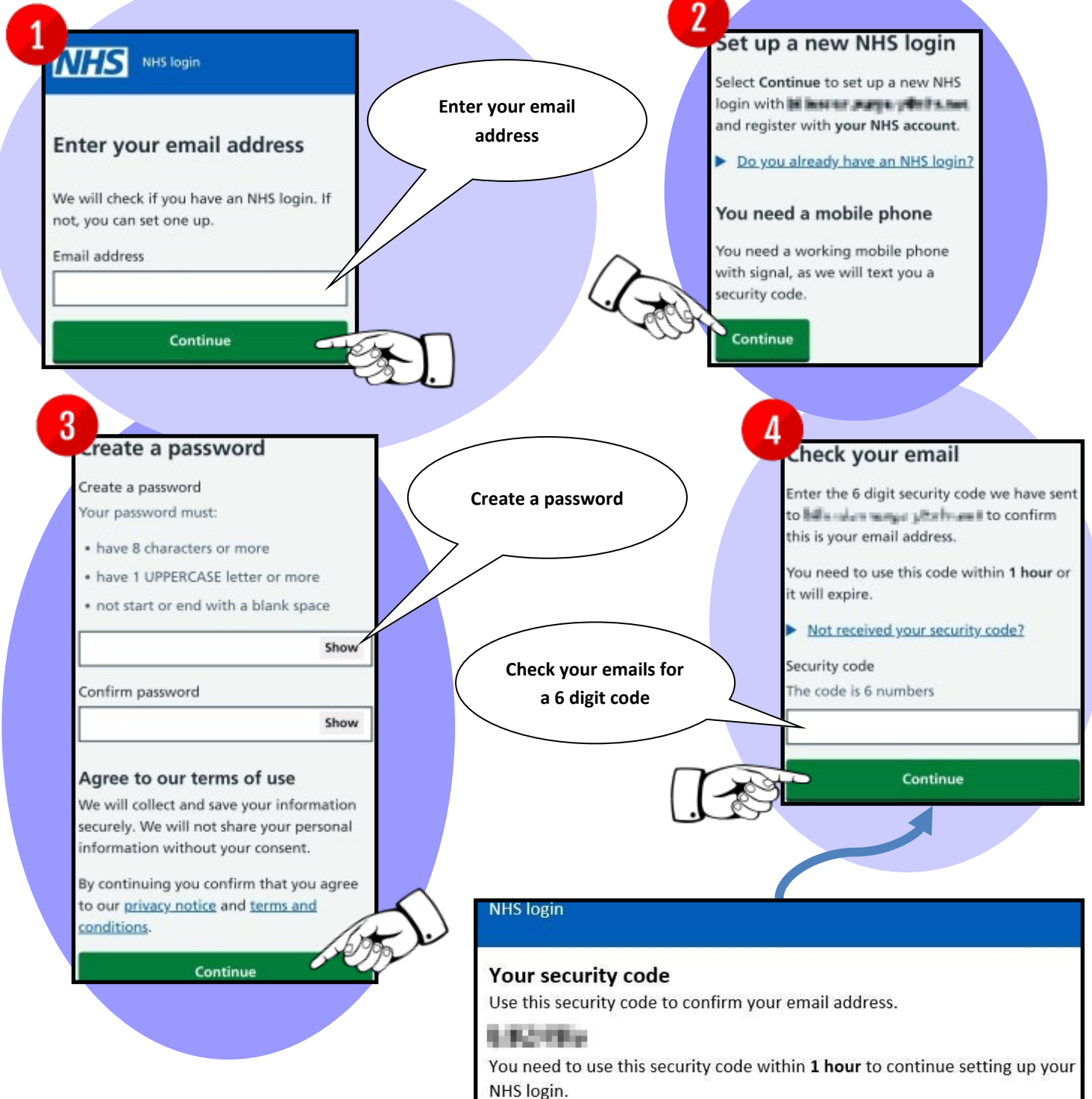


Billesdon Surgery Guide to Online Services



How to register and set up the NHS App - for SystemOnline only, skip to page 10



Continued on page 2

5

Enter your mobile number

We will send you another 6 digit security code, this time to your phone, to confirm your mobile number.
It will be quicker to set up your NHS login if the mobile number you enter is the number your GP surgery has for you.

UK Mobile number

I have an international mobile number

Continue

Enter your mobile number

Check your texts for a 6 digit code

6

Check your mobile phone

Enter the 6 digit security code we've sent to ~~07700 900000~~ to confirm this is your mobile phone number.

You need to use this code within 5 minutes or it will expire.

[▶ Not received your security code?](#)

Security code

The code is 6 numbers

Continue

7

Do you know your NHS number?

Telling us your NHS number will give us the best chance of matching you to your NHS record.

You do not need to know your NHS number to continue. If you do not know you can tell us your full name instead.

