

# Patient Access online registration

If you have enabled online registration for Patient Access, your patients can create an account on the Patient Access website by providing personal and security information. Patients can then book an initial appointment online, but they can't view or take any action on appointments booked using other methods, nor can they use any other Patient Access features. You can still register patients for Patient Access yourself, but by enabling online registration you can cut down your workload and give patients the opportunity to create their own accounts.

To create an account, your patients need to follow these steps:

1. Go to <https://patient.emisaccess.co.uk>, or click the **Patient Access** link towards the top-right of the [www.patient.co.uk](http://www.patient.co.uk) website.
2. On the Welcome page, select **Register**.



3. On the next screen, when asked if they have already been given a PIN and Access ID by their GP, select **No**.
4. Follow the prompts to find the practice and add their personal and security details.

When patients have created their account, you need to either accept or reject their account request.

## Accepting and rejecting Patient Access account requests (online registrations)

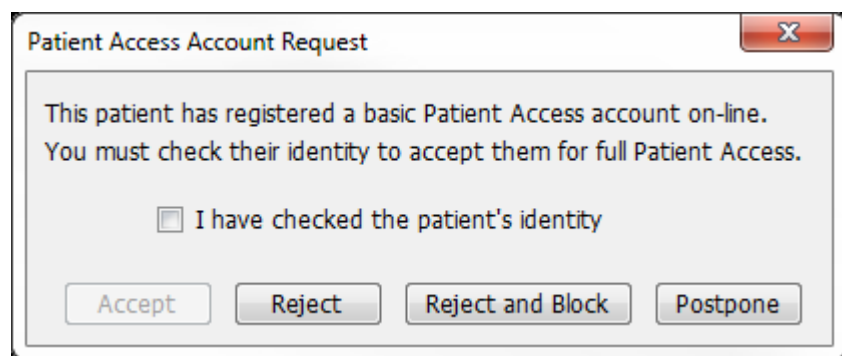
You *must* check patients' identity before accepting account requests.

Online registration account requests and rejected requests are displayed in the Patient Facing Services section of the Registration module in Workflow Manager, and you can use the ribbon options to accept or reject account requests. For help with processing these requests, look at [Managing Patient Access using Workflow Manager](#).

We recommend online registration tasks that are still outstanding after 3 months, i.e. the patient has failed to attend with ID, should be rejected and the patient will have to register again.

As well as (or instead of) processing account requests using Workflow Manager, you can accept or reject them when patients who have made an account request arrive for an appointment.

To be accepted for a full Patient Access account, patients need to bring proof of identity when they next visit your organisation, and you need to accept their account request. When a patient who has used online registration to create a Patient Access account is marked as arrived for an appointment at your organisation, the following message is displayed:



*Account request message*

If your organisation uses a self check-in system, receptionists won't see this message, so you need to put a local procedure in place to make sure that online registrations are managed correctly.

From this message, you can select one of the following options:

- **Accept:** this option gives the patient a full account, with access to all enabled features. The Accept option is disabled until you select **I have checked the patient's identity**.
- **Reject:** this option removes the patient's basic account and places their registration request into

the Rejected Online Registration section of the Registration Module in Workflow Manager.

- **Reject and Block:** this option has the same effect as rejecting the request, but also prevents the patient from using online registration in future.
- **Postpone:** this option postpones processing the account request, so that you can process it later in the Patient Facing Services section of the Registration module in Workflow Manager.