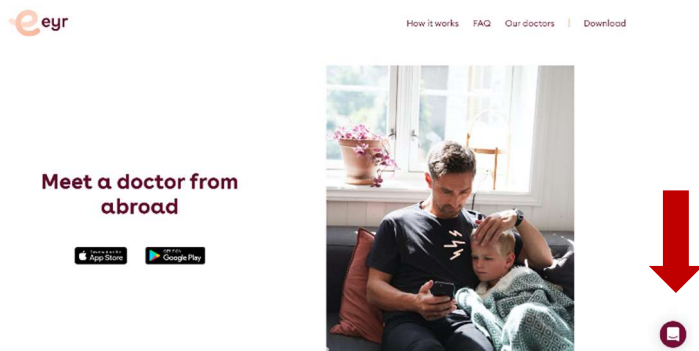


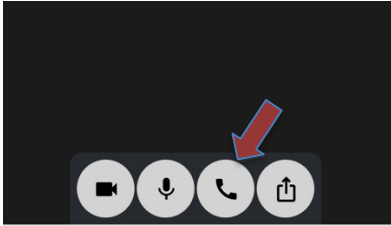
How to book a video consultation with a doctor at Eyr

This is a guideline for Avonova customers who **do not** have a Swedish bank-id or social security number. If you do have bank-id and a social security number, simply make an appointment directly in our app or webapp.

1. Enter **eyr.md** in a web browser and click on the chat icon in the right bottom corner.



2. Let our support know that you want to make an appointment with a doctor and that this is an Avonova direct booking (important). The message must include your name, date of birth, phone number and Avonovas code word for using Eyr's services.
3. Our support will contact one of our doctors and aim to get back to you with an appointment suggestion within 2-6 hours (08:00-16:00 Mon-Fri) and have the ambition to provide an appointment within 2 days (Mon-Fri). You must confirm the appointment to Eyr support, and they will then provide a **room ID** for the video consultation.
4. When you are ready to log in to the video consultation enter eyr.video.md in a web browser. Then enter your **room ID** and click on the **phone icon** in the video room to start the call. Our doctor will join the call on the agreed time, but can be up to 10 min delayed)



The doctor will ask you to show a **valid passport** for identification, so please have this ready.

If you experience technical problems with our service, please contact Eyr support (see step 1) and let them know. **For medical emergencies or life-threatening situations dial 112.**