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.

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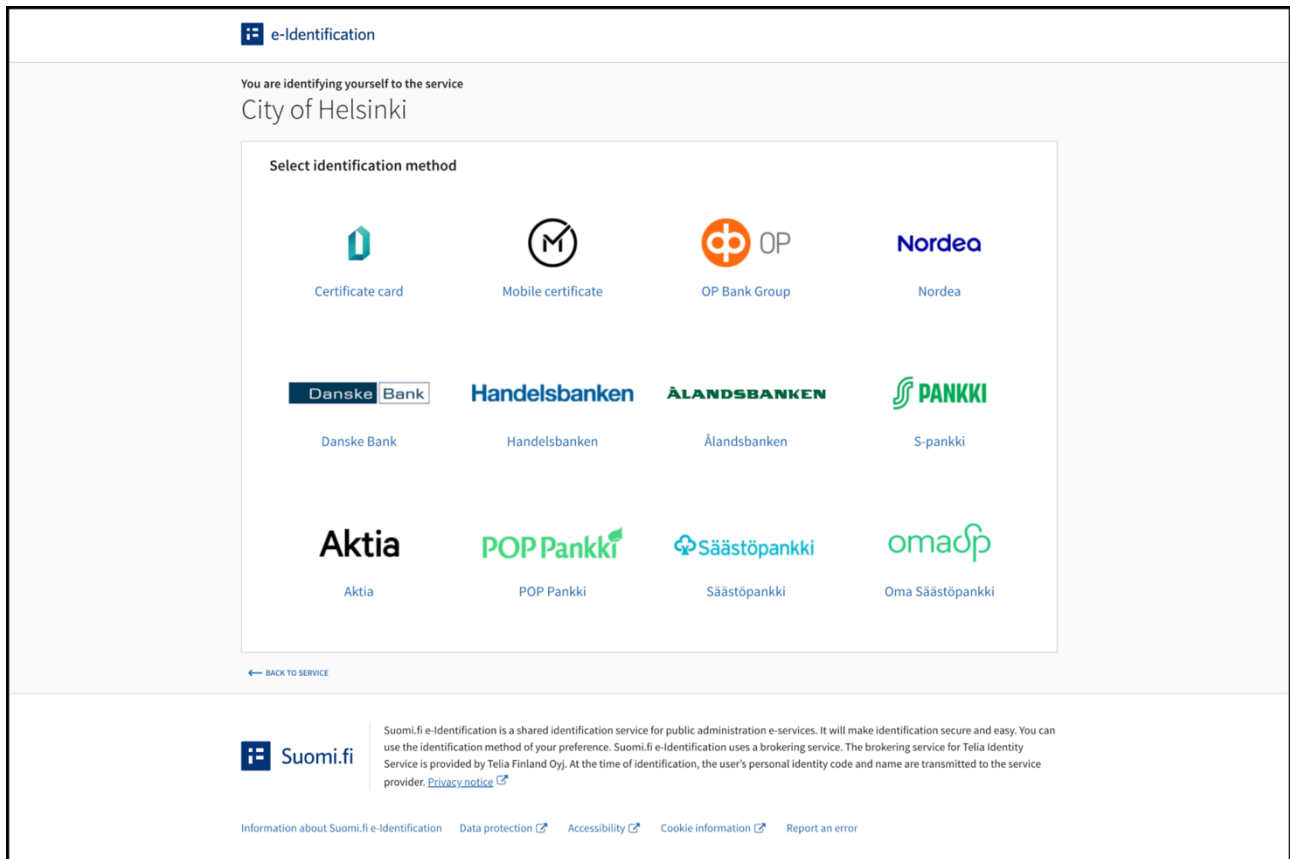
Image 2: Choose your bank or mobile account as your suomi.fi authentication option.
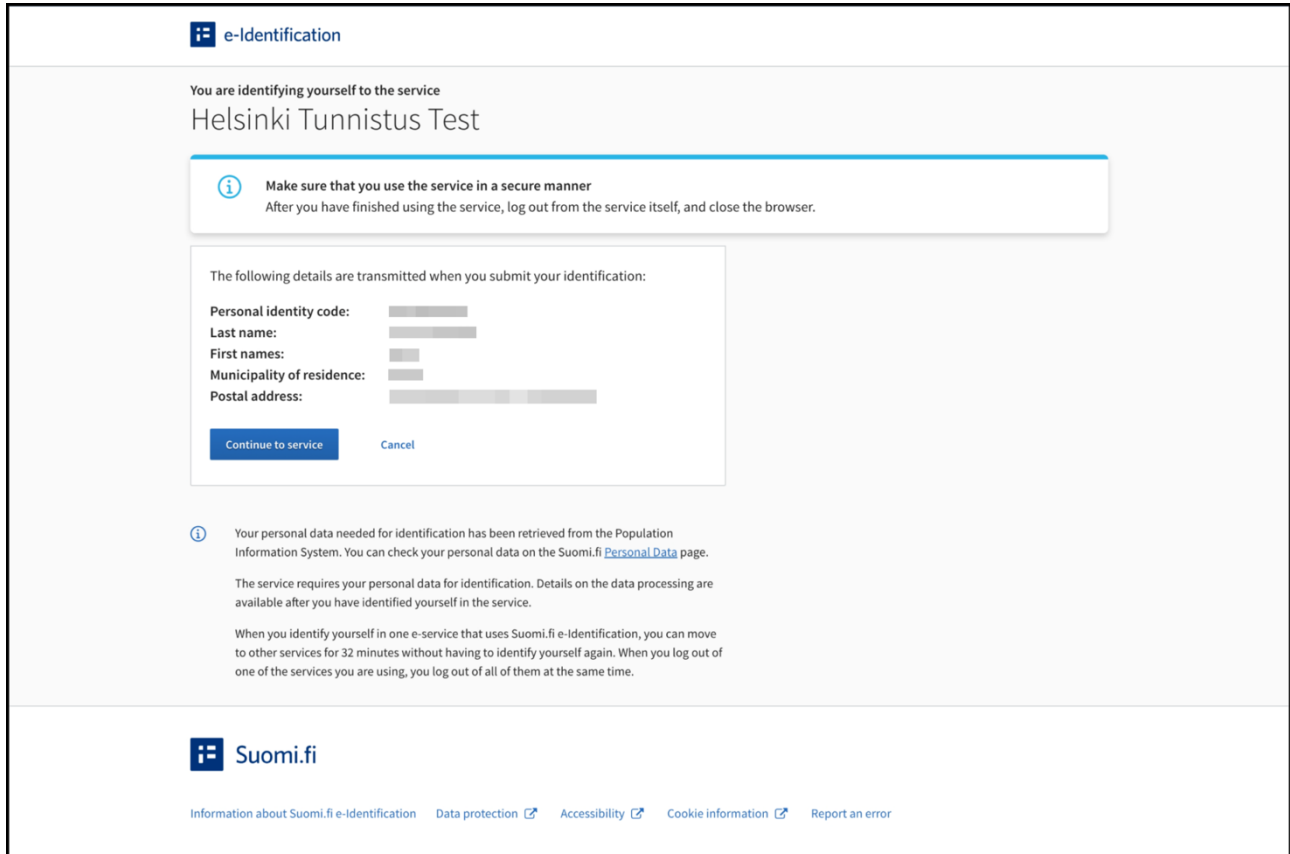

Image 3: Check that your details are correct when you switch back to the City of Helsinki service.

