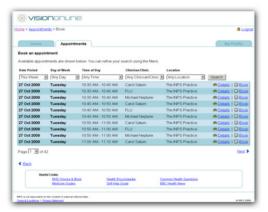
Making Appointments

- 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.

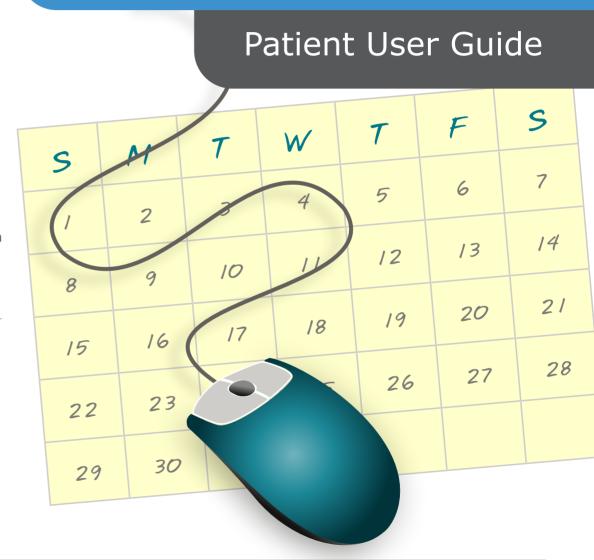


- 3. Select an appointment and click the **Book** link.
- 4. Check the appointment details and click **Confirm Appointment** button to complete the booking.
- 5. You will receive a confirmation successful message on screen and an email to confirm this booking.

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 cancellation of this appointment.

Book and cancel your appointments **online**





Creating An Online Account

You will have received a letter from your GP practice. This will contain:

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

You will need these details to create your online account.

To Create your Account:

- 1. Open your Web Browser, go to www.myvisiononline.co.uk, click on the **Register** tab.
- 2. This will open the Online Services Register screen.



3. Type the **Practice ID** 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'.

- 4. Type your **Patient ID** in the box.
- 5. Type your **Registration token** in the box.
- 6. Create a **username**. This must be unique. If the name already exists, registration will fail, change the username and continue.
- 7. Create a **password**, this must be at least 8 characters long and must contain at least one number or letter. Passwords are case sensitive.

- 8. Retype the password in the Confirm Password box.
- 9. Click the tick box to agree terms & conditions and privacy statement.
- 10. Click the **Register** button to complete the registration process. You will need to activate your online account before it can be used.



- 11. You will receive an email message, with a link to activate your account. Click on the link.
- 12. 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.
- 2. Click on the **Sign In** tab, type your Practice ID in the required field.



- 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.

