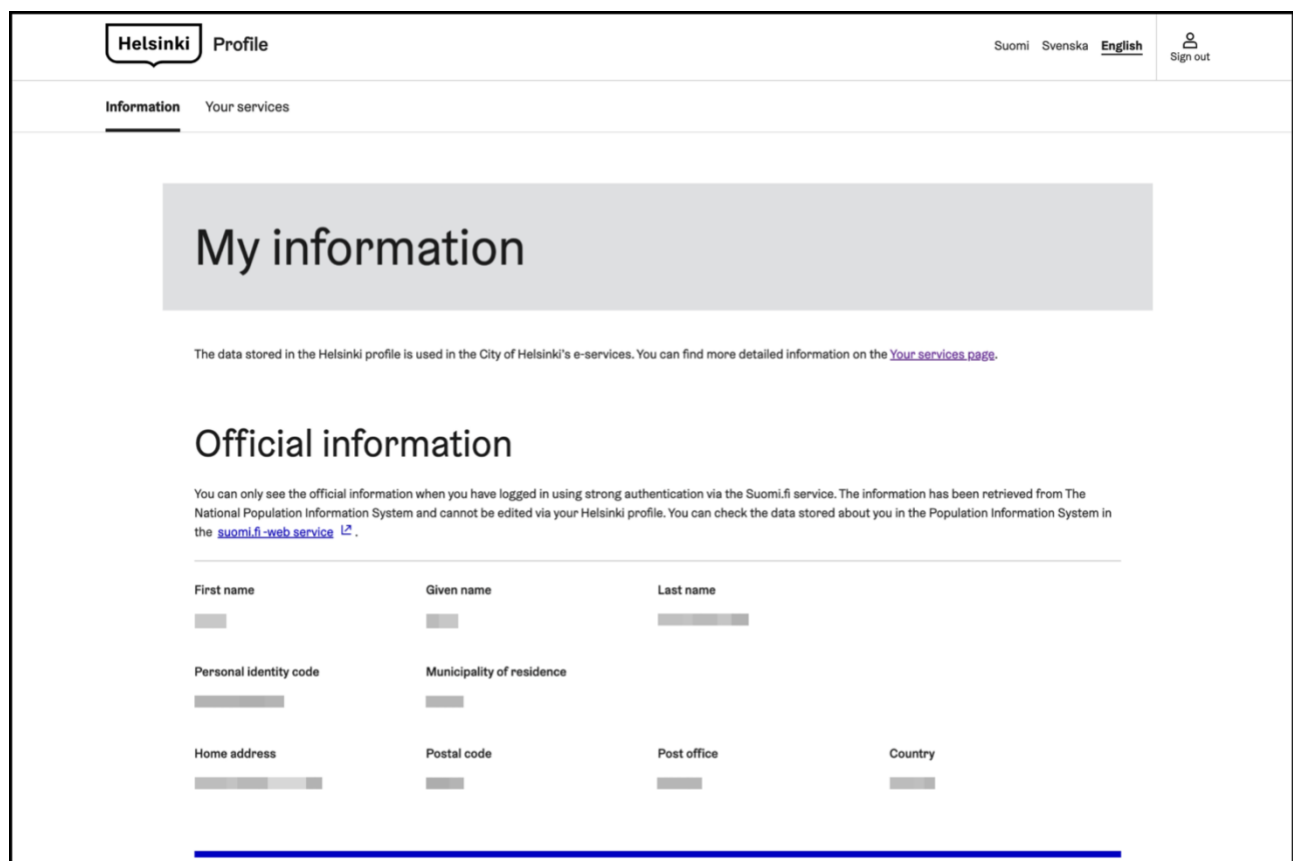
### Editing profile information

The official information will be added to your profile and will only be visible when you authenticate with suomi.fi. Updating this information is done in the Population Register Centre service.

In the *My information* -section of your Helsinki profile, you can add a phone number, change your email address and add address information. If you change your name information in your Helsinki profile, the next time you log in to suomi.fi, the official information will update it.

You can add or change the information you have entered yourself by clicking on the Add button, or the Edit button if the information already exists. Press the Save button to save the data in the database.

In the Helsinki profile, the language of communication section determines the language in which, for example, emails from the service will be sent. You can also see how you are authenticated to your Helsinki profile.



