

## **User accounts**

The user accounts and email addresses of all Lapland UAS students are generated automatically. The user accounts are used to log into systems, e.g. Winha, Moodle, Optima, the email system, classroom workstations and the wireless network.

## **User account activation**

A user account may be activated either with a Finnish online banking account or with a mobile certificate on the web site <https://identity.luc.fi>.

Information about the mobile certificate can be found on the web site [www.mobiilivarmenne.fi](http://www.mobiilivarmenne.fi).

If you do not have a Finnish online banking account or a mobile certificate, contact the IT ServiceDesk.

IT Services contacts:

p. 0207985800  
email: [servicedesk@luc.fi](mailto:servicedesk@luc.fi)

Click the link below to get the user's guide for the user account activation.  
<https://identity.luc.fi/pwreset/>

## **If you forgot your password or have other problems**

You can change your password using your Finnish online banking account or mobile certificate on the web site <https://identity.luc.fi>.

You can also change a forgotten password by calling IT ServiceDesk tel. 0207985800.

If your password has expired and you remember the old password, you can change it at <https://pwd.luc.fi> or OWA via e-mail (<http://mail1.luc.fi> or <http://mail2.luc.fi>).

In case of problems, contact the IT ServiceDesk.