

This information sheet provides instructions on:

emis

- 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.

Home		Help
Patient		emis
Welcome to Patient A Patient Access lefs you use the on-line services of repeat medication, secure messages, medical rec	f your local practice. These may include an ord and updating your details.	anging appointments.
Register Have a letter from your practice? Click register below and enter the details.	Sign in User ID Description	? Help Get my User ID
No letter but would like an account? Click to register to see if Patient Access is available to you.	Territorgot my <u>User ID</u> or <u>P</u> Remember my User Requires cookies Sign in	assword H ID
Register Patient Access app for your mobile Free on Android and iOS	This site uses encryption How can I tell that this site uses encryption?	Help with Patient Access View our most frequently asked questions View the current status of the Patient Access Service
Access to this system is permitted to authorised u Please read the terms of use and the information	sers ONLY. Unauthorised attempts are con about your <u>privacy</u> which apply to this webs	sidered a criminal offence and could be prosecuted. ite.
Term	s of use Privacy policy Cookies policy Feedbac	<u>k</u> v6.4

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**.

Title: IF3091 Setting up Patient Access accounts Saved as: IF3091 Setting up Patient Access accounts.doc © Copyright Egton Medical Information Systems Limited The Register screen is displayed.

Home		Help
Patient _{couk}		emis
Registe	Your progress	
© Yes	No	
Firstly we will nev Please enter the	ed to check if your GP offers Patient Access. postcode of your GP below. If you don't know it, enter your own postcode	ž.
Please note: This	service is currently only available in England.	
Postcode	* Next	
	★ Indicates a required field	
	Terms of use Privacy policy Cookies policy Feedback	v6.4.1.0

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.

<image/> <image/> <image/> <section-header><section-header><section-header></section-header></section-header></section-header>	Home		Help
<section-header><section-header></section-header></section-header>	Datient couk		emis
We found 10 GP practices within miles or Update Please select your practice from the list below:	Practice	Your progress (Search	
Image: state of the state o	We found 10 GP p Please select your	ractices within 5 rmiles of LS19 6BA	€) Update
Image: State of the state o	 Resolution Resolution, SS. Martine, Fourth, and R. Martin, S. Martine, Touris, and Resolution, S. Martine, Touris, S. Martine, Touris, S. Martine, S. Martine, S. Martine, Touris, S. Martine, S. Martine, Touris, S. Martine, Touris, S. Martine, S. Martine, S. Martine, S. Martine, S. Martine, Touris, S. Martine, Touris, S. Martine, Touris, S. Martine, S. Marti	E + Mercion	Otley Pool n Pool n Hardwood
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Next	Teacher Ten dening Partice 18	• Cooglaomton Hill Top	Map data ©2013 Google - Terms of Use Report a map error
			Next

Practice Search screen

- 4. In the list on the left-hand side of the screen, select your GP practice.
- 5. 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.

Home		Help
Datient.couk	powered by emis	
	Your progress	
Register		
Great news! Dr EM	S Web And Partners offers Patient Access.	
Please enter your de	tails below to create an account.	
	About you	
Surname	*	
Date of birth	* Day Month Year	
Sex	* Select 💌	
House name/number	*	
Home postcode	*	
	Your account	
Choose a password	*	
Confirm your	*	
	Password strength	
	Next	
	★ Indicates a required field	
	Terms of use Privacy policy Cookies policy	

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.

	Your progress	
Register		
Finally, please comple event that you forget y	te this security and contact information so your details.	that we can help you in the
Contact detai	ls	
Email	0	
Mobile number	0	
Security ques	stions	
Security question 1	* - Select a question to answer -	
Security answer 1	*	
Security question 2	* - Select a question to answer -	
Security answer 2	*	
Please enter at le	east 2 security question(s)	
Note: Adding or Rem input on this page.	oving a security question will clear all unsa	ived data you have already
🖌 Indicates a requir	ed field	
Next	Add Question Remove Question	

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: <u>https://patient.emisaccess.co.uk</u>.

The Patient Access Welcome screen is displayed.

Home				H	elp
Patient access				emis	
Welcome to Patien Patient Access lets you use the on-line se repeat medication, secure messages, me	IT ACCESS ervices of your local practic dical record and updating	te. These may include arrany your details.	ging appointments,		
Register		Sign in	? Help		
Have a letter from your practice? Click register below and enter the details		User ID	Get my User ID		
No letter but would like an account? Click to register to see if Patient Access is available to you.	All Lines	I forgot my <u>User ID</u> or <u>Pass</u> Remember my User IE Requires cookies ?	word		
Register		Sign in			
Research Address Andress Andre	app This site us How can I tell t iOS encryption?	es encryption hat this site uses	Help with Pat View our most fro View the current Access Service	ient Access equently asked questions status of the Patient	
Access to this system is permitted to auth Please read the terms of use and the info	orised users ONLY. Unaut	horised attempts are conside y which apply to this website.	ered a criminal offence	e and could be prosecuted.	
	Terms of use Privacy polic	ov <u>Cookies policy</u> <u>Feedback</u>			v6.4.1.0

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.

Home			Help
Datient.couk			emis
Deviate	Your	r progress	
Registe	: r		
Have you visite	d your GP already and been given a	PIN and an Access ID?	
• Yes	© No		
~			
You should have contact your prac	been provided with the following details. tice.	If not or if you have any problems please	
PIN	*		
Practice ID	*		
Access ID	*		
Your NHS Numb	er *		
	Nex	t.	
	* Indicates a required field		
	Terms of use Privacy policy Cookies p	olicy Feedback	v6.4.1.0



- 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: <u>https://patient.emisaccess.co.uk</u>.

The Patient Access Welcome screen is displayed.

lome				Help
ACCESS			Powere	mis
Velcome to Patient tient Access lets you use the on-line servic peat medication, secure messages, medica	Access es of your local practi I record and updating	ce. These may include a your details.	rranging appointments,	
Register		Sign in	? Help	
Have a letter from your practice? Click register below and enter the details		User ID	Get my User ID	
No letter but would like an account? Click to register to see if Patient Access is available to you.		I forgot my User ID or F	Password ser ID	
Register		Requires cookies		
Patient Access ap for your mobile Free on Android and iOS	p This site us How can I tell encryption?	ses encryption that this site uses	Help with Patient A View our most frequent View the current status Access Service	ccess y asked questions of the Patient
cess to this system is permitted to authoris ease read the terms of use and the information	ed users ONLY. Unau tion about your <u>privac</u>	thorised attempts are concerning which apply to this web	nsidered a criminal offence and c isite.	ould be prosecuted.
	erms of use Privacy pol	icy <u>Cookies policy</u> Feedba	ck	

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.

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		emis
	tice. These may include arranging appointments	
dical record and updatir	g your details. Sign in ? Нер	Get your User ID
And a second sec	User ID Get my User ID Password	Access ID
Hand	I forgot my <u>User ID</u> or <u>Password</u> Remember my User ID	Get my User ID
	Sign in	Your new User ID is:
		Sign in ? Help Visit reserved and updating your details ? Sign in Sign in ? Help Visit reserved and updating your details ? Remember my User ID Requires cookies ? ? Requires cookies ? Sign in ? Sign in

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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