

VOS Registration



Table of Editions and Contents

Date	Version	Contents	Output
1/8/11	001	Created	Docx & PDF
24/08/11	002	Whats New added	Docx & PDF
19/09/2011	003	Updated with VOSAPP2	Docx & PDF
31/10/11	004	Registration Practice and Patient user guides integrated.	Docx & PDF
06/11/11	005	Updated following review by ESTU	Docx & PDF
05/12/11	006	Updated NHS Mail details	Docx & PDF
08/02/12	007	Note added to email details.	Docx & PDF
31/05/12	008	Update to Online Registration – username max 15 char.	Docx & PDF

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VOS Registration

What's New

DLM 380 (19/09/11)

Registration (Practice)

Vision Registration Changes

- **Registration - Online Service** – The Online Services tab has been updated, there is an add button for email addresses and mobile numbers. See [“Creating a VOS Online Account”](#) on page 4.

NOTE – The mobile number is used for SMS messaging, which is available for English and Scottish practices with NHS Mail.

- **Registration Letter Update** – The registration letter has been updated to include the patients address and the Registration Token expiry date (if set). See [“Creating a VOS Online Account”](#) on page 4.

Registration (Patient)

Creating an Online Account Changes

- **Registration Letter Expiration** – Your GP practice can determine how long your registration letter is valid for, the expiry date (if set) is displayed on your registration letter. Once the letter has expired you are prevented from registering and will need to contact the practice for a new letter. See [“Online Registration”](#) on page 15.
- **Account Activation** – When sent an activation token, there is now a time period for activation. If you do not activate your account before it expires you will need to get a new registration letter and re-register. See [“Activating the Account”](#) on page 17.

Sign In Changes

- **Forgotten Username** – There is a link on the login screen to request a username reminder if required. See [“Forgotten Username”](#) on page 20.
- **Forgotten Password** – There is a link on the login screen to request a password reminder if required. See [“Forgotten Password”](#) on page 21.

My Profile Changes

- **Email Address** – You can now change your email address. See “[Change Email](#)” on page 23.
- **Password** – You can change your password. See “[Change Password](#)” on page 24.
- **Security Question**– When logging in, if no security question exists you are prompted to create a security question. You will then be prompted for your security question details when changing your profile settings. See “[Change Security Question](#)” on page 25.

Other Changes

- **Browser Requirements/Unsupported Browser** – If the browser used is not supported an info bar is displayed at the top of the webpage. See “[Requisites](#)” on page 14.
- **Documentation Re-organised** –
 - **VOS Configuration User Guide** – This is for Practices to enable and setup VOS and configure services eg Online Appointments.
 - **VOS Registration** – This user guide explains how to register a patient for VOS and how a patient creates and activates a VOS user account.
 - **VOS Online Appointments** – This user guide explains how to configure Vision Appointments for use online. It also shows how Online Appointments is used by the patient to book or cancel appointments.

DLM 350 (05/08/11)

- Original VOS Online Appointment documentation re-organised into separate modular user guides:
 - **VOS Configuration User Guide** – This is for practices to enable and setup VOS and configure services eg Online Appointments.
 - **VOS Registration (Practice)** – This user guide explains how to register a patient for VOS and manage the registration.
 - **VOS Registration (Patient)** – This user guide explains how a patient creates and activates a VOS user account.
 - **VOS Using Online Appointment (Practice)** – This user guide explains how to configure Vision Appointments for use online.
 - **VOS Using Online Appointment (Patient)** – This user guide shows how Online Appointments is used to book or cancel appointments.
- **Changes to Disable User Account** – In preparation for the release of Online Repeats the Disable User Account tools have been updated. Patients can be disabled from all VOS services or an individual module. See [Disabling the VOS User Account](#) on page 8 for further details.

Registration (Practice)

Once Vision Online Services have been activated in Vision Control Panel, a new Online Services screen becomes available in **Registration**. This enables you to create a VOS web account for the patient, which will record the status of their account. This account can be disabled by the practice if misused by the patient.

The practice staff member registering the patient must confirm the identity of the patient, for example from photo identification. See "[Add Patient Verification Details](#)" on page 3

The Registration process requires the use of an email address for the patient. If the patient does not have an email address, they cannot register for VOS.

Training Tip: Email addresses can be added to a patient's Registration screen as a Communication entry; add the email address as you would add a telephone number for the patient, select email from the drop down list.

Once the registration is complete, you must print off the Registration letter and give it to the patient. They must then go to the VOS website to complete their registration. See [Registration \(Patient\)](#) on page 14 for further details.

The letter contains the following details:

- **Practice ID**
- **Patient ID** (NHS number in England, CHI number in Scotland and H+C number for Ireland)
- **VOS Registration Token**

NOTE – In England and Wales, accounts can only be created for patients with a new style NHS number. In Scotland the CHI number is required and in Northern Ireland the H & C Number. This detail will be recorded as the **Patient ID**.

Add Patient Verification Details

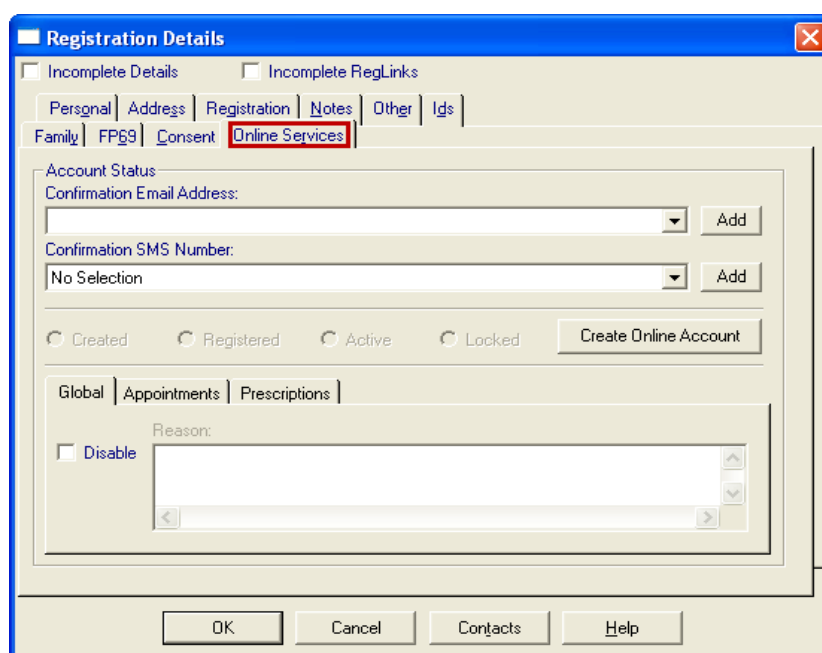
This enables you to record the verification details presented by the patient to prove their identity.

1. In Consultation Manager, select the patient.
2. Start a consultation, then type **#91B** in the **Read Term – Add** window.
3. Press **enter**, 91B.00 Patient data verified is displayed, click **OK**.
4. Add the type of identification in the **Comment** window, eg Passport.
5. Click **OK** to save and close.


Creating a VOS Online Account

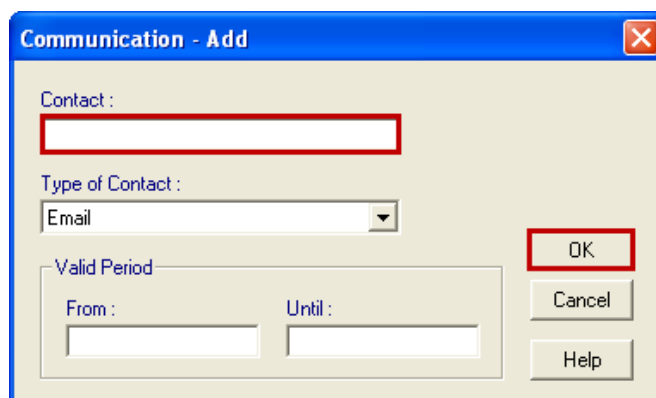
NOTE – If the patient has already created an Online Account for Online Appointment purposes, they will not have to register again to use Online Repeats. If you do not wish patients to be automatically registered for additional modules contact INPS Sales or your account manager. See also “Disabling the VOS User Account” on page 8.