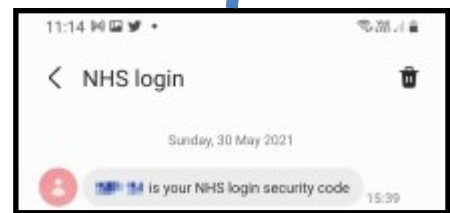
[▶ How to find your NHS number](#)

Yes, I know my NHS number

No, continue with my full name

Continue

Click this if you know your NHS number. If you don't know it you'll need to enter your full name



8

Enter your date of birth

For example, 15 3 1984

Day Month Year

Continue

Enter your date of birth

9

Enter your postcode

Your postcode should be:

- in England, Wales, or the Isle of Man
- the one your GP has on record for you

Continue

Enter your post code

10

Check your details

We will try and match you to your NHS record using the information you give us.

NHS Number		Change NHS number
Date of birth		Change date of birth
Postcode		Change postcode

Submit information

Ensure your details are correct

Continued on page 3

11

We cannot find a match

We cannot match you to an NHS record using the details you have given.

We may be able to find a match if you tell us your full name, or if you can prove who you are.

What do you want to do next?

- Go back and check your details
- Go back and tell us your full name instead
- or
- Try another way and prove who you are

Continue

If NHS Digital cannot verify your details you will see this. You can go back and check your details or try again using your full name

13

Accept conditions of use

You can log in to your NHS account using the NHS App or NHS website.

To use your NHS account you must agree to our [terms of use](#), [privacy policy](#) and [cookies policy](#). You should read these carefully before logging in.

If you do not agree, you will not be able to access or use your NHS account.

Read and understand the terms of usage

Cookies

We put small files (known as cookies) on your device. These are used to make your NHS account work and improve your experience. You can manage your cookies to opt out of using some of them.

- I understand and accept the [terms of use](#) and [privacy policy](#). I accept the use of 'strictly necessary' cookies as detailed in the [cookies policy](#).
- I accept the use of optional analytic cookies used to improve performance.

Continue

Tick the box to agree to the terms

Consent or not to receive notifications

12

Confirm your details

We found this NHS record using the information you gave us.

Name

EMALDINE TERESA PATRICK BOP

Date of birth

28 January 1959

NHS number

9999 9999 9999

Are these your details?

- Yes, these are my details
- No, these are not my details
- These are my details but some are wrong

Continue

Click if you are happy with the details

14

Do you want to get NHS App notifications?

- Yes, turn on notifications on this device

Tell me about new messages

- No, do not send notifications on this device

I understand I may not be told about new messages unless I log in

[About notifications on your devices](#)

More information is available in the [NHS App privacy policy](#).

Continue

Consent or not to receive notifications

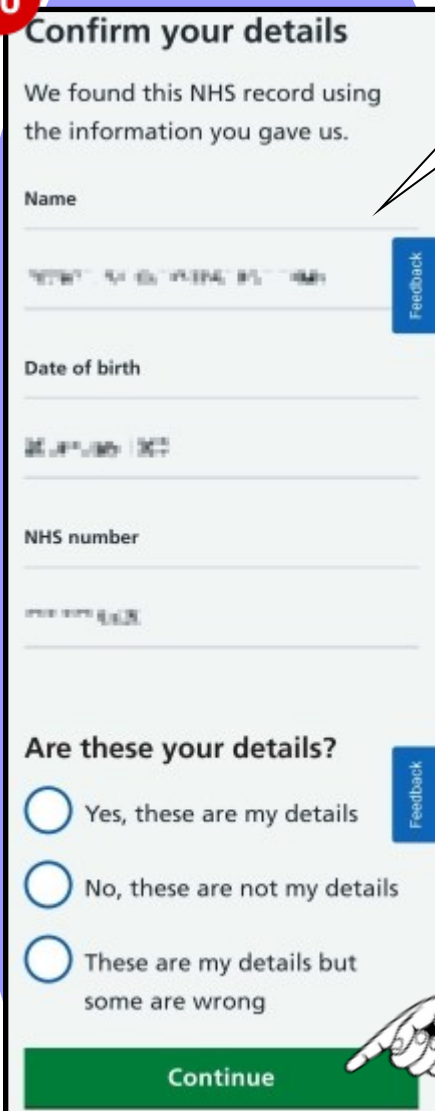
15



Now that you are in the NHS App you can access your COVID-19 Passport and vaccination certificate.

However, if you would like to use the NHS App to book appointments, order your repeat medication and view portions of your medical record the NHS app requires further identification steps.

