

# The New Coningsby Surgery

[www.coningsbysurgery.co.uk](http://www.coningsbysurgery.co.uk)

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## Systmonline Registration Procedure for requesting Repeat Prescriptions Online

The following procedure is required to gain access to our Online Repeat Prescription Service. The steps are necessary in order to ensure both your security and the security of the Practice.

### The following steps are required:

1. Please, come into the Surgery reception and ask the receptionist for your **Internet Access Registration Letter**. You will need to show your passport or photo driving licence to verify your identity.

2. Once you have registered at the Surgery then you will be able login to the service by visiting our website at [www.coningsbysurgery.co.uk](http://www.coningsbysurgery.co.uk) and click on the **Order Repeats** button that is present on the Surgery Home Page.

3. To sign in to your account you will need:

- Your User Name
- Your Password

You will find both User Name and Password on your Registration Letter given to you by the receptionist.

### Requesting a prescription

Once you are logged into the system, you will be able to request your repeat prescriptions. You will see your list of repeat medications. You can tick the ones you require to order and press the **Request Medication** button. If the item you require is not listed or you need to include further information with your request then enter this information into the '**Medication request notes**' field. Once your request has been submitted, a member of staff at the practice will process your request and will issue the prescriptions ready for collection in two working days (after 2 p.m.).

### Changing your password

Following your registration at the Surgery you will be issued with a randomly generated password. After logging in you can change your random password to a more memorable one. Passwords must be 8 or more characters long and must contain at least one number and one non-alphanumeric character, e.g. '!' or '?'. To change your password click 'Change Password' link on the Home screen and follow the instructions. Memorise your new password. Do not write it down or disclose it to anyone else.

### Updating your contact details

Using this system, you can also update your contact details if you feel that they are incorrect. Simply log in to the system and click on the Change Contact Details link on the Home screen. You may be contacted to verify the information.

## **What do I do if I have forgotten my password?**

Unfortunately, we cannot search our system if you have forgotten your password. This is due to security reasons. You will need to come into the surgery and request one of the receptionists to reset your account - you will then need to re-register and another password will be issued. We apologise for any inconvenience but hope that you understand this security measure.

If you have any difficulty with the above procedure, then please ask our reception staff to help you.

Finally, we would welcome any comments you may have regarding the online system of requesting repeat prescriptions.

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