



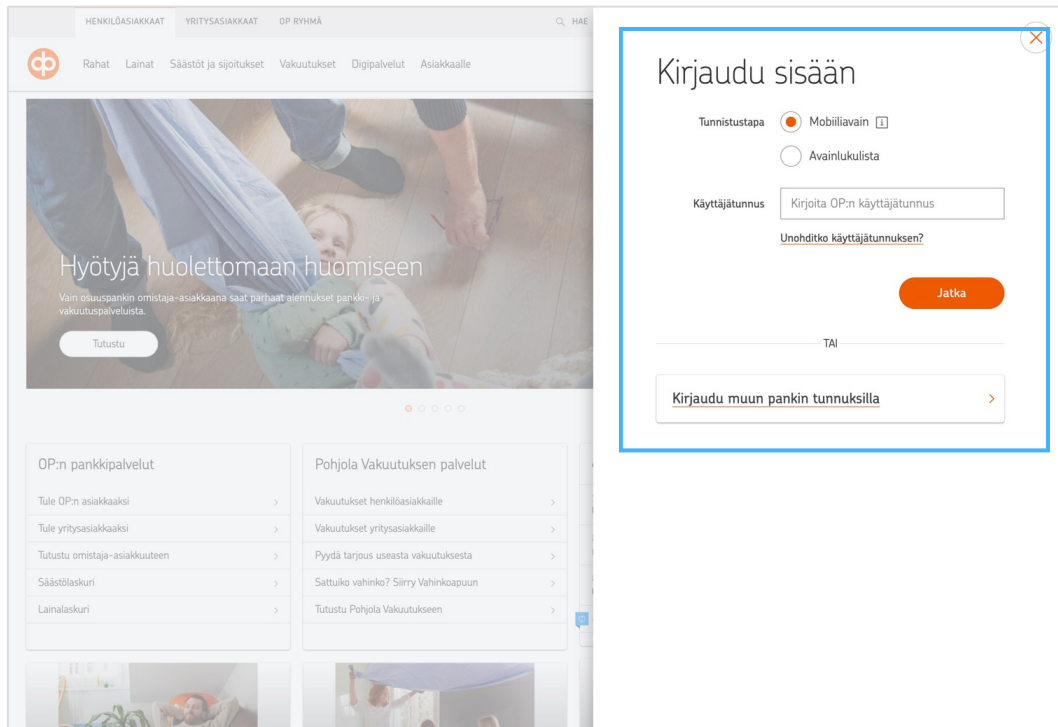
Online meeting instructions

Online meeting instructions

You can join an OP online meeting either with your browser in the op.fi service or with OP-mobile. Read the instructions for which OP service you are using.

