

Helsinki



316 CDI

Helsinki Transport Service

How to Book Trips in Milja

Helsinki

Helsingin
Matkapalvelu

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How to Book Trips

How to booktrips in Milja self-service channel



In the Milja self-service channel, you can order and cancel Helsinki Transport Service transport services, track car arrivals, check upcoming and past transports and the number of transports remaining. You can continue to use all our other service channels in addition to the self-service channel.

The Milja self-service channel is available both in a web browser and on mobile devices. You can download the app free of charge to your mobile device from the App Store (iPhone, iPad) or Google Play Store (Android). You can also access the Milja self-service channel at hel.fi/milja.

Other ways to book trips



Book a trip by text message

You can book a trip by sending a text message to **046 851 0973**. Please include all required information in the same message.



Book a trip by phone

You can book a trip by calling our customer service centre at **09 231 23000**. If you would like service in Swedish, please call **09 231 23010**.



Book a trip by email

You can also book a trip by email at helsinginmatkapalvelu@hel.fi. Please use "Booking" as the subject line of your email and include all required information about the booking in the same message.

1. General

As a Helsinki Transport Service client, you can order transport through the Milja self-service channel. In Milja, you can view your upcoming and past orders, monitor the car's journey and cancel upcoming orders. You can also check the number of transports used and the number of transports remaining.

The Milja self-service channel works both in the browser and on your mobile device. You can install the app on your mobile device either in the AppStore (iPhone, iPad) or the Play Store (Android), free of charge. You can also find the Milja self-service channel at: hel.fi/milja

Each order is processed in the Helsinki Transport Service in a review process before confirmation. The order can be cancelled if the order information is insufficient or it does not meet the terms and conditions of the transport service. Please read the self-service channel user manual carefully before placing orders.

Please note that transport related to healthcare, rehabilitation or assistive device management is not arranged through Helsinki Transport Service.

2. How to start using the service and sign in

The Milja self-service channel works in the browser, at hel.fi/milja, and in an app downloaded to your mobile device.

You can use the Milja self-service channel if you are a client of the Helsinki Transport Service and your phone number and email address are stored in your client information. If the information is missing, please contact Helsinki Transport Service or your own mobility support social instructor in the first instance. You can register as a user of the service once your details have been stored in your client information and the self-service channel has been activated by the Transport Service.

You can register via the Milja self-service portal sign-in page at hel.fi/Milja or in the Milja app downloaded to your mobile device. Click on the **Sign in with your user account**-button. You will be taken to a window where you will find a link to register for the service. You will then receive a link in your email to create a password. Your username is the email address you provided when you registered. After this, you can sign in to the self-service channel with the credentials you created (username and password).

It is not possible to sign in if the same phone number or email address is stored for more than one client.



3. Transport area

You can use the Milja self-service channel to order transport in Helsinki, Espoo, Kauniainen, Vantaa and Sipoo or in other municipalities specified in the client information.

4. Ordering transport

The screenshot shows the 'Create order' form in the Milja self-service channel. At the top, there are navigation links: '← Back to Trips' and 'Create order'. Below this, a note states 'Fields marked with * are required'. The main section is titled 'Transport service'. Underneath, there is a dropdown menu labeled 'Select travel entitlement *'. The form is divided into two columns: 'Departure' and 'Destination'. Each column has a text input field for the address, with a search prompt: 'Enter pick-up address' and 'Enter destination address', followed by a search box containing the text 'Search for an address by typing and select the right add'. Below each address field is another input field for 'apartment number or entrance', both marked as '(Not required)'. The form is enclosed in a thin black border.

You can book the trips that you are entitled to through the Milja self-service channel. You can also view day activity trips, but you cannot book or cancel them through the self-service channel. For more information on your right to travel, please contact your mobility support social instructor. It is not possible to book express trips through Milja.

