

## Trouble Signing In

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### Signing in for the first time

If you are an **existing user** and this is the first time that you have used the new Patient Access then please sign in as normal using your **User ID**.

Once you have done this, you have the option to confirm your account details which includes confirming an email address you would like to use for future sign ins.

Until you confirm this sign in email address you can continue to sign in with your User ID.

More details about this can be found in this article (<https://support.patientaccess.com/signing-in/sign-in-for-the-first-time>) and video (<https://support.patientaccess.com/videos/sign-in-for-the-first-time>).

### I can't sign in and my details are correct

Even if you are confident you have the correct details, try recovering your User ID (using this link (<https://app.patientaccess.com/forgot/user-id>)) and resetting your password (using this link (<https://app.patientaccess.com/forgot/password>)).

### I've tried resetting my password, but I never receive it

Your practice may have a old, or incorrect, email address for you on the practice system. Contact the practice to update this and then try resetting your password again.

### Can I share a sign in email address?

Unfortunately not.

If you want to use a sign in email address to make sign in easier then it needs to be associated with only one Patient Access account. This is because we need to be able to uniquely identify you when you sign in.

If you currently use the same email address at your practice to allow them to communicate with multiple people (for example husband, wife and son) then one person can choose to use this email address for sign in while the other people can continue to sign in with their User ID.

Alternatively, you may want to consider adding additional email addresses to your existing email account.

#### Still having a problem?

If you still need help with using Patient Access, you can visit our Support Centre online.

If you want to discuss medical issues, please contact your practice

