

Länsi-Uudenmaan hyvinvointialue
Västra Nylands välfärdsområde



Euroopan unionin rahoittama –
NextGenerationEU

Substitute Informal Caregivers within Disability Services

Tue 2.4.2024 from 17.30-18.30



Oima user instructions for substitute informal caregivers in
Western Uusimaa

Contents

- Overview of Oima
- Account creation and login process
- Tax card information
- Recording entries in the service
- Paydays and entry submission checklist
- Managing your information in Oima
- Further Oima instructions
- Contact information for the Wellbeing Services County

Introduction to Oima

- Oima is a browser-based platform used by the Western Uusimaa Wellbeing Services County to manage payments and reimbursements for informal caregivers, family caregivers, and fee-based contractors.
- Accessible on any internet-connected device (computer, tablet, smartphone) at **oima.fi**
 - **To sign up, you'll need an internet connection, an email address, and strong authentication methods.**
 - If electronic systems are not suitable for you, continue to manage information on your caregiving duties as before.
- Oima provides an efficient way to communicate caregiving information, allowing you more time for other things.
- With Oima, you can easily report care period details, such as care days provided and other factors affecting your pay, directly to the Wellbeing Services County.
 - Using Oima means there's no need to send this information through other methods.

Account creation and login process

Account setup and login

To begin using Oima, you must first register an account. Ensure you have a valid email address and your banking codes or mobile certificate handy. Registration is possible once the wellbeing services county has designated you a role (caregiver, employee, personal assistant employer) in Oima.

Creating an Oima account requires **a valid email address and online banking credentials** (or mobile certificate).

Instructions:

1. Visit the Oima login page: minun.oima.fi
2. Click “**Luo ilmainen tili**” (“Create a free account”) to start the registration process.



oima

Kirjaudu sisään

Tarvitsetko Oima-tilin? [Luo ilmainen tili](#)

Sähköposti

[Unohditko salasanasasi?](#)

Account setup and login

3. Email address

- Enter your preferred email address. This will be your username for future logins to Oima.

4. Creating a secure password

- Minimum of 8 characters.
 - The longer, the better.
- Include at least one uppercase letter.
- Include at least one lowercase letter.
- Include at least one number.
- Include at least one special character (e.g., !, ", #, \$, %, & /)

As you type, the red crosses will turn into green checkmarks as each requirement is met. This feature assists you in creating a secure password.



Tervetuloa Oima-palvelun käyttäjäksi

Syötä alla olevaan kenttään käytössäsi oleva sähköpostiosoite, jolla jatkossa kirjaudut palveluun.

Sähköpostiosoite ⓘ

esimerkki@gmail.com

Salasana

- ✗ Salasanassa tulee olla vähintään kahdeksan merkkiä.
- ✗ Salasanassa tulee olla vähintään yksi numero.
- ✗ Salasanassa tulee olla vähintään yksi iso kirjain.
- ✗ Salasanassa tulee olla vähintään yksi pieni kirjain.
- ✗ Salasanassa tulee olla vähintään yksi erikoismerkki.

Luo tili



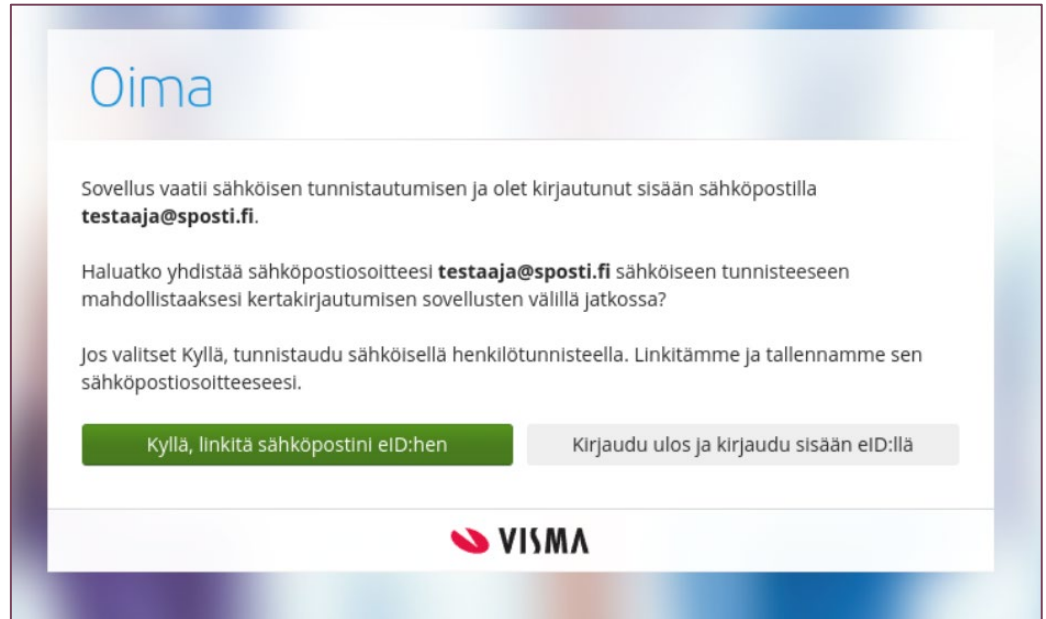
Kasarmintie 15, 90130 Oulu

Kaisaniemenkatu 4 A, 00100 Helsinki

Account setup and login

5. Connecting to Visma Connect

- You will receive the following message for strong authentication. Click on **"Kyllä, linkitä sähköpostini eID:hen"** ("Yes, link my email to eID"). This enables you to use your banking codes for strong authentication.
- Strong authentication is required for your first login to verify your identity. It also ensures that contracts, payments, and other private information are securely directed to the intended person. (The process does not link your bank account to the Oima service.)
- Proceed to strong authentication by clicking **"Kyllä, linkitä sähköpostini eID:hen"** ("Yes, link my email to eID")



Account setup and login

6. Strong authentication

- Continue to strong authentication using your mobile certificate or online banking codes. If using online banking codes, please select your bank from the options provided.