Book your transport by pick-up time or arrival time. The earliest possible pick-up time for trips ordered through the self-service channel is always one hour from the current time. Trips booked according to arrival time must be booked at least two hours before the desired arrival time. Please plan your pick-up time so that you arrive at your destination on time.

If you need transport earlier than the self-service channel allows, you can order a trip by phone, SMS or email from Helsinki Transport Service. It is possible to book transport in advance until the end of the coming month.

5. Helsinki Transport Service pick-up and stop locations

Preferably use the pre-arranged pick-up and stop locations marked by the Helsinki Transport Service. The pre-arranged pick-up and stop locations have been determined to ensure that it is safe and legal to stop there. These are places where the client and the driver can easily meet.

You will recognise the marked locations when you search for an address and an option will appear next to the address, for example 'Kampin kauppakeskus Fredrikinkatu 63, MATKAPALVELUN PYSÄHDYSPAIKKA' (Kamppi Shopping Centre Fredrikinkatu 63, TRANSPORT SERVICE STOP).

Your order may be rejected if the address you have chosen is not suitable as a stopping location.

For large public events, such as music festivals or markets, the Helsinki Transport Service will agree on a suitable designated stop with the event organiser, which you can find by searching for the name of the event. Helsinki Transport Service actively updates and edits the pick-up and stop locations.

The screenshot shows a booking interface with two main sections: 'Departure' and 'Destination'.
Under 'Departure', there is a text input 'Enter pick-up address' with a dropdown menu showing 'Muotoilijankatu 8 A, Helsinki'. Below it is a smaller input 'Enter pick-up address apartment number or entrance' with the value 'A'.
Under 'Destination', there is a text input 'Enter destination address' with a dropdown menu showing 'Fredrikinkatu 63'. Below it is a list of suggestions for 'Fredrikinkatu 63' in Helsinki, including 'KAMPPI' and 'MATKAPALVELUN PYSÄHDYSPAIKKA'.
At the bottom left, there is a 'Route' section.

6. Additional transport information

We recommend entering additional information to the information box **Report additional information about the trip**. This information is for the driver and will make your journey smoother. Examples of such further information include: 'Pickup at the main door. Access the courtyard via Kankurinkuja.'

The screenshot shows a booking interface with two main sections: 'Pick-up date and time' and 'Booking Requirements'.
Under 'Pick-up date and time', there is a checkbox 'Choose arrival time' and a date/time selector showing '01.06.2026' and '13:49'.
Under 'Booking Requirements', there are two checkboxes: 'Add an assistant' and 'Add a companion'. Below them is a text input 'Report additional information about the trip'.

7. Assistance with transport

The driver's job is to help the client only with matters directly related to the transport, such as getting in and out of the car. If you are entitled to have someone accompany you, you choose the service for your journey, and if you want the driver to collect you from inside and bring you back inside, it is advisable to provide additional trip information. The driver will need the exact details of the assistance needed (e.g. door code, door is open, buzzer, floor, contact details). If the additional information is incomplete or non-existent, providing you with assistance will become more difficult.

8. Information that the passenger must not be left alone included in the client info

When the client information indicates that the driver is not allowed to leave the client unattended, additional information concerning accompanying the client and the recipient's contact details are mandatory. If the additional information is incomplete or non-existent, the transport will be declined. The client cannot change or delete the information that the passenger must not be left alone (Ei voi jättää yksin entry).

9. Accompanying person and companions

When you book a trip through the Milja self-service channel, you can bring one accompanying person and one companion. If you are travelling with more passengers, order your transport by phone via SMS, chat or email from the Helsinki Transport Service.

The accompanying person or the companion can travel with you with a small assistive device.

