

## 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.

Home Help

**Patient access** powered by **emis**

### Welcome to Patient Access

Patient Access lets you use the on-line services of your local practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details.

#### Register

**Have a letter from your practice?**  
Click register below and enter the details.

**No letter but would like an account?**  
Click to register to see if Patient Access is available to you.

**Register**

#### Sign in

[? Help](#)

User ID [Get my User ID](#)

Password

[I forgot my User ID or Password](#)

 Remember my User ID  
Requires cookies [?](#)

**Sign in**

**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 users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted. Please read the [terms of use](#) and the information about your [privacy](#) which apply to this website.

[Terms of use](#) [Privacy policy](#) [Cookies policy](#) [Feedback](#) 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.

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.

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.

The screenshot shows the 'Register' page on Patient.co.uk. At the top, there are links for 'Home' and 'Help', and a 'powered by emis' logo. A progress bar indicates the current step. The main heading is 'Register' with a sub-heading 'Great news! Dr EMIS Web And Partners offers Patient Access. Please enter your details below to create an account.' The form is divided into two sections: 'About you' and 'Your account'. The 'About you' section includes fields for Surname, Date of birth (with Day, Month, and Year dropdowns), Sex (with a dropdown menu), House name/number, and Home postcode. The 'Your account' section includes fields for 'Choose a password' and 'Confirm your password', along with a 'Password strength' indicator. A 'Next' button is located at the bottom of the form. A legend indicates that an asterisk (\*) denotes a required field. At the very bottom, there are links for 'Terms of use', 'Privacy policy', and '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.

The screenshot shows the 'Register' page on Patient.co.uk, continuing from the previous screen. The progress bar is further along. The main heading is 'Register' with a sub-heading 'Finally, please complete this security and contact information so that we can help you in the event that you forget your details.' The form is divided into two sections: 'Contact details' and 'Security questions'. The 'Contact details' section includes fields for 'Email' and 'Mobile number', both marked with an asterisk and an information icon. The 'Security questions' section includes two sets of 'Security question' and 'Security answer' fields, each marked with an asterisk. Below the security questions, there is a note: 'Please enter at least 2 security question(s)' and 'Note: Adding or Removing a security question will clear all unsaved data you have already input on this page.' A legend indicates that an asterisk (\*) denotes a required field. At the bottom, there are buttons for 'Next', 'Add Question', and 'Remove Question'. At the very bottom, there are links for 'Terms of use', 'Privacy policy', 'Cookies policy', and 'Feedback', along with the version number 'v6.4.1.0'.

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.

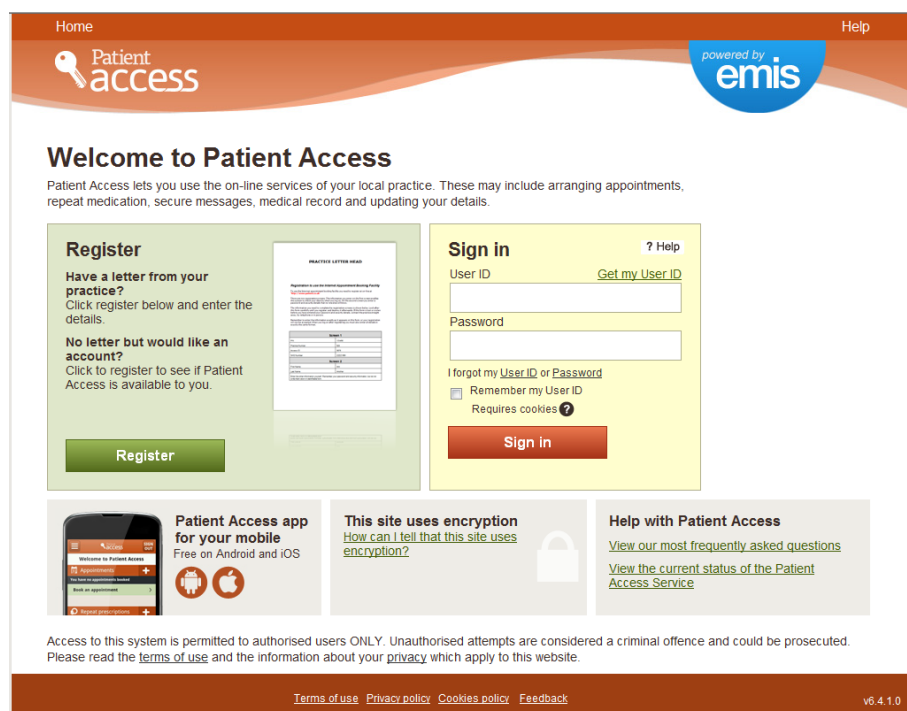
12. Make a note of your user ID for future reference.

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 <b>I forgot my User ID</b> on the Patient Access Welcome screen.	Contact your practice.
Forgotten your password	Click <b>I forgot my password</b> 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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