E-services instructions
https://asiointi.hel.fi

The City of Helsinki e-services support,
open Mon-Fri from 8 AM to 6 PM Tel. (09) 310 88800

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Contents

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What is Asiointi.hel.fi?

- The Asiointi.hel.fi pages contain all of the City's e-services that require identification
  - with personal bank access codes, mobile ID or certificate card (citizens)
  - with the Finnish Tax Administration's Katso ID (enterprises and organisations).
- In the service, you can fill in and send forms and follow their processing phases, or, for example, sign up for courses. In some services, it is also possible to exchange messages with an official electronically.
- The service is available around the clock.
- When you sign in for the first time, you will be asked to register and provide your contact information, e-mail address and/or mobile phone number.
- Registered customers get a personal e-services folder.

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Where can I find the City's services?

- All of the City's services can be found on the City services page at www.hel.fi/services
- Under the headline "Method of contact" there is an option called "**E-Services**". Select this option to see a list of all e-services rolled out at the bottom of the page.
- You can search for a service by writing its name in the search box. You can choose and search the services of a certain topic or target group. The results are listed at the bottom of the page.

FRONT PAGE » CITY ADMINISTRATION » SERVICES AND ADMINISTRATION » CITY SERVICES A-Z » CITY SERVICES

CITY SERVICES A-Z

How to find services

E-services

City services

[ ] [Search]

Topic

- (•) All
- ( ) Social services and health care
- ( ) Culture and leisure
- ( ) Transport and maps
- ( ) City administration
- ( ) Housing and the environment
- ( ) Day care and education

Resident group

- (•) All
- ( ) Youth
- ( ) Disabled
- ( ) Enterprises
- ( ) Children and families
- ( ) Elderly
- ( ) Immigrants
- ( ) Associations

Method of contact

- ( ) All
- ( ) Printable form
- (•) E-services
- ( ) Telephone
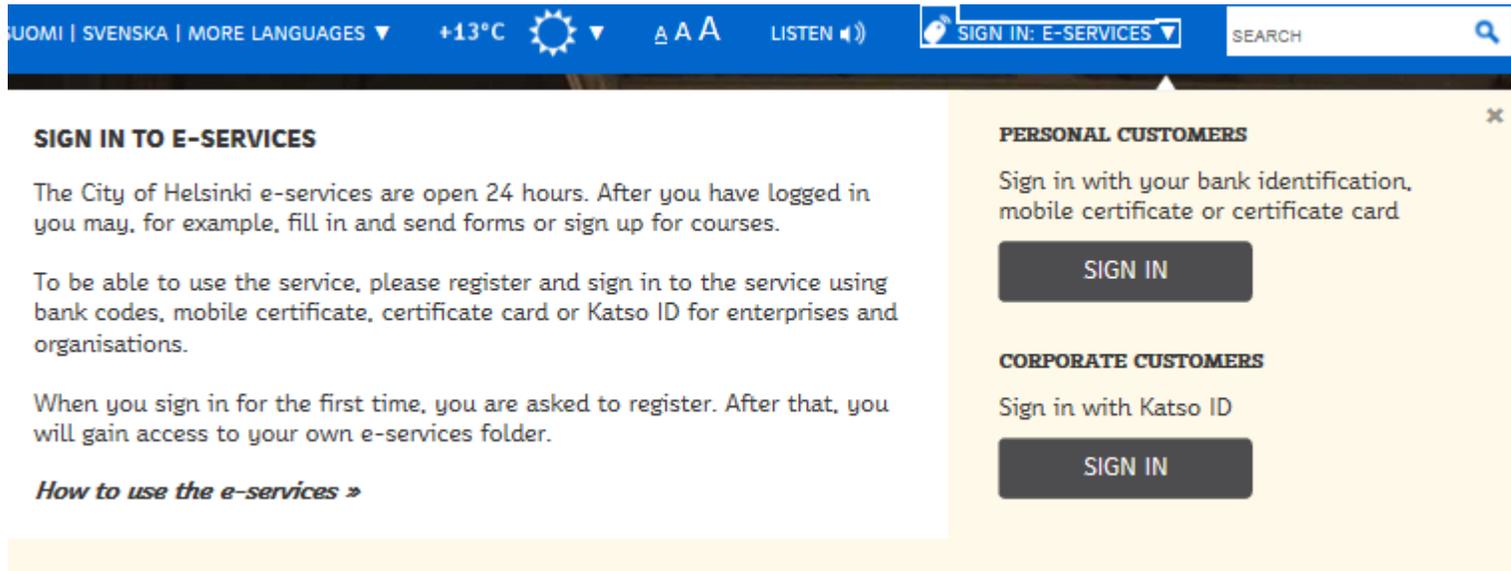
Services A-Z: [All ▾]

