

MyKanta service description

Kela / Kanta Services

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Revision history

Version	Changes	Author	Date
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1 General

This document is a general description of the operation of the MyKanta service. MyKanta, part of the Kanta services, is a statutory public service that was launched as an online service in 2010. In August 2025, Kela released the MyKanta application to complement the web service. The application can be downloaded to a mobile device free of charge from the App Store or Google Play Store. The technical implementer and maintainer of MyKanta is the Social Insurance Institution of Finland (Kela).

The aim of MyKanta is to encourage citizens to participate in the promotion and care of their own health and well-being. The functionalities offered by the service also save time for social welfare and healthcare personnel.

In MyKanta, users can access their own prescriptions and patient records. They will also be able to access their social welfare data as it is gradually phased in. MyKanta can also store wellness information and measurements such as weight, blood sugar and blood pressure entered by the users for personal use. In addition, MyKanta can be used to save a living will and organ donation testament and to control how personal data is used by granting and denying permissions.

The MyKanta application is developed in stages. It includes the most commonly used functionalities of MyKanta, such as viewing and renewing prescriptions and accessing patient records and laboratory test results. In the application, users can subscribe to notifications on new and renewed prescriptions, new patient record entries, laboratory test results and vaccination reminders.

MyKanta is available 24 hours a day. MyKanta can be accessed by anyone who has a Finnish social security number and a means of identification required for electronic authentication. Minors can also interact with MyKanta if they have the necessary means of authentication to log in, but some functionalities are disabled for underage users.

Patient records stored in Kanta by social and healthcare providers are accessible to the citizens in MyKanta (Figure 1). All pharmacies, healthcare providers and most private service providers use Kanta. Client records from social services will appear in MyKanta gradually in 2023–2026 when the service providers of social care have implemented the necessary changes to their information systems and start saving their records to Kanta.

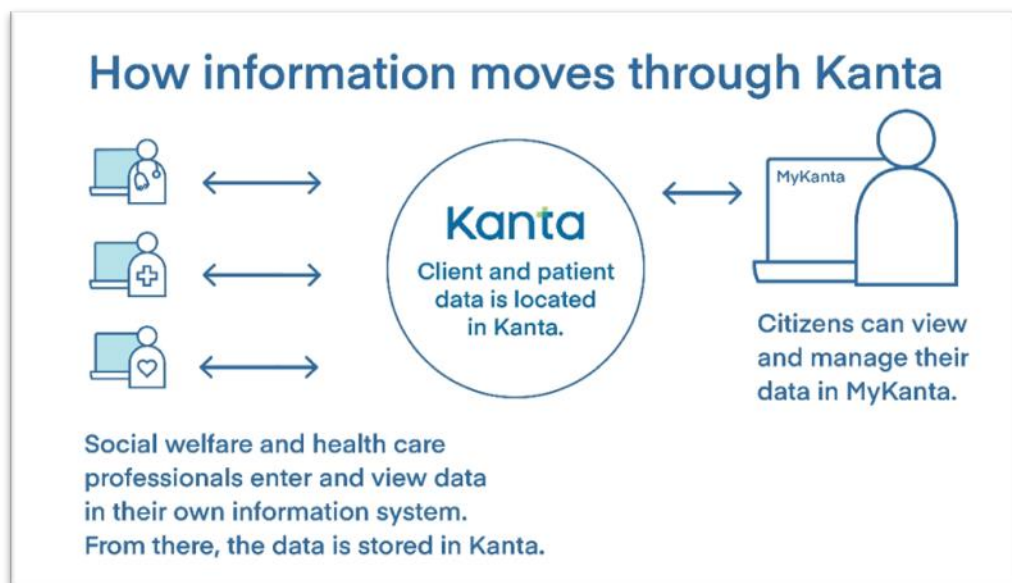


Figure 1. Accessibility of information in MyKanta.

The information is displayed in MyKanta in the language in which the social welfare or healthcare professional has entered it in the respective client or patient information system. MyKanta is available in Finnish and Swedish.

The MyKanta online service has been updated in stages since autumn 2023. The changes make the service more accessible and easier to use. The old version of MyKanta will remain in use alongside the new one until sufficient functionality has been implemented in the new version. Certain functionalities of MyKanta are only available in the new version.