FI | SV | EN



TUNNISTAUTUMINEN PALVELUUN Visma Connect

Tunnistaudu mobiilivarmenteella tai henkilökohtaisilla verkkopankkitunnuksilla.

Valitse Mobiilivarmenne



Valitse verkkopankki

 OP

Aktia



 omaOP

POP Pankki

 Säästöpankki

Nordea

S-Pankki

 Danske Bank

Handelsbanken

Keskeytä

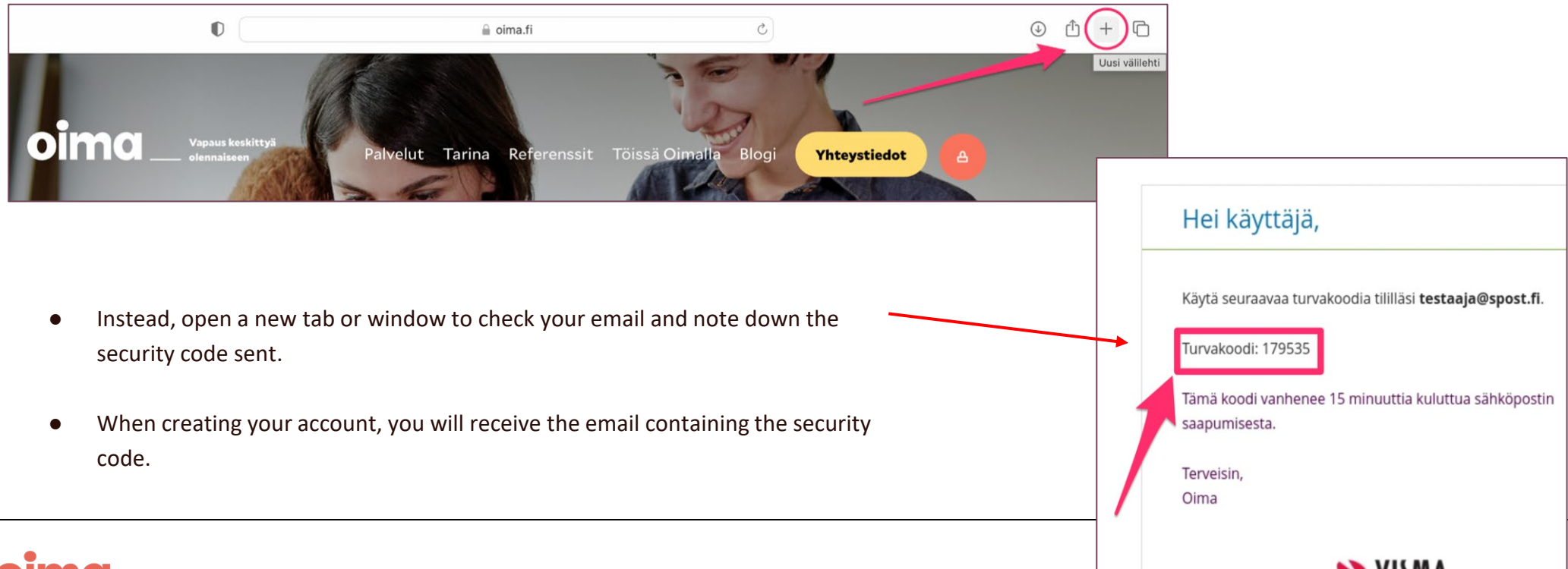
Tämä asiointi on suojattu [Telia Tunnistus](#)-palvelun avulla.
Telia luottamuspalveluilla [allekirjoitat](#), [tunnistat](#), [varmennat](#) ja [arkistoit](#) luotettavasti.
[Asiakaspalvelun yhteystiedot](#) [Tietosuojaja-turva](#)

Account setup and login

7. Receiving the security code

- After authentication, a six-digit security code will be sent to your email. (see image 3)

Note: Do not close your current browser window.



The image shows a browser window with the Oima website (oima.fi) and an email notification. A red arrow points from the browser's address bar to the email. Another red arrow points from the email's security code to the browser's address bar.

Browser Window:

- Address bar: oima.fi
- Navigation icons: back, forward, reload, search, share, print, download, upload, new tab (+), close (x)
- Website header: oima Vapaus keskittyä olennaiseen
- Navigation menu: Palvelut, Tarina, Referenssit, Töissä Oimalla, Blogi
- Buttons: Yhteystiedot, Login (red circle with user icon)

Email Notification:

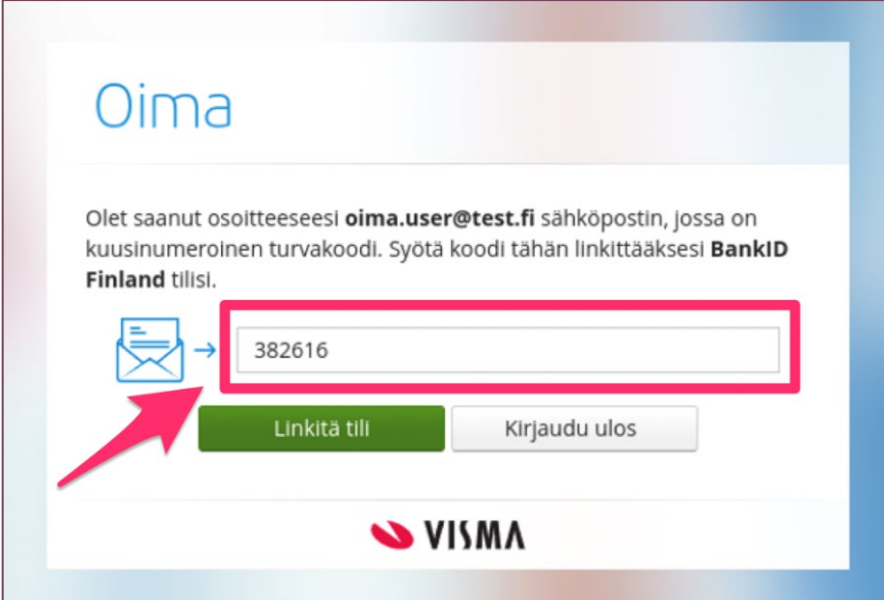
- Greeting: Hei käyttäjä,
- Text: Käytä seuraavaa turvakoodia tililläsi **testaaja@spost.fi**.
- Security Code: **Turvakoodi: 179535** (highlighted in a red box)
- Text: Tämä koodi vanhenee 15 minuuttia kuluttua sähköpostin saapumisesta.
- Text: Terveisin, Oima
- Logo: OIMA

- Instead, open a new tab or window to check your email and note down the security code sent.
- When creating your account, you will receive the email containing the security code.

