

Patient Access Setup Guide

MEADOWBRIDGE SURGERY

ANDROID & MOBILE REGISTRATION GUIDE

IMPORTANT INFORMATION BEFORE YOU START

- **Use the App:** *Note: It is easier to set up if you use the patient access app, rather than the website!*
- **Second Device Required:** Have a second mobile ready if possible.
- **Northern Ireland (NI) Patients:** Use the 'Pink Patient Access Registration Link', which is specifically for NI patients.
- **Email Requirements:** Each patient including children has to have a unique email address.

(Note: it is possible to have more than one person on that mobile as long as it can access multiple email addresses).

STEP 1: Install Required Applications

- Download the patient access app on the mobile you will use, which can be downloaded from the play store.
- Download Microsoft Authenticator app: it is free!

Note: People are having problems with the authenticator apps, so make sure you find the microsoft authenticator app that is free. The Microsoft one works.

- Do nothing with apps at this time but place them somewhere accessible on home screen of your mobile.

STEP 2: Retrieve Your Practice Codes

- Write down on paper the codes which your practice sent or print emailed information.
- If you don't have the codes contact Meadowbridge by email - **reception.z00382@gp.hscni.net** and ask for them.

STEP 3: Register Your Patient Access Account

- Open patient access app: Click register.
- Ensure you are following the pink registration link meant for NI patients.
- **CRITICAL:** Do not open NHS login (for England only!).
- Create the account with your personal details.
- Enter an email address and verify on your mobile device; make sure you click remember me.

STEP 4: Configure Secure Sign-In & Authenticator App

- Sign into patient access and follow the next steps.
- Set up the link to Microsoft Authenticator App: create a new Microsoft account for the email you are using if you don't already have one (this is free).

- Go back to the patient access app and access the QR code; take a photo with the second mobile and it will be in the gallery of that second mobile.
- Open Microsoft applicator app again and click a button on the bottom right that allows you to enter a QR code.
- On the mobile you are setting up the system, photograph the QR picture that you have in the gallery of the second mobile, which will now link.

(Note: there are other ways of doing this and if you get the opportunity turn off the screen lock).

STEP 5: Link to Meadowbridge Surgery

- Open patient access app and continue to link app to Meadowbridge using the codes.
- Allow use of NHS number.

Note: if you press the number on the authenticator app it should copy and then if you press the box in the patient access app it should paste.

Patient Access Support Guide

Direct Email Support: Support@patientaccess.com

How to Access Live Chat

1. Go to patientaccess.com
2. Click on "Technical Support" (blue bubble in the bottom right hand corner)
3. Click "Ask" at the top (next to where it says "Answers" which is automatically highlighted)
4. Click "Chat"
5. You will now be in a live chat window.

How to Access Support E-mail Messaging

1. Log into Patient Access
2. On the home screen scroll to the bottom
3. Click on "Visit support centre" under the section "Need help using Patient Access"
4. Click "Technical Support"
5. Click "Contact Technical Support" at the bottom of the page
6. Fill in all the relevant contact details and a summary of the issue
7. Click Submit.