

# Forgot Your Password?

Students, Staff and Partner Organization User's Password Reset Using Netbanking ID or Mobile Certificate

[Activate your user account using a netbank user ID or a mobile certificate.](#)

## Training user ID

If your employer enrolled you in a training organized by Metropolia, and you have created a user ID at <https://koulutustunnus.metropolia.fi>, you can reset your password at <https://koulutustunnus.metropolia.fi/password>.

Other ways to reset a password - if you do not have a netbanking ID, or a mobile certificate, or if you have an external user ID

## Staff

Retrieve a new password from [Human Resources services](#).

## Students, users in partner organizations and external user's

### Retrieve the password from student affairs office

You can retrieve a new password from any Metropolia student affairs office, during opening hours. Locations and opening hours for student affairs offices can be found in [the Student and Admission Services web page](#).

### Helpdesk delivers the password to a porter (a request in advance is required)

You can make a request by email to helpdesk (at) metropolia.fi and ask, for the password to be delivered to any porters office in Metropolia. You can then get the password from the porter during the open hours of the unit. Metropolia units are mainly open Mon-Thu 8-20 and Fri 8-18. The specific open hours for each unit can be checked from [the contact information](#) on the Metropolia website by choosing the unit from the drop-down list on the left.

### Helpdesk sends the password in a registered letter (a request in advance is required)

You can make a request by email to helpdesk (at) metropolia.fi and ask, for your new password to be sent to you in a registered letter. If you already have done a request, you can simply reply to the email you got and ask for the password to be sent in a registered letter.

### Registered letter is only an option for those living outside of Greater Helsinki.

There are several Metropolia units in the area of Greater Helsinki, from which you can get a new password as explained in paragraphs 1-3 .

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In order to receive your new password, you will need to **prove your identity**. Remember to take with you a valid ID card, passport, driving license etc.

## We never tell you a new password by email, phone or text message!

We wish to provide all Metropolia users with an information-secure environment. Unfortunately, email and SMS communications are not safe means for sending passwords. To serve you as well as possible we offer the above service alternatives for delivering passwords.

## More information

If you face password related problems, don't hesitate to ask help via Metropolia's [request system](#). Check also Helpdesk's [contact information](#).

[Unohtunut salasana](#)