

## Creating an Online Account

After you handed in your **registration form** to use online services, you will have received a letter from the practice. This will contain:

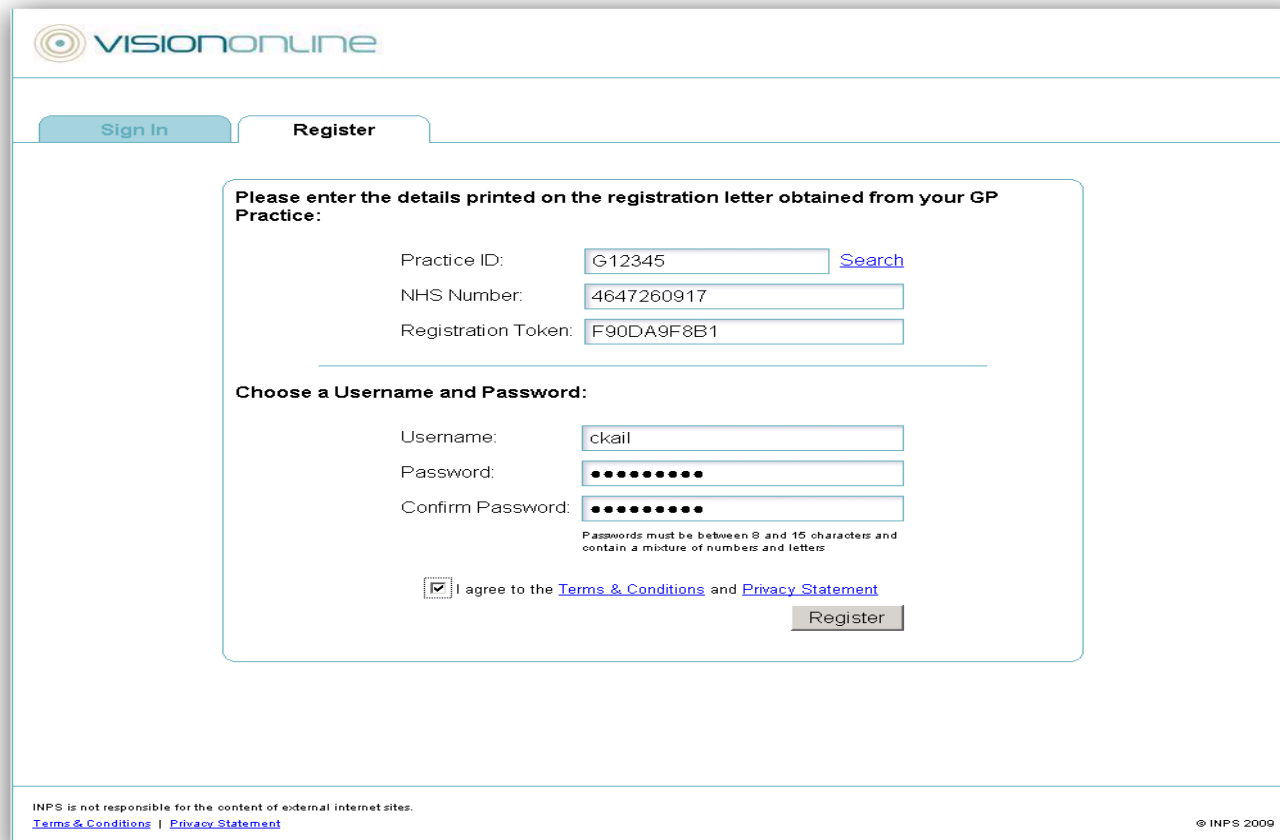
**Website Address**  
**Practice ID: 63052**  
**Patient ID (NHS, CHI, or H&C number)**  
**The Registration Token**

**You will need to create your online account**

**To create your Account:**

Open your Web Browser, go to [www.myvisiononline.co.uk](http://www.myvisiononline.co.uk), and click on the **Register** tab. (or go to: [www.victoriamedicalpractic.co.uk](http://www.victoriamedicalpractic.co.uk) and click on one of two photos on bottom of the first page under online services)

This will open the Online Services Register screen. (Please notice the below is only an example, your practice ID is always: **63052**)