Results

Method of contact "E-services"

Adult Education Institutes, online enrolment
Ilmonet, course listings and online enrolment to the Finnish Adult Education Institute.
More about service:

Application for business premises
An e-service application, that enables you to inform about your

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Sign in and registration

- At the top of www.hel.fi, there is a link "Sign in: e-services". On the page behind the link, choose personal customer or corporate customer and your preferred sign in method.
- When signing in for the first time, you will be asked to register for the service and provide your contact information.

Sign in and registration

- To be able to use the e-services, the you must sign in using personal bank access codes, mobile ID, certificate card or Katso ID for enterprises and organisations.
- When signing in for the first time you will be asked to register. When you register, you accept that a profile is created for you or your organisation and that data of you or your organisation can be saved in the City of Helsinki's data systems. At the same time, you receive a personal e-services folder or an e-services folder for your organisation.
- When you register, you will be asked to provide an e-mail address and/or a mobile phone number and choose your preferred notification language: Finnish, Swedish or English.
  - The mobile phone number is to be provided in the international +358 format.
- You will get a notification by e-mail or text message if there has been a change in your own e-services processes. Notifications are sent on the hour between 9 AM and 8 PM.

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Sign in and registration

- When you have clicked the Sign in button, you will be asked to choose the identification method: mobile ID, bank access codes or certificate card.
- The identification pages are not maintained by the City of Helsinki. In problem situations, please contact the state e-services support, Tel. 09 310 88800.
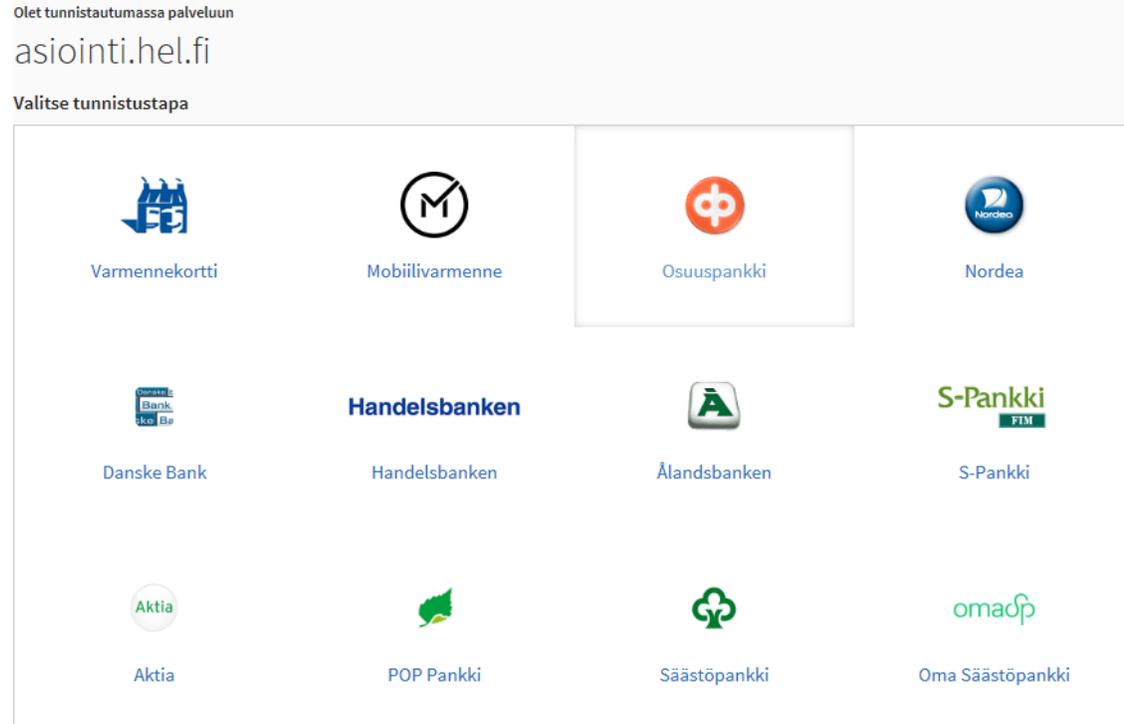
Signing in with bank access codes

- Choose your own bank.
- After this, you will be directed to the bank's website and asked to follow the bank's instructions. In problem situations, please contact your own bank.

