



DIGITAL AND  
POPULATION DATA  
SERVICES AGENCY

# Browser-based Population Information System query

## Certificate Card Login – User Instructions

15.8.2025



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1 (7)

Certificate Card Login –  
User Instructions

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## 1 Attaching a Certificate Card to Your Username

1. Log in to the Population Information System query with your username and password.

**Welcome**

<https://vtjkysely.2016.vrk.fi> requires logging in.

**Instruction**

If you cannot log in, order a new password or call user support.

[Order a new password](#)

User support: tel. 020 343 433 (inf/mcf.)  
Open 24 hours a day, 365 days a year.

After use, please log out and close the browser windows.  
When necessary, use the link below.

[Log out](#)

**Log in with your user ID**

Username:

Password:

[Sign In](#)

**Other login methods**

[Certificate card](#)

2. Select User functions.

**Population Information System query** [Log out](#)

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**Example Person**

Last login  
25.2.2025 11:56

Last failed login attempt  
21.10.2024 14:56

Your password will expire in 74 day(s).  
[Change password](#)

**Query services**  
[Query user general](#)

[User functions](#)  
[Courses](#)

**Notices**

**Use and monitoring of the Population Information System query**

Information from the Population Information System obtained via the browser-based Population Information System query may only be used for the work and official duties specified in the data permit. Viewing or using the information for personal purposes is strictly prohibited. The information in the Population Information System is not public and may not be disclosed to others.

The Digital and Population Data Services Agency monitors and supervises the use of the Population Information System query using log data. Misuse of the information will result in consequences.

**Practice using the Population Information System query in the training environment!**

You can access the training environment from the bottom of the left-hand menu on the Population Information System query homepage.

1. First, select Training from the Environment drop-down menu.
2. Then, choose a query role under the Query Services heading that you want to practice with.

The training environment is identified by its green background color. In the training environment, you

3. Select Attach a certificate card.

**User services** [Log out](#)

**Example Person**

Last login  
21.7.2025 11:27

Last failed login attempt  
21.10.2024 14:56

[ATTACH A CERTIFICATE CARD](#)

[ATTACH AN AUTHENTICATOR APPLICATION](#)

**Notices**

**Links to services**  
[Population Information System query](#)





# Browser-based Population Information System query

## Certificate Card Login – User Instructions

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- The selected page will show instructions for attaching a certificate card to a username. Click **Continue**.

The screenshot shows the 'User services' interface. On the left, there is a sidebar with user information and navigation links. The main content area is titled 'Attaching a certificate card to a User ID'. It contains instructions for attaching a certificate card and a list of steps. The 'Continue' button is circled in red.

**User services** Log out

**Example Person**

Last login  
24.9.2024 10:26  
Last failed login attempt  
Your password will expire in 74 day(s)!

**CHANGE PASSWORD**  
**ATTACH A CERTIFICATE CARD**  
**ATTACH AN AUTHENTICATOR APPLICATION**  
**MY USER SUPPORT / RESPONSIBLE USER**  
**COURSES**  
**SUOMEKSI**  
**PÅ SVENSKA**

**Attaching a certificate card to a User ID**

On this page, you can attach a certificate card to your User ID. After this process, you will only be able to log in with the attached certificate card.

If necessary, you can resume using your User ID and password by ordering a new password from the user support service.

If you do not use a certificate card for logging in, you need to use a confirmation code (two-factor authentication) from the authenticator app in addition to your username and password, so you must download the authenticator app on your phone. See the Attach an authenticator application page for instructions.

1. Insert the certificate card into the card reader
2. Please wait for a moment until the card data has been read
3. Select Continue
4. In the window that opens, click the certificate you want to attach and click OK
5. Check the certificate information and
  - a) if the information is OK, select Save
  - b) if the information is not OK, select Exit

**Continue** **Exit**

- If necessary, select the correct certificate by clicking it. Click **OK**.

The screenshot shows the 'User services' interface with a dialog box open. The dialog box is titled 'Valitse varmenne todentamista varten' and contains a list of certificates. The 'OK' button is circled in red.

**User services** Log out

**Example Person**

Last login  
24.9.2024 10:26  
Last failed login attempt  
Your password will expire in 74 day(s)!

**CHANGE PASSWORD**  
**ATTACH A CERTIFICATE CARD**  
**ATTACH AN AUTHENTICATOR APPLICATION**  
**MY USER SUPPORT / RESPONSIBLE USER**  
**COURSES**  
**SUOMEKSI**  
**PÅ SVENSKA**

**Attaching a certificate card to a User ID**

On this page, you can attach a certificate card to your User ID. After this process, you will only be able to log in with the attached certificate card.

If necessary, you can resume using your User ID and password by ordering a new password from the user support service.

If you do not use a certificate card for logging in, you need to use a confirmation code (two-factor authentication) from the authenticator app in addition to your username and password, so you must download the authenticator app on your phone. See the Attach an authenticator application page for instructions.

**Valitse varmenne todentamista varten**

Sivusto .fi:443 tarvitsee tunnistetietosi:

**Etunimi Sukunimi 1234512345**  
VRK CA for Organisational Certificates - G3  
RSA todentamis- ja salausvarmenne  
1.1.2020

**OK** **Peruuta**

**Continue** **Exit**



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- The display will show the PIN code request. Enter your personal PIN code and click **OK**. The PIN code might not be requested each time.

