

Registering for the Online Prescription Service

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 may login to the service by clicking on the link on the relevant page of the website
3. To sign in to your account you will need to enter the security details that you have on your Internet Access Registration Letter given to you by the receptionist.
 - Your username
 - Your password

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.).

Can I change my 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 '?'.

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. A photo ID is required to confirm your identity. You will then need to re-register and another password will be issued. We apologise for any inconvenience caused but we hope that you understand this is a security matter.