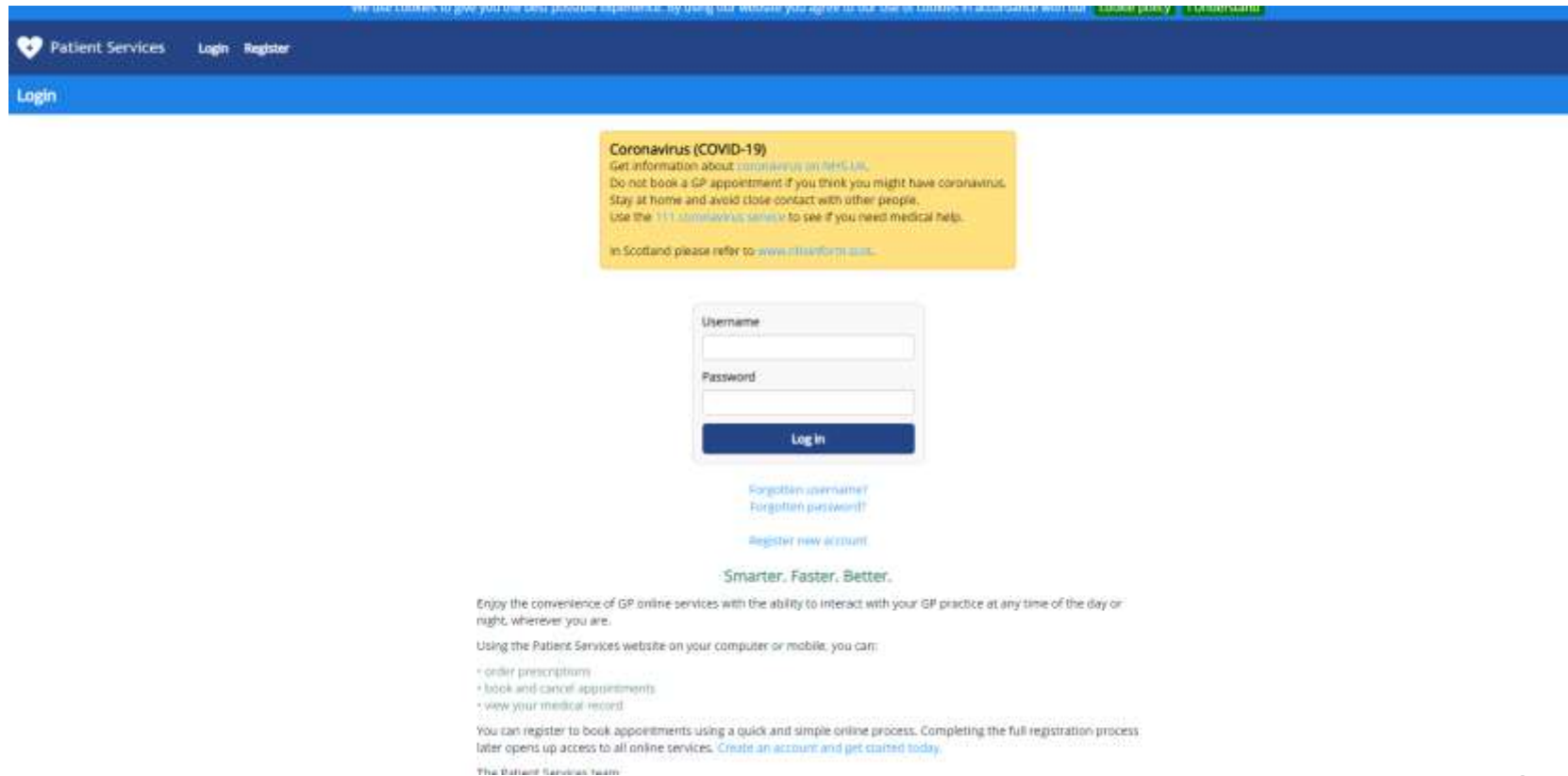


New Online Repeat Ordering Service

How to register

Within Google search, Patient Services. This page will appear, click register new account



The screenshot shows the Patient Services website interface. At the top, there is a dark blue navigation bar with a heart icon, the text "Patient Services", and links for "Login" and "Register". Below this is a lighter blue bar with a "Login" button. A yellow warning box for "Coronavirus (COVID-19)" is prominently displayed, providing information about the virus and advising users to stay home and avoid close contact. Below the warning box is a login form with fields for "Username" and "Password", and a "Log in" button. Links for "Forgotten username?", "Forgotten password?", and "Register new account" are provided below the form. The page also features the slogan "Smarter. Faster. Better." and a list of services available online, such as ordering prescriptions and booking appointments. A footer section mentions "The Patient Services team".

Get information about [coronavirus on NHS UK](#).
Do not book a GP appointment if you think you might have coronavirus.
Stay at home and avoid close contact with other people.
Use the [111 coronavirus service](#) to see if you need medical help.
In Scotland please refer to [www.nhs.uk/scot.nhs.uk](#).

Username
Password
Log in

[Forgotten username?](#)
[Forgotten password?](#)
[Register new account](#)

Smarter. Faster. Better.

Enjoy the convenience of GP online services with the ability to interact with your GP practice at any time of the day or night, wherever you are.

Using the Patient Services website on your computer or mobile, you can:

- order prescriptions
- book and cancel appointments
- view your medical record

You can register to book appointments using a quick and simple online process. Completing the full registration process later opens up access to all online services. [Create an account and get started today.](#)

The Patient Services team

Follow the instructions below

- ▶ Click Yes when asked if you have received a registration letter
- ▶ Enter Practice ID, click Submit (details on letter)
- ▶ Enter Account ID and Linkage Key (details on letter)
- ▶ Create Username and Password
- ▶ Enter all your details where asked
- ▶ Tick you agree to Terms and Conditions
- ▶ Click Register
- ▶ This should take you straight to your account
- ▶ Follow the next slide if you receive a different message or contact the practice

If you receive the below information, then you are already registered and you need to link your account to the practice. Next Slide

Registration

▲ The personal details you supplied are already linked to an account

If you have forgotten your username or password, you can [recover your account details](#) to your email address. If you know your username and password, you can [login here](#).

Follow the below instructions

- ▶ Click Recover your account details
- ▶ Click Forgotten Username and enter your e-mail address
- ▶ Go to your e-mails and your username name will be within an e-mail
- ▶ Go back to Patient Service website and click Log In
- ▶ Click Forgotten Password, enter your username, click reset password
- ▶ Go to your e-mails, where there should be an e-mail to reset your password
- ▶ When you have reset your password go back to Patient Services website
- ▶ Log in
- ▶ Next Slide

You will receive the message below, click the word [here](#) at the end of that message - Next Slide

⚠ We are unable to access your account at the practice as your access details are no longer valid. You need to get a new registration letter from your current practice to be able to restore access [here](#).

Follow instructions below

- ▶ Click Yes when asked if you have received a registration letter
- ▶ Enter Practice ID, click Submit (details on letter)
- ▶ Enter Account ID and Linkage Key (details on letter)
- ▶ Click Link
- ▶ This should take you straight to your account

- ▶ Use username and password each time you log in