

SystemOnline FAQ:

Q. I can't request my medication because it says I need a review by a GP or Nurse.

A. Use 'custom request' to manually request your medication. Do NOT book an appointment, if your GP needs you to attend for a review you will receive an invite.

Q. System will not let me request medication until a date that would mean I run out of medicines.

A. Please inform dispensary of this as we can adjust the issue duration.

Q. I cannot see my recent pathology results.

A. Please contact the Practice to investigate this for you.

Q. Can I request prescriptions for family members?

A. Yes, please contact the Practice IT Department to enable this, we will need the permission of the person you wish to add.

Q. I can't remember my password, can I reset it?

A. Yes, on the log in page, click on the "I've forgotten my password" link and follow the instructions, you will need your username and email address.

Q. I have access to another person's account, how can I switch user without having to log out?

A. Once you have finished with the account you are currently on, click the large SystemOnline Logo at the top right of the page and this will take you back to your homepage. Here there are 4 headers "Your Appointments" "Your Medication" "Your Record" "Your Account" – The first option under "Your Account" is – "View Alternate Patient/Practice" – clicking here will take you back to the start page and you can select the next person's account you wish to view.