

Medical Online Services - Your Account

1. To log on to the online services using Leaflet No 1 if you are unsure how to do this.
2. Once you have logged on there are several options available under Your Account. Remember – any that are grey are not available

Your Account

Messages

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Please remember that to use all the features of the Online Services it is important to ensure you have an existing email address. Do not leave this field blank

Change Contact Details (Six Options)

3. Click on <**Change Contact Details**>
(As you move your mouse over it will become underlined)
4. The following screen will now be displayed:

Marital Status


5. To change the Marital status, use the drop down at the end of the field.
(In this example it shows '**Unknown**' and select the option that applies to you.)


Marital status

Marital status

6. To save your changes, scroll to the bottom of the page and click on Submit New Contact Details


Addresses

- To change your address, enter your house number and then your Postcode in the relevant field. The next step is to click on 
- An additional field will now appear under this button which displays **'Select Address'**

Select Address 

- Click on the drop down  to view the options available:

Select Address
 22, Roydon Grove, Lincoln, Lincolnshire, LN6 7QP
 Address not found. Enter manually below.

- In this example there is only one option but there may be more. Click on the correct option and your address will be populated in the field below, replacing the old one.
- If the address options are not correct, select the option **'Address not found. Enter manually below.'** This will remove your old address and allow you to type your new address yourself.
- If you wish any communication to be sent to a different address from your home address, you can enter this manually in the field titled **'Correspondence Address'**
- To save your changes, scroll to the bottom of the page and click on 

Telephone numbers

- There are three options you can change for your telephone numbers. If there are no numbers displayed in the fields, you can type your number in the appropriate field. If there are numbers already there, simply overtype the existing numbers.
- There is also the option for SMS notifications. Select the **'Yes'** option if you wish to receive SMS text messages from the Practice. This includes confirmation of appointments.

Telephone numbers

Preferred contact number

Home telephone

Work telephone

Mobile telephone

Allow SMS notifications Yes No

- To save your changes, scroll to the bottom of the page and click on 

Email address


- If you have an email address then enter the full address in the field provided:

Email address

Email address

- To save your changes, scroll to the bottom of the page and click on 

Preferred contact method

19. Use the drop down  to select how you wish to be contacted from the available list:

Unknown
Letter
Email
SMS
No Communication

Change Password

20. You must know your existing password to update it. Enter this in the '**Current password**' field. It will be displayed as a series of dots

Change Password

Enter your current password and then the password you want to use from now on.

Passwords are case sensitive and must be at least 8 characters long.
They must contain characters from 3 out of the 4 character groups:

- Upper case letters (A-Z)
- Lower case letters (a-z)
- Numeric characters (0-9)
- Non alphanumeric characters (e.g. !"£\$%).

Your name should not be in your password.

Current password


New password

Confirm new password

[Submit](#)

[Back](#)

21. Now enter your new password in the '**New Password**' field using the rules displayed on the field.

22. As you type your new password, it will also appear as a series of dots. To view and check your new password is correct password click on  which will be displayed at the end of the field

23. Type the same password in the '**Confirm new password**' field. You can check your password again by clicking on 

24. When you are satisfied that the new password is correct click on [Submit](#)

25. You will receive a confirmation message:

Your password has been changed

Memorise your new password. Do not write it down or disclose it to anyone else.

[Back](#)

26. The easiest option now is to click on [Home](#) at the top right hand side of the screen. This will return you to the main menu screen

Manage Online Services

27. This option allows you to **'Add'** or **'Remove'** various options listed by clicking the relevant button

Manage Online Services

This is a list of the online services that patients and carers can request to use via SystmOnline. You can request to add or remove your access to any of the online services at Boultham Park Medical Practice using the table below.

You can request access to an online service which is currently unavailable at Boultham Park Medical Practice to log your interest in using this when it is made available.

Service	Status	Add/Remove
Appointments	Available	Remove
Request Medication	Available	Remove
Summary Record	Available	Remove
Detailed Coded Record	Available	Remove
Full Clinical Record	Not offered by Boultham Park Medical Practice	Request
Questionnaires	Unavailable	Add
Messaging	Not offered by Boultham Park Medical Practice	This service is controlled by Boultham Park Medical Practice
View Sharing Status	Not offered by Boultham Park Medical Practice	This service is controlled by Boultham Park Medical Practice
Record Audit	Not offered by Boultham Park Medical Practice	This service is controlled by Boultham Park Medical Practice
Change Pharmacy	Available	This service is controlled by Boultham Park Medical Practice
Manage Sharing Rules And Requests	Available	This service is controlled by Boultham Park Medical Practice

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28. A confirmation message will be displayed when you make your selection

Manage Account Users

29. This screen is like an audit trail of Users who have accessed your records

Manage Account Users

This page allows you to see who else has access to this online account. It is possible to view and remove access from here.