The screenshot shows the 'Helsinki Profile' interface. At the top, there's a header with 'Helsinki Profile' and language options: 'Suomi', 'Svenska', and 'English' (selected). A 'Sign out' button is also present. Below the header, there are two tabs: 'Information' (selected) and 'Your services'. The main content area is titled 'My information'. Below this title, a note states: 'The data stored in the Helsinki profile is used in the City of Helsinki's e-services. You can find more detailed information on the [Your services page](#).' The section is titled 'Official information' and includes a disclaimer: 'You can only see the official information when you have logged in using strong authentication via the Suomi.fi service. The information has been retrieved from The National Population Information System and cannot be edited via your Helsinki profile. You can check the data stored about you in the Population Information System in the [suomi.fi-web service](#).' Below this, there are several input fields for personal data: 'First name', 'Given name', 'Last name', 'Personal identity code', 'Municipality of residence', 'Home address', 'Postal code', 'Post office', and 'Country'. Each field has a corresponding input box, some of which are partially filled with grey text. A blue horizontal bar is visible at the bottom of the page.

Image 21: In the *My Information* section of the Helsinki profile, official information comes directly from the Population Register Centre and is updated there as well.



Helsinki

Profile

SuomiSvenskaEnglish

Sign out

Information

Your services

My information

The data stored in the Helsinki profile is used in the City of Helsinki's e-services. You can find more detailed information on the [Your services page](#).

Basic data

First name

Nickname

Last name

Edit

Address

You have not added an address. We use this address information in case of weak authentication, that is, if you have logged in using something other than the Suomi.fi authentication service.

Add an address

Image 22: In your Helsinki profile, in the My information section, you can update the basic data yourself.

My contact information

Another address

You have not added a second address. We use the second address information in case of weak authentication, that is, if you have logged in using something other than the Suomi.fi authentication service.

