

Step-by Step Guide to Accessing My Health Online

1. Registering Information at the Surgery

You will firstly need to come to the surgery with ID, preferably photo ID (ie passport or driving licence) and your email address. You may have been a patient here for many years, but it is still very important to make sure that the person applying for an account is 'who they say they are'. We want to protect patient confidentiality, maintain the security of the system and prevent potential misuse of access. Security is very important to us and this is one of the safeguards that have been put in place.

2. Registration letter

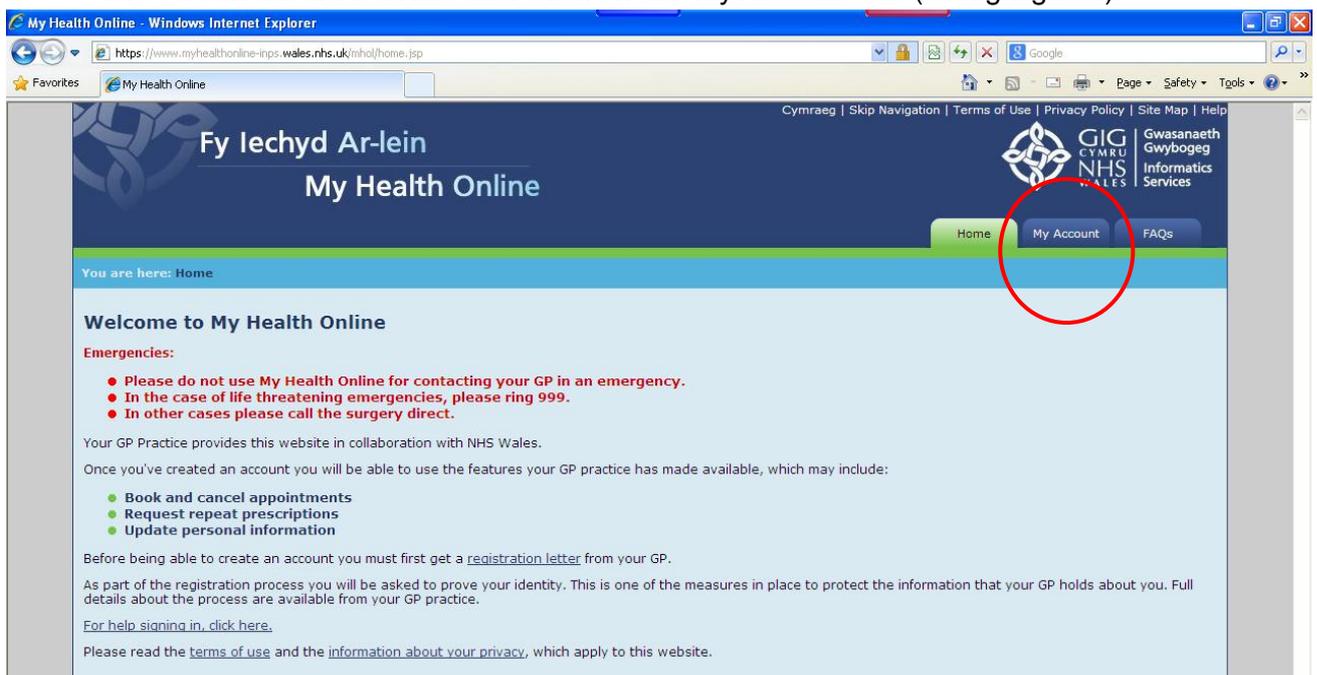
Once your ID has been verified, the practice will enter your email address into our system and produce a registration letter which contains a Practice ID number, your Patient ID and a registration token. You need all of these details in order to set up your account online at home.

3. Setting up your online account

Once you have access to the internet, visit the following website: www.myhealthonline-inps.wales.nhs.uk and select your language preference. You need to follow the rest of these instructions carefully:

a. Click on 'My Account'

The screen should look like this. Click on the 'My Account' tab (as highlighted).



b. Click 'Register'

At the bottom of the 'My Account' page there is a sentence that reads 'No, I do not have an account for online services with my GP practice'. Click on the 'Register' button.

The screenshot shows the 'My Account' page with a navigation bar containing 'Home', 'My Account', and 'FAQs'. Below the navigation bar, there is a breadcrumb trail: 'You are here: My Account'. The main heading is 'Login or Register'. Below this, there is a question: 'Do you have an existing account for online services with your GP Practice?'. Underneath, there is a section titled 'Yes, login:' with a warning: 'Access to this system is permitted to authorised users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted.' This is followed by input fields for 'Practice ID:', 'Username:', and 'Password:', each with a 'Forgotten' link. A 'Login' button is present. Below the login section, there is a note: 'When you have finished your online session, you should either close the browser or logout.' At the bottom, the text 'No, I do not have an account for online services with my GP Practice:' is circled in red, with a 'Register' button below it.

c. Enter your registration information

The 'My Account' page will look like this.

The screenshot shows the 'My Health Online' registration page. The header includes 'My Health Online' and a 'Home' button. Below the header, there is a breadcrumb trail: 'You are here: My Account > Register'. The main heading is 'Register: Step 1 of 2'. Below this, there is a prompt: 'Please enter the details printed on the registration letter obtained from your GP Practice:'. This is followed by input fields for 'Practice ID:', 'Patient ID:', 'Registration Token:', 'Username:', 'Password:', and 'Confirm Password:'. A 'Search' button is next to the 'Practice ID' field. A note next to the 'Password' field states: 'Passwords must be a minimum length of 6 characters with a combination of uppercase, lowercase and numbers'. A 'Reset form' link is below the 'Confirm Password' field. At the bottom, there is a checkbox for 'I agree to the Terms of Use and Privacy Policy' and a 'Register' button. A link for 'For help registering, click here.' is at the very bottom.

