

# Helsinki profile guide

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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.

### *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.

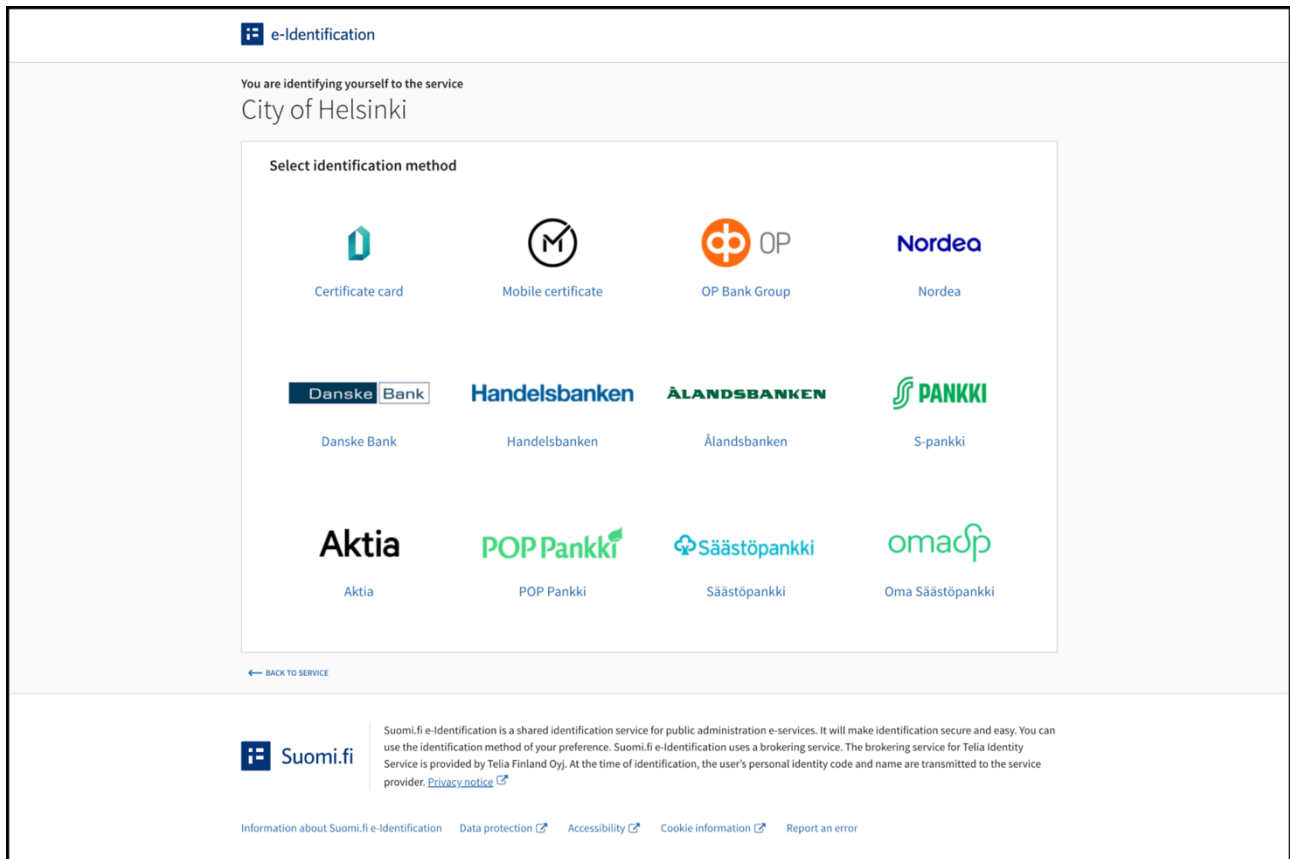


Image 2: Choose your bank or mobile account as your suomi.fi authentication option.

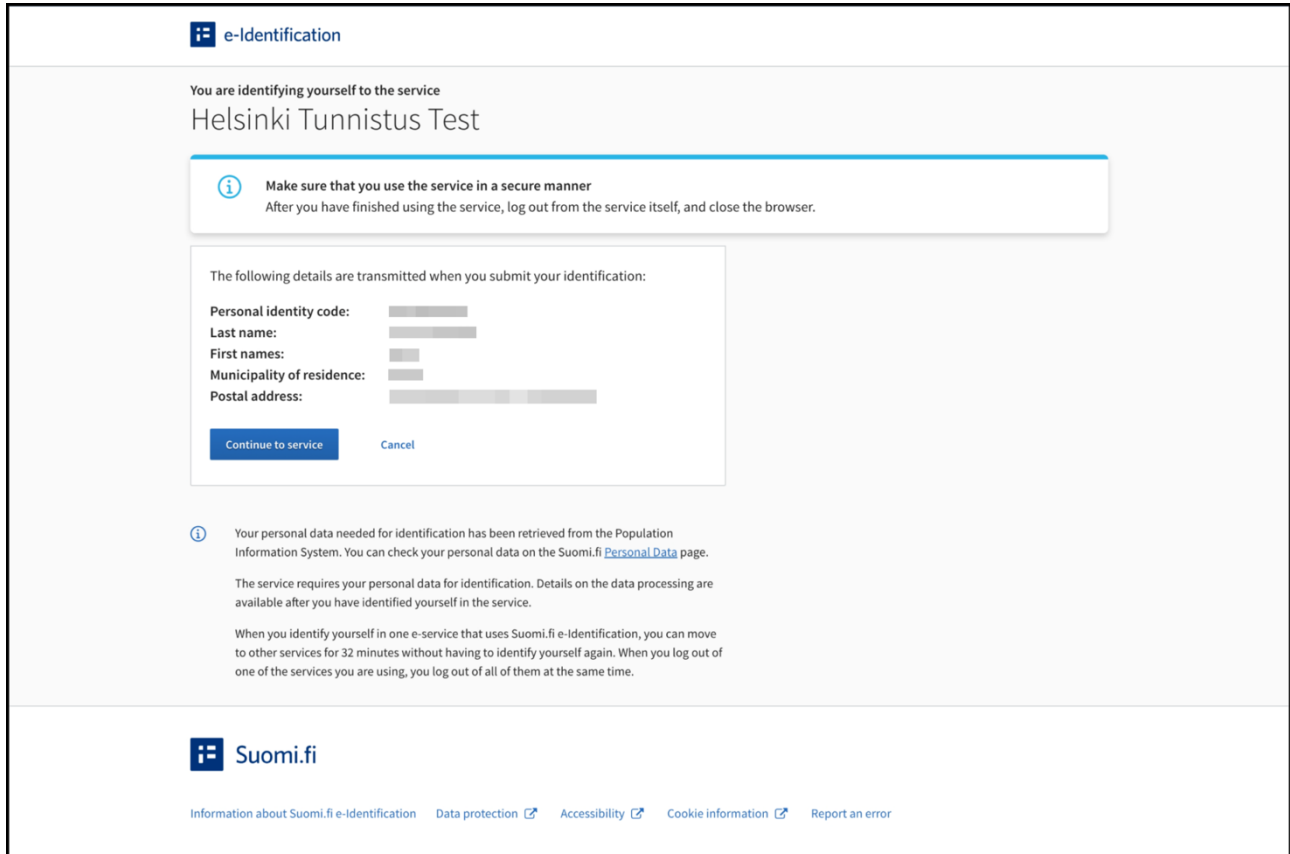


Image 3: Check that your details are correct when you switch back to the City of Helsinki service.

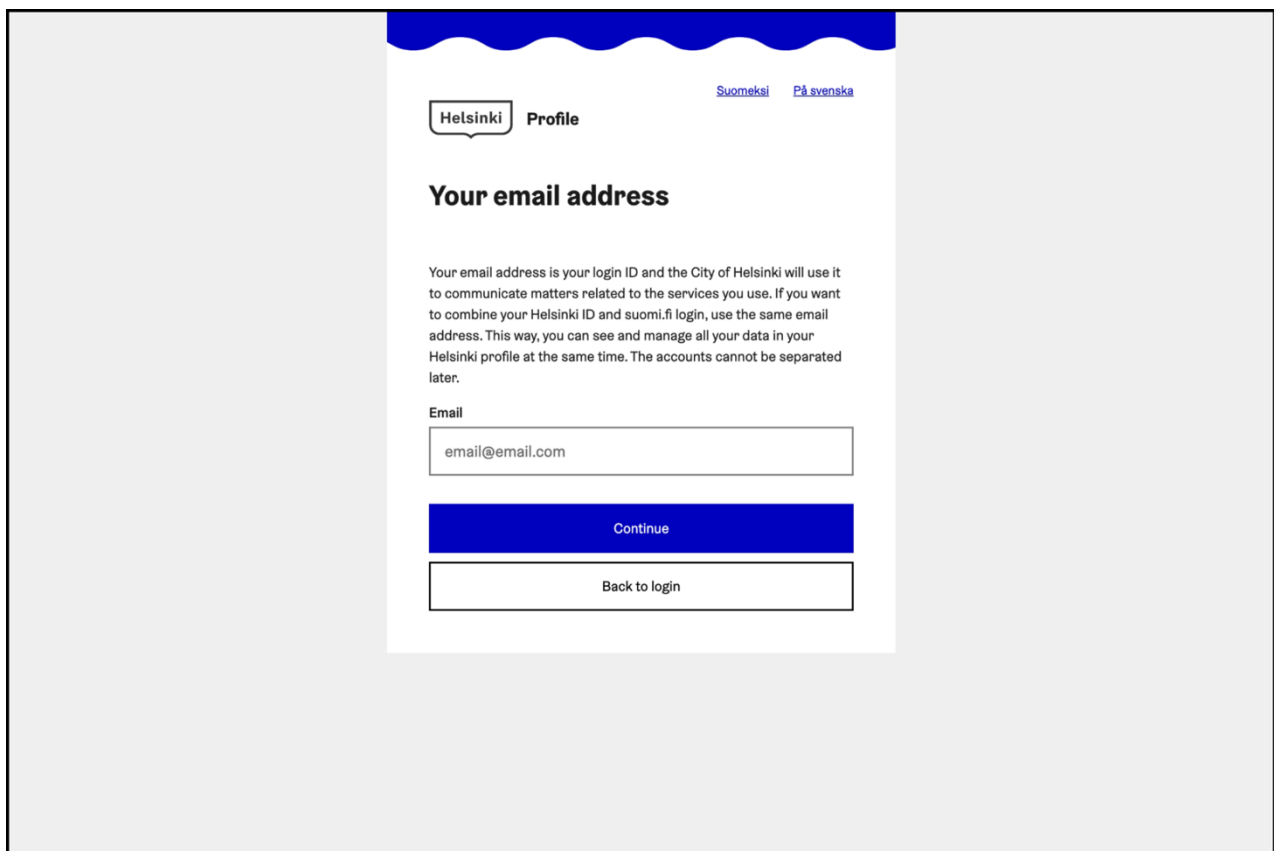
### Email address verification

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.