1. Go to **Vision – Registration**, select the patient and click on the **Online Services** tab.




Registration – Online Services

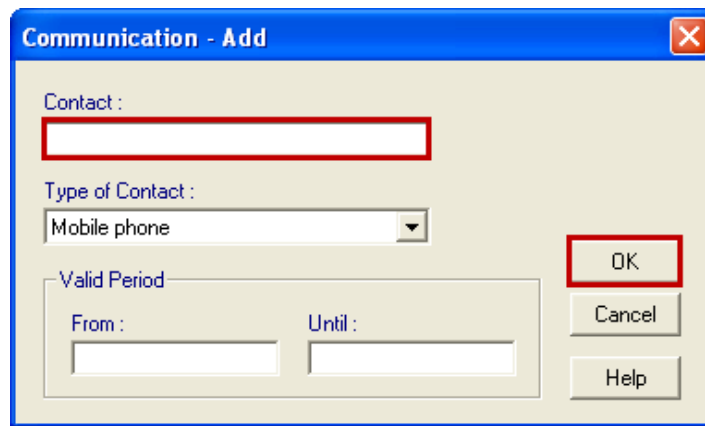
2. Select or add a confirmation email address. To add a new email address click the **Add**  button, type the patient's email address in the **Contact** box, then click **OK** to save and close. This email address will be used to send confirmation and reminder messages to the patient. See “Adding Communication Details” on page 34.



Communication Add – Email Address

3. Next, select or add a Confirmation SMS Number, to add a communication number click the **Add**  button, type the mobile number in the **Contact** box, click **OK** to save and close.

NOTE – SMS messaging is only available to practices in England and Scotland who have setup and NHS Mail account for VOS. See VOS Configuration User Guide for further details.



Communication Add – Mobile Number

4. Click the **Create Online Account** button; this will generate a 10 character **Registration Token** and launch **Microsoft Word** with a letter containing the patient's **Online Registration Details**:
- **Practice ID**
 - **Patient ID** (NHS number in England, CHI number in Scotland and H+C number for Ireland)
 - **VOS Registration Token** - Including the expiry date set by the practice, see "[VOS Configuration User Guide](#)" for further details.

NOTE – The registration letter has been updated to include the patients address and the expiration date of the Registration Token (if set).



05 October 2011

The INPS Practice

Mr Matthew M A
185 Privett Road
Leeds
Z99 9ZZ

Vision Online Services Registration Details

Dear **Mr Matthew M A**

This letter is confirmation that you have been registered to use Vision Online Services.
You will require the following details to register online:

Website:	www.myvisiononline.co.uk
Practice ID:	G12345
Patient ID:	4036381482
Registration Token:	BB8DCB49FA (Expires on 30/10/2011)

Go to the website, type www.myvisiononline.co.uk then click the Register tab.



You will need to create a username and password, and then activate your account.
Following this process, you will be able to login and use the Vision Online Services.

Yours Sincerely,

The INPS Practice

Registration Confirmation Letter

5. Check the details and if correct, print out the letter and hand it to the patient.
6. The **Online Services** tab will then show that the account has been **Created**. Click **OK** to close.

Note: The Registration Letter can be edited to add additional practice details. Go to P:\Wordproc\Template\VosRegdetails.doc.

Registration Details

☐ Incomplete Details ☐ Incomplete RegLinks

Personal | Address | **Registration** | Notes | Other | Ids

Family | FP69 | Consent | **Online Services**

Account Status

Confirmation Email Address:

Confirmation SMS Number:

☒ **Created** ☐ Registered ☐ Active ☐ Locked

Account Created

Registration Status

There are four online account status':

Online Account – Created

When the patient has supplied their email address, the Online Account is then created in Vision Registration and a Registration Confirmation Letter generated and given to the patient. Their status will be shown as **Created**.

Online Account – Registered

When the patient has completed the Online Registration Process, creating a username and password, but not activating the account by acknowledging the confirmation email, the status will be shown as **Registered**.

Online Account – Active

When the patient has activated the Online Account by following the link in the confirmation email, the account status will be shown as **Active**.

Online Account - Locked

If the patient enters the incorrect password 5 times at one attempt, the Online Account will be **locked**. To unlock the Online Account, click on **Active**. This will unlock the account and allow access Online to the patient.

Registration Details

☐ Incomplete Details

Personal | Address | **Registration** | Notes | Other | Ids

Family | Consent | Online Services

Account Status

Confirmation Email Address:
cath.abbott@test.co.uk Add

Confirmation SMS Number:
No Selection Add

☐ Created ☐ Registered ☐ Active ☒ **Locked** Create Online Account

Global | Appointments | Prescriptions

☐ **Disable** Reason:
[Text Area]

OK Cancel Contacts Help

Account Locked

Disabling the VOS User Account

The patient's Vision Online Services account can be disabled at the request of the patient or the practice for example:

- Patient chooses to Opt out of Online Services.
- The Service is being abused by Patient, so the practice disables the account.
- The patient chooses to opt out of one of the modules.

To Disable a User Account

1. Go to **Vision – Registration**, select the patient and click the **Online Services** tab.
2. To disable the Patient's Online Account the following options are available:
 - **Global** – This disables all services available to the Account. The patient is unable to login.
 - **Appointments** – This prohibits access to the Online Appointments module only.
 - **Prescriptions** – This stops the patient ordering repeat prescriptions online only.
3. Select the required tab and tick the **Disable** box, type a **Reason** in the **Reason** Window (optional).

Account Disabled

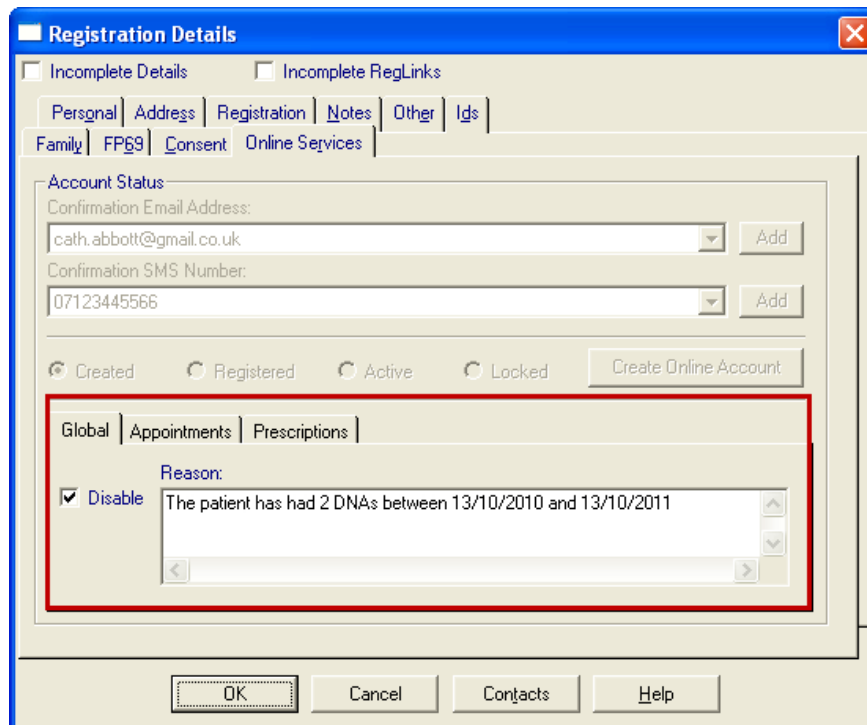
4. The patient will not be able to use the Online Services you have disabled.
5. Click **OK**, to save and close. If the patient attempts to login they will receive a message confirming their Account is Locked.
6. The Account can be **Reactivated** by clicking to remove the Disable tick. The patient can now login without having to re-register.

