

### Electronic reservation system of local register offices

The objective of the reservation system is to improve the customer services of local register offices and increase their efficiency. The reservation service is free of charge.

First, select the service for which you wish to make a reservation. On the basis of your selection you will be shown the local register offices that allow you to make a reservation. After this you can select the date and time most convenient for you.

You can also browse your reservations and cancel them as necessary using the reservation code given on the reservation summary page. The reservation code will also be sent to you by e-mail if you have given your e-mail address in connection with the reservation.

### Electronic reservation - general instructions

#### 1. Select service

Begin making the reservation by selecting the service. Please note that not all offices necessarily offer all services.

Select the desired service from the list. On the basis of your selection you will be shown the local register offices that allow you to make a reservation for the service in question.

Please make sure that you have all the necessary documents with you when coming to the local register office for the reserved appointment.

#### 2. Select office

Select the local register office that is most convenient for you. Please note that your reservation is valid for that office only. You can freely open reservation calendars for different offices and return to the frontpage.

#### 3. Make reservation

Browse through the calendar and select the date and time that are most convenient for you. Select the date and time by clicking on the 'Make reservation' link. Empty slots on the calendar cannot be reserved. Please note that you have not yet made the actual reservation, but that you will be asked to provide your personal details and a confirmation of the reservation.

Once you have filled in your personal details, make the reservation by confirming it with the 'Save' button. Please note that you may at this point receive a message saying that the date has already been reserved. This means that another user has just reserved the date before you. You will have to go back to the calendar view and select another date.

Please print the reservation confirmation and instructions, or write down the date and time and the reservation code given on the reservation summary page. The reservation code will also be sent to you by e-mail if you have given your e-mail address in connection with the reservation.

Further instructions regarding, for example, the documents and forms required for the service you have selected can be found by clicking on the link to further instructions.

#### 4. Cancelling reservations

You can also use the service to cancel or check your reservations. The reservation code given on the reservation summary page is required for cancellations. The reservation code will also be sent to you by e-mail if you have given your e-mail address in connection with the reservation.

Sign in using the reservation code. To edit your reservation click on the 'Edit' link. The edit mode allows you to cancel your reservation, for example.

You can also cancel your reservation by calling a local register office offering the service in question on weekdays between 9:00 a.m. and 4:15 p.m. Contact details for local register offices offering the service can be found in the reservation system, at the bottom of the services reservation page or on the website of local register offices at <http://www.maistraatti.fi>.