How to send secure email to Kela using Suomi.fi identification

The main customer service portal for private customers is the OmaKela e-service. To log in to OmaKela, users need their online bank credentials or a mobile ID. More information about OmaKela (www.kela.fi/omakela).

Employers and Kela's partner organisations can use their respective e-services to interact with Kela.

Learn more:

- E-service for partner organisations(https://www.kela.fi/asiointi-yhteistyokumppanit)

- E-service for employers (www.kela.fi/asiointi-tyonantajat)

If you cannot use the e-services or Suomi.fi identification, you can send secure e-mail by following these instructions.

How to proceed

Follow the instructions below to send secure email to Kela using Suomi.fi identification.

- Click to open the secure email facility that works with Suomi.fi identification (https://securemail.kela.fi/vahvatunnistus. Write your own email address in the From field. Click Continue.
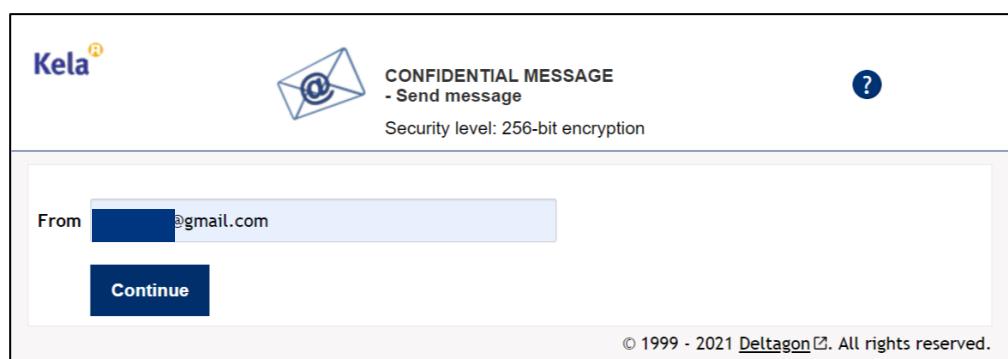
- In the next window, click the Authenticate button. You will arrive at a screen where you can choose your method of authentication. Select your preferred method and continue to the service.
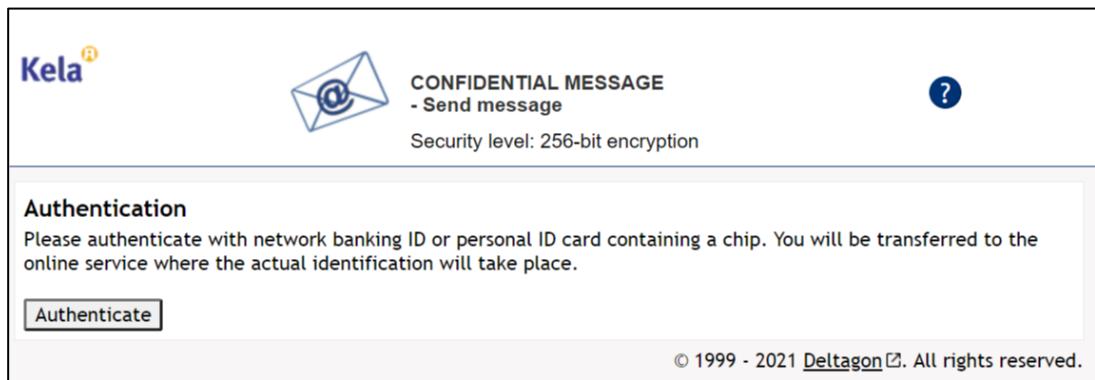
- After authentication, an email template will be displayed. The From field shows your email address.