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.
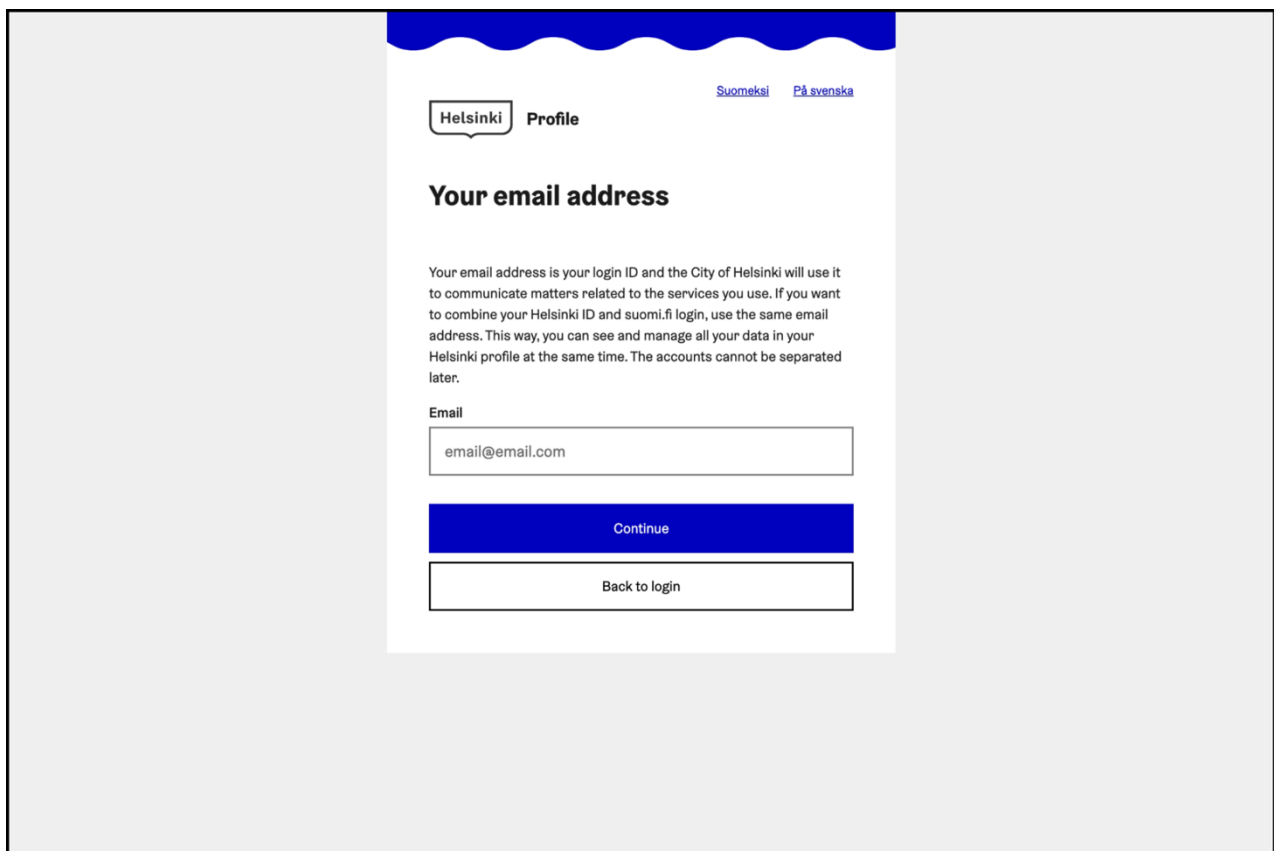

Image 4: Your email address will serve as your login to City of Helsinki services. By using the same email address for both the suomi.fi login and the Helsinki ID, you will have one Helsinki profile. The merge cannot be unmerged later.
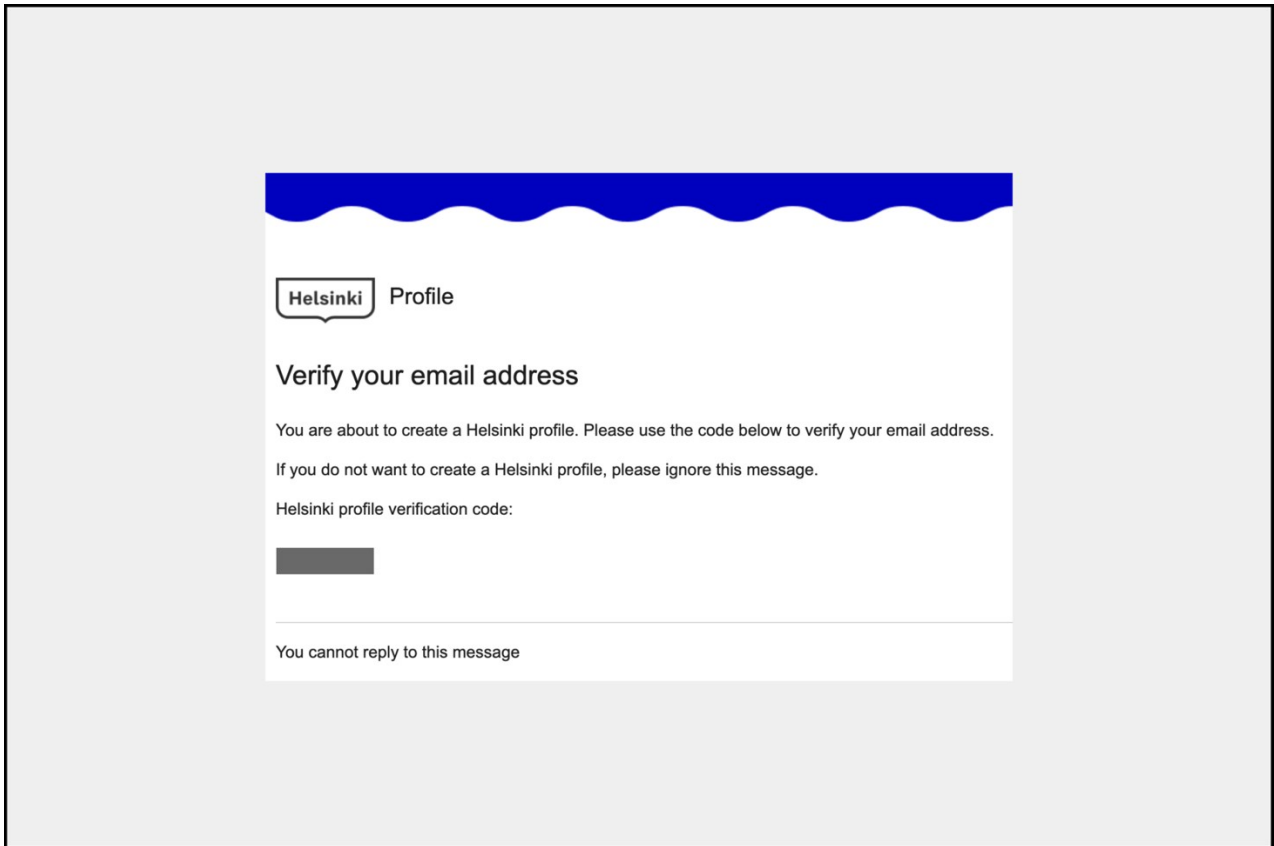
Helsinki Profile

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:

You cannot reply to this message

Image 5: The email contains a 6-digit verification code to confirm that the email address is genuine.

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://profiili.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.

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.

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.

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.

Image 10: The email contains a 6-digit verification code to confirm that the email address is genuine.