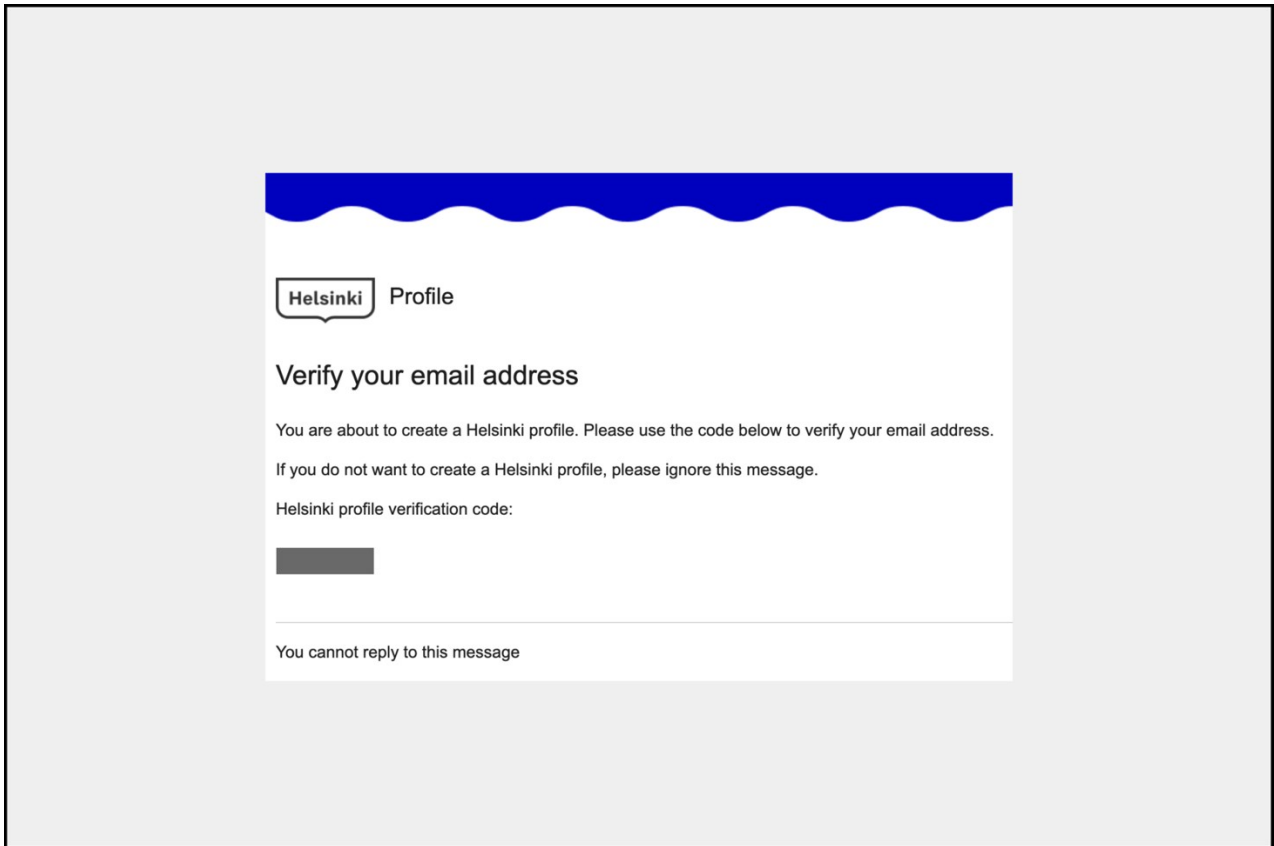
If you have already created Helsinki profile with an email address and password, you can use the same email address. In this case, the different authentication methods will be combined, and you will be able to see all the services you use at once. **Please note, however, that you will not be able to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

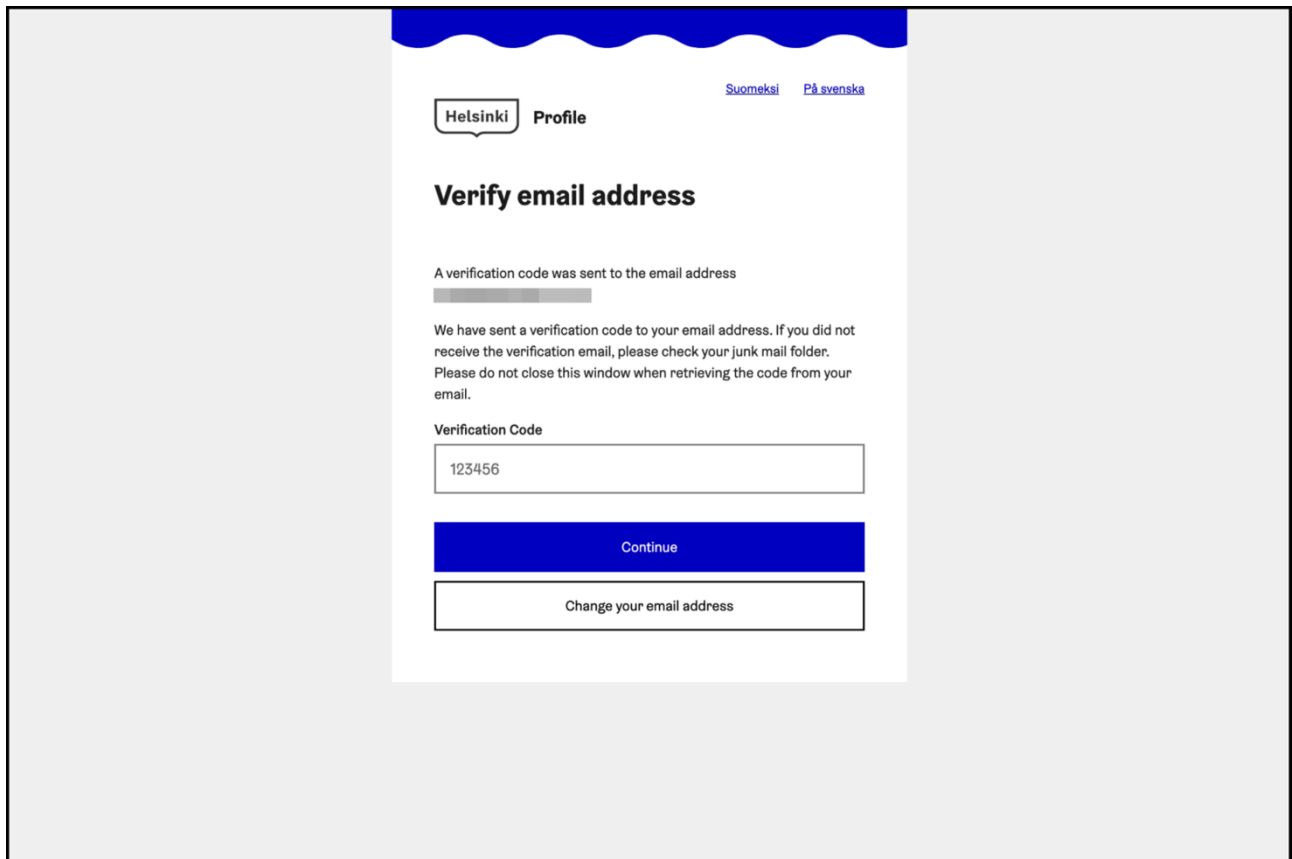
**Do not close the browser window of your Helsinki profile when you retrieve the confirmation message from your email. Otherwise, the system will assume that you have interrupted the authentication process.**

The image shows a web browser window displaying the 'Helsinki Profile' page. At the top, there is a blue header with a white wavy line. Below the header, the text 'Helsinki Profile' is visible, with 'Helsinki' in a blue box and 'Profile' in black. To the right, there are links for '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 that using the same email for both suomi.fi and Helsinki ID will create a single profile that cannot be unmerged. There is an 'Email' label above a text input field containing 'email@email.com'. Below the input field are two buttons: a blue 'Continue' button and a white 'Back to login' button with a black border.

*Image 4: 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 5: 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

[Continue](#)

[Change your email address](#)

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

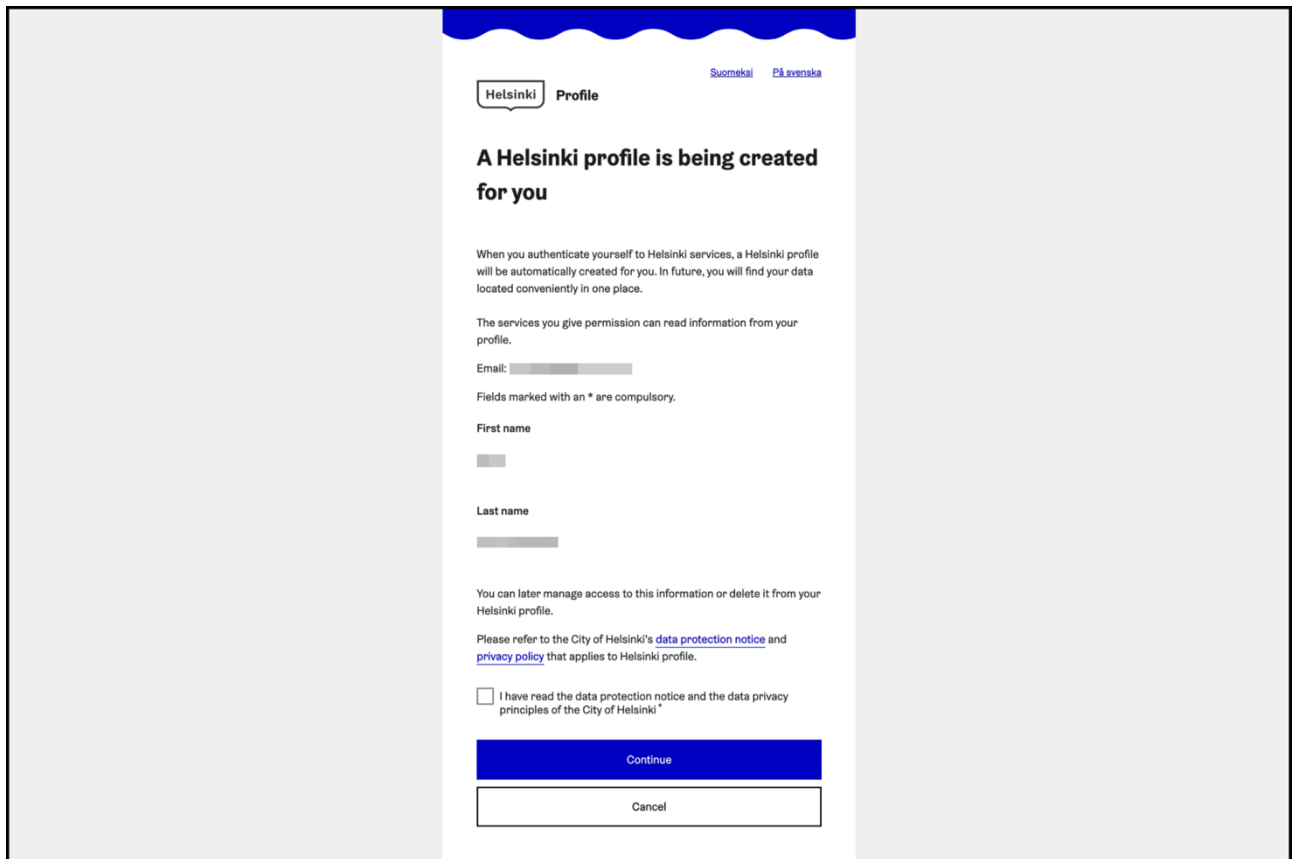
### [Create a Helsinki profile](#)

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://profilil.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 7: 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 wavy pattern. Below the header, the text "Helsinki Profile" is displayed, with "Suomeksi" and "På svenska" links to the right. The main heading is "Log In". Below this, there are two input fields: "Email" and "Password". A link "I forgot my password" is positioned below the password field. A blue "Log In" button is located below the "I forgot my password" link. Below the button, there is a red-bordered box containing the 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 white button with the text "Create Helsinki profile". At the bottom right of the page, there is a link "Give feedback".

