How do I register for Patient Services?

There are two steps to registration:

STEP ONE - Registering as a new Patient Services user:

1. From your internet browser, go to the following website: www.patient-services.co.uk.

2. From the **Patient Services Welcome** screen, click **Register**.

3. Enter your Practice ID, this is on the letter you have received from your GP practice. There is a Search option if required, now click on **Submit**.

4. Complete the **Create Your Account** screen with the following details:

Username - Create a username (min 3 characters). 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. **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. Click **Next**.

6. Complete the **Account Recovery Details** screen with the following details:

- **First Name**
- **Last Name**
- **Date Of Birth**
- **Email Address** - Enter your email address (this should be the address you have provided to your GP Practice).

<u>Important </u>- **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.**

7. Read the **Terms & Conditions** and **Privacy Policy**, and tick the box to confirm acceptance of these conditions.

8. Click **Register** to create your Patient Services Account.

9. When prompted check your emails and click on the link within the confirmation email. You are taken to the **Email Verification** screen.

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.

> **Important -** **To complete the linking process you must have the letter or email you have received from your GP practice. Your practice may have set a time limit for Patient Services accounts to be linked. If you do not link your account before this period expires, you have to re-register and contact your practice to obtain a new Registration Letter.**

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 newly set up **Username** and **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 **I am a new user and I have a registration letter from my practice** and click **Choose** to confirm your selection.

6. Enter the following details from the registration letter:

   Practice ID - Enter the practice ID from the letter, this is a 6 digit code eg G12345.

   Patient ID - Enter the patient ID from the letter, NHS number in England, CHI number in Scotland and H+C number for Northern Ireland.

   Registration Token - Enter the registration token from the letter, this is a 10 digit code, it is case sensitive so be careful to type it exactly as it appears on the letter.

7. Click **Link**, this triggers an activation email to the address you gave your GP Practice when registering for Patient Services.

8. Check your email account and when you receive the activation email return to the **Patient Services** website.

Note - **If you need to, you can stop at this stage, but when you next login you are prompted to add the Confirmation code included in the activation email.**

9. Enter the Confirmation Code, as it appears in the email, or copy and paste it and then click **Confirm** .

Important - Do not click on the link to myvisiononline contained in the email.

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 have any problems with the clinical aspect of your Patient Services account, please contact the practice. If you are having any technical difficulties please click the Contact Website support link at the bottom of the Patient Services webpage**