

# SystemOnline User Guide

Access the main Systmonline screen,

- typing in to your browser ribbon <https://systmonline.tpp-uk.com> (not the search engine.)



- or by clicking on the app on your smartphone.

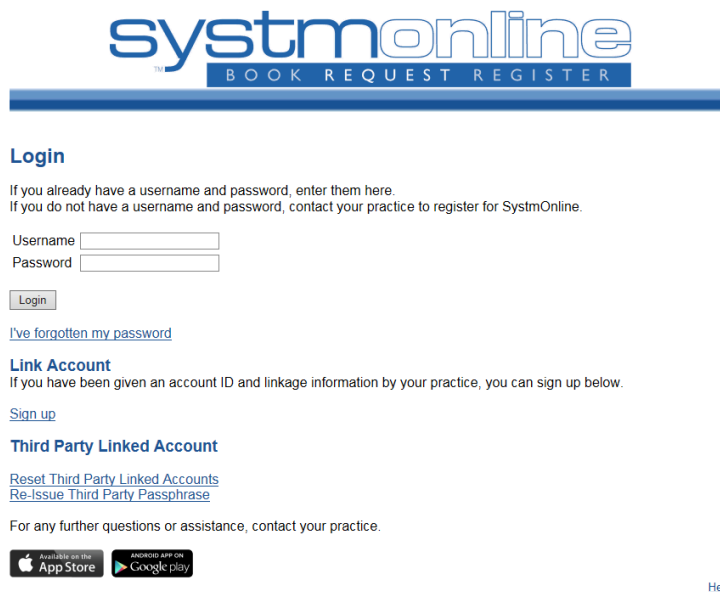
systmonline

- or use the link on our website: <https://frizinghalmedicalcentre.co.uk>, scroll down the home page till you see SystemOnline logo and click on the logo, this will take you to the log in page.

## Using SystmonLine on a laptop or computer

On the log in screen you can either log in using existing details

You will initially be given a random password and when you log on for the first time, you will be prompted to change it to something more memorable.



**systmonline**  
BOOK REQUEST REGISTER

### Login

If you already have a username and password, enter them here.  
If you do not have a username and password, contact your practice to register for Systmonline.

Username   
Password

[I've forgotten my password](#)

### Link Account



If you have been given an account ID and linkage information by your practice, you can sign up below.

[Sign up](#)

### Third Party Linked Account

[Reset Third Party Linked Accounts](#)  
[Re-Issue Third Party Passphrase](#)

For any further questions or assistance, contact your practice.

[Help](#)



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*The Log In Screen*

If you are not registered for this service, please contact any of our receptions at the surgery or download the form from our website.

If you have forgotten your password this can be reset by clicking the **“forgotton password”** link on the log in screen, or by contacting the surgery. You are best to use the forgotten password link as you will be required to come to the surgery with ID to collect a new password.

Please note - Usernames are usually in the format of FirstnameSurnameDDMMYY (DDMMYY being your date of birth). Passwords should contain at least 1 non-alphanumeric symbol, for example ! \* £ % etc.

Once you log in you will come to the Home screen. You can get back here anytime by clicking the **“Home”** button on the Blue Toolbar at the top of the page.

**Please DO NOT use the back button on your browser at any point as this may result in an error.**

Home	Book Appointment	Future Appointments	Questionnaires	Help	Logout
Ms Paddington Bear Date of birth: 21 Feb 1994 Address: 1 The Hollow, Ilfracombe, Devon, EX34 8EG		Warwick Practice (Ilfracombe) St. Brannocks Road, Ilfracombe, Devon, EX34 8EG		General: 01271 863119	


IN DECEMBER 2015 TPP ( THE SYSTMONLINE SUPPLIER) MADE SOME CHANGES TO SYSTMONLINE FOR REPEAT MEDICATION ORDERING.

TO ORDER MEDICATION FROM YOUR REPEAT LIST CLICK ON MEDICATION BELOW AND THEN CLICK MEDICATION AGAIN TO BRING UP YOUR REPEAT MEDICATION LIST.

IF YOU JUST SELECT PRESCRIPTION REQUESTS THIS WILL ONLY SHOW YOU A LIST OF YOUR PREVIOUSLY SUBMITTED REQUESTS IT WILL NOT ALLOW YOU TO ORDER REPEAT MEDICATION.

**Home**

- Appointments
- Medication
- Patient Record
- Messages
- Questionnaires
- Online Account Management
- Help
- Logout




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*The Home Screen*

## Booking an appointment:

Select **“Appointments”** from the list on the home screen. On the appointments screen you can choose to book an appointment, view a list of your future booked appointments, or a list of your past appointments. You can also skip straight to the booking screen by clicking on **“Book Appointment”** on the blue Navigation bar at the top of the screen.