The screenshot shows the 'Register' tab of the VisionOnline website. The page has a header with the 'VISIONONLINE' logo and two tabs: 'Sign In' and 'Register'. The main content area is a registration form with the following sections:

- Please enter the details printed on the registration letter obtained from your GP Practice:**
  - Practice ID:  [Search](#)
  - NHS Number:
  - Registration Token:
- Choose a Username and Password:**
  - Username:
  - Password:
  - Confirm Password:
- I agree to the [Terms & Conditions](#) and [Privacy Statement](#)
- 

At the bottom of the page, there is a footer with the text: 'INPS is not responsible for the content of external internet sites.' followed by links to [Terms & Conditions](#) and [Privacy Statement](#). On the far right, it says '© INPS 2009'.

1. Type the **Practice ID (63052)** in the required field.

NOTE: This is case sensitive. The number zero will be shown as 0; characters which do not have a line through are letter 'O'.

2. Type your **Patient ID** in the box.

3. Type your **Registration token** in the box.

4. Create a **username**. This must be unique. If the name already exists, registration will fail, change the username and continue

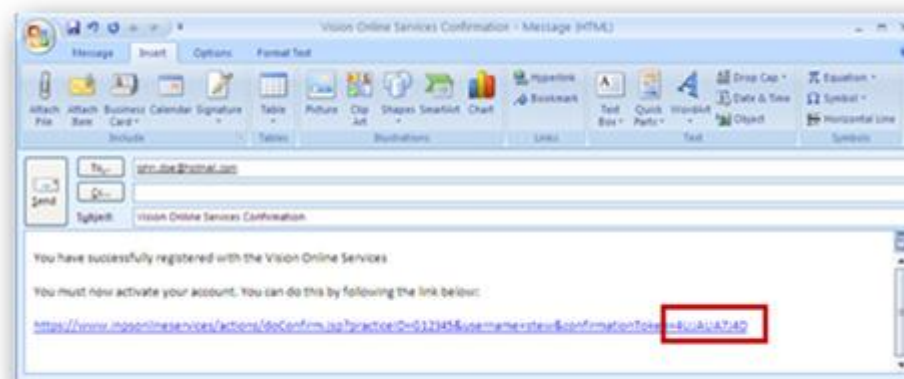
5. Create a **password**, this must be at least 8 characters long and must contain at least one number or letter. Passwords are case sensitive.

6. Retype the password in the Confirm Password box.

7. Click the tick box to agree terms & conditions and privacy statement.

8. Click the **Register** button to complete the registration process. You will need to activate your online account before it can be used.

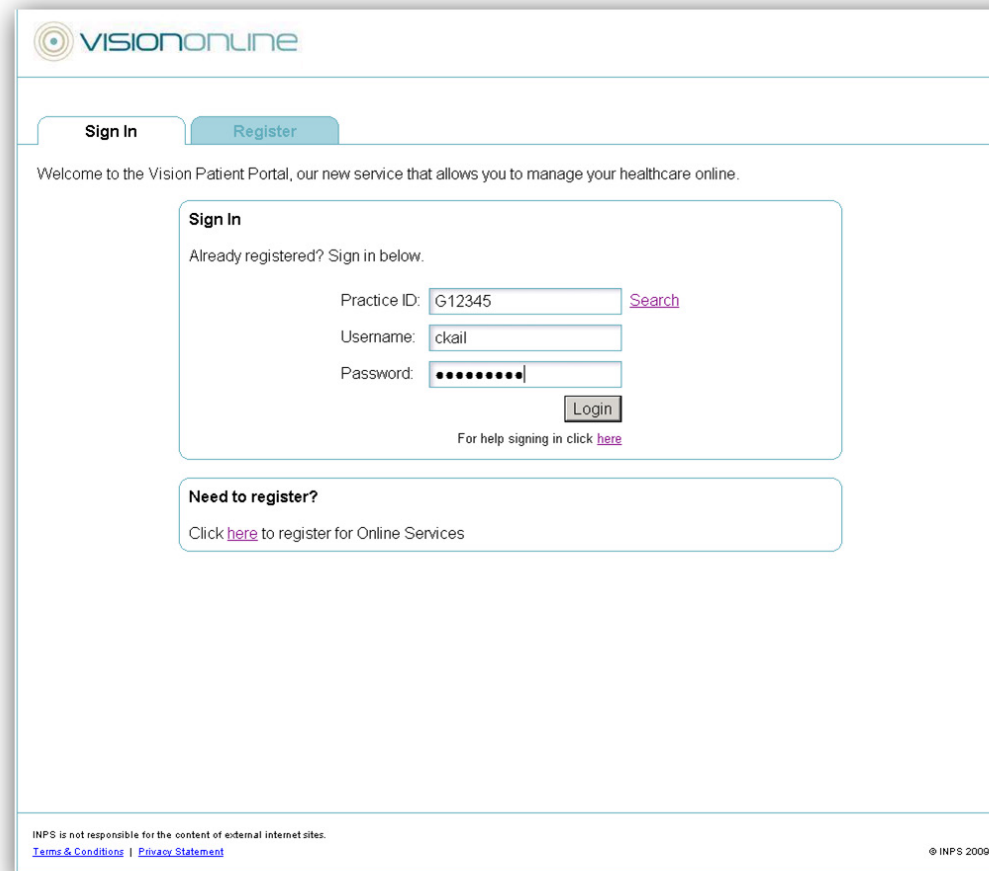
9. You will receive an email message, with a link to activate your account. Click on the link.



