



Registration instructions of Senate Group's e-service

1.3.2024

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1. Registering as a user

1. Registering as a user

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- Senate's customers can register
- When you register, you must accept the [terms of use](#)
- When you register, an account will be created for you and linked to Senate's customer organisation
- You can use this account to log into all the services you are entitled to access

1. Registering as a user

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- Start by clicking "Create an account"
- Select whether you want to register with Virtu or with a work email address
- Virtu offers the option of logging in to the service without creating a separate user account and password
- We recommend Virtu authentication if your organisation uses it

If you currently do not have an account

You can start using the services by creating an account. By creating an account, you agree to Senate Properties' [terms and conditions](#). For help, see our [instructions for creating an account](#) or [new user's quick start guide](#).
[E-service's privacy policy](#).
[Identity and Access Management privacy policy](#).

Create an account >

Sign up for a Senaattila account

WIZARD

Sign up for a Senaattila account

Choose your method of registration

Choose your method of registration

More help

* Choose your method of registration

☒ The single sign-on solution (SSO)
Virtu provided by Valtori for central government organisations

☐ Email registration using your employer provided email address

Instructions here

Previous Next Done Cancel

1.1. Registering with Virtu

1.1. Registering with Virtu

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- Select “The single sign-on solution (SSO) Virtu provided by Valtori for central government organisations” and click “Next”
- Select your organisation from the drop-down box, then click “Select”

Sign up for a Senaattila account WIZARD Sign up for a Senaattila account

Choose your method of registration

Choose your method of registration More help

* Choose your method of registration

☒ The single sign-on solution (SSO)
Virtu provided by Valtori for central government organisations

☐ Email registration using your employer provided email address

Previous **Next** Done Cancel

Sign up for a Senaattila account WIZARD Sign up for a Senaattila account

The single sign-on solution Virtu

Select your organisation More help

 SENAATTI

 Login with Virtu

Virtu Test IdP

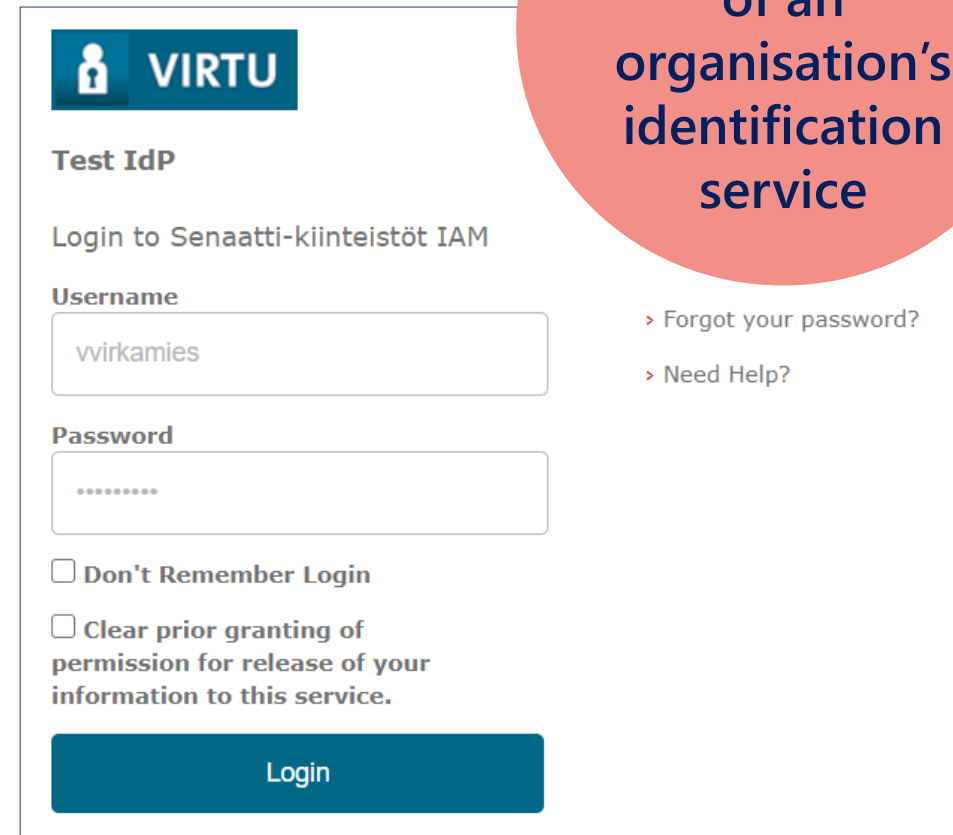
Select

Previous Next Done Cancel

1.1. Registering with Virtu

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- You will be redirected to your home organisation's identification service
- Note: you must have a connection to your home organisation's identification service. This may be, for example, via your organisation's office network or a VPN connection.
- If you have already logged in to your home organisation's network, you will not need to log in again – you will skip this step



VIRTU

Test IdP

Login to Senaatti-kiinteistöt IAM

Username

virkamies

Password

.....

> Forgot your password?

> Need Help?

☐ Don't Remember Login

☐ Clear prior granting of permission for release of your information to this service.

Login

This picture is an example of an organisation's identification service

1.1. Registering with Virtu

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- Check the information the system receives via Virtu authentication, and fill in the missing details
- The information in the “Your organisation” field is used to resolve unclear registration requests
- Press “Done”

Sign up for a Senaattila account WIZARD Sign up for a Senaattila account

Choose your method of registration **Please fill in all of the required information**

Please fill in all of the required information [More help](#)

Given name	Ville
Surname	Virkamies
* Mobile phone number (example +358401234567)	+358-44-1234567
* Email address	ville.virkamies@testivirasto.fi
* Your organisation	Testivirasto

[Previous](#) [Next](#) **Done** [Cancel](#)

1.1. Registering with Virtu

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- The service shows a summary of your user details
- Click "Choose your organisation"
- Select one or more organisations you represent
- The Senate service will primarily show you information about the organisation you select here, for example, properties in Service Requests
- Click "Done" when you have finished

Sign up for a Senaattila account WIZARD Sign up for a Senaattila account

Save

Save changes More help

You have successfully registered to Senaattila with the single sign-on solution (SSO) Virtu. Follow the instructions from your e-mail. ✕

1. Choose your method of registration Choose your method of registration: The single sign-on solution (SSO) Virtu provided by Valtori for central government organisations

2. Please fill in all of the required information

Given name: Ville
Surname: Virkamies
Mobile phone number (example +358401234567): +358-44-1234567
Email address: ville.virkamies@testivirasto.fi
Your organisation: Testivirasto

Choose your organisation

What organisation do you belong to? WIZARD What organisation do you belong to?