Image 82: 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 this text 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 the 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.

[Suomeksi](#) [På svenska](#)

**Helsinki Profile**

## Your email address

Your email address is your login ID and the City of Helsinki will use it to communicate matters related to the services you use. If you want to combine your Helsinki ID and suomi.fi login, use the same email address. This way, you can see and manage all your data in your Helsinki profile at the same time. The accounts cannot be separated later.

Email

email@email.com

Continue

Back to login

Image 9: 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 that the user is about to create a Helsinki profile and should use the code below to verify their email address. It also says that if the user does not want to create a profile, they should ignore the 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 footer that says 'You cannot reply to this message'.

**Helsinki Profile**

## Verify your email address

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.

Helsinki profile verification code:

[Redacted verification code]

You cannot reply to this message

Image 10: 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

[Continue](#)

[Change your email address](#)

Image 11: 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 3: 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.

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.

## Two-factor authentication

Two-factor authentication increases the security of your account. When you activate it, in addition to the password, a separate one-time code is required to log in to your Helsinki profile, which you can get from the authentication app.

### *How to enable two-factor authentication*

You can activate two-factor authentication on Helsinki profile on the *My information*-page in the Login and authentication section.

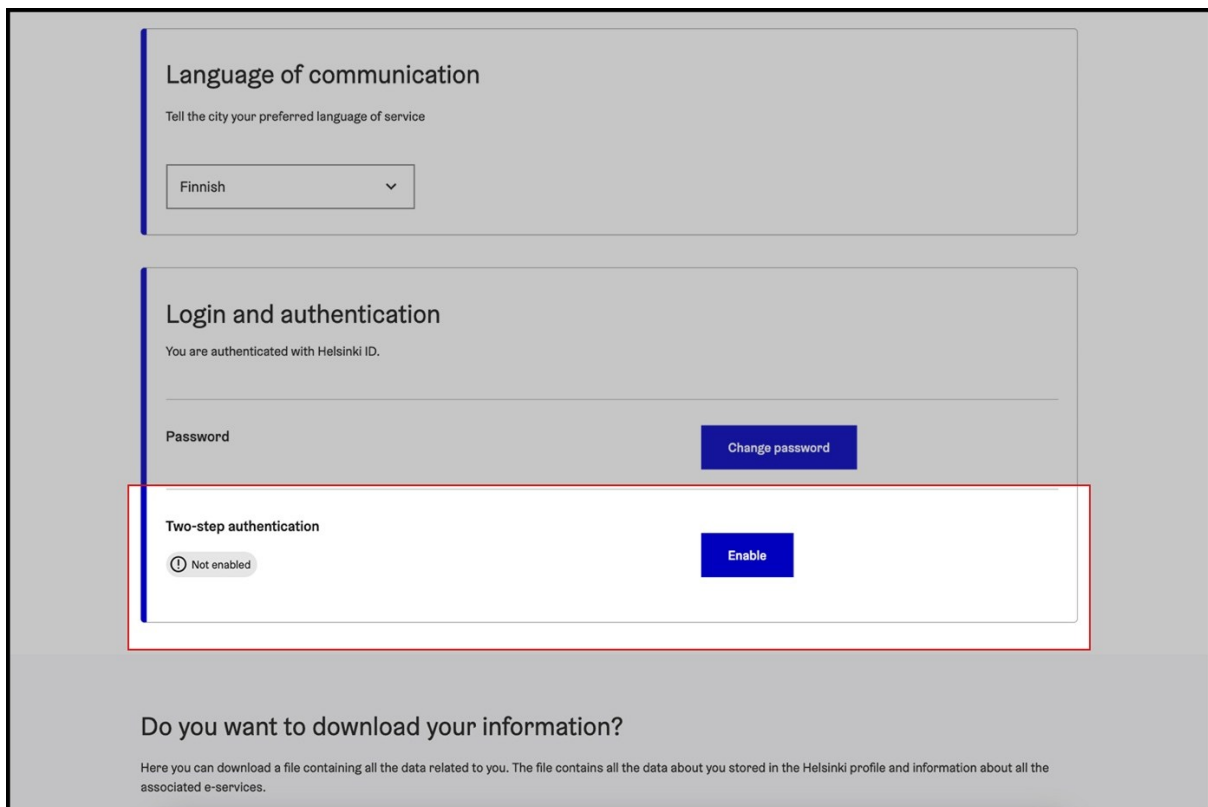


Image 13: Two-factor authentication on the My information- page.

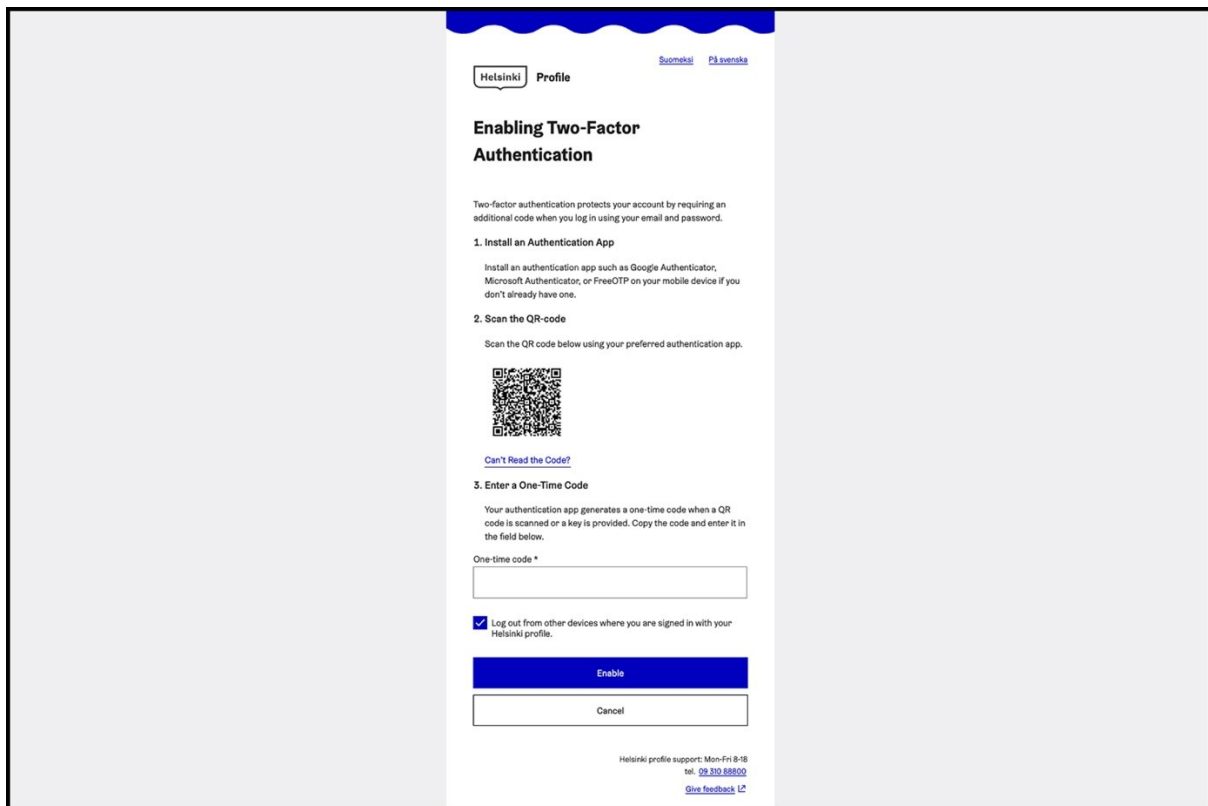


Image 14: Two-factor authentication enabling view. Follow the numbered instructions.

Follow the setup instructions on the screen and download an authentication app of your choice such as Google Authenticator, Microsoft Authenticator or FreeOTP to your mobile device.

Open the authentication app and scan the QR code on the screen. If you cannot scan the code, you can enter it manually by selecting the "Can't read the code?" link.

**Save the code that pops up from the link so that you can still access your account in case of problems such as your phone breaking down.**

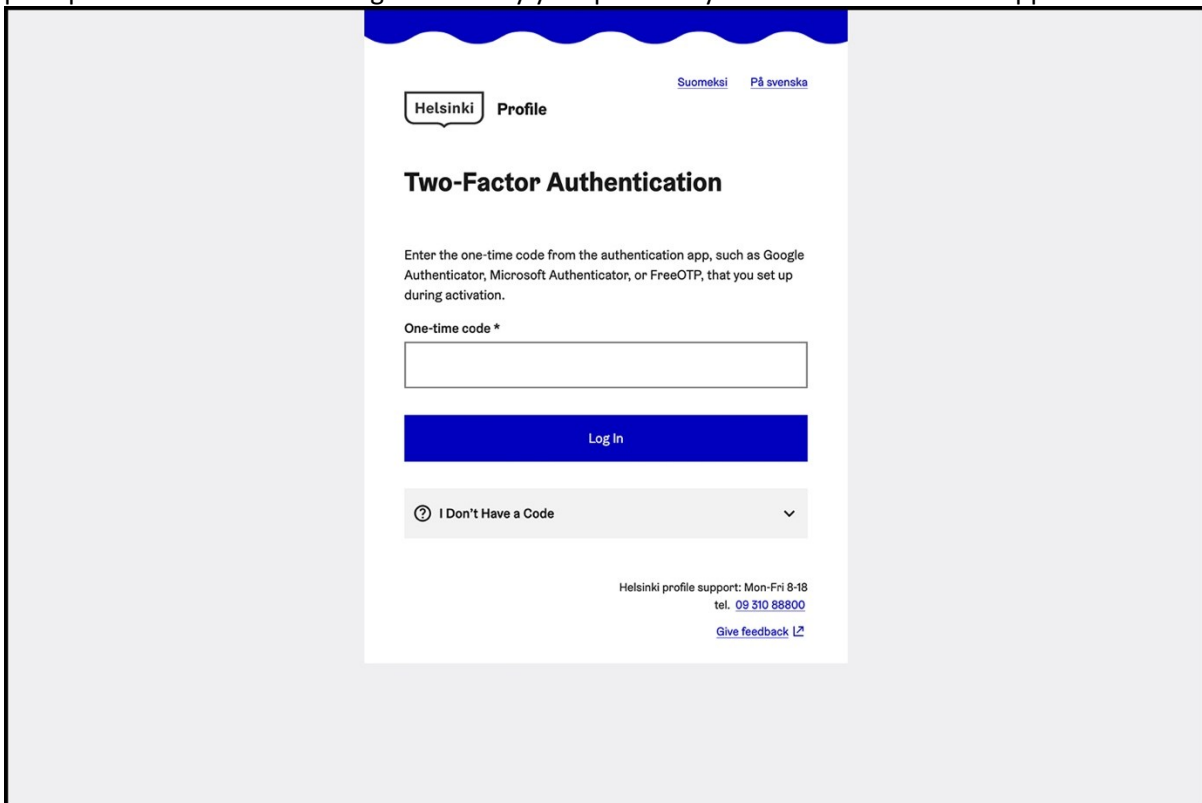
The authentication app will generate a one-time code that you enter in the Helsinki profile view in step 3.

