

Instructions for resolving problems with the digital service

These instructions are intended to assist you in resolving potential problems you encounter when using the wellbeing services county's digital services. The instructions include clear and practical advice to help you tackle the most common problems yourself.

If you cannot find a solution to your problem, you will find the contact details of the customer service, who is there to provide additional support and help.

1. Check your internet connection and updates

- **Internet connection:** Ensure that your device is connected to the internet. Also check that the internet or VPN connection in use is not causing issues and try switching between the wireless network and mobile data.
- **Application updates:** Check if there are updates available for the application. Update the app to the latest version in the App Store or Google Play Store.
- **Device updates:** Ensure that you have updated your device's software to the latest version.

2. Restart the application and the device

- **Application restart:** Close the application completely and reopen it.
- **Device restart:** If restarting the application does not help, restart the device.

3. Clear cache and cookies

- **Application cache:** Go to the device settings, select apps, find the app you are using from the list and clear its cache.
- **Browser cache and cookies:** If the issue concerns a webpage, clear the browser's cache and cookies in the browser settings.

4. Try the service on another device

- If you have another device, try to see if the digital service works on that device.

5. Contact the customer service

If you cannot resolve the issue using the instructions above, please contact the customer service. The customer service can provide you with help and support whenever you experience problems with the digital service.

- Telephone number: 029 151 2000
- Email address: info@luvn.fi
- Chat service in Lunna at www.lunna.fi
- Text message service for the deaf and hard of hearing at 045 739 29250

If your issue needs to be forwarded to the application support, we kindly ask you to provide the following information so that we can tackle the problem as well as possible.

- **Service name:** e.g. Lunna, Citizen's Online Health Services
- **Activity you were completing in the service:** e.g. the name of the form, appointment booking, chat service, non-urgent messaging
- **Description of what occurred:** what occurred and what should have occurred
- **Device or browser used:** phone or tablet model
- **Time** when you attempted to use the service
- **Screenshot** of a possible error notification
- **Are you acting on your own behalf or on behalf of another person?**
- **Information about the client and the person acting on their behalf:** (name and date of birth, not the latter part of the personal identity code, telephone number and email address)

Information about the wellbeing services county's digital services and digital support can be found at <https://www.luvn.fi/en/digital-support>.