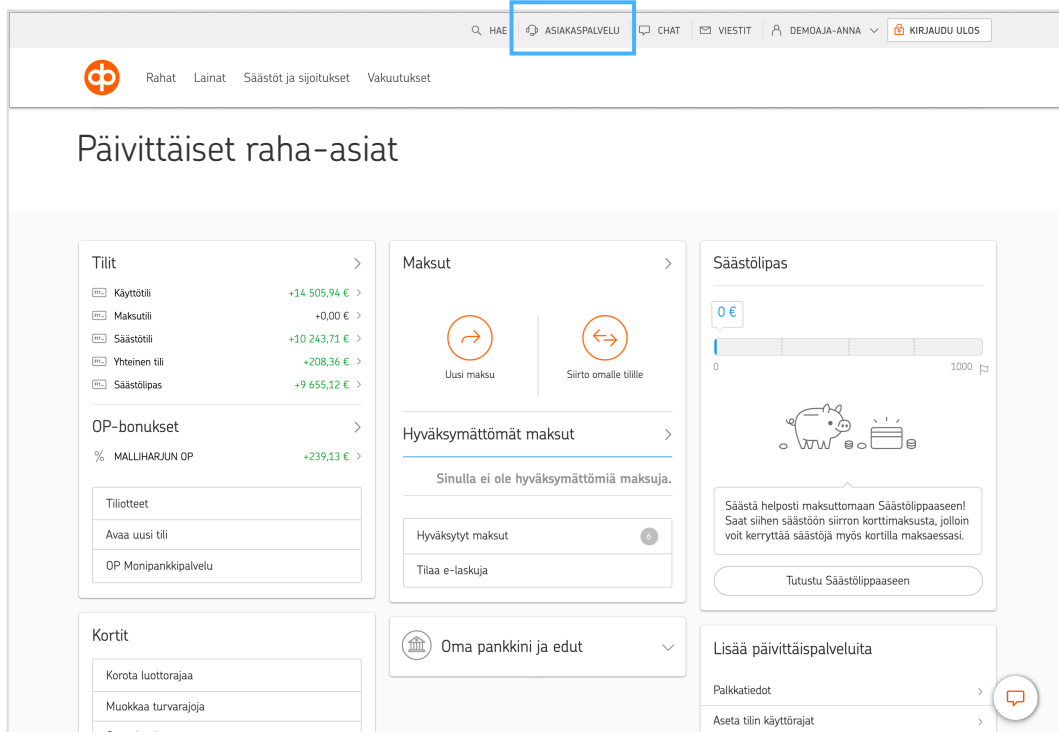
1. [Instructions for users of the op.fi service](#)
2. [Instructions for users of OP-mobile](#)

Instructions for users of the op.fi service



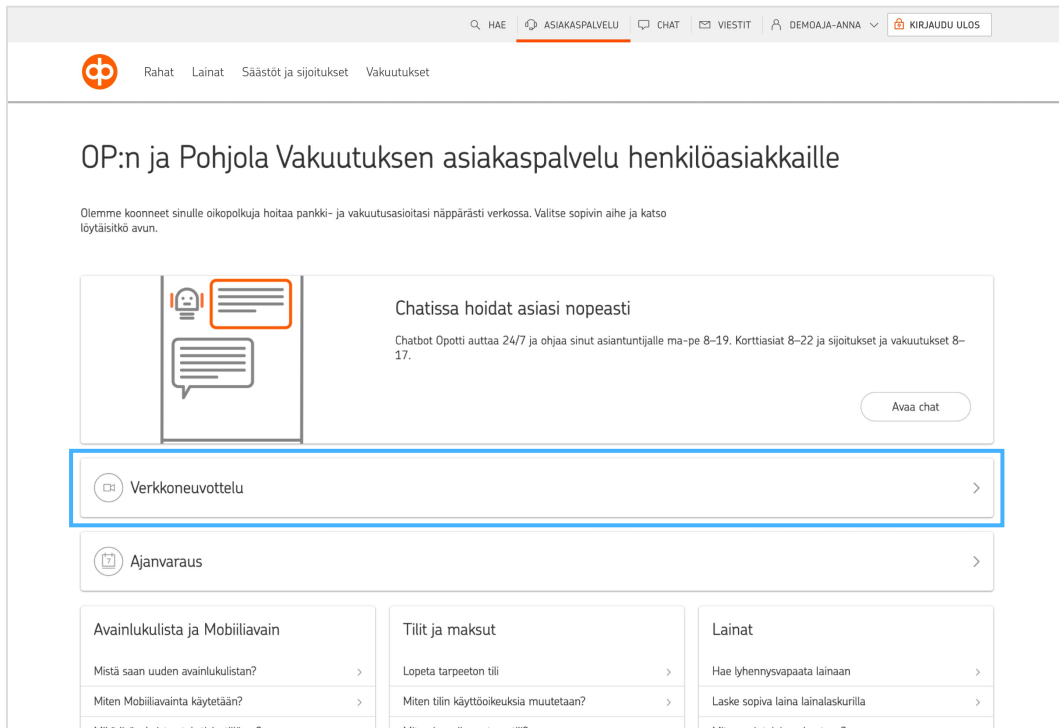
1. Log in to the op.fi service

Open op.fi in your web browser and log in with your OP user ID.