Account setup and login

8. Entering the security code

- Enter the received security code into the designated field (see image) and click “Linkitä tili” (“Link my account”).
- A confirmation message will appear stating **BankID Finland linkitetty Visman tiliisi.** (“BankID Finland has been linked to your Visma account”). Click “Jatka” (“Continue”).
- This confirms your identity securely without connecting your bank account to Oima. Here, “BankID” simply means that you have done strong authentication via your bank account.
- You are now done with strong authentication. Click on **Jatka** (“Continue”).



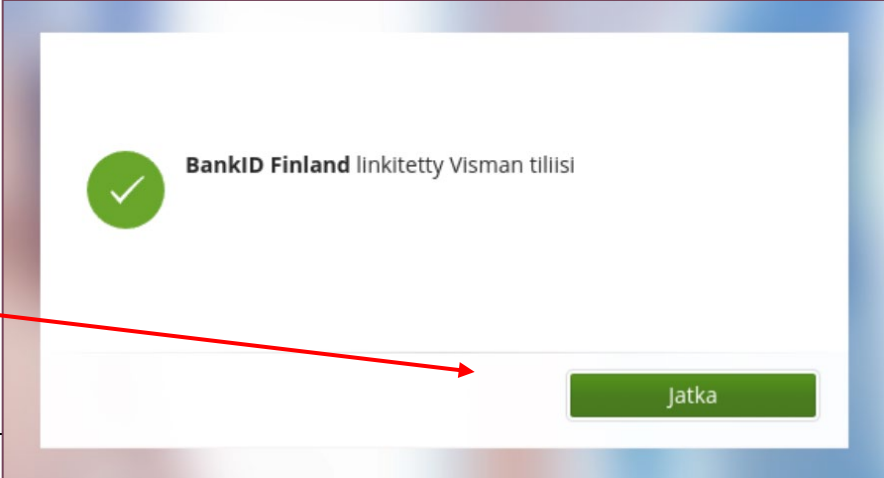
Oima

Olet saanut osoitteeseesi **oima.user@test.fi** sähköpostin, jossa on kuusinumeroinen turvakoodi. Syötä koodi tähän linkittääksesi **BankID Finland** tiliisi.

 →







 **BankID Finland** linkitetty Visman tiliisi

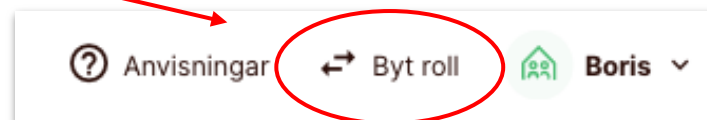
Account setup and login

9. Welcome and role selection

- Good job! You have now successfully logged in to Oima. Now, select your role from the available options.
- Oima features different roles for different users (fee-based contractors, employees, employers, etc.)
- Family caregivers should select **Hoitaja** (“Caregiver”).
- If you accidentally select the wrong role or you use Oima in multiple roles, you can switch roles via the top right corner: **vaihda roolia** . (“Change roles”).

For further assistance, visit **ophtuki.oima.fi** and navigate to:

- > Ratkaisut (“Solutions”)
- > Perhe- tai omaishoitajat (“Family or informal caregivers”)
- > Perhe- ja omaishoitaja: Näin otat Oima-palvelun käyttöösi (“Family or informal caregiver: How to start using the Oima service”).



Tax cards

Tax cards

Oima retrieves tax card information for payments directly from the Finnish Tax Administration

- You must have a valid tax card specified for informal care registered with the Tax Administration. The general tax card for salary is not applicable in Oima.
 - Oima automatically fetches the appropriate tax card from the Tax Administration's system for each type of contract.
 - **The caregiver does not need to submit the tax card themselves anywhere.**
 - Oima automatically updates tax card details close to payday.
- You can see your current tax rate in Oima under the "Hoitopäivät" (Care Days) section.
- For detailed taxation instructions, visit vero.fi/en, call the Finnish Tax Administration's service number, or visit a tax office in person.

Recording entries in the service

Documenting care periods

- You can access care period details directly from Oima's homepage by clicking on "hoitojaksot" ("care periods") or "toimeksiantosopimus" ("contracts").

- To navigate from the contracts section to view specific care periods, click on **Hoitopäivät** ("Care days").

The screenshot shows the Oima homepage for user Boris. The navigation bar includes links for Framsida, Avtal, Arvoden, and Rapporter. A welcome message "God eftermiddag Boris!" is displayed. Below this, four summary cards show: Uppdragsavtal (3 kpl), Utbetalda arvoden (2024) (0 kpl), Arvoden brutto (2024) (0,00 €), and Arvoden netto (2024) (0,00 €). The main content area is divided into three sections: "Gällande uppdragsavtal" (Active contracts) with a link to "Länsi-Uudenmaan hyvinvointialue (demo)" and a "Sorsa Vertti" status; "Vårdperioder som kräver uppmärksamhet" (Care periods requiring attention) with a date range from 01.04.2024 to 30.04.2024 and a "VÄRDAREN GODKÄNT" status; and "Arvoden" (Fees) with a piggy bank icon and the message "Du har ännu inte betalats något arvode." Two red arrows originate from the text in the first bullet point: one points to the "Länsi-Uudenmaan hyvinvointialue (demo)" link, and the other points to the "Vårdperioder som kräver uppmärksamhet" section.