If you would like another person (such as a friend, relative or carer) to be granted access to this online account please contact your GP practice to request this.

The following people have access to this account:

Account	Remove Account	Account Linkages
Relationship: Unknown Started: 29 Feb 2016 Accesses available: Appointments, Request Medication, Summary Record, Detailed Coded Record	Remove	View

The following people once had access to this account:

Account
Relationship: Unknown Started: 19 Oct 2015 Ended: 29 Feb 2016 Accesses available: Appointments, Request Medication, Questionnaires, Summary Record
Relationship: Unknown Started: 26 Jan 2014 Ended: 19 Oct 2015 Accesses available: Appointments, Request Medication, Questionnaires

30. Click on [Back](#) to return to the main menu

Manage Account Users

31. Speak to the Practice Reception if you wish to use this function

Link a new account

If you are registered to use online services, you can link your account to allow you to access online services using SystmOnline. In order to link your account, you will need to enter your account ID, passphrase and organisation code from the service where you are registered.

If you have not registered or do not have this information, please contact your healthcare service.

Account ID

Account linkage passphrase

Organisation code

Surname

Date of birth

[Link](#)

[Back](#)

32. Click on [Back](#) to return to the main menu

Reset Account

33. This function will remove your access to the Online Services and you will need to contact the Practice Reception to get new login details

Manage Account Access

Are you sure you want to reset your online account?

Once you have reset your account, you will be logged out of SystmOnline immediately. Resetting your account will remove your access to SystmOnline and any other third party online services you currently have access to.

Your practice will be able to provide you with new online login details.

Press the 'Reset' button to reset your online account. Pressing 'Back' will cancel this process.

[Reset](#)

[Back](#)

34. Click on [Back](#) to return to the main menu

Account Information

35. This is used to assign an Account ID to be used with approved 3rd Party online services. Contact the Practice Reception for further information

Account Information

This is your account ID and GP practice organisation code, which can be used to log in to approved third party online services.

Organisation Code: C83014
Account ID: You have not been assigned an account ID

The account is not currently linked to any third party online services.

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36. Click on **Back** to return to the main menu

Online Usage Audit

37. This function allows you to specify two dates for which you wish to view who has accessed your account

Online Usage Audit (Page 1/8)

This page allows you to view an audit of the online actions relating to this account.

Show results between and

Accessed by

Action **Go**

Previous [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [Next](#)

Accessed By	Action	Date
Mr Colin Peter	List online messages	05 Feb 2018 22:16
Mr Colin Peter	Get the organisation's information messages	05 Feb 2018 22:16
Mr Colin Peter	Request account information	05 Feb 2018 22:11
Mr Colin Peter	List online messages	05 Feb 2018 22:11
Mr Colin Peter	Get the organisation's information messages	05 Feb 2018 22:07
Mr Colin Peter	List online messages	05 Feb 2018 22:07
Mr Colin Peter	List online messages	05 Feb 2018 22:04
Mr Colin Peter	List online messages	05 Feb 2018 22:03
Mr Colin Peter	List online messages	05 Feb 2018 22:03
Mr Colin Peter	View additional accounts	05 Feb 2018 22:01
Mr Colin Peter	Get the organisation's information messages	05 Feb 2018 22:01
Mr Colin Peter	List online messages	05 Feb 2018 22:01
Mr Colin Peter	View additional accounts	05 Feb 2018 21:53
Mr Colin Peter	List online messages	05 Feb 2018 21:52
Mr Colin Peter	View additional accounts	05 Feb 2018 21:52
Mr Colin Peter	Request account information	05 Feb 2018 21:52
Mr Colin Peter	View additional accounts	05 Feb 2018 21:51
Mr Colin Peter	Get the organisation's information messages	05 Feb 2018 21:51
Mr Colin Peter	List online messages	05 Feb 2018 21:48
Mr Colin Peter	Request to add or remove access to a service	05 Feb 2018 21:47

38. You can use the drop down located at the end of the **'Action'** field to specify what you wish to view. This list varies in length and contains all the actions that have been used to view your data. For example: Change Password. By selecting specific actions you can see who view that action

39. Click on **Back** to return to the main menu

40. Once you click on the option you want, it will populate the field

Preferred contact method	
Contact method	Letter 

41. To save your changes, scroll to the bottom of the page and click on

[Submit New Contact Details](#)