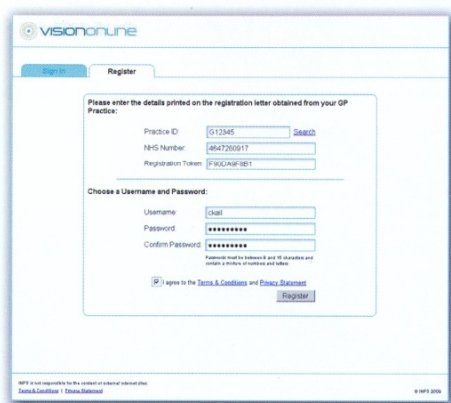# Creating An Online Account

You will have received a letter from your GP practice. This will contain:
- **Website Address**
- **Practice ID**
- **Patient ID (NHS, CHI, or H&C number)**
- **The Registration Token**

You will need these details to create your online account.

To Create your Account:

1. Open your Web Browser, go to **www.myvisiononline.co.uk**, click on the **Register** tab.
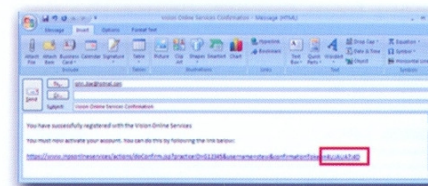2. This will open the Vision Online Appointments Register screen.

3. Type the **Practice ID** in the required field.

NOTE: This is case sensitive. The number zero will be shown as 0, characters which do not have a line through are letter 'O'.

4. Type your **Patient ID** in the box.
5. Type your **Registration token** in the box.
6. Create a **username**. This must be unique. If the name already exists, registration will fail, change the username and continue.
7. Create a **password**, this must be at least 8 characters long and must contain at least one number or letter. Passwords are case sensitive.
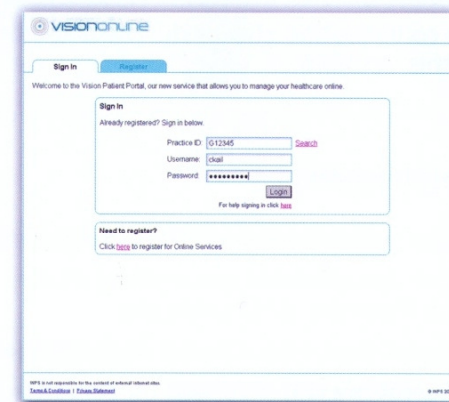
8. Retype the password in the Confirm Password box.
9. Click the tick box to agree terms & conditions and privacy statement.
10. Click the **Register** button to complete the registration process. You will need to activate your online account before it can be used.

11. You will receive an email message, with a link to activate your account. Click on the link.
12. Your Vision Online Appointments account is now active. You can now sign in and proceed to book or cancel appointments.

Sign In

1. Go to the website **www.myvisiononline.co.uk**.
2. Click on the **Sign In** tab, type your Practice ID in the required field.

3. Type your username; then type your password in the password box. Remember your password is case sensitive.
4. Click the **Sign In** button; you now have access to Vision Online Appointments.

Book and cancel your appointments online

Patient User Guide

S M T W T F S

S M T W T F S
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30

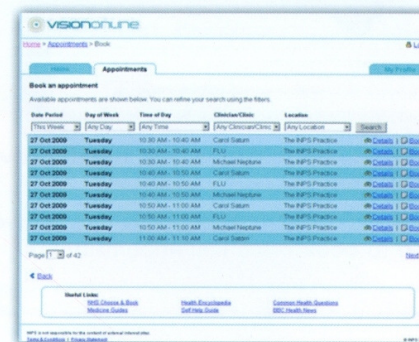www.myvisiononline.co.uk

visiononline
APPOINTMENTS

Making Appointments

1. From the **Home** page, click on the **Appointments** tab or click the **link** on the Home page.

   Click here to book a new appointment.

2. Select an appointment from the list, or use the drop down filters to edit the selection.

3. Select an Appointment and click the **Book** link.

4. Check the Appointment details and click **Confirm Appointment** button to complete the booking.

5. You will receive a confirmation successful message on screen and an email to confirm this booking.

Cancelling Appointments

1. Review your booked appointments on the **Appointments** tab.

2. Click **Cancel** for the appointment you wish to delete. Select a cancellation reason from the drop down list.

3. Check the details, and then click **Cancel Appointment.**

4. You will receive a confirmation message on screen and an email to confirm cancellation of this appointment.

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