# Patient Access – Online Appointment Booking, Prescription Ordering and Medical Record Viewing

How to Access the Patient Access Website:

There are two options in accessing the correct website to enable you onto Patient Access:

- Firstly you can go direct to the website via https://patient.emisaccess.co.uk
- Alternatively, you can go onto our website www.botesdalehealthcentre.nhs.uk and click on either of the Patient Access links as shown below:

Patient Access Links
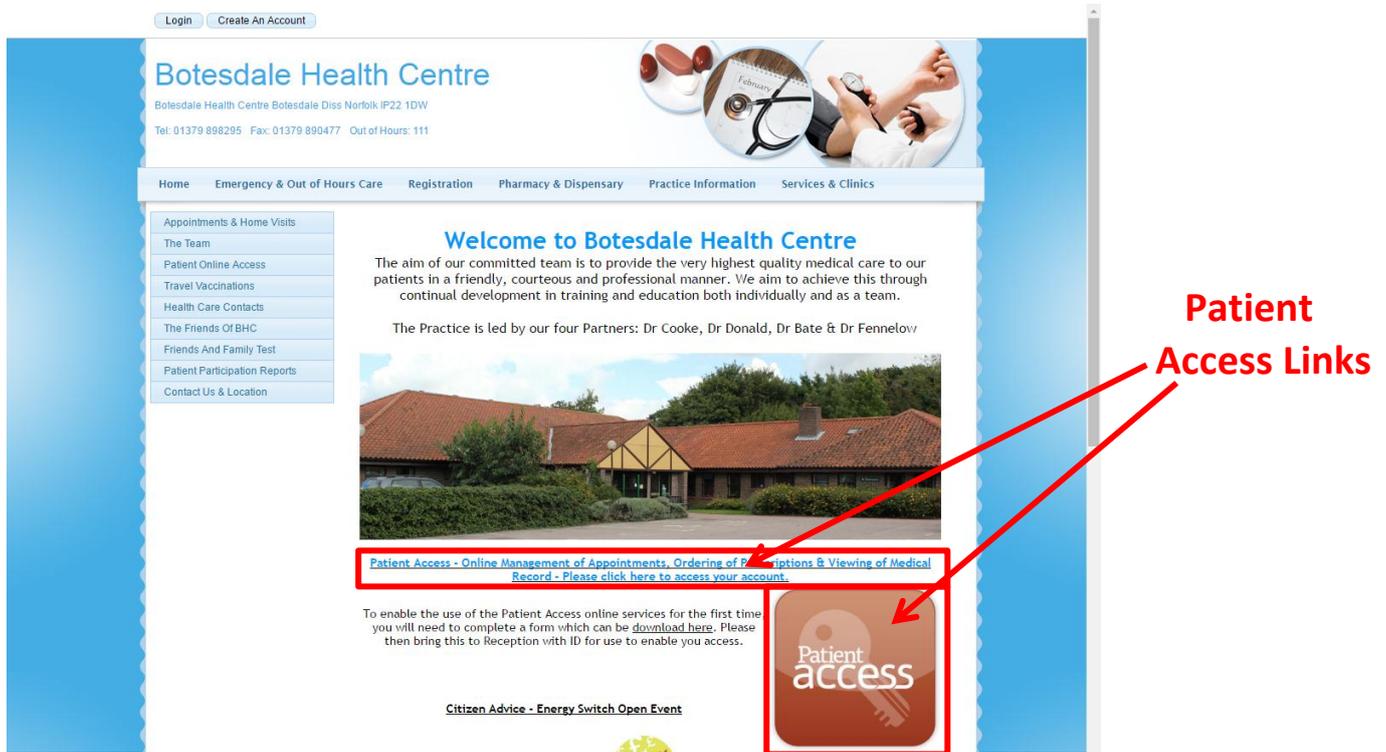
Either method should take you to the website shown below.