2. Go to Customer Service

After logging in, select *Asiakaspalvelu* (Customer Service) from the navigation bar.



3. Go to online meeting

Select *Verkkoneuvottelu* (Online meeting), on the customer service page. This is how you can directly access the start page of your upcoming meeting.

HAE

ASIAKASPALVELU

CHAT

VIESTIT

DEMOAJA-ANNA

KIRJAUDU ULOS

Rahat

Lainat

Säästöt ja sijoitukset

Vakuutukset

OP:n ja Pohjoja Vakuutuksen asiakaspalvelu henkilöasiakkaille / Verkkoneuvottelun käynnistyks

Verkkoneuvottelu

1. Liity verkkoneuvotteluun

Valitse Liity neuvotteluun. Verkkoneuvottelu avautuu uuteen selainikkunaan. Odota, että OP:n asiantuntija päästää sinut sisään. Neuvottelu tallennetaan.

Verkkoneuvottelun aihe:

Lainat, Rakentaminen

Aika :

Keskiviikko 7.10.2022 KLO 11:15 - 12:15

OP:n asiantuntija :

Maija Suomalainen

Liity neuvotteluun

2. Tunnistautuminen

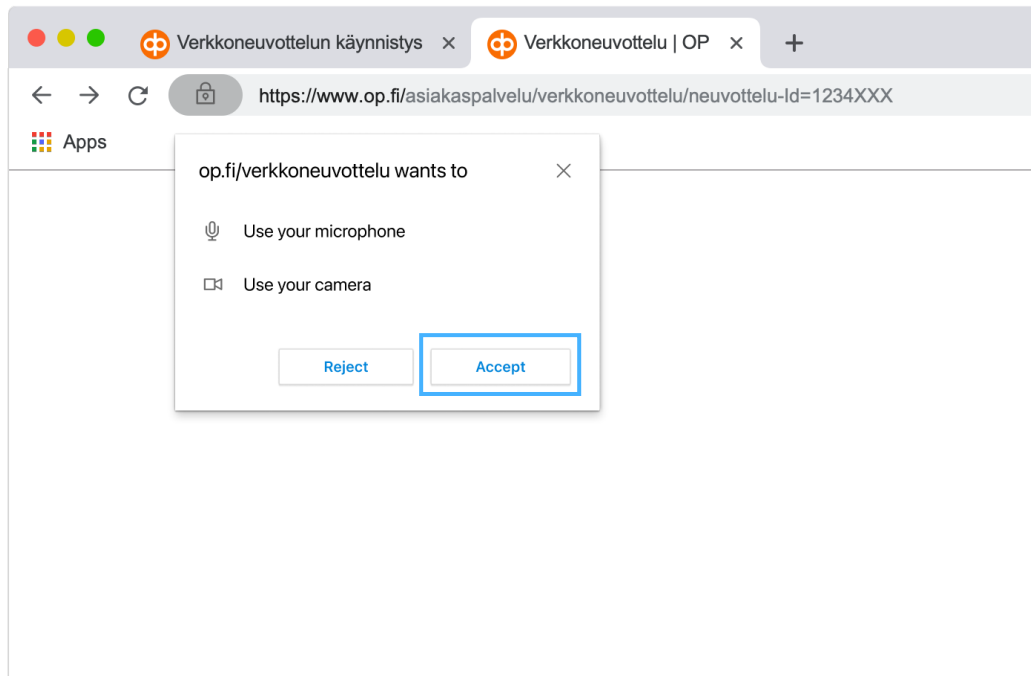
OP:n asiantuntija ohjeistaa sinua tunnistautumisessa, kun olet liittynyt neuvotteluun.

4. Join the meeting

From the first section of the meeting page, select *Liity neuvotteluun* (Join the meeting). The meeting will open up in a separate browser window, and the meeting page will stay open in the original window in the background.

