



Issuing an Online Services Registration Letter

This quick reference guide describes how and when to reprint an online services registration letter.

To avoid problems with a patient's online account, a new registration letter should only be issued:

- When the patient is registering for Patient Services the first time, see *Creating a Registered Online Service User (ROSU) Account* <http://www.inpshelp.co.uk/DLM500/Registration/index.htm#44270>.
- If Vision/ the INPS Helpdesk has asked the patient to get a new registration letter.
- If their current registration letter has expired and they haven't registered/ linked their account on Patient Services, see *Expired Registration Letters* (page 3).

 **Important** - Do not issue a new letter if:

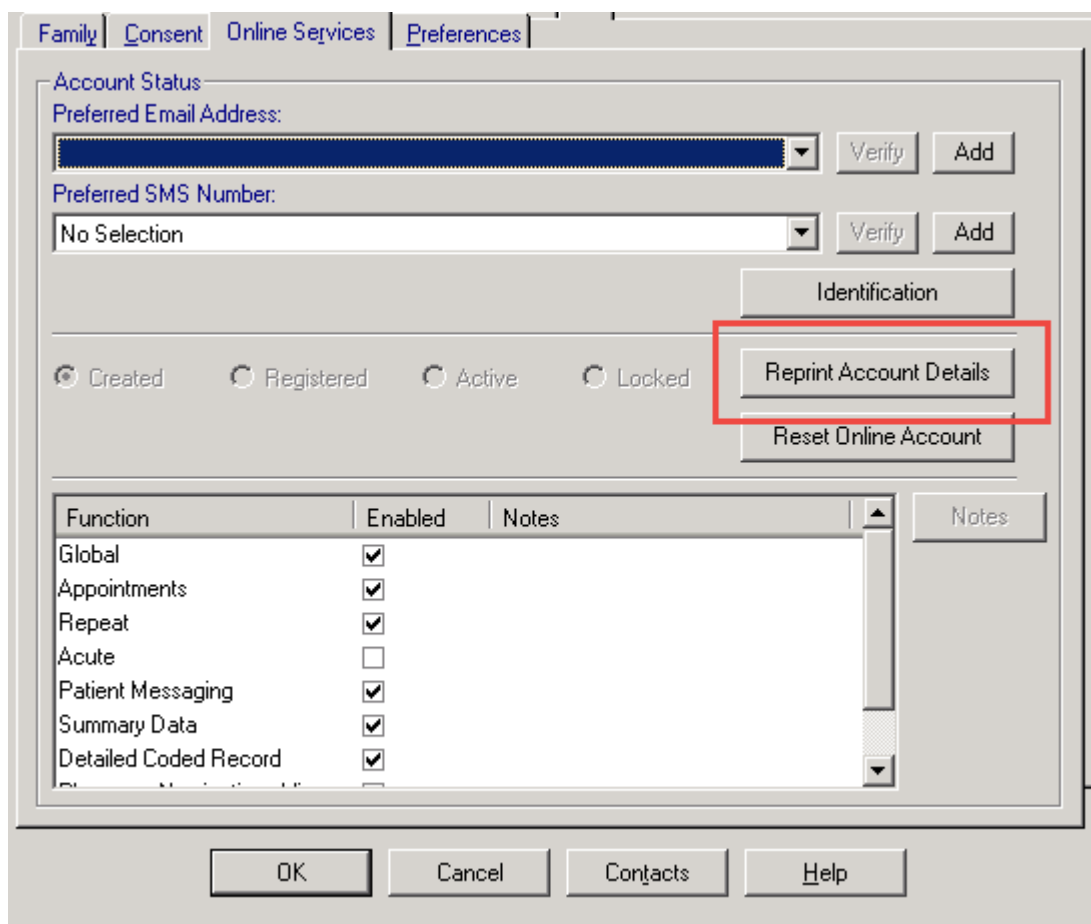
- The patient has forgotten their username or password, direct the patient to the links on the Patient Services website to retrieve/ reset these details. Creating a new account does not fix their issue.
 - If Vision has asked the patient to contact the practice in order to correct the patient's email address - this is advised when the patient hasn't received their activation code.
 - If the patient is updating their email address for the online service.
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How to Reprint an Online Services Registration Letter

If a patient has lost their letter, rather than issue a new letter you can easily reprint their current letter as follows:



1. From the Vision front screen, click **Registration** and select the patient required.
2. Click on the **Online Services** tab.
3. Click **Reprint Account Details** to reprint their current letter:



The screenshot shows the 'Registration - Online Services' tab. It includes fields for 'Preferred Email Address' and 'Preferred SMS Number', each with 'Verify' and 'Add' buttons. Below these are radio buttons for 'Created', 'Registered', 'Active', and 'Locked'. A red box highlights the 'Reprint Account Details' button. Below the radio buttons is a table with columns 'Function', 'Enabled', and 'Notes'. The table lists several functions with their 'Enabled' status.

Function	Enabled	Notes
Global	<input checked="" type="checkbox"/>	
Appointments	<input checked="" type="checkbox"/>	
Repeat	<input checked="" type="checkbox"/>	
Acute	<input type="checkbox"/>	
Patient Messaging	<input checked="" type="checkbox"/>	
Summary Data	<input checked="" type="checkbox"/>	
Detailed Coded Record	<input checked="" type="checkbox"/>	

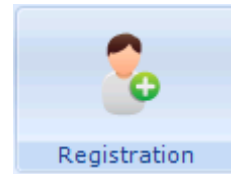
Registration - Online Services tab

Note - The position of the **Reprint Account Details** button may vary depending on the version of Vision you are currently on.



Expired Registration Letters

If a patient's letter has expired or is close to doing so and they request a new letter:



1. From the Vision front screen, click **Registration** and select the patient required.
2. Click on the **Online Services** tab.
3. Click either **Create Online Account** or **Reset Online Account** (depending on your version of Vision).
4. The Linkage codes are recreated and a new letter displayed for printing.
5. Click **Print** to print the letter and hand it to your patient.
6. Close the letter.

Troubleshooting

If patients are experiencing problems with the online service, please advise them to use the Help files which are available from the Patient Services website before contacting you or Website support.

The screenshot shows the Patient Services website interface. At the top, there is a dark blue header with the Patient Services logo and links for 'Login' and 'Register'. Below the header is a 'Welcome' section with a large banner image of three red heart-shaped balloons against a blue sky with clouds. The text 'Manage your healthcare online' is overlaid on the banner. To the right of the banner are two links: 'NHS Live Well' and 'Conditions & Treatments'. At the bottom of the page is a dark blue footer with links for 'Terms & Conditions', 'Privacy Policy', and 'Contact Us'. A white callout box with a black border is overlaid on the bottom left of the page. It contains the text 'Click Help to access the patient online help' with a black arrow pointing to the 'Help' link in the footer. The footer also contains the text 'Contact Website Support'.

Patient Services - Help