Patient online FAQ’s

**Forgotten User ID**

1. On the Patient Access homepage, click the User ID link or go to: <https://patient.emisaccess.co.uk/Forgotten/UserId>
2. Type your postcode.
3. Select your GP practice, click “Next”.
4. Type your details. Ensure all the boxes marked with an asterisk \* are completed, click “Next”.
5. You'll receive an email with a reminder of your user ID.

*Note: If the details you enter do not exactly match those on your practice's system, the following message will be displayed:*

*"Unable to find a matching record at your practice. Please check the details you've entered and try again."*

**Forgotten Password**

*If you added security questions and answers when you set up your Patient Access account, and if you've given your email address and mobile number to your practice, you can use the steps below to reset your password yourself.*

*If you haven't done both these things, you need to contact your practice and ask them to reset your account.*

1. On the Patient Access login screen, click the Password link or go to: <https://patient.emisaccess.co.uk/Forgotten/Password>
2. Type your details. Ensure all the boxes marked with an asterisk \* are completed, click “Next”.
3. Type your answers to the security questions, click “Next”.
4. You'll receive an SMS message with a code to your phone, and an email with a link, click the link in the email.
5. On the website, type the verification code from the SMS message to get a new password.

**Not recognising security questions**

1. If you have previously entered security questions and they now aren’t being recognised you can contact the practice directly to reset your account details.

If any of the above does not resolve your issue please contact the patient online helpdesk by clicking on the link below

<https://support.patient-access.co.uk/registration/i-need-more-help>

**PLEASE NOTE:** Patient Online Help is only for support using this website. For queries about medication information please contact the practice directly.