


How to Complete your Online Registration

1. In your internet browser, go to the following website: www.myvisiononline.co.uk This web address is included in the letter from your GP practice.
2. From the Online Services Home page, click on the **Register Tab** 
3. With the registration letter from your GP practice to hand, enter the following details:
 - The **Practice ID** (this is a 6 digit alphanumeric code).
 - The **Patient ID** (NHS number)

Note - If you are registering yourself, this will be your Patient ID, however if you are registering a dependant, eg your child, this will be your dependant's Patient ID.

- Your **Registration Code** in the **Registration Token** box (this is a 10 digit alphanumeric code, used to activate your account). This code is case sensitive so be careful to type it exactly as it appears in the Registration Letter.

Note - Your Registration Token may have an expiration date, if so this will be displayed on your Registration Letter. If the date has expired you will not be able to register. Contact your practice for a new registration letter

4. Next you must create a username (maximum 15 characters). If the username is already in use, "Failed Username is not available" is displayed when you complete the form. You must create a new username to continue.
5. Then enter a Password, this must be at least 6 characters long. **(Note that for Usernames and Passwords both must only contain upper and lower case letter(s) and number(s)).**
6. At this point you can read the **Terms & Conditions** and **Privacy Policy**, tick the box to confirm acceptance of these conditions.
7. Click **Register** to create your Online Account. You have successfully registered with your GP practice to use Online Services. Please keep your username and password details to hand. **Your account now needs to be activated, an email has been sent to your email address.**

Activating Your Online Services Account

Following successful *Registration*, you will receive a confirmation email which contains a Confirmation Code; this is required to activate your Account. **Your Account is not active until this is done.**

Note - Your practice may have set a time limit for Online Services accounts to be activated. If you don't activate your account before this period expires, you will have to reregister. If your Registration Token has also expired, you will have to contact your practice to obtain a new Registration Letter.

You can do this in two ways:

1. On receipt of the email, click on the link which will take you to the registration confirmation screen. **OR** if you are still logged in to the Online Services website, enter the confirmation code directly into the confirmation box and click **Activate**
2. Once you have activated your account, "**Registration: Successful**" *Your account has been activated. Please enter your password to continue* is displayed. You are prompted to type your password in the box and click **Continue**, to log in. Once logged in you can go ahead and use Online Services.
3. The first time you Log In you are prompted to set a Security Question. Select a question from the drop-down list. Type an answer in the **Answer** box and click **Submit**.
If you are having problems registering or activating your account, please contact your practice.

For further details and information please visit your GP Practice Website