Add an address

Contact

Phone number

You haven't given a phone number

Add a phone number

Email

mikane9605@hutoy.com

Edit

Language of communication

Tell the city your preferred language of service

Finnish

Authentication method

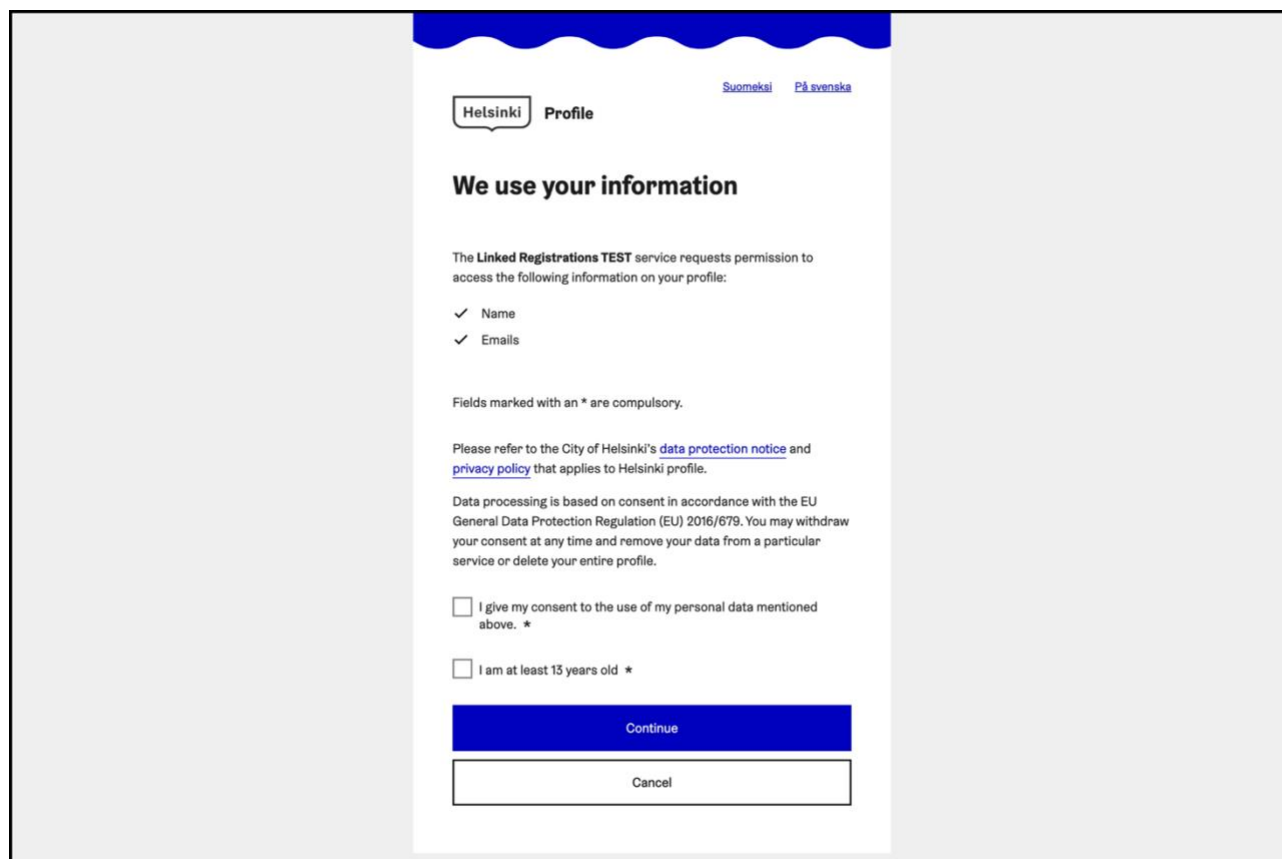
Helsinki Profile user ID

Image 23: You can add and edit your other address details, your phone number and your email address. The language of communication determines the language in which you receive messages from the service. The authentication method tells you how you are logged in to the service, i.e. suomi.fi authentication or an email/password combination, i.e. the Helsinki ID.

## Processing of your data by different services

The services will use the data managed by the Helsinki Profile as indicated. The first time you authenticate to a service, you can see what information the service uses.

In your Helsinki profile, you can check this information later and, if you wish, delete your data from the service. It is not possible to delete your data if your service process has not been completed. It is also advisable to [download your own information](#) before deleting it.



The screenshot shows a web interface for the Helsinki Profile. At the top, there is a blue header with the text "Helsinki Profile" and language options "Suomeksi" and "På svenska". Below the header, the main heading is "We use your information". The text states: "The **Linked Registrations TEST** service requests permission to access the following information on your profile:". Below this, there is a list of permissions: "✓ Name" and "✓ Emails". A note says: "Fields marked with an \* are compulsory." Below this, there is a link to the "data protection notice and privacy policy". The text continues: "Data processing is based on consent in accordance with the EU General Data Protection Regulation (EU) 2016/679. You may withdraw your consent at any time and remove your data from a particular service or delete your entire profile." There are two checkboxes: "I give my consent to the use of my personal data mentioned above. \*" and "I am at least 15 years old \*". At the bottom, there are two buttons: "Continue" (blue) and "Cancel" (white with a black border).

Image 24: When you authenticate to the new service, you will be asked to consent to the use of your data required by the service. You can later return to this information on the Your services section of your Helsinki profile.

