

Instructions for using video appointment

How to prepare for a video appointment

Log in to the service and create your profile in advance at <https://eloisa.suomisote.fi/>.

Make sure your device has a working camera and microphone, as well as a stable internet connection.

Join the video appointment from a quiet space with adequate lighting.

Ensure you have enough room so that you can appear in full length on camera if necessary.

If you have problems with the video appointment and cannot join on time, a professional will contact you by phone.

How to join a video appointment via Web Browser

Go to <https://eloisa.suomisote.fi/>, choose Chat and remote reception. The video appointment invitation sent by the professional appears under **Open discussions**.

Once the professional has activated the remote appointment, accept the incoming video call and, if necessary, allow the use of the microphone and camera on your device.

How to join a video appointment via app

Log in to the OmaEloisa app.

You can see an invitation to the video appointment at the Remote service and Open discussions. When the professional activates the video call, accept the incoming video call. Remember to activate the microphone and camera.

How to act on behalf of an adult or minor in a video appointment

Preparation and joining the video appointment are otherwise the same as described above, but acting on behalf of both a child and an adult requires authorization. You can grant this authorization in the Suomi.fi online service at <https://www.suomi.fi/valtuudet>.

The application will also guide you directly to Suomi.fi, where you may add a family member at Profile menu in the Family Members section.



Add family member

Authenticate with Suomi.fi Valtuudet to select the person you want to add to the family profile.

Authenticate

Cancel