# **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).

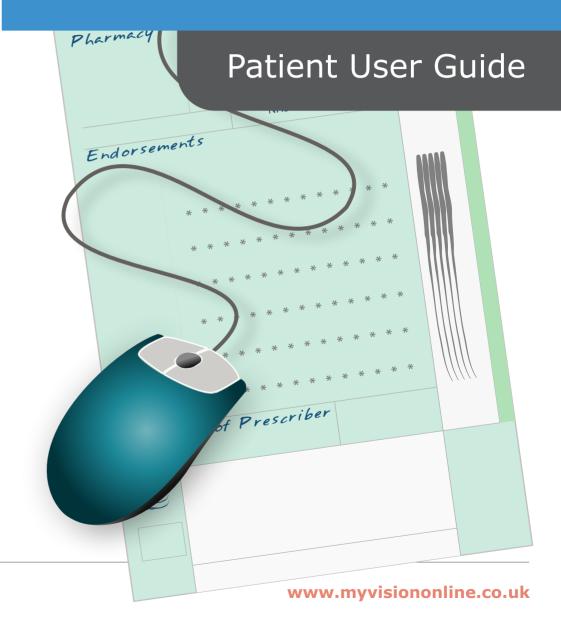
#### Online Prescriptions - Confirm Selection

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).



# **Request** your repeat medication **online**





# **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 <a href="https://www.myvisiononline.co.uk">www.myvisiononline.co.uk</a>, 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.
- 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.