**Do not close the browser window of your Helsinki profile when retrieving the one-time code from your authentication application. Otherwise, the system will assume that you have aborted the activation process.**

Once verification is successful, two-step authentication is enabled and you will see it activated on the My information-page.

### *Logging in with two-factor authentication*

If your account has two-factor authentication enabled when you sign in by email and password, you will be prompted for a one-time code generated by your previously defined authentication application.

The image shows a web browser window displaying the Helsinki Profile login page for two-factor authentication. At the top, there's a blue header with the Helsinki logo and the word "Profile". Below this, the title "Two-Factor Authentication" is centered. The instructions state: "Enter the one-time code from the authentication app, such as Google Authenticator, Microsoft Authenticator, or FreeOTP, that you set up during activation." There is a text input field labeled "One-time code \*". Below the input field is a blue "Log In" button. At the bottom of the form, there is a link that says "I Don't Have a Code" with a question mark icon and a dropdown arrow. At the very bottom of the page, there is contact information for Helsinki profile support: "Helsinki profile support: Mon-Fri 8-18 tel. 09 310 88800" and a "Give feedback" link with an external icon.

*Image 15: Retrieve and paste the one-time code from your authentication application into this view.*

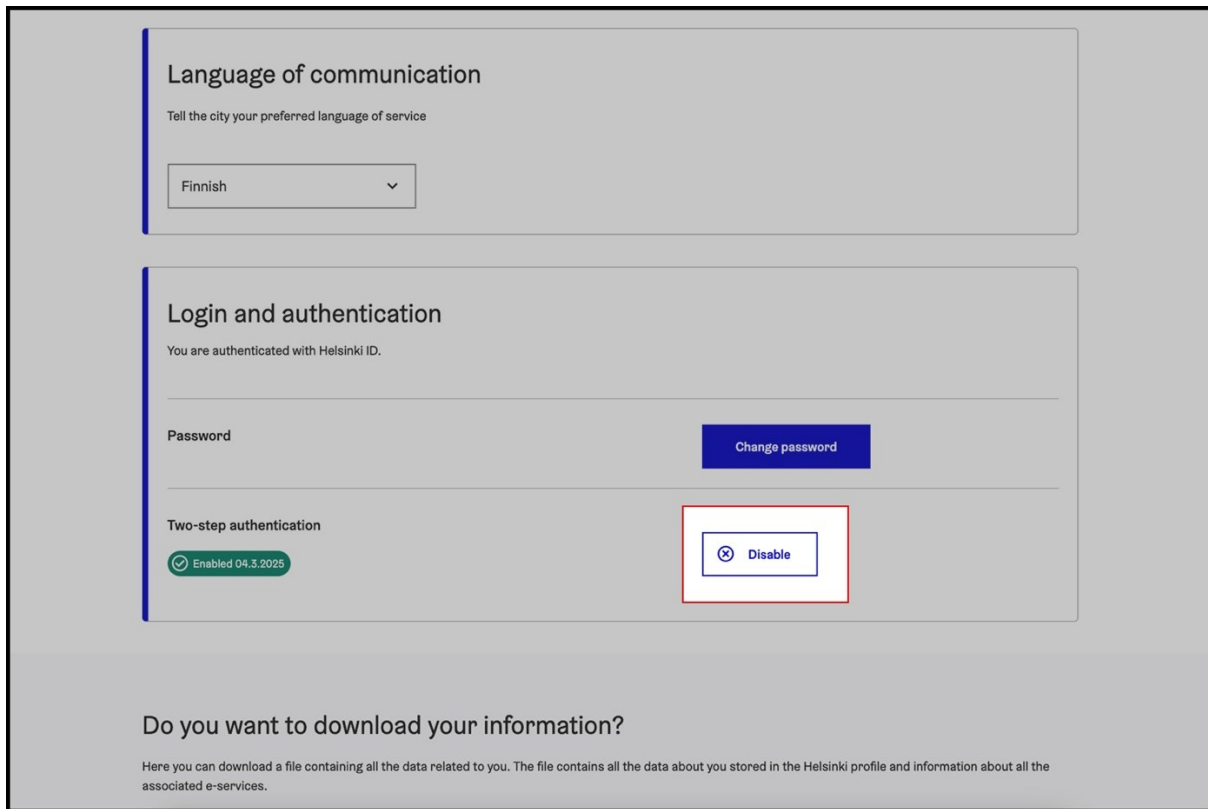
Go to your authentication application, copy the code and paste it into the Profile login view. The code is usually valid for one minute.

**Do not close the browser window of your Helsinki profile when you retrieve the one-time code from your authentication app. Otherwise, the system will assume that you have aborted the login process.**

If you do not have access to your authentication application, log in to your profile with suomi.fi-authentication and use the instructions in the *Authentication application not available or code not working*-section below.

### Disabling two-factor authentication

You can disable two-factor authentication on the *My information*-page.



The screenshot displays the 'My information' page with a light gray background. It features two main sections: 'Language of communication' and 'Login and authentication'. The 'Language of communication' section has a dropdown menu currently set to 'Finnish'. The 'Login and authentication' section indicates the user is authenticated with Helsinki ID. It includes a 'Password' field with a 'Change password' button. Below this, the 'Two-step authentication' section shows a green status bar indicating it is 'Enabled 04.3.2025'. A red rectangular box highlights a 'Disable' button with a circular icon containing an 'X'.

Language of communication

Tell the city your preferred language of service

Finnish

Login and authentication

You are authenticated with Helsinki ID.

Password

Change password

Two-step authentication

Enabled 04.3.2025

Disable

Do you want to download your information?

Here you can download a file containing all the data related to you. The file contains all the data about you stored in the Helsinki profile and information about all the associated e-services.

Image 16: Disable two-factor authentication by clicking the "Disable" button.

The system will ask you to confirm the deactivation with your login details and a one-time code from the authentication application.

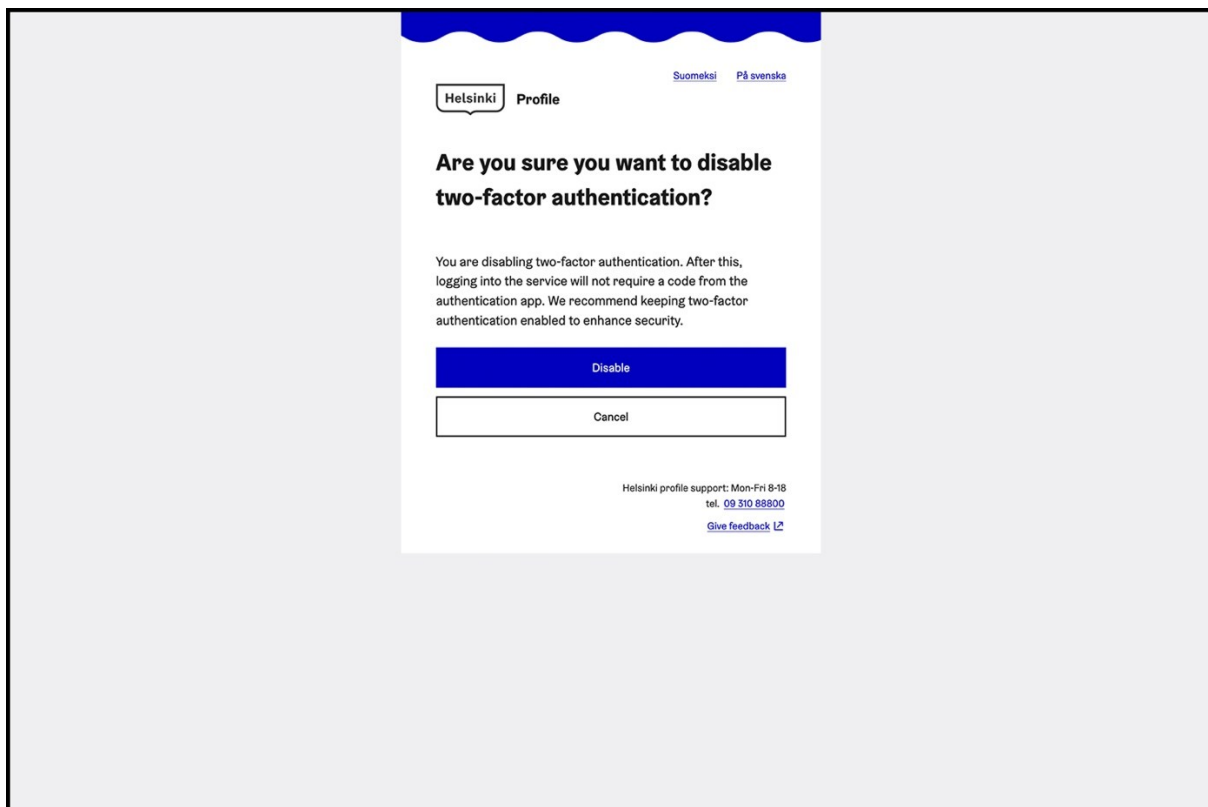


Image 17: Confirmation of disabling two-factor authentication.

After deletion, be sure to also delete the link/account associated with your Helsinki profile from your authentication application.

You can re-enable two-factor authentication at any time from the profile details.

If you have a so-called hybrid account with both light authentication and strong suomi.fi-authentication, you can also disable two-factor authentication with suomi.fi-authentication.

#### *Authentication application not available or code not working*

If you do not have access to your authentication app, for example because you have changed your phone, you can authenticate to your Helsinki profile with a strong suomi.fi-authentication, which will allow you to disable two-factor authentication from the *My information*-page.

If you do not yet have suomi.fi-authentication in your Helsinki profile, you can enable it by authenticating with *suomi.fi* and creating a strong authentication account via email. **Use the same email address**, so that light and strong authentication are combined. Then you can turn off two-step authentication from your account information.

If you already have an account with *suomi.fi*-authentication with a different email address, you will unfortunately no longer be able to deactivate two-factor authentication. **Therefore, it is very important to save the initial authentication code.**

## 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.

If your account has two-factor authentication enabled, you will need a one-time code from your authentication app when changing your password.

