

## 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](http://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).



The screenshot shows the My Health Online website in a Windows Internet Explorer browser. The browser's address bar shows the URL <https://www.myhealthonline-inps.wales.nhs.uk/mhol/home.jsp>. The website header features the 'Fy Iechyd Ar-lein My Health Online' logo on the left and the 'GIG CYMRU NHS WALES' logo on the right, with 'Gwasanaeth Gwyboge Informatics Services' written below it. A navigation bar at the bottom of the header contains three tabs: 'Home', 'My Account', and 'FAQs'. The 'My Account' tab is highlighted with a red circle. Below the navigation bar, the page content includes a 'Welcome to My Health Online' message, emergency instructions, and a list of features available to users with an account.

**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 at the top 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. The breadcrumb trail is '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:'. The form contains 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'. There is a 'Reset form' link below the password fields. 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 also present.

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.

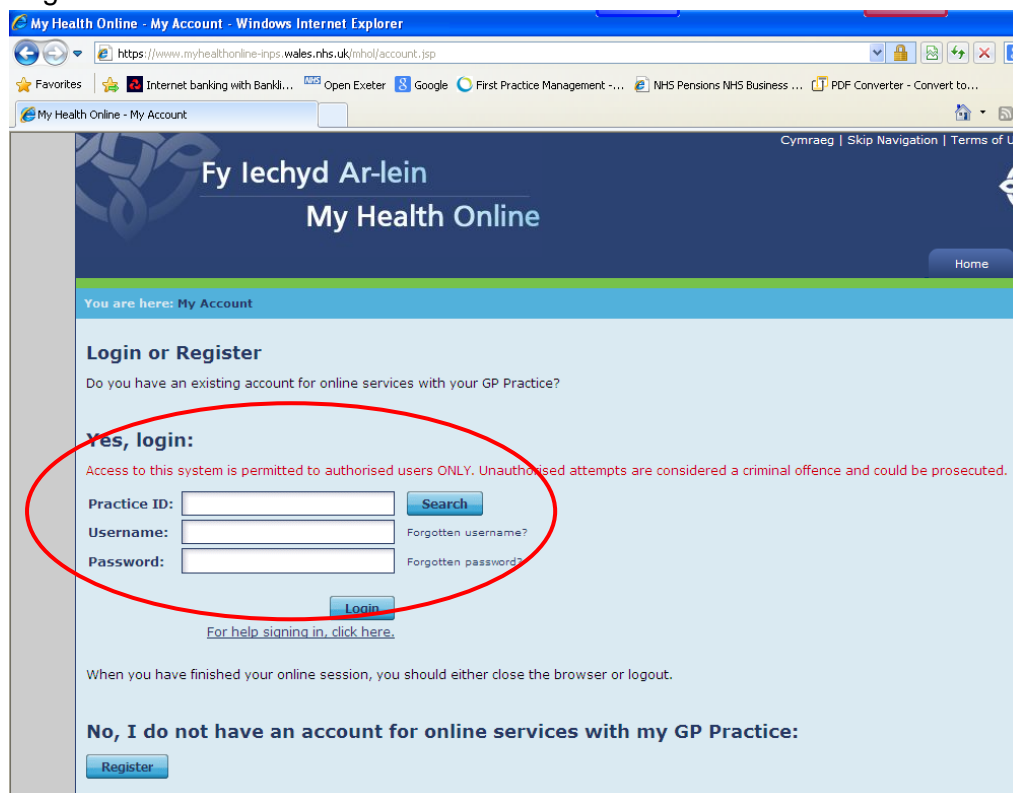
**e. Click register**

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:

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.