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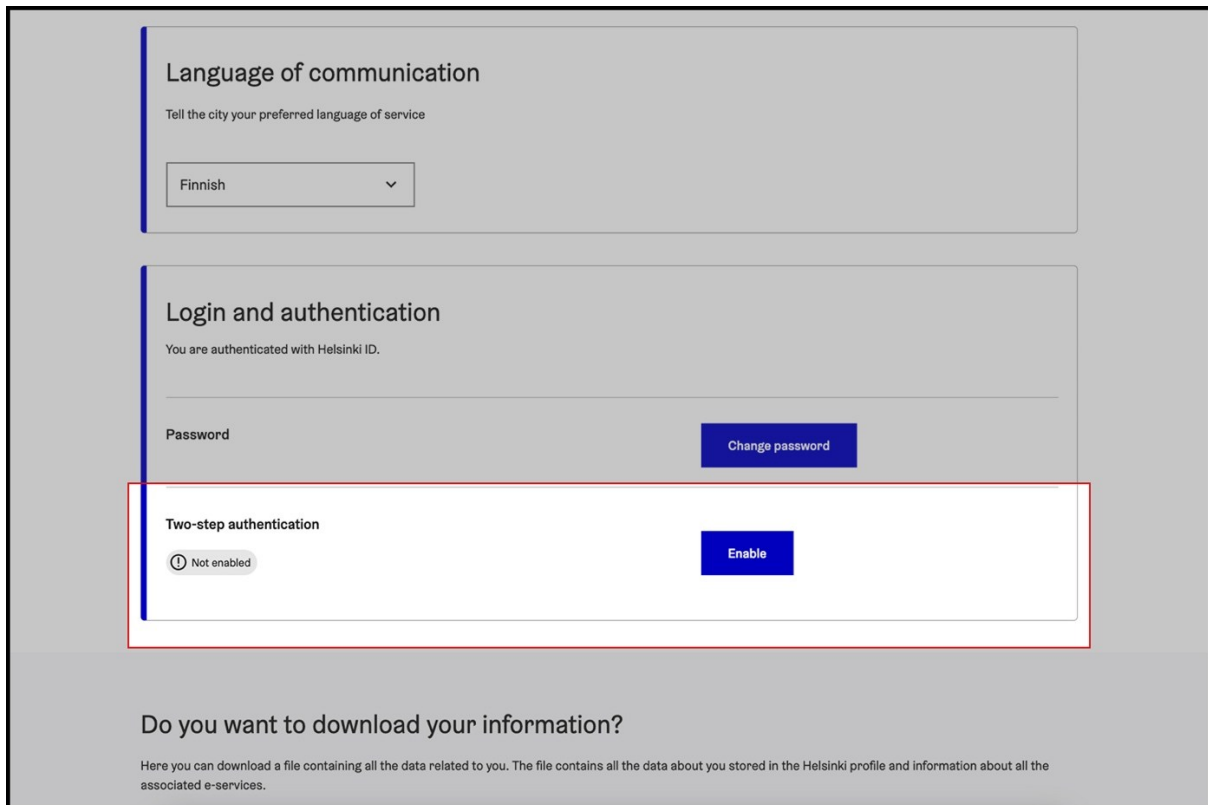
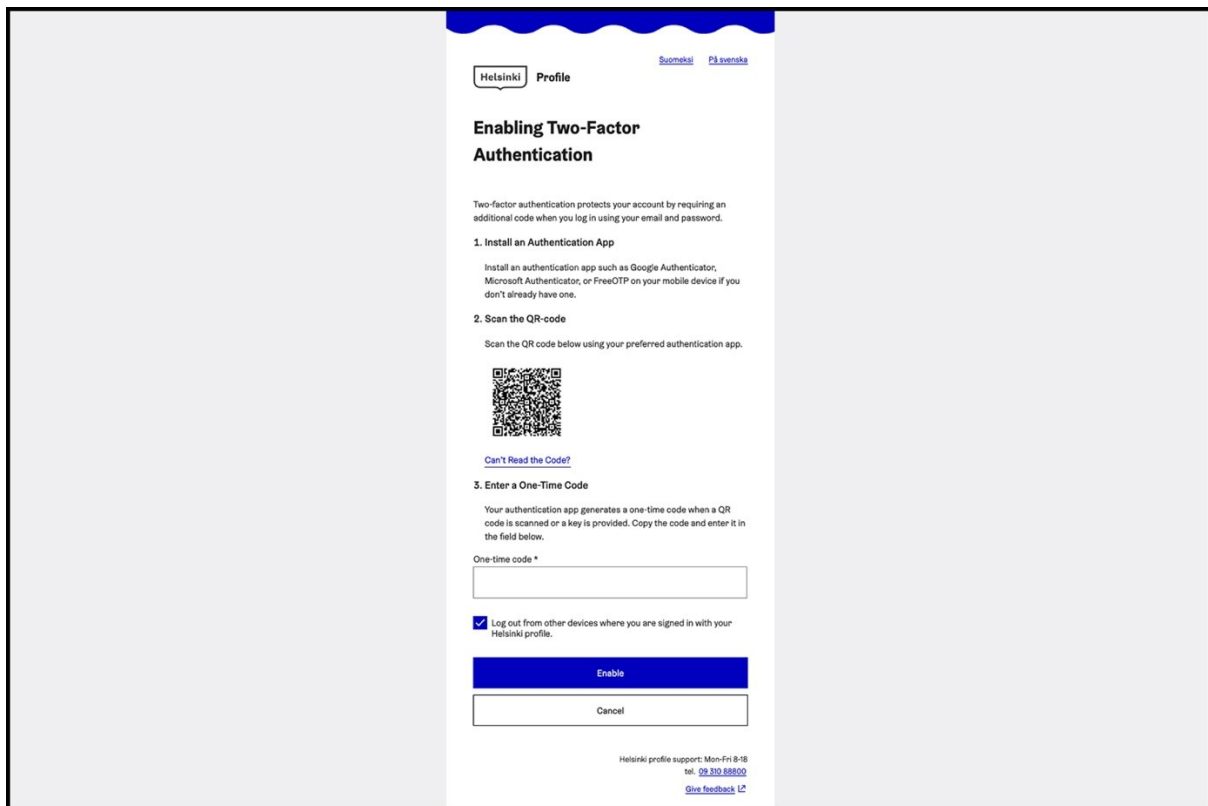*Image 13: Two-factor authentication on the My information- page.*

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.

Image 15: Retrieve and paste the one-time code from your authentication application into this view.
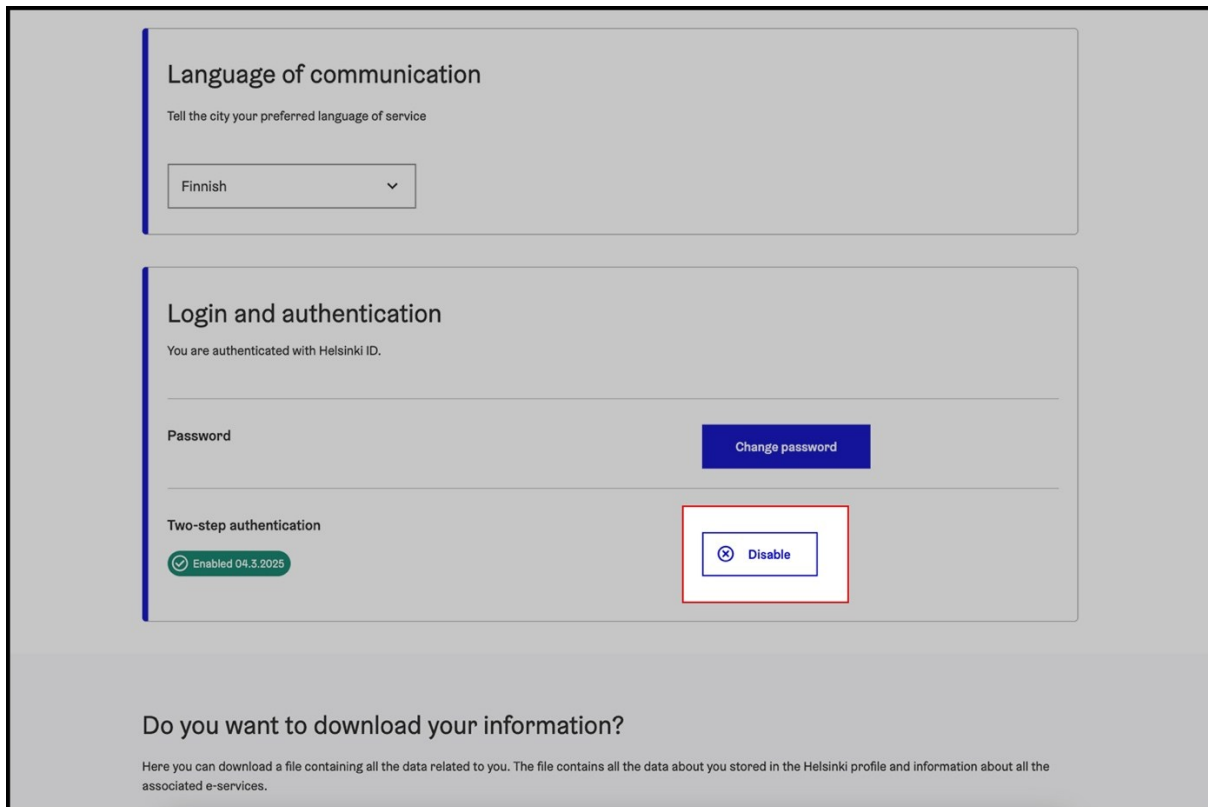
Go to your authentication application, copy the code and paste it into the Profile login view. The code is usually valid for one minute.

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 app, sign in to your profile with http://suomi.fi and follow the instructions in the Authentication app is not available or the code does not work section.

