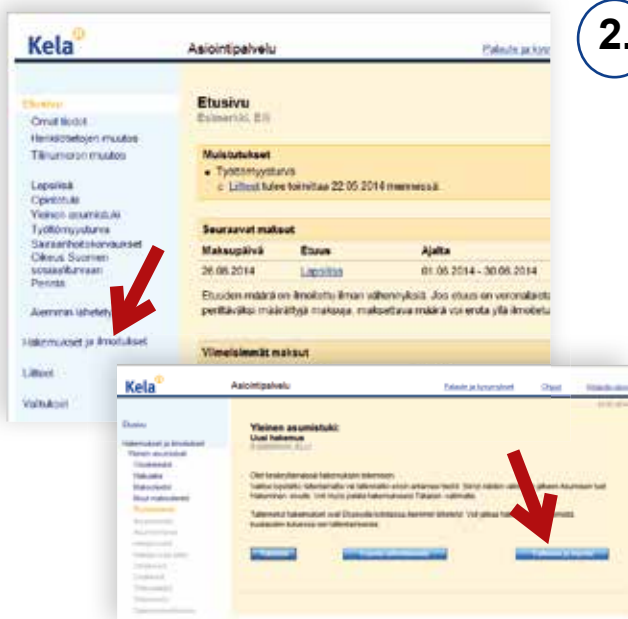


How to apply for Kela benefits and send supporting documents online

1. Sign in

Go to www.kela.fi and select 'Siirry asiointipalveluun' (Sign in to eServices). The service is available in Finnish and Swedish only. For the Swedish language version, select 'Swedish' and then 'Logga in på e-tjänsten'.



2. Fill in an application

Start with 'Hakemukset ja ilmoitukset' (Applications and notifications). Choose the benefit you wish to apply for. Fill in the required information and then click 'Jatka' (Continue).

If you wish to return to a previous page, choose the part you want to go back to from the menu on the left-hand side of the page.

If you need help, see 'Ohjeet' (Instructions).

If you do not wish to finalise the application, you can save the information you have filled in as a draft.

Select 'Keskeytä' (Stop) > 'Tallenna ja lopeta' (Save and end session). The report will be saved under 'Aiemmin lähetetyt' (submitted earlier). The information saved as a draft will be available for one month.

3. Check and send

At the end of the application you will see a summary which contains a list of the supporting documents required for your application. Click 'Hyväksy' (accept) and send the summary, which will then become an application.

Your application is saved under 'Aiemmin lähetetyt' (submitted earlier).



4. Send the supporting documents

Scan the document that you wish to send as an attachment to your application and save it on your computer. You can also take a picture of the document. Upload the picture from your camera's memory card to your computer. You can send a picture taken with a phone e.g. to your own e-mail address. On the left-hand side of the eServices page, select 'Liitteet' (Supporting documents).

You can send the document immediately or by the indicated deadline.

You can write a cover note for example if the document you are sending is relevant to several different applications.



5. Check the processing status

Under your application, you can check if the application is pending or if it has been decided. You can track the progress of your application on your front page or under 'Aiemmin lähetetyt' (submitted earlier).

Further information

Kela's telephone customer assistance is open Monday to Friday between 8am and 6pm. See www.kela.fi/palvelunumerot for the telephone numbers.