Botesdale Health Centre
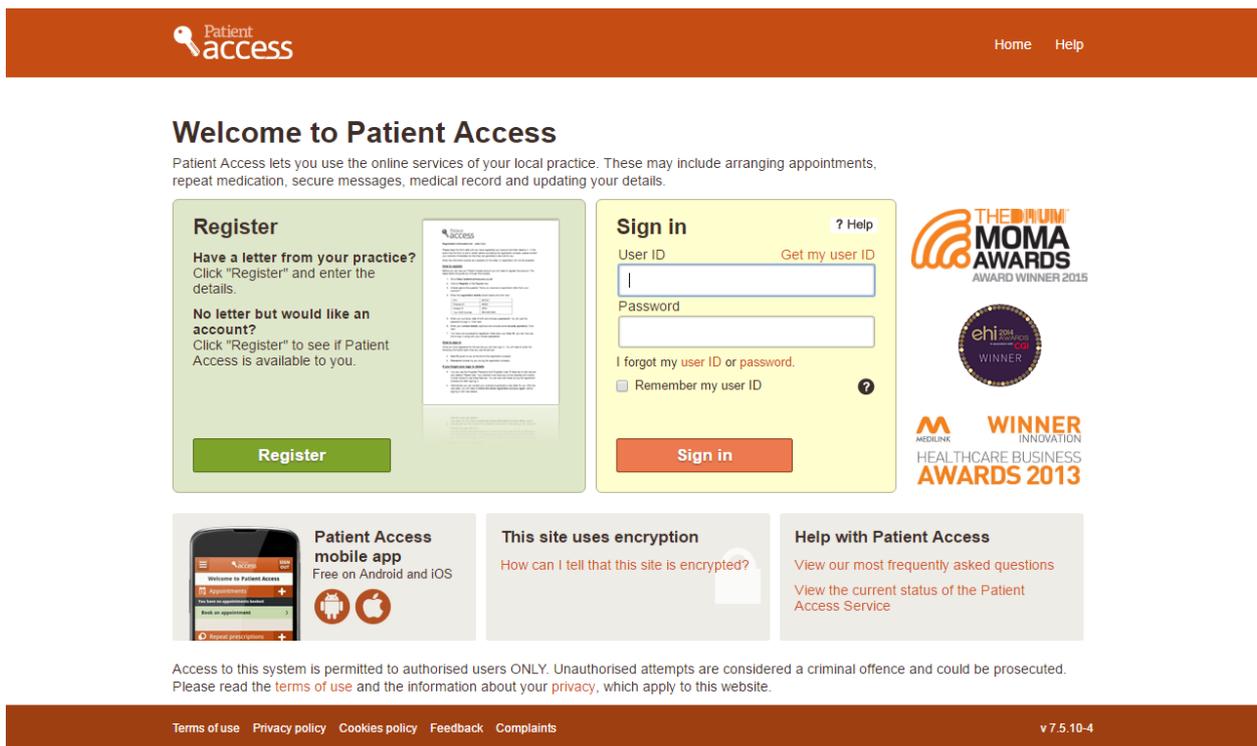
How to Register:

For New Users & Re-Registering Users (New Pin Issued) –

With the Registration letter in front of you, click the green **Register** button.

Click **Yes** to the 'Have you received a registration letter from your Practice?'.

Fill in the **registration details** from your letter as show here.

Click **Next.**

Enter your surname, date of birth and choose a **password**.

You will use this password to sign in, in the future.

Please ensure your new password is at least 8 characters long, has at least one upper-case letter, one lower-case letter and one number.

Ensure you read the Terms and Conditions and then tick the box to agree with these.

Click **Next.**

You can then enter your **contact details** (with are optional).

You are then required to choose two **security questions,** and enter your answers.

Click **Next**.

Patient access

Register

Finally, please complete this security and contact information so that we can help you in the event that you forget your details.

Contact details

Email

Mobile

Note: These patient-specific contact details are held by your practice and used if you need to reset your password. If they are incorrect please update them.
Important: *The details are added to your medical record and could be used by your practice to contact you.*

Security questions

Security question 1   *   - Select a question to answer -
Security answer 1   *

Security question 2   *   - Select a question to answer -
Security answer 2   *

* Indicates a required field

[Next]

Patient access

Your progress

✔ **Register**

Congratulations, you have now successfully created an account.

Your login details

User ID: *168451005605*

Please make a note of your user ID before signing in.

Password: *Your chosen password*

[Sign in]

You have now successfully registered.

Please make sure you note down your **User ID.**

You can now use this to Sign In along with your chosen **password.**

How to Sign-in:

For Registered Users

Access the Patient Access website as previously shown and then enter you User ID and Password into the yellow box as shown here.

Sign in   ? Help

User ID   Get my user ID

Password

I forgot my user ID or password.

☐ Remember my user ID   ❓

[Sign in]

Frequently Asked Questions:

Why can't I sign in?

Check the following:

- Make sure you are not using the details in the letter from the practice to try and sign in, as you need to use these to register an account first.
- Ensure you do not have your CAPS LOCK key set by mistake. The password is case sensitive.
- Make sure you are using the User ID, not the old Practice ID and Access ID numbers.

If you still can't sign in, you may want to reset your password or get a User ID reminder. If you still cannot log in, contact your practice and they will reset your account, which will require you to re-register.

I've forgotten my password – what do I do?

You can reset your password online. You can find the link on the home page. You will need to answer two of the security questions that you provided. Also your practice must have a record of your email address and mobile number.

If you cannot reset your password online, visit your practice and ask them to reset your account. Following the reset, you will be required to re-register onto Patient Access.

I've forgotten my User ID – what do I do?

If your practice has your email address on record, you can get a reminder online by following the link on the home page. If you cannot use the User ID reminder, contact your practice.

Why does the site ask for my email address and mobile number?

These details are stored at your practice (not by us) so that if you ever forget your User ID or password we can send them to you. When you enter these details they will also be updated in your practice record.

Why does the site ask me security questions?

These will be needed later, if and when you want to reset your password.

Why are the security questions so specific and why are there two of them?

Our security experts strongly recommend that we use a number of very specific questions so that we do not compromise the security of your medical details. We continue to review feedback on this, but we will not compromise on security.

Can I sign in from any computer or mobile device?

Yes, you can use Patient Access from any device that allows Web access, including tablets and mobiles. You don't need to re-register. Just be sure to sign out when you have finished using the service, especially if you are using a public computer, such as at a library or internet café.

How do I change my password, details and security questions?

Sign in and then follow the appropriate link in the Your Details section on the home page.