Step-by Step Guide to Accessing My Health Online

1. Registering Information at the Surgery
   You will firstly need to come to the surgery with ID, preferably photo ID (ie passport or driving licence) and your email address. You may have been a patient here for many years, but it is still very important to make sure that the person applying for an account is ‘who they say they are’. We want to protect patient confidentiality, maintain the security of the system and prevent potential misuse of access. Security is very important to us and this is one of the safeguards that have been put in place.

2. Registration letter
   Once your ID has been verified, the practice will enter your email address into our system and produce a registration letter which contains a Practice ID number, your Patient ID and a registration token. You need all of these details in order to set up your account online at home.

3. Setting up your online account
   Once you have access to the internet, visit the following website: www.myhealthonline-inps.wales.nhs.uk and select your language preference. You need to follow the rest of these instructions carefully:

   a. Click on ‘My Account’
      The screen should look like this. Click on the ‘My Account’ tab (as highlighted).
b. **Click ‘Register’**
   At the bottom of the ‘My Account’ page there is a sentence that reads ‘No, I do not have an account for online services with my GP practice’. Click on the ‘Register’ button.

   ![Register Button]

   **c. Enter your registration information**
   The ‘My Account’ page will look like this.

   ![My Account Page]

   Now fill in the Practice ID, Username and Password exactly as they are written on your registration letter. The characters need to match exactly (including upper and lower case letters).

   You then need to create your own Username and password. The username can be
anything as long as you remember it! The password must be a minimum of six characters in length, and use a combination of UPPER and lower case letters and numbers.

d. Agreeing to Terms of Use and Privacy Policy
Before you register you need to agree to the Terms of Use and the Privacy Policy, and put a tick in the little box to say that you’ve read them and agree to them.

e. Click register
Now click on the ‘Register’ button. Once you click this button, the website will send you an email containing a ‘Confirmation Code’ to ensure we have your correct email address. It should come through almost immediately. If it doesn’t appear after thirty minutes, please check your ‘Spam’ folder. The website will also move to the ‘Register: Step 2 of 2’ page (see stage 3f below). Leave this webpage open whilst you check your emails.

Note: If you inadvertently close down the website whilst checking your emails, or decide to come back to complete your registration later, you can do one of two things to get back to the Confirmation Code entry screen.

Firstly, there is a link on the Confirmation Code email which you can click to take you to the right page.

Alternatively, log back on to the MyHealthOnline homepage as per stage 3 and 3a above. This time, under where it says ‘Yes, login:’ enter the Practice ID (off your letter) and your newly created Username and Password (which you created in step 3c, remembering to use both the UPPER and lower case letters in your password), and click Login:

You DO NOT need to REGISTER again!
f. **Enter your confirmation code**
   In this final stage, simply enter the confirmation code from your email in the relevant box:

   ![Confirmation Code](image)

   Once you have entered the confirmation code, click ‘Activate’ and your My Health Online account will now be active.

   g. You need to complete some security questions which will be asked if you forget your username or password.

   h. Once that is complete, you can now book, amend and cancel appointments online, and reorder repeat medication through this website, 24 hours a day, 365 days a year. We hope you find it to be of benefit to you!

4. **What if I need further help?**
   If your question has not been answered, please contact the surgery on 01495 301210.