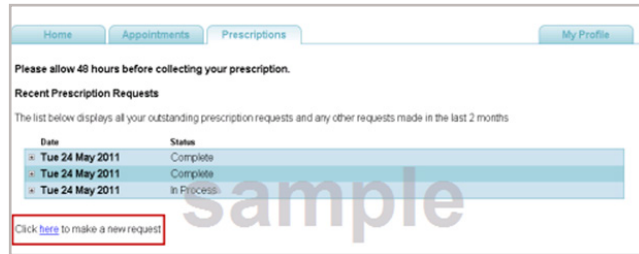


# Request your repeat medication online

## Request a Repeat Prescription

1. Once logged in click on the **Prescriptions** tab. This displays all previous online requests in a period defined by your GP practice.



2. To request a new repeat prescription click on the link "Click here to make a new request".
3. Your available repeat prescriptions are displayed in the Available Repeat Prescriptions list. Tick the box next to the required item(s) and click on **Request Selection**.

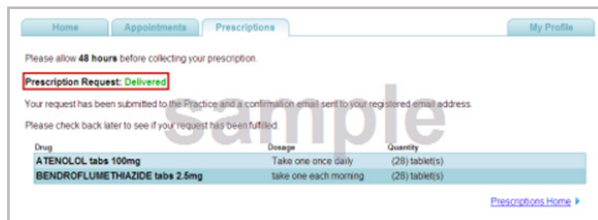


4. The **Confirm Repeat Prescription Request** screen is displayed. Check you have selected all the items you require. Depending on your practice's settings, you may be able add a message to the request if you wish (max 1000 characters).

### Online Prescriptions – Confirm Selection

Click on **Submit Request**. The request is now sent to your GP practice.

If delivery is successful, a **Prescription Request: Delivered** confirmation message will be displayed. You will also receive an email confirmation message and/or an SMS (if used at your practice).



## Patient User Guide

## Creating An Online Account

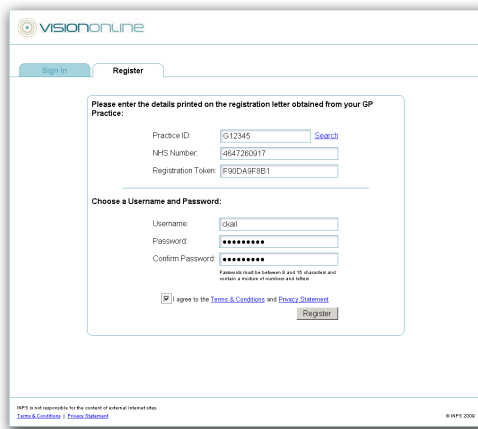
You will have received a letter from your GP practice. This will contain:

- **Website Address**
- **Practice ID**
- **Patient ID (NHS, CHI, or H&C number)**
- **The Registration Token**

You will need these details to create your online account.

### To Create your Account:

1. Open your Web Browser, go to [www.myvisiononline.co.uk](http://www.myvisiononline.co.uk), click on the **Register** tab.
2. This will open the Online Services Register screen.

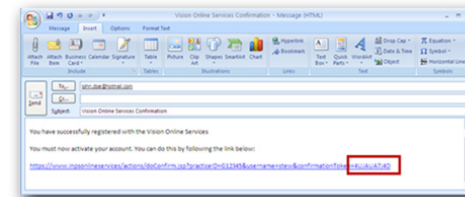


3. Type the **Practice ID** in the required field.

NOTE: This is case sensitive. The number zero will be shown as 0, characters which do not have a line through are letter 'O'.

4. Type your **Patient ID** in the box.
5. Type your **Registration token** in the box.
6. Create a **username**. This must be unique. If the name already exists, registration will fail, change the username and continue.
7. Create a **password**, this must be at least 8 characters long and must contain at least one number or letter. Passwords are case sensitive.

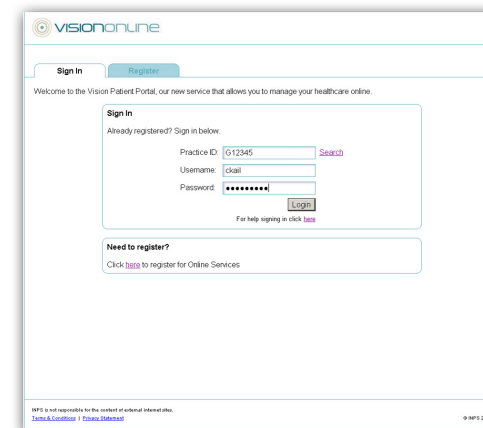
8. Retype the password in the Confirm Password box.
9. Click the tick box to agree terms & conditions and privacy statement.
10. Click the **Register** button to complete the registration process. You will need to activate your online account before it can be used.



11. You will receive an email message, with a link to activate your account. Click on the link.
12. Your online account is now active. You can now proceed to book or cancel appointments and request repeat prescriptions.

## Sign In

1. Go to the website [www.myvisiononline.co.uk](http://www.myvisiononline.co.uk).
2. Click on the **Sign In** tab, type your Practice ID in the required field.



3. Type your username; then type your password in the password box. Remember your password is case sensitive.
4. Click the **Sign In** button; you now have access to Online Services.