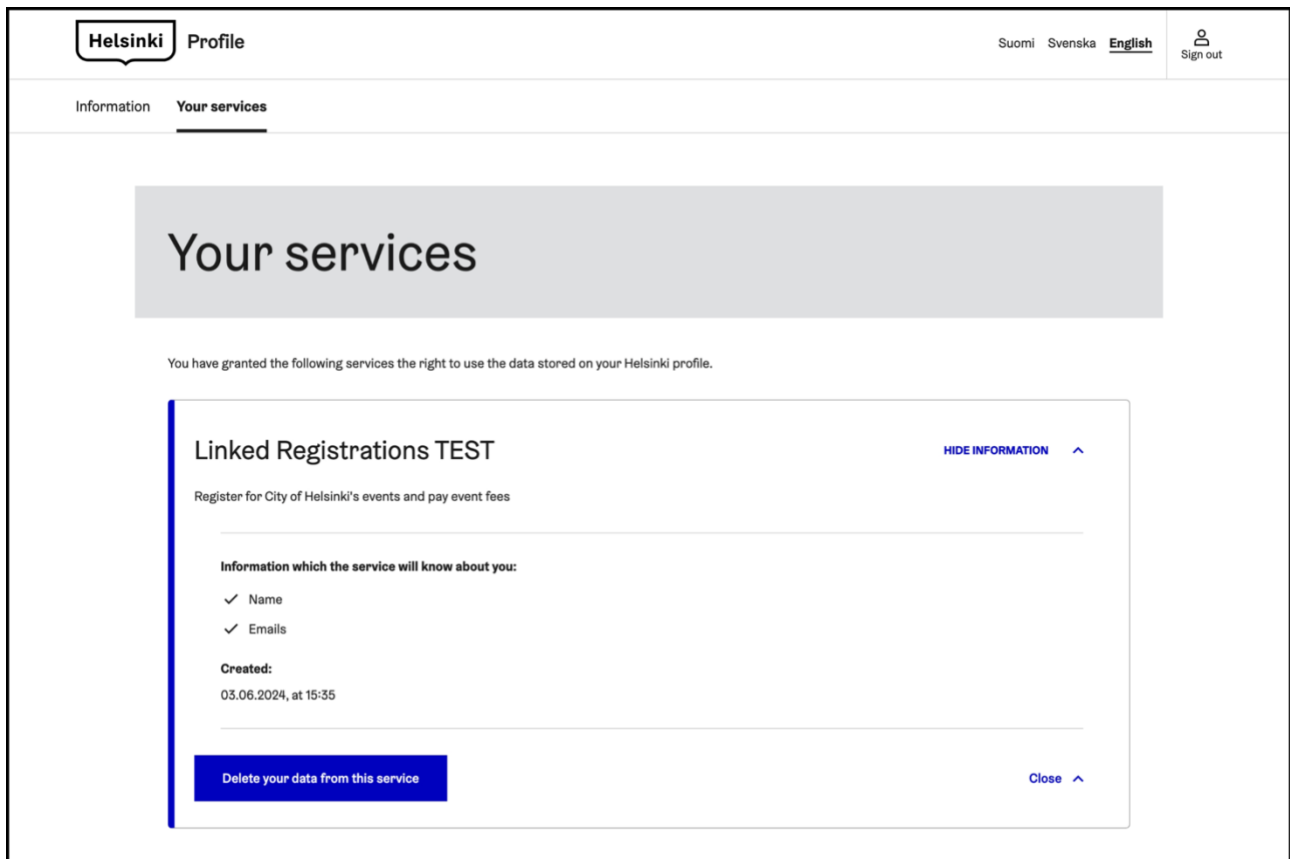


Image 25: In the Your services used section of your Helsinki profile, you can see all the services you are authenticated to and what data they use. You can also delete your data from individual services.

## Download your information

You can also download the data you have stored in different services as a single Json file. For more information on the [Json file format, see Wikipedia \(link opens in a new window\)](#).

If you have combined the suomi.fi authentication and the email address+password login in the same Helsinki profile, the data download must be done with the suomi.fi authentication.

