

## Using SystemOnline - A Guide for Patients

### About SystemOnline

SystemOnline allows you to do things like booking appointments and ordering repeat prescriptions at a time convenient to you.

SystemOnline is also available as an app, which can be used on Apple devices (iPhones and iPads) and on Android devices (mobile phones and tablets). The app can be downloaded for free from the Apple App Store and from the Google Play Store. Simply click the relevant logo on the SystemOnline Login page.

**Note:** SystemOnline is only available from within the UK. You cannot access SystemOnline from abroad.

### Logging in to SystemOnline

To use the SystemOnline service, you will need to go to your registered GP practice to request a SystemOnline username and password. You cannot register for this service online because the practice needs to verify your identity.

*Please bring along a current form of ID, photographic if possible, or in the case of those acting on behalf of another, a signed letter consenting to the release of information. We want to make sure we're giving your details to you and only you.*

Once you have registered at your GP practice, they will give you a SystemOnline username and password. If they hold an email address for you that has been verified as being correct (this means the practice has sent an email to you in the past and you have replied to it), they will also send you a confirmation email containing your SystemOnline username and the SystemOnline website address.

Wait an hour before trying to log in to the website. Your GP practice may have set up a link from its own practice website, which you can follow to access the Login page. Otherwise, your practice will have given you the web address you need to type into your web browser.

Type in your username and password and click **Login**.

If you have been granted access to other SystemOnline accounts, you will see a list of usernames you can choose to log in as. Click **Login As This Person** to choose the account you want to use. This might happen if you have a relative who is not confident using a computer and has granted access to you so that you can use SystemOnline on their behalf.

You will then see the SystemOnline Home page, which shows your details and your GP practice's contact details at the top.

You can navigate to all the online services from the Home page. To return to it, click **Home** in the blue menu bar or click the **Back** button on any page.

## Changing/Resetting Your Password

You will initially be given a random password and when you log on for the first time, you will be prompted to change it to something more memorable. Passwords must be eight or more characters long and must contain at least one number and one non-alphanumeric character, e.g. '!' or '?'.

If you need to change your password at any other time:

1. Click the **Change Password** link on the Home page.
2. Type in the current password.
3. Type in the new password.
4. Re-type the new password.
5. Click **Submit**. You are advised to memorise the new password. Do not write it down or disclose it to anyone else.
6. Click **Back**.

If you forget your password, you can reset it yourself, provided your practice has an email address for you that has been verified as being correct (this means the practice has sent an email to you in the past and you have replied to it).

To reset a forgotten password yourself:

1. Click the **I've forgotten my password** link on the Login page.
2. Type in your username and email address on the Reset Password page.
3. Click **Reset Password**. You will receive an email containing a new password.
4. Use the new password to log in to SystemOnline. You will be prompted to change the password to one of your own choice as soon as you log in. The password must be eight or more characters long and must contain at least one number and one non-alphanumeric character, e.g. '!' or '?'.

If you do not have an email address that has been checked, you will need to visit your practice in person and ask for your password to be reset. When you log in with the replacement password, you will be prompted to change it to a password of your own choice.

<https://systmonline.tpp-uk.com/help/help.html> - Top

## Logging Out of SystemOnline

To log out:

1. Click the **Logout** link on the Home page or **Logout** on the main menu bar.
2. Close your Internet browser.

**Note:** The website will automatically log out after a period of inactivity. Type in your username and password to log in again.

## Patients with EMISaccess Login Details

If you previously used the EMISaccess website to book appointments or manage prescriptions, you will now need to use the SystemOnline website. This is because your GP practice has changed the computer system that they use, and therefore, changed the online service that they use.

You can use your EMISaccess login details to log in to SystemOnline without needing to visit the practice to be provided with a username and password. If your EMISaccess password is less than eight characters long, however, you will not be able to use it on SystemOnline. In this case, you will need to visit your practice to set up your login details.

On EMISaccess, you will have used one of the following sets of information to log in:

- User ID
- Password

On SystemOnline, you will need:

- Username
- Password

Your SystemOnline user name and password will remain the same as your EMISaccess User ID and password.

As SystemOnline has stricter password requirements than EMISaccess, you are encouraged to change your password the first time you log in so that it is at least eight characters and includes at least one number and one non-alphanumeric character, e.g. '!' or '?'

## Managing Appointments with SystemOnline

You will be able to see up to five past appointments and all future appointments. You will also be able to book and cancel appointments.

Your practice may limit the number of future appointments that you can have at any one time. If you have already reached this limit and would like to book another appointment, you should contact your practice by telephone or in person.

### Viewing Past/Future Appointments

Click the **View Past Appointments/View Future Appointments** link on the Home page, or click **Past Appointments/Future Appointments** on the main menu bar.

This page shows the date, day, start and end time of past appointments as well as the location, clinician and booking status, e.g. 'Booked'.