Patient Reached DNA Limit - Account Disabled

If you have set the patients account to be disabled on reaching a specified number of Did Not Attend (DNA) appointments, the patient is prompted when signing in online:
User account has been disabled. Please contact your practice.

Sign In Screen – Account Disabled

The Global Disable settings are changed automatically and the number and date range of the DNA'd appointments is displayed.



The screenshot shows a software window titled "Registration Details" with a blue header bar. Below the header, there are two checkboxes: "Incomplete Details" and "Incomplete RegLinks". A series of tabs are visible: "Personal", "Address", "Registration", "Notes", "Other", "Ids", "Family", "FP69", "Consent", and "Online Services". The "Registration" tab is selected. Under the "Account Status" section, there are two input fields: "Confirmation Email Address" (containing "cath.abbott@gmail.co.uk") and "Confirmation SMS Number" (containing "07123445566"), each with an "Add" button. Below these are four radio buttons: "Created", "Registered", "Active", and "Locked", followed by a "Create Online Account" button. A red rectangular box highlights the "Global" tab, which is selected. Under the "Global" tab, the "Reason:" label is followed by a text box containing the text "The patient has had 2 DNAs between 13/10/2010 and 13/10/2011". At the bottom of the window are buttons for "OK", "Cancel", "Contacts", and "Help".

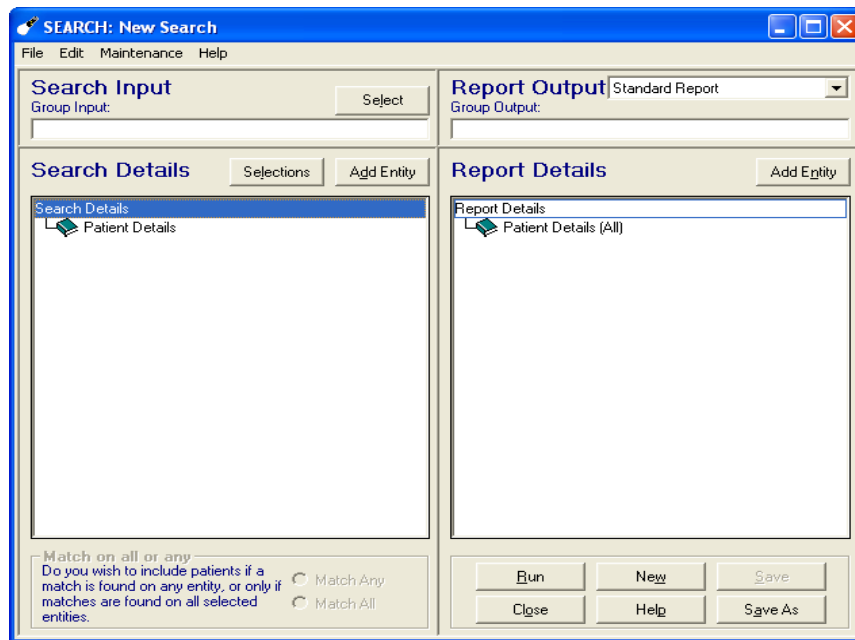
Global Disable – DNA Limit Reached

Searching for Patients' with a VOS Account

You can create an ad-hoc search to identify patients with a VOS account. You can also specify the following registration status':

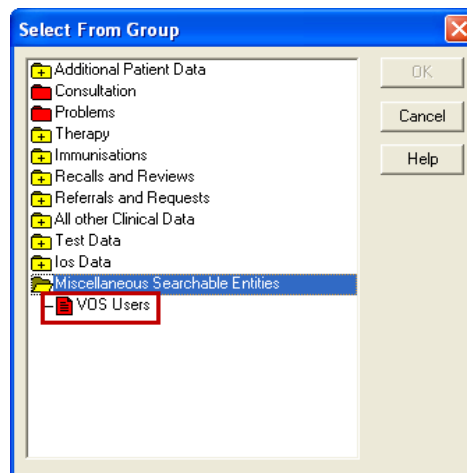
Create an Ad-Hoc Search for Patients with a VOS Account

2. Login to Vision; go to **Reporting – Search and Reports**.
3. Click the New Ad-Hoc Search  icon, the ad-hoc search window will open.



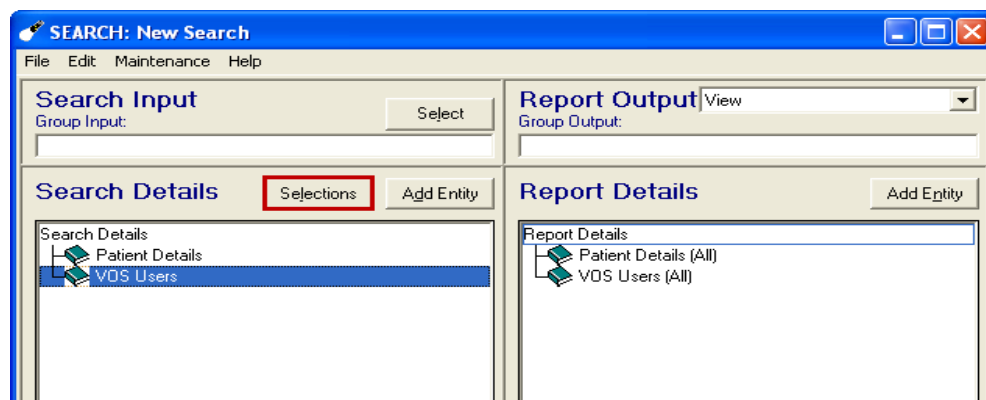
Ad Hoc Search

4. Click **Add Entity**, open the **Miscellaneous Searchable Entities** folder and select **VOS Users**, click **OK**.



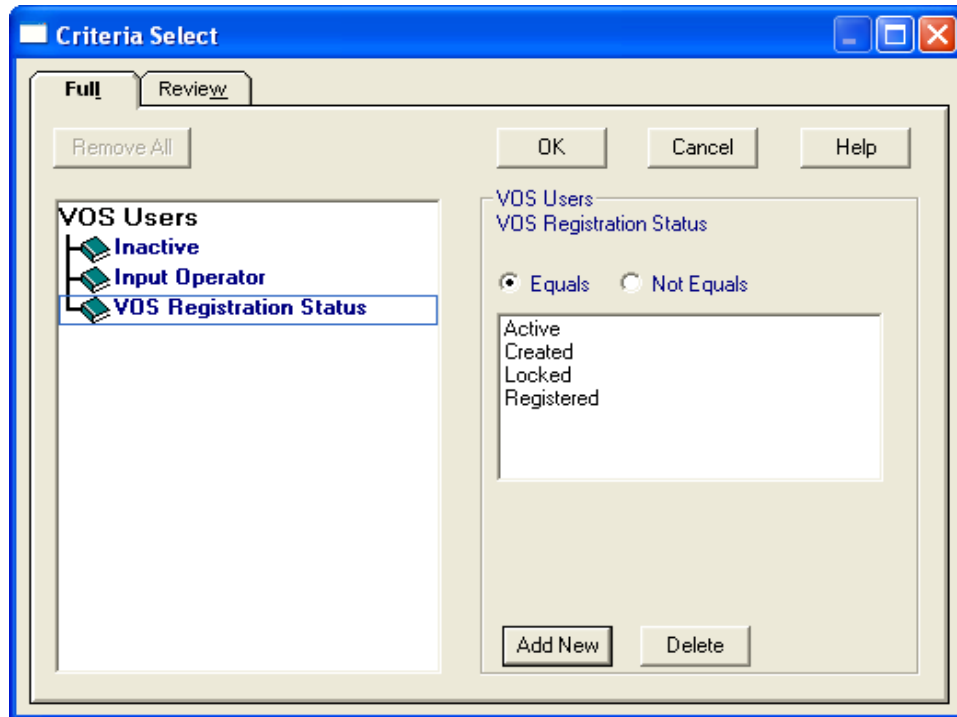
Select Entity – VOS Users

5. To select the criteria for your search, highlight the VOS Users entity and click **Selections**.



Ac-Hoc Search - Selections

6. This opens the **Criteria Select** window. Select your criteria using the following options:
 - **Inactive** – Select Inactive = Yes to find patients whose VOS account has been disabled.
 - **Input Operator** – A particular user(s) can be selected.
 - **VOS Registration Status** – Select from Active, Created, Locked, Registered. (See “[Registration Status](#)” on page 7)

