

User Guide of the LUC User Account and Password Management Service

You will find the LUC user Account and Password Management service on the website <https://identity.luc.fi>.

Using this service you can activate your user account or change your password using Finnish online banking accounts or a mobile certificate.

1. This is the starting page:



LUC USER ACCOUNT AND PASSWORD MANAGEMENT SERVICE

[Suomeksi](#) [In English](#)

On this page you can activate your educational organization's user account or change a forgotten password.

Note! If you have received a message stating that your password has expired and you know your current password, you can change it on the following website: <https://pwd.luc.fi>

Continue by clicking the logo of your organization and authenticate yourself with your online banking account or a mobile certificate.

To activate your user account you must accept the terms of usage set by your organization after authentication. Once you have read the rules, you may continue to the authentication.

- [The terms of usage of the University of Lapland](#)
- [The terms of usage of the Rovaniemi Municipal Federation of Education](#)



Click the logo of your organization to proceed to the account activation and/or to the password change.

Please note that the user can have a user account in several organizations (e.g. one in the University of Lapland and the other in Lapland University of Applied Sciences). In the Rovaniemi Municipal Federation of Education and in Lapland University of Applied Sciences the user may also have separate user accounts as a staff member and as a student. In the University of Lapland, the user has only one user account regardless of his or her role.


So, you should choose the logo depending on the user account you are going to manage.

2. When you have clicked the logo, you will get the following page:

You are identifying yourself to service:
LUC user account and password management
University of Lapland

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Select identification method



Mobile certificate
Identify yourself using a mobile phone that has a SIM card equipped with mobile certificate.



Bank identification
Identify yourself with the identifiers granted by your bank.

Good to know

Some e-services require electronic identification. Identification is carried out using the Citizen's online authentication and payment service.

Citizen's online authentication and payment service is a secure way for identification to various e-services and payments to authorities.

Depending on the e-service, possible methods of identification are personal bank identifiers, electronic ID cards and mobile identification services. Methods available to you are presented on this page.

[About this service](#) | [Register details](#) | [Feedback](#)

Citizen identification and payment service
Government ICT Centre Valtori

On this page you may choose whether you will use your online banking account identification or a mobile certificate. You will get more information from your mobile operator about mobile certificates, e.g. how to get it.

3. When you choose online banking account identification, you will get the page where you can choose your own bank.

Note! All the organizations do not have all these banks available.

You are identifying yourself to service:
LUC user account and password management
University of Lapland



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[<< Back to method of identification](#)

1 Select the bank — 2 Identify yourself — 3 Continue using the service

Select the bank

You will be transferred to the online service of the bank, where the actual identification will take place.
Online banking codes connected to a business or an association cannot be used for identification.

 OP Bank Group	 Nordea	 Danske Bank
 Handelsbanken	 LocalTapiola	 S-Pankki
 Aktia	 POP Pankki	 Säästöpankki

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Good to know

 For identification, you will need your bank identifiers, which you will obtain by concluding a contract with your own bank. Online banking codes connected to a business or an association cannot be used for identification.

Select a bank whose identifiers you have. Follow the instructions of the online service of the bank on identification.

If you have forgotten your bank identifiers or need other assistance, contact your bank.

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Citizen identification and payment service
Government ICT Centre Valtori

On this page you choose the logo of your bank and proceed to your online banking identification system.

4. If you choose the mobile certificate, you will get a page like this:

You are identifying yourself to service:
LUC user account and password management
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1 Select identification method — 2 Identify through mobile phone — 3 Continue using the service

Type your telephone number

1. Type your telephone number.
2. If your telephone subscription has an anti-jam function, type in the anti-jam code.
3. Click the Send button.


An identification request will be sent to your mobile phone. The actual identification will take place through your mobile phone.

Telephone number:

(e.g. 04012345678)

Anti-jam code:

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Good to know

Your telephone operator will charge you for the use of the service in accordance with your contract.

With the exception of the oldest models, the mobile certificate works in all mobile phones.

Additional information on the use of the mobile certificate is available from your telephone operator, which provides the certificate in the SIM card.

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On this page you will proceed according to the mobile certificate information of your mobile operator.

5. After a successful identification you will get a page like this:


You are identifying yourself to service:
LUC user account and password management
University of Lapland

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1 Select the bank — 2 Identify yourself — 3 Continue using the service

The identification succeeded

Now you can continue using the service

Good to know

The identification succeeded.

Click **Continue to the service** to go to the e-service.

