Stewart Medical Centre
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GUIDANCE ON REGISTRATION FOR USE OF ONLINE SERVICES

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Registration for use of online services

You can order your repeat medication and book GP and blood test appointments online. This leaflet provides a step by step guide, with screen prints, on how to register to use the online services. These services are available 24 hours a day, 7 days a week and allow patients to arrange their prescriptions and book appointments without having to ring the surgery. Nurse appointments are not available online because each nurse has a different role.

The first step in using the online services is to register which you do by first asking for a **Patient Access Registration Information Letter** from reception and making sure the surgery has your current E-mail address and mobile telephone number (used for password recovery). Once registered, you can use the **Patient Access App** on a smart phone or tablet as well as being able to login to the site provider (emis) using your personal computer.

In order to maintain patient confidentiality, there are a number of conditions for registration:

- A patient must always be registered in their own name and appointments / prescriptions are always made in the patient's name regardless of who makes the appointment or who is attending. Hence, the registration for children, carers, etc. is always done in the patient's name so that the registration details will be in that patient's name.
- For children, the practice will only allow parents to register their children for the service up to the age of 14. Any older than that and the child would have to request the registration details themselves.
- People cannot register other people unless there is a lack of capacity scenario. So, for example, husbands and wives cannot register each other because the registration allows access to confidential

information. It has to be done by the patient. The practice is happy to accept the request from a spouse but the patient would need to collect the registration letter themselves. What they choose to do with them after that is a matter of personal choice but the practice can only provide details to the registered patient. When necessary and with the agreement of the practice, patients with special needs may be registered by their designated carers.

- If people get married, they have to show a copy of their marriage certificate so that their records can be changed and any change would automatically update their online access. Similarly if they change their name by deed poll or for any other reason the practice has to see the official documentation for the change to be made to their records.

To register, *__within two weeks__*, of receiving you registration letter,

PLEASE USE THE FOLLOWING STEPS

(The information in this leaflet is correct at the date of issue but may be subject to change.)

Step 1. Obtain your **Patient Access Registration Information Letter** from reception and make sure that the surgery has your current E-mail address and mobile telephone number (used for password recovery). The receptionist will either be able to print you a letter when you ask for it or it will be available for collection within two working days.

The letter is only valid to the **date** (ca. two weeks after your initial request) shown in the **Note**. You must register before this date or else you will need a new letter with a new PIN number and Access ID.

The letter gives the **Registration Details** of PIN, Practice ID, Access ID and Your NHS Number.

Patient access

Registration information for: [Your name]

Please keep this form safe until you have registered your account and then destroy it. In the event that this form is lost or stolen before completing the registration process, please contact your practice immediately so that they can generate a new one for you.

Enter the information exactly as it appears on this letter, or registration will not be accepted.

Note: This document is only valid up to and including **Thursday 04th June 2015**.

How to register

Before you can use your Patient Access account you will need to register the account. The steps below will guide you through the process.

1. Go to **WWW.STEWARTMC.NHS.UK**
2. Click on **Register** in the Register box.
3. Answer **yes** to the question '*Have you received a registration letter from your practice?*'
4. Enter the **registration details** shown below and click next.

PIN	
Practice ID	296
Access ID	
Your NHS Number	

5. Enter your surname, date of birth and choose a **password**. You will use this password to sign in. Click next.
6. Enter your **contact details** (optional) and choose some **security questions**. Click next.
7. You have now successfully registered. Note down your **User ID**, you can now use this to sign in along with your chosen **password**.

How to sign in

Once you have registered for the service you can then sign in. You will need to enter the following information each time you use the service:

- **User ID** (given to you at the end of the registration process)
- **Password** (chosen by you during the registration process)

If you forget your sign in details

- You can use the Forgotten Password and Forgotten User ID features to help recover your details. Please note: Your practice must have your e-mail address and mobile number stored to use these features. You can also add these during the registration process and after signing in.
- Alternatively you can contact your practice to generate a new letter for you. With the new letter, you will need to **follow the whole registration process again**, before signing in with new details.