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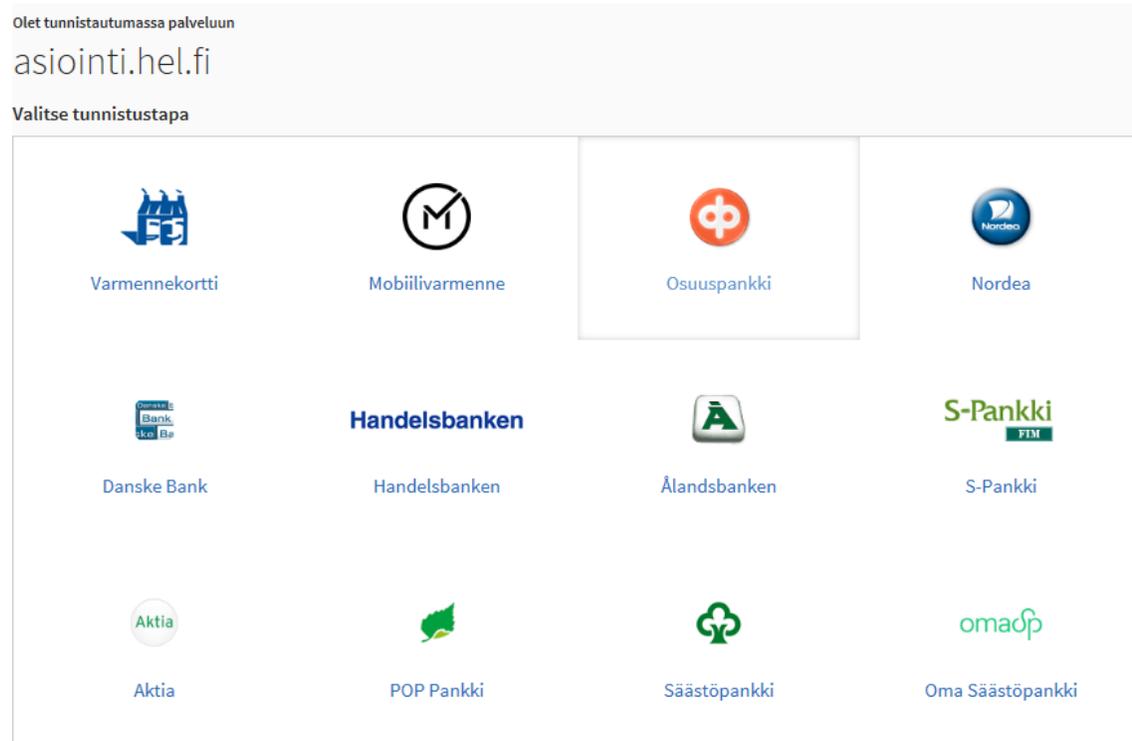
Signing in with bank access codes

- Having selected the bank, you will then be asked to sign in to the online bank service according to the bank's instructions.
- When you have signed in, a notification saying "identification successful" will be shown.
- Click on the link "Continue to the service". After this, you will be transferred to the City of Helsinki's e-services pages.
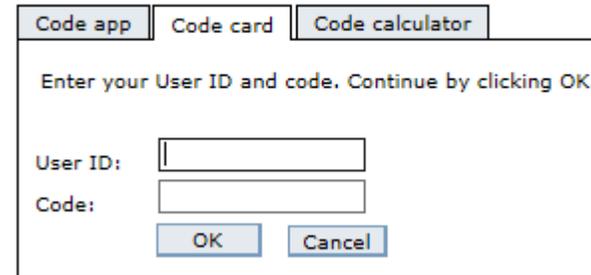
Signing in with mobile certificate

- For this, the mobile phone SIM-card must be equipped with an identification feature (ID-SIM-card).
- Keep your mobile phone turned on. Write your phone number and click Send. In a moment you will receive an identification request on your mobile phone.

Identify yourself using mobile phone

1. **Enter your phone number.**

   Phone number *

   _(e.g. 0401234567)_

2. **If your telephone subscription has an anti-jam function, type in the anti-jam code. Otherwise, leave the field blank.**

   Anti-jam code

3. **Click the Send button.**

   Send   An identification request will be sent to your mobile phone.
   Use your mobile phone for the actual identification process.

