

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 Vision Online Appointments.

## Making an Appointment

1. Click on the link on the website.

Click [here](#) to book a new appointment.

### Link to book appointment

2. Select an appointment from the list or use the drop down filters to edit the selection.

### Available Appointments

3. Select an Appointment and click the **Book** link.
4. Check the Appointment details and click **Book Appointment** link to confirm.
5. You will receive an email to confirm this appointment.

## Cancel an Appointment

1. Review your booked appointments on the Appointments tab.

2. Click **Cancel** for the appointment you wish to delete. Select a cancellation reason from the drop down list.
3. Check the details, and then click **Cancel Appointment**.
4. You will receive an email to confirm cancellation of this appointment

# Vision Online Services

## - Appointments -

## Patients User Guide



[www.myvisiononline.co.uk](http://www.myvisiononline.co.uk)

## Creating An Online Account

You will have received a letter from you GP Practice. This will contain:

- Website Address
- Practice ID
- Your NHS Number
- The Registration Token

You will need these details to create you online account

### To Create your Account

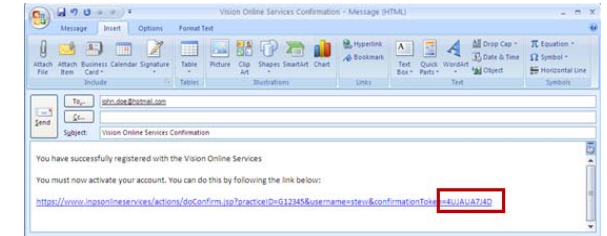
1. Open your Web Browser, type the website address, which is printed on the letter.
2. This will open the Vision Online Appointments Register screen.

Online Registration Screen

3. Type the Practice ID in the required field.
4. Type your NHS number in the box.
5. Type your Registration token in the box.

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

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.



Activation Email

12. Your Vision Online Appointments account is now active. You can now sign in and proceed to book or cancel appointments.

## Sign In

1. Go to the website [www.myvisiononline.co.uk](http://www.myvisiononline.co.uk)
2. Type your Practice ID in the required field.

Sign In