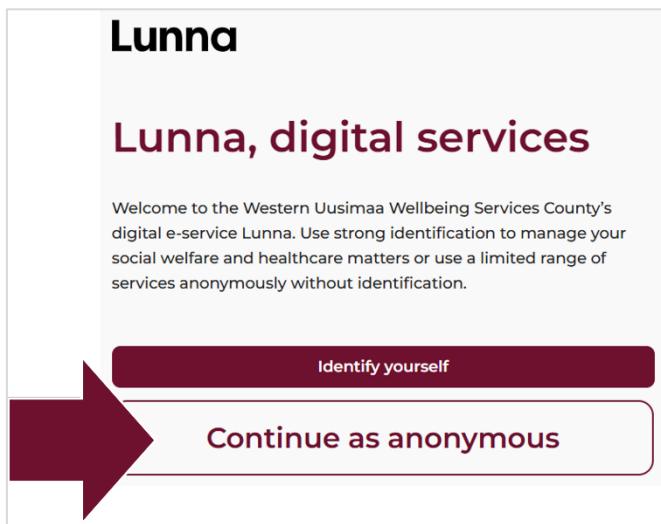


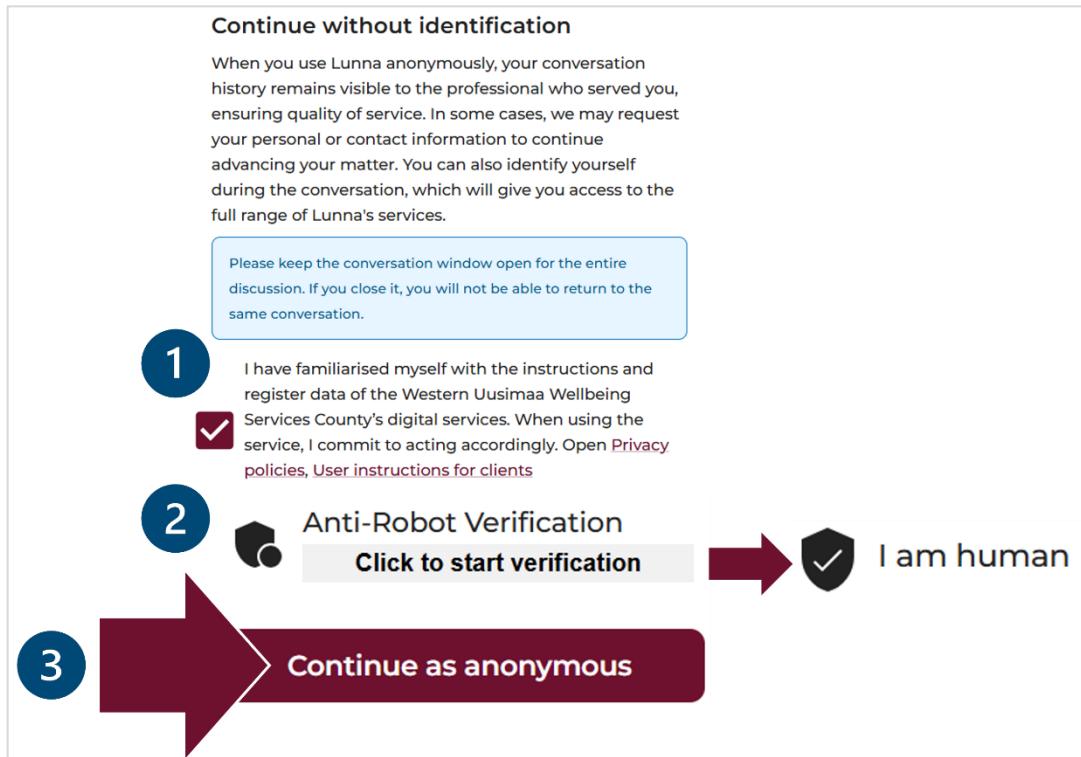
How to use Lunna without strong authentication

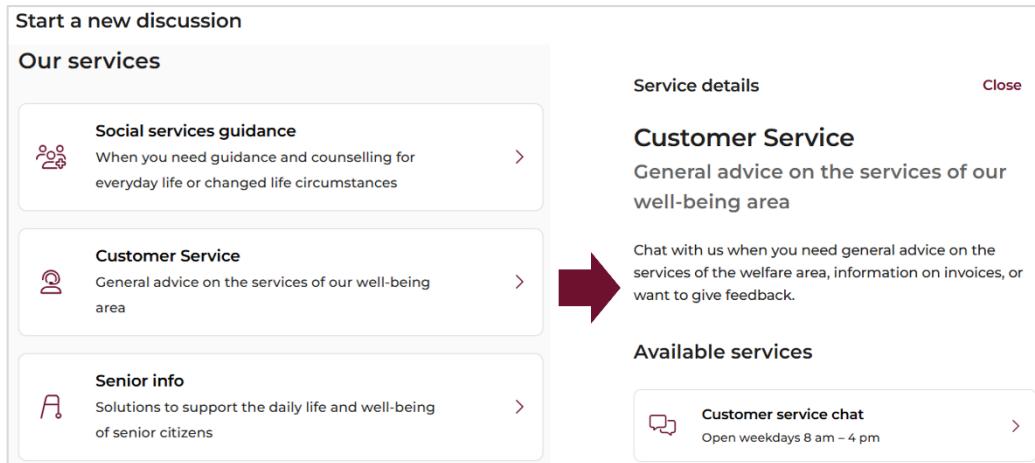
You can use Lunna's web version without strong authentication.