Select **“Book Appointment”**. This will take you into the available sessions screen. You can select different dates from the pull down list where available; however we only allow patients to book up to 2 weeks in advance. If no appointments appear then there are no available pre-bookable appointments.



Home Book Appointment Future Appointments Questionnaires Help Logout

Ms Paddington Bear  
Date of birth: 21 Feb 1994  
Address: 1 The Hollow, Ilfracombe, Devon, EX34 8EG

Warwick Practice (Ilfracombe)  
St. Brannoeks Road, Ilfracombe, Devon,  
EX34 8EG

General: 01271 863119

Please be aware that we are encouraging our patients to book doctors appointments with their registered GP. For this reason we have limited the bookable appointments to your registered GP only. If your GP is away or none of the available appointments are convenient, please contact us at the surgery and we will be happy to book you in with an alternative GP. If you would like to change your registered GP, you can do so by contacting the practice.

### Book Appointment

#### Available Sessions


Show sessions for period  at

Woolacombe Warwick  
Warwick Practice (Ilfracombe)

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointments
Monday 18 Jan 2016	08:30	09:20	Woolacombe Warwick	Dr Richard Cullen (Male)	Session	<input type="button" value="View"/>
Monday 18 Jan 2016	14:50	16:50	Warwick Practice (Ilfracombe)	Dr Richard Cullen (Male)	Session	<input type="button" value="View"/>
Tuesday 19 Jan 2016	08:40	11:20	Woolacombe Warwick	Dr Richard Cullen (Male)	Session	<input type="button" value="View"/>
Tuesday 19 Jan 2016	14:30	16:40	Warwick Practice (Ilfracombe)	Dr Richard Cullen (Male)	Session	<input type="button" value="View"/>
Tuesday 19 Jan 2016	18:40	19:10	Warwick Practice (Ilfracombe)	Dr Richard Cullen (Male)	Session	<input type="button" value="View"/>
Friday 22 Jan 2016	08:40	11:20	Woolacombe Warwick	Dr Richard Cullen (Male)	Session	<input type="button" value="View"/>
Friday 22 Jan 2016	14:40	17:00	Warwick Practice (Ilfracombe)	Dr Richard Cullen (Male)	Session	<input type="button" value="View"/>
Monday 25 Jan 2016	08:30	09:20	Woolacombe Warwick	Dr Richard Cullen (Male)	Session	<input type="button" value="View"/>
Monday 25 Jan 2016	14:40	16:40	Warwick Practice (Ilfracombe)	Dr Richard Cullen (Male)	Session	<input type="button" value="View"/>

The Available Sessions Screen

The list will show the available sessions for your GP on specific dates. You will need to click on the “**View**” button next to the session to take you into the booking screen to see the individual appointments available.



Home Book Appointment Future Appointments Questionnaires Help Logout

Ms Paddington Bear  
Date of birth: 21 Feb 1994  
Address: 1 The Hollow, Ilfracombe, Devon, EX34 8EG

Warwick Practice (Ilfracombe)  
St. Brannoeks Road, Ilfracombe, Devon,  
EX34 8EG

General: 01271 863119


### Available Appointments

This is a list of available appointment times.  
Choose a time for your appointment and click Book.

**Session for Dr Richard Cullen (Male) at Warwick Practice (Ilfracombe) on Monday 18 Jan 2016**

Slot Type	Start Time	End Time	Duration (minutes)	Book Appointment
28 Day 28 day embargo	14:50	15:00	10	<input type="button" value="Book"/>
28 Day 28 day embargo	15:00	15:10	10	<input type="button" value="Book"/>
28 Day 28 day embargo	15:30	15:40	10	<input type="button" value="Book"/>
28 Day 28 day embargo	16:10	16:20	10	<input type="button" value="Book"/>
28 Day 28 day embargo	16:40	16:50	10	<input type="button" value="Book"/>
28 Day 28 day embargo	16:50	17:00	10	<input type="button" value="Book"/>

[Help](#)



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The Booking Screen

To book an appointment click the “**Book**” button next to your preferred appointment time.

On the following screen, please check the appointment details are correct, and then click “**Book Appointment**” to book it.

You will then be taken to a confirmation screen where you can print your appointment details or return to the appointment booking screen. You can also select one of the buttons on the top blue navigation bar i.e. “**Log Out**”.

## Ordering Repeat Medication

To order your repeat Medication, click on the “**Medication**” link on the home page to take you into the medications screen.