Click **Details** to see the full address and any special instructions, e.g. 'Please remember to bring your medication.'

To print these details, click **Print**.

### Booking an Appointment

Providing you have not already reached your practice's limit for the number of future appointments, you can book an appointment using this service.

Click the **Book Appointment** link on the Home page or click **Book Appointment** on the main menu bar.

The page displayed shows details of all the sessions at your GP practice that are available for online booking. The table shows the date an appointment is available, the earliest and latest slot times, as well as the location, clinician and session type.

Your practice may have decided to allow you to book more than two weeks in advance. If they have, a drop-down list will be available for you to select dates further in the future. Select an option from the list and click **Show**.

Click **View Available Appts** at the end of the row for the session you require.

A list of appointments is displayed showing the appointment type, start and end time, and duration of the appointment. The most useful columns for you are **Start Time** and **End Time**.

Click **Book** at the end of the row for the appointment you require.

Check the details of the appointment, including the full address - if your practice operates from more than one site, check that this is where you want to go. If appropriate, type the reason for your appointment in the **Reason** field, e.g. "Blood Pressure check". This will help practice staff to prepare for your appointment. Bear in mind, however, that any information you provide may be visible to all practice staff and not just to the clinician you are going to see.

To continue without booking the appointment, click **Cancel**.

To confirm the appointment, click **Book Appointment**. The appointment is confirmed.

To print the details, click **Print**. Otherwise, click **Back** or any other menu option.

## Cancelling an Appointment

To cancel an appointment:

1. Click the **View Future Appointments** link on the Home page, or click **Future Appointments** on the main menu bar.
2. Click the **Cancel Appointment** button relating to the appropriate appointment.
3. Check the appointment details and click **Cancel this appointment**.
4. To continue without cancelling the appointment, click **Back** or any other menu option; otherwise, click **Close**.

## Managing Prescriptions with SystemOnline

For certain drugs, you can request a new prescription.

Click the **Current Prescriptions** link on the Home page, or **Current Prescriptions** on the main menu bar.

All current repeat prescriptions are listed with the drug, dosage, quantity, last issued date and status. An empty tick box in the left-hand column means you can ask for a new prescription for that drug.

To request a repeat prescription:

1. Select the drug by clicking on the box in the left-hand column. If the item you require is not listed or if you need to include further information with your request, type the details into the **Medication Request Notes** field. When providing this information, you should bear in mind that it may be visible to all practice staff.
2. Click **Request Medication**. The Medication Order Summary is displayed, stating that a request has been sent to the practice to re-prescribe the item(s), and that the prescription will be ready for collection in two working days (after 2pm).
3. Click **Return to Current Medication** to return to the Current Prescriptions page where the status of the drug will show that it has been requested.

## Changing Your Contact Details

To change your address, phone number(s) or email address:

1. Click the **Change Contact Details** link on the Home page.
2. Type in your new details, then click **Submit new contact details**. A message is displayed, showing that your details were sent successfully.

**Note:** If you are happy for your practice to send text messages to your mobile phone, e.g. appointment reminders, select **Allow SMS notifications** and ensure that you have provided your mobile number.

## Granting Additional Access to Your Account

You can give other SystmOnline users access to your SystmOnline account(s). To set up the additional users on your account:

1. Click the **Grant Additional Access** link on the Home page.
2. Type a name for the account.
3. Ask the other person to type in the SystmOnline username and password that they currently use to log in to SystmOnline.
4. Click **Submit**. A message is displayed to confirm that the extra user has been added.

Giving someone else access to your account will give them access to all of your SystmOnline accounts. For example, if you have two different usernames that you use to book appointments at two different units, the extra person will be able to log in under either of your usernames, as well as any of their own. Once logged in, the extra user can access all the features of the SystmOnline service on your behalf.

To remove the extra accounts:

1. Click the **Grant Additional Access** link on the Home page.
2. Click the **Remove** button next to the account you want to remove.
3. A message is displayed to confirm that you want to remove the account. Click either **Confirm** to remove the extra account, or **Cancel** to go back to the Home page.

## SystmOnline Usage and Privacy Policies

Please use this service responsibly. In the case of any abuse of the service, your GP practice can prevent you from accessing the service by stopping your username and password from working.

Examples of irresponsible use of the system may include, but are not limited to:

- registering at a GP practice when you have no intention of using it as your usual GP practice
- registering at a GP practice outside your catchment area
- booking appointments you have no intention of attending
- repeatedly booking and then cancelling appointments
- repeatedly requesting prescriptions that you do not need

We are committed to protecting your privacy online. The personal information you enter on this website is strictly controlled. Information entered is available only to members of staff with appropriate access rights at your GP practice - i.e. those managing appointment booking, repeat prescribing and patient registration. Your personal information will not be shared with any third parties. Your personal information will not be sold to any third parties.

The full End User License Agreement and Privacy Policy are available [here](#).