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:
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:

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.