16

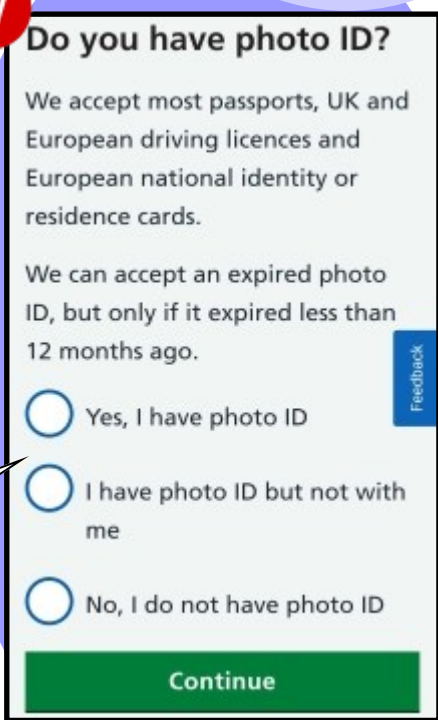


Check your details are correct

You now have a choice to either self-identify yourself or link to an existing SystemOnline account



17



18

Do you have photo ID?

We accept most passports, UK and European driving licences and European national identity or residence cards.

We can accept an expired photo ID, but only if it expired less than 12 months ago.

- Yes, I have photo ID
- I have photo ID but not with me
- No, I do not have photo ID

Continue

Choose this to self-identify

OR

Choose this if you have a SystemOnline account

Self-identify - to link to a SystemOnline account instead go to page 8, step 19

19

Step 1 of 2

Send your photo ID

We will use this to confirm who you are.

Continue

Next steps

Record your face

This is to match you to your photo ID.

20

What type of photo ID do you have?

- Passport
- UK driving licence (full or provisional)
- Other photo ID

Continue

Choose type of photo ID

21

Choose how to send the photos of your ID

- Take photos now
- Upload photos

Continue

Take a photo using your phone's camera

OR

Upload a photo on your phone

22

Question 1

Can you see all 4 corners of the front of your ID?

- Yes
- No

Continue

Is your photo clear and in frame?

Continued on page 6

23

Question 2

Have you covered up any part of your ID with hands or fingers?

Yes No

Continue

Is your photo clearly visible with no obstructions?



24

Send your photo ID ✓

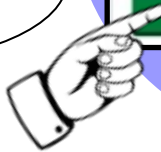
Step 2 of 2

Record your face

This is to match you to your photo ID.

Continue

You must now record your face



25

Record a short video

Next you need to record a video of your face while you tell us 4 numbers.

This is so we can check your face matches the face on your photo ID

How do you want to do this?

Say the numbers

Sign the numbers using British Sign Language

Write the numbers down and show them

Continue

Choose how to give a 4 digit number while recording your face

A 4 digit number will be displayed

After recording, play your video to check it is clear



26

Check your video

You need to watch the video before you can continue.

Feedback



27

If you can see all of your face and the numbers clearly, click continue.

Continue

If you cannot see all of your face, or the numbers clearly, then [record video again](#).



Your video will be uploaded

28

Uploading your video

100%

Verifying your video...
(this can take a minute)

Continued on page 7

29

Send your photo ID ✓

Record your face ✓

Please submit your information

By clicking submit, you agree to send us your personal information, photo and video.

Your data will be stored securely. Read our [privacy notice](#) to find out what we'll do with your data.

Submit information

Your photo taken and video done click Submit

30

Thank you - we are checking your information

We will email you to tell you if your information passed our checks or not.

This can take up to 24 hours.

At busy times, it may take longer.

If you need medical help now go to 111.nhs.uk or call 111.

Wait for NHS Digital to verify your identity

FAILED

Hello,

You sent us some information to prove who you are, so you can access your NHS account.

We are sorry, but the photo you sent did not pass our checks.

If your ID was rejected you will receive this email. You'll be given the opportunity to try again.

SUCCESS

Home

NHS

Name: [Redacted]

Date of birth: [Redacted]

NHS number: [Redacted]

Popular services

NHS COVID Pass
View and download your COVID Pass for travel abroad

View your unread messages 1

Linked profiles

View your GP health record

Order a prescription

Advice | Appointments | Prescriptions | Your health | Messages

If your ID was accepted you'll see the main NHS App menu. From here you can access your COVID pass, view your medical record, book appointments and order your repeat prescriptions.

NEXT PAGE: Link the NHS App to an existing SystemOnline account

Link the NHS App to an existing SystemOnline account

(if you didn't want to self-identify by taking a photo, or the process failed)

You must have a SystemOnline account to link the NHS App to the practice.

If you do not have a SystemOnline account you must apply for one by downloading an application form from our website at www.BillesdonSurgery.co.uk, or you can pick one up from reception.

When returning your application form we will need to see two forms of ID. A photo ID (such as a passport or drivers licence) and an address ID dated within the last 3 months (such as a utility bill or bank statement).

Failure to provide the required ID may delay your account.

