

How do I migrate to the new Patient Services?

There are TWO steps to this:

STEP ONE

1. From your internet browser, go to the following website:
www.myvisiononline.co.uk
2. Enter our practice ID: e82071 and click on **Submit**.
3. The **Sign In** screen is displayed, enter your existing username and password and click **Sign In**
4. There is now a message displayed saying 'your practice has moved.' Click **here** to continue.
5. The migration screen is displayed, enter your existing password again and click **Next**
6. The Account Details screen is displayed, and needs to be completed:

Username – You can reuse your old username, unless already used by someone else. If the username is already in use, "Sorry, a user already exists with that username. Please try another" is displayed. You must create a unique username to continue e.g. johnsmith123

Note - the only symbols allowed here are dots and dashes, so you cannot currently use your email address

Password - Type a new password, this must be a minimum of 8 characters and contain at least one character from three of the following four character types:

- **Uppercase letter**
- **Lowercase letter**
- **A number**
- **A symbol**

The password rules are listed and as you type your new password, each rule is updated to confirm that you have met each criteria.

Confirm Password - Re-type the new password to confirm.

5. Read the **Terms and Conditions and Privacy Policy** and tick to agree
6. Click confirm to create your account

Important - When registering to use Patient Services, we advise against using a shared email address as confirmation of appointments and prescriptions ordered are sent to the email address supplied. Users with the same email address are also unable to change their username.

You can now login to the website, but your account needs to be linked to your Practice before you can use any of the services:

STEP 2 - Activating your account and linking it to your practice:

1. Log in to the Patient services web site, www.patientservices.co.uk, and click **Login**.
2. Enter your **Username** and new **Password** then click **Log in**.
3. "You have not yet linked to a practice account. Link here:" is displayed, click **Link here**.
4. The Linkage page is displayed.
5. Select 2nd line **I do not have my letter but I have previously used myvisiononline.co.uk** and click **Choose** to confirm your selection.
6. Enter the following details from the registration letter:

Practice ID – e82071

Enter your **Username** and your new **Password**

Click on **LINK**
10. Your account is now fully activated.
11. You are presented with the **Patient Services Welcome** page and can now use the services made available to you by your GP practice, e.g. request your prescription, book appointments etc.

Note - If you are having any technical difficulties please click the **Contact Website support** link at the bottom of the Patient Services webpage:
<https://www.patient-services.co.uk/web/ps/contact-us>

Any medical or clinical problems please contact the surgery.

We thank you for your patience.

The Elms Medical Practice