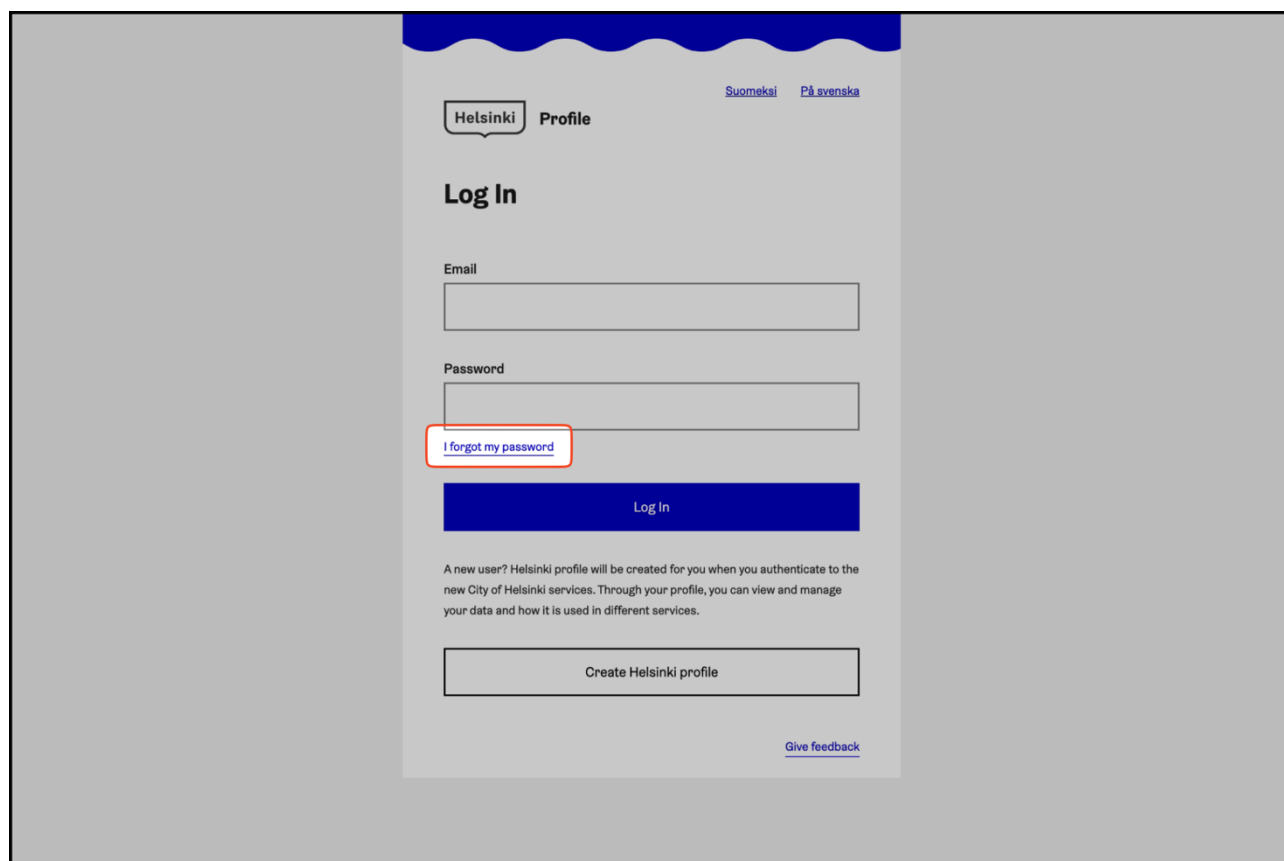
The image shows a screenshot of the Helsinki login interface. At the top, there's a blue header with a wavy pattern. Below it, the text 'Helsinki Profile' is visible, along with links for 'Suomeksi' and 'På svenska'. The main heading is 'Log In'. There are two input fields: 'Email' and 'Password'. Below the password field is a link that says 'I forgot my password', which is highlighted with a red rectangular box. Below this link is a blue button labeled 'Log In'. Further down, there's a paragraph of text explaining that a new user's Helsinki profile will be created upon authentication. At the bottom of this section is a button labeled 'Create Helsinki profile'. In the bottom right corner, there is a link that says 'Give feedback'.

Image 18: In the login window, click on the *I forgot my password* link.



The screenshot shows the 'Forgot Your Password?' page. At the top, there is a blue header with a white scalloped border. Below the header, the text 'Helsinki Profile' is displayed, with 'Helsinki' in a rounded rectangle. To the right of 'Profile' are two links: 'Suomeksi' and 'På svenska'. The main heading is 'Forgot Your Password?'. Below this, a message states: 'Enter your email address and we will send you instructions on how to create a new password.' There is an 'Email' label above a text input field. Below the input field is a blue 'Submit' button, and below that is a white 'Back to login' button with a black border.

Image 19: Enter your email address in the box that appears to receive a password renewal link in your email.

The screenshot shows the 'Log In' page. It has the same blue header and 'Helsinki Profile' branding as the previous page. The main heading is 'Log In'. Below the heading is a green success message with a checkmark icon: 'You should shortly receive an email which will guide you to finish your registration/password reset.' There are two input fields: 'Email' and 'Password'. Below the 'Password' field is a link that says 'I forgot my password'. There is a blue 'Log In' button. Below the button, a message states: '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.' At the bottom is a white button with a black border that says 'Create Helsinki profile'.

Image 20: You will be informed that an email will be sent to you to renew your password.

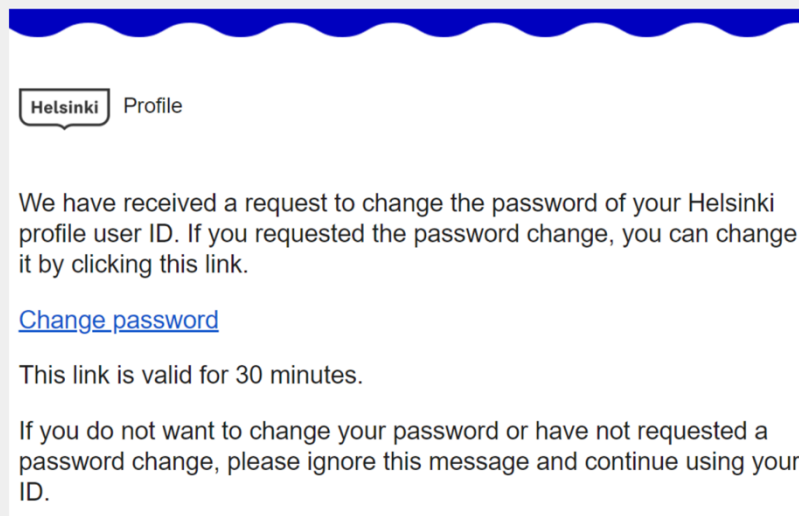


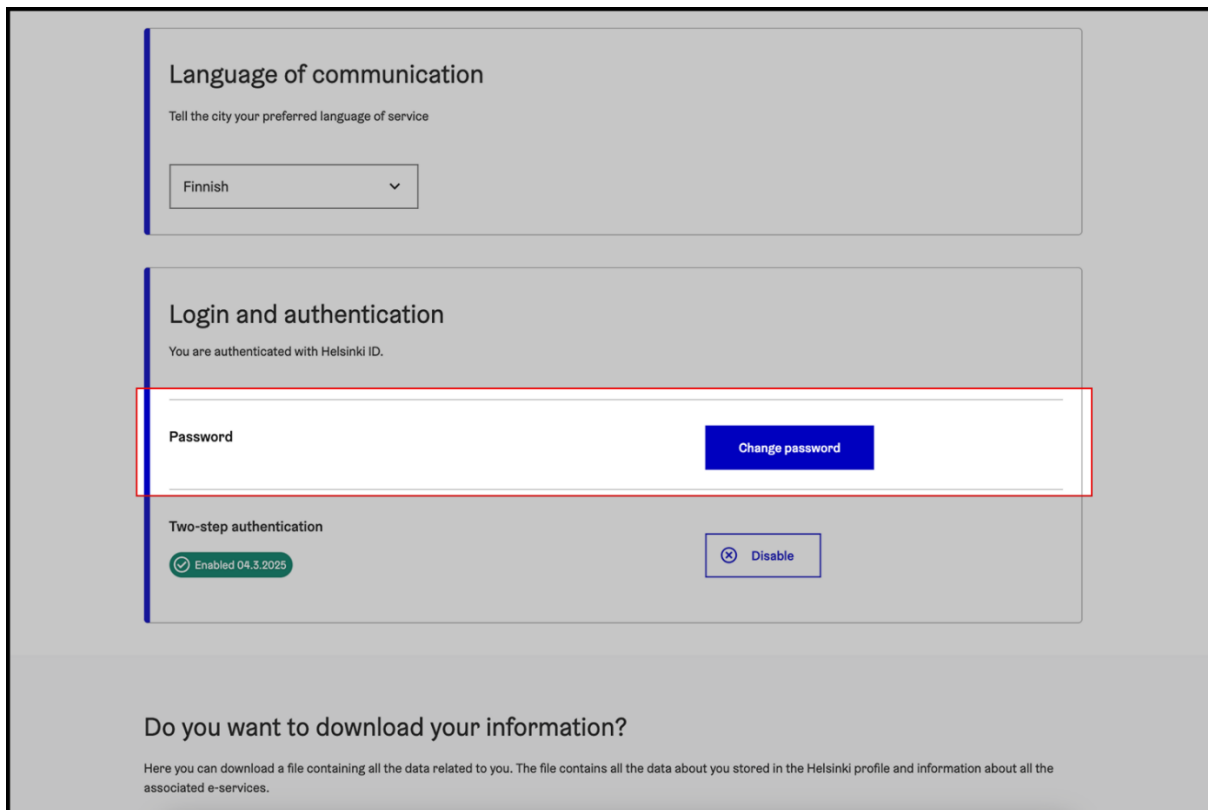
Image 21: In the email you receive, there will be a link to enter a new password. The link will be valid for 30 minutes.

This image shows a screenshot of a web form for updating a password. The form has a blue wavy header. Below the header, there is a logo with the word "Helsinki" inside a speech bubble, followed by the word "Profile". In the top right corner, there are two links: "Suomeksi" and "På svenska". The main heading of the form is "Update password". Below this heading, there are two input fields. The first is labeled "New password" and the second is labeled "Confirm password". At the bottom of the form is a blue button with the word "Submit" in white text.

Image 22: 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.

## Changing password and guide to password field

You can change your password to a new one at any time from the Login and authentication section of the My information-page.



The screenshot shows the 'My information' page with three main sections: 'Language of communication', 'Login and authentication', and 'Two-step authentication'. The 'Language of communication' section has a dropdown menu set to 'Finnish'. The 'Login and authentication' section shows 'You are authenticated with Helsinki ID.' and a 'Change password' button, which is highlighted with a red rectangular box. Below this is the 'Two-step authentication' section, which shows 'Enabled 04.3.2025' and a 'Disable' button. At the bottom, there is a section titled 'Do you want to download your information?' with a link to download a file containing all data related to the user.

Language of communication

Tell the city your preferred language of service

Finnish

Login and authentication

You are authenticated with Helsinki ID.

Password

Change password

Two-step authentication

Enabled 04.3.2025

Disable

Do you want to download your information?

Here you can download a file containing all the data related to you. The file contains all the data about you stored in the Helsinki profile and information about all the associated e-services.

Image 23: Changing password on the My information-page.

If your account has two-factor authentication, you will need a one-time code from your authentication application to change your password. For help with two-factor authentication issues, see the section of this guide called "Two-factor authentication."

Helsinki Profile

[Suomeksi](#) [På svenska](#)

## Update password

New password

aBCDEF123456!

The password must be at least 12 characters long and include uppercase letters, numbers and special characters.

Confirm password

Submit

Helsinki profile support: Mon-Fri 8-18  
tel. 09 310 88800  
[Give feedback](#)

Image 24: Press the eye icon to show or hide the password in the view.

Enter the new password of your choice in the field. The password must be at least 12 characters long. The password must contain both upper and lower case letters, numbers and special characters. Press the eye icon to show or hide the password.

