

Setting up Patient Access accounts

This information sheet provides instructions on:

- How to set up a Patient Access account.
- How to sign in to Patient Access using the account details.

Setting up Patient Access accounts

There are two ways to set up a Patient Access account:

- Patients can use Patient Access online registration to set up an account, if their practice offers this
 facility. On the Patient Access website, patients can check whether their practice offers online
 registration, by searching for their practice using the practice postcode or their own postcode.
- Patients can obtain a registration letter from the practice, and then use the information in the registration letter to set up an account.

Set up a Patient Access account using online registration

1. Go to the patient access website: https://patient.emisaccess.co.uk.

The Patient Access Welcome screen is displayed.

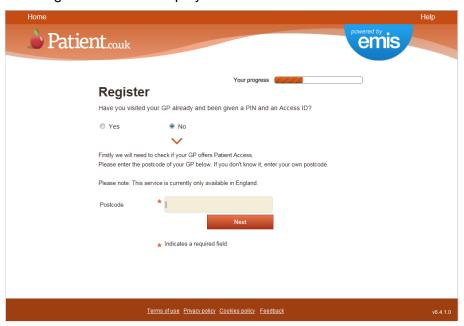


Patient Access Welcome screen

To set up an account, you need to use the Register section, shaded in green, on the left-hand side of the screen. You only need to use this section once.

2. Click Register.

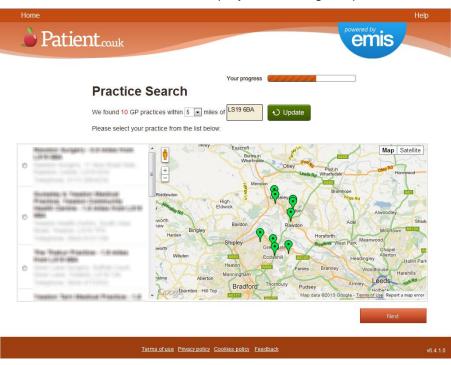
The Register screen is displayed.



Register screen

- 3. On the Register screen:
 - a. Select No.
 - b. In the Postcode field, type your GP practice postcode, or your own postcode.
 - c. Click Next.

The Practice Search screen is displayed, showing GP practices in the postcode area.



Practice Search screen

- 4. In the list on the left-hand side of the screen, select your GP practice.
- Click Next.

A screen is displayed, to confirm that your practice offers Patient Access and to enable you to add your personal details (name, date of birth, sex and address) and choose a password.



Registration details screen

- 6. Type your details in the fields on the screen. You must complete all the fields marked with an asterisk *.
- 7. Click Next.

A screen is displayed, to enable you to add contact details and security information.



Contact details and security information screen

- 8. Type your email address.
- 9. Type your mobile number.
- 10. For each security question:
 - a. In the Security question field, click and select the question you want to use.
 - b. In the Security answer field, type your answer to the selected question.
- 11. Click Next.

A screen is displayed, to confirm that your registration was successful and to provide your Patient Access user ID.

12. Make a note of your user ID for future reference.

You can use the user ID and the password you specified during the registration process to sign in to Patient Access and make an initial appointment. Before you can use all the Patient Access services, you *must* visit your practice to confirm your registration.

Set up a Patient Access account using a registration letter

1. Go to the patient access website: https://patient.emisaccess.co.uk.

The Patient Access Welcome screen is displayed.

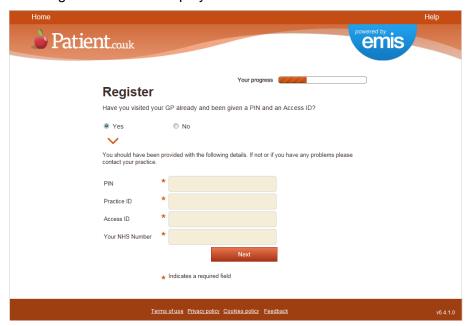


Patient Access Welcome screen

To set up an account, you need to use the Register section, shaded in green, on the left-hand side of the screen. You only need to use this section once.

2. Click Register.

The Register screen is displayed.



Register screen

- 3. On the Register screen:
 - a. Select Yes.
 - b. Type the details from the registration letter into the fields on the screen. You *must* complete all the fields marked with an asterisk *.
 - c. Click Next.

A screen is displayed, to enable you to add your personal details (name, date of birth, sex and address) and choose a password (see first screenshot on page 3).

- 4. Type your details in the fields on the screen. You must complete all the fields marked with an asterisk *.
- 5. Click Next.

A screen is displayed, to enable you to add contact details and security information (see second screenshot on page 3).

- 6. Type your email address.
- 7. Type your mobile number.
- 8. For each security question:
 - a. In the Security question field, click and select the question you want to use.
 - b. In the Security answer field, type your answer to the selected question.
- 9. Click Next.

A screen is displayed, to confirm that your registration was successful.

Sign in to Patient Access using the account details

1. Go to the patient access website: https://patient.emisaccess.co.uk.

The Patient Access Welcome screen is displayed.



Patient Access Welcome screen

To sign in, you need to use the Sign in section, shaded in yellow, on the right-hand side of the screen.

2. In the User ID field, type your user ID.

Note: If you have set up your account using a registration letter, the registration letter may provide an Access ID and a Practice ID, rather than a user ID. In this case:

a. Click Get my User ID.

The Get your new user ID section is displayed on the right-hand side of the screen, shaded in grey.



Patient Access Welcome screen, with Get your User ID section circled

- b. In the Access ID field, type your Access ID.
- c. In the Practice ID field, type your Practice ID.
- d. Click Get my user ID.
- e. Make a note of the user ID for future reference.
- 3. In the Password field, type your password.
- 4. Click Sign in.

Troubleshooting

The hints and tips in the following table may help patients who are having problems with signing in to Patient Access. If patients cannot resolve problems with signing in, they should contact their practice.

Problem	Email address and mobile number provided when registering	Email address and mobile number <i>not</i> provided when registering
Forgotten your user ID	Click I forgot my User ID on the Patient Access Welcome screen.	Contact your practice.
Forgotten your password	Click I forgot my password on the Patient Access Welcome screen.	Contact your practice.
Internal error message	This can happen for a number of reasons, but should not be a regular occurrence. If this happens frequently and there is no problem with your internet service, contact your practice.	

The hints and tips in the following table may help practice staff to deal with queries from patients who are having problems with signing in to Patient Access.

Problem	Email address and mobile number provided when registering	Email address and mobile number <i>not</i> provided when registering
Forgotten user ID	You can disable or delete the patient's account, and then the patient can complete a new online registration.	You can disable or delete the patient's account, and then generate a new registration letter which the patient can use to set up a new account.
Forgotten password	You can disable or delete the patient's account, and then the patient can complete a new online registration.	You can disable or delete the patient's account, and then generate a new registration letter which the patient can use to set up a new account.
Internal error message	If multiple patients report this and the service status is online, contact EMIS Support in the usual way and they will investigate.	

For further information:

- Patients should contact their practice.
- Practice staff should contact EMIS Support.

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