2 Technical requirements for using the service

2.1 MyKanta web service

The MyKanta web service can be accessed on a computer or mobile device such as a tablet or smartphone at kanta.fi. An Internet connection and a web browser are required. The browser must allow cookies and JavaScript. MyKanta works with the most commonly used manufacturer-supported operating systems, browsers and combinations thereof.

The user must ensure that the operating system and web browser are up to date. Outdated operating systems or browsers may not support current security standards and recommendations, and therefore MyKanta will not necessarily work in them.

2.2 MyKanta application

The MyKanta application can be used on mobile devices, such as mobile phones and tablet computers. The MyKanta application works on devices with iOS or Android operating system (iOS 16.0 or newer, Android 10.0 or newer). An internet connection is required.

3 Logging in

3.1 MyKanta web service

You can log in to the MyKanta web service at www.kanta.fi. The login uses Suomi.fi e-identification, a common identification service for public administration e-services. Identification takes place using the authentication methods provided by the Suomi.fi online identification system, such as online banking codes and mobile certificates. Only a person who has a Finnish personal identity code linked to their login credentials can log in to the service. It is not possible to log in to MyKanta using identification methods from other countries.

With the Suomi.fi identification, MyKanta users are identified through strong electronic identification. All services that use Suomi.fi authentication can be used with a single browser login. Suomi.fi authentication is valid for 32 minutes at a time, allowing you to switch to other e-services without having to re-authenticate during this time. [Learn more about Suomi.fi e-Identification – Suomi.fi](#).

If the user does not access MyKanta for 30 minutes, the service will time out. At 25 minutes, MyKanta displays a warning about the timeout. At this point, the user can continue using the service. If the user does not react to the notification, they are logged out after 5 minutes.

3.2 MyKanta application

The MyKanta application can be downloaded free of charge to a smartphone or tablet from the App Store or Google Play Store. On the initial login, the user is directed to the Suomi.fi e-Identification service. Identification takes place using the authentication methods provided by the Suomi.fi online identification system, such as online banking codes and mobile certificates.

When logging in for the first time, the user must create a personal 6-digit PIN code. If they wish, they can also activate fingerprint identification or facial recognition. After this, the user can access the MyKanta application on their device and authenticate with PIN code, fingerprint or facial recognition.

For security reasons, users are required to re-authenticate themselves in the application with online banking ID or a mobile certificate once a year. When this is required, the application directs the user to the Suomi.fi e-Identification service.

If the user does not access the MyKanta application for 5 minutes, the application will automatically enter standby mode. The user can continue using the application by re-authenticating themselves with a PIN, fingerprint or facial recognition.

4 Service features

The following functions are available in MyKanta (updated XX April 2026).

Table 1. Functions available to different user roles in MyKanta.

W = web service, A = mobile application

Y = available, N = not available

The option to access the service on behalf of another person is only available in the web service.

Functionality	User of legal age		Minor user		Acting on behalf of a minor as a guardian	Acting on behalf of a minor as a person entitled to receive information	Acting on behalf of an adult
	W	A	W	A			
Viewing the date and time of previous login	Y	Y	Y	Y	Y	Y	Y
Prescriptions							
Viewing prescriptions	Y	Y	Y	Y	Y	Y	Y
Viewing prescription sharing information	Y	Y	Y	Y	Y*	Y*	Y
Submitting prescription renewal requests	Y	Y	Y	Y	Y	N	Y
Printing the prescription summary	Y	N	Y	N	Y	N	Y
Printing a list of prescriptions for personal use	Y	N	Y	N	Y	Y	Y
Patient records							
Viewing patient records	Y	Y	Y	Y	Y	Y	Y
Viewing patient record sharing information	Y	N	Y	N	N	N	Y
Social welfare services data							
Viewing social welfare service client data	Y	N	Y	N	Y	Y	Y
Wellbeing data							
Viewing wellbeing information	Y	N	Y	N	N	N	N
Viewing and removing permissions for wellbeing applications	Y	N	Y	N	N	N	N
Saving self-measurement results	Y	N	Y	N	N	N	N
Managing data access							
Viewing the date of receiving the information about Kanta Services	Y	N	Y	N	Y	Y	Y
Acceptance of information about Kanta Services	Y	Y	N	N	Y**	N	Y
Managing access to prescription data	Y	N	W: Access to information prohibited from guardian A: N		N	N	Y
Managing denials of consent to share prescriptions	Y	N	N	N	N	N	Y
Managing access to patient data	Y	N	W: Access to information prohibited from guardian M: N		Y	Y	Y

