

The login to VALO Tilauspalvelu™ has changed

We have renewed the login process for VALO Tilauspalvelu™ on June 2, 2026. Here you can find answers to the most common questions related to the change.

Which credentials should I use to log in to VALO Tilauspalvelu™?

You can log in using the same username as before. We will contact certain customers separately if their username is changing. If you do not remember your username, you can request it at asiakaspalvelu@valotilaus.fi. Please include your name, customer number, and the service you are trying to access in your message.

What should I do if I have forgotten my password?

You can request a new password using the link on the login page. Please note that you must enter your username in the password reset form, which may not be your email address.

What should I do if my old username does not work?

Older usernames and/or email addresses may contain extra characters or spaces, which can prevent login on the new login page. If you suspect this, please contact our customer service at asiakaspalvelu@valotilaus.fi. In your message, include your customer number, username, the service you were trying to access, the time of the attempt, and the content of any error message. Please also copy the error page URL from your browser's address bar.

Make sure you start the login process from the service's homepage (e.g. valotilaus.fi), rather than using a saved browser bookmark.

I received a notification that I do not have access rights before I could log in. What should I do?

Old cookies may cause login issues. You can remove them via your browser settings on your computer or mobile device.



If clearing cookies does not help, please contact our customer service at asiakaspalvelu@valotilaus.fi. Include your customer number, username, the service you were trying to access, the time of the attempt, and the content of any error message.

Where can I get help if needed?

VALO Tilauspalvelu™ customer service

Email: asiakaspalvelu@valotilaus.fi

Phone: +358 10 381 2643 (weekdays 9:00–15:00)