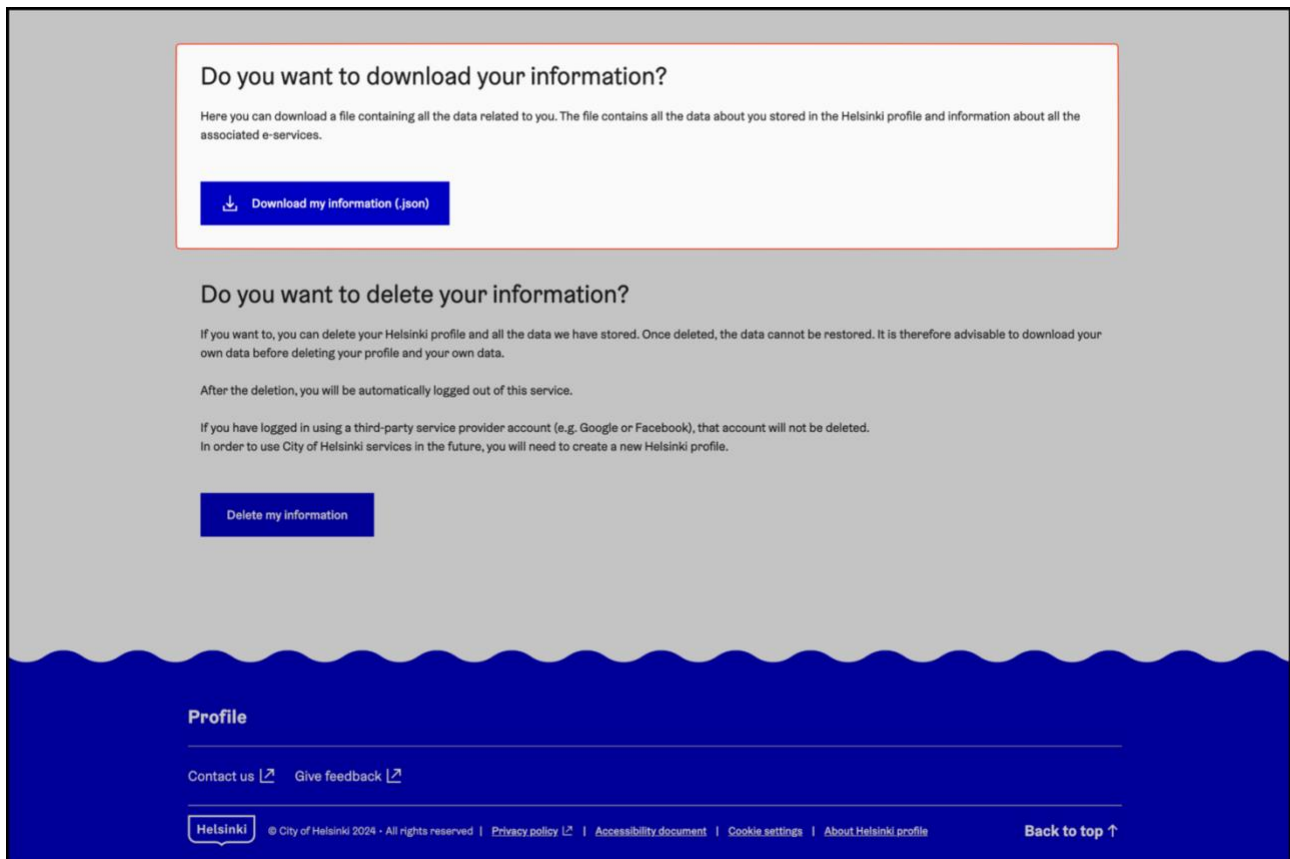


Image 26: In the My information section of your Helsinki profile, you can download your data for all services as a Json file.

## Deleting your information

You can delete your data either for individual services or for your entire profile. Upon deletion, all your data from the service will be deleted or anonymised if, for example, the service is required by law to retain it. However, you will not have access to the data after deletion nor will it be linked to you.

### Deleting data from a single service

If you have combined your suomi.fi authentication and email address and password login in the same Helsinki profile, you must delete the service while authenticated with suomi.fi.

When you select the service, you want to delete on the Your services tab, you will receive a pop-up message confirming the deletion.