10. Your online account is now active. You can now proceed to book or cancel appointments and request repeat prescriptions.

## Sign In

1. Go to the website [www.myvisiononline.co.uk](http://www.myvisiononline.co.uk). ( or visit [www.victoriamedicalpractice.co.uk](http://www.victoriamedicalpractice.co.uk) and click on one of two photos under online services)
2. Click on the **Sign In** tab, type your Practice ID (always is: **63052**) in the required field.



The screenshot shows the 'Sign In' page of the Vision Patient Portal. At the top left is the 'VISIONonline' logo. Below it are two tabs: 'Sign In' (selected) and 'Register'. A welcome message reads: 'Welcome to the Vision Patient Portal, our new service that allows you to manage your healthcare online.' The main sign-in area contains the following fields and elements:

- Sign In** header
- Text: 'Already registered? Sign in below.'
- Practice ID:  [Search](#)
- Username:
- Password:
- 
- Text: 'For help signing in click [here](#)'

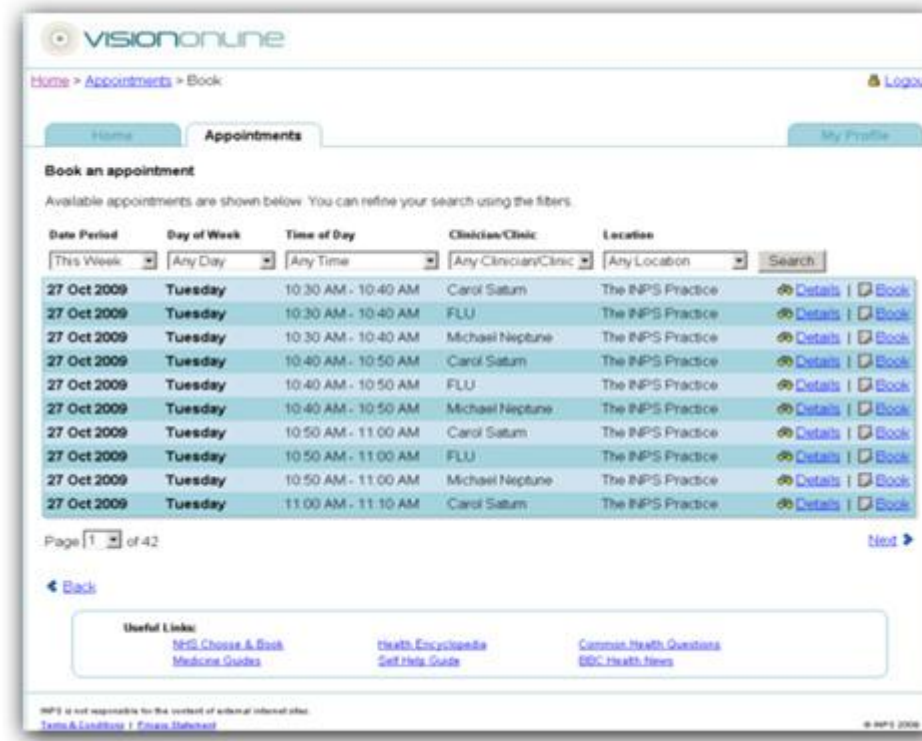
Below the sign-in area is a section titled 'Need to register?' with the text: 'Click [here](#) to register for Online Services'.