Disabling two-factor authentication

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

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.
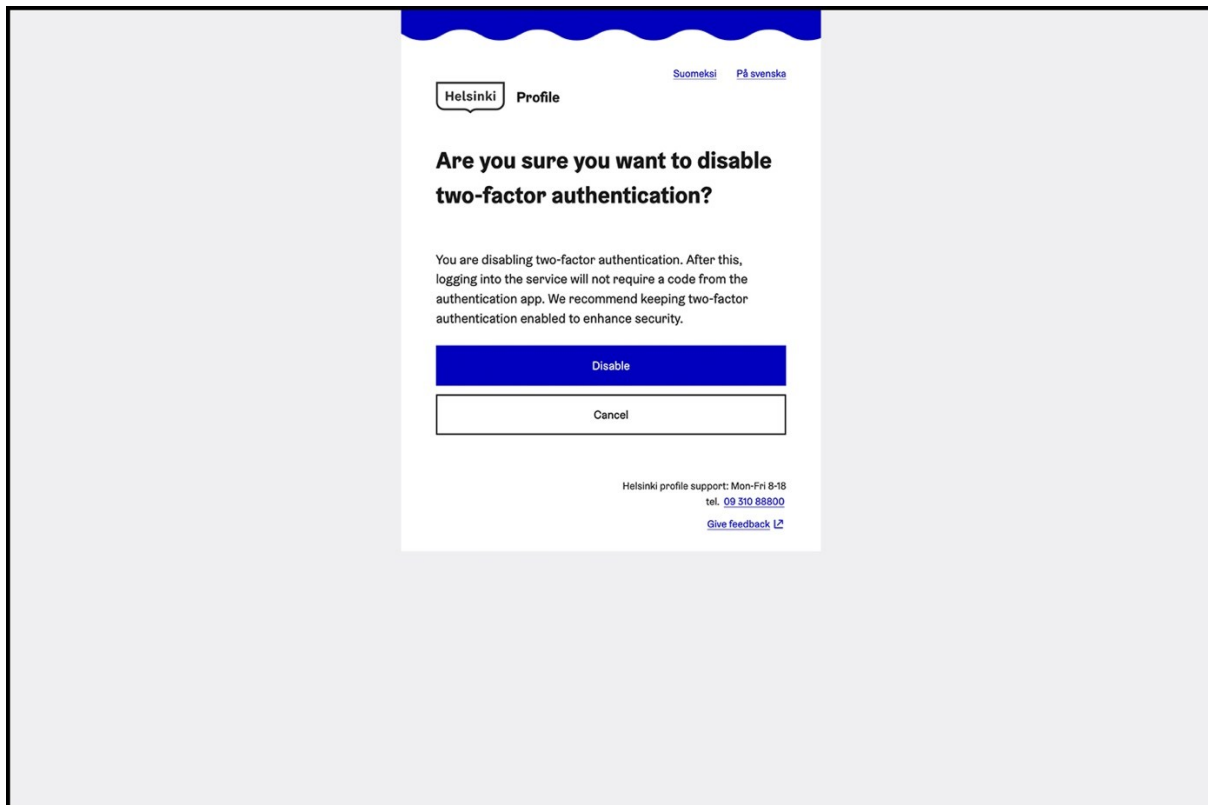
Image 17: Confirmation of disabling two-factor authentication.

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 proile, 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.

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

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

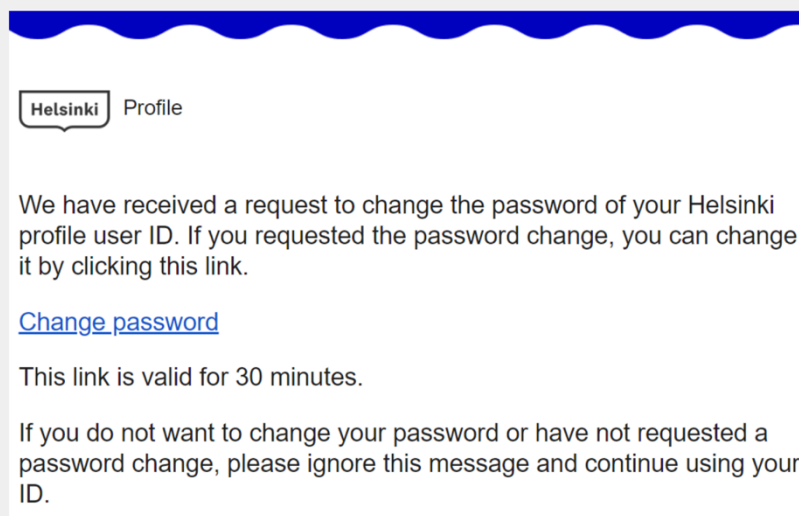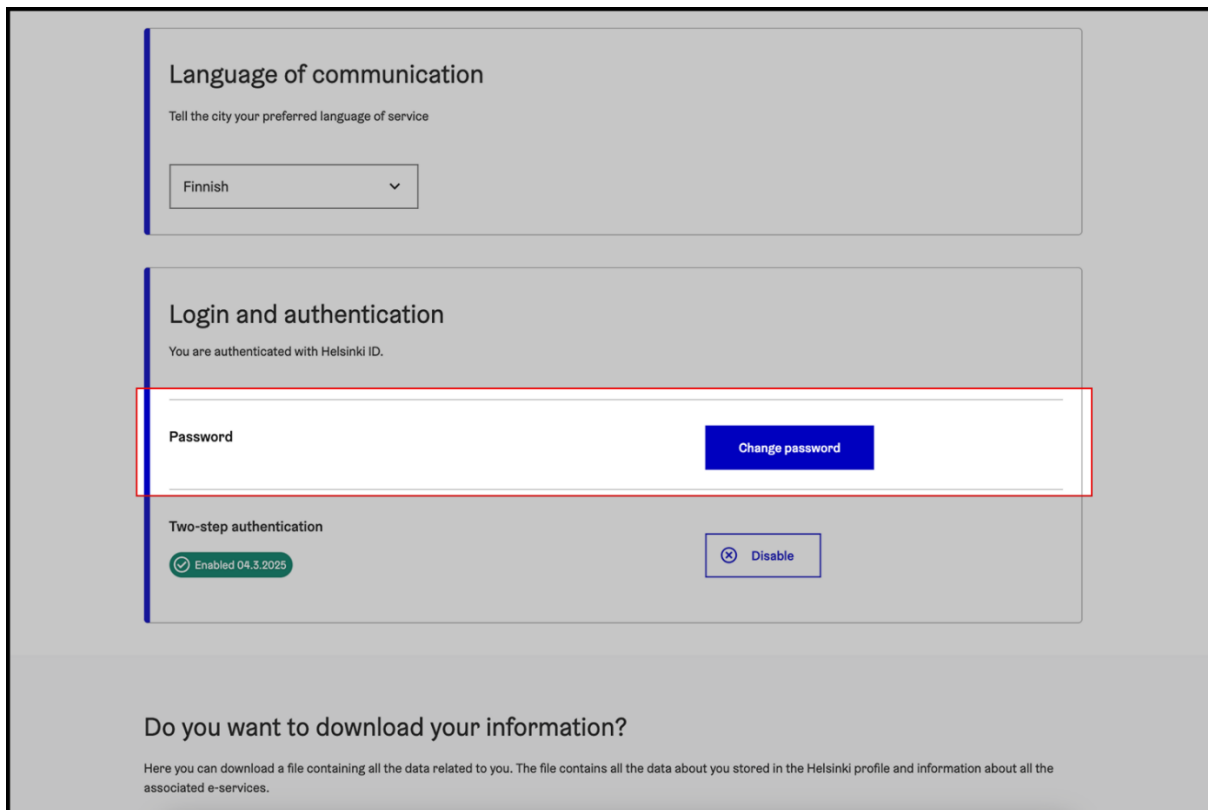*Image 20: You will be informed that an email will be sent to you to renew your password.*

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.

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

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

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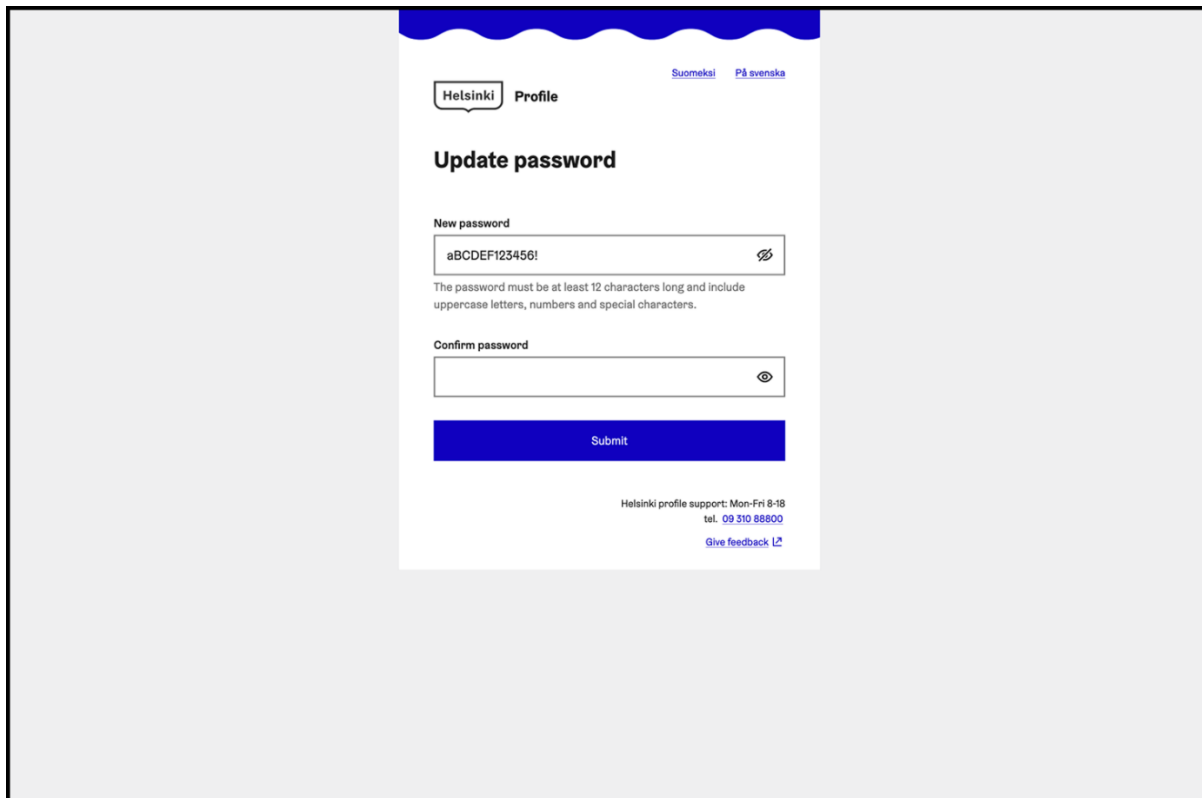
Image 24: Press the eye icon to show or hide the password in the view.