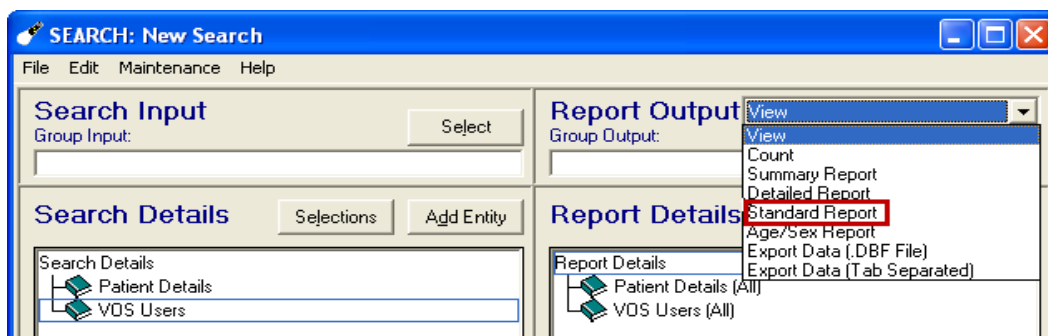


Criteria Select

7. Click **Run**, the search results will be displayed.

Print a Standard Report

8. Select **Standard Report** from the Report Output drop-down list.



Report Output

9. Click **Run** to create the report, or if the search has previously been run, select **File – Report on Last Search** which uses the previous run to produce the report.

Report - Print

Print Next Page Prev Page Two Page Zoom In Zoom Out Close

Patient Details and VOS Users

Mrs Catherine Abbott	19/10/1923	Female	446 957 3078	Permanent
VOS Users				
Inactive: Yes Registered				
cath.abbott@gmail.co.uk				Patient requested Account be disabled
Mrs Gillian Doley	17/01/1960	Female	570 684 8149	Permanent
VOS Users				
Inactive: No Registered				
gillian.doley@hotmail.com				

VOS status is displayed.
Yes = Inactive
No = Active

Patients registered status is displayed.
The report also shows their email address.

If account is disabled, the disabled reason, if recorded is shown here.

Standard Report

10. To print, click **Print**.

Registration (Patient)

This section of the user guide explains the Registration process undertaken by the patient to create an Online User Account, how to maintain it and how to sign in and out. Their process starts with the registration letter which is generated at the practice when registering the patient in Vision Registration. See [Creating a VOS Online Account](#) on page 4.

The letter confirms the patient's registration details, which are required to complete the Registration and Activation process. Once the patient has created and activated their online account, they can log in and use the Online Modules available at your practice.

Requisites

Internet Browsers

The Following browsers can be used to access VOS:

- Microsoft Internet Explorer 6 or higher
- Firefox 3.x or higher
- Safari 2.x or higher
- Chrome 5.x or higher

Mobile Operating/Software Systems

VOS can also be accessed from a mobile phone (smartphone), your phone can be used if it has one of the following mobile operating/software systems:

- iPhone
- Android
- Blackberry (OS6)

Creating an Online Account and Password

The following process is undertaken by the patient to create an Online User Account.

Online Registration

1. Go to website www.myvisiononline.co.uk, the address is included in the letter from your GP practice. Click the **Register** tab.

VISIONONLINE

Sign In Register

Registration Details

Please enter the details printed on the registration letter obtained from your GP Practice:

Practice ID: Search

Patient ID:

Registration Token:

Choose a Username and Password:

Username:

Password:

Confirm Password:

Passwords must be a minimum length of 8 characters with a combination of uppercase, lowercase and numbers.

☐ I agree to the [Terms & Conditions](#) and [Privacy Policy](#)

Register

For help registering click [here](#)

Registration Screen

2. Type the practice ID (this is a 6 digit alphanumerical code) in the **Practice ID** box, you will find your GP practices ID in your Registration Letter.
3. Type your NHS number as detailed in your Registration letter into the **NHS Number** box, adding the 10 digit code with no spaces.
4. Type the Registration Code (a 10 digit code alphanumerical code, used to activate your account) in the **Registration Token** box. This code is case sensitive so be careful to type it exactly as it appears in the Registration Letter.

Dear **Mr Matthew M A**

This letter is confirmation that you have been registered to use Vision Online Services. You will require the following details to register online:

Website:	www.myvisiononline.co.uk
Practice ID:	G12345
Patient ID:	4036381482
Registration Token:	BB8DCB49FA (Expires on 30/10/2011)

Extract from Registration Letter

NOTE – Your Registration Token may have an expiration date, if so this will be displayed on your Registration Letter. If the date has expired you will not be able to register. Contact your practice for a new Registration Letter.

5. Create a Username (max 15 characters); if the username you enter is already in use you will get the Registration Failed message **User name is not available** at the top of the screen. Create a new username to continue.

The screenshot shows the VisionOnline registration interface. At the top left is the VisionOnline logo. Below it are two tabs: 'Sign In' and 'Register', with 'Register' being the active tab. A red error message at the top of the registration area reads: 'Registration: Failed - Username is not available.' Below this is a 'Registration Details' section with a light blue header. Inside this section, it says 'Please enter the details printed on the registration letter obtained from your GP Practice:'. There are three input fields: 'Practice ID:', 'Patient ID:', and 'Registration Token:'. A 'Search' button is next to the Practice ID field. Below these fields is a section titled 'Choose a Username and Password:' with three input fields: 'Username:', 'Password:', and 'Confirm Password:'. A small note below the password fields states: 'Passwords must be a minimum length of 6 characters with a combination of uppercase, lowercase and numbers.' Below the password fields is a checkbox labeled 'I agree to the Terms & Conditions and Privacy Policy'. A 'Register' button is at the bottom right of the registration details box. At the very bottom of the box, it says 'For help registering click [here](#)'.

Registration Failed – User name not available

6. Create a Password; this must be at least 6 characters long and contain upper and lower case letter(s) and number(s). Passwords are case sensitive.

HINT: Check your CAPS Lock setting when adding a password, as passwords are case sensitive.

7. Read the **Terms & Conditions** and **Privacy Policy**, and tick the box to confirm acceptance of these conditions
8. Click **Register** to create your Online Account.
9. You have successfully registered with your GP practices to use VOS. You will need to keep your username and password safe.

Your account now needs to be activated, an email has been sent to your email address. See "[Activating the Account](#)" on page 17.

Activating the Account

Following successful Registration, you will receive a confirmation email which contains a Confirmation Code; this is required to activate your Account. Your Account is not active until this is done.

IMPORTANT – Your practice may have set a time limit for VOS accounts to be activated. If you don't activate your account before this period expires, you will have to re-register. If your Registration Token has also expired, you will have to contact your practice to obtain a new Registration Letter.

From:	inpsvppadmin@googlemail.com
To:	cath.abbott@test.co.uk
Subject:	Appointment Reminder

This email account is not monitored.

If you reply to this e-mail, your request will not be read or actioned.
In the case of life threatening emergencies, please ring 999. In other cases please contact your surgery direct.

You have successfully registered with Vision Online Services.

Your confirmation code is: **630MLQVGZ3**

You must now confirm the email address associated with your account. You can do this by following the link below:

<http://46.51.166.61/vpp/actions/activate.jsp?practiceID=G12345&username=cathabb&confirmationToken=630MLQVGZ3>

Confirmation Email

1. On receipt on the email, follow the activation instructions to activate your account; this can be done by clicking on the Link in the email, which will take you to the Registration Confirmation screen. The **Registration: Successful** Confirmation screen will then be displayed, type your password and click **Continue** to sign in.

visiononline

Sign In Register

Enter Password

Registration: Successful

Your account has been activated. Please enter your password to continue.