At the bottom of the page, there is a disclaimer: 'INPS is not responsible for the content of external internet sites.' with links to [Terms & Conditions](#) and [Privacy Statement](#). On the right side, it says '© INPS 2009'.

3. Type your username; then type your password in the password box. Remember your password is case sensitive.
4. Click the **Sign In** button; you now have access to Online Services.

## Making Appointments

1. From the **Home** page, click on the **Appointments** tab or click the **link** on the Home page.
2. Select an appointment from the list, or use the drop down filters to edit the selection.



3. Select an appointment and click the **Book** link.
4. Check the appointment details and click **Confirm Appointment** button to complete the booking.
5. You will receive a confirmation successful message on screen and an email to confirm this booking.

## Cancelling Appointments

1. Review your booked appointments on the **Appointments** tab.
2. Click **Cancel** for the appointment you wish to delete. Select a cancellation reason from the drop down list.
3. Check the details, and then click **Cancel Appointment**.
4. You will receive a confirmation message on screen and an email to confirm this.

## Request a Repeat Prescription

1. Once logged in click on the **Prescriptions** tab. This displays all previous online requests in a period defined by your GP practice.

VISIONonline  
Home > Prescriptions

Home Appointments Prescriptions My Profile

Please allow 48 hours before collecting your prescription.

**Recent Prescription Requests**

The list below displays all your outstanding prescription requests and any other requests made in the last 2 months

Date	Status
Tue 24 May 2011	Complete
Tue 24 May 2011	Complete
Tue 24 May 2011	In Process

Click [here](#) to make a new request

2. To request a new repeat prescription click on the link "Click **here** to make a new request".

3. Your available repeat prescriptions are displayed in the Available Repeat Prescriptions list. Tick the box next to the required item(s) and click on **Request Section**

Home Appointments Prescriptions My Profile

Please allow 48 hours before collecting your prescription.

**Available Repeat Prescriptions**

Please note, if your medication has been changed within the last 28 days by anyone other than your GP, e.g. at an outpatient appointment, this list may not be up to date. If this is the case contact your GP.

Sort by: Last Issued

Last Issued	Drug	Requests Available	Dosage	Quantity
<input type="checkbox"/> Not Issued	ERGOTAMINE TARTRATE + CAFFEINE tabs 1mg + 100mg	3	TAKE ONE AS NEEDED	(30) tablet
<input type="checkbox"/> Mon 17 Oct 2011	ATENOLOL tabs 100mg	2	Take one once daily	(28) tablet(s)
<input type="checkbox"/> Thu 13 Oct 2011	IRBESARTAN tabs 300mg	3	take one once daily	(28) tablet(s)
<input type="checkbox"/> Mon 10 Oct 2011	BENDROFLUMETHIAZIDE tabs 2.5mg	19	take one each morning	(28) tablet(s)

[Back](#) [Request Selection](#)

4. The **Confirm Repeat Prescription Request** screen is displayed. Check you have selected all the items you require. Depending on your practice's settings, you may be able to add a message to the request if you wish (max 1000 characters).

### **Online Prescriptions – Confirm Selection**

Click on **Submit Request**. The request is now sent to your GP practice.

If delivery is successful, a **Prescription Request: Delivered** confirmation message will be displayed. You will also receive an email confirmation message and/or an SMS (if used at your practice).

Home Appointments Prescriptions My Profile

Please allow **48 hours** before collecting your prescription.

**Prescription Request: Delivered**

Your request has been submitted to the Practice and a confirmation email sent to your registered email address.

Please check back later to see if your request has been fulfilled.

Drug	Dosage	Quantity
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)
BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)

[Prescriptions Home](#) ▶