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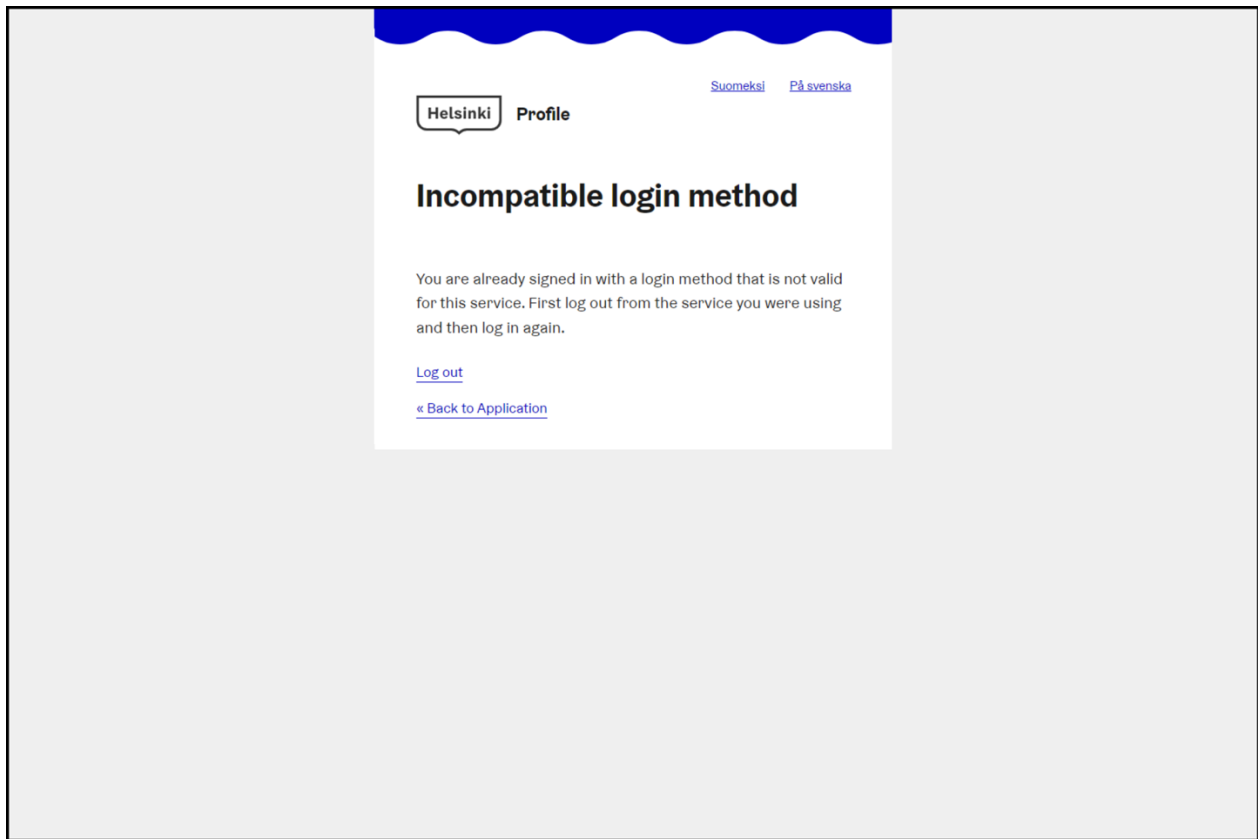
Image 25: An incompatible login method means for example that you have logged in to one service with an email/password combination and you move on to the next service, which requires a suomi.fi authentication. In this case, you need to log out of the first service in order to authenticate to the new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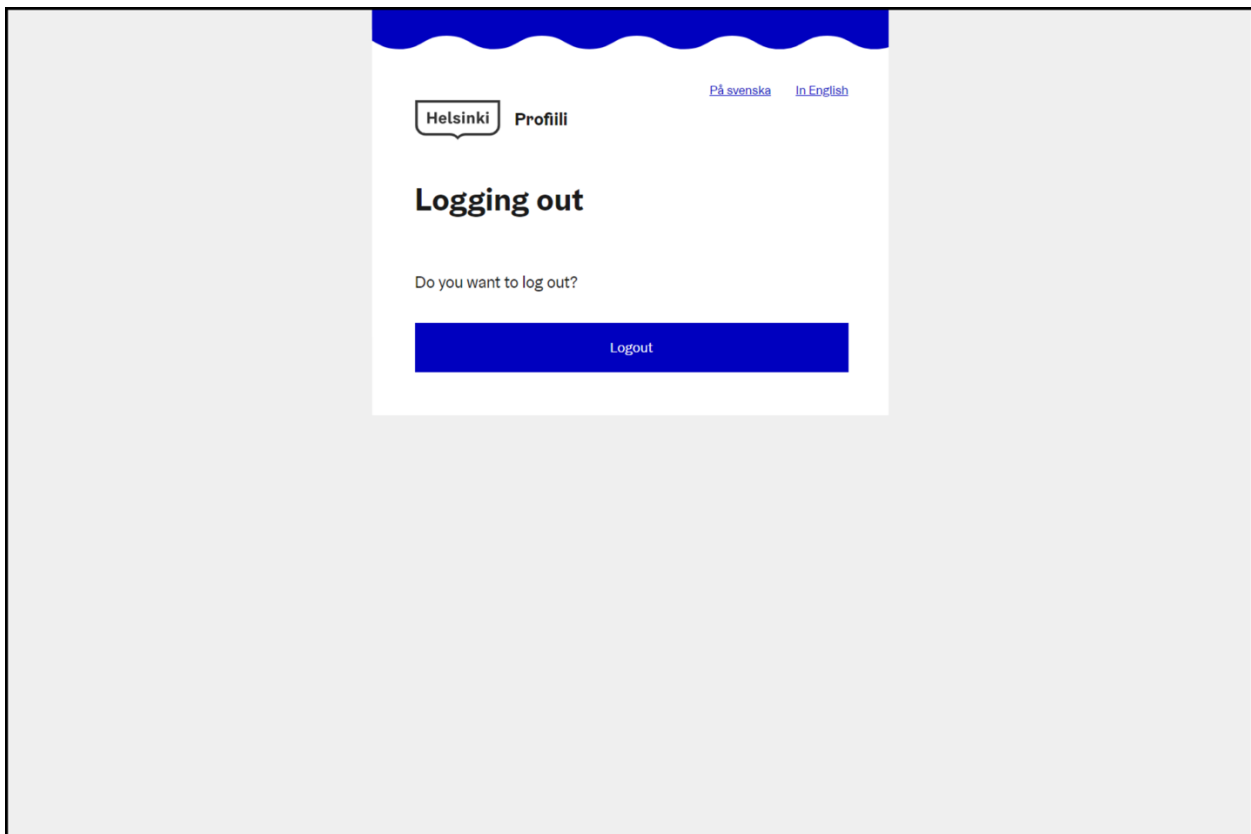

Image 26: Confirm the logout from a previous service.

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.

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.