Password:

Continue

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Registration Successful - Confirmation

- Alternatively, enter the Confirmation Code from the email on the Registration Confirmation screen of the website if you kept the window open. Type the Confirmation Code in the **Confirmation Code** box and click the **Activate** button.

Confirmation Code

A confirmation email has been sent to the email address you specified at the GP Practice.


You must copy the confirmation code to the box below to activate your account or navigate to the link in the email.

Confirmation Code:

For help activating click [here](#)

Registration Confirmation Screen

- Your status is now displayed on the Confirmation screen; **Registration: Successful** Your account has been activated. Please enter your password to continue. Type your password in the box and click **Continue**, to sign in.

 [Help](#)

Enter Password

Registration: Successful

Your account has been activated. Please enter your password to continue.

Password:

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Account Active - Confirmation

Sign In – Accessing the Website

Once you have activated your account and have a user name and password you can visit the website to use the Online Modules available at your practice.

1. Go to www.myvisiononline.co.uk.
2. Enter your **Practice ID** this can be found on your letter from the practice, or use the search facility (see “[Practice ID – Search facility](#)” on page 31 for further details).
3. Enter your **Username**. If you have forgotten your username there is a link, which when used will send a username reminder to your email account. See “[Forgotten Username](#)” on page 20 for further details.
4. Enter your **password**, click on the **Sign In** button to access the opening screen. If you have forgotten your password, there is a link which when used will send a password reminder to your email account. See “[Forgotten Password](#)” on page 21 for further details.

VISIONonline

Sign In Register

Welcome to Vision Online, our new service that allows you to manage your healthcare online. Click [here](#) to find out more.

Sign In

Already registered? Sign in below.

Practice ID: Search

Username: [Forgotten username?](#)

Password: [Forgotten password?](#)

For help signing in click [here](#)

Need to Register?

Click [here](#) to register for Vision Online Services.

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Sign In Screen

5. If you entered the correct details, your Online Appointments Account will open.

6. The first time you sign in you will be prompted to create a security question. See [“Change Security Question”](#) on page 25 for further details.
7. Once completed you can proceed use the available modules.

VISIONonline
Home

Help | Logout

Home Appointments Prescriptions My Profile

Welcome Mrs Catherine Abbott!

Welcome to the Visionary Healthcare Practice The Visionary Healthcare Practice has four full-time doctors: Dr Carol Saturn, Dr Fiona Venus, Dr Michael Neptune and Dr Sarah Jupiter. We have been a training practice since 1996 and we often have registrar doctors working at the practice. These are junior doctors whose previous experience has been largely confined to hospitals. They are attached to the practice for 6 months at a time.

Today is **Friday 30 of September 2011**, you last logged in on **Friday 30 of September 2011 at 10:02AM** - if this is incorrect, please log out immediately and contact your GP Practice for advice.

Please select from one of the following options:

- Appointments
- Prescriptions
- My Profile

Useful Links:

- Information Standard
- Common Health Questions
- Health News
- Conditions & Treatments
- Medicine Guides
- Patient.co.uk
- Live Well

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Home Page

Forgotten Username

If you have forgotten your username, a link on the Sign In screen enables you to request a reminder.

1. From the Sign In screen, click the link [Forgotten username?](#)
2. A Username Reminder window is displayed. You are prompted: *Please enter your Practice ID and email address and we will send you a reminder of your username. If you are unsure of your Practice ID, please use the Search button to locate our practice by name.*

Username Reminder

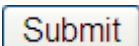
Please enter your Practice ID and email address and we will send you a reminder of your username. If you are unsure of your Practice ID, please use the Search button to locate your practice by name.

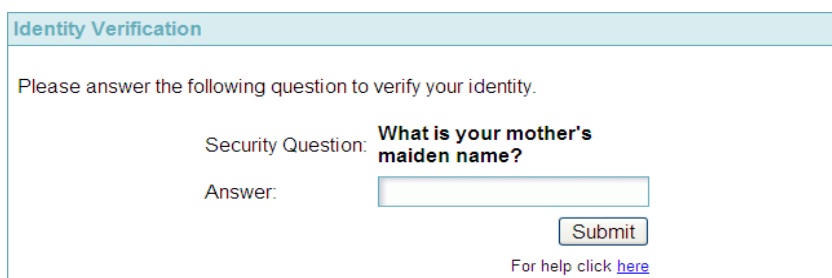
Practice ID:

Email Address:

For help click [here](#)

Username Reminder

3. Enter your **Practice ID**, this is found on your registration letter or use the search facility. See "[Practice ID – Search facility](#)" on page 31.
4. Enter your email address (this must be the address used for VOS).
5. Click **Submit** .
6. The Identity Verification window opens; you are prompted to answer your security question. Type the answer in the **Answer** box.




Identity Verification

Please answer the following question to verify your identity.

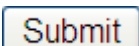
Security Question: **What is your mother's maiden name?**

Answer:



For help click [here](#)

Identity Verification

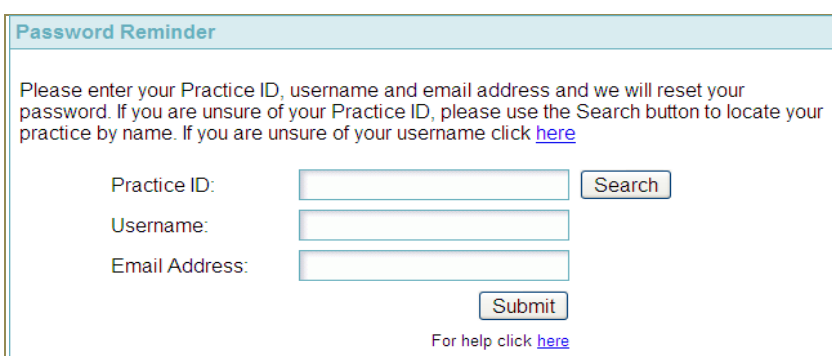
7. Click **Submit** .
8. A **Reminder Sent** message is displayed, you are prompted: *A reminder has been sent to your registered email address. Please check your email and follow the instructions in it.*
9. Click **Close**, you are returned to the Sign In screen ready to sign in when you have received your reminder.

NOTE – If you have forgotten your security answer, contact your practice for a new registration letter, you will need to re-register.

Forgotten Password


If you have forgotten your password, a link on the Sign In screen enables you to request a reminder.

1. From the Sign In screen, click the link [Forgotten password?](#)
 2. A Password Reminder window is displayed. You are prompted: *Please enter your Practice ID, username and email address and we will reset your password. If you are unsure of your Practice ID, please use the Search button to locate our practice by name. If you are unsure of your username click [here](#).*
- (Clicking [here](#) opens the Username Reminder window for you to request a username reminder)




Password Reminder

Please enter your Practice ID, username and email address and we will reset your password. If you are unsure of your Practice ID, please use the Search button to locate your practice by name. If you are unsure of your username click [here](#)

Practice ID: 

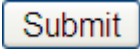
Username:

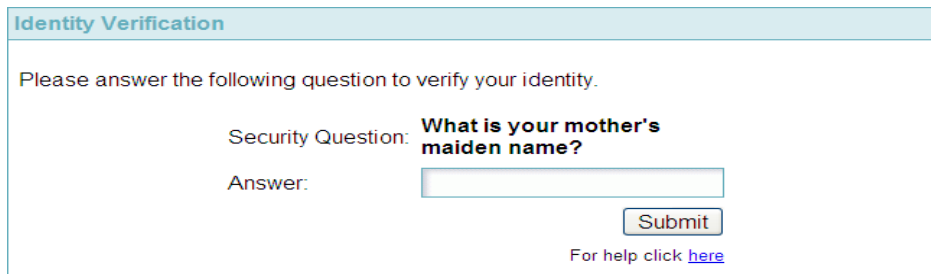
Email Address:



For help click [here](#)

Username Reminder

3. Enter your **Practice ID**, this is found on your registration letter or use the search facility. See "[Practice ID – Search facility](#)" on page 31.
4. Enter your **Username**, See "[Forgotten Username](#)" on page 20.
5. Enter your email address (this must be the address used for VOS).
6. Click **Submit** .
7. The Identity Verification window opens; you are prompted to answer your security question. Type the answer in the **Answer** box.