Functionality	User of legal age		Minor user		Acting on behalf of a minor as a guardian	Acting on behalf of a minor as a person entitled to receive information	Acting on behalf of an adult
	W	A	W	A	Web service only		
Validity of the consent to patient data sharing	Y	N	Y	N	Y	Y	Y
Giving the consent to patient data sharing	Y	N	N	N	Y**	N	Y
Updating of consent to patient data sharing	Y	N	N	N	Y**	N	Y
Withdrawal of consent to patient data sharing	Y	N	N	N	N	N	Y
Managing denials of consent to patient data sharing	Y	N	N	N	N	N	Y
Managing access to social welfare services client data	Y	N	Y	N	Y	Y	Y
Validity information of the consent to client data sharing in social services	Y	N	Y	N	Y	Y	Y
Giving the consent to social welfare client data sharing	Y	N	N	N	Y**	N	Y
Withdrawal of consent to social welfare client data sharing	Y	N	N	N	N	N	Y
Managing denials of consent to social welfare client data sharing	Y	N	N	N	N	N	Y
Viewing transactions to acting on behalf of another person (from 18 October 2023)	Y	N	Y	N	Y	Y	Y
Consent to transferring a Patient Summary to European countries	Y	N	Y***	N	Y	N	Y
Denial of consent to contacting based on register research findings	Y	N	N	N	N	N	Y
Organ donation testament	Y	N	N	N	N	N	N
Living will	Y	N	N	N	N	N	N
COVID-19 certificate	Y	N	Y	N	Y	Y	Y
Notifications							
New prescription	N	Y	N	Y	N	N	N
Prescription renewed	Y	Y	Y	Y	Y	Y	Y
Booster vaccine reminder	N	Y	N	Y	N	N	N
New patient record entry	N	Y	N	Y	N	N	N
New laboratory test result and referral	N	Y	N	Y	N	N	N

* Disclosure records generated when the minor was under 10 years old only.

** The guardian cannot perform the action if the minor has personally received the information about Kanta Services.

*** Can give consent if the minor themselves has received information about Kanta Services from health care

5 MyKanta provides access to information from various Kanta services

MyKanta utilises content from documents stored in the Kanta [Patient Data Repository](#) and [Client Data Repository for Social Welfare Services](#).

Information about Kanta Services, consents and denials of consent to data sharing, consent to disclosure of Patient Summary, and information on living wills and organ donation testaments is retrieved [from the system for issuing declarations of intent](#). Prescription information is retrieved from the [Prescription Centre](#).

In the patient record section of MyKanta, the records are displayed by service transaction. The service transaction links the entries generated during a single visit, remote service or inpatient care event, such as patient records and reports on procedures and examinations. A different subset of patient record information is displayed depending on whether the service transaction is an outpatient or inpatient care visit. As a rule, all information is shown for outpatient care, but only medication and summary information is displayed for inpatient care. A prerequisite for displaying patient record texts in transaction records is that the record text is archived in Kanta. Health care providers may also store information on forms that are not accessible in MyKanta. For more information on displaying patient information in MyKanta, see the [Operating model of the Patient Data Repository](#) (chapter 8: MyKanta).

MyKanta also provides access to information stored in the Client Data Repository for Social Welfare Services. It offers access to documents from various social welfare services, such as services for families with children, working-age people, the elderly and the disabled, as well as substance abuse and family law services. The information has been made available in MyKanta's social services client information section in stages between 2023 and 2026 as service providers have introduced compliant client information systems. For more information on accessing social services information, see the [Kanta service manual for social welfare service providers](#) (chapter 5).

MyKanta provides access to information from the latest version of the document. No information is displayed if the latest version of the document in question has been invalidated. No information will be displayed in MyKanta if delayed access has been assigned for the document in question by social and health care services or if the document has been marked as containing information about another person.

In MyKanta's wellbeing data -section, citizens can save self-measurement results and wellbeing information to Kanta services as well as browse and delete entries they have made previously. Variables that can be recorded includes height, weight, heart rate, blood pressure and blood sugar. Previously, wellbeing data could also be saved from separate wellbeing applications, but this is currently not possible. For more information on wellbeing data, see the [Wellbeing data and measurement results in MyKanta – Citizens – Kanta.fi](#) page.

