



# The James Cochrane Practice

## Guide to Registering for Online Access to Medical Records

Now that you have received your registration details from the practice, you just need to register your account with the system online and you will be able to log in and view your record. Please follow the steps below to complete the process:

### Step 1

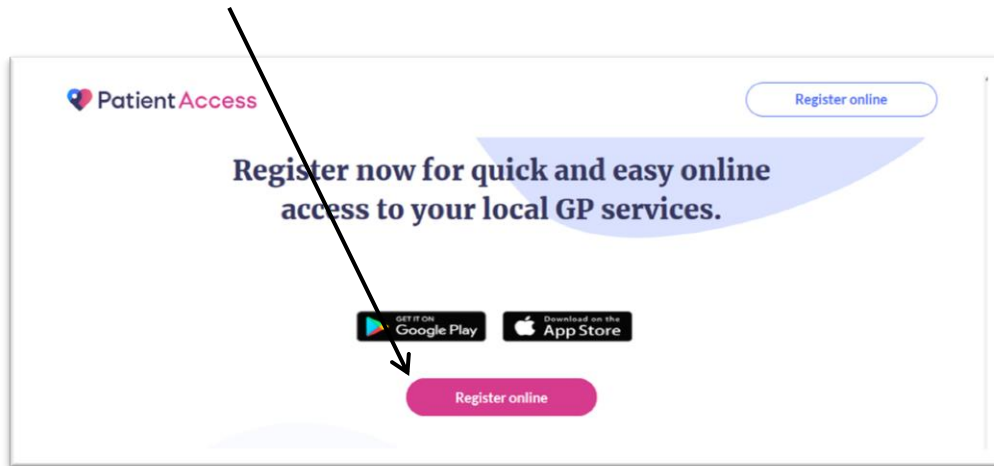
Open up the Patient Access website:

- [www.patientaccess.com](http://www.patientaccess.com) **OR**
- Click on the **ONLINE SERVICES** link at the top of our website, followed by the “Patient Access” link at the top of the page **OR**
- Download the Patient Access app to your tablet or smartphone

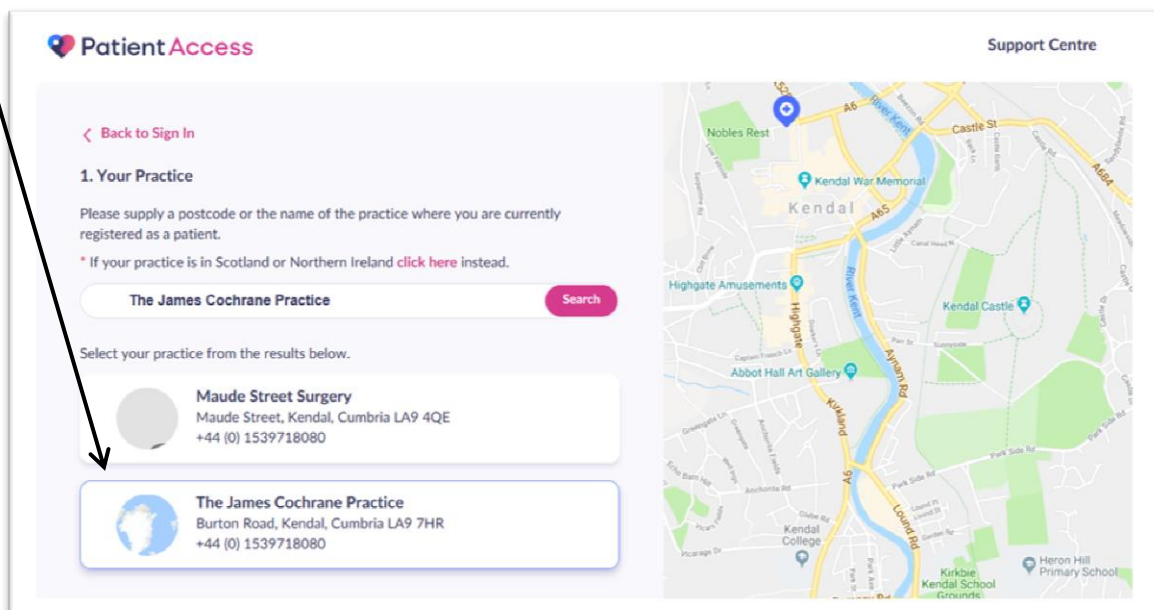
### Step 2

Register:

- Click on the “Register online” link on the bottom of the Patient Access homepage.



