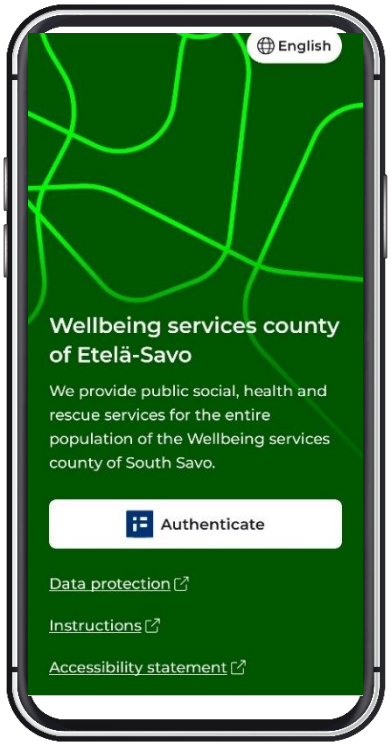
Etelä-Savon hyvinvointialue ELOISA

Instructions for using chat

1

Download the OmaEloisa mobile app or access the chat via Eloisa's website at https://etelasavonha.fi/.

You can download the OmaEloisa app from the Google Play Store or the Apple App Store. You can also use the service in your browser by clicking the icon at the bottom of the Etelä-Savo Wellbeing Area website.



2

Log in to the application

Sign in using your online banking credentials or a mobile certificate.

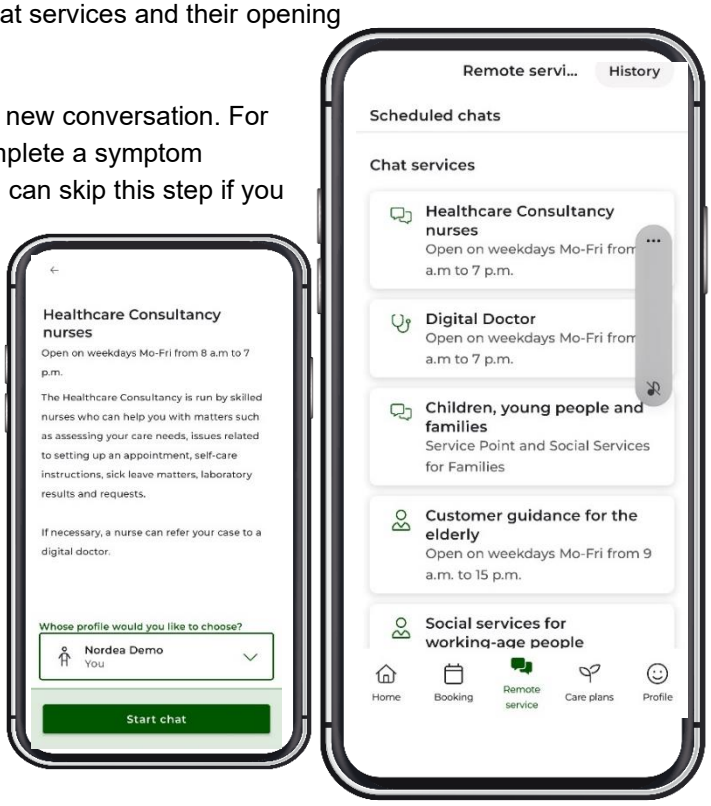
You can also use the service anonymously through a browser. Please note that some services are only available to authenticated customers. If needed, you can authenticate later during the conversation.

3

Select the service you need.

After logging in, you will see the available chat services and their opening hours in the "Remote Services" menu.

Click the service you want to use and start a new conversation. For some services, you may be prompted to complete a symptom assessment before starting the chat, but you can skip this step if you prefer.



4 Starting a conversation

Now you can chat with a professional. Send a message by clicking the **"Send"** button next to the text field.

Using the buttons at the bottom, you can also:

- send images from your phone's gallery,
- open the camera to take a new photo
- send PDF files



4.1 Verifying identity while a chat or video consultation is ongoing

If you have joined the conversation anonymously (using the OmaEloisa browser version), you can identify yourself during the chat if needed. Click the *"Log in"* button on the left side of the page.

5 Acting on behalf of another person

You can act on behalf of another person if you have valid electronic authorizations through the Suomi.fi service: https://www.suomi.fi/valtuudet. In the Authorizations service, select the following authorization types: **"Managing healthcare matters"** and **"Managing social welfare matters."**

A guardian automatically has the right to act on behalf of a child under 18 years old. Adults over 18 must personally authorize the person they want to act on their behalf in the Suomi.fi service.

Add the persons you will act on behalf of before starting the conversation by using the **"Add family member"** function in the **Profile** section. After this, you can act on their behalf by selecting their role when you are signing in.