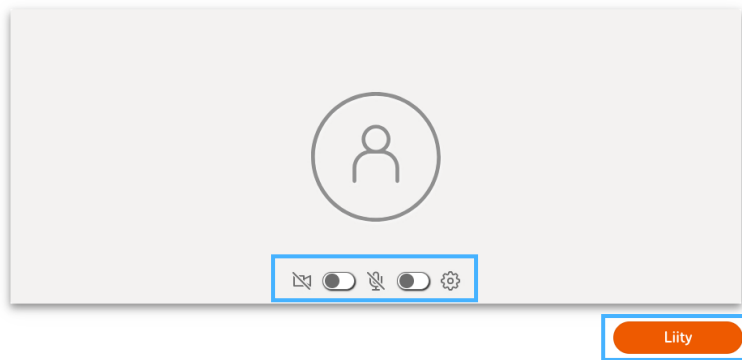
© OP Financial Group / Instructions for users of the op.fi service

OP 



5. Enable your camera and microphone

When your meeting opens up in a new window, your browser will ask for permission to use your camera and microphone. Accept both functions to participate in the online meeting.



6. Open the meeting

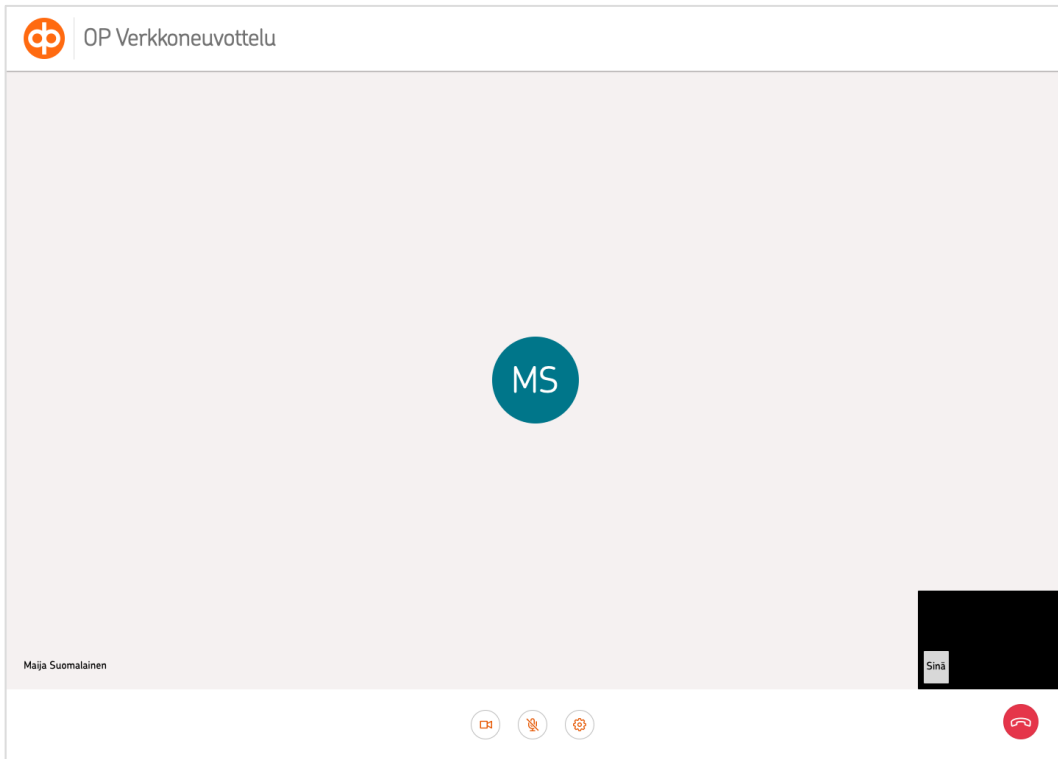
After you have allowed the use of your camera and microphone, the meeting's start screen will open in a new browser window. If you want, you can either enable or disable the camera and microphone of your device at this point.

When you are ready, select *Liity* (Join) and open the meeting.

Is the online meeting directing you to Teams?