It will then ask you to enter your GP surgery, type in ‘The James Cochrane Practice’ and select the bottom option, then click continue.



- Answer **yes** to the question ‘have you received a registration letter from your practice?’
- You will then be prompted to enter the details from the Registration Information letter given to you by the Practice. This may have been sent through to you via email. Please enter them as described below, then press “Confirm”.

The screenshot shows the 'Patient Access' interface for linking to a practice. It includes a 'Back' button, a question 'Have you received a registration letter from your practice?' with 'Yes' and 'No' buttons, and a 'Link To Practice' section. The 'Linkage Key' and 'Account ID' fields are highlighted with callout boxes. A 'Confirm' button is at the bottom.

**Account Linkage Key or PIN**  
This is the “Linkage Key” on your letter. This is case specific and must be entered exactly as it is on the letter.

**Account ID or Access ID**  
This is the “Account ID” on your letter; it is a numerical combination and must be entered exactly as it is on the letter

**Then press confirm**

- Work through the rest of the pages, filling in your details.
- The system will ask you for a new password; this must be something that you will remember. It may be advisable that you make a note of your new password (this is case specific and must be entered exactly as you set it) and user ID (this is the numerical Account ID from your letter).

### Step 3

Sign in:

- On the Patient Access homepage, enter your User ID (Account ID) or email and NEW password into the “Sign in” box.

The screenshot shows the 'Welcome to Patient Access' sign-in page. It has fields for 'Email or User ID' and 'Password', both with 'Forgot?' links. There is a 'Remember me' checkbox and a 'Sign in' button. A 'Register now' button is at the bottom. Callout boxes explain the 'Email', 'User ID', and 'Password' fields.

**Email**  
This is the email address you gave in Step 2.

**User ID**  
This is the “Account ID” on your letter; it is a numerical combination and must be entered exactly as it is on the letter.

**Password**  
This is your NEW password that is unique to you; this is case specific and must be entered exactly as you set it.

- You should now be logged into your Patient Access account.
- **If you are a Dispensing patient and wish for the practice to continue to dispense your medications, please do not ‘Nominate a Pharmacy’.**

## Frequent Patient Queries ....

- *"I haven't received the email with my registration details on from the practice"*

Please check your email "junk mail" folder; it is possible that the email will have gone straight into there. Please also check your "deleted items" to check that you have not deleted it by mistake. If it is not there and you have definitely not received it, please contact the practice on 01539 718080 to confirm that the email address we have on record for you is correct, the member of staff can also re-send it to you.

- *"I am trying to register but the system won't accept my Account Linkage Key/Account ID"*

This must be entered exactly as it is on the letter; it is case specific and very sensitive so please make sure that you are entering it exactly. Sometimes, if people copy and paste this information into the boxes, the system adds in extra spaces. Therefore, we would advise that you type this information in exactly as it is on the letter if you are experiencing difficulties, and do not copy and paste it.

- *"I already have a Patient Access account, I asked the practice to change the areas I can view"*

As you already have an account, there is no need for you to "register". You just need to go to the "sign in" section with your existing user ID and password.

- *"I have successfully registered but when I go to sign in, the system comes up with an error"*

It sounds obvious, but please check that the User ID and Password that you are entering are correct. If more than one person uses the PC you are using, and they use Patient Access, please double check that the "User ID" entered in the box is yours. If another person has been on that computer to use Patient Access and ticked the "remember me" box, the system will always save their details in the "user ID" box. We advise that if more than one person uses the PC, then you do not tick "remember me" on the sign in section of the home page.

- Patient Access have a great support page with loads of helpful videos and instructions and a specialised support team. Just look for the support link on any of the pages or visit <https://support.patientaccess.com>