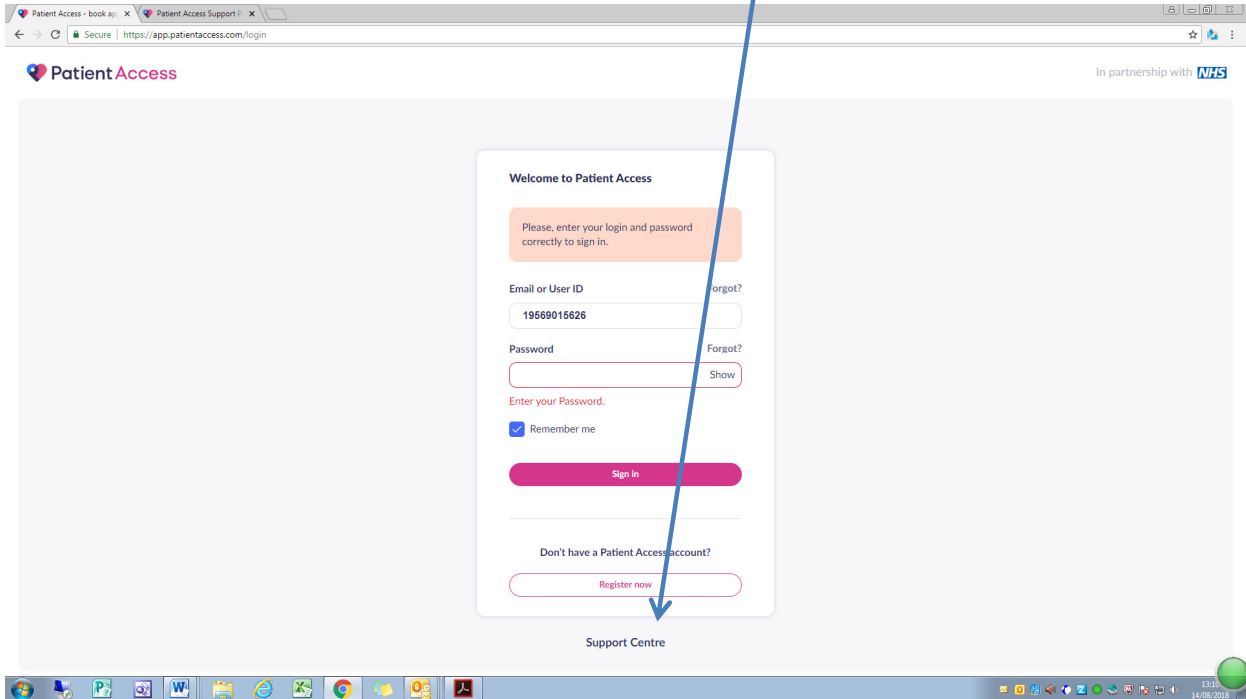


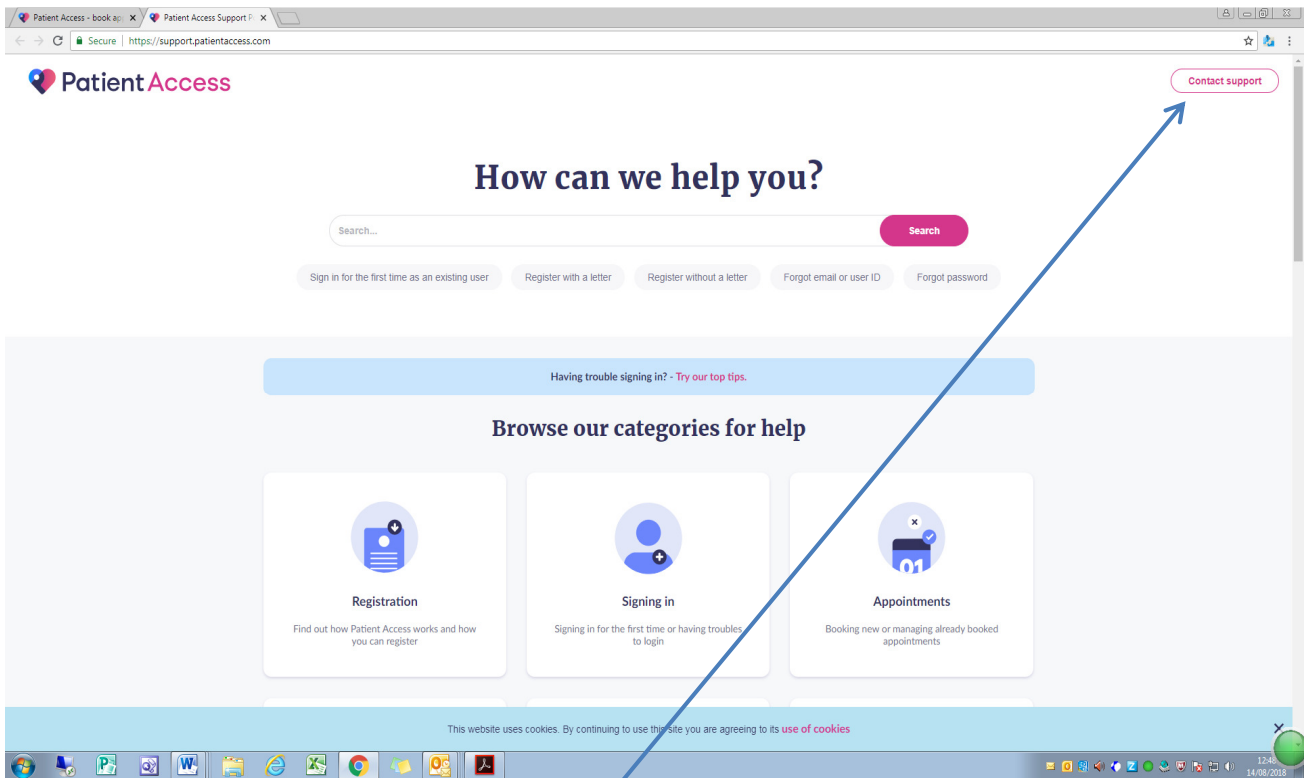
# Patient Online Access

Website is <https://app.patientaccess.com/login>

**If you encounter problems with Online Access please contact the Support Centre** which is available even before you have signed in. They can respond to patients within 15 minutes. They can also call patients back if they **log a ticket** with the Support Centre.

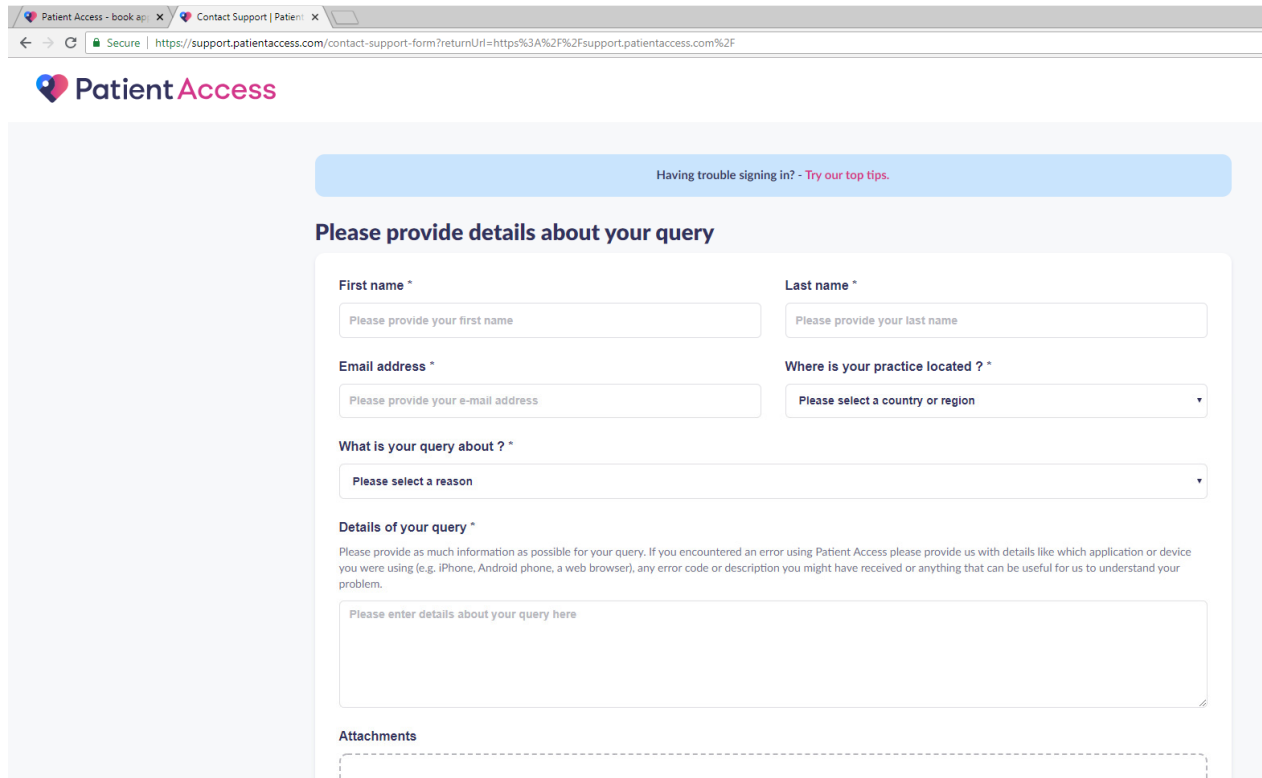


When patients click on the Support Centre button this is what they will see.



To **log a ticket** they click on **Contact Support**

And they will see this. They type in the details and **if they give their phone number the Support team can call them.** Response time is about 15 minutes.



The screenshot shows a web browser window with the Patient Access logo and a support form. The form is titled "Please provide details about your query" and contains several input fields and a dropdown menu. At the top of the form, there is a blue banner with the text "Having trouble signing in? - Try our top tips." The form fields are: "First name \*" (text input), "Last name \*" (text input), "Email address \*" (text input), "Where is your practice located? \*" (dropdown menu with "Please select a country or region" as the selected option), "What is your query about? \*" (dropdown menu with "Please select a reason" as the selected option), and "Details of your query \*" (text area with a placeholder "Please enter details about your query here"). Below the text area is an "Attachments" section with a dashed border.

They can also email **Support** direct at [support@patientaccess.com](mailto:support@patientaccess.com)