In the new browser window, you can select whether to continue on your browser or open the Teams app.

If you have the Teams app on your device, continue to the meeting via the app. Otherwise, continue using the browser..



7. Meeting starts

After you have opened the online meeting, wait for the OP specialist to let you in. Once our specialist is ready, they will start the meeting with you.

Did you join through Teams?

After you have joined the meeting, our specialist will help you identify yourself. You can find additional instructions for identification on the next page.

1. Liity verkkoneuvotteluun

Valitse Liity neuvotteluun. Verkkoneuvottelu avautuu uuteen selaimikkunaan. Odota, että OP:n asiantuntija päästää sinut sisään. Neuvottelu tallennetaan.

Verkkoneuvottelun aihe:	Lainat, Rakentaminen
Aika :	Keskiviikko 7.10.2022 KLO 11:15 - 12:15
OP:n asiantuntija :	Maija Suomalainen

[Liity neuvotteluun](#)

2. Tunnistautuminen

OP:n asiantuntija ohjeistaa sinua tunnistautumisessa, kun olet liittynyt neuvotteluun.



1 Syötä tunniste

Kirjoita asiantuntijalta saamasi tunniste kenttään. Valitse Vahvista ja palaa neuvotteluun.

Osallistun verkkoneuvotteluun, jonka toisena osapuolena on OP:n asiantuntija Maija Suomalainen

Verkkoneuvottelun tunniste

[Vahvista](#)

i Identification

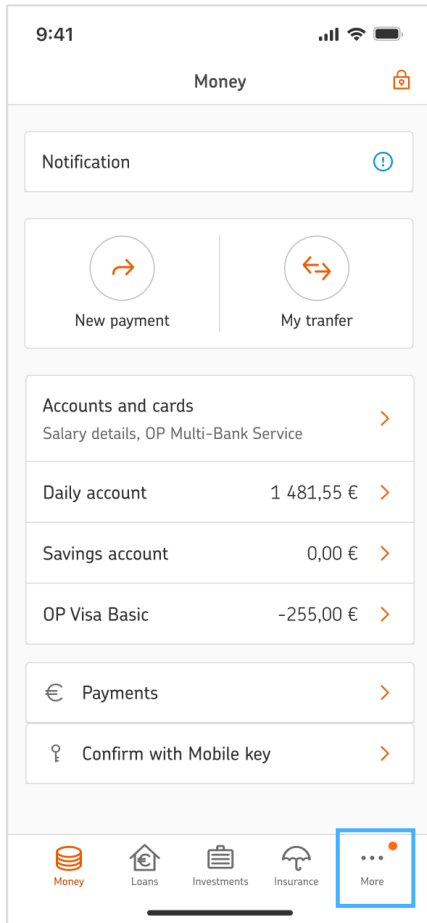
If you use the Teams app for the meeting, you must verify your identity with a separate ID. An OP specialist will provide you with an ID at the start of the meeting.

Enter the ID in a field reserved for it in the op.fi meeting page. After you have entered the ID, select *Vahvista* (Confirm).

Once your identify has been verified, you can go back to the online meeting.

