

Increasing Online Access



Frequently Asked Patient Questions

1. Patient Problems Logging into Vision Online Services (VOS)		
1.1 Forgotten Username	If you have forgotten your username, a link is available on the online website Log in Screen stating ' Forgotten Username '. Click on the link, you will be asked to confirm your Practice ID (Practice Name) and answer a pre-selected security question. Having completed the questions you will be able to send yourself a reminder email to your registered email address.	Note: Patients will be asked a security question which would have been selected/agreed as part of your online registration process. Please check you have completed the registration process (See 1.4). If you have registered and forgotten your security answer you will have to contact the practice and request that a new registration letter be sent to re-register.
1.2 Forgotten Password	If you have forgotten your password, a link is available on the Log in Screen ' Forgotten Password '. You will be asked to confirm your Practice ID (Practice Name) and answer a pre-selected security question. Having completed the questions you will be able to send yourself a reminder email to your registered email address.	Note: Patients will be asked a security question which would have been selected/agreed as part of your online registration process. Please check you have completed the registration process (See 1.4). If you have registered and forgotten your security answer you will have to contact the practice and request that a new registration letter be sent to re-register.
1.2 Forgotten Username and Password	Repeat steps outlined in section 1.1 and 1.2 of this Frequently Asked Questions Guide.	
1.3 Account Temporarily Locked	After 5 unsuccessful log in attempts, your account will be temporarily locked for 4hours and the following message will be displayed "Due to too many unsuccessful login attempts, your account has been locked for the next 4 hours". Practice staff can unlock your account in the case of an emergency.	
1.4 Unable to Login Online, registration process not completed	Patients experiencing issues logging into their Online Account will need to check that they have completed the Online Registration Process. In the 'Top Right' hand corner of the Vision Online Service Webpage there is a ' Help ' icon displayed, click on the icon and step by step guide will be displayed follow and complete. Should you continue to encounter problems please contact your GP Practice.	
1.5 Lost Registration Confirmation Letter Before Registering Online	Patients are advised to contact their GP Practice and request that they re-create their Online Account, this will then generate a new confirmation letter for the patient with a new registration token.	



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1.6 Account Registered but Not Activated	When your registration letter is created it will come with a registration token written within the main body. This token will have an expiry date and will require you to register and activate your account as soon as possible. If it has been some time may need to have your Online Account re-created and a new registration letter generated with a token, please contact your GP Practice.
1.7 GP System Unavailable	On occasion patients may find that the Vision Online Service (VOS) website is unavailable, an error message will be stated to inform patients accordingly. Should these problems continue please contact your GP Practice.

2. Repeat Prescriptions Issues

2.1 Items normally ordered not available on list of prescriptions	Patients are to be reminded that only 'Active' Repeat Masters are available for selection, any Repeat Masters that have expired or are awaiting re-authorisation will not be displayed on the website.
2.2 Prescription Requests Fail	In the event of you having completed your online prescription request and having received a 'Failed Message'. Patients are advised to try the link to resend the message or try again later, if the problem persists patients are advised to contact their practice.

3. Problems Booking Online Appointments

3.1 Items normally ordered not available on the list of prescriptions	<p>Patients are reminded that it may be easier to search between dates rather than looking for a specific date.</p> <p>In the Book and Appointment search filter under Date Period you can select the 'Between Dates' option. Select 'Between Dates' from the Date Period drop-down list, a Select Range window opens displaying two calendars. Change the month and/or year using the drop-down menus or arrows at the top of each calendar, then select the start date on the first calendar and an end date on the second calendar. The selected date range is displayed in the search filter.</p> <p>You can save the Clinician/Clinic and location selections you have made to use again next time you make an appointment. Click Save Filter. You are then prompted 'You have selected to save the current filter. This will make your selections for Clinician/Clinic and Location the defaults next time you wish to book an appointment'. Click Save Filter to confirm. You are then prompted 'Your filter has been saved successfully'. Click Close to Finish.</p>
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