



How to join OmaEloisa video appointment

Register for the OmaEloisa service in advance of your first video appointment by either downloading the OmaEloisa mobile app or visiting <https://eloisa.suomisote.fi/>. For authentication, you will need online banking credentials or a mobile certificate.

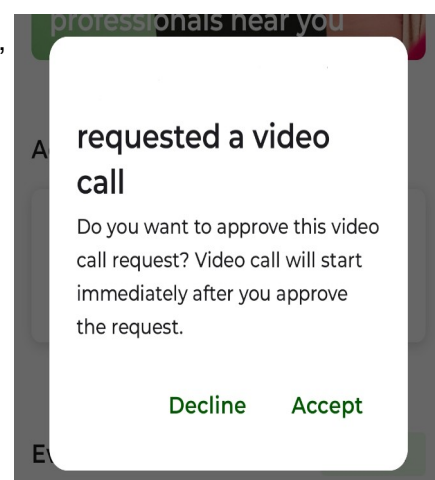
Joining via OmaEloisa app on Android device

Log in or open the OmaEloisa app on your mobile device. If necessary, select whether you are acting on your own behalf or on behalf of another person. You can choose the person you are acting for if you have the authorization to act on their behalf.

When the video appointment is about to start, a video call request will appear on the home screen.

Select **Accept**. The appointment will start immediately after you accept the request.

Your device needs permission to use both camera and microphone for the video appointment. Grant access when your device asks for it.



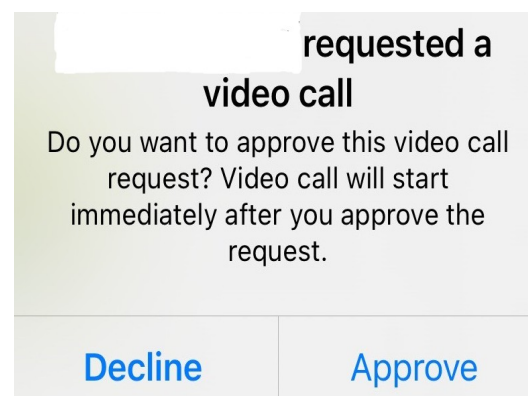
Joining via OmaEloisa app on iOS device

Log in or open the OmaEloisa app on your mobile device. If necessary, select whether you are acting on your own behalf or on behalf of another person. You can choose the person you are acting for if you have the authorization to act on their behalf.

When the video appointment is about to start, a video call request will appear on the home screen.

Select **Approve**. The appointment will start immediately after you accept the request.

Your device need permission to use both camera and microphone for the video appointment. Grant access when your when your device asks for it.



Joining via web browser

Log in to OmaEloisa at <https://eloisa.suomisote.fi/>. If necessary, select whether you are acting on your own behalf or on behalf of another person. You can choose the person you are acting for if you have the authorization to act on their behalf. From the menu, select **Chat and remote reception**.

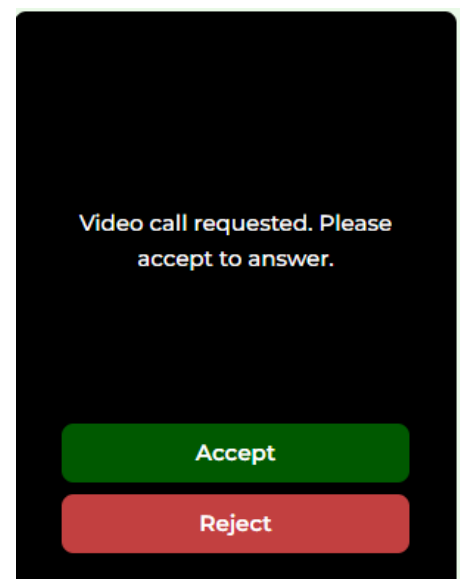
Chat and remote
reception **1** >

When the video appointment is about start, go to **Open Conversations** and **select New Message**. The message will display the professional's name, the video appointment name and the scheduled time.



Join the video appointment by selecting **Accept**. The appointment will start immediately after you accept the request.

Your device need permission to use the camera and microphone for the video appointment. Grant access when your device asks for it.



Etelä-Savon hyvinvointialue Eloisa

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Savonlinna: Keskussairaalan tie 6, 57120 Savonlinna

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