## 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.

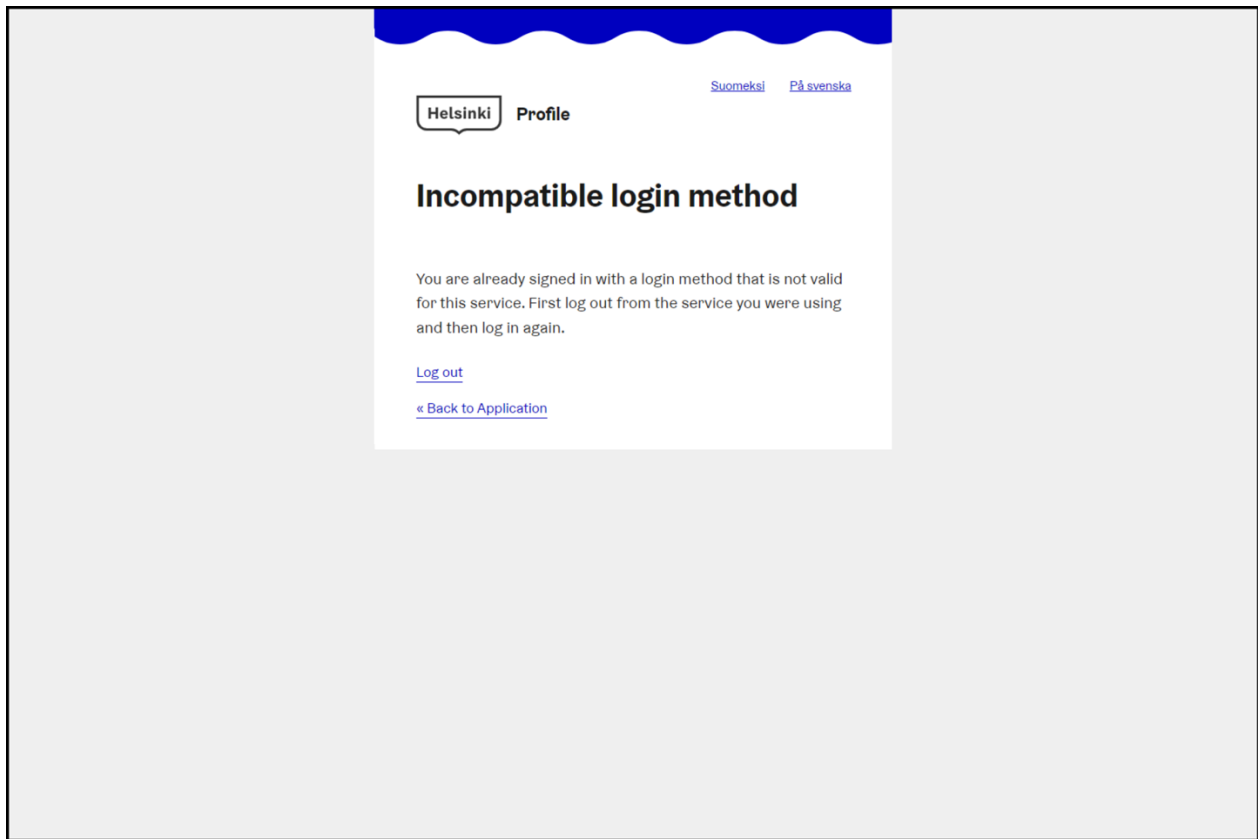


Image 25: An incompatible login method means for example that you have logged in to one service with an email/password combination and you move on to the next service, which requires a suomi.fi authentication. In this case, you need to log out of the first service in order to authenticate to the new service.

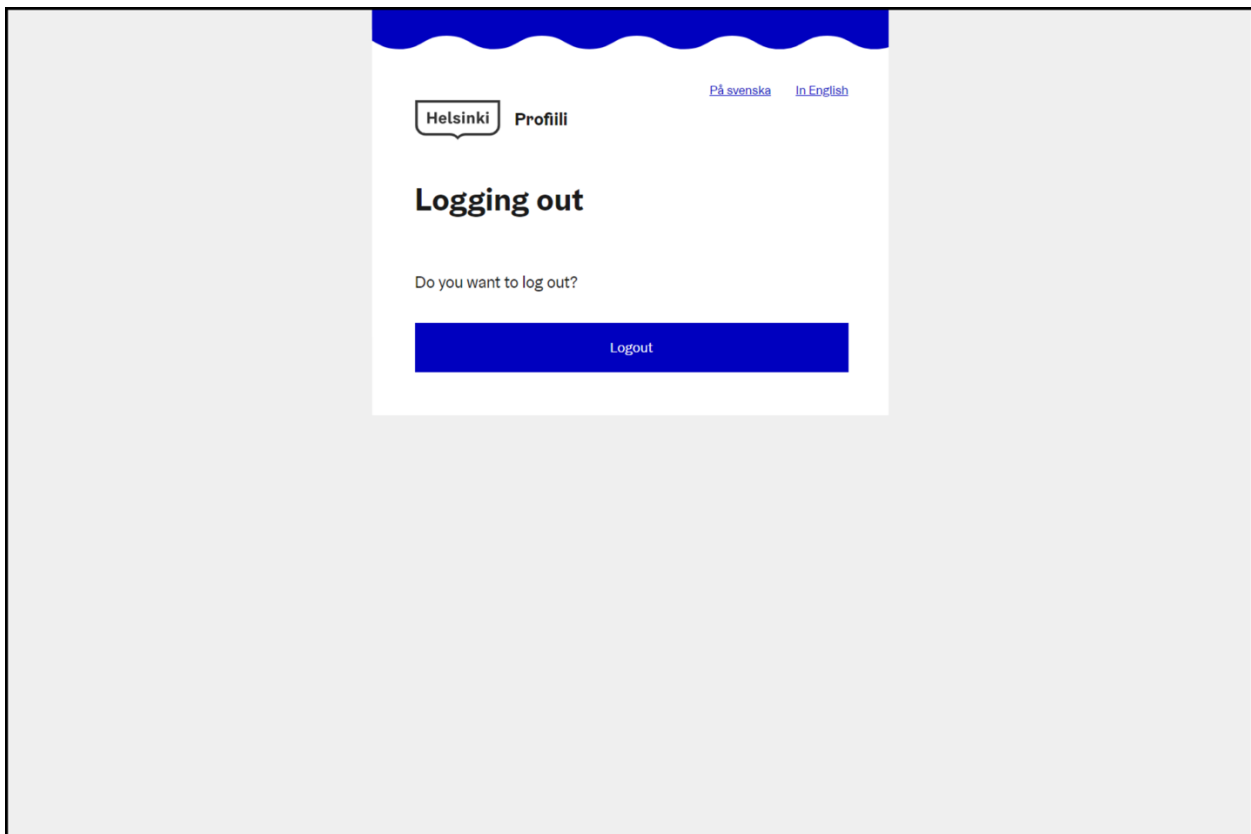


Image 26: Confirm the logout from a previous service.

## 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' page with a top navigation bar containing 'Suomi', 'Svenska', 'English', and a 'Sign out' button. Below the navigation bar, there are two tabs: 'Information' (selected) and 'Your services'. The main content area is titled 'My information' and contains a sub-header 'Official information'. Below this, a paragraph explains that official information is retrieved from the National Population Information System and cannot be edited via the Helsinki profile. It provides a link to the 'suomi.fi-web service'. The 'Official information' section contains several fields, each with a greyed-out placeholder value:

First name	Given name	Last name
[Placeholder]	[Placeholder]	[Placeholder]

Personal identity code	Municipality of residence
[Placeholder]	[Placeholder]

Home address	Postal code	Post office	Country
[Placeholder]	[Placeholder]	[Placeholder]	[Placeholder]

Image 27: 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

Suomi

Svenska

English

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 28: 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@hutov.com

Edit

Language of communication

Tell the city your preferred language of service

Finnish

▼

Authentication method

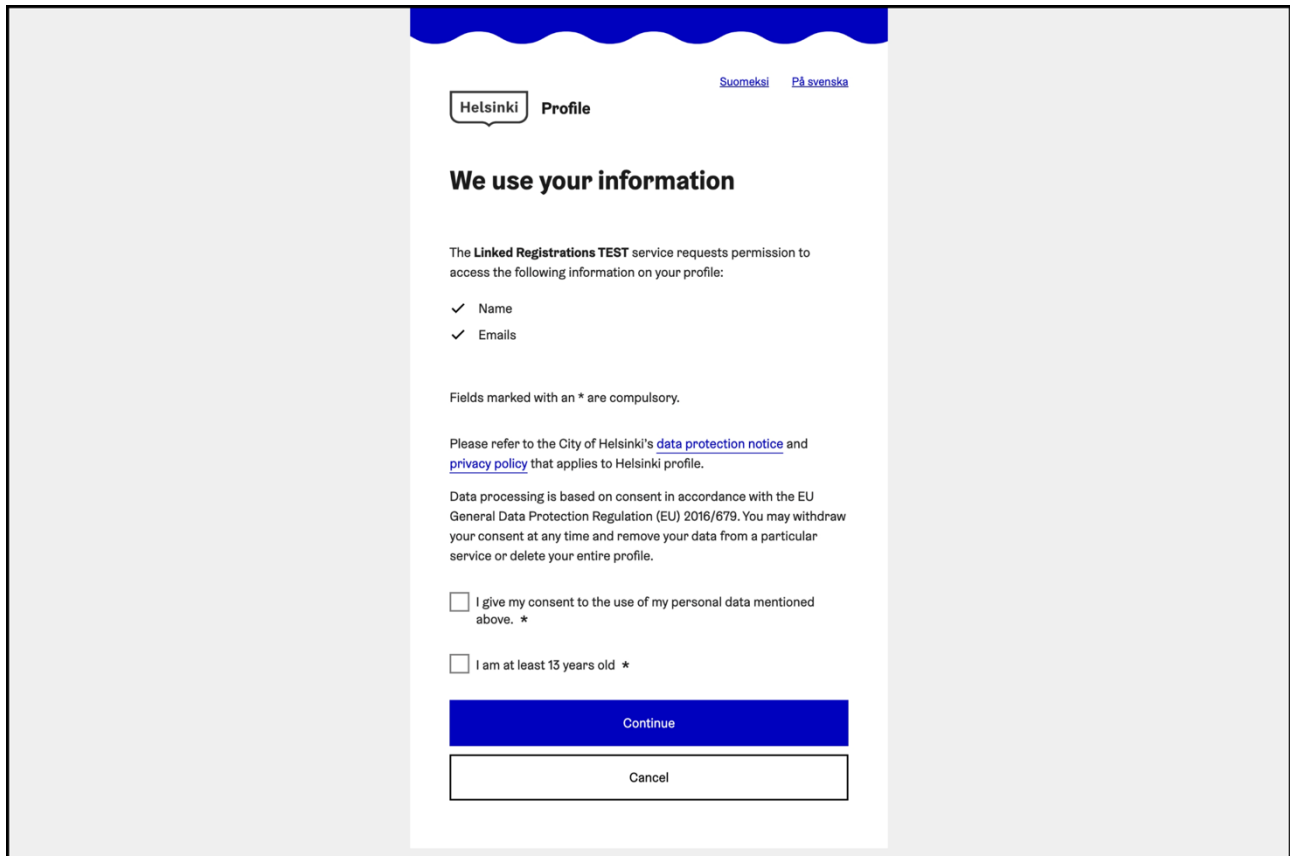
Helsinki Profile user ID

Image 29: 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 Helsinki logo and the word "Profile". To the right of the logo, there are links for "Suomeksi" and "På svenska". Below the header, the main heading is "We use your information". The text below this heading states: "The **Linked Registrations TEST** service requests permission to access the following information on your profile:". This is followed by a list of permissions: "✓ Name" and "✓ Emails". Below the list, it says "Fields marked with an \* are compulsory." Then, it asks the user to refer to the City of Helsinki's [data protection notice](#) and [privacy policy](#) that applies to the Helsinki profile. A paragraph explains that data processing is based on consent in accordance with the EU General Data Protection Regulation (EU) 2016/679, and that the user may withdraw consent at any time and remove their data from a particular service or delete their entire profile. There are two checkboxes: "I give my consent to the use of my personal data mentioned above. \*" and "I am at least 13 years old \*". At the bottom, there are two buttons: "Continue" (blue) and "Cancel" (white with a black border).