Identity Verification

Please answer the following question to verify your identity.

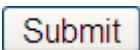
Security Question: **What is your mother's maiden name?**

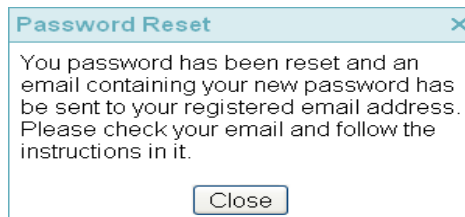
Answer:



For help click [here](#)


Identity Verification

8. Click **Submit** .
9. A **Password Reset** message is displayed, you are prompted: *Your password has been reset and an email containing your new password has been sent to your registered email address. Please check your email and follow the instruction in it.*



Password Reset ×

You password has been reset and an email containing your new password has be sent to your registered email address. Please check your email and follow the instructions in it.



10. Click **Close**, you are returned to the Sign In screen ready to sign in when you have received your new password.
11. Sign in using the temporary password contained in the email, you are prompted to change password.
12. Type a new password in the **New Password** box, then retype it in the **Confirm Password** box.
13. Click **Change**, you are now logged in to Vision Online Services.

NOTE – If you have forgotten your security answer, contact your practice for a new registration letter, you will need to re-register.

My Profile

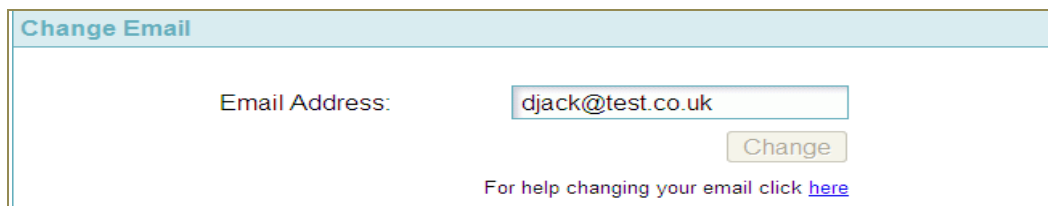
From the My Profile tab you can complete the following tasks:

- Change Email
- Change Password
- Change Security Question

Change Email

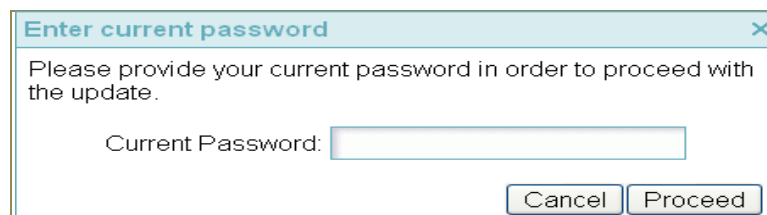
To change the email address used for confirmation messages and reminders:

1. Click on the Tab **My Profile** at the top of the screen or select **My Profile** from the menu in the middle of the opening screen.
2. The **Email Address** box contains your current email address, type your new address in the box and click **Change**.

A dialog box titled "Change Email" with a light blue header. Inside, the text "Email Address:" is followed by a text input field containing "djack@test.co.uk". To the right of the input field is a "Change" button. Below the input field, there is a link: "For help changing your email click [here](#)".

Change Email

3. The **Enter current password** window is displayed.

A dialog box titled "Enter current password" with a light blue header and a close button (X) in the top right corner. The text inside says "Please provide your current password in order to proceed with the update." Below this is a label "Current Password:" followed by a text input field. At the bottom right are two buttons: "Cancel" and "Proceed".

Enter Current Password

4. Type your current password in the **Current Password** box. Click **Proceed** to continue or **Cancel** to close.
5. If you clicked **Proceed**, you are prompted: *Your details have been updated successfully*. Click **Close** to finish.

A dialog box titled "Details updated" with a light blue header and a close button (X) in the top right corner. The text inside says "Your details have been updated successfully". At the bottom center is a "Close" button.

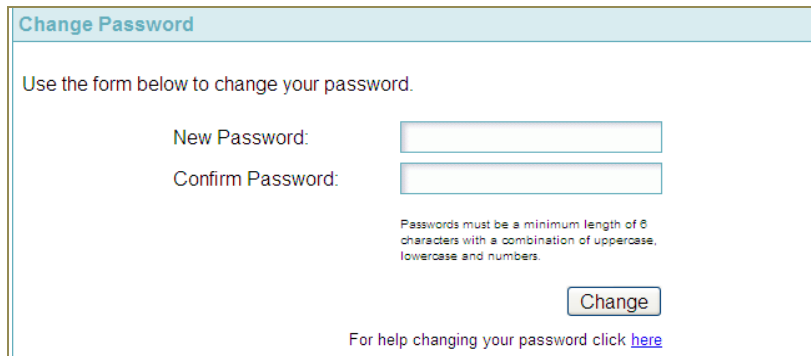
Details Updated

6. Your email address has now been updated at your GP practice and online.

Change Password

You can amend your password once logged in to Vision Online services.

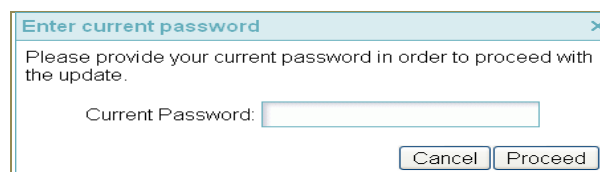
1. Click on the Tab **My Profile** at the top of the screen or select **My Profile** from the menu in the middle of the opening screen.
2. Type your new password in the **New Password** box, then retype in the **Confirm Password** box, click **Change** to finish.



A web form titled "Change Password" with a light blue header. Below the header, it says "Use the form below to change your password." There are two input fields: "New Password:" and "Confirm Password:". Below these fields, a note states: "Passwords must be a minimum length of 8 characters with a combination of uppercase, lowercase and numbers." At the bottom right is a "Change" button. At the bottom center, there is a link: "For help changing your password click [here](#)".

Change Password

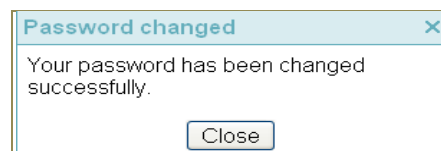
3. You are prompted to enter your current password, type your current password in the **Current Password** box. Click **Proceed** to continue, or **Cancel** to close.



A dialog box titled "Enter current password" with a close button (X) in the top right corner. The text inside says: "Please provide your current password in order to proceed with the update." Below this is a "Current Password:" label followed by an input field. At the bottom right are two buttons: "Cancel" and "Proceed".

Enter Current Password

4. If you clicked **Proceed**, a confirmation message is displayed, you are prompted: *Your password has been changed successfully*. Click **Close** to finish.



A dialog box titled "Password changed" with a close button (X) in the top right corner. The text inside says: "Your password has been changed successfully." At the bottom center is a "Close" button.

Password Changed

Change Security Question

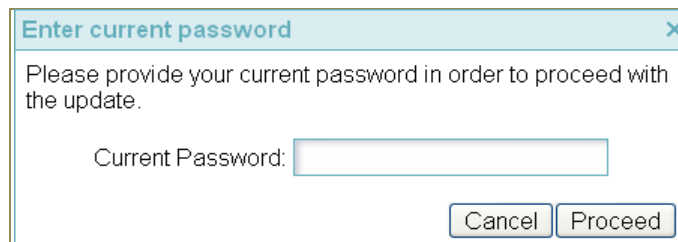
You are now required to create a security question answer. This answer will be required to make changes to your personal details online.

