



## **PATIENT GUIDANCE FOR USING SYSTMONLINE**

This document guides you through getting access to and using SystmOnline from a computer. However please be aware that an app for Apple devices running the iOS operating system (Apple devices such as iPhones and iPads) is now available on Apple's App Store free of charge to access and use SystmOnline. Just search for "SystmOnline" in the App Store. For information on the restrictions when using the App please see the last section in this guide. Please note you still need to request access to SystmOnline from the practice and receive your login details before being able to use the App.

### **REQUESTING ACCESS TO SYSTMONLINE**

To use the SystmOnline service, you will need to collect a 'Text Message & Email Consent Form' form from the surgery or download one from our website [www.iwmp.co.uk](http://www.iwmp.co.uk)

Once you have completed this form bring it into the surgery, along with your ID (acceptable ID is a driving licence or passport). We will then check your details, register you on the system and provide you with a user name and password.

**The rest of this document will guide you through using systmonline. However please be aware that no matter what page you are on in the system, if you are unsure how to use it just click on HELP. This will bring up information regarding that page and what to do.**

### **LOGGING IN TO SYSTMONLINE**

Log onto the system at the web address <https://SystemOnline.tpp-uk.com> (you must type the web address in exactly as it is shown here – do not type www. at the beginning). Alternatively you can access the practice website [www.iwmp.co.uk](http://www.iwmp.co.uk) and follow the tab on the home page.

Enter your user name and password and click Login. You will then see the SystmOnline Home Page, which shows your details and the surgery contact details at the top. You will also see a list of the services available to you.

### **LOGGING OUT OF SYSTMONLINE**

To log out:

1. Click the Logout link on the Home Page or the Logout button on the main menu bar.
2. Close your Internet browser.

**Note:** The website will automatically log out after a period of inactivity. Type in your user name and password to re-enter the site.

### **MANAGING APPOINTMENTS WITH SYSTMONLINE**

You will be able to see all future appointments you have booked with us.

You will be able to book appointments with a GP in advance. However please note that not all of our appointments are opened up to book online. Only those that are set up as pre-bookable in advance will be available to you. You will still need to phone the surgery if you want a same day

appointment. Our telephone consultation slots, coil, birth control implant/removal, minor surgery and nurse appointments are not available to be booked online.

Our Nurses appointments are not available to book online due to the complexity of the nurses appointments and the differing length of appointment needed depending on what it is you need to see the nurse for.

You can cancel any appointment online with a GP up to one hour before your appointment time. If it is less than one hour until your appointment please contact the surgery to cancel.

We have limited the number of future appointments that you can have at any one time to three. If you have already reached this limit and would like to book another appointment, you should contact your practice by telephone or in person.

### **Viewing Past/Future Appointments**

Click the View Past Appointments/View Future Appointments links on the Home Page

This page shows the date, day, start and end time of appointments as well as the location, clinician and booking status, e.g. 'Booked'.

If you want to print these details off, Click the Details Button to see the full details and click the Print Button.

### **Booking an Appointment**

Providing you have not already reached your limit of two future appointments, you can book an appointment using this service.

Click the Book Appointment link on the Home Page or the Book Appointment button on the main menu bar.

The page displayed shows details of all the sessions at the surgery that are available for online booking.

The table shows the date an appointment is available, the earliest and latest slot times, as well as the location, clinician and session type. You can book up to four weeks in advance therefore a drop-down list will be available for you to select dates further in the future.

Select an option from the list and click Show.

Click View Available Appts at the end of the row for the session you require.

A list of appointments is displayed showing the appointment type, start and end time, and duration of the appointment.

Click Book at the end of the row for the appointment you require.

Check the details of the appointment, and enter the reason for your appointment in the Reason field. This will help the GP to prepare for your appointment. Please be aware that any information you enter here may be visible to all practice staff and not just to the clinician you are going to see.

To continue without booking the appointment, click Cancel.

To confirm the appointment, click Book Appointment. The appointment is confirmed.

To print the details, click Print. Otherwise, click Back or any other menu option.

### **Cancelling an Appointment**

To cancel an appointment:

1. Go to the Future Appointments page and click the Cancel Appointment button relating to the appropriate appointment.
2. Check the appointment details and click Cancel this appointment.
3. To continue without cancelling the appointment, click Back or any other menu option; otherwise, click Close.

### **Managing Prescriptions with SystemOnline**

For certain drugs, you can request a new prescription.

Click the **Current Prescriptions** link on the Home Page, or the **Current Prescriptions** button on the main menu bar.

All current repeat prescriptions are listed with the drug, dosage, quantity, last issued date and status. An empty tick box in the left-hand column means you can ask for a new prescription for that drug.

To request a repeat prescription:

1. Select the drug by ticking the box in the left-hand column. If the item you require is not listed or if you need to include further information with your request, type the details into the **Medication Request Notes** field. When providing this information, you should bear in mind that it may be visible to all practice staff.
2. Click **Request Medication**. The Medication Order Summary is displayed, stating that a request has been sent to the practice to re-prescribe the item(s), and that the prescription will be ready for collection in two working days (after 2pm).
3. Click **Return to Current Medication** to return to the Current Prescriptions page where the status of the drug will show that it has been requested.

Please allow 48 hours to process your prescription before collecting it.

### **CHANGING YOUR SYSTEMONLINE PASSWORD**

You will initially be given a random password but you can change this to something more memorable. Passwords must be eight or more characters long and must contain at least one number and one non-alphanumeric character, e.g. '!' or '?'

1. Click the Change Password link on the Home Page.
2. Enter the current password.
3. Enter the new password.
4. Re-enter the new password.
5. Click Submit. You are advised to memorise the new password, and not to write it down or disclose it to anyone else.
6. Click Back.

## **CHANGE YOUR CONTACT DETAILS**

You can send a change of address, telephone numbers and provide us with your e-mail address by clicking on the Change Contact Details link on the home page.

Complete the boxes to provide your new information and click the Submit Contact details Button.

This information will be sent through to our receptionists to action the change

If you want to continue without submitting your details to us click the back button

## **SET UP ADDITIONAL USERS WHO CAN ACCESS YOUR ACCOUNT**

Some people may wish to set up additional users who can access their account and manage their appointments and prescriptions for them.

To set up access for someone else, the additional users must currently be registered to access SystemOnline themselves. Granting access to another user will give them access to all your SystemOnline accounts. If you have several different usernames that you use to access SystemOnline, these additional users will be able to log in under any of these usernames.

Enter a name for this additional account. The additional user should then enter the username and password that they currently use to log in to SystemOnline

To set access up click on the Grant Additional Access link from the home page and follow the instructions.

## **SYSTEMONLINE USAGE AND PRIVACY POLICIES**

Please use this service responsibly. In the case of any abuse of the service, the practice can prevent you from accessing the service by stopping your user name and password from working.

We are committed to protecting your privacy online. The personal information you enter on this website is strictly controlled. Information entered is available only to members of staff with appropriate access rights at your GP practice - i.e. those managing appointment booking, repeat prescribing and patient registration. Your personal information will not be shared with any third parties. Your personal information will not be sold to any third parties.

## **APP FOR APPLE DEVICES RUNNING THE IOS OPERATING SYSTEM**

If you are using the Apple App to book appointments and request prescriptions on SystemOnline, be aware that you will not have the option currently to include a free text note or message accompanying the appointment booking or repeat medication request. However the remainder of the functionality will be available.