Step 2. Open your browser (e.g. Internet Explorer, Firefox, Chrome, Safari). In the search box, enter **Stewart Medical Centre** and then click on **Search** to give you a selection of answers.
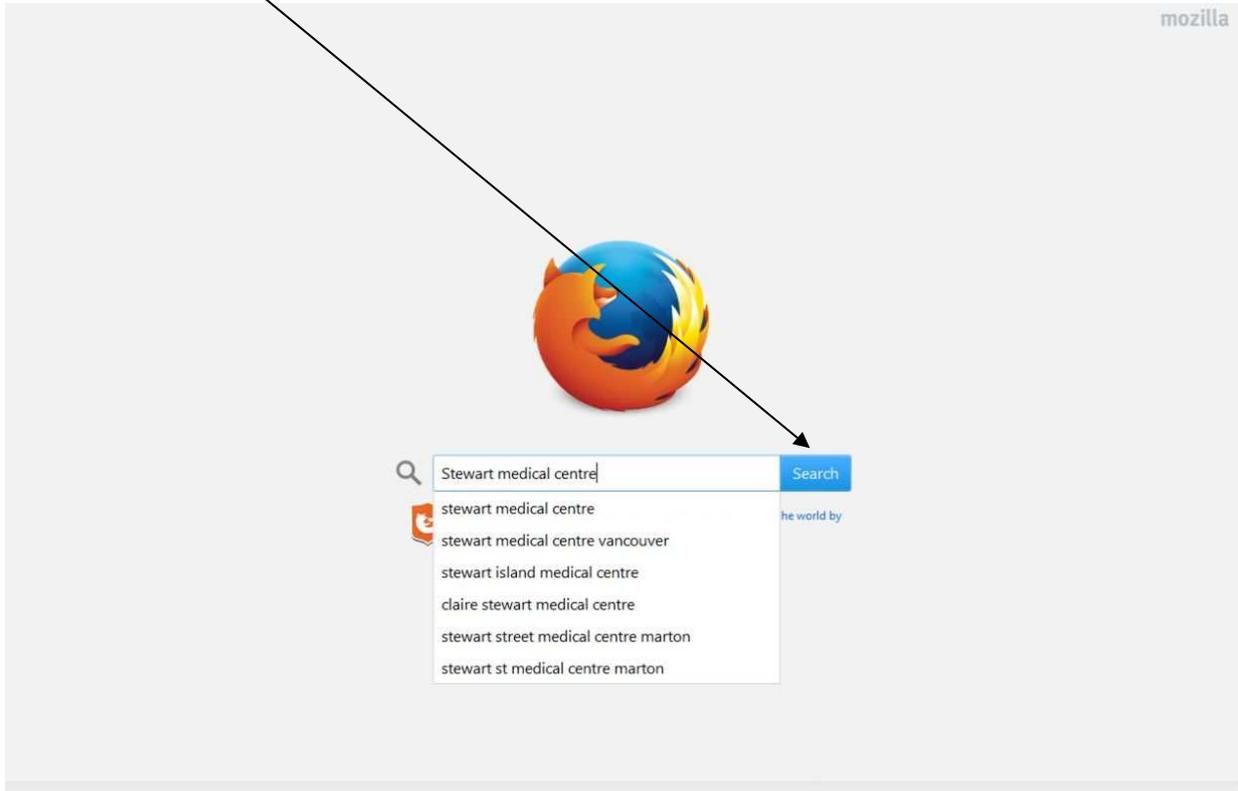
Step 3. Click on the answer **Stewart Medical Centre** with the correct website address www.stewartmc.nhs.uk/ to take you to the Stewart Medical Centre **Home** page.

Step 4. Click **Sign in** on the top right corner of the SMC home page or **CLICK HERE TO BOOK AN APPOINTMENT** to take you to the **emis Welcome to Patient Access** page

Step 5. Click on **Register** to take you to the **emis Register** page.

Step 6. Click on the **circle** by **Yes** to take you to the **Register** page where you input your letter details.

Step 7. Input your **registration details** from the registration letter (without spaces in your NHS number) and then click on **Next** to take you to the **Register** page for your personal details.

Step 8. Input your <u>**Surname**</u> and <u>**date of birth**</u> (using the <u>**down arrows**</u> by the box) and then choose a <u>**password**</u>. To select a strong password (at least 10 characters - the program indicates the strength), choose one with a mixture of capital letters, small letters, numbers and symbols (e.g. £, $, #, > etc.) e.g. FedUpWithTrying24# DO NOT USE THIS !!! It will ask you to put the password in <u>**twice**</u> to make sure it is correct. You must remember and/or note down the password exactly as you put it in. Click on <u>**Next**</u> and it takes you to the **Contact Details and Security Questions** page.

Step 9. Enter your E-mail address and your mobile telephone number. Please make sure that the surgery has these as the password recovery system will only work if the data you enter corresponds to that held by the surgery. For Security Questions 1 and 2, **click on the down arrow** at the right hand side of the box, pick a question that suits you and enter the answer. You can edit the questions by clicking on **Add Question** or **Remove Question** in the green boxes at the bottom. Make a note of the questions and answers. Near the bottom of the screen, click on the square box to agree the terms and conditions and then click on **Next** to take you to the **Your login details** page.