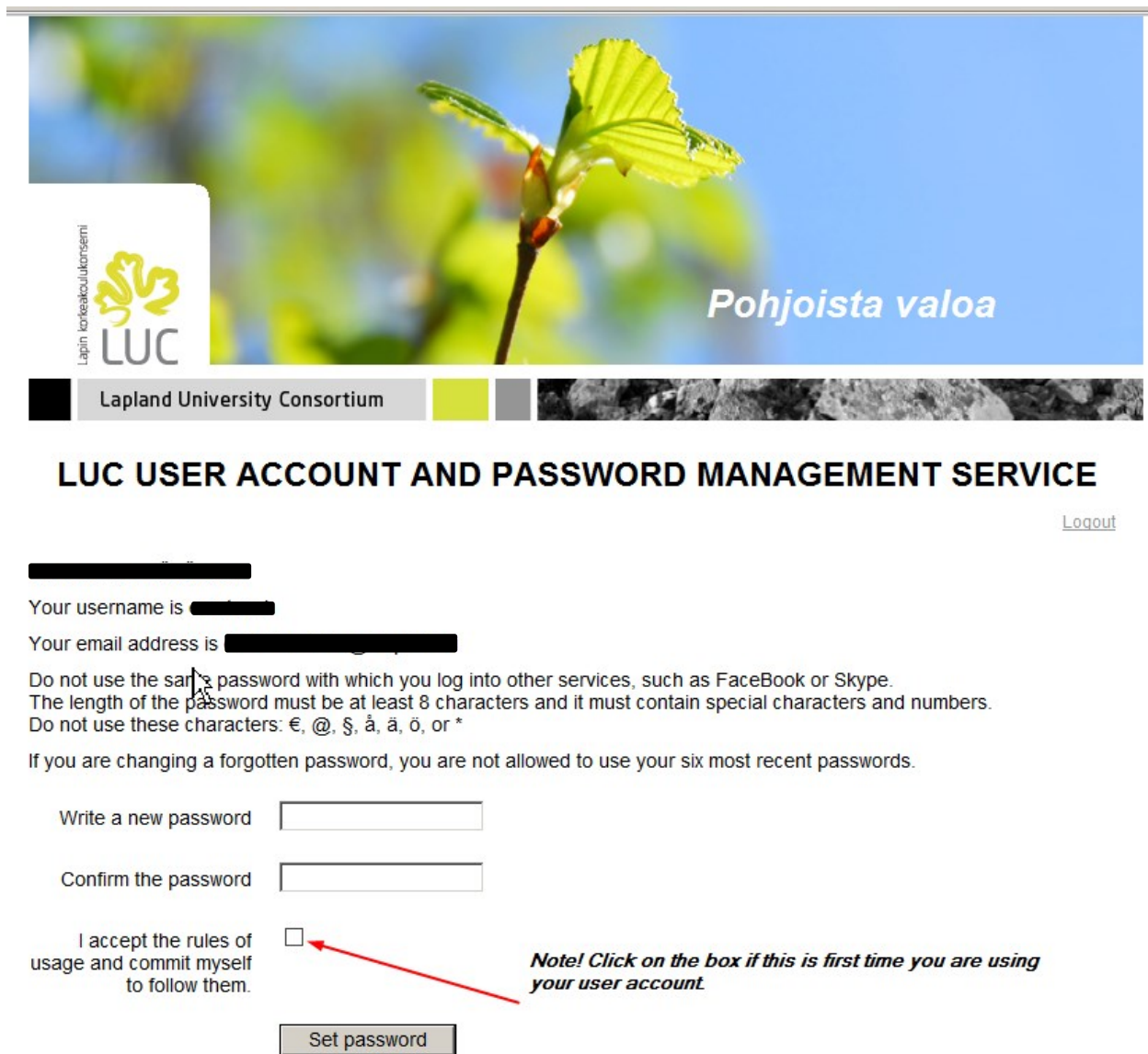
[About this service](#) | [Register details](#) | [Feedback](#)

Citizen identification and payment service
Government ICT Centre Valtori

Just click the “Continue to service” button.

If the identification was unsuccessful, you will get an error message and you will be returned to the starting page.

6. After a successful identification, you will get a page like this:



LUC USER ACCOUNT AND PASSWORD MANAGEMENT SERVICE

[Logout](#)

Your username is [REDACTED]

Your email address is [REDACTED]

Do not use the same password with which you log into other services, such as FaceBook or Skype.
The length of the password must be at least 8 characters and it must contain special characters and numbers.
Do not use these characters: €, @, \$, å, ä, ö, or *

If you are changing a forgotten password, you are not allowed to use your six most recent passwords.