6 Acting on behalf of another person

With the applicable authorisation in place, the MyKanta web service can be accessed on behalf of minor children and adult individuals. The MyKanta mobile application does not currently have the functionality required for accessing the service on behalf of another person and no decision on the schedule for its implementation has been made (situation in June 2026).

6.1 Acting on behalf of a minor

Acting on behalf of a minor means that a guardian or other person who has the right to receive information on matters concerning the child accesses MyKanta on behalf of a child under the age of 18. Accessing MyKanta on behalf of a minor is based on guardianship or the right to receive information. MyKanta validates the user's permission to access the service on behalf of another person automatically from the population information register.

Legal guardians of children can access MyKanta on behalf of their minor children. There are differences in how a child's social welfare and healthcare data are shown to guardians. For more information, see section 6.1.1. A guardian or a person with the right to access information can access MyKanta on behalf of a minor until the minor turns 18.

6.1.1 Visibility of information to the guardian

From 1 August 2016, guardians can access the health care records of their minor children in MyKanta. As a rule, guardians can access the patient records of their minor children in MyKanta. An exception to this is information that a child who has been assessed as having decision-making capacity has specifically prohibited from being displayed to the guardians.

A minor with decision-making capacity is allowed to decide for themselves whether their information is displayed to their guardian. Information prohibited from being displayed by a minor with decision-making capacity is not displayed to guardians or other persons with the

right to access information concerning the child. Restrictions that only apply to one guardian cannot be applied.

However, some of the child's old patient records may not be displayed to the guardians. This applies to information concerning a child over the age of 10 entered into the system before a health care provider has been able to record an assessment of the child's decision-making ability. The recording of the assessment has been introduced in health care services in stages. The assessment cannot be recorded retrospectively. If necessary, the guardian can ask the health care unit that cared for the child for detailed information on the start date from which the data on their child aged 10 to 17 will be displayed to the guardian.

Guardians can also view the child's social services client data in MyKanta. Social service records will be made available in MyKanta in stages between 2023 and 2026. As a rule, guardians accessing the service on behalf of a child can see all client records of children under the age of 18 in MyKanta. However, a professional may, by their own decision or at the justified request of the child, restrict the guardians' access to information in MyKanta. Restrictions that only apply to one guardian cannot be applied.

Guardians or persons with the right to receive information concerning the child cannot view or access the wellbeing data saved by the minor themselves.

6.1.2 Acting behalf of a minor as a person with a right to access information

A person who has the right to access information concerning a child can access the child's information in MyKanta. The right to access information is recorded in the population information system and based on an agreement made by the parents or a court decision.

The right to access information may be granted for health care records, social service records or both. A person with the right to access information can access the same information as the guardian, but they cannot take any actions, such as requesting prescription renewals, on behalf of the child.

6.1.3 Impact of non-disclosure orders and joint custody agreements

The guardians of a minor child can usually act on behalf of their child in MyKanta automatically based on guardianship records retrieved from the population information system. However, information on life events that may affect the guardians' right to access MyKanta on behalf of a minor may have been entered into the population information system.

A non-disclosure order for the personal safety of the child or the guardian affects access to MyKanta on behalf of the child as follows:

- If the guardian has a non-disclosure order for reasons of personal safety, the other guardian cannot automatically access MyKanta on behalf of the child. The guardians can jointly authorise the guardian who does not have a non-disclosure order as the person accessing MyKanta on behalf of the child.
- If both guardians have a non-disclosure order in place, neither of them can automatically access the service on behalf of the child. The guardians may jointly authorise one or both guardians to access the service on behalf of the child.
- If the child has a non-disclosure order for personal safety reasons, neither of the guardians can automatically access MyKanta on behalf of the child. In this case, the guardians may apply for an authorisation to access the service on behalf of their child by submitting an application to the Digital and Population Data Services Agency. When processing the application, the reason for the child's non-disclosure order will be checked.

Authorisations for accessing the service on behalf of a child must be made in the Suomi.fi web service. The guardians must act in mutual agreement and both guardians must validate the authorisation. The Suomi.fi authorisation required for using MyKanta for health care matters is the **mandate for managing matters related to healthcare**, and for social welfare services information, the **mandate for managing matters related to social welfare services**.