1. Click on the Tab **My Profile** at the top of the screen or select **My Profile** from the menu in the middle of the opening screen.
2. Select a question from the drop-down list, your choices are:
 - What is the name of your first school?
 - What was your childhood nickname?
 - What is your mother's maiden name?

here'." data-bbox="210 311 809 456"/>

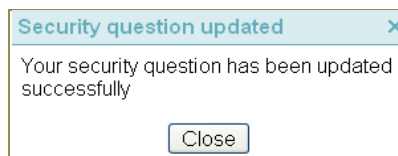
Change Security Question

3. Enter your answer in the **Answer** box.
4. Click **Change**.
5. You are prompted to enter your current password, type your current password in the **Current Password** box. Click **Proceed** to continue, or **Cancel** to close.



Enter Current Password

6. If you clicked **Proceed**, a confirmation message is displayed, you are prompted: *Your security question has been updated successfully.*



Security Question Updated

7. Click **Close** to finish.

Navigating the Website

The screenshot shows the VisionOnline website interface with several annotations in yellow boxes and blue arrows:

- Click to access Help or Logout:** Points to the "Help | Logout" link in the top right corner.
- Click on Tabs to access services:** Points to the "Home", "Appointments", "Prescriptions", and "My Profile" tabs in the top navigation bar.
- Welcome Message from Practice and previous login details:** Points to the welcome message and login information: "Welcome Mrs Catherine Abbott! Today is Friday 30 of September 2011, you last logged in on Friday 30 of September 2011 at 10:02AM - if this is incorrect, please log out immediately and contact your GP Practice for advice."
- Alternative links to access Services:** Points to the "Appointments", "Prescriptions", and "My Profile" links in the middle section.
- Click on the links to Terms and Conditions and the Privacy Policy:** Points to the "Useful Links" section at the bottom left, which includes "Information Standard", "Common Health Questions", "Terms & Conditions", and "Privacy Policy".
- Links to External Websites:** Points to the "Medicine Guides" and "Patient.co.uk" links in the bottom right section.

The website content includes the VisionOnline logo, a welcome message for Mrs Catherine Abbott, a paragraph about the Visionary Healthcare Practice, and a section for selecting options. The footer contains a disclaimer and copyright information: "INPS is not responsible for the content of external internet sites. Terms & Conditions | Privacy Policy © INPS 2011".

Welcome Screen

External Links on Website

External links are available at the bottom of the Home Page after signing in.

Useful Links:			
Information Standard	Health News	Medicine Guides	Live Well
Common Health Questions	Conditions & Treatments	Patient.co.uk	

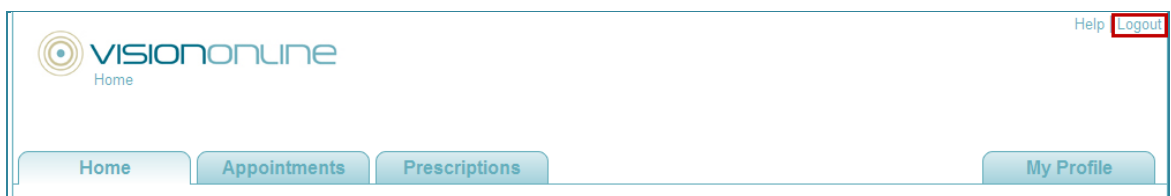
Welcome Screen – Links

External Links Available on the Website:

- Information Standard
<http://www.theinformationstandard.org/>
- Common Health Questions
<http://www.nhs.uk/CHQ/Pages/home.aspx>
- Health News
<http://www.nhs.uk/News/Pages/NewsIndex.aspx>
- Conditions & Treatments
<http://www.nhs.uk/Conditions/Pages/hub.aspx>
- Medicine Guides
<http://www.nhs.uk/medicine-guides/pages/default.aspx>
- Patient.co.uk
<http://www.patient.co.uk/index.asp>
- Live Well
<http://www.nhs.uk/livewell/Pages/Livewellhub.aspx>

Logout

When you have finished using the VOS website, click the **Logout** link in the top right of the screen. You will be logged out of the service.



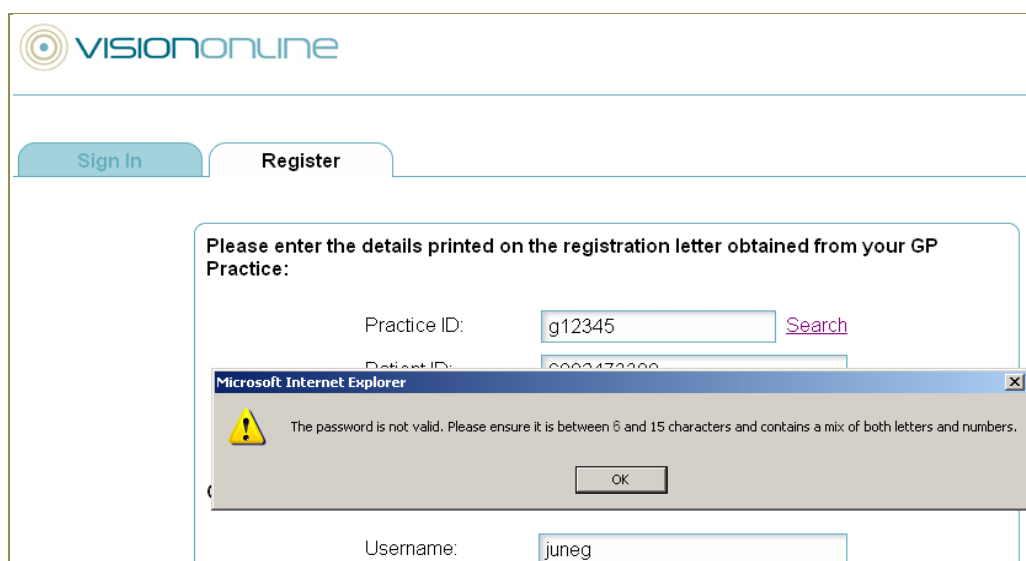
Logout

Troubleshooting

Registration Failed

If registration fails, the error reason should be displayed at the top of the Login Screen. Registration may fail for a number of reasons e.g.:

- **Username is not available** – Type in a new username and click Register, if unique the username will be accepted.
- **Password not of correct length or format** – Type in a new password, ensuring at least 6 characters long, and contains an upper and lower case letter(s) and number(s).



Failed Password Creation

- **Registration details not found** – Contact your GP practice, they will re-register you and print a new Confirmation Letter containing a new Registration Token.

Account registered, but not activated

If you have registered your details and created a username and password, but not activated your account, you will be unable to Login. You need to complete the Activation process to use your Online Account, see ["Activating the Account"](#) on page 17. If your practice have set a time limit for activating user accounts, you may be unable to continue to activate your account. Contact the practice and request a new registration letter, you will need to re-register to access Vision Online Services.

If you lose your Registration Confirmation Letter before Registering your Online Account

Contact your GP practice and request that they re-create your Online Account. This will generate a new Registration Confirmation Letter with a new Registration Token. Use this letter to complete the Registration and Activation processes. See ["Online Registration"](#) on page 15 and ["Activating the Account"](#) on page 17

GP System Unavailable

On occasion, you may find that the Vision Online Services (VOS) website is not available, for example if there is a problem with your email address. You will see the following message when trying to access the website: "The *Practice is currently unavailable, please try again later.*"



The screenshot shows the Vision Online Services (VOS) website interface. At the top, there is a logo for "VISIONonline" and two tabs: "Sign In" and "Register". Below the tabs, a welcome message reads: "Welcome to Vision Online, our new service that allows you to manage your healthcare online. Click [here](#) to find out more." The main content area is titled "Sign In" and contains the text "Already registered? Sign in below." A red error message is displayed: "The practice is currently unavailable, please try again later." Below this message are three input fields: "Practice ID:" with a text box and a "Search" button, "Username:" with a text box and a "Forgotten username?" link, and "Password:" with a text box and a "Forgotten password?" link. A "Sign In" button is located below the password field. At the bottom of the sign-in box, it says "For help signing in click [here](#)". Below the sign-in box, there is a section titled "Need to Register?" with the text "Click [here](#) to register for Vision Online Services." A small link "ABOUT SSL CERTIFICATES" is visible on the right side of the page.