Choose organisation

Choose the organisation (your organisation) of which property maintenance requests you would like to submit More help

Results 1-4 50 « Previous results | Next results »

☐ organisation ▲

☐ Senaattila Aluehoimisto 1

☐ Senaattila Aluehoimisto 2

☒ Senaattila demo

☐ Senaatti Testi

Previous Next **Done** Cancel

1.1. Registering with Virtu

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- The service shows a summary of your selected organisations
- You can change these details later
- Click "Close"
- You will receive a confirmation of registration by email

WIZARD

What organisation do you belong to? What organisation do you belong to?

Save

Save changes [More help](#)

The changes have been saved

1. Choose organisation Senaattila demo

Close

Date: Tue, 25 May 2021 10:51:41 +0300 (EEST)
From: iam@senaatti.fi
To: ville.virkamies@testivirasto.fi
Subject: Senaattila: Rekisteröityminen onnistui, Registration succeeded

Hyvä vastaanottaja,
Tämä on automaattinen viesti Senaattila-verkkopalvelusta.
Rekisteröitymiseenne Virtu-luottamusverkoston tunnistuspalvelun kautta on vahvistettu.

Bästa mottagare,
Den här är ett automatiserat meddelande från Senaattila-webbtjänst.
Er registration genom den federerade Virtu-autentiseringstjänsten är konfirmerad.

Dear recipient,
This is an automated message from Senaattila web service.
Your registration with the federated Virtu authentication system has been verified.

Need any help?

Contact user support if you have any questions about registration, logging in and managing your account

asiointi.senaatti@netum.fi
(09) 425 77 800

1.2. Registering with a work email address

1.2. Registering with a work email address

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- Select “Email registration using your employer provided email address” and click “Next”
- Enter the requested information, then click “Done”
- Your email address will be used to confirm registration
- The information in the “Organisation you represent” field is used to resolve unclear registration requests

Sign up for a Senaattila account WIZARD Sign up for a Senaattila account

Choose your method of registration

Choose your method of registration More help

* Choose your method of registration

☐ The single sign-on solution (SSO) Virta provided by Valtori for central government organisations

☒ Email registration using your employer provided email address

Previous Next Done Cancel

Sign up for a Senaattila account WIZARD Sign up for a Senaattila account

Choose your method of registration Register your information

Register your information More help

* Given name Mikko

* Surname Mallikas

* Email address mikko.mallikas@virasto.fi

* Mobile phone number +358401234567

* Your organisation Virasto

Previous Next Done Cancel

1.2. Registering with a work email address

Page 2/6

- You will see a summary of the information you provided
- A confirmation request will be sent to your email address

Sign up for a Senaattila account

WIZARD
Sign up for a Senaattila account

Save

Save changes [More help](#)

verification email has been sent to your email address

1. Choose your method of registration

Choose your method of registration: Email registration using your employer provided email address

2. Register your information

Given name: Mikko
Surname: Mallikas
Email address: mikko.mallikas@virasto.fi
Mobile phone number: +358401234567
Your organisation: Virasto

Close

1.2. Registering with a work email address

Page 3/6

- Confirm your registration by clicking the link in the email

Date: Tue, 25 May 2021 10:51:41 +0300 (EEST)
From: iam@senaatti.fi
To: mikko.mallikas@virasto.fi
Subject: Senaattila: Rekisteröitymisen vahvistuspyyntö, Begäran för konfirmering av en användarregistration, Verification request for user registration

Hyvä vastaanottaja,

Tämä on automaattinen viesti Senaattila-verkkopalvelusta.

Olkaa hyvä ja vahvistakaa rekisteröinnissä antamanne sähköpostiosoite klikkaamalla alla olevaa linkkiä:

Huomio: Mikäli ette itse ole rekisteröitynyt Senaattila-palvelun käyttäjäksi ja epäilette jonkun muun henkilön esiintyvän nimissänne, ottakaa yhteyttä asiakastukeen: senaattila@netum.fi

[Vahvista rekisteröityminen tästä linkistä](#)

Rekisteröitymällä hyväksyt [palvelun käyttöehdot](#)

Bästa mottagare,

Den här är ett automatiserat meddelande från Senaattila-webbtjänst.

Var god och konfirmera e-postadressen som givits vid registreringen genom att klicka på länken nedan.

OBS. Om ni inte själv har registrerat er som en ny användare hos Senaattila-webbtjänst och misstänker er att en annan person uppträder sig som er, var god och kontakta vår kundtjänst: senaattila@netum.fi

[Konfirmera registreringen på denna länk](#)

Genom att registrera dig accepterar du våra [villkor](#)

Dear recipient,

This is an automated message from Senaattila web service.

We are kindly asking You to verify the email address which You have entered during user registration by clicking on the link below.

Note: If You have not recently registered as a new user in Senaattila and suspect that someone else is using your identity, please contact our customer support: senaattila@netum.fi

[Please verify your registration with this link](#)

By registering, You agree [Terms of service](#)

Senaatti-kiinteistöt, Senatfastigheter, Senate Properties

1.2. Registering with a work email address

Page 4/6

- Choose the organisation you represent. You will be able to choose from the customer organisations identified on the basis of your email address
- Confirm your selection by clicking “Done” and close the window
- If necessary, you can change your selections later
- Your username and password will be delivered by encrypted email (secure mail)

This screenshot shows the 'Confirm your email address' wizard at the 'Choose organisation' step. The header includes the title and a 'WIZARD' label. Below the header, there's a dark blue bar with the step name 'Choose organisation'. The main content area has a message: 'Choose the organisation (your organisation) of which property maintenance requests you would like to submit' with a 'More help' link. A green success message states: 'Your email address has been verified, choose your organisation'. Below this is a pagination bar showing 'Results 1-3' and a search input with '50'. A list of organisations is displayed with a 'Display name' header. The list includes 'Senaattila Alueoimisto 1', 'Senaattila Alueoimisto 2', and 'Senaattila Demo', which is selected with a radio button. At the bottom, there are 'Previous', 'Next', 'Done' (highlighted), and 'Cancel' buttons.