The screenshot shows the "Toimeksiantosopimus" (Contract) page. It features a green "IKRAFT" status badge. Below, it states "Avtalsversioner: Enda versionen." At the bottom, there are two buttons: "Skriv ut" (Print) and "Vård dagar" (Care days). The "Vård dagar" button is circled in red, with a red arrow pointing to it from the text "Hoitopäivät" in the second bullet point above.

Vård dagar

Till uppdragsavtalet

Vårdmottagare

Ankka Didi - Sijaisomaishoitaja -

[Skattekortsuppgifter: Inget skattekort](#)

Vårdperioder

01.05. - 31.05.2024 ÖPPEN

01.06. - 30.06.2024 ÖPPEN

01.05. - 31.05.2024 ÖPPEN

01.04. - 30.04.2024 VÅRDAREN GODKÄNT

01.03. - 31.03.2024 GODKÄNT

Denna vårdperiod har ännu inte bekräftats.

Bekräfta

Anmärkningar om vårdperioden

Skriv här en anmärkning om vårdperioden...

Spara anmärkning

Lisää dokumentti

Dokumentit (0)

Vårdperiodens tilläggsfunktioner

- If managing multiple contracts or care recipients, use the **Hoidettava** (“Care recipient”) menu to switch between different individuals.
- The **Hoitojaksot** “Care periods”) menu displays care periods chronologically,
 - allowing you to view past periods and
 - record upcoming ones.
- Confirm a care period by selecting (**“vahvista”**) after all necessary entries for the period have been made.

Notes during care periods

Anmärkningar om vårdperioden

Skriv här en anmärkning om vårdperioden...

Ankka Dandy (Vårdare) - 08.04.2024: Exempelkommentar

Redigera

Ta bort

Spara anmärkning

- Caregivers may add comments to a care period, which will be visible to the Wellbeing Services County employee.
 - The employee will mark these comments as processed during the review before payment day.
- Caregivers can modify or delete their comments until processed by a Wellbeing Services County employee.
- The Wellbeing Services County employee may also add comments within the same care period.

Calendar shortcuts

(Note: You can also enter care days one at a time by clicking on the specific day; a menu will open in the bottom right corner).

Vårdperiod: 01.05. - 31.05.2024

Föregående

Nästa

Välj vardag

Välj alla

Töm valen

☐ Flera uteffekter

Ändra dagar

Måndag	Tisdag	Onsdag	Torsdag	Fredag	Lördag	Söndag
18	29	30	1	2	3	4
						5

- Valitse arkipäivät (“Select weekdays”):**

 - Click here to record entries for all weekdays in one go.
 - Then, select **Muokkaa päiviä** (“Edit days”)
- Valitse kaikki (“Select all”):**

 - Click here to record entries for every day shown in the calendar.
 - Then, select **Muokkaa päiviä** (“Edit days”)
- Tyhjennä valinnat (“Clear selections”):**

 - Clears any days you have selected.
- Monisyöttö (“Multiple inputs”):**

 - Here, you can select specific days and apply the same entries to each.
 - Then, select **Muokkaa päiviä** (“Edit days”)
- Muokkaa päiviä (“Edit days”):**

 - Use this to finalize details after using calendar shortcuts.

Entries by substitute informal caregivers

1. Open the calendar and click on the day you wish to record an entry for.
2. A menu will appear on the right to select the type of day:
 - Hoitopäivä ("Care day")
 - Koulutuspäivä ("Training day")
 - Irtisanomisaika ("Notice period")
 - Peruuntunut hoitopäivä ("Canceled care day")
 - Peruuntunut hoitopäivä (palkaton) ("Canceled care day, unpaid")

Note: You do not have to insert the hours.

1. You may also add a comment for the day, though this is not required.
2. Remember to click **Tallenna ja sulje** ("Save and exit")!

Example: If you log an entry for two 24-hour care periods, always begin with the first day of care. If you log these periods over two distinct calendar days, you'll receive separate compensations for each day.

Typically, weekend substitute caregiving (from Friday to Sunday) is accounted for as two 24-hour care periods. **Therefore, only record entries for Friday and Saturday.** In this case, there's no need to log any entries for Sunday! You'll receive compensation for two 24-hour care periods.

Uppgifter om vårddagen

1 dag vald

← Föregående dag 03.05.2024 Nästa dag →

✕ Töm registreringar

TYP AV DAG

Hoitopäivä ✓

Syötä alku- ja loppuaikojen kellonajat:

HH : MM → HH : MM ✕

Koulutuspäivä

Irtisanomisaika

Peruuntunut hoitopäivä

Peruuntunut hoitopäivä (palkaton)

Kommentar (ej obligatorisk)

Spara och stäng **Spara och nästa**

Correcting entries

If you have entered incorrect information in the calendar, you can correct it before the care period is confirmed.

1. Select the day you need to correct by clicking on it in the calendar; a menu will appear.
2. Choose **Tyhjennä kirjaukset** (“Clear entries”)
3. Remember to click **Tallenna ja sulje** (“Save and exit”)!

This function clears all entries from the selected calendar day.

Caregivers and contractors can make corrections to their entries until the care period is reviewed and finalized for payment by the Wellbeing Services County.