Practice is currently unavailable

Try signing in later to see if the problem has been resolved, if this problem continues, please contact your GP practice.

Sign In – Failed Attempt

1. If you enter the wrong username or password, you will be unable to open Online Appointments, and you will see an error message on the screen: *Invalid Username/password.*

The screenshot shows the Vision Online Sign In page. At the top, there is a logo and a 'Help' link. Below the logo are 'Sign In' and 'Register' buttons. A welcome message states: 'Welcome to Vision Online, our new service that allows you to manage your healthcare online. Click [here](#) to find out more.' The main sign-in box contains the text 'Already registered? Sign in below.' followed by a red error message: 'Invalid username/password.' Below this are three input fields: 'Practice ID:', 'Username:', and 'Password:'. The 'Practice ID' field has a 'Search' button next to it. A 'Sign In' button is at the bottom of the box. Below the sign-in box, it says 'Need to Register?' and 'Click [here](#) to register for Vision Online Services.' A link for 'ABOUT SSL CERTIFICATES' is on the right side of the page.

Sign In – Failed Attempt

2. Retype your username; retype your password ensuring you have the correct details. Click **Login** to retry.
3. If successful, you will see the Home page. If login fails again, check the error message and retry the login process again.
4. If your number of login attempts has reached the maximum ie 5 attempts, your Online Appointments account will be locked. Contact the practice to request your account be unlocked.

The screenshot shows the Vision Online Sign In page with a different error message. The main sign-in box contains the text 'Already registered? Sign in below.' followed by a red error message: 'User account has been locked. Please contact your Practice.' Below this are three input fields: 'Practice ID:', 'Username:', and 'Password:'. The 'Practice ID' field has a 'Search' button next to it. The 'Username' and 'Password' fields have links for 'Forgotten username?' and 'Forgotten password?' respectively. A 'Sign In' button is at the bottom of the box. Below the sign-in box, it says 'Need to Register?' and 'Click [here](#) to register for Vision Online Services.' A link for 'ABOUT SSL CERTIFICATES' is on the right side of the page.

Sign In – Account Locked

5. If you have forgotten your username and/or password, you can use the links on the Sign In page to request reminders. See "[Forgotten Username](#)" on page 20 and "[Forgotten Password](#)" on page 21 for further details. Or contact your GP practice to request your VOS account is re-created. A new Registration Confirmation Letter will be given to you. You will need to register again.

HINT: If you know your username, you can re-use it when re-registering, you then only need to create a new password.

Practice ID – Search facility

If you cannot remember the Practice ID, there is a search facility to assist you to find your practice.

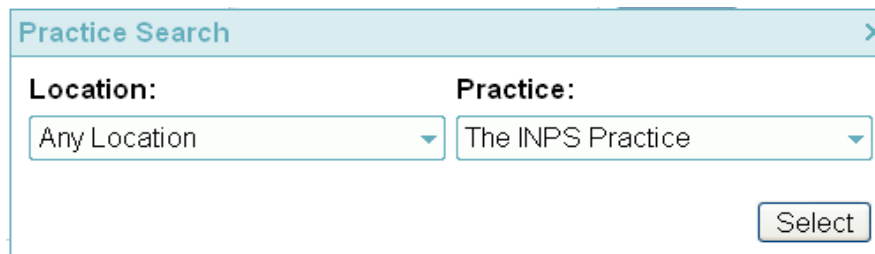
1. Click the **Search**  button



The image shows a 'Sign In' form. At the top, it says 'Sign In'. Below that, it says 'Already registered? Sign in below.' There are three input fields: 'Practice ID:', 'Username:', and 'Password:'. To the right of the 'Practice ID:' field is a 'Search' button. To the right of the 'Username:' field is a link 'Forgotten username?'. To the right of the 'Password:' field is a link 'Forgotten password?'. Below the input fields is a 'Sign In' button. At the bottom, it says 'For help signing in click [here](#)'.

2. You will be presented with two drop down lists:
 - **Location** – Select a location, this then filters the **Practice** list to Surgeries within that area. The default is **All** areas.
 - **Practice** – This is an alphabetical list of practices, select your practice from the list or filter the list using Location.

Once you have made a selection, click **Select**.



The image shows a 'Practice Search' dialog box. It has two dropdown menus: 'Location:' with 'Any Location' selected, and 'Practice:' with 'The INPS Practice' selected. There is a 'Select' button at the bottom right.

3. Your Practice ID is added to the Sign In screen.
4. Now add your username and password and click **Login** to access Online Appointments.

Help Signing In

If you experience problems when trying to login; click on the link to open the Help Signing in screen.

Sign In

Already registered? Sign in below.

Practice ID:

Username: [Forgotten username?](#)

Password: [Forgotten password?](#)

For help signing in click [here](#)

[Link to Help](#)

Sign In Help

Why can't I sign in?
Password is cAsE sEnSiTiVe. Please ensure your CAPS LOCKS key is set correctly.
If you are still having problems signing in, it may be that our site is experiencing technical difficulties, so please try again later. If you've done this and are still unable to sign in, please contact your GP Practice.

How do I change my password?
Either sign in to Vision Online Services, then select "My Profile" or contact your GP Practice.

[More Details...](#)

[Sign In Help](#)

Unexpected Errors

If the webpage encounters an unexpected error you are prompted: "Sorry – Vision Online Services Encountered An Error. We are sorry for any inconvenience caused. If you have any questions, please contact your GP surgery."

Error Message

Sorry - Vision Online Services Encountered An Error

Vision Online Services has encountered an error.

We are sorry for any inconvenience caused. If you have any questions, please contact your GP surgery

[Error Message](#)

Click the **Back** button to return to the last page you visited before the error occurred, or click **Logout** to end the current session and return to the sign in screen to login again.

System Logout

If you are logged in to Vision Online Services and there is a period of 10 minutes of inactivity, your account will be automatically closed. Sign In to return to the website and use the available services.

Terms & Conditions and Privacy Statement.

If you wish to access the Terms of Service or Privacy Policy, there is a prompt at the bottom of the opening Screen where you can access these documents.

☐ I agree to the [Terms & Conditions](#) and [Privacy Policy](#)

[Links to Documents](#)


Appendix

Adding Communication Details

1. Go to **Vision - Registration**; select a patient, click on the **Address** tab.

The screenshot shows the 'Registration Details' window with the 'Address' tab selected. The window contains various input fields for patient information. The 'Main Address Details' section is highlighted, showing the address '10 School Road, Leeds, Z99 9ZZ'. The 'Add' button in the bottom right of the 'Main Address Details' section is highlighted with a red box.

Patient Registration Screen

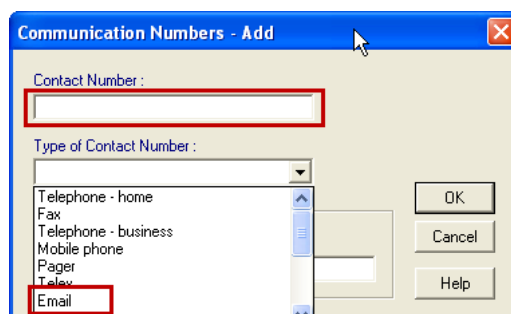
2. Click the **Add**  button to add a contact for the patient.

NOTE – Contact details can be added to the main address or as a contact for the patient.

The screenshot shows the 'Registration Details' window with the 'Address' tab selected. The 'Add' button in the bottom left of the 'Addresses' section is highlighted with a red box. The 'Main Address Details' section is also visible, showing the address '10 School Road, Leeds, Z99 9ZZ'.

Registration - Address

3. Type the contact details in the **Contact** window, eg email address or mobile phone number. Select the type of contact from the **Type of Contact Number** drop down list, eg Email or Mobile phone.



Communication Numbers - Add

4. Click **OK** to save and close, click **OK** to close the patient Registration screen.

NOTE – If, following VOS Registration, the email address is removed; the patient will be unable to login.