Write a new password

Confirm the password

☐ I accept the rules of usage and commit myself to follow them.

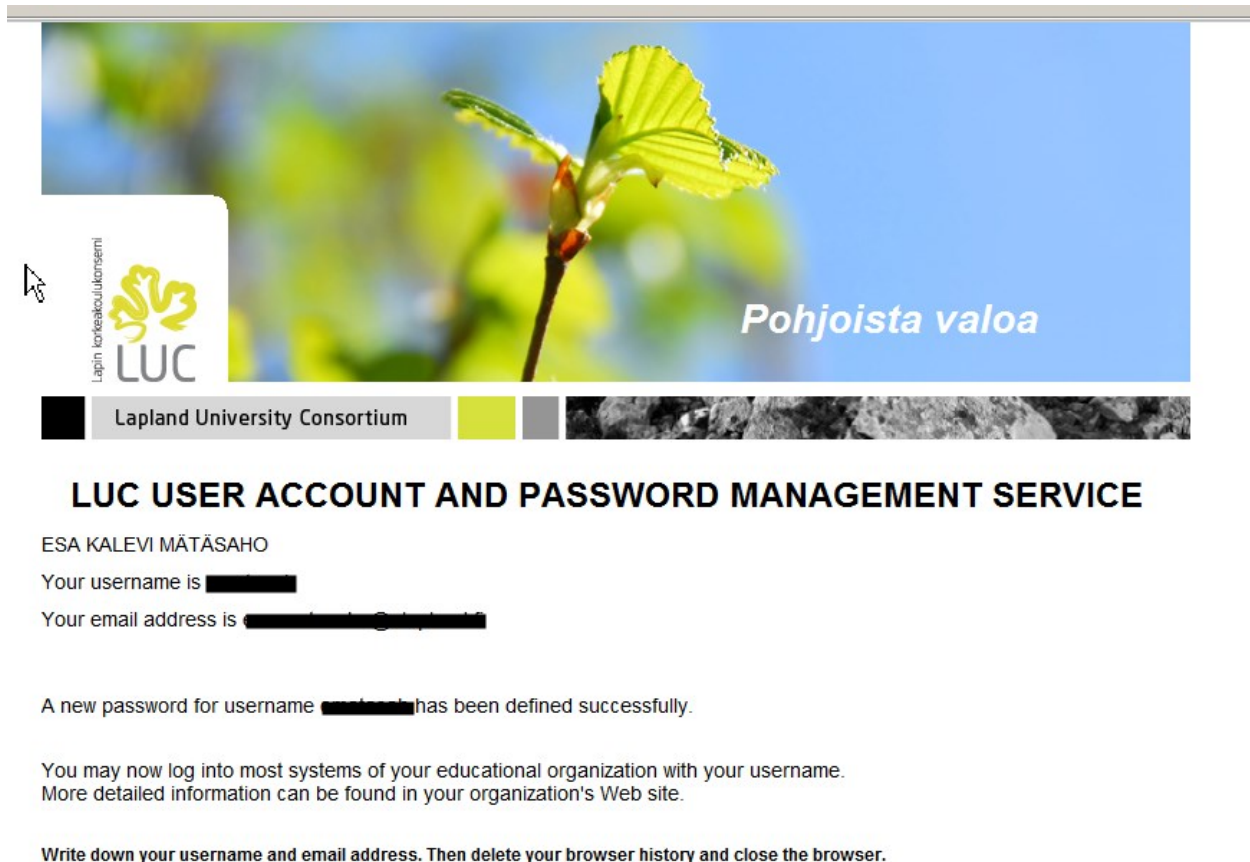
Note! Click on the box if this is first time you are using your user account.

On this page you will find your username and your email address.

Type the new password and confirm it. Please note the requirements the password should meet.

If this is the first time you use your user account, you must accept the terms of usage by clicking the appropriate box. The links to the terms of usage of the organizations are on the starting page.

7. Finally you get a page like this:



LUC USER ACCOUNT AND PASSWORD MANAGEMENT SERVICE

ESA KALEVI MÄTÄSAHO

Your username is [redacted]

Your email address is [redacted]

A new password for username [redacted] has been defined successfully.

You may now log into most systems of your educational organization with your username.
More detailed information can be found in your organization's Web site.

Write down your username and email address. Then delete your browser history and close the browser.