Uppgifter om vårddagen

1 dag vald

← Föregående dag 03.05.2024 Nästa dag →

X Töm registreringar

TYP AV DAG

Hoitopäivä

Syötä alku- ja loppuaikojen kellonajat:

HH : MM → HH : MM X

Koulutuspäivä

Irtisanomisaika

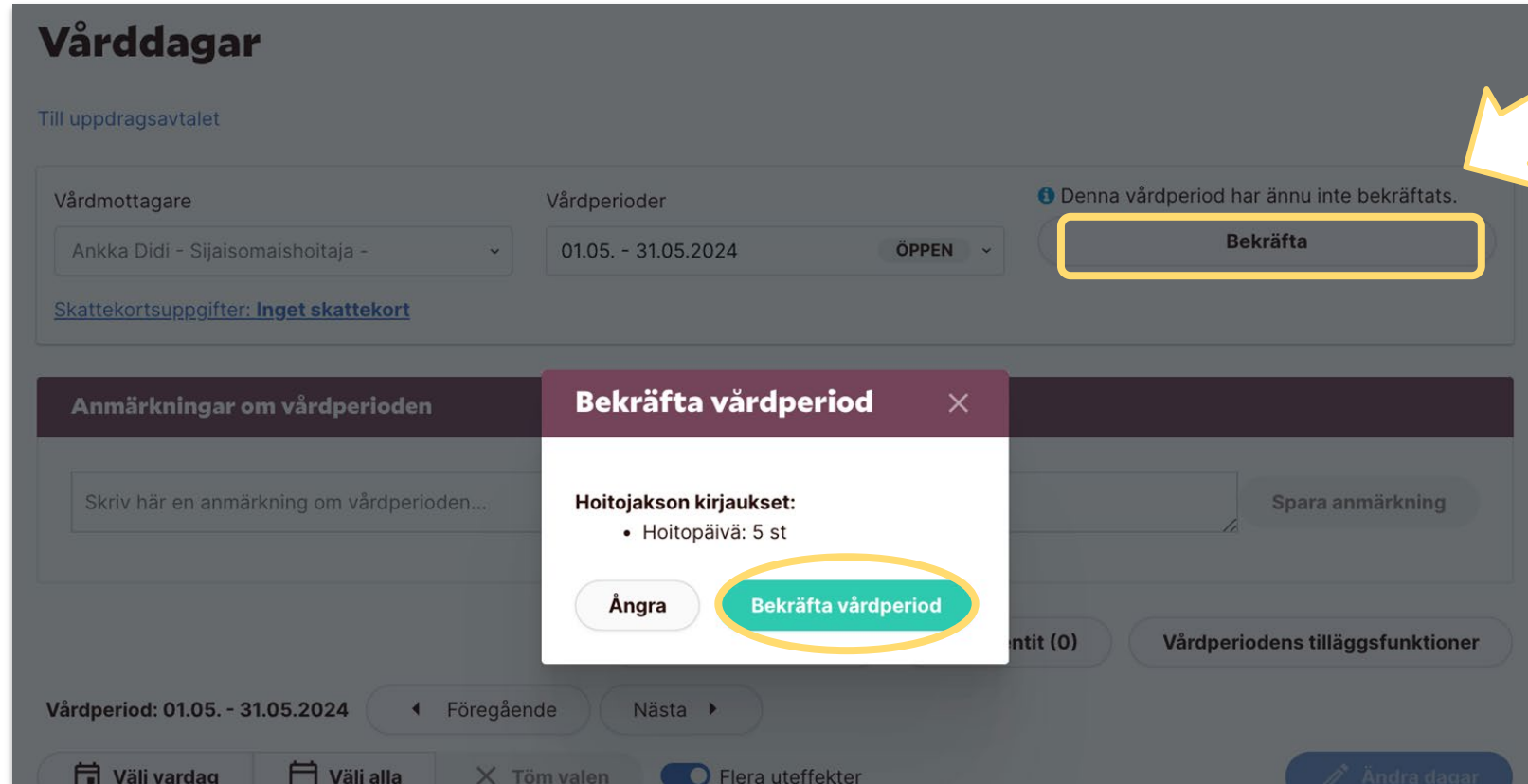
Peruuntunut hoitopäivä

Peruuntunut hoitopäivä (palkaton)

Kommentar (ej obligatorisk)

Spara och stäng **Spara och nästa**

Confirming care periods



The screenshot shows the 'Vårddagar' (Care Days) interface. At the top, there's a header 'Vårddagar' and a subtitle 'Till uppdragsavtalet'. Below this, there are fields for 'Vårdmottagare' (Ankka Didi - Sijaisomaishoitaja -) and 'Vårdperioder' (01.05. - 31.05.2024, ÖPPEN). A yellow box highlights the 'Bekräfta' button in the top right corner. A yellow arrow points to this button from the text on the right. Below the main form, there's a section 'Anmärkningar om vårdperioden' with a text input field. A modal window titled 'Bekräfta vårdperiod' is open, showing 'Hoitojakson kirjaukset:' with a list item 'Hoitopäivä: 5 st'. The modal has two buttons: 'Ängra' and 'Bekräfta vårdperiod', with the latter highlighted by a yellow oval. At the bottom of the interface, there are navigation buttons like 'Välj vardag', 'Välj alla', 'Töm valen', 'Flera uteffekter', and 'Ändra dagar'.

Once all entries are complete, **confirm the care period** by clicking “Vahvista” (“Confirm”) in the top right corner. This notifies the Wellbeing Services County that your care period is ready for review.

Note: If you forget to confirm the care period, it will still be reviewed and confirmed for payment on your behalf. However, please remember to log all care days provided!

Note: After confirmation, only employees of the Wellbeing Services County can modify the entries.

Managing your information in Oima

Managing your information in Oima

Entries (“Kirjaukset”)

- Record entries for care periods.
- View entries made by the Wellbeing Services County for your care periods.

Contracts (“Sopimukset”)

- Access and review your current and past contracts.
- Electronically sign new contracts.

Payslips

- View all payslips and payments processed through Oima.

Reports (“Raportit”)

- Generate reports on kilometre allowances and trip reimbursements for possible tax deductions.

Comments (“Kommentit”)

- Add comments to provide additional details to the Wellbeing Services County regarding care periods, contracts, or other matters.

Oima homepage overview for caregivers



[Framsida](#) [Avtal](#) [Arvoden](#) [Rapporter](#)

[Anvisningar](#) [Byt roll](#)  **Boris** 

 Vi rekommenderar att alla tar i bruk Visma Connect. Du kan ta i bruk det [här](#).

You can also access your contracts, ongoing care periods, and payment history via the top menu.



God dag Boris!