This screenshot shows the 'Confirm your email address' wizard at the 'Save' step. The header includes the title and a 'WIZARD' label. Below the header, there's a dark blue bar with the step name 'Save'. The main content area has a message: 'Save changes' with a 'More help' link. A green success message states: 'Your information has been saved and your account is now activated'. Below this is a list of steps, with the first step '1. Choose organisation' highlighted, showing the selected value 'Senaattila Demo'. At the bottom, there is a 'Close' button.

1.2. Registering with a work email address

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- Click "Open message" to show the message in your browser

Date: Tue, 25 May 2021 10:51:41 +0300 (EEST)
From: iam@senaatti.fi
To: mikko.mallikas@virasto.fi
Subject: Senaattila: Rekisteröityminen vahvistettu, Registreringen har konfirmerats, Registration completed



Luottamuksellinen / Konfidentiell / Confidential

Aihe / Ämne / Subject

Senaattila: Rekisteröityminen vahvistettu, Registreringen har konfirmerats, Registration completed

Avaa viesti / Öppna meddelandet / Open message

Teille on lähetetty luottamuksellinen viesti Senaatti-kiinteistöjen Turvaposti -palvelun kautta. Viestin avaaminen ja siihen vastaaminen tapahtuu yläpuolella olevasta linkistä. Yhteys on suojattu SSL-salauksella. Turvallisuussyistä viestin lukemista on rajoitettu. Viesti voidaan avata ainoastaan yhdellä selaimella samasta ip-osoitteesta ja se voidaan lukea korkeintaan 30 päivän ajan.

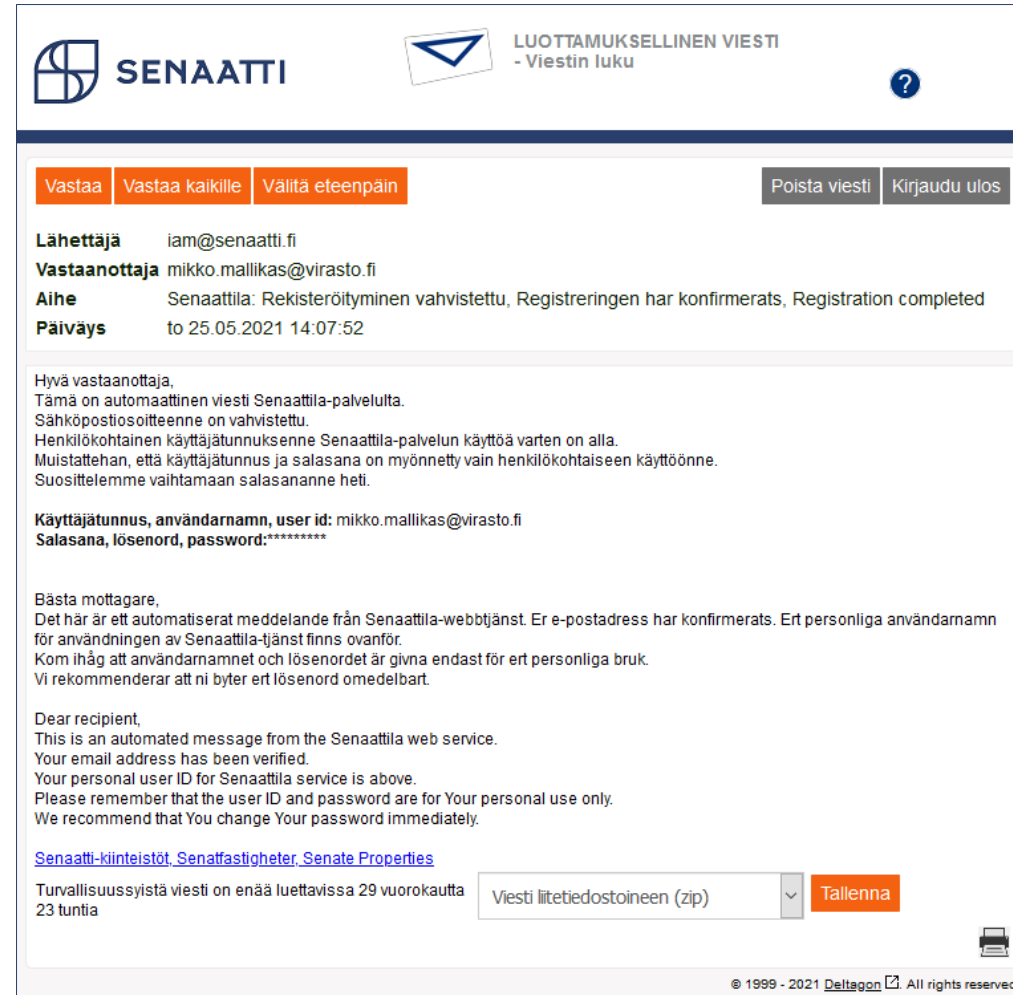
Ni har mottagit ett konfidentiellt meddelande via Senatfastigheters Krypterad e-post -tjänst. Meddelandet kan öppnas och besvaras via länken ovan. Förbindelsen är skyddad med SSL-kryptering. Meddelandet är tillgängligt en begränsad tid av säkerhetsskäl och är läsbart i högst 30 dagar. Meddelandet kan enbart öppnas via en webbläsare av samma IP-adress.

A secured message has been sent to you through Senate Properties Secured Email service. The message can be opened and replied to from the link above. The connection is protected with SSL encryption. Reading the message is limited due to security reasons. The message is therefore readable using only one browser from the same ip-address, for 30 days at most.

