

## Registering at 'The Waiting Room' – A Patients Guide

1. Complete the attached consent form to present to your GP surgery, taking appropriate identification with you.
2. You will receive a verification email, with a link that needs to be followed. Follow it and enter your postcode.

**Verify Email Address**

Please complete the following fields then click Verify:

Postcode:

3. On the next screen, click REGISTER, on the right.

**Log in to The Waiting Room**

The Waiting Room is a service that provides convenient 24 hour access to facilities previously available only by telephone or by visiting a practice.

For existing users of The Waiting Room, please enter your username and password in the boxes below and click on the Login button. If you have forgotten your password, please use the Lost Password link below.

Username:

Password:

[Lost Username or Password](#)

If you'd like to access these facilities for yourself or someone else, you can register an account using the button below.

4. Register with a username, password, email address and security question.

**Register User**

This page is used to register a new user within The Waiting Room. Please enter your desired details below.

**Username**

**Password**

Your password must:

- ▶ Be at least 8 characters in length.
- ▶ Contain at least 1 uppercase and lowercase character.
- ▶ Contain at least 1 number.

**Retype Password**

**Email Address**

For security purposes, please select a security question and provide a memorable answer. These will be required if your password needs to be recovered.

**Security Question**

**Answer**

Once registered, you will be prompted for activation information from your practice, which is required to access your services. If you do not have the activation information yet, the activation information can be entered at a later time once your account has been registered.

5. If successful, you will be shown this screen:

**Register User**

You have been registered successfully. Click continue to link your account to a patient. If you do not yet have the linkage details, you can do this later after obtaining the necessary information from your practice.

[Continue](#)

6. You will then receive an email containing 3 activation codes, a link to The Waiting Room and a deadline for when these codes will expire. If they expire, you will need to request new ones from your surgery. Follow the link in this email.

Copy and paste your activation codes and enter your postcode into their appropriate boxes and click **Link**

**Link Online User**

In order to access patient services, you need to associate your web account with an online user at your practice.

If you do not already have the details below, you will need to contact the patient's practice and ask them to provide the Account ID, the Linkage Key and the Practice (ODS) code.

**Account ID**

**Linkage Key**

**ODS Code**

For verification purposes, please provide your postcode.

**Post Code**

[Request Online User](#) [Link](#)

7. Your account has now been activated.

8. To access The Waiting Room, follow the link on your Surgery's website and enter your username and password (that you set up in step 4) and then click '**LOGIN**' - **DO NOT CLICK 'REGISTER'**.

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[Lost Username or Password](#) [Login](#) [Register](#)

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If you experience any problems, please contact your surgery.