When your application has been approved we will text, email or send in the post your log-in details (depending on the preferences on your form).

Please read and understand the full terms and conditions on page 2 of the form.

19

Prove who you are without sending a photo of your ID

We will ask you 1 or 2 questions about other health services you use. We will use this information to tell you how you can prove who you are.

This is only available if your GP is in England.

Do you use your GP surgery's online services?

Online services include booking appointments, ordering repeat prescriptions and seeing your GP record.

- Yes - I use online services
- No - I do not use online services
- I don't know

Continue

Choose the option to use online services

Choose the option that you have all 3 details

20

Do you have the following 3 registration details for the online services you use?

- Linkage Key (could be called Passphrase)
- ODS Code (could be called Organisation Code or Practice ID)
- Account ID

You might have been given these details when you registered.

- Yes - I have all 3 details
- No - I do not have all 3 details
- I don't know

Continue

21

Enter your registration details

Enter the details exactly as they are written.

Linkage Key (could be called a Passphrase)

ODS Code (could be called an Organisation Code or Practice ID)

Account ID

Continue

Enter the linkage key / passphrase from the text, email or letter we have sent you

Enter the Organisation Code from the text, email or letter we have sent you

Enter the Account ID number from the text, email or letter we have sent you

22

What's your name?

First name

Last name

Continue

Enter your name

23

Enter your date of birth

Example: 31 3 1980

Day Month Year

Submit details

Enter your date of birth

25

Home

NHS

Home

Name: [Name]

Date of birth: [Date]

NHS number: [Number]

Popular services

- NHS COVID Pass
- Linked profiles
- View your GP health record
- Order a prescription

Advice | Appointments | Prescriptions | Your health | Messages

Your details will be checked

24

Checking your details

Done

If your ID was accepted you'll see the main NHS App menu. From here you can access your COVID pass, view your medical record, book appointments and order your repeat prescriptions.

How to set up a SystmOnline account

IMPORTANT

If you do not have a SystmOnline account you must apply for one by downloading an application form from our website at www.BillesdonSurgery.co.uk, or you can pick one up from reception.

When returning your application form we will need to see two forms of ID. A photo ID (such as a passport or drivers licence) and an address ID dated within the last 3 months (such as a utility bill or bank statement). Failure to provide the required ID may delay your account. When your application has been approved we will text, email or send in the post your log-in details (depending on the preferences on your form).

Please read and understand the full terms and conditions on page 2 of the form.

1

Login

If you already have a username and password, enter them here.
If you do not have a username and password, contact your practice to register for SystmOnline.

Username
Password

Enter your user name and temporary password from your text, email or letter from the practice

Login



[I've forgotten my password](#)

Link Account

If you have been given an account ID and linkage information by your practice, you can sign up below.

[Sign up](#)

Third Party Linked Account

[Reset Third Party Linked Accounts](#)
[Re-Issue Third Party Passphrase](#)

For any further questions or assistance, contact your practice.

2

Change Password

Enter your current password and then the password you want to use from now on.

Passwords are case sensitive and must be at least 8 characters long. They must contain characters from 3 out of the 4 character groups:

- Upper case letters (A-Z)
- Lower case letters (a-z)
- Numeric characters (0-9)
- Non alphanumeric characters (e.g. !"£\$%).

Your name should not be in your password.

Current password

New password

Confirm new password

Submit



Choose a new password

3

Sign up for SystemOnline

Fill in the fields below to sign up for SystemOnline.

Account ID

Account linkage passphrase

Organisation code

Surname

Date of birth

Sign up

Back



Enter your Account ID, Linkage Key / Passphrase, Organisation Code, Surname and Date of Birth

4

Your Appointments

Book Appointment
 Future Appointments
 Past Appointments

Your Records

Patient Record
 Summary Patient Record
 Childhood Vaccinations
 View Test Results
 Record Audit
 Questionnaires
 Manage Sharing Rules
 Sharing Requests
 Consent to Share Settings

Your Medication

Request Medication
 Outstanding Prescription Requests
 Change Pharmacy

Your Account

Messages
 Change Contact Details
 Change Password
 Manage Online Services
 Manage Account Users
 Link Account
 Reset Account
 Account Information
 Online Usage Audit

You are now signed in and can access online services

LAST PAGE: Useful links



USEFUL LINKS



Billesdon Surgery <https://www.BillesdonSurgery.co.uk>



NHS App <https://www.nhs.uk/nhs-app>



NHS App Support <https://www.nhs.uk/nhs-app/nhs-app-help-and-support>



SystemOnline <https://systemonline.tpp-uk.com/>



SystemOnline Support <https://systemonline.tpp-uk.com/2/help/help.html>



TPP SystemOne Contact <https://systemonline.tpp-uk.com/2/SendQuery>



Airmid App <https://tpp-uk.com/products/airmid/>