Uppdragsavtal
3 kpl

Utbetalda arvoden (2024)
0 kpl

Arvoden brutto (2024)
0,00 €

Arvoden netto (2024)
0,00 €

Gällande uppdragsavtal

[Länsi-Uudenmaan hyvinvointialue \(demo\)](#) 1.3.2024 Sorsa Vertti **I KRAFT**

[Visa alla uppdragsavtal \(3\) →](#)

Vårdperioder som kräver uppmärksamhet

Länsi-Uudenmaan hyvinvointialue (demo) 01.04.2024 - 30.04.2024 Sorsa Vertti **VÅRDAREN GODKÄNT**

Arvoden



Du har ännu inte betalats något arvode.

Instructions

Navigate to the care period for a specific contract.

Ongoing care periods.

View details of payments received.

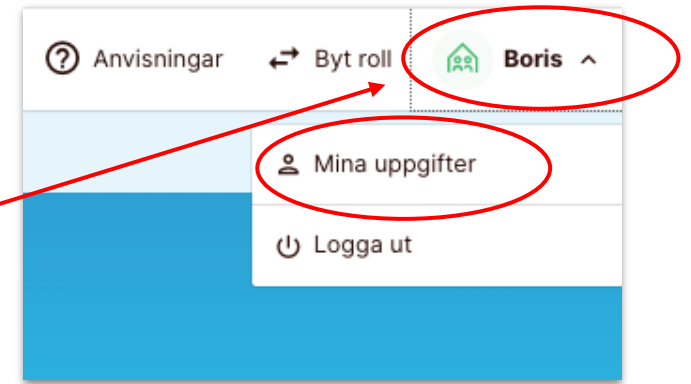
Caregiver's information

Upon your first login to Oima, please verify that your personal information is accurate.

1. Click on your name in the top right corner and select **Omat tietoni** “My information”
 - You will see your details displayed, but
 - you cannot modify these yourself. Please contact the Wellbeing Services County if something needs to be updated.

Additionally, in this section, you can:

- Change your password.
- Change your user ID.
- Change the display language of Oima to
 - Swedish
 - English
- Set up Visma Connect user ID
 - (If not already set up during your first login).



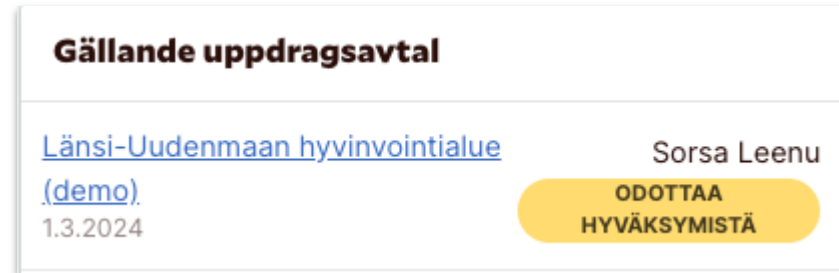
Commission Contracts

- To view your contracts, navigate to the **Sopimukset** (“Contracts”) tab
- Your contracts are categorized as:
 - Valid contracts
 - Pending (Unfinished, waiting for signing)
 - Finished (Archived past contracts)



Note: If you notice that something is incorrect in your contract details, please contact the Wellbeing Services County for corrections.

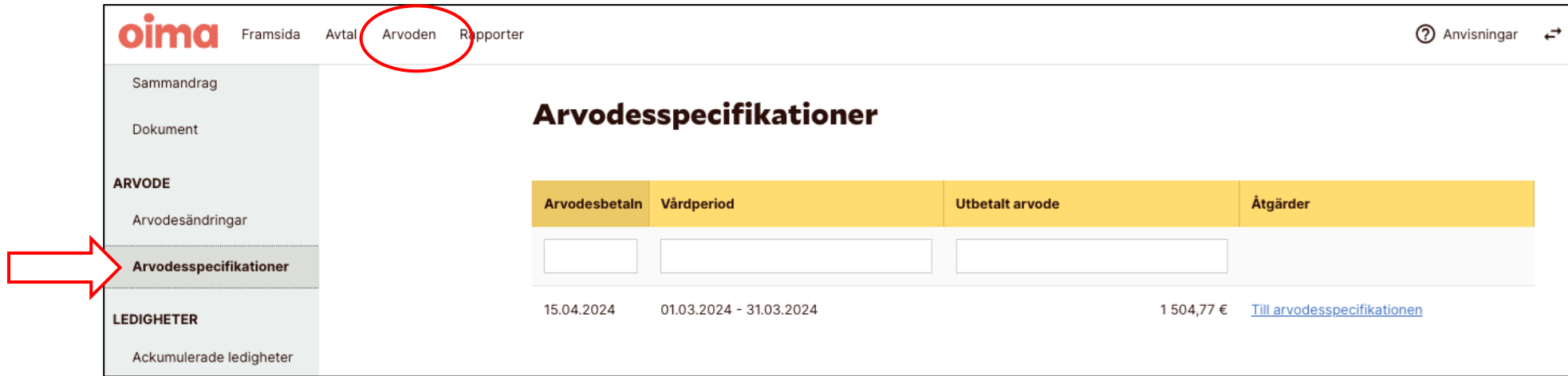
Signing electronic contracts



- Electronic contracts are signed via Oima.
- You will receive an email notification when there is a new contract waiting for your signature.
- You can also view any pending contracts on the Oima homepage.
- Sign contracts by clicking “Allekirjoita” (“Sign”).
 - Note: Please read and review the contract before signing it.



Payslips



The screenshot shows the Oima web application interface. The top navigation bar includes the Oima logo and links for 'Framsida', 'Avtal', 'Arvoden', and 'Rapporter'. The 'Arvoden' link is circled in red. The left sidebar contains a menu with 'Sammandrag', 'Dokument', 'ARVODE', 'Arvodesändringar', 'Arvodesspecifikationer' (highlighted with a red arrow), and 'LEDIGHETER'. The main content area is titled 'Arvodesspecifikationer' and displays a table with the following data:

Arvodesbetaln	Vårdperiod	Utbetalt arvode	Åtgärder
15.04.2024	01.03.2024 - 31.03.2024	1 504,77 €	Till arvodesspecifikationen

You can track all your payments conveniently through Oima.