Image 30: 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.



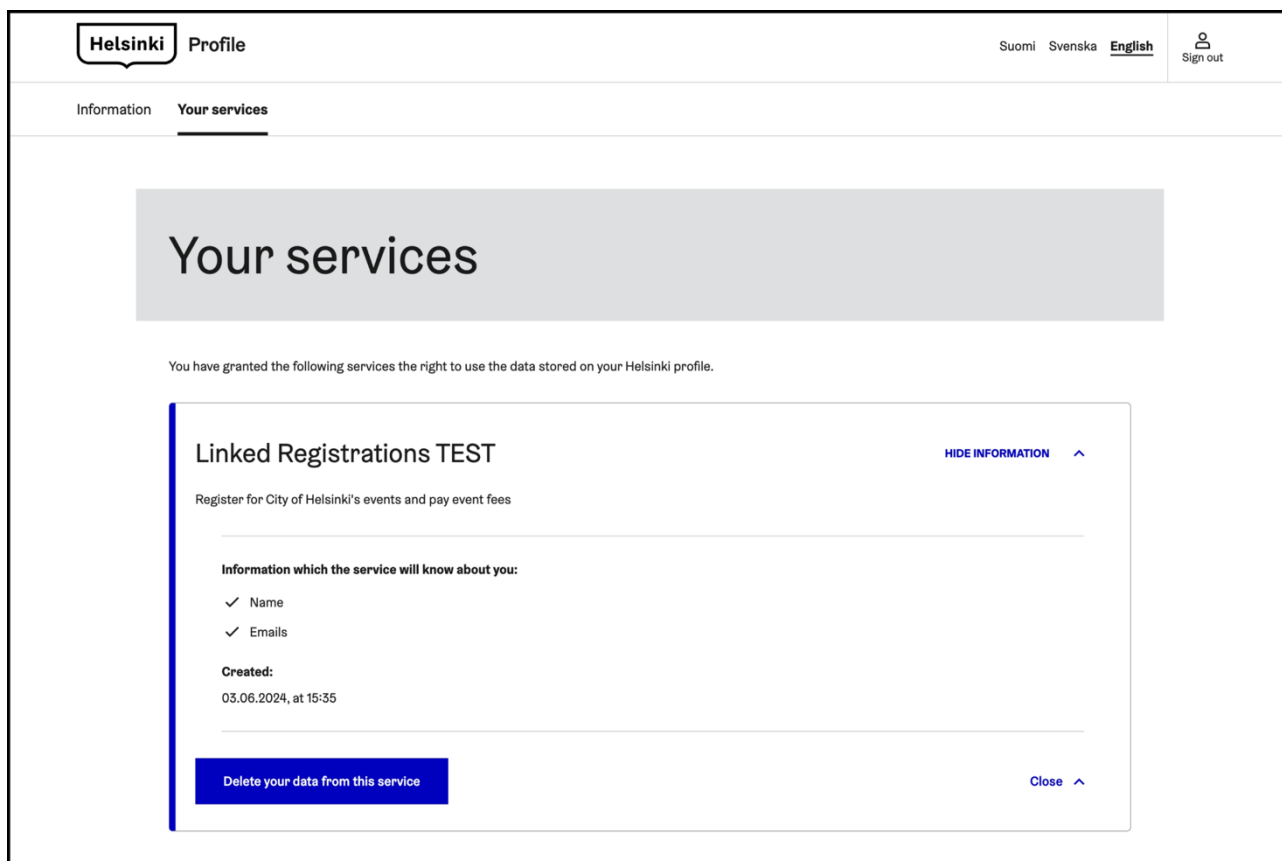


Image 31: In the Your services used section of your Helsinki profile, you can see all the services you are authenticated to and what data they use. You can also delete your data from individual services.

## 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.

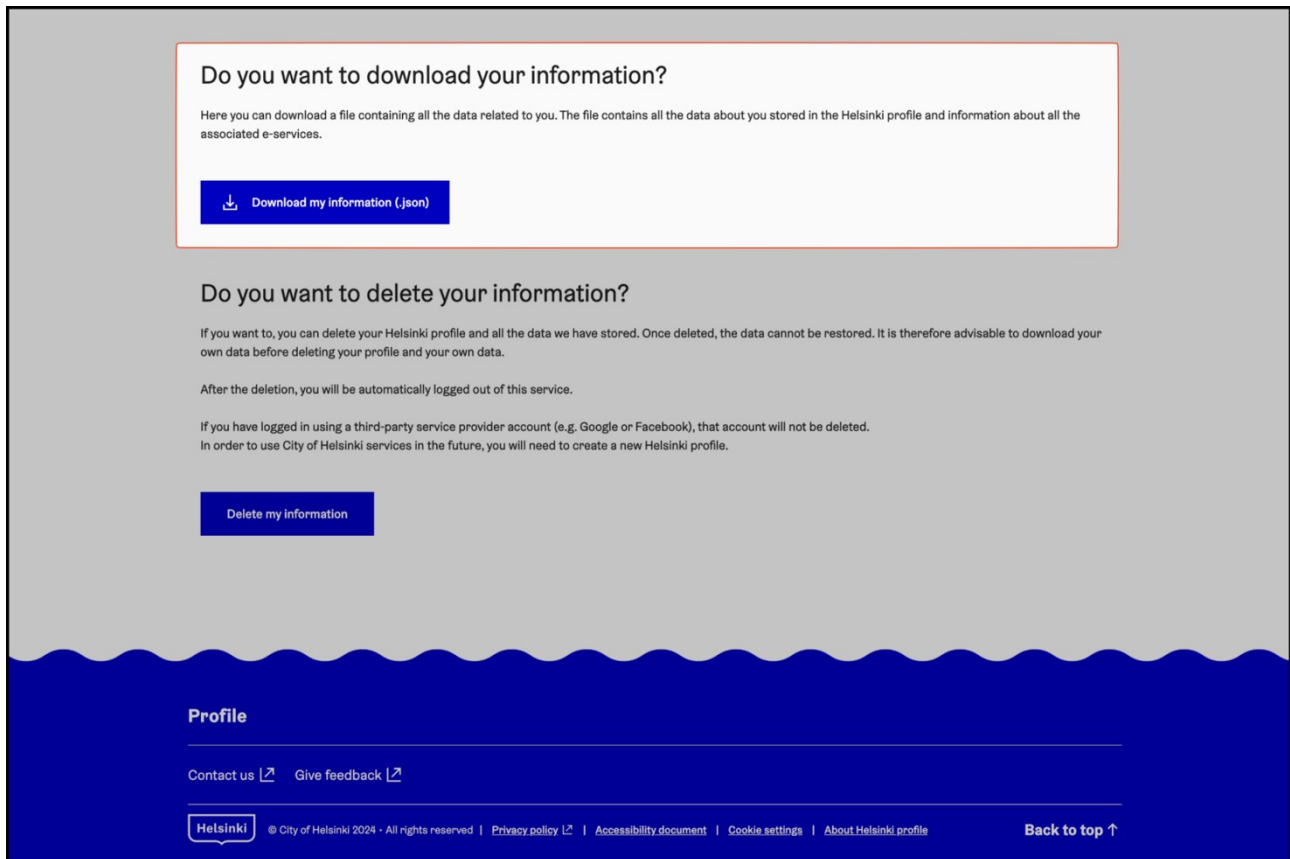


Image 32: In the My information section of your Helsinki profile, you can download your data for all services as a Json file.

## 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.

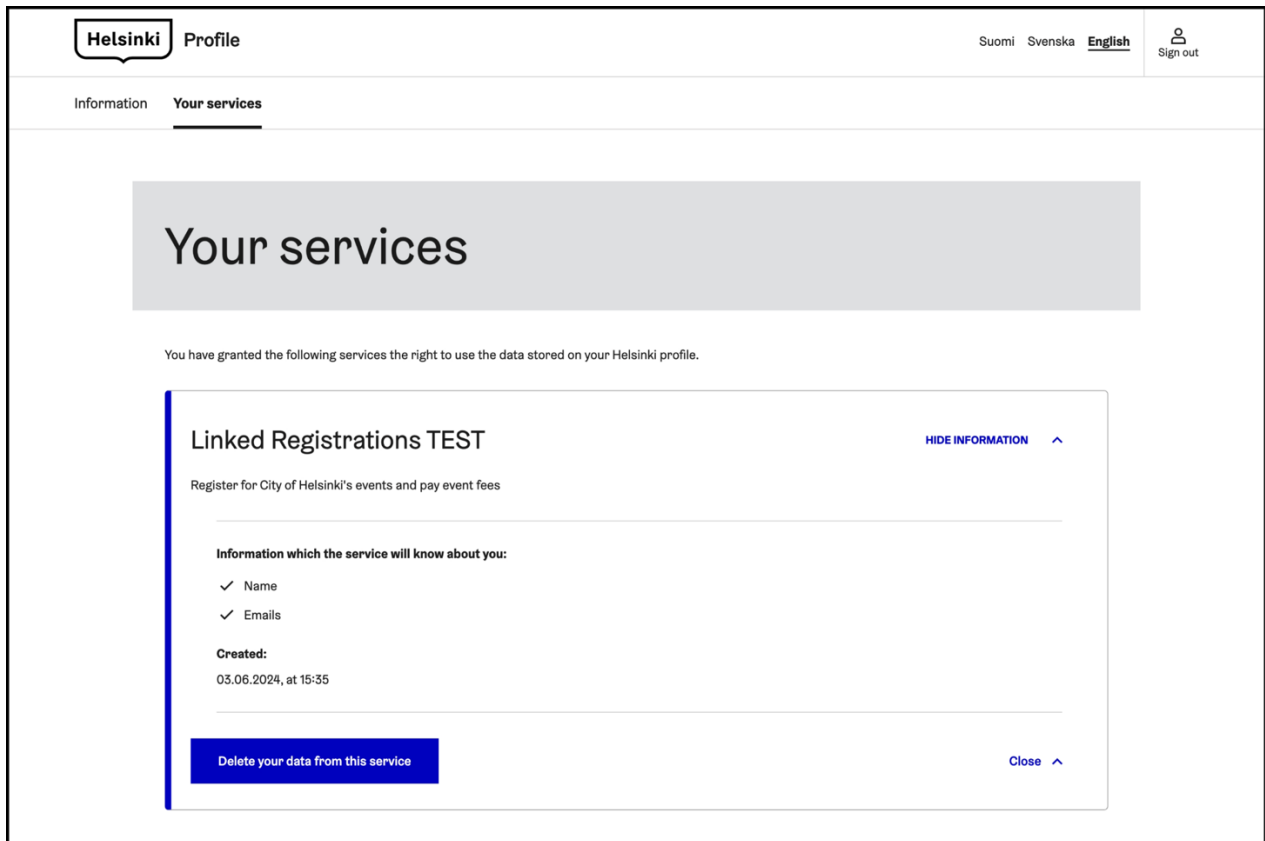


Image 33: You can delete your data in your Helsinki profile for an individual service in the Your services section.