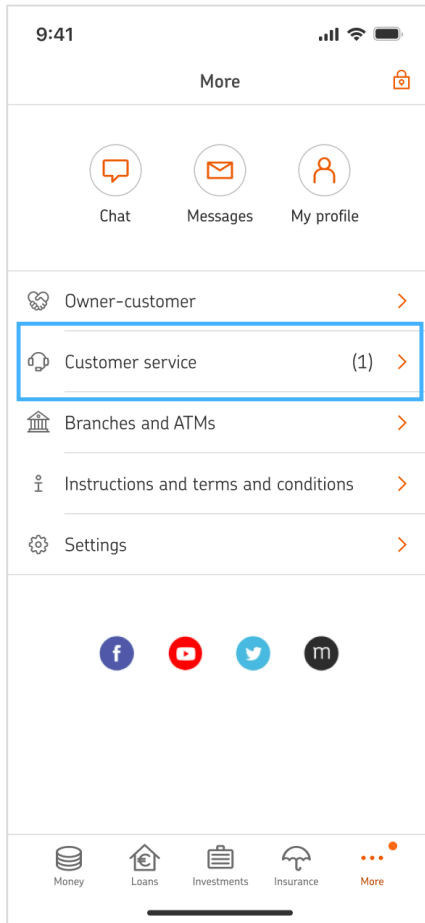
Instructions for users of OP-mobile





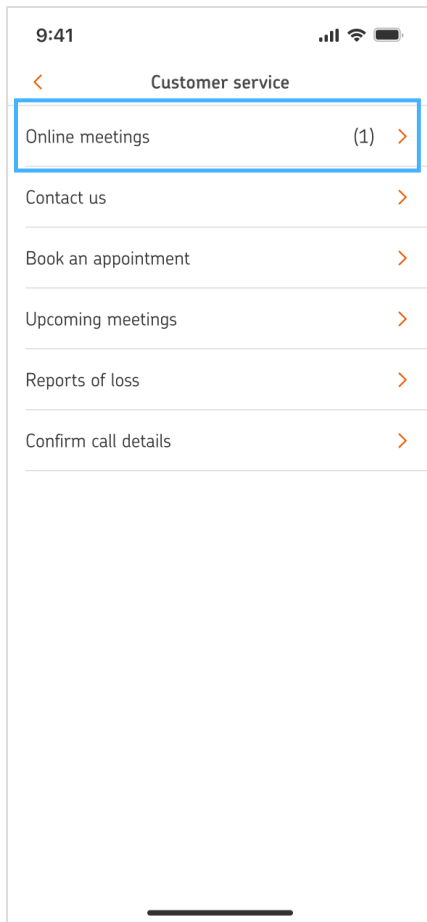
1. Log in and open the menu

Log in to OP-mobile and open the More menu on the app.



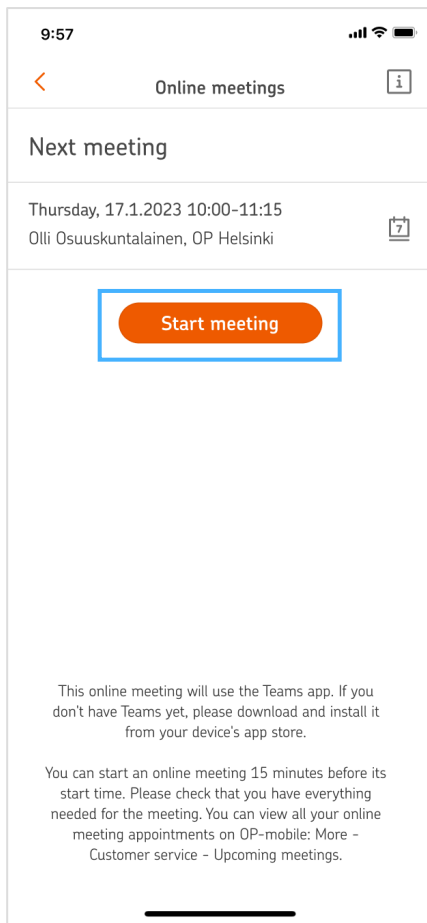
2. Go to Customer Service

From the More menu, select Customer service.