Image 28: In your Helsinki profile, in the My information section, you can update the basic data yourself.
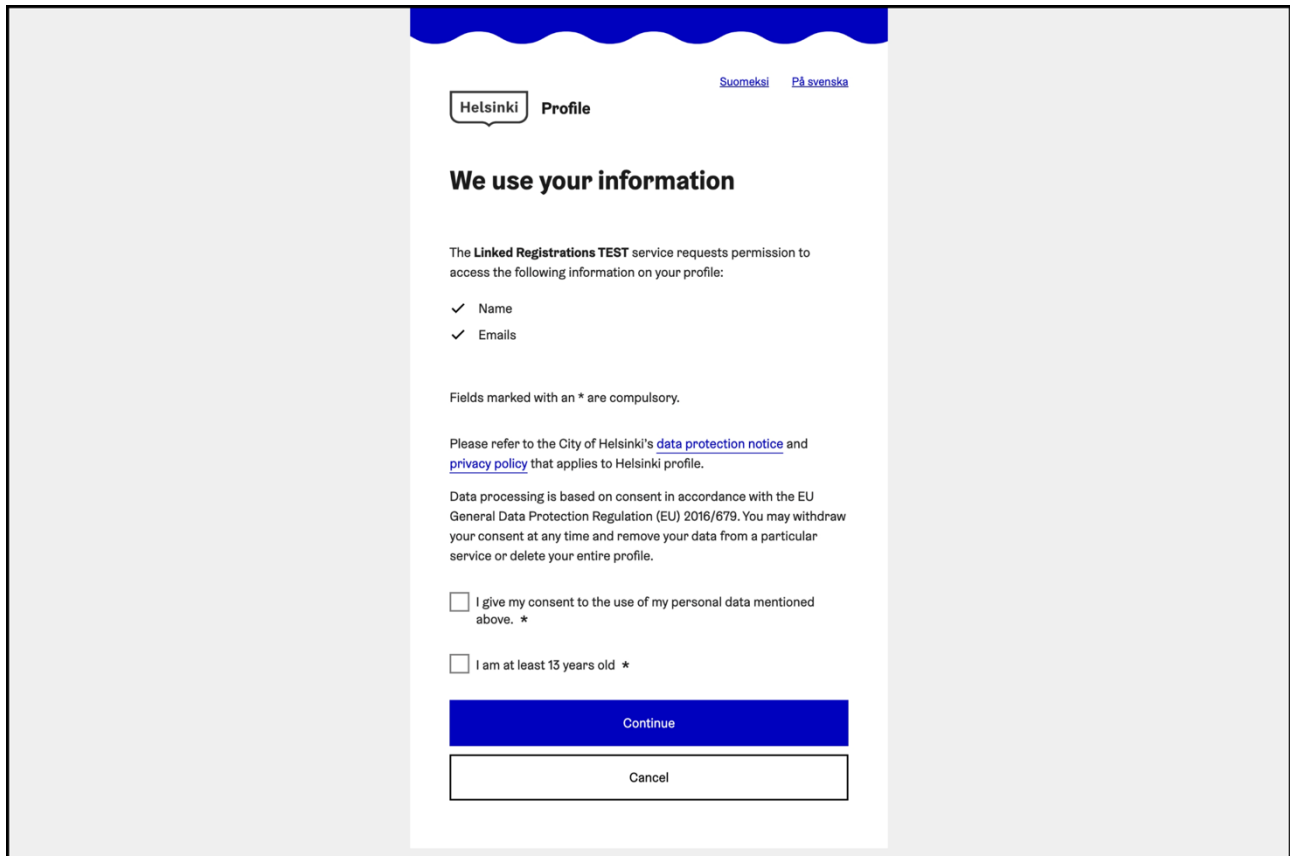
Image 29: You can add and edit your other address details, your phone number and your email address. The language of communication determines the language in which you receive messages from the service. The authentication method tells you how you are logged in to the service, i.e. suomi.fi authentication 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.

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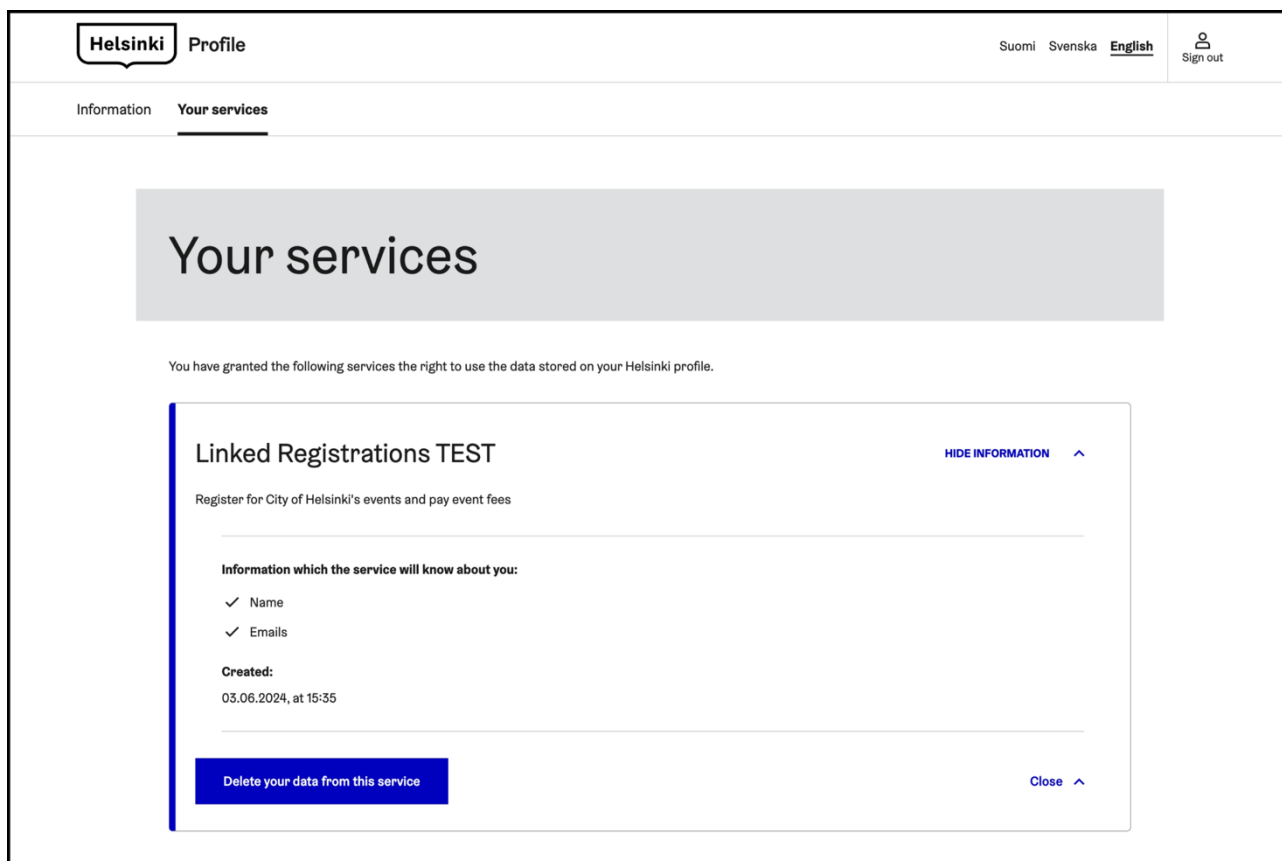
Image 31: In the Your services used section of your Helsinki profile, you can see all the services you are authenticated to and what data they use. You can also delete your data from individual services.