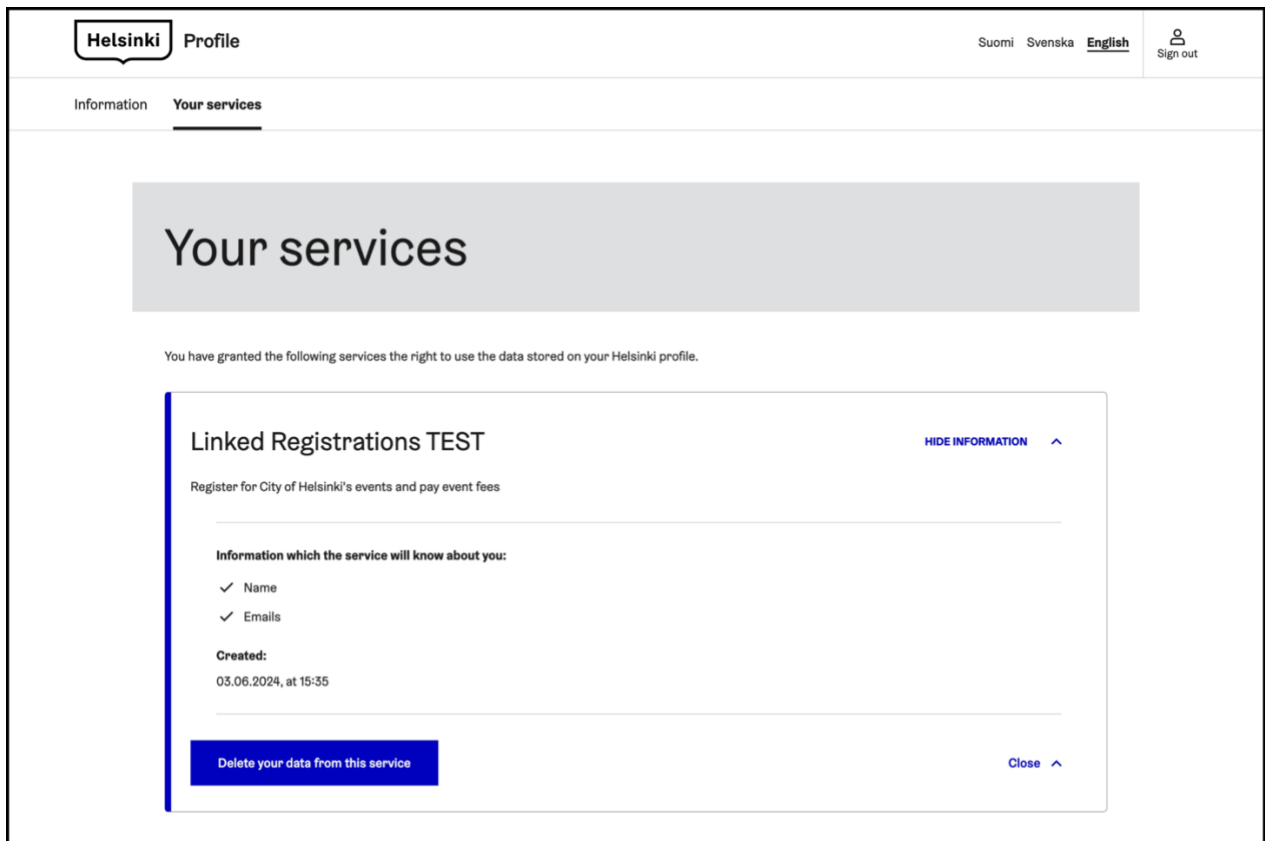


Image 27: You can delete your data in your Helsinki profile for an individual service in the Your services section.

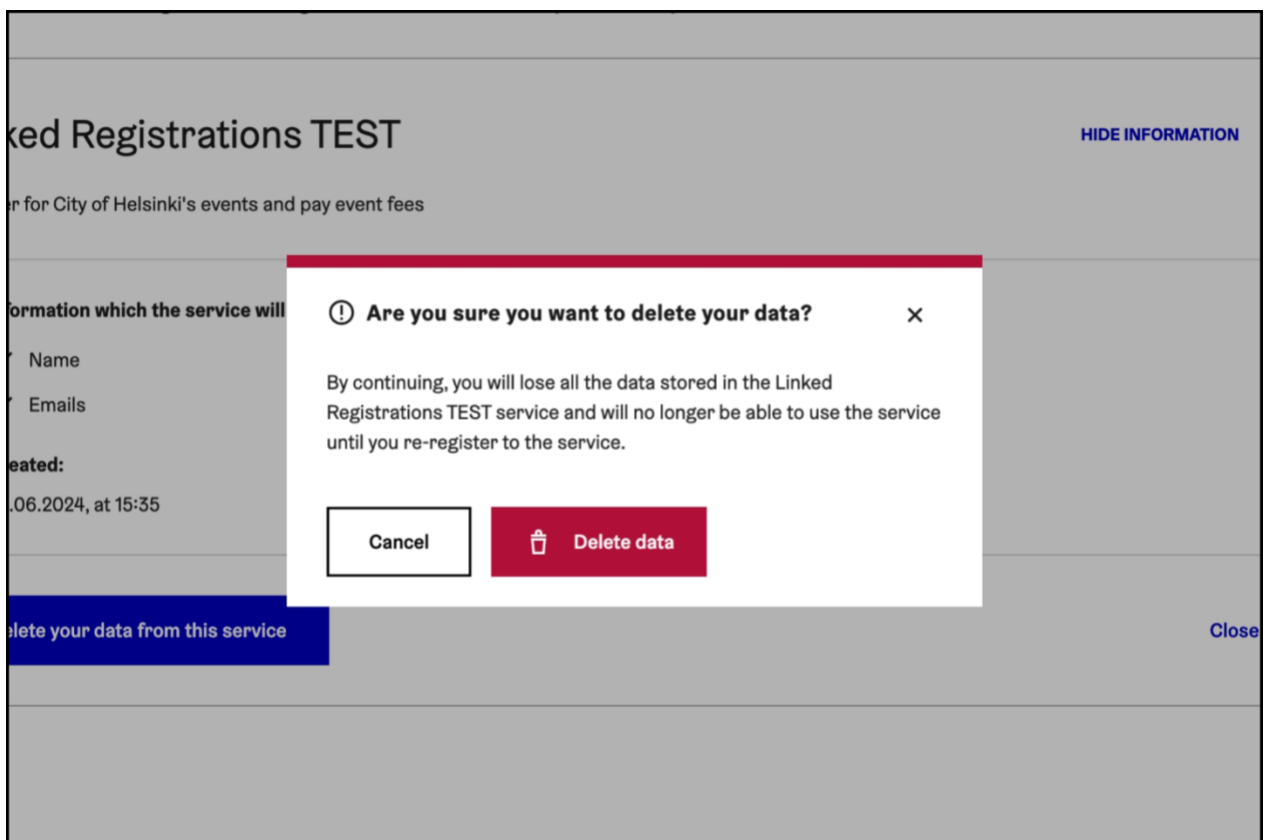


Image 28: After clicking on the "Delete your data from this service" button, you will receive a pop-up confirmation message on the screen to prevent accidental deletion.