The screenshot shows a booking interface with the following elements:

- Choose arrival time
- Pick-up date and time**
01.06.2026 13:49
- Booking Requirements**
 - Add an assistant
 - Add a companion
 - 0-6 years
 - 7-17 years
 - Adult
 - Companion's accessory
- Report additional information about the trip

10. Assistive devices

The screenshot shows a selection interface with the following elements:

- Select assistive devices and assistance**
- Manual wheelchair
- Stair climber
- Rollator
- The driver picks up the client from inside
- The driver assists the client inside the destination
- CHANGE CHOISES**

The client may have the necessary assistive devices and other items, such as a shopping bag, suitcase or pushchair. When placing your order, please select from the selection boxes all the assistive devices that will be included in your trip, so that we can take them into account during transport. If the correct choice is not available on the order page, please contact your mobility support social instructor to update your client information.

Information about accompanying guide or assistance dogs and pets must be included in the additional information of the order.

11. Stair climber order

You can order a stair climber transport through the Milja self-service channel if you have been granted a client decision regarding the use of a stair climber. Additional information on the order must include contact details, door code or buzzer, number of stairs and whether the climber is needed at the pick-up or destination address, or both. **It is not possible to accept a booking if the additional information about the trip is incomplete.**

You can place an order for a stair climber through the Milja self-service channel for the next day at the earliest. This will allow us to make sure that you receive the assistance you need. You will see the final arrival time for the stair climber order you have placed when its status is **Order confirmed**.

It is not possible to place stairlift orders via the Milja self-service channel.

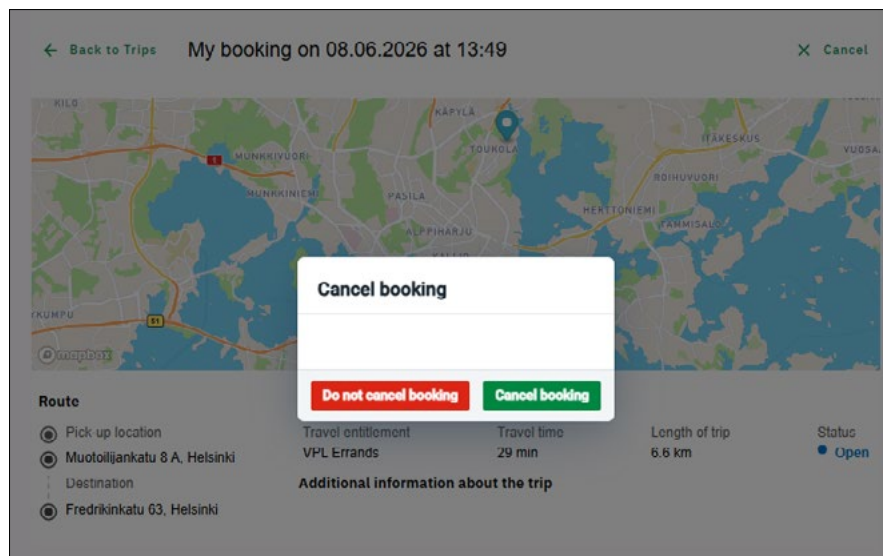
12. Cancelling and making changes to orders

You can cancel your order in the self-service channel at least one hour before the pick-up time.

A saved order cannot be edited via the self-service channel. If the pick-up time or arrival time of your order is more than one hour or more than two hours away, respectively, and you want to make a change to your trip via the self-service channel, you must cancel the incorrect order and make a new one with the correct information. You can also make changes to your order by using other service channels of Helsinki Transport Service.

When the pick-up time is less than an hour away or if the journey has already been forwarded to the car, changes to the journey can only be made via the Helsinki Transport Service.

A cancelled order cannot be reactivated as a valid order.



13. Transport status

You can follow the progress of your order in the self-service channel under **Upcoming trips**. Once all the information has been entered correctly, the status of the transport will be changed to **Confirmed** on the day of the trip at the latest. The client must monitor the progress of the order themselves. If the order has not been confirmed 30 minutes ahead of the pick-up time, please contact the Helsinki Transport Service.

Upcoming and past transports are listed on their own pages.