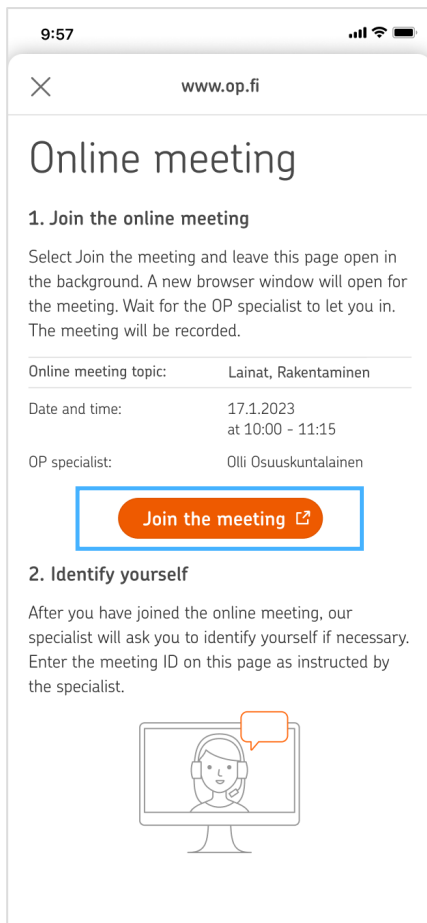
3. Go to online meetings

From the Customer service menu, select Online meetings.



4. Start the online meeting

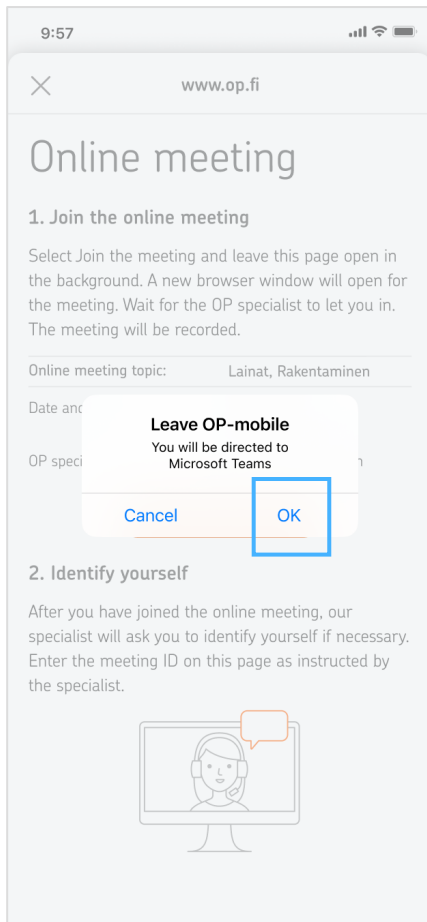
You can see the details of your upcoming meeting in the My appointments view. Start your meeting by selecting Join the meeting.



5. Join the meeting

From the first section of the meeting view, select Join the meeting. Your meeting will open in another application and the OP-mobile meeting view will remain open in the background.

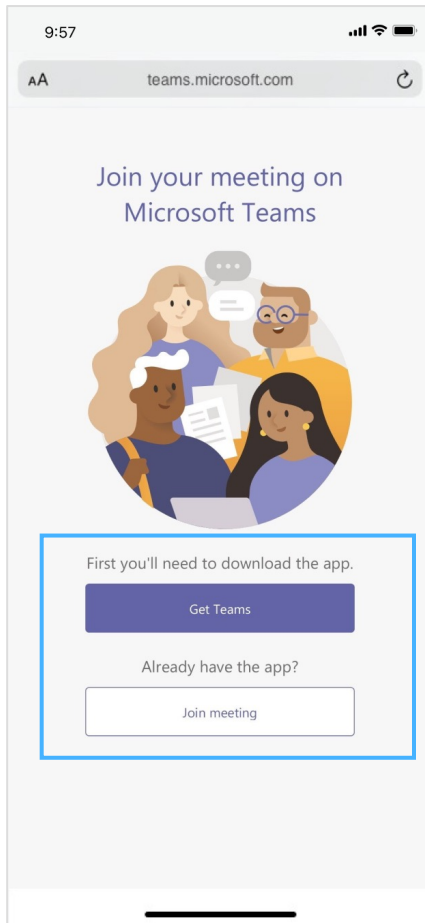
Please note that you have to return to that view briefly when verifying your identity, so please **keep the meeting view open**.



6. Joining a meeting

When opening the meeting, you'll be directed from OP-mobile to either the Teams app or your device's browser.

Your device will notify you about leaving the app. Select OK to accept leaving the app.