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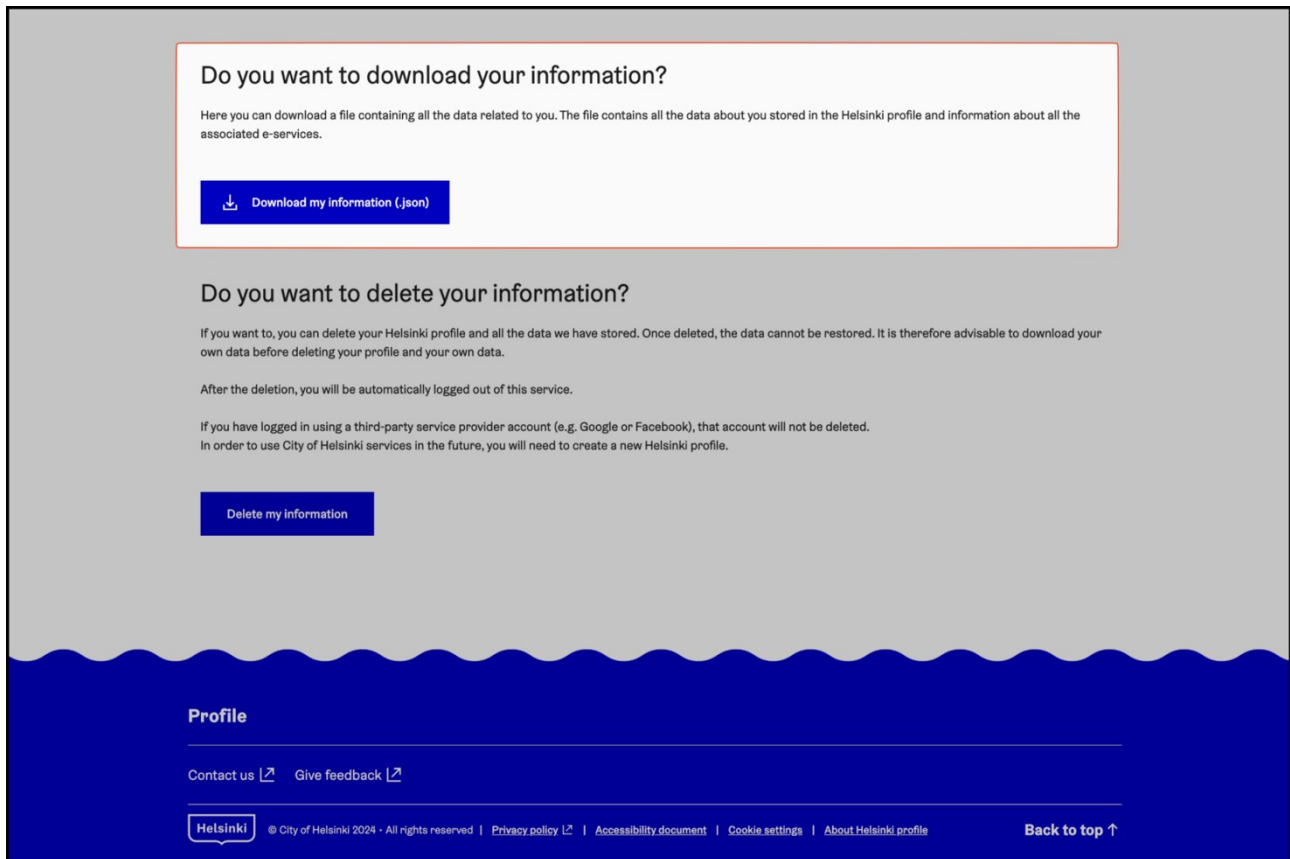
Image 32: In the My information section of your Helsinki profile, you can download your data for all services as a Json file.

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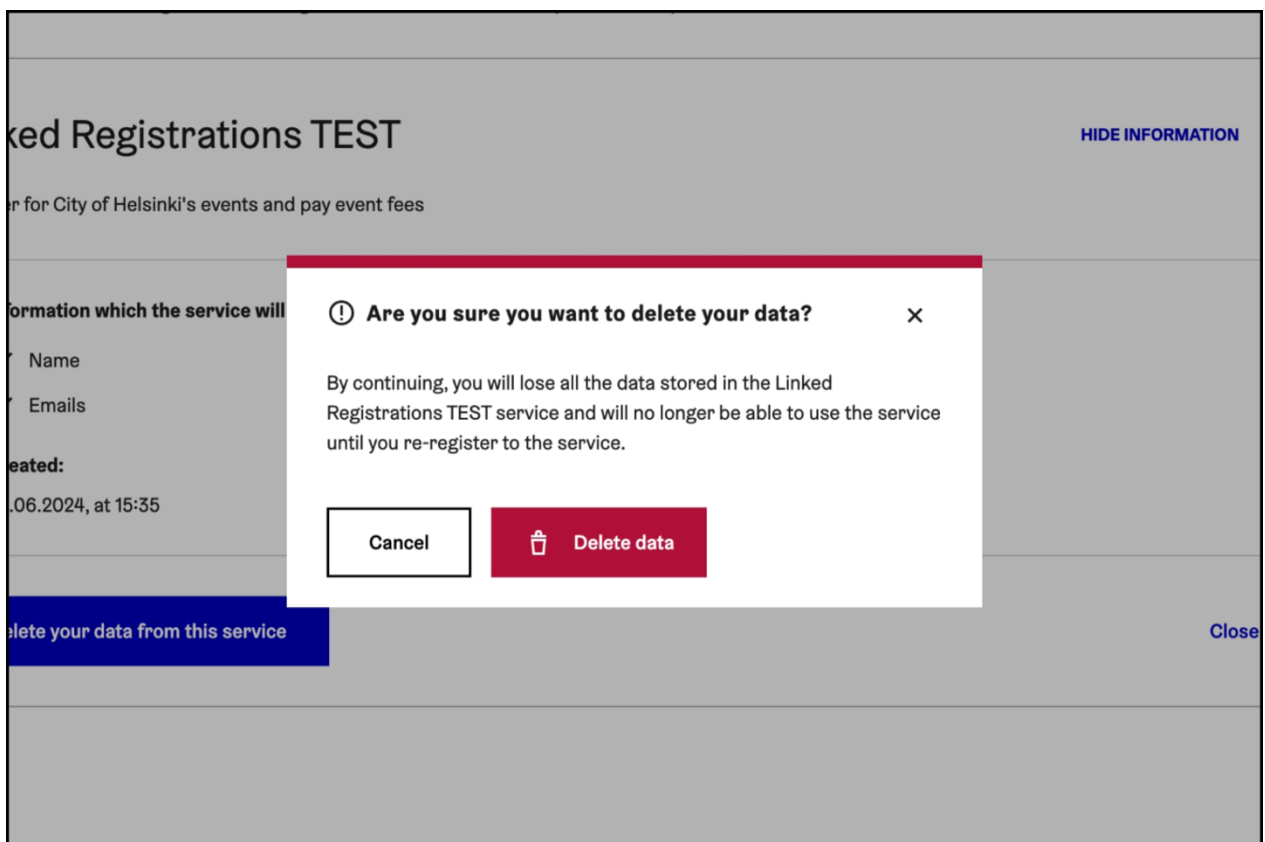
Image 34: After clicking on the "Delete your data from this service" button, you will receive a pop-up confirmation message on the screen to prevent accidental deletion.

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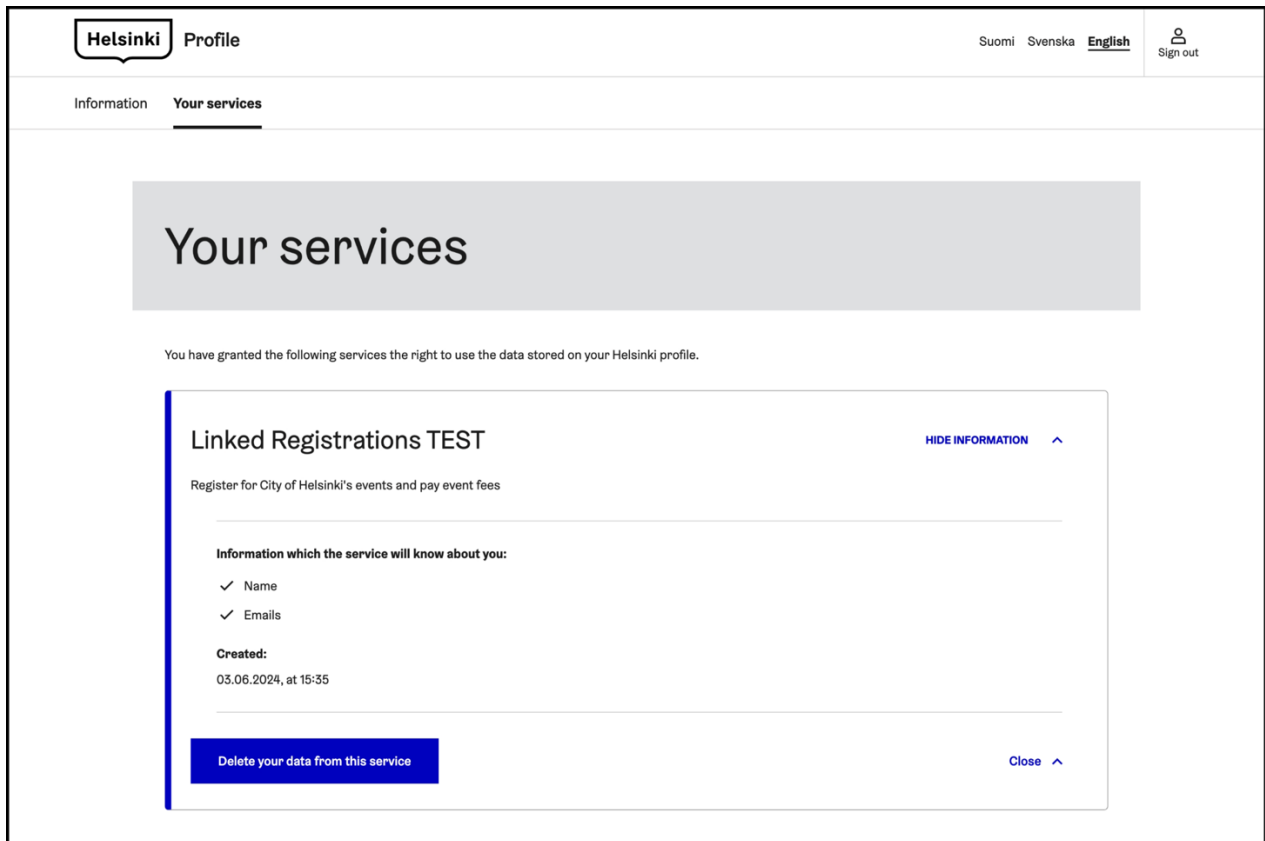
After deleting your Helsinki profile, you can always create a new profile, if necessary, but all previous data will be lost.