## Deleting your Helsinki profile

If you want to delete your entire Helsinki profile, you can do so by pressing the *Delete my information* button. You will then see a pop-up window where you will be asked to confirm that you want to delete your information. After confirming the request, all data will be deleted from the profile and from all services, if no service is pending.

Some statutory services may require data to be retained for a limited or permanent period. Depending on the transaction and the service, data may be anonymized in some cases. If a statutory service is required to retain data, the profile or the data used by that service cannot be deleted.

If you have combined the suomi.fi authentication and the email address+password login in the same Helsinki profile, you must delete the profile while authenticated with suomi.fi.

After deleting your Helsinki profile, you can always create a new profile, if necessary, but all previous data will be lost.

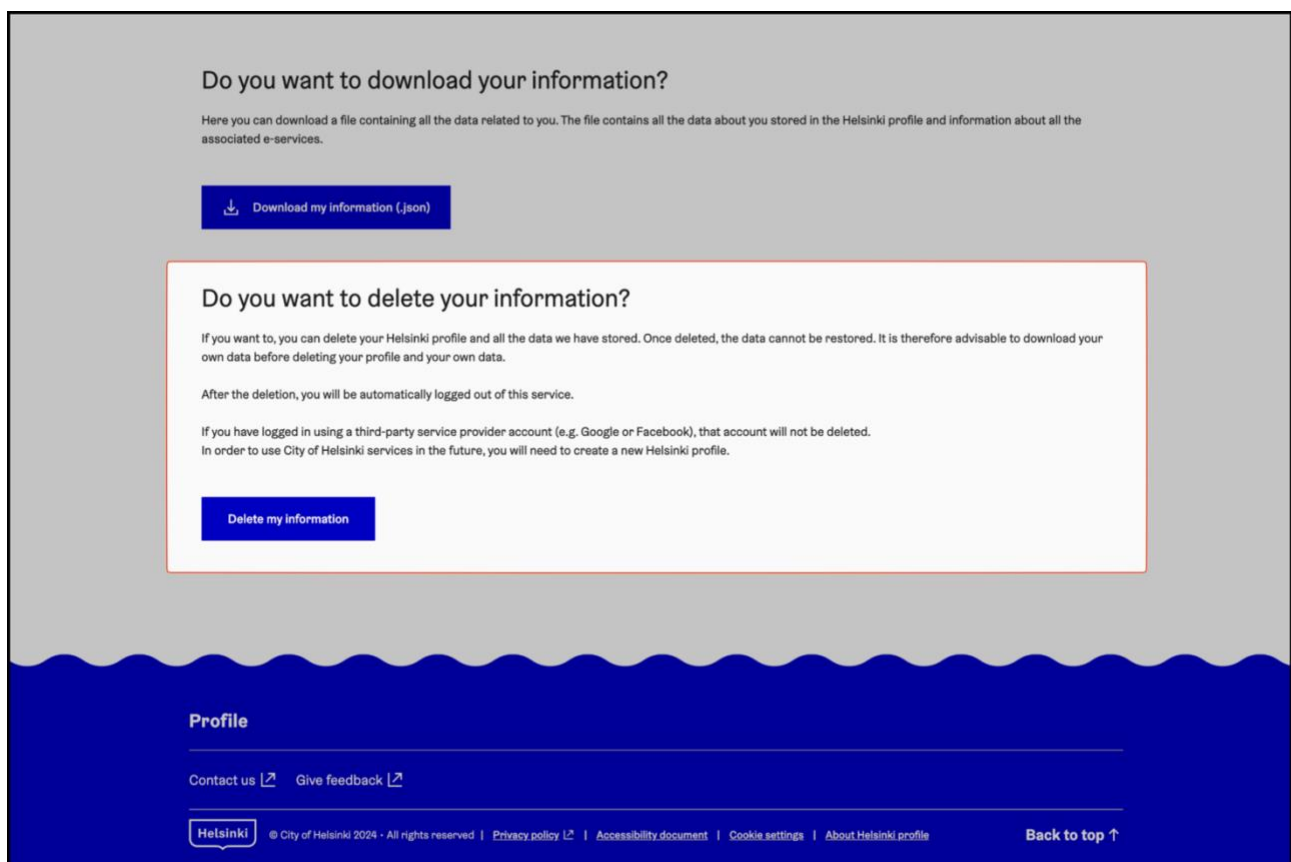


Image 29: In the My information section of your Helsinki profile, there is a Delete my information button that allows you to delete your entire Helsinki profile and your information used in different services.

