

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>

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](#)
- [The terms of usage of Lapland University of Applied Sciences](#)

Continue by clicking the button of your organization and user group (staff/student). Then authenticate yourself with your online banking account or a mobile certificate. Here is the [User Guide](#).

UNIVERSITY OF LAPLAND STAFF AND STUDENT	
LAPLAND UNIVERSITY OF APPLIED SCIENCES STAFF	LAPLAND UNIVERSITY OF APPLIED SCIENCES STUDENTS
ROVANIEMI MUNICIPAL FEDERATION OF EDUCATION STAFF	ROVANIEMI MUNICIPAL FEDERATION OF EDUCATION STUDENTS

Click the button of your organization and user group (staff/student) to proceed to the account activation and/or to the password change.

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 button depending on the user account you are going to manage.

2. When you have clicked the button, you will get forwarded to the Suomi.fi e-identification service.

On that page you may choose whether you will use your online banking account identification, a mobile certificate, a certificate card or some other identification service. You will get more information from your mobile operator about mobile certificates, e.g. how to get it. More information about the other identification services you will get from the service supplier.

3. After a successful identification you will return to the Suomi.fi e-identification service.

You will get the page where will be shown your identification information. When you have checked that the information is correct, just click the "Continue to service" button.

If the identification was unsuccessful, you will get an error message. In that case, close the browser and start the identification process again. Maybe you gave the wrong security code or something like that. If the identification fails more times, please, contact the IT servicedesk.

4. 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 lowercase and uppercase letters as well as numbers or special characters.

Note! Do not use these characters: €, @, §, *, comma, å, ä, ö

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 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.

5. Finally you get a page like this:



LUC USER ACCOUNT AND PASSWORD MANAGEMENT SERVICE

Esa Mätäsaho

Your username is ematasah

Your email address is esa.matasaho@ulapland.fi

A new password for username ematasah has been defined successfully.

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

Write down your username and address. Logout from the password management service and close the browser.

[Logout from the password management service](#)

Note! It is important to logout from the password management service using the link as advised on the page.