A **joint custody agreement** or **joint custody order** may also affect accessing MyKanta on behalf of a minor. Guardians can access MyKanta in accordance with what is stated in the agreement. A guardian who does not have the right to make decisions on social welfare or health care matters concerning the child can view the information of the person they are responsible for, but they cannot, for example, grant consent to data disclosure or request a prescription renewal on behalf of the child.

[Acting in MyKanta as the guardian of a minor – Citizens – Kanta.fi.](#)

6.2 Acting on behalf of an adult person

With the relevant authorisation in place, it is possible to access MyKanta on behalf of another adult. Accessing the service on behalf of another person is based on Suomi.fi e-Authorizations managed by the Digital and Population Data Services Agency (DVV). Suomi.fi e-Authorization is an electronic authorisation that is stored in the authorisation register independently by the person granting authorisation or on the basis of an application.

The Suomi.fi e-Authorizations required for using MyKanta are

- [Managing matters related to healthcare](#)
- [Managing matters related to social welfare services](#)

These authorisations are also used by many other social welfare and health care e-services.

The person receiving the authorisation receives nearly identical rights to use MyKanta as the person granting the authorisation. The person receiving the authorisation may, for example, renew prescriptions and view health care records. However, the person receiving the authorisation cannot access or modify the client's organ donation will, living will or personal wellbeing data saved in MyKanta. The person receiving the authorisation can accept the information about Kanta Services and issue consents to data sharing and denials of consent to data sharing.

When using MyKanta, the person receiving the authorisation must act together with the person granting the authorisation to them and take their wishes into account. In all their actions, the person who is given the authorisation must uphold the rights of the person granting the authorisation and promote their best interests.

A legal guardian or a person with a continuing power of attorney may complete transactions on behalf of their client in MyKanta if they have the relevant Suomi.fi e-Authorization. Acting in these roles does not as such give the right to act on behalf of another person in MyKanta.

[Acting on behalf of an adult in MyKanta – Citizens – Kanta.fi.](#)

7 Information collected about the user

Records on authenticating to and accessing MyKanta on behalf of another person are stored in a log data file. MyKanta does not have any other data resources in which personal data is

stored. Access to MyKanta and performing transactions on behalf of another person fails if the log entry does not succeed. The information content, purpose of use and data retention periods of the MyKanta login register are described in the [Privacy Policy for the MyKanta log data](#).

Individuals have the right to check the information concerning them that is recorded on logging into the MyKanta service. The login records can be obtained by sending a data access request to Kela. Instructions and additional information can be found on the [How to request information stored about you – Citizens – Kanta.fi](#) page.

When a person activates the MyKanta application, in addition to the login register data, the user and device details are automatically saved in the user and device register of the MyKanta application. For details, see the [Privacy Policy for the MyKanta application](#).

8 Accuracy of information

When logging in to MyKanta, the identification data of the person is transmitted from Suomi.fi e-Identification service. If there are any errors in your personal data, please contact the Digital and Population Data Services Agency to correct the information.

MyKanta provides access to client and patient records created by health care and social welfare services. If the user notices errors or omissions in their client or patient record, they should request correction from the social welfare or health care service provider that made the incorrect entry. Social welfare and health care service providers, pharmacies and independent prescribers are responsible for the accuracy of the data they enter into the system.

Kanta Services only investigate matters concerning the accuracy of data in cases where Kela is the controller of the data. Kela is the joint controller of the Prescription Centre and system for issuing declarations of intent. The information on prescriptions stored in the Prescription Centre and the system for the declaration of intent can be checked by sending a data access request to Kela. For instructions on how to submit a data access request, see the [How to request information stored about you – Citizens – Kanta.fi](#) page.

9 Data protection and information security

MyKanta displays client and patient data recorded in Kanta by health care and social welfare

services. With Kanta Services, your data is processed in a reliable and secure way. The Kanta services comply with the EU's General Data Protection Regulation and data protection legislation in order to implement data protection and data security for personal data.

Health care and social welfare service providers, pharmacies and independent prescribers are responsible for the appropriate storage and processing of the data. The Kanta services are responsible for the availability, storage and security of the information stored in Kanta. In Kanta services, personal information is processed to the extent that is necessary in order to investigate a fault or error, to process data requests, and to perform maintenance tasks assigned to Kela. Read more about the data protection and security of Kanta services on the [Data protection and data security – Citizens – Kanta.fi](#) page.