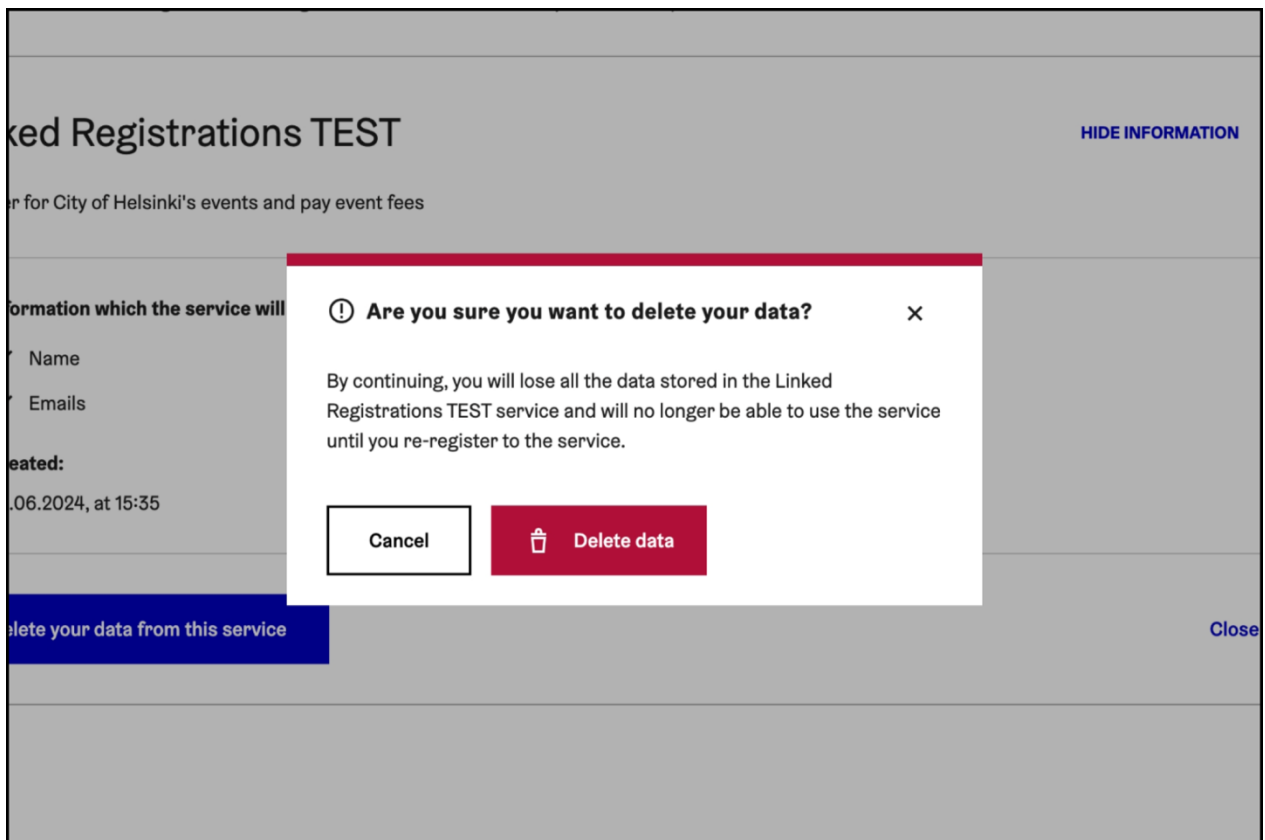


Image 34: After clicking on the "Delete your data from this service" button, you will receive a pop-up confirmation message on the screen to prevent accidental deletion.

## 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.

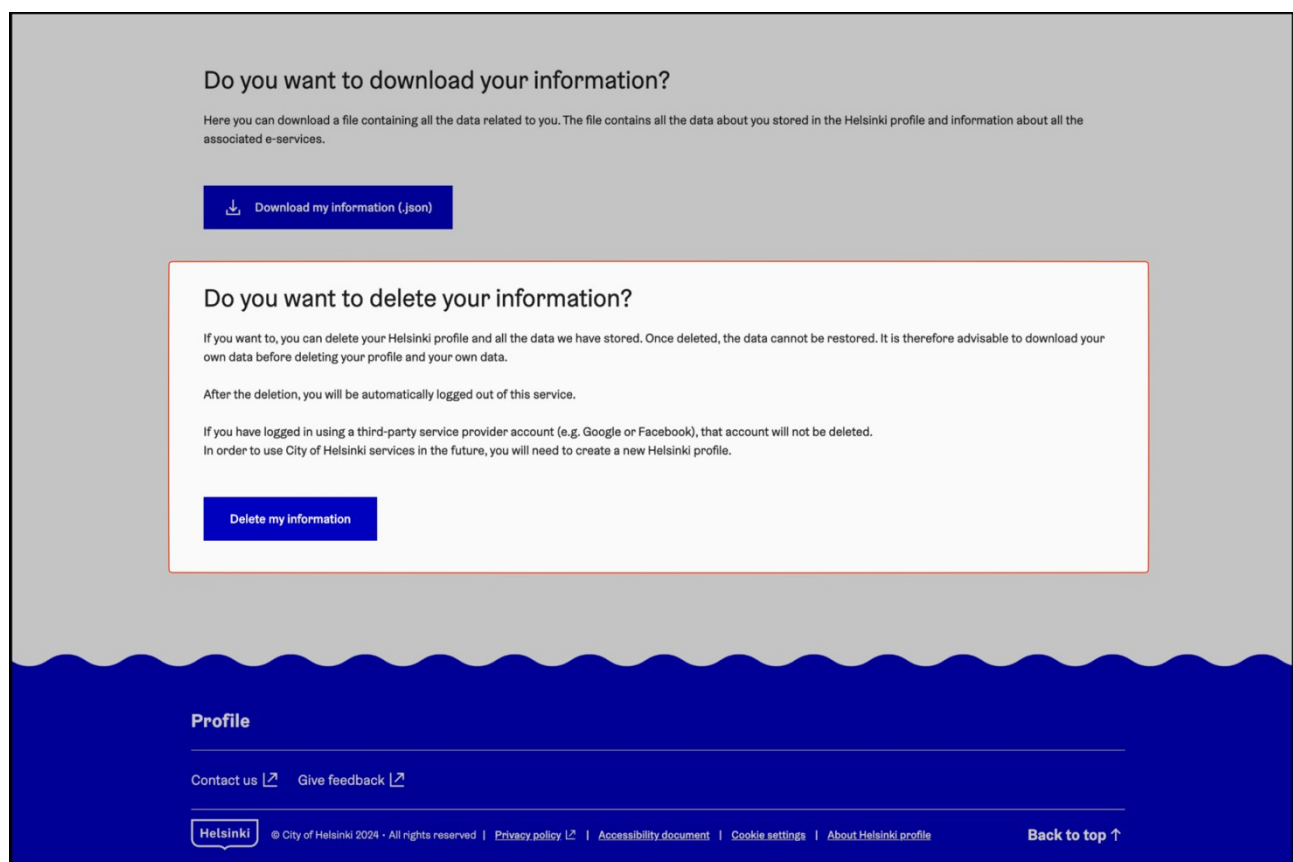


Image 35: In the My information section of your Helsinki profile, there is a Delete my information button that allows you to delete your entire Helsinki profile and your information used in different services.

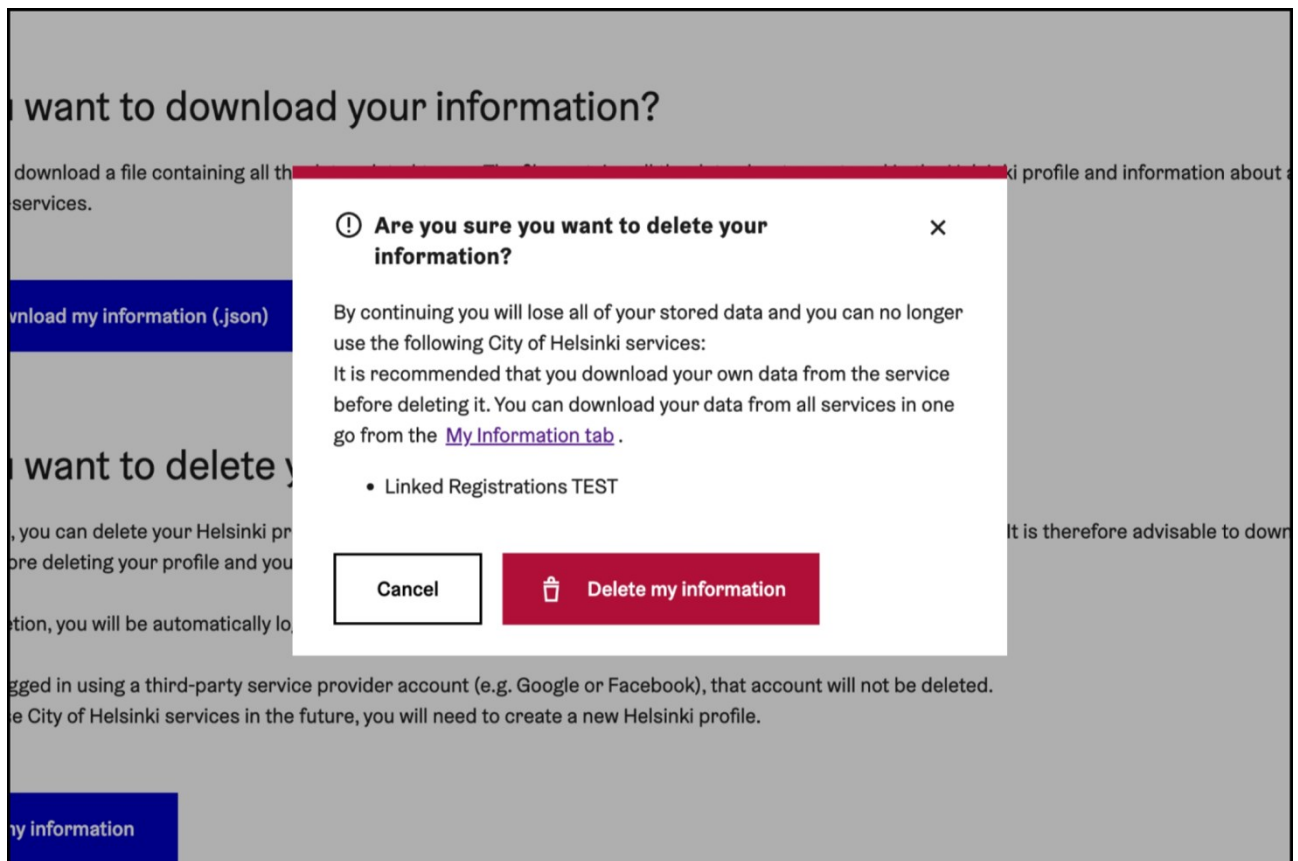


Image 36: A confirmation message is also displayed in a pop-up window to prevent accidental deletion of the data.