1. Go to www.lunna.fi.
2. Click "Continue anonymous".



3. Accept the terms of use and confirm that you are not a robot. Then select "Continue as anonymous."



4. Select the service you want to use.

Start a new discussion

Our services

Social services guidance
When you need guidance and counselling for everyday life or changed life circumstances

Customer Service
General advice on the services of our well-being area

Senior info
Solutions to support the daily life and well-being of senior citizens

Service details

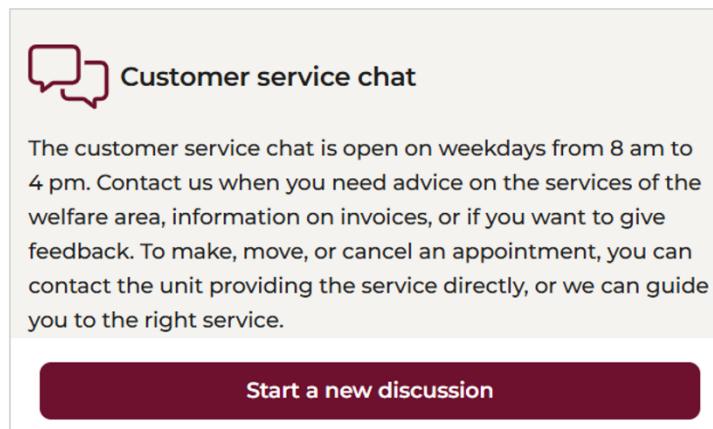
Customer Service

General advice on the services of our well-being area

Chat with us when you need general advice on the services of the welfare area, information on invoices, or want to give feedback.

Available services

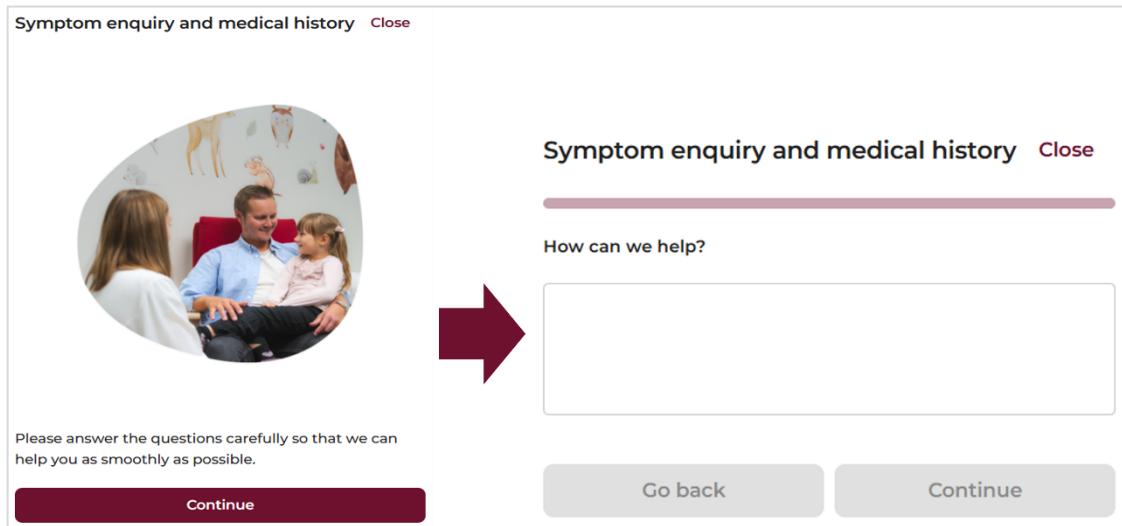
Customer service chat
Open weekdays 8 am – 4 pm

5. Click "Start a new discussion".

Customer service chat

The customer service chat is open on weekdays from 8 am to 4 pm. Contact us when you need advice on the services of the welfare area, information on invoices, or if you want to give feedback. To make, move, or cancel an appointment, you can contact the unit providing the service directly, or we can guide you to the right service.

Start a new discussion

6. In some services, you need to complete an enquiry before starting the conversation. Once you have responded, click "Continue" and you can begin chatting with our professional.

Symptom enquiry and medical history [Close](#)



Please answer the questions carefully so that we can help you as smoothly as possible.

Continue

Symptom enquiry and medical history [Close](#)

How can we help?

Go back

Continue