Online Patient Access – How to register

Firstly you will need to **attend the surgery** with a form of **photocard ID** to obtain your registration letter. Using the details from the letter please follow the instructions below.

Access the website shown below via the link on the practice website homepage, or by typing <u>https://www.patientaccess.com/</u> in the address bar of your internet browser.

The following screen will be displayed:



To set up an account you will need to use the Register section **You will only need to use this** section once.

Step 1 - Registration

• Click Register

The following screen will be displayed:

ct%2Fauthorize%2Fcallbacd%3Fclent_id%3Dpkex_patientacoes_web%26redrect_ur%3Dhttps%2	ے ۔ ۵ MN252FN252Fspp patientacces.com%252Fsignin-caliback%26res A 🏠 📌 🔂 🔹 • الا Support Centre
Create your Patient Access account	U separacente
Enter your personal details	
First name First name Last name	
Last name Your home postcode	
Postcode Date of birth Day Month Y Year	
Sex (optional) 💿	
Why do we ask for this information	
Continue	C Technical Support

- Fill in your details (First name, Last name, Post Code, Date of Birth and Sex* (*this is optional)
- Click **Continue**.

Step 2 – Creating your Account

The following screen below is displayed:

Cog in to Patient Access x +			- o ×
← ♂ බ intps://account.patientaccess.com/registration?returnUrl=%2Fconnect%2Fauthorize%2Fca	lback%3Fclient_id%3Dpkce_patientaccess_web%26redirect_uri%3Dhtt	tps%253A%252F%252Fapp.patientaccess.com%252Fsignin-callback%26res A [%] t̂o	¢ @ 🗶 …
Patient Access			⑦ Support Centre
	Create your Patient Access account Already have an account? Sign in to Patient Access		
	Back Enter account details Email address name@example.com		
	Password		
	Your new password must be at least 12 characters long with a mix of numbers, uppercase and lowercase letters and should not have been previously used.		
	I accept the Terms and Conditions Receive news and marketing communications from Patient Access.		
	Create account		
	Register using NHS login	0	Technical Support

- Fill in the details requested (Email address and password of your choice) Please note the email address you use must match what the surgery holds for you.
- Make a note of the password you create.
- Click the tick box to indicate you accept the Terms and Conditions

Please note your password should be a mixture of upper and lowercase letters, numbers and special characters, and be at least 12 characters long.

• Click Create Account. The following screen is displayed

Patient Access		③ Support C
	Create your Patient Access Memorable Word	
	As an additional measure to keep your account safe, you will be required to set up a memorable word or phrase that only you know. This must be a minimum of dharacters and is care sensitive. You will be asked to enter characters from It when you will be have been as a sensitive.	
	It will become mandatary to have this Memorable Word set up within next 24 hours. Memorable Word	
	Your Memorable Word	
	Hint for your Memorable Word	
	Your Memorable Word hint 0/128	
	Continue	
	Skip for now	

- As an additional security measure, you will be asked to set up a memorable word. (Note this word is case sensitive and must be at least 8 characters long).
- Make a note of your memorable word.
- Click **Continue**.

The following screen will be displayed:

Veg in to Patient Access x +			
← ♂ ⋒ ⊡ https://account.patientaccess.com/MobileVerify?returnUrl=%2Fconnect%2Fauthorize%3F	Fclient_id%3Dpkce_patientaccess_web%26redirect_ur%3Dhttps%253A%252F%252Fapp.patientaccess.com%252Fsignin-callback%26response_type A ^a 😘	수 🕀 😩	
Patient Access		⑦ Support Ce	ntre
	Please provide your mobile number		
	Availed mobile number is required to verify your identify in case you wer forget your password or idenmonable Word anni eded to reset those. Please nots, your password or Memonable Word anni address are thy you do not have a vailed email address are the number number on your account. Mobile number Mobile number Mobile Number is required. Data Parameter is required. Data Parameter is required. Skip for now		

• Enter your **mobile number** and click **Continue**.

A message will be displayed asking you to verify your email address. Click on Send Verification Email.

You will receive a verification email – simply click on the 'Verify Your Email Address' button within the email.

You can skip these steps initially; however, you will need to complete the verification process by accessing your account settings later. *The system gives you 10 days in which to do this, after that you will not be able to sign into your account.*

If successful, the following screen will be displayed:

Ke Log in to Patient Access x Y Log in to Patient Access x +	- 0 ×
< 🖸 🏠 https://account.patientaccess.com/email/informit/Totenn=m3ayori52bj4bcjG0XMe83Q50EKaph/10008code=443460	A G 🕸 🖲
Patient Access	⑦ Support Centre
Email verification successful Your email address helena.macdonald@phs.net is now verified. Sign In to Patient Access	

Click 'Sign in to Patient Access'.

Step 5 – Linking your Account

The following message will be displayed:



To view your medical records, request medication and book appointments you will need to link your account to your GP Practice.

Click Link your GP Practice.

You will be presented with a search box asking you're your GP Practices post code. Please note that **all** New Forest Central Medical Group patients **should use the Brockenhurst site** post code of **SO42 7RY**.

Select 'New Forest Central Medical Group' (as shown below) and click 'continue'.



You will be presented with a few options. *The following is a guide for patients using their* **Registration** *Letter to link to their GP Surgery.*

Click 'Continue with registration letter'.

The following screen is displayed:

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← C @ ⊡ https://app.pa	tientaccess.com/registration/linkage/letter?orgid=1bd2/932-1c64-426a-a7b2-d55557067a2c&backtolinkurl=%2Fdashboard	BEA & & @ @
Patient Access		? Support Centre
	< Back	
	Use a registration letter to link your GP practice	
	Please enter the Linkage Key and Account ID from your registration letter to link your Selected GP practice Edit GP practice to your Patient Access account.	
	New Forest Medical Group - 4874	
	Enter linkage key here Road, SO42 7RY, Hajtwood	
	Account ID	
	Enter Account Id here	
	Confirm details	
	Example of a registration letter containing the Linkage Key and Account ID:	
	Online services You have requested access to online services. Accessing online services To access online services	
	1. Create an account with one of the following service providers:	
	Service provider Website	
	Patient Access https://www.patientaccess.com/	
	2. Provide the following online services account details when prompted.	
	Linkage Key PXudaGedUAMm7	

- Fill in your Linkage Key details and Account ID that were provided to you on the second page of your registration letter and click Confirm details.
- It will then ask you to confirm your personal details held by your GP Practice. If you are happy click confirm. If successful, the following message will be displayed:



- Click **Done**. A welcome message with a quick tour of the sections of your account will be displayed. You can skip this if you wish.
- You will then be presented with options relating to your information and content preferences for you to decide according to your own wishes. Once your preferences are recorded you will then be taken to the Homepage of your account.

Need help using Patient Access?

Please use the Patient Access Support Centre before contacting the Surgery. There are comprehensive written guides and video tutorials to assist you in navigating and using your account.