Here, write your mobile phone number without spaces and click the Send button.

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Signing in with mobile certificate

- When you have clicked the Send button, you will receive a message on your phone containing: An identification request, including a number code, sent by Suomi.fi identification service.
- Click OK.
  (If you do not click fast enough, the identification process will time-out and the website will show a message saying "The identification with mobile ID was interrupted. The duration of the event exceeded the time limit. Please try again.")
- In the text box that opens, type in your PIN code.
- You will see a message saying:
  The identification was successful.
  Click on the Continue to the service button.
- Further information about the mobile ID:
  http://mobiilivarmenne.fi/

Sonera

Tunnistuspyyntö VRK--123j
lähettäjä Suomi.fi-tunnistus.

PERUUTA   OK

Näppäile tunnuslukusi:

Merkit (0-9, *, #, +) 4 - 8

••••

OK

You are identifying yourself to the service

asiointi.hel.fi

The following details are transmitted when you submit your identification:

personal identity code	xxxxxx-xxxx
Last name:	Last name
First names:	First names
Municipality of residence:	Muncipality
Postal address:	Postal address
e-mail address	e-mail address from suomi.fi

Continue to service   Cancel

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Signing in with certificate card

- The Police grants identity cards with chips. These have a certificate. You will also need a card reader device and a card reader programme.
- When you sign in, put the card in the card reader device and keep it in the reader when you use the service.
- Click on the certificate card button on the sign in page. The card reader programme will ask you to choose the certificate to be used. Choose the certificate with your name on it. Next, the programme will ask for a PIN number (PIN 1).
- When you stop using the service, sign out and take out the card from the reader. Also remember to store the PIN-codes for the card separate from the card.
- Further information on the page http://vrk.fi/en/certificates-fineid

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Signing in with Katso ID for organisations

The Katso ID is available on the Finnish Tax Administration's website. There is also a support service, where you are directed in problem situations.

- You can create a Katso ID
- You can recover a lost password
- Support service: Tel. 029 497 040

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Signing in with Katso ID for organisations

Signing out

- A link for signing out of Helsinki's services is located in the upper right corner, in the black bar.
- If you do not use the service for two hours, you will be signed out automatically. The e-services will notify you of this five minutes before the sign out happens.
- If you use a computer also used by others (for example at a library or an internet café), exit all programmes and services before you leave the computer. Also clear the browser's cache.

SUOMI | SVENSKA | MORE LANGUAGES ▼   +9°C   ▼   A A A   LISTEN ◀))   SIGN IN: E-SERVICES ▼   SEARCH

City of Helsinki

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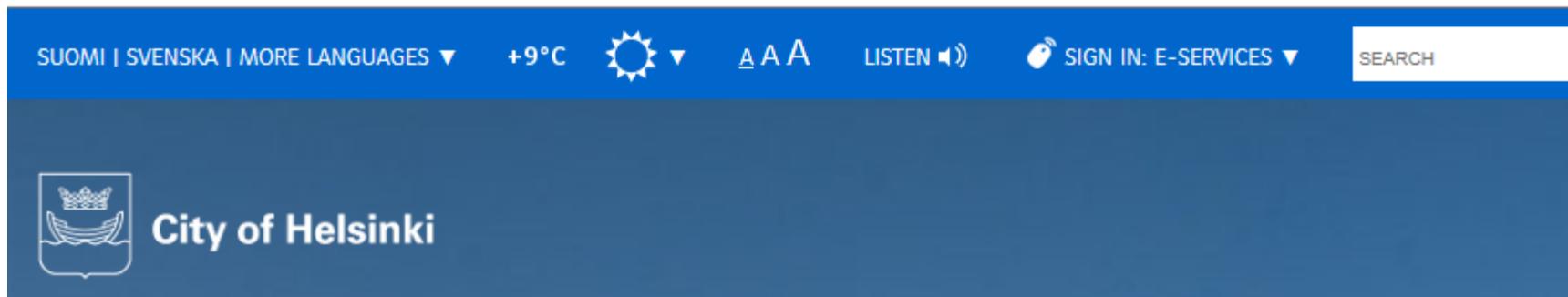
After signing in

- When you have finished the identification process with bank access codes, mobile ID, certificate card or Katso ID, you will receive a message saying: The identification was successful, continue to the service.
- Only after you have clicked the Continue to the service button will you be directed back to Asiointi.hel.fi.