- The Oima homepage displays a summary of payments you received.
- Under the “Palkkiot” (“Payments”) tab, you can review your payslips in more detail.
- You can see any possible changes to your pay and the relevant payslips under “Toimeksiantosopimus” (“Commission contracts”).

Paydays and entry submission checklist

Paydays and entry submission checklist

Payday

Compensation for substitute informal caregivers is paid on the last business day of the month following the care period.

Entries ("Kirjaukset")

Care days should be reported by the third day of the month following the month of the care period.

Details to be given for each care period:

- Care days provided,
- Notes on the care period (if any)

Payment is based on the actual care days provided and recorded. No entries for a care period means no payment will be processed.

NOTE: Caregivers who do not use electronic systems can submit care period details and entries to the Wellbeing Services County as previously done.

Always adhere to the guidelines provided by the Wellbeing Services County when recording entries.

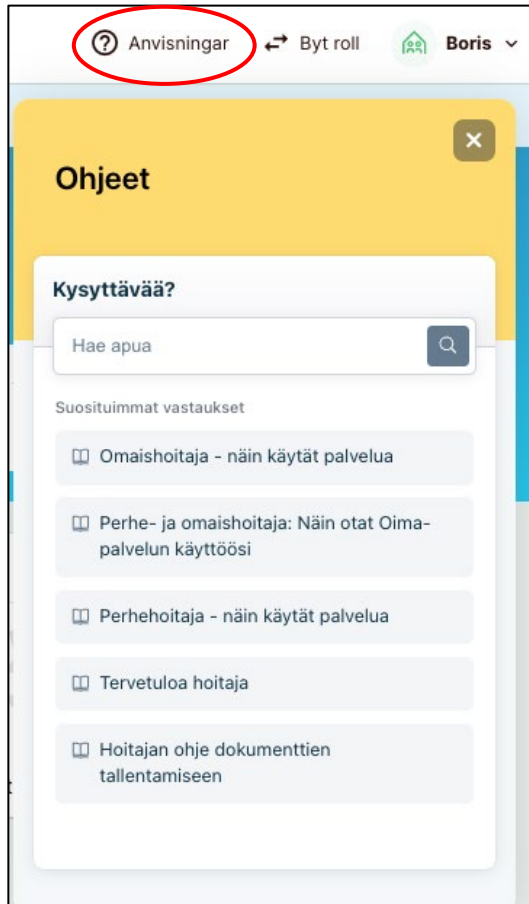
IMPORTANT: Please provide the email address you use via Oima in the "Hoitojakson huomautukset" ("Notes on the care period") field.

(Unless the email address can be found in your basic

information)
Tax card for informal care

Further Oima instructions

Built - in instructions



When logged in, you can access instructions within Oima by clicking the question mark in the top right corner.

For specific instructions (with pictures) on recording entries,

- click on **Perhehoitaja - näin käytät palvelua** (“Family caregiver - instructions on using the service.”)

Instructions can be selected by topic or browsed freely.

Perhehoitaja - näin käytät palvelua

Perhehoitajan ohje palvelun käyttöön sekä hoito- ja vapaapäivien raportointiin

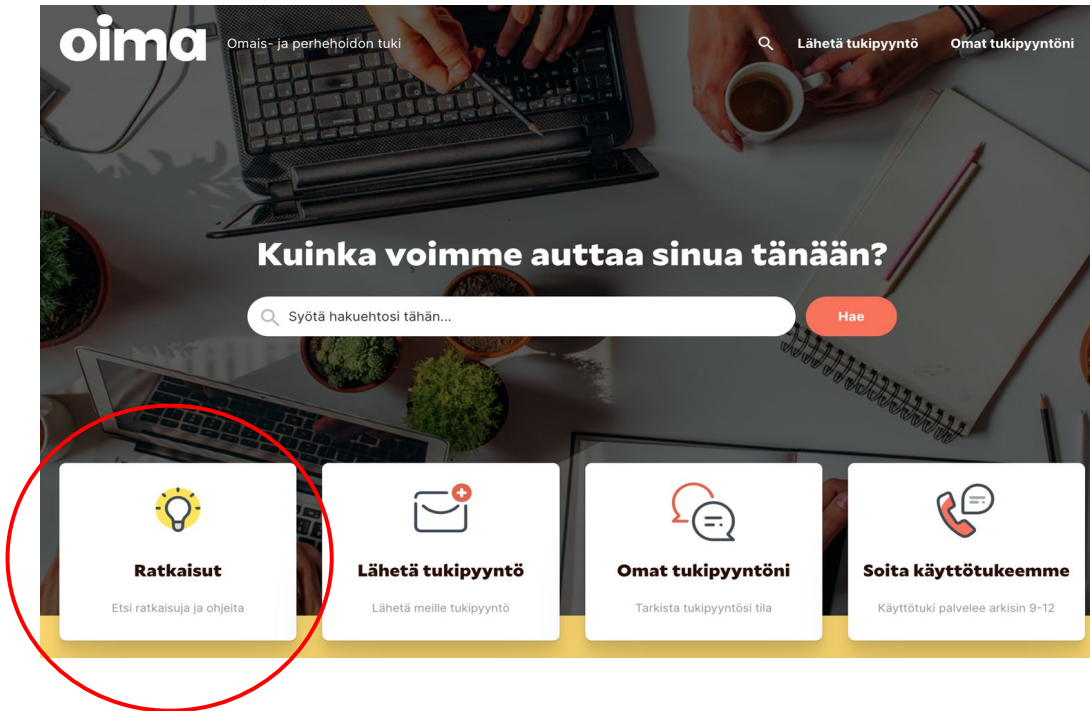
SISÄLTÖ

- [Näin pääset raportoimaan](#)
- [Hoitopäivien raportointi](#)
 - [Hoitopäivä](#)
 - [Monisyöttö](#)
 - [Koulutuspäivä](#)
 - [Irtisanomisaika](#)
 - [Peruuntunut hoitopäivä ja palkaton peruuntunut hoitopäivä](#)
 - [Perhehoidon vapaat](#)
 - [Vapaiden käyttö](#)
 - [Kuljetukset](#)
 - [Matkakustannusten korvaukset](#)
 - [Matkakustannusten korvaus: Kilometrikorvaus](#)

Support website

Instructions can also be accessed without login at ophtuki.oima.fi

- Click on **Ratkaisut** (“Solutions”) -> **Perhe - tai omaishoitajat** (“Family or informal caregivers”).