Using MyKanta is safe when you log in to the service from the Kanta.fi website at www.kanta.fi. You should never log in to MyKanta directly from search engine results. Always log out of MyKanta once you have finished using the service. Please report any scams involving MyKanta or Kanta services by e-mail to huijausilmoitukset@kela.fi.

Read more about logging in to MyKanta securely: [Log in securely to MyKanta – Citizens – Kanta.fi](#)

10 Disruptions and problem situations

The MyKanta service may occasionally experience temporary disruptions or service interruptions, which usually only last for a short time. Disruptions may affect the entire service or only some of its functions. The cause of the disruption may be a technical problem in the MyKanta service itself or a disruption in another Kanta service or another system connected to MyKanta.

Malfunctions in Suomi.fi e-Identification or authentication tokens, such as online banking IDs or mobile certificates, may prevent users from logging in to MyKanta. Planned updates and maintenance may also cause temporary service interruptions or restrictions.

In many situations, the service can be used normally after the disruption or downtime has ended without any separate measures. Therefore, the recommended course of action is to wait a moment and try to access the service again later. In urgent situations, you can contact or request information directly from social welfare and health care services or a pharmacy.

Disruptions in MyKanta and other Kanta services are announced through [fault notifications](#) published on the Kanta.fi website. Planned update and maintenance downtimes are announced in advance in [monthly maintenance notices](#). In the event of a disruption of the authentication service, you should also check the disruption notices of banks and telecommunications operators.

[Separate instructions](#) in case of service disruption are available for social welfare and health care professionals, which describe the procedures to follow in case of problems with Kanta services. For citizens, the aim is to ensure alternative service channels in the event of a disruption and to direct users to external channels if necessary.

In general, disruptions do not require users to contact Kanta services. However, if the user needs more information or if they notice a disruption for which there no disruption or maintenance bulletin has been issued, they can contact the Kanta services customer service. Contact information can be found in section 12 of the service description.

Table 2. Alternative service methods in the event of a disruption

Function not available	Alternative service method
Viewing of social welfare services client data and patient records	Request the information from the social welfare and health care unit where you have been a client.
Viewing and renewing of prescriptions	Request the information or make the renewal request at a pharmacy or through health care services.
Consent and denials of consent to data sharing, information about Kanta Services	Request the information to be entered or edited through social welfare and health care services.
Organ donation testaments and living wills	Request the information to be entered or edited through health care services.
Data disclosure	Submit a log data request to the service provider on whose behalf the documents were created and stored.
Wellbeing data	Make the entries in MyKanta when normal service is restored.
Accessing MyKanta on behalf of another person	Access social welfare and health care services or a pharmacy directly. Note: In case of issues regarding access rights, you can check your current authorisations and/or guardianship details on the

	Suomi.fi web service or by contacting Suomi.fi customer service by phone at 0295 000.
You cannot log in to the MyKanta web service due to malfunction of Suomi.fi e-Identification service or identification token.	Use the MyKanta application on your smartphone or tablet if you have downloaded it previously and your authorisation remains in effect.

11 If data is missing or if there is an error in the data

If information is not found in MyKanta or the information is incorrect, the matter should be investigated by the social welfare and health care unit that entered the information into the system. MyKanta displays the information in the format in which the professional has recorded it in social welfare and health care. **Kanta services cannot correct or update incorrect data.**

Professionals can find instructions for reporting situations on the Kanta.fi website under [Correction of incorrect data – Social welfare and healthcare professionals – Kanta.fi](#).

If the organisation cannot determine the cause of the data access issue, they should contact their information system provider. The system provider will assist in investigating the matter and, if necessary, submit an incident report to Kanta Services. Citizens should not be directed to contact Kanta services.

12 Contacting MyKanta

Kanta Services provide support and advice for both citizens and professionals.

Citizens can ask questions and give feedback on MyKanta and Kanta services by e-mail, using a customer feedback form, or by calling the service number. Contact information can be found on the [Kanta.fi](https://kanta.fi) website. The [Kanta assistant chatbot](#) also provides advice to citizens on the Kanta.fi website 24 hours a day.

- E-mail: asiakaspalvelu@kanta.fi
- [Customer feedback form](#)
- Telephone: +358 20 634 4588 We are open Monday to Friday 9 am to 4 pm.

Professionals and service partners have their own contact channels, which can be found at [Contact details – Social welfare and health care professionals – Kanta.fi](#).