The screenshot shows the 'Attaching a certificate card' page. A dialog box titled 'Anna PIN-koodi' (Enter PIN code) is overlaid on the page. The dialog box contains a text input field for the PIN code and 'OK' and 'Peruuta' (Cancel) buttons. The background page shows instructions for attaching a certificate card, including a list of steps and 'Continue' and 'Exit' buttons.

- The display will show the certificate card's information. Select **Save**.

The screenshot shows the 'Attaching a certificate card' page with the 'Certificate card information' section expanded. The information includes: Issuer (C=FI, O=Digi- ja väestötietovirasto CA, OU=Organisaatiovarmenteet, CN=DVV Organisational Certificates - G4R), Issued (C=FI, O=Example organisation, SERIALNUMBER=123456789A, G=Example, SN=Person, CN=Person Example 123456789A), and Email (example.person@example.fi). The 'Save' button is circled in red.

- Next, you will receive a notification that the certificate card has been attached to the username. Select **Log out**, close your browser, and log in with your certificate card in a new browser session. Alternatively, you can also move back to the User services front page.

The screenshot shows the 'Attaching a certificate card' page with completion instructions. The text states: 'You have attached your certificate card with your User ID. After this process, you will only be able to log in with the linked certificate card. If you wish to resume logging in with your User ID and password, you will need to request the release of your password from User Support. Now select Log out, close your browser, and log in with your certificate card in a new browser session.' The 'To the User services front page' and 'Logout' buttons are circled in red.



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- After attaching the certificate card to your username according to the instructions above, you can now log in to the Population Information System query using the certificate card and PIN code.

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MYNDIGHETEN FÖR DIGITALISERING OCH BEFOLKNINGSDATA  
DIGITAL AND POPULATION DATA SERVICES AGENCY

Suomeksi På svenska In English

**Welcome**

<https://vtjkysely.2016.vrk.fi>  
requires logging in.

**Instruction**

If you cannot log in, order a new password or call user support.

[Order a new password](#)

User support: tel. 020 343 433 (inf/mcf.)  
Open 24 hours a day, 365 days a year.

After use, please log out and close the browser windows.  
When necessary, use the link below.

[Log out](#)

**Log in with your user ID**

Username:

Password:

[Sign In](#)

**Other login methods**

[Certificate card](#)

If necessary, select the certificate and enter the PIN code.

Valitse varmenne todentamista varten

Sivusto .fi:443 tarvitsee tunnistetietosi:

Etunimi Sukunimi 1234512345  
VRK CA for Organisational Certificates - G3  
RSA todentamis- ja salausvarmenne  
1.1.2020

[Varmenteen tiedot](#) [OK](#) [Peruuta](#)

Käyttäjän tunnistus

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MYNDIGHETEN FÖR DIGITALISERING OCH BEFOLKNINGSDATA

Anna PIN-koodi

perustunnusluku

[OK](#) [Peruuta](#)

It may take a few seconds to identify the certificate card. Do not remove the card. If you did not close your browser, the service might not ask for your PIN code, and you will be able to access the Population Information System query directly.

## 2 Login After the Certificate Card Has Been Attached

After attaching the certificate card, you can no longer log in to the Population Information System query with a username and password. You can only disable the attached card by requesting a new password.

Login to the service is always done by selecting the certificate card button on the login page, after which you will enter the personal ID card PIN code.



### 3 Log Out After the Certificate Card Has Been Attached

Log out of the Population Information System query from the **Log out** link displayed on the top bar of each page of the service. You must always log out of the service before removing the certificate card from the card reader.

For security reasons, you must close all open browser windows after logging out, and when leaving the workstation, remove the certificate card from the card reader.

### 4 Login Without a Certificate Card

If you are unable to use your certificate card, you can deactivate the certificate card login method by requesting a new password. After that, you can log in to the Population Information System query with a username and a password.

You must know your username and answer correctly to the security question you chose the first time you logged in. If you do not remember your username, contact your organisation's responsible user or the party granting user rights to the Population Information System query in your organisation.

Procedures in the absence of a certificate card:

- Call user support: **+358 20 343 433** (open 24 hours a day, 365 days a year)
- Tell them that you have previously logged in with a certificate card, but now it is not possible, and you need a new password to log in with your username
- They will ask for your username, the organisation through which you use the Population Information System query and your email address
- They will also ask the security question you chose
- You will receive a new password via email so that you can log in again with your username and password

Once you can use the certificate card again, you can attach it to the Population Information System query again and use it to log in to the service in the future. You can attach the certificate card again as described in Chapter 1.

If your certificate card's PIN code is locked, contact the person responsible for your organisation's certificate cards.



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## 5 Changing the Certificate Card

If there are any changes to the information on the card or the information content of the certificate, you must order a new card. The certificate and the card must always have up-to-date data. You can order a new card from the person responsible for your organisation's certificate cards.

If you receive a new certificate card, you must log in to the Population Information System query to activate it, using your username and password (request a password from user support). Then attach your new certificate card to the Population Information System query as described in Chapter 1. If your name changes, ask your organisation's responsible user to update your changed details to the Population Information System query.

## 6 Problem Situations

In case of problems, you should primarily contact your organisation's technical support, especially regarding your Internet browser settings. In case of other problems, please contact user support at +358 20 343 433 (available 24/7).

You can find solutions to problems and answers to frequently asked questions on the Digital and Population Data Services Agency's website at [www.dvv.fi/en/logging-in-to-browser-based-population-information-system-query](http://www.dvv.fi/en/logging-in-to-browser-based-population-information-system-query).