The screenshot shows the 'systemonline' website interface. At the top, there is a navigation bar with links: Home, Book Appointment, Future Appointments, Questionnaires, Help, and Logout. Below this, a table displays user details: Ms Paddington Bear, Date of birth: 21 Feb 1994, Address: 1 The Hollow, Ilfracombe, Devon, EX34 8EG. To the right, it shows the Warwick Practice (Ilfracombe) address: St. Brannoeks Road, Ilfracombe, Devon, EX34 8EG, and a General phone number: 01271 863119. The main content area is titled 'Medication' and contains links for Home, Medication, Prescription Requests, and Change Pharmacy. A 'Help' link is also present. At the bottom, there is a TPP logo and a footer with the text: 'Last logged in to the SystemOnline website on 15 Jan 2016 12:45. All materials on this website are the copyright of TPP. All rights are reserved. [EULA](#) and [Privacy Policy](#)'.

*The Medications Screen*

This will give you another set of options. Clicking on “**Medication**” again will take you into the medication ordering screen where you can order your medication. The “**Prescription Requests**” link will take you to a list of previously requested medication, and the “**Change Pharmacy**” will allow you to change which pharmacy your prescription is automatically sent to if you are signed up for Electronic Prescription Service (**EPS**) – please note you will not be able to use this function unless you have signed up for this service. Further details on Electronic prescribing and a form are available at Reception or your chosen Pharmacy.

Click on the “**Medication**” link.

The screenshot shows the 'Medication' ordering screen. At the top, there is a table with patient details: Date of birth: 21 Feb 1994, Address: 1 The Hollow, Ilfracombe, Devon, EX34 8EG, and St. Brannoeks Road, Ilfracombe, Devon, EX34 8EG. Below this, the 'Medication' section contains instructions: 'To order medication from the practice, tick which items you would like to order and press the 'Request Medication' button. If the item you require is not listed or you need to include further information with your request then enter this information into the 'Medication request notes' field.' It also states: 'Once your request has been submitted, a member of staff at the practice will process your request and issue the medication ready for collection.' There are two radio buttons: 'Request existing medication' (selected) and 'Make custom request'. Under 'Request existing medication', there is a 'Recent Medication' section stating 'There are no recent medications to display.' and a 'Regular Medication' table with the following items:

	Drug
<input type="checkbox"/>	<b>Clenil Modulite 100micrograms/dose inhaler (Chiesi Ltd)</b> 200 dose - Inhale TWO Puff(s) twice a day Last Issued: Never
<input type="checkbox"/>	<b>Salbutamol 100micrograms/dose inhaler CFC free</b> 400 dose - inhale 2 doses as needed Last Issued: Never
<input type="checkbox"/>	<b>Ventolin 100micrograms/dose Evohaler (GlaxoSmithKline UK Ltd)</b> 200 dose - inhale 2 doses as needed Last Issued: 05 Mar 2015

Below the table is a 'Medication request notes' section with a text area and a warning: 'Notes entered into this field may be visible to all staff at the practice'. At the bottom, there are 'Request Medication' and 'Back' buttons, and a 'Help' link in the bottom right corner.

On the Medication ordering screen you will be given a list of medication which is on repeat. If you do not see anything on the list, it could be that it is not due for issue, or that it has not been put on repeat, in which case you will need to speak with the practice who will be able to advise you.

You can click the box next to all the medication you would like to request and you also have the option to free text into the notes box with any other requests, for example, to send the prescription somewhere different this time, or if you are going away and wish to order anything early. You can also add text notes on the following confirmation screen.

Click the **“Request Medication”** button when you are finish. On the following screen, check the details of the prescriptions you are ordering and add any notes, then click **“Request Medication”** again.

You will then be taken to a confirmation screen where you can print the page for your records, and return to the medications screen. You can also use the navigation buttons at the top of the screen to return to the home page or log off etc.

## Patients Record

This section allows patients to select whether they wish to view their **basic medical record** online (Summary Care Record – SCR). You can view your SCR which includes your allergies and any past or current medications. On the Patient Record Screen you also have an option to view your childhood immunisations and any test results if your practice has this option enabled.

## Questionnaires

This section contains any practice questionnaires which you can fill out. Please take a look at the available questionnaires; we would be very grateful if you could take the time to fill these out.

## Online Account Management

You can access the account management screen by clicking the link on the home page. From here you can:

- Send a change of details message to the practice if you have changed address/contact details etc.
- Change your SystemOnline Password
- Link your account to another person’s SystemOnline account, for example if ordering prescriptions for a friend or relative on a regular basis. Please note we will need confirmation from all parties to link accounts.
- Manage Online Services – Remove or request access to certain parts of the site.
- Reset your SystemOnline access (This will close your online account and you will need to contact the practice to regain access).
- View and manage linked account access
- View the help files for SystemOnline
- Log out.

## Help

This section contains further information on SystemOnline and help to answer any questions you may have.

## Logout

Clicking ‘Logout’ will log you out of SystemOnline.