- Where you end up after the identification process depends on which link you have used to come to the service.
- If you have chosen the link to the form, then you will be directed directly to the form after the identification.
- If you have gone to the sign in page, then you will be directed to the front page for customers who are signed in.

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Front page for customers who are signed in

In the upper bar it is possible to switch language and change the text size using the AAA-buttons

Service notifications are shown only when there are notable news.

The name of the customer is shown at Welcome.

The latest transactions in the e-services folder are shown on the front page

Signing out

Main menu. The mobile phone screen only shows the word Menu, through which the headlines open

To the right, there are links to popular services and instructions

The bottom of the page is the same to everyone.
A feedback form can be found there

Screenshot content

City of Helsinki

SUOMI | SVENSKA   A A A   SIGN OUT   Portaalia Nordea Testaaja

E-services

HOME   E-SERVICES   MY FOLDER   MY PROFILE   INSTRUCTIONS

Welcome
You are logged in as Portaalia Nordea Testaaja.

Edit your profile »

Latest events in the e-services folder

Toimeentulotukihakemus (46067)

NEW   STATUS   14.09.2017 12:54   Received

Go to the e-services folder »

Toimeentulotukihakemus (46066)

NEW   STATUS   14.09.2017 12:45   Received

Go to the e-services folder »

Varhaiskasvatuksen palvelupäätös (44837)

NEW   STATUS   01.09.2017 15:29   Solved

Go to the e-services folder »

Day care or pre-school application (44785)

NEW   STATUS   01.09.2017 16:17   In Progress

Go to the e-services folder »

ASK
E-services information service (in Finnish)
Mon–Fri, 8 am–6 pm, tel. 09 310 88800

HEALTH CARE
Dental care e-service
Dental care preliminary information
Health care appointment booking
Health care forms
Health care messaging services
Health care personal data

POPULAR SERVICES
Social assistance application
Application for council housing
Day care application

GOVERNMENT E-SERVICES
Your own medical records and electronic prescriptions
My Kanta Pages
Other government e-services

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Service/form descriptions

- Under the headline "e-services" you will find a list of all the e-services offered by the City in alphabetical order.
- The services can be searched using a search word. By choosing a topic and/or target group, you can search services associated only to them. The results are listed below.
- The name and a short description is shown for each service.
- The More about service link opens all information about the service.
- The Go to the e-service link directs directly to the service.

Service/form descriptions

It is advisable to read the service description before using the service.

The service description includes a description of how the processing of the matter continues, the target group of the service, the processing time and period of validity, as well as the division responsible for the matter. In the column to the right, there is information on e.g. whether the data of the service is saved in the e-services folder.

To the right there is a link to the division's feedback form and possible further details.

To go to the service or the form, click on "Go to the e-service".

Clicking "Alternative service methods" opens possible PDF or Word forms, telephone services etc.

Forms

- The customer fills in the fields of the form and sends it through the Send button, when all compulsory fields have been filled in. Compulsory fields in the form are marked with an asterisk (*). Fields may turn red if you try to send a form before all the compulsory fields have been filled in.
    - In some forms the Send button is shown only after all the compulsory fields have been filled in correctly.
- After the sending the system shows a message saying "The sending of the form was successful and you can follow its status using the item number xxxxxx."
- Some forms are automatically saved as drafts in the e-services folder every five minutes. You can retrieve the draft from the e-services folder and continue filling in the form later, even if you sign out of the e-services.
- A form that has been sent is shown in the e-services folder with a delay of 10 minutes at the most.

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Forms

The form can contain multiple pages. The forms adapt to desktop, tablet computer and mobile phone screens.

Mobile view:

E-services folder

- Each customer who registers and signs in for the first time gets a personal e-services folder.
- Enterprises and organisations get an e-services folder for organisations.
- Data on the forms sent and their status (Draft, Sent, Decided etc.) is saved in the folder.
- All forms are not saved in the folder, for example health care forms. The reason for this is the customer's privacy protection.
  Data from social and health care services is saved only in their respective customer systems.
- Possible messages are also shown in the e-services folder, with the exception of health care messages, which are shown in the health care message service,
  https://asiointi.hel.fi/wps/myportal/sahkas/viestinta

My folder

It is possible to search for a service in the folder using its item number. The services can be sorted in alphabetical order or according to the date.

If there is a new transaction in the folder, it is shown with a yellow "New" button. The Status field shows the latest status, for example Sent, Processing, Decided.

All form data opens from Open the information.