1.2. Registering with a work email address

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- Your username is for your personal use only
- We recommend changing your password immediately
- You have 30 days to read the secure message.
- Keep your username and password in a secure place



Need any help?

Contact user support if you have any questions about registration, logging in and managing your account

asiointi.senaatti@netum.fi
(09) 425 77 800

2. Logging in to the service

2. Logging in to the service

Sivu 1/4

- Choose "Log in" at the frontpage of the service



Senate Group's e-service

Welcome to Senate Group's e-service! Here you can log into our digital services, for which you have user IDs. Log into the services with your Virtu ID or email address.

Log in >



SENAATTI

[WORKING AT SENATE PROPERTIES >](#)

[CURRENT TOPICS >](#)

[CONTACT US >](#)

[DEFENSE PROPERTIES FINLAND →](#)

[FI SV](#)

[Shared work environments](#)

[Work environments](#)

[State-owned properties](#)

[About us](#)



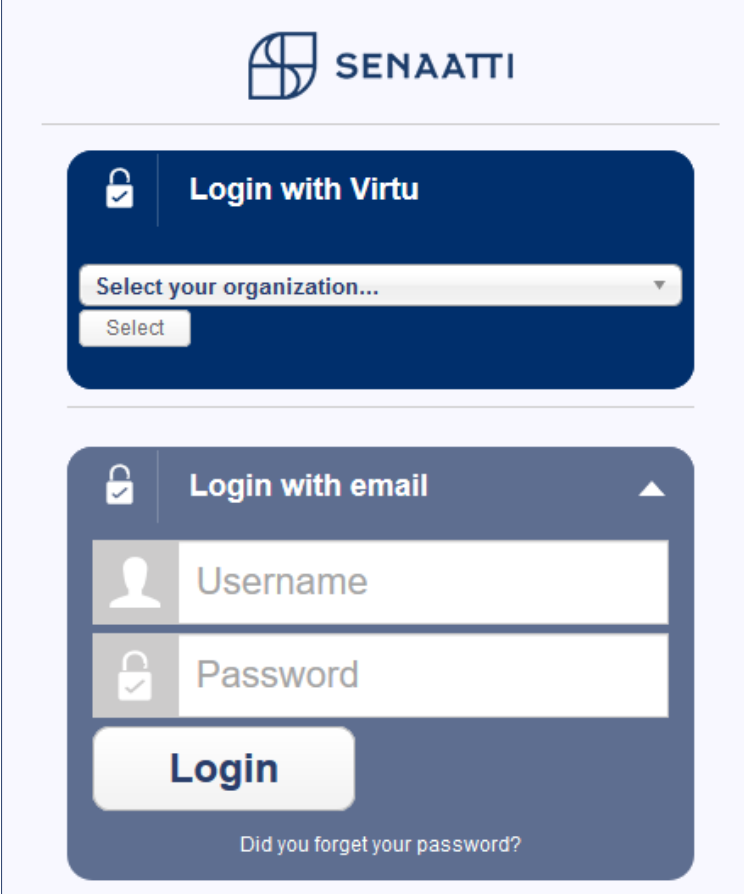
Hello , you have logged into [Senate Group's e-service](#) . [Log out here](#) .



2. Logging in to the service

Sivu 2/4

- If you have registered with Virtu, choose your organisation from the menu and click “Select”, and you will be redirected to your home organisation’s identification service to log in, [as in the registration phase](#)
- If you have registered with an email address, enter your username and password, and click “Login”