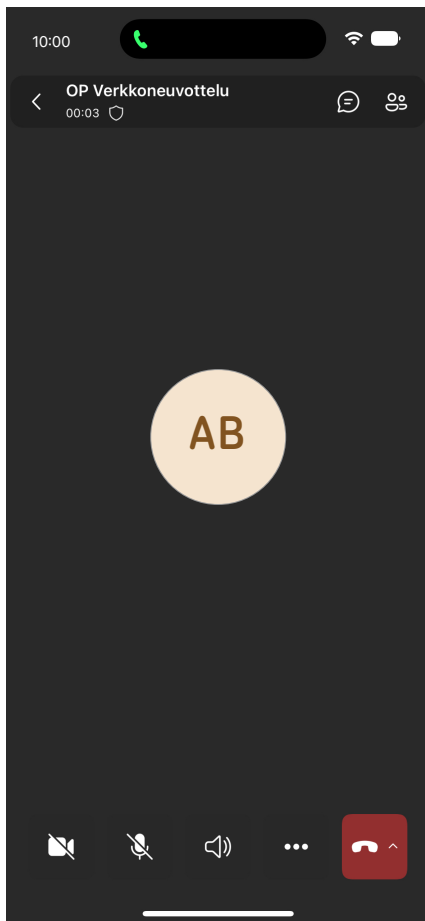


7. Opening the Teams app

If your device has Teams, your meeting will open automatically on it.

If you don't yet have the Teams app, the Teams start view will open in your browser. Select Get Teams. After this, you'll be directed to the app store where you can download the app to your device.

After you have downloaded the application, select Join meeting if necessary.



8. Meeting starts

Wait for the OP specialist to let you in to the meeting.

After you have joined the meeting, our specialist will help you identify yourself. For identification, please go back to the OP-mobile view.

Keep the meeting open in the background as you go back so that you can hear the specialist's instructions.

10:00

www.op.fi

2. Identify yourself

After you have joined the online meeting, our specialist will ask you to identify yourself if necessary. Enter the meeting ID on this page as instructed by the specialist.



!

Enter the meeting ID

Write down the online meeting ID shared by our specialist to the field. Once you are done, select Confirm.

I am participating in an online meeting with OP specialist Maija Suomalainen

Online meeting ID

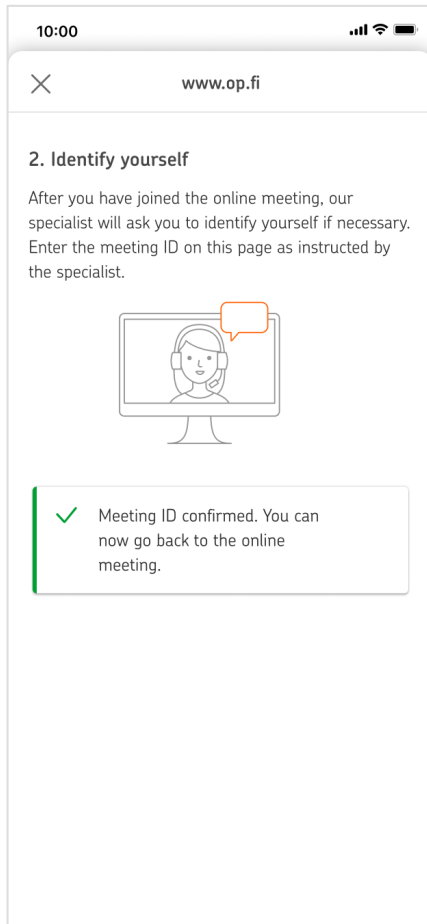
1055

Confirm

9. Identify yourself

After you have returned to the OP-mobile meeting view, verify your identity with a separate ID. An OP specialist will provide you with an ID at the start of the meeting.

Enter the ID in the field reserved for it. Once you are done, select Confirm.



10. Return to the meeting

Once your identity has been verified, you'll receive a separate notification. You can now go back to the online meeting in Teams.



Enjoy your online meeting!