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Kasarmintie 15, 90130 Oulu

Kaisaniemenkatu 4 A, 00100 Helsinki

Wellbeing Services County Contact Information

Contact information

The Disability Services customer service can be reached at **029 1512 425** :

- **Espoo & Kauniainen** : Mon, Wed, Fri from 9.00–11.00 and 12.00–14.00.
- **Kirkkonummi** : Mon and Thu from 9.00–11.00.
- **Lohja, Siuntio, Ingå, Karkkila, & Vihti** : Mon, Wed, Fri from 9.00–12.00.
- **Raseborg & Hanko**: Mon, Wed, Thu from 9.00–10.00

The phone service utilises a call-back service Mon–Fri from 9.00–15.00. During these hours, you can leave a call-back request. The call-back service is not used in Espoo and Kauniainen.

Municipality-specific email addresses:

- vammaispalvelut.espoo-kauniainen@luvn.fi
- vammaispalvelut.hanko@luvn.fi
- vammaispalvelut.kirkkonummi@luvn.fi
- vammaispalvelut.lohja@luvn.fi (Also for residents of Ingå, Karkkila, Siuntio, and Vihti.)
- vammaispalvelut.raseborg@luvn.fi

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Kasarmintie 15, 90130 Oulu

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Euroopan unionin rahoittama –
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Thank you!

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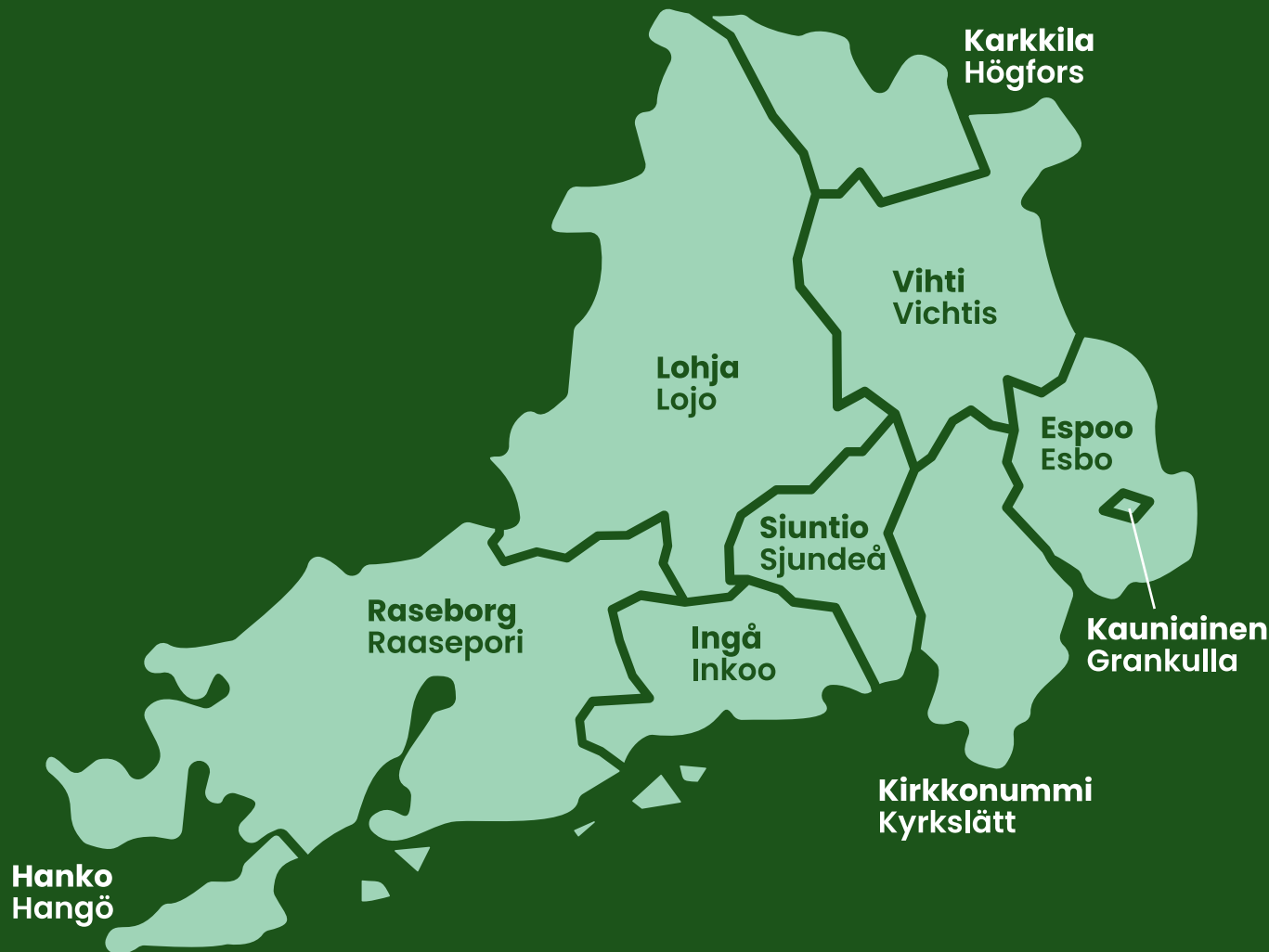
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