

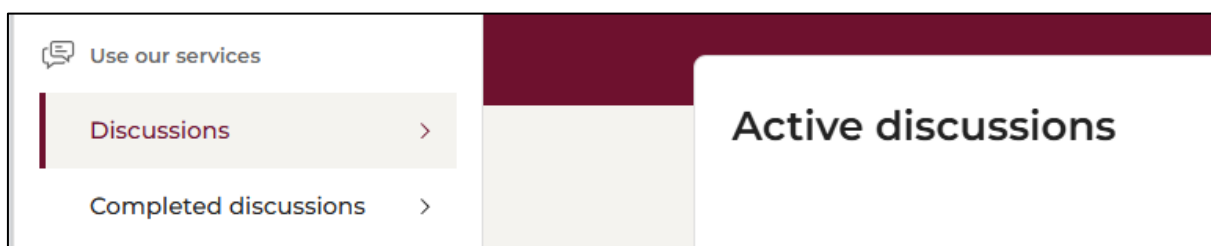
Instructions on how to use video appointments in Lunna

1. Log in to Lunna

- Open the Lunna application or log in to the service in a web browser at www.lunna.fi.

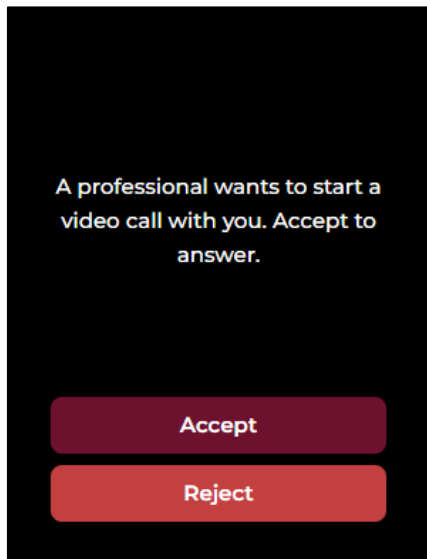
2. Access the video appointment under "Discussions"

- Active discussions: The video appointment can be found in your active discussions, where a professional can open a video connection.
- You can find scheduled video appointments under "Scheduled discussions".



3. Start the video appointment

When the video appointment starts, it will open in a separate window. You can start the video call by clicking "Accept".

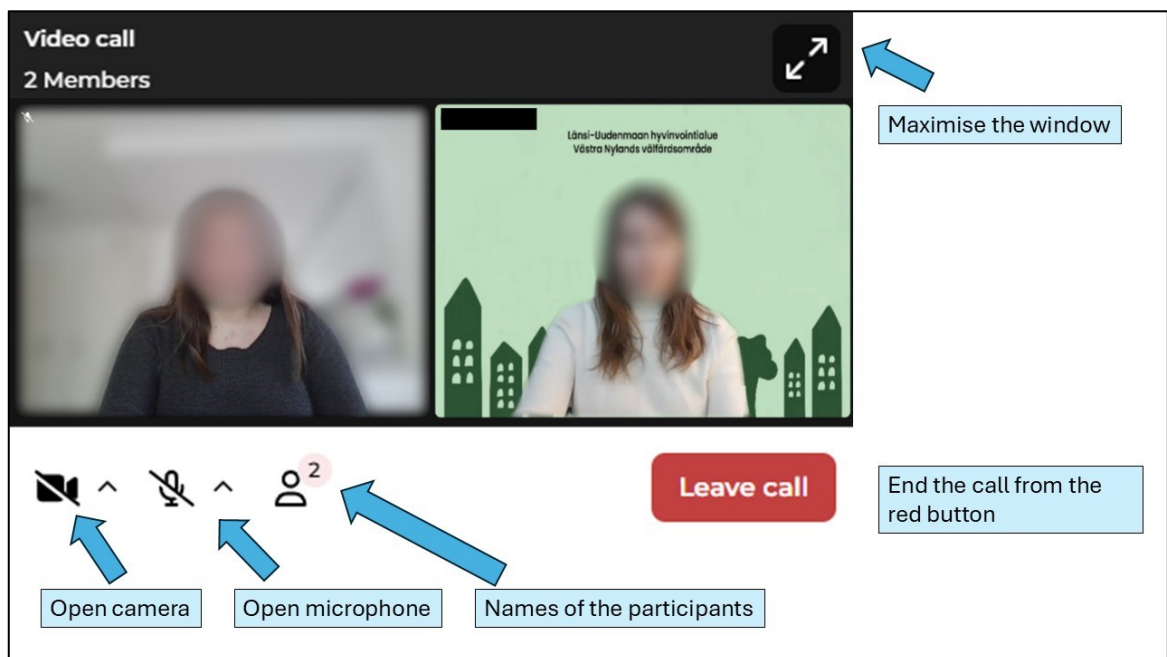


4. Give permission to use your microphone and camera

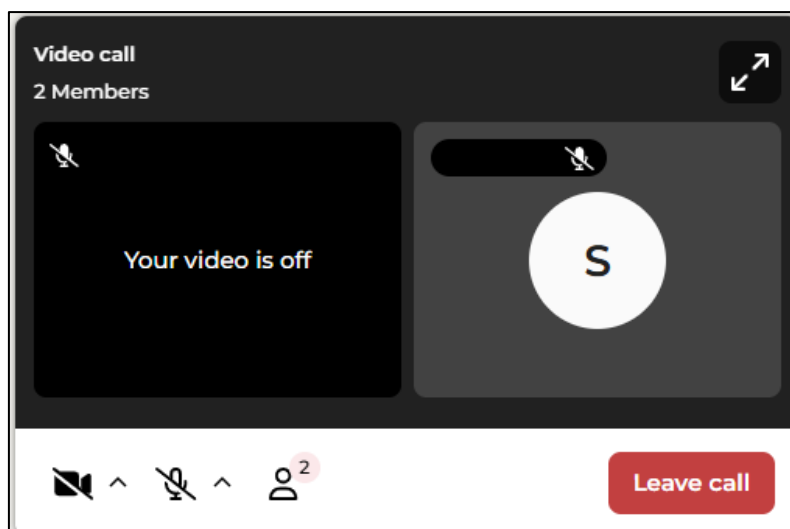
When the website or the application requests permission to use the microphone and the camera, you will see a pop-up window or notification at the top of the browser. By giving permission, you can ensure that the professional can see and hear you.

5. During the appointment

- You can open the camera by clicking the camera icon
- You can open the microphone by clicking the microphone icon
- You can see the names of the participants in the participants icon
- The red button "Leave call" ends the call
- In the top right corner, there is an icon you can use to maximise the window with the video call



6. At the end of your call, click "Leave call"



You can find instructions on how to register for Lunna and frequently asked questions at <https://www.luvn.fi/en/lunna-digital-services-platform>.