  In the To field, write the Kela email address to which you want to send email. Use a comma or semicolon to separate several email addresses. Write a title for your message in the Subject field, then write your message in the Message field.
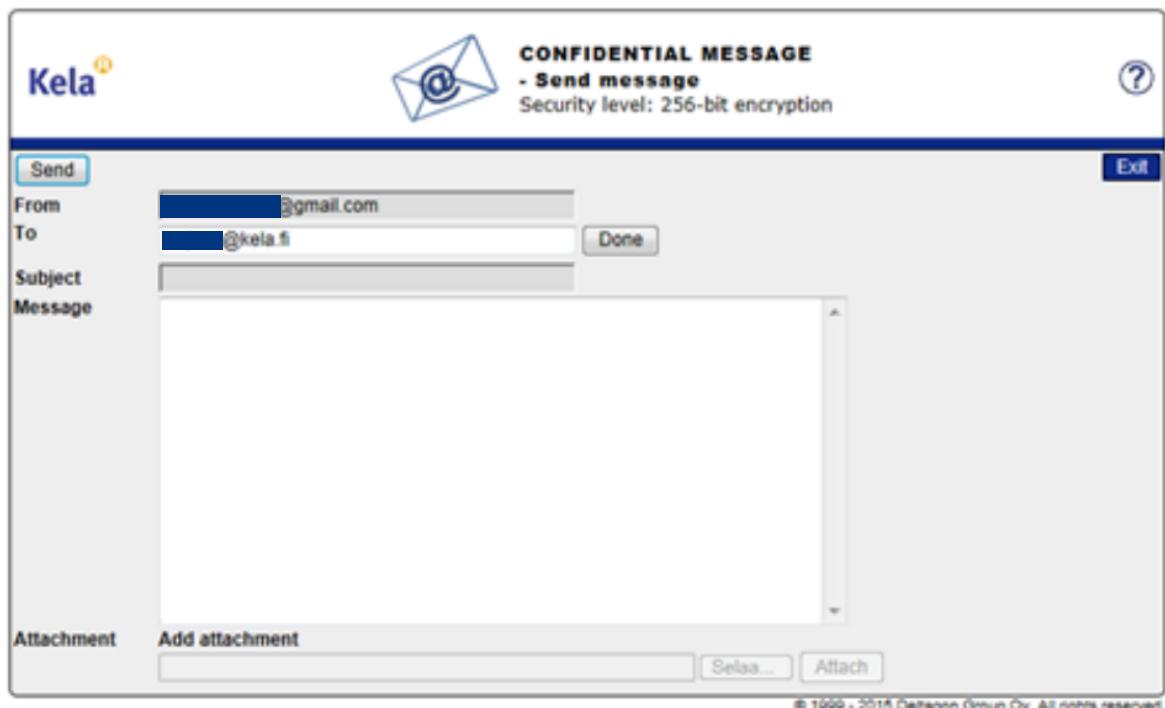
- If you want add attachments, click Browse and select the file you want on your computer. Click Attach. The added attachment is shown at the bottom of the message field. You can remove or add attachments.

- When the message and the attachments are ready, click Send.

- You will receive a confirmation that the message was successfully sent. Your email will be sent to Kela in encrypted form. If you wish to save the message for your own use, click Save.

  To log out of the service, click Exit.
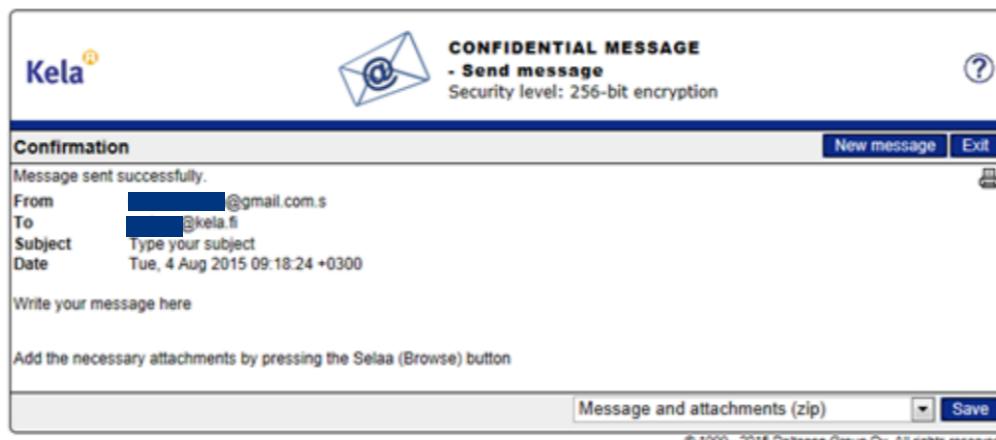
Kela may use secure email to reply to you. Please note that that you can only read encrypted e-mail from Kela on the device which you first use to open the message.