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.

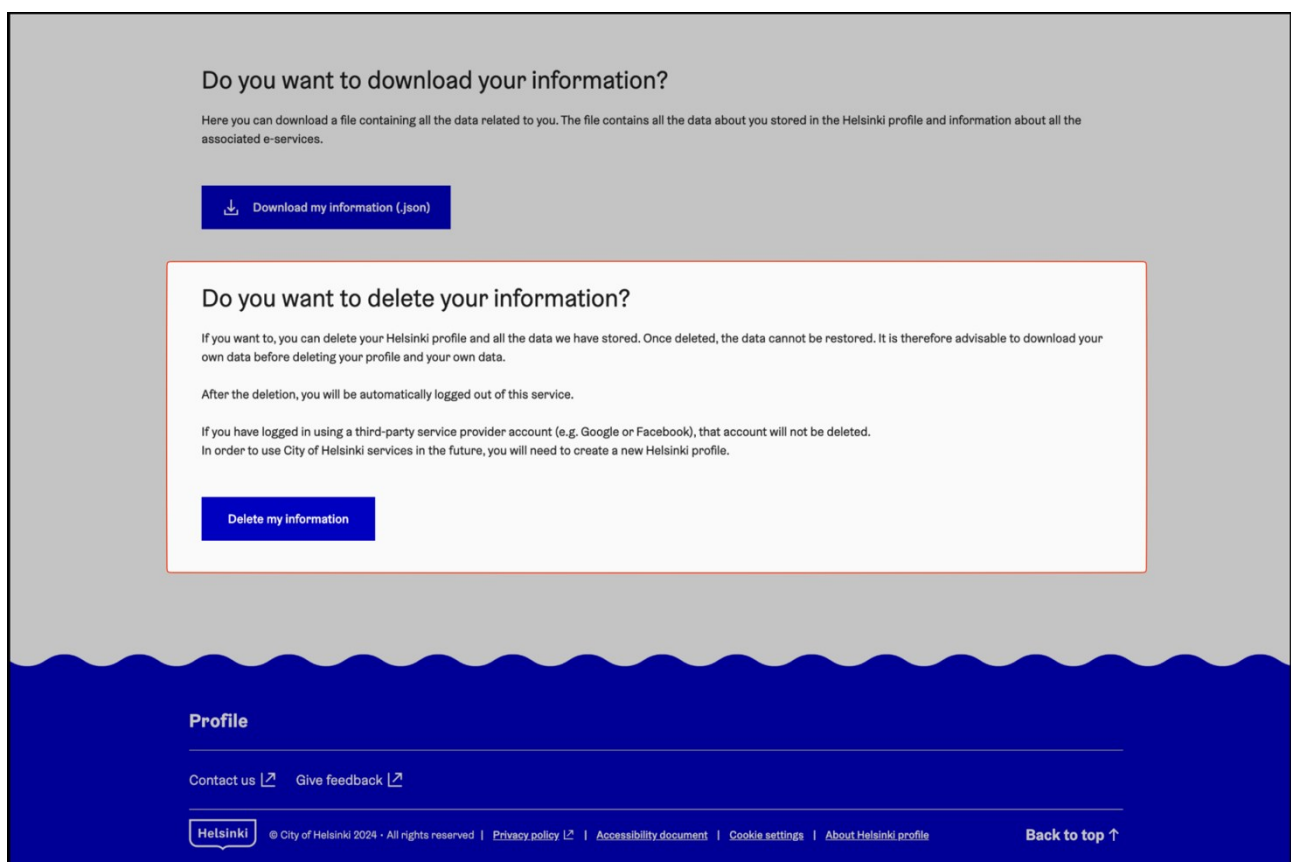want to download your information?

download a file containing all th... ...ki profile and information about ...
services.

vnload my information (.json)

want to delete y...

, you can delete your Helsinki pr... ...It is therefore advisable to down
re deleting your profile and you...

tion, you will be automatically lo...

gged in using a third-party service provider account (e.g. Google or Facebook), that account will not be deleted.
e City of Helsinki services in the future, you will need to create a new Helsinki profile.

y information

⊙ Are you sure you want to delete your information?   ✕

By continuing you will lose all of your stored data and you can no longer
use the following City of Helsinki services:
It is recommended that you download your own data from the service
before deleting it. You can download your data from all services in one
go from the My Information tab .

- Linked Registrations TEST

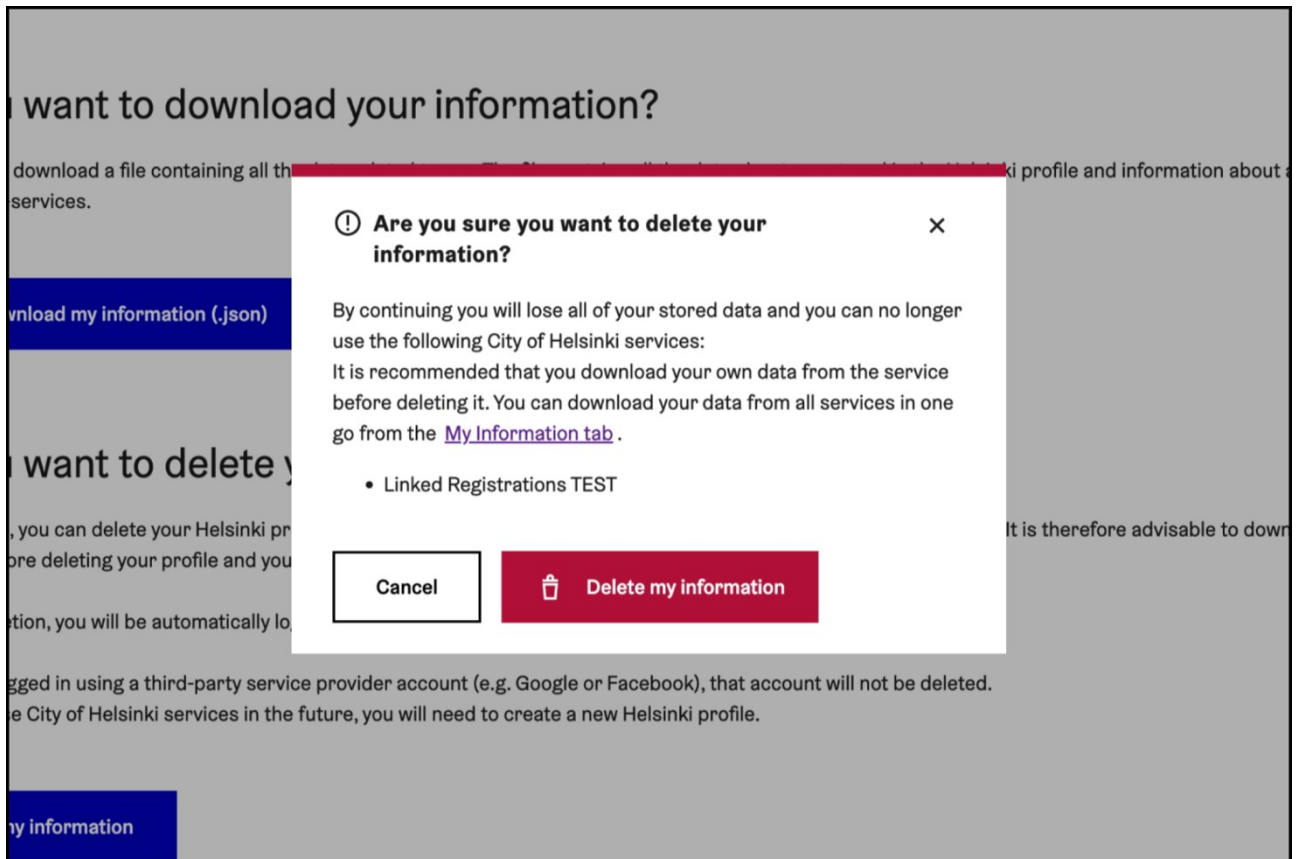Cancel   🗑 Delete my information

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