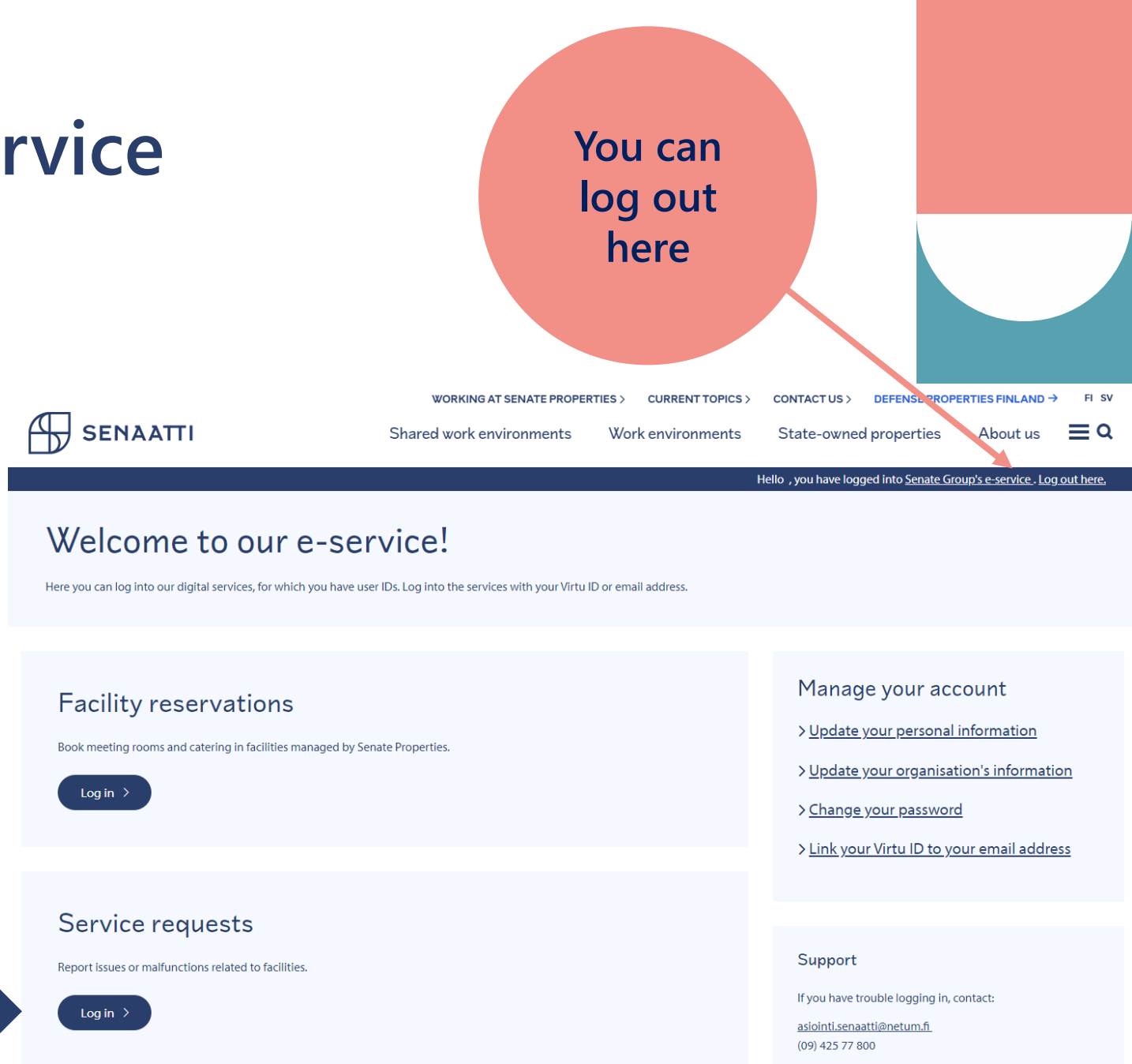


The screenshot displays the SENAATTI login page. At the top, the SENAATTI logo is visible. Below it, there are two main login sections. The first section, titled "Login with Virtu", includes a dropdown menu labeled "Select your organization..." and a "Select" button. The second section, titled "Login with email", features input fields for "Username" and "Password", a "Login" button, and a link that says "Did you forget your password?".

2. Logging in to the service

Sivu 3/4

- Here you can see the services that you have access to
- You can use the same login to use all these services
- While logged in, you can also move around elsewhere on our website
- The dark blue top bar takes you back to e-services and you can log out. If you do not log out, the session will be timed out after two hours.



You can log out here

WORKING AT SENATE PROPERTIES > CURRENT TOPICS > CONTACT US > DEFENSE PROPERTIES FINLAND → FI SV

Shared work environments Work environments State-owned properties About us

Hello , you have logged into Senate Group's e-service. [Log out here.](#)

Welcome to our e-service!

Here you can log into our digital services, for which you have user IDs. Log into the services with your Virtu ID or email address.

Facility reservations

Book meeting rooms and catering in facilities managed by Senate Properties.

[Log in >](#)

Service requests

Report issues or malfunctions related to facilities.

[Log in >](#)

Manage your account

- > [Update your personal information](#)
- > [Update your organisation's information](#)
- > [Change your password](#)
- > [Link your Virtu ID to your email address](#)

Support

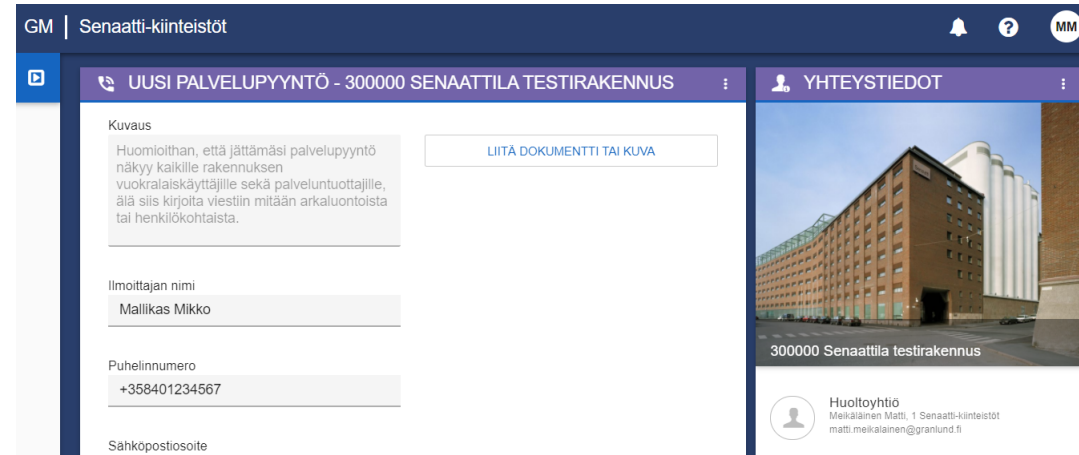
If you have trouble logging in, contact:

asiointi.senaatti@netum.fi
(09) 425 77 800

2. Logging in to the service

Sivu 4/4

- After logging in, you will be redirected to the service selected, e.g., the Service Requests



The screenshot shows a web application interface for 'Senaatti-kiinteistöt'. The main header is dark blue with the text 'GM | Senaatti-kiinteistöt' and navigation icons. Below the header, there are two tabs: 'UUSI PALVELUPYYNTÖ - 300000 SENAATTILA TESTIRAKENNUS' (active) and 'YHTEYSTIEDOT'. The 'UUSI PALVELUPYYNTÖ' tab contains a form with the following fields:

- Kuvaus**: A text area with a placeholder message: 'Huomioithan, että jättämäsi palvelupyyntö näkyy kaikille rakennuksen vuokralaiskäyttäjille sekä palveluntuottajille, älä siis kirjoita viestiin mitään arkaluontoista tai henkilökohtaista.' To the right of this field is a button labeled 'LIITÄ DOKUMENTTI TAI KUVA'.
- Ilmoittajan nimi**: A text field containing 'Mallikas Mikko'.
- Puhelinnumero**: A text field containing '+358401234567'.
- Sähköpostiosoite**: An empty text field.

The 'YHTEYSTIEDOT' tab shows a photo of a large brick building with the caption '300000 Senaatti testirakennus'. Below the photo is a profile card for the service provider:

- Huoltoyhtiö**: Melkäläinen Matti, 1 Senaatti-kiinteistöt
- matti.melkäläinen@gramlund.fi**

Need any help?