Now fill in the Practice ID, Username and Password exactly as they are written on your registration letter. The characters need to match exactly (including upper and lower case letters).

You then need to create your own Username and password. The username can be

anything as long as you remember it! The password must be a minimum of six characters in length, and use a combination of UPPER and lower case letters and numbers.

d. Agreeing to Terms of Use and Privacy Policy

Before you register you need to agree to the Terms of Use and the Privacy Policy, and put a tick in the little box to say that you've read them and agree to them.

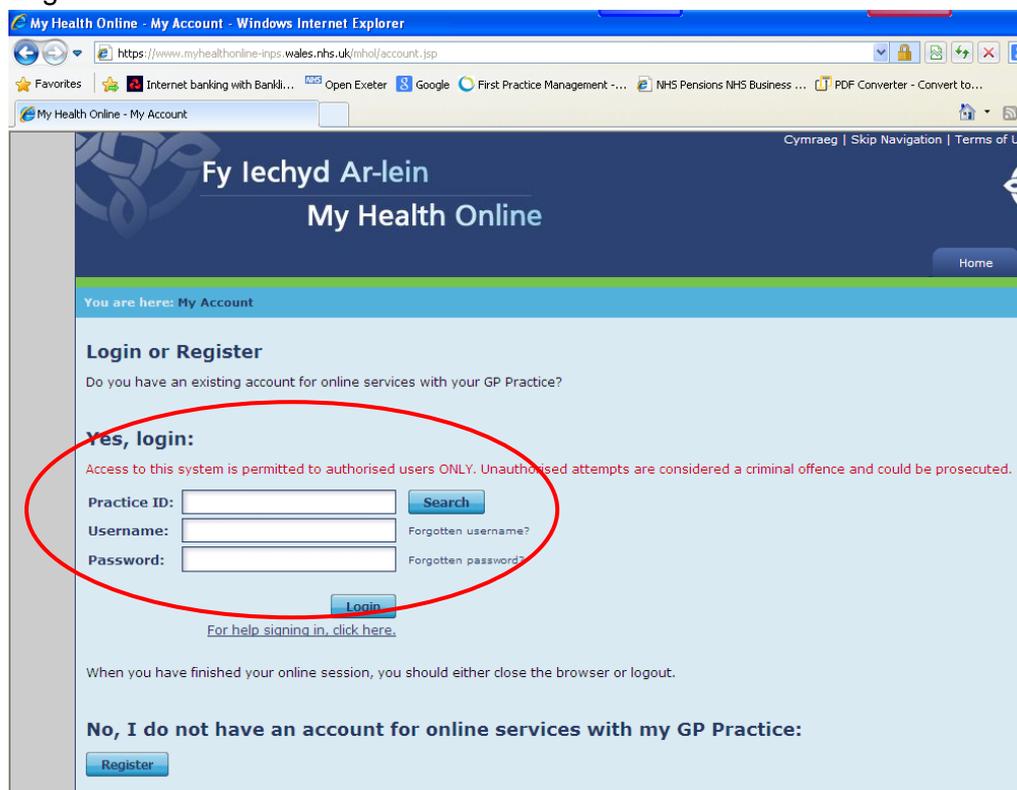
e. Click register

Now click on the 'Register' button. Once you click this button, the website will send you an email containing a 'Confirmation Code' to ensure we have your correct email address. It should come through almost immediately. If it doesn't appear after thirty minutes, please check your 'Spam' folder. The website will also move to the 'Register: Step 2 of 2' page (see stage 3f below). Leave this webpage open whilst you check your emails.

Note: If you inadvertently close down the website whilst checking your emails, or decide to come back to complete your registration later, you can do one of two things to get back to the Confirmation Code entry screen.

Firstly, there is a link on the Confirmation Code email which you can click to take you to the right page.

Alternatively, log back on to the MyHealthOnline homepage as per stage 3 and 3a above. This time, under where it says 'Yes, login:' enter the Practice ID (off your letter) and your newly created Username and Password (which you created in step 3c, remembering to use both the UPPER and lower case letters in your password), and click Login:



You DO NOT need to REGISTER again!

f. Enter your confirmation code

In this final stage, simply enter the confirmation code from your email in the relevant box:

The screenshot shows the 'My Health Online' registration page. At the top, there is a blue header with the text 'Fy Iechyd Ar-lein My Health Online' and a 'Skip Navigation' link. Below the header, a blue bar indicates the current location: 'You are here: My Account > Activate'. The main content area is titled 'Register: Step 2 of 2' and 'Enter confirmation code'. It contains the following text: 'A confirmation email has been sent to the email address you specified at the GP Practice. You must copy the confirmation code to the box below to activate your account or navigate the link in the email.' Below this text is a text input field labeled 'Confirmation Code:' and a blue 'Activate' button. At the bottom of the form, there is a link: 'For help activating, click here.'

Once you have entered the confirmation code, click 'Activate' and your My Health Online account will now be active.

- g.** You need to complete some security questions which will be asked if you forget your username or password.
- h.** Once that is complete, you can now book, amend and cancel appointments online, and reorder repeat medication through this website, 24 hours a day, 365 days a year. We hope you find it to be of benefit to you!

4. What if I need further help?

If your question has not been answered, please contact the surgery on 01495 301210.