Unsent drafts are shown at the bottom of the folder.

♠ HOME	E-SERVICES	MY FOLDER	MY PROFILE	INSTRUCTIONS

My folder

Search with case number [   ] [SEARCH]

Sort:
○ Alphabetical order   ◉ Last update

⌄ **Requesting copies of certificates (46283)**

STATUS 18.09.2017 09:56 Sent

Open the information »

⌄ **Requesting copies of certificates (46282)**

STATUS 18.09.2017 09:45 Sent

Open the information »

Drafts

Dog declaration
LAST UPDATE 21.09.2017 07:08

[OPEN] [REMOVE]

Dog declaration

ASK
E-services information service (in Finnish) Mon–Fri, 8 am–6 pm, tel. 09 310 88800

HEALTH CARE
Dental care e-service
Dental care preliminary information
Health care appointment booking
Health care forms
Health care messaging services
Health care personal data

POPULAR SERVICES
Social assistance

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My folder, form details open

Culture: Arts and culture grants (44373)

STATUS 23.05.2017 17:02 Received

FUNCTIONS

SHOW APPLICATION   COMPLEMENT   USE AS TEMPLATE

MESSAGES

No messages

WRITE A NEW MESSAGE

The details of an open form are shown against a grey background.

In some services, it is possible to send messages.

LISÄÄ LIITE (MAX. 2 MB)

Selaa...

Sallitut tiedostot:

SEND THE MESSAGE

ATTACHMENTS

EVENTS

26.05.2017 12:14 Received
26.05.2017 12:13 Sent

Close information »

Culture: Arts and culture grants (44444)

STATUS 26.05.2017 12:11 Received

Open the information »

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 |

In some services, it is possible to add attachments. The names of attached files are shown, but the files cannot be opened or read in the e-services folder.

Other applications may be shown above and below, here a Culture: Arts and culture grants.

More applications sent by customers on the following pages..

Close information »

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Messages and the e-services folder

- In some services, it is possible to send messages. The messages are more secure than regular e-mail.
- The sending of a message is always initiated by a doctor, nurse or other official. The customer cannot initiate the sending of messages.
- **Health care messages** are not shown in the e-service folder.
- A link to the messages from health care services can be found in the service description and on the front page for customers who are signed in. In health care e-services, the customer must first fill in an electronic agreement/sign a notice of consent. When acting on behalf of a child, the notice of consent is in PDF format.

My profile page

- The customer's name and personal identity code shown on the My profile page come from the Population Register Centre. The name cannot be changed in the Asiointi.hel.fi service and, for example, it is not possible to use a nickname.
- The name of the enterprise or organisation is complemented by its Business ID .
- The e-mail address and/or mobile phone number provided at registration, as well as the chosen language, are shown on the My profile page.
- The e-mail address or text message is used when information about the status of the service or the form are sent to the customer. The customer gets a notification when there is a new transaction or message in the e-services folder. Notifications are sent on the hour between 9 AM and 8 PM.
- The details can be changed through the Edit button.
- The contact information on the My profile page are usually not transferred automatically to the division's own forms or background systems.

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My profile page

The mobile phone number is to be provided in the international +358 format

The Edit button on the My profile page opens a page where you can edit the e-mail address and phone number, choose the notification method and the language of the notification. The change can be saved or cancelled.

E-mail and/or text message is used for sending notifications of new transactions or messages in the e-services folder.

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Security

- Using the e-services of the City is safe because the connection is encrypted. No outsider sees your e-services folder or the messages that you send in the service. A connection is encrypted when the address in the browser's address bar starts with https: (not http:).
- The City of Helsinki never asks its users for bank codes, passwords, credit card or bank card numbers or other certificates by phone, e-mail, mail or other means. Please make sure that no one can get a hold of them.
- The City does not collect user data for commercial purposes. The City does not sell or give collected data to external actors.
- The City processes personal data properly and in accordance with the law. The data file descriptions according to the Act on the Openness of Government Activities are available at http://www.hel.fi/rekisteriseloste/ (in finnish and english).

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Supported browsers and operating systems

- The Asiointi.hel.fi service works best with the latest browsers and operating systems. Functionality is not guaranteed on all devices, such as mobile phones or tablet computers.
- **Supported browsers**: Internet Explorer 9, Chrome 47, Firefox 38, Safari 9 or the latest versions of these
- **Supported operating systems**: Android 4.3, iOS 8.3 and Windows 8.1 or the latest versions of these

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