

## 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.

**Register**

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

Don't have an account?  
Click register to see if Patient Access is available to you.

Register

**Sign in**

User ID  
eg. 125487

Password  
GH193

I forgot my user ID or Password

Remember my user ID

Sign in

Get your new user ID

Access ID  
67985

Practice ID  
50003

Get my user ID

Your user ID: 67985050003

This site uses encryption  
How can I tell that this site is encrypted?

Service status  
View the current status of the Patient Access service.

Help with Patient Access  
View our most frequently asked questions

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](#)

*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

- In the list on the left-hand side of the screen, select your GP practice.
- Click **Next**.

A screen is displayed, to confirm that your practice offers Patient Access and to enable you to add your personal details.

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 'About you'. Below this, there are several form fields, each marked with a red asterisk to indicate they are required: Surname, Date of birth (with dropdowns for Day, Month, and Year), Sex (with a dropdown menu), House name/number, and Home postcode. Under the heading 'Your account', there are fields for 'Choose a password' and 'Confirm your password', both marked with a red asterisk, and a 'Password strength' indicator. A red 'Next' button is positioned below the password fields. At the bottom, there is a legend stating '\* Indicates a required field' and links for 'Terms of use', 'Privacy policy', and 'Cookies policy'.


Registration details screen

- Type your details in the fields on the screen. You *must* complete all the fields marked with an asterisk \*.
- Click **Next**.

A screen is displayed, to enable you to add security information.

The screenshot shows the 'Register' page on Patient.co.uk, focusing on the security information section. 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 'Contact details'. Below this, there are two form fields: 'Email' and 'Mobile number', both marked with a red asterisk and a red information icon. Under the heading 'Security questions', there are two sets of fields: 'Security question 1' and 'Security question 2', each with a dropdown menu and a text input field, both marked with a red 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.' At the bottom, there is a legend stating '\* Indicates a required field' and three buttons: 'Next', 'Add Question', and 'Remove Question'.

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 security information (see screenshot on page 3).

4. Type your email address.
5. Type your mobile number.
6. 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.
7. 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, you need to use the Get your new user ID section on the right-hand side of the screen, shaded in grey, to get your user ID:

- a. In the Access ID field, type your Access ID.
  - b. In the Practice ID field, type your Practice ID.
  - c. Click **Get my user ID**.
  - d. 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	Email address and mobile number <i>not</i> provided
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	Email address and mobile number <i>not</i> provided
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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