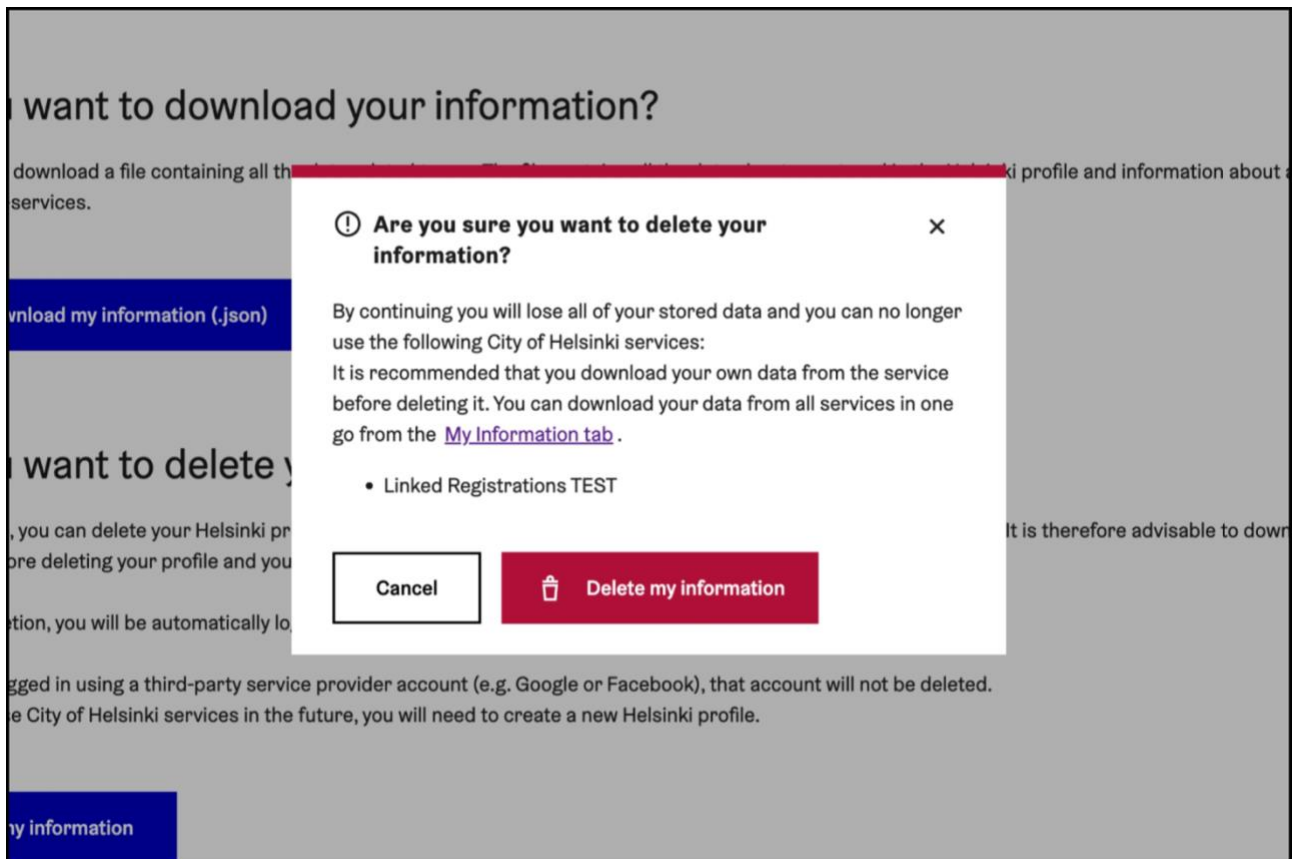


Image 30: A confirmation message is also displayed in a pop-up window to prevent accidental deletion of the data.