Step 10. The Your login details page gives you your User ID. This is currently generated in the form of Access ID+000+Practice ID e.g. 6789000296. You need to make a note of your **User ID** as this, with your password, is used to log you into the system. If you want to log in straight away, click on **Sign In** to take you to the **emis Welcome to Patient Access** page

Step 11. On the **Welcome to Patient Access** page, enter your **User ID** and **Password** and click on **Sign In** to go to the **Welcome** *your name* page.

Step 12. On the **Welcome** page, select the service you want and follow the instructions. Additional guidance is given on the website for booking the various services. Always click on **Sign Out** when you have finished.

Step 13. **PROBLEM SOLVING.** Sometimes when you first try and **Sign In** a message comes up saying that the practice computer may be offline etc. and it does not accept your password. This happens if either the **emis** or **SMC** system is down at the time you try and register. You may get an E-mail a day or two later to say that your details had been passed to the practice and you can then log in. Sometimes, whilst you are registering, the system will go down for <u>maintenance</u>. You will then have to wait 30 minutes or so and then try and **Sign in**. After signing in, the **emis** system may take you to an **Error** page before taking you to the **Welcome** page.
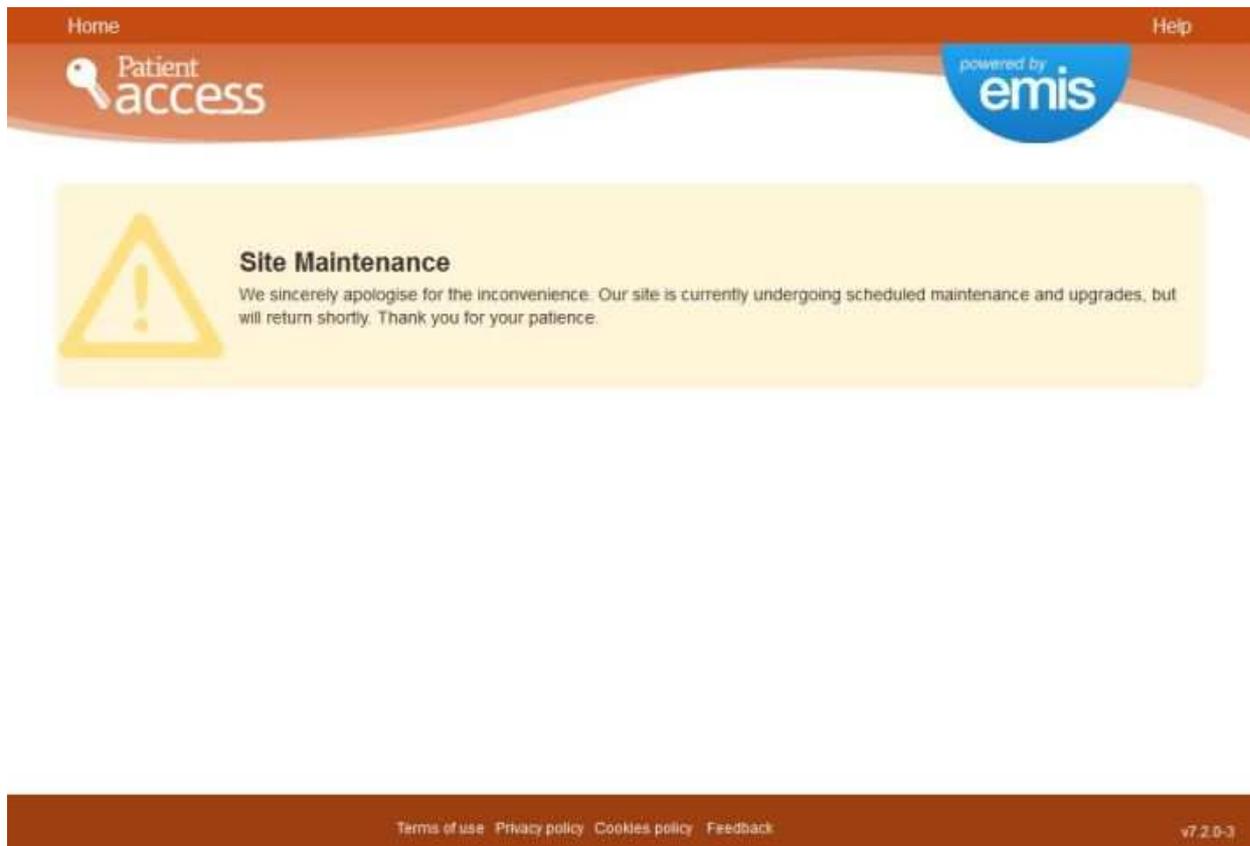
Step 14. On the **Error** page, if you click on **<u>Click here to go back to the home page</u>**, it will take you to the **Welcome** *your name* page and you can proceed as normal.
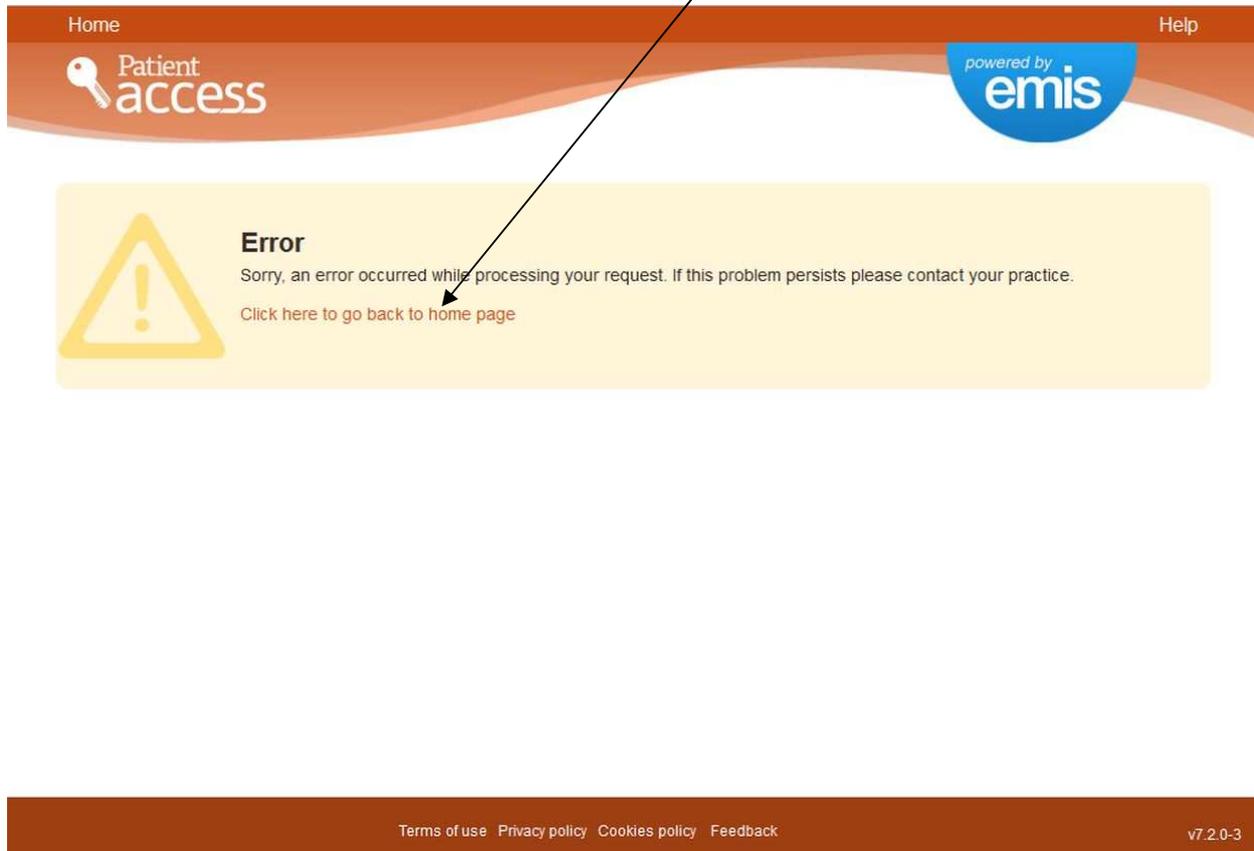
Step 15. If you receive any other error messages, please take a Screen Print by pressing the **Prt Scr** button on your keyboard, opening up a word processing program (e.g. WORD) and select Paste to drop the picture into the document. Save the document and either E-mail it to the practice manager or print it out and take it into the practice.

Step 16. Once you have registered, you can use Patient Access on a tablet or smartphone. Depending on your device, just go to the Google Play Store for an android device or i-Tunes App store if an Apple device and search for the **Patient Access App** with the logo

Once you have found it, just install the free App as you would any other App. When installed, it will take you directly to the **emis** login site when you activate it.

Step 17. You can also go directly to the **emis** login site from a personal computer by Google (for example) searching for **emis** and clicking on **Patient Access Patient login.** This bypasses the need to first login in to the **Stewart Medical Centre** site and may avoid some of the error messages.

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