

Account Expiration

Is your user account is locked?

If your user account is locked, it may have expired and you have received the following e-mail message:

"Your user account <cn> is expired <end-date>. Your account is available for two weeks after that and then it's going to be locked.

If your employment, studies or other status at Metropolia continues and your account should not be locked, see instructions for extending the validity period:

1. **Metropolia staff:** contact your superior to have them write a new contract. The account will be unlocked automatically when the new contract becomes active.
2. **Metropolia students:** contact Student Services to check study right status. When the study right is valid, the account will be unlocked automatically.
3. **Partner organisations' staff:** contact your [contact person](#)
4. **Partner organisations' students:** contact your [contact person](#)
5. **External users:** contact your contact person. If your user account is locked before the need for the user account ends (e.g. due to a project's prolonging), only the Metropolia contact person (the account owner) can ask Helpdesk to postpone the expiration of the user account. Normally the account owner is the person who gave you the activation slip.

If your user account is locked, Helpdesk can grant a two weeks discretionary period for any role, if more time is needed for making backups.

If your employment, studies or partnership is ending, but you continue to use a system in a project or a plan, your supervisor, or the person in charge of the project or plan can request a new partner role for your user account. A service request has to be made. Instructions on the information needed can be found on page [Partner Organizations and Outsource Service's Staff](#).

In matters pertaining to useraccount lockout the procedure is primarily as explained above. However, you can always contact Helpdesk.

Other help and information about user accounts you can find [here](#).

[Käyttäjätunnuksen voimassaolon päätyminen](#)