Contact user support if you have any questions about registration, logging in and managing your account

asiointi.senaatti@netum.fi
(09) 425 77 800

3. Managing your account

2. Managing your account

Page 1/10

- You can manage your details under “Manage your account”
- Click “Update your personal information” to change your name and phone number, or if you wish, to delete your account
- Click “Update your organisation’s information” to see a list of organisations. You can select one or more organisation(s). Based on your selection, the services will primarily show information related to this organisation

Manage your account

> [Update your personal information](#)

> [Update your organisation's information](#)

> [Change your password](#)

> [Link your Virtu ID to your email address](#)



2. Managing your account

Page 2/10 - Changing your password

- You can only change your password if you have a valid work email address
- The same function can also be accessed on the login page by clicking "Did you forget your password?"

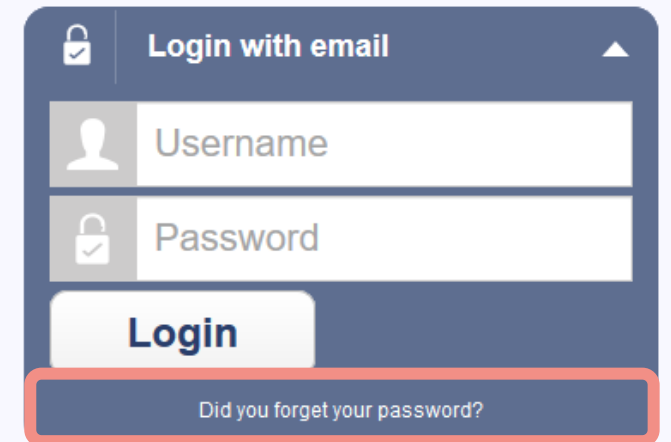
Manage your account

> [Update your personal information](#)

> [Update your organisation's information](#)

> [Change your password](#)

> [Link your Virtu ID to your email address](#)



Login with email

Username

Password


Login

Did you forget your password?

2. Managing your account

Page 3/10 - Changing your password

- Enter your email address in the "Username" field
- In the "Captcha" field, enter the numbers and letters you see in the image above
 - If you cannot make out the characters in the image, click on the image to obtain a new one
- Click "Next"



The screenshot shows a "Password reset" form with the following fields and options:

- Username selection:** A header bar with a "More help" link.
- Username:** A text input field containing "mikko.mallikas@virasto.fi".
- Captcha:** A section containing a captcha image showing the word "gawax" with a diagonal line through it, and a text input field below it also containing "gawax". Below the input field is the instruction: "Type the characters you see in the picture above. Can't read the picture? Click it to get a new one."
- Reset method:** A section with a radio button selected for "Återställ med hjälp av din e-postadress". Below this is the instruction "Please enter e-mail address associated with your account" and a text input field containing "mikko.mallikas@virasto.fi".
- Buttons:** At the bottom are four buttons: "Previous", "Next" (highlighted in blue), "Done", and "Cancel".

2. Managing your account

Page 4/10 - Changing your password

- Complete the change of password by following the instructions you receive by email



Date: Tue, 25 May 2021 11:51:41 +0300 (EEST)
From: jam@senaatti.fi
To: mikko.mallikas@virasto.fi
Subject: Senaattila: Unohtuneen salasanan resetointi, Återställande av lösenord, Requested password reset

Suorita Senaattilan käyttäjätunnuksen mikko.mallikas@virasto.fi salasanan resetointi loppuun painamalla alla olevaa linkkiä:

[Unohtuneen salasanan resetointi](#)
Jos linkin avaaminen ei onnistu, kopioi osoite ja liitä se internetselaimesi osoitekenttään.

Slutför återställandet av lösenordet för Senaattila användarkontot med användarnamnet mikko.mallikas@virasto.fi genom att följa länken nedantill:

[Återställande av lösenord](#)
Om länken inte fungerar som sådan, kopiera adressen och lägg in den i adressfältet på din webbläsare.

To finalize the password reset for your Senaattila account mikko.mallikas@virasto.fi please click the link below:

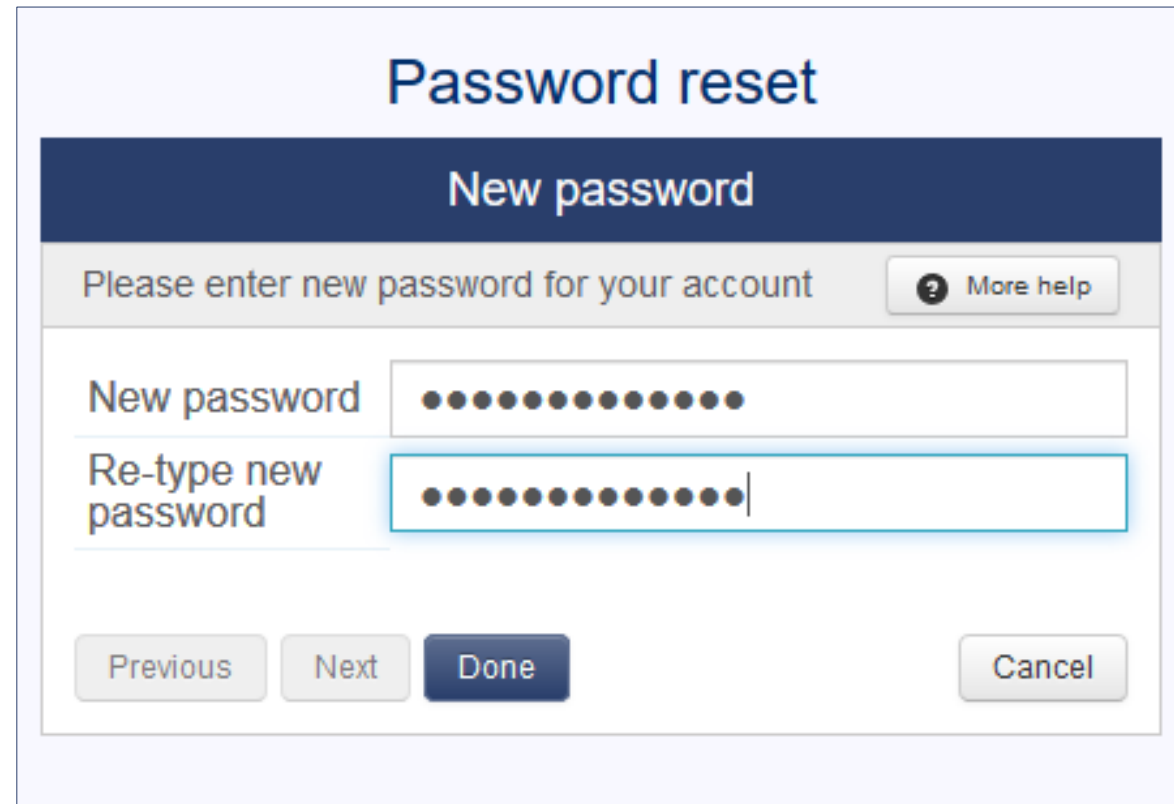
[Requested password reset](#)
If clicking the link doesn't work, please copy the URL and paste it to the address bar in your browser instead.

