DIGITAL AND POPULATION DATA SERVICES AGENCY

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Smart card user guide

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1 Smart card

The Digital and Population Data Services Agency (later DVV) issues smart cards containing personal certificates. They include organisation cards, ID cards for regulated social welfare and healthcare professionals, ID cards for non-regulated workers and non-clinical social welfare and healthcare personnel and replacement cards.

Smart cards and their activation PINs are personal, and the card holder's identity is verified as the card is ordered. When the card holder receives their smart card and Activation PIN envelope, they must check that the information on the smart card is correct and that the Activation PIN envelope has not been opened.

For the terms of use and other information relating to smart cards, visit https://dvv.fi/en/certificates.

1.1 Certificate validity

The normal validity period of a personal certificate is 5 years unless this period has been specifically restricted, or the certificate has been revoked before the expiry of its validity period because the conditions for this were met.

1.2 Restrictions on using smart cards in social welfare and health care

Social welfare and health care smart cards include ID cards for regulated social welfare and healthcare professionals as well as ID cards for non-regulated workers and non-clinical social welfare and healthcare personnel issued by the Digital and Population Data Services Agency.

Provisions on the main uses of the certificates on these cards are laid down in the Act on the Electronic Processing of Client Data in Social and Health Care Services (159/2007) and the Act on Electronic Prescriptions (61/2007).

As patient data may not be transmitted by e-mail, the use of social welfare and health care smart cards for encrypting or signing e-mails containing patient data is also prohibited.

2 Information on the smart card

The information on the smart card is based on the information provided by the organisation that the card applicant represents, information provided when applying for the card, and personal data obtained from the Population Information System maintained by the Digital and Population Data Services Agency. Rather than provided by the organisation, the information on ID cards for regulated social welfare and healthcare professionals is based on data obtained as the card is ordered from the central registers of social welfare and healthcare professionals (Terhikki and Suosikki) maintained by the Finnish Supervisory Agency (later LVV).

The printing on the card surface depends on the card product selected by the customer. Typical information printed on the card includes:

- name of the organisation and organisation unit

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- card holder's first and last names
- a unique identifier
- card holder's photograph
- period of validity
- title
- instructions and address for returning a lost card

In addition to the card holder's information, the chip includes:

- an authentication and signature key
- an authentication and signature certificate
- certificates of the certification service provider (DVV)
- chip number

The Activation PIN envelope contains an activation PIN, which allows the user to set themselves two PINs:

- a basic PIN (PIN1), which the card holder uses to identify themselves when logging in to systems
- a signature PIN (PIN2), which the card holder uses for electronic signatures

The activation PIN can later be used to unlock locked PINs and change PINs.

2.1   Information on ID cards for regulated social welfare and healthcare professionals

The professional practice right data on ID cards for regulated social welfare and healthcare professionals is based on information obtained from the central registers of social welfare and healthcare professionals (Terhikki and Suokki) maintained by LVV when the card is ordered.

The following additional information is printed on the ID card:

- card holder's registration number in the central register of professionals
- a bar code with a registration number
- professional title

The registration point cannot make changes to the information obtained from LVV's register. Any requests for corrections to such information must always be addressed directly to LVV.

3   Card holder's responsibility and lost cards

The smart card is intended for the card holder's personal use only. All electronic transactions performed using the card are carried out in the card holder's name, and the card holder is responsible for them.

The card must be stored carefully and separately from the PINs.

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If the card is damaged, lost, stolen or no longer needed, the revocation service must be immediately notified of the certificates to prevent abuse. The card holder's responsibility for the card will end when revocation service has received the revocation request.

The revocation service is available 24/7 every day of the week at:

Tel. 0800 162 622 (calls from Finland are free).

A revocation request can be submitted by the card holder themselves or a smart card registrar on the card holder's behalf.

The serial numbers and revocation date of revoked certificates are published on the revocation list. Once revoked, certificates cannot later be restored for use.

After the revocation request, a damaged smart card or one that is no longer needed should be destroyed by cutting it into four parts through the chip.

4 Problem situations

4.1 Changing a PIN when the previous PIN is available

See below for instructions for changing the PIN in Atostek ID card reader software. If you are using DigiSign Client card reader software, you will find instructions for managing card PINs at dvv.fi/en/managing-pin-codes.

1. Select "Change PIN1" or "Change PIN2" in Atostek ID card reader software, depending on which PIN you want to change.

2. A window opens up in which you are asked to enter the **old PIN** and the new PIN twice.

3. Click OK.

4.2 Changing a locked or forgotten PIN

See below for instructions for changing a locked PIN in Atostek ID card reader software. If you are using DigiSign Client card reader software, you will find instructions for managing card PINs at dvv.fi/en/managing-pin-codes.

1. Select "Open PIN1 code with PUK code" or "Open PIN2 code with PUK code" in Atostek ID card reader software menu, depending on which PIN is locked or forgotten.

2. Enter the **activation PIN** and your new PIN twice.

3. Click OK.

4.3 Reordering an activation PIN

To activate the card and to change a locked or forgotten PIN, you will need an activation PIN. When the card is delivered, you will always also receive an activation PIN in a separate letter.

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If you have forgotten the activation PIN of your smart card, you can order a new one by visiting a registration point in person. You will need to bring a valid passport or identity card with you.

4.4   Functionality testing

The following is a list of procedures the card holder can use to test the card's functionality.

The card holder must notify a registration point if a card fails to work, or is faulty.

- Check the surface of the chip on the card for folds and for deep scratches or signs of impact. If these are visible, the card may have been mishandled, the chip is physically damaged and consequently not covered by warranty.

- If there is dirt on the microchip, wipe the chip with a clean, lint-free cloth.

- To ensure that the workstation and the connected card reader work, try a card that is known to work on the workstation. If a card known to work also fails on the workstation, contact IT support services. The fault may lie in the card reader, or the card reader software or its driver installation.

- Check if the card reader software reads the card information if you select "Readers and Cards" in Atostek ID card reader software menu.

- See if you can change PIN1 (the basic PIN) following the steps set out in section 4.1 of these instructions.

- If you cannot change the PIN following the instructions and the PIN is not locked, the chip is faulty and you can return the product. The complaint should be made by a smart card registration point in your organization.

- Test the identification and electronic signature functions in DVV's test service at dvv.fi/en/test-the-use-of-a-certificate.

    o If the PIN is not locked but you **cannot use** identification or electronic signatures **in DVV's test service**, the chip is probably defective and you can send the product back. The complaint should be made by a smart card registration point in your organization.

    o If identification and electronic signatures **do work in DVV's test service** but you still cannot access your applications with the card, or you can use it to access services and online resources linked to another user, contact IT support or the party responsible for user rights following the instructions issued by your organisation. The access rights to applications you received from your IT support may be incomplete or incorrect, or an error may have occurred in the card certificate content when the card was ordered.

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