31.10.2025 16:41	Elimäenkatu 15 A 6 Helsinki	Oulunkyläntie 22 Esteetön hakuosoite Helsinki	● Order received
25.10.2025 08:20	Elimäenkatu 15 A 6 Helsinki	Muotoilijankatu 8 A Helsinki	● Order received
30.08.2025 10:00	Elimäenkatu 15 A 6 Helsinki	Muotoilijankatu 8 A Helsinki	● Order confirmed

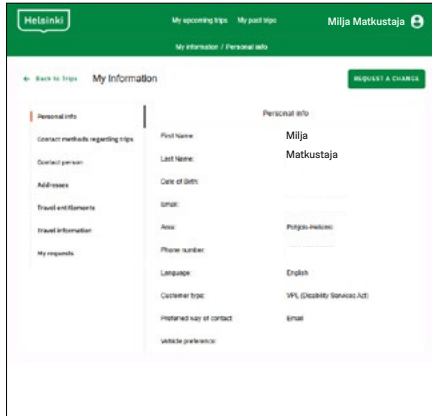
Step by step description of the ordering process:

- **Order received:** The order has been sent. The transport has not yet been confirmed by the Helsinki Transport Service.
- **Order confirmed:** The order has been checked and confirmed.
- **Vehicle en route:** The car is on its way to the pick-up location.
- **Vehicle arrived:** The car is waiting at the pick-up location.
- **Vehicle en route:** The client is on board and the transport is headed to the destination.
- **Transport complete:** Transport completed and finished.
- **Order cancelled:** The order was cancelled or the client did not arrive at the car.

14. Rejected order

The Helsinki Transport Service may reject an order if it does not comply with the rules of the transport service or cannot be carried out. The Helsinki Transport Service will not notify the client separately of a rejected order. The rejected order will be moved to the **Past orders** tab and its status changed to **Order cancelled**. You can see the reason for the cancellation when you open the details of the cancelled order. The client is responsible for monitoring the status of their orders.

15. My information -page



When you access the Milja self-service channel through your browser, you can access the **My information** tab by clicking on the icon next to your name. There you can view your own transport information, such as entries concerning assistive devices, car requirements and the right to travel. If you apply for a change and a change is made to your information, e.g. a change concerning an assistive device, you will need to sign in again for the change to take effect in Milja.

Under **Right to travel**, you can check the number of trips remaining for each right to travel. Please note that the Milja self-service channel only shows your remaining trips for this month. As a client, you must ensure your total trips do not exceed the amount granted for this or future months.

In the addresses section of the **My information** tab, you can save your favourite addresses, which will make your future ordering experience smoother.

You cannot add favourite addresses from the Milja mobile app. However, the favourite addresses added in the browser version of the Milja self-service channel can be used in the mobile app.

16. Change request

Through the **My information** tab, you can submit a change request to update your phone number or email address.

You can use the self-service channels in Finnish, Swedish and English. The choice of language is determined by the client information. If you want to change the language, please contact your own mobility support social instructor in the transport service.

17. How does Milja self-service channel differ from other ordering channels

- The earliest possible pick-up time is one hour from the current time.
- You can bring one accompanying person and one companion, three people max per trip.
- A saved order cannot be edited.
- It is not possible to book express trips.
- It is not possible to book a stop along the way.
- It is not possible to book or modify day activity trips.

Customer services of the Helsinki Transport Service

Our services are open around the clock.

Bookings and cancellations, tel. 09 231 23 000

Information and advice, tel. 09 231 23 001

Feedback, tel. 09 231 23 002

Inquiries about vehicle schedules, tel. 09 231 23 003

Work and study trips, tel. 09 231 23 004

Bookings or cancellations by text message, tel. 046 851 0973

Calling the order number is subject to a normal local or mobile phone call rate. You can check the charge with your own telephone operator.

**Parasta
Bäst yhdessä
tillsammans
*Best
together***

Helsinki

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