[Senaatti-kiinteistöt, Senatfastigheter, Senate Properties](#)

2. Managing your account

Page 5/10 - Changing your password

- Enter your new password. The minimum password length is eight characters
- Click "Done"



The screenshot shows a 'Password reset' dialog box. The title 'Password reset' is at the top. Below it is a dark blue header with the text 'New password'. Under the header, there is a light gray bar with the text 'Please enter new password for your account' and a 'More help' link. The main area contains two input fields: 'New password' and 'Re-type new password'. Both fields are filled with black dots, indicating masked text. The 'Re-type new password' field has a blue border and a cursor at the end. At the bottom, there are four buttons: 'Previous', 'Next', 'Done' (highlighted in dark blue), and 'Cancel'.

2. Managing your account

Page 6/10 - Linking your Virtu ID to your email address

- Click “Link your Virtu ID to your email address” to add the option of logging in with Virtu to an existing email account

Manage your account

> [Update your personal information](#)

> [Update your organisation's information](#)

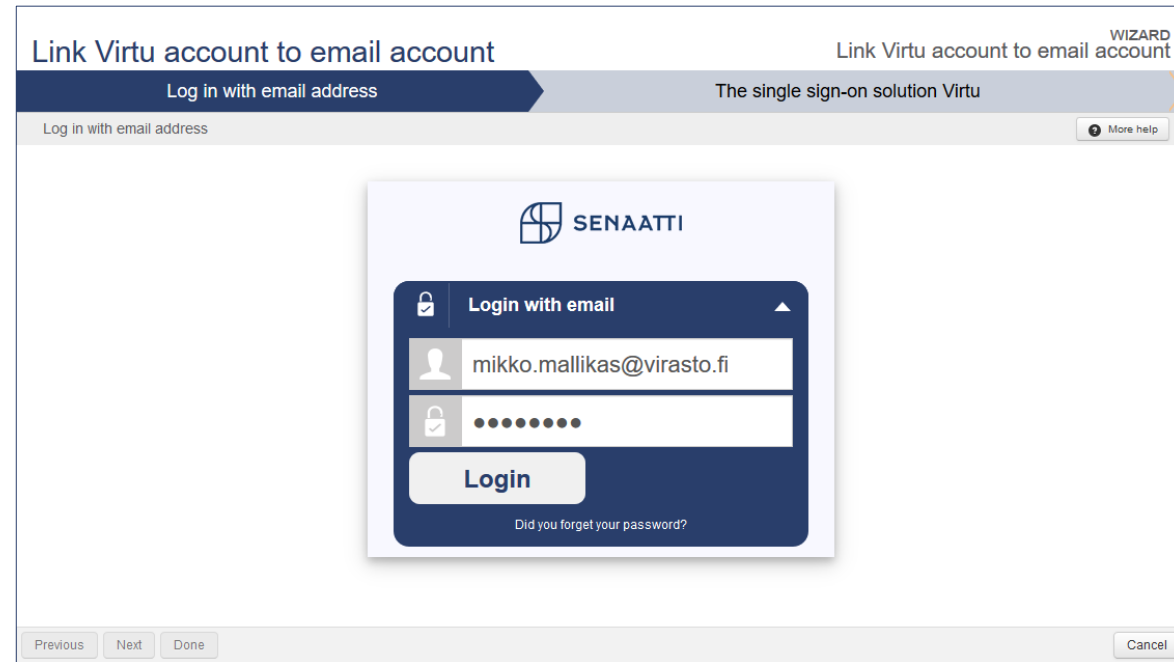
> [Change your password](#)

> [Link your Virtu ID to your email address](#)

2. Managing your account

Page 7/10 - Linking your Virtu ID to your email address

- First, log in with the email account you want to link to your Virtu ID
- Enter your username and password
- Click "Login"



The screenshot displays a web interface for linking a Virtu account to an email account. The main heading is "Link Virtu account to email account". Below this, there are two tabs: "Log in with email address" (which is active) and "The single sign-on solution Virtu". A "WIZARD" label is visible in the top right corner. The active tab shows a login form with the SENAATTI logo at the top. The form includes a "Login with email" title, a username field containing "mikko.mallikas@virasto.fi", a password field with masked characters, and a "Login" button. A link for "Did you forget your password?" is located below the login button. At the bottom of the wizard, there are navigation buttons: "Previous", "Next", "Done", and "Cancel".

