

Filling out surveys and forms in Lunna – instructions for clients

Lunna is the digital service channel of the Western Uusimaa Wellbeing Services County. This guide provides instructions for using Lunna's surveys and forms.

Surveys are sent to you by a professional, whereas forms are available to everyone. The professional will instruct you about filling out the required form before your appointment. The information you provide is saved on the digital platform, but please note that the form will not be automatically viewed by a professional. Filling in a form does not serve as a contact channel.

You may also fill out surveys and forms on behalf of another person. This requires

Suomi.fi e-Authorizations for the management of health and social welfare matters or the right automatically granted by the person's role (e.g. the guardian of a minor under the age of 18, no e-Authorization is required). Once the authorisation has been granted in the Suomi.fi service, the person acting on behalf of another party must be added to Lunna by the service provider. In the mobile version, this is done in the *My information* section under *Acting on behalf of another person* and in the browser version on the *Profile* page under *Acting on behalf of another person*. For more information on acting on behalf of another person, see the luvn.fi website: [Acting on behalf of another individual in social and health services | Western Uusimaa Wellbeing Services County](#)

Lunna mobile version

Downloading the Lunna mobile version

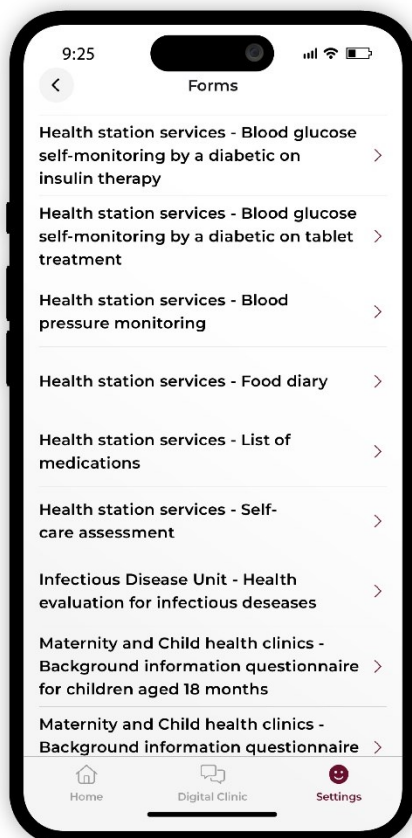
1. Download the mobile app on your phone from Google Play or the App Store.
2. Identify yourself in the application using your online banking codes or a mobile certificate. Strong identification is valid for a maximum of three months.
3. When logging in for the first time, you must provide your phone number. Enter your phone number without the first zero. Then accept the terms and conditions of the application. In the mobile version, you can find links to privacy policies

and user instructions for clients. After this, you will be asked to confirm that you have read the instructions and the privacy policy.

4. Next, you will be asked to provide permission to send notifications (SMSs, emails and push notifications).
5. If your strong identification to the mobile application is still valid, you will be later able to log in using: your PIN, fingerprint scanner, or face ID.

How to find surveys and forms in the mobile version of Lunna

In the mobile version of Lunna, you can find the surveys and forms in the *My information* section at the bottom of the application under the *Service information* title. Surveys and forms are grouped into separate sections.



Picture: Screenshot from Lunna.

In the mobile version of Lunna, you can find the surveys and forms in the **"My information"** section at the bottom of the application under the **"Service information"** title.

Filling out a survey

A professional or the person responsible for your care has sent you a survey.

Click on the survey sent to you to open the survey questionnaire. Fill in the requested information. If necessary, you can interrupt the process and continue filling out the survey later.

The last page of the survey contains a summary page where you can check your responses. After reviewing your responses, click the *Submit* button at the bottom of the page to save your responses and enable a professional to see them.

Filling out a form

A professional at the unit responsible for your care or client relationship guides you to fill out the form as necessary, for example before an agreed appointment.

Select the form from the *My information* section in the application or under the *My information* title in the *Forms* section on your browser. Start the survey by clicking on the *Fill out form* button. If necessary, you can interrupt the process and continue filling out the survey later. After responding, you can check your responses before submitting them to a professional. The last page of the form is a summary page, where you must make sure to save your responses by clicking the *Submit* button.

Lunna browser version

Using the Lunna browser version

1. In the browser address bar, type in lunna.fi
2. Identify yourself for the Lunna browser version with a mobile certificate or your online banking ID. When using a web browser, you must use strong identification every time, and cannot use a PIN code or biometric identifier.
6. When logging in for the first time, you must provide your phone number. Enter your phone number without the first zero. Then accept the terms and conditions of the application. In the browser version, you can find links to privacy policies

and user instructions for clients. After this, you will be asked to confirm that you have read the instructions and the privacy policy.

3. Next, you will be asked to provide permission to send notifications (SMSs, emails and push notifications).

Where can I find surveys and forms in the browser version of Lunna?

In the browser version of Lunna, surveys and forms are available under the *My information* title.

Surveys sent to you by a professional can be viewed in two places when using a web browser.

- When you log in to Lunna in the browser version, you will first see the *My activities* page, where the survey sent to you is under the *Future activities* title. Select *Take the survey* to fill out the survey.
- The surveys are below the *My information* title on the *Surveys* page under the title *Unanswered surveys*. Select the survey you want to respond to and fill it out by clicking the *Take the survey* button.

If you like, you can take a break from filling out the survey and continue it later. The last page of the survey is a summary page, where you must make sure to click the *Submit* button to save your responses.

When using Lunna with a web browser, you can find the open forms under *My information*, in the *Forms* section. Select the form you want and start responding by clicking the *Add new answer* button. If necessary, you can interrupt the process and continue filling out the survey later. The last page of the form contains a summary page where you can check your responses. After reviewing your responses, click the *Submit* button at the bottom of the page to save your responses and enable a professional to see them.