2. Managing your account

Page 8/10 - Linking your Virtu ID to your email address


- Select your Virtu home organisation from the drop-down box, then click "Select"

Link Virtu account to email account WIZARD

The single sign-on solution Virtu Virtu information

Select your organisation More help

SENAATTI

 Login with Virtu

Virtu Test IdP

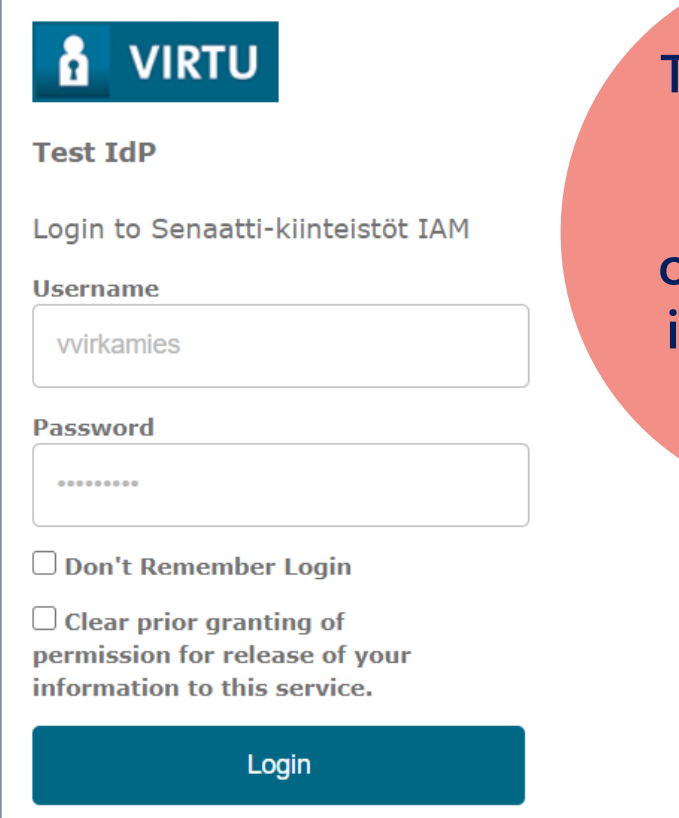
Select

Previous Next Done Cancel

2. Managing your account

Page 9/10 - Linking your Virtu ID to your email address

- You will be redirected to your home organisation's identification service
- Note: you must have a connection to your home organisation's identification service. This may be, for example, via your organisation's office network or a VPN connection.
- If you have already logged in to your home organisation's network, you will not need to log in again – you will skip this step



VIRTU

Test IdP

Login to Senaatti-kiinteistöt IAM

Username

virkamies

Password

.....

☐ Don't Remember Login

☐ Clear prior granting of permission for release of your information to this service.

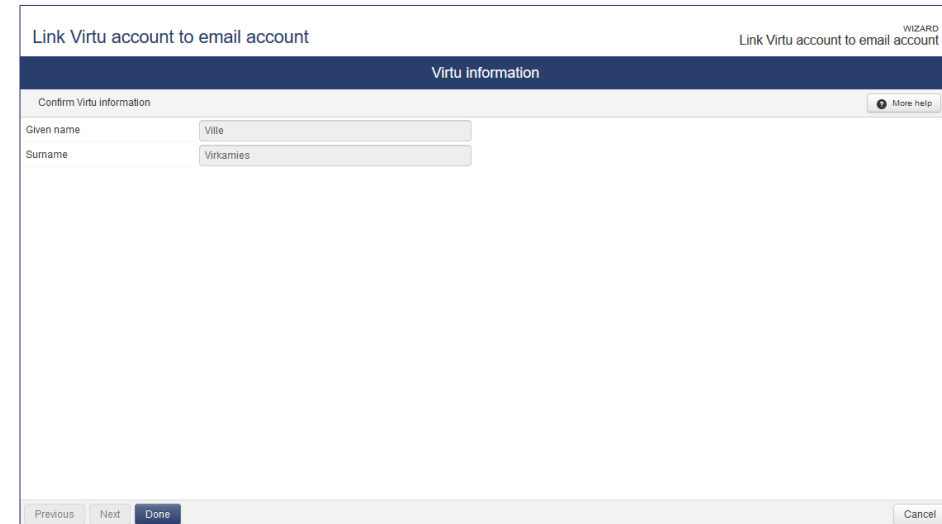
Login

This picture is an example of an organisation's identification service

2. Managing your account

Page 10/10 - Linking your Virtu ID to your email address

- Click “Done” to confirm the linking of your Virtu ID to your email address
- You will receive an email confirming that your Virtu ID is linked to your email address
- You can now log in to the e-services with Virtu or your email address
- Press “Close”



Link Virtu account to email account

WIZARD

Link Virtu account to email account

Virtu information

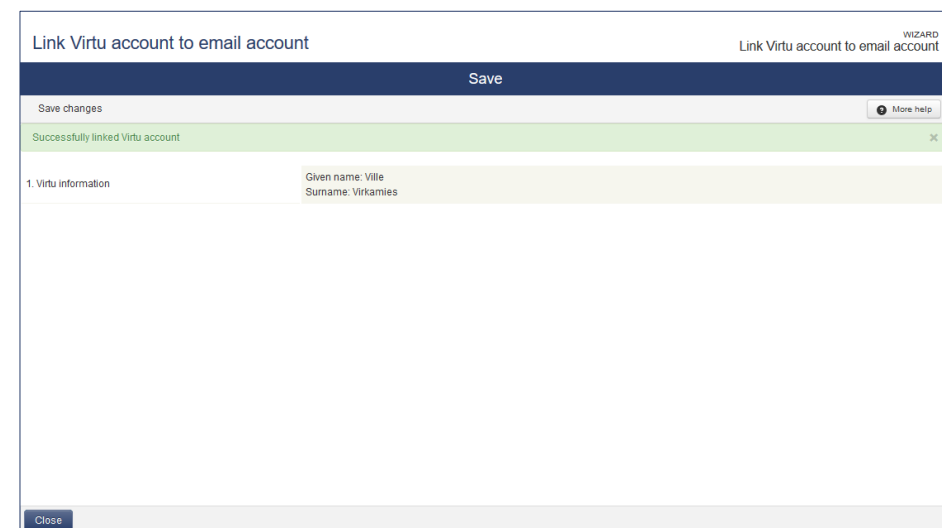
Confirm Virtu information

More help

Given name: Ville

Surname: Virkamies

Previous Next Done Cancel



Link Virtu account to email account

WIZARD

Link Virtu account to email account

Save

Save changes

More help

Successfully linked Virtu account

1. Virtu information

Given name: Ville
Surname: Virkamies

Close

Need any help?

Contact user support if you have any questions about registration, logging in and managing your account

asiointi.senaatti@netum.fi
(09) 425 77 800

