**User guide for SystmOnline**

* Access Park Parade Surgery website at [www.parkparadesurgery.nhs.uk](http://www.parkparadesurgery.nhs.uk)
* Click on the **‘Clinics & Services’** option at the top of the home page screen
* Select **‘Online Services’** from the list on the left
* Go to the large blue highlighted **‘Click here’** option at the bottom of the screen
* Under the Login heading you will see where you can enter your username (which is usually your name & date of birth, all lower case & no spaces) & your password – then click **‘login’**
* Under Your Medication heading (on the right of the screen) click **‘Request Medication’**
* The screen will show you a list of your repeat medications. Please click in the small square box on the left of each medication, for each item you want to order (please note, you can tick all of your items on this page or just one, whatever is needed)
* If you would like to request a NON - REPEAT item which you have had in the past, please select **‘Make Custom Request’** – this will allow you to free-type your requested item in the box below. Please ONLY use this option for medication requests
* Click **‘Request Medication’**
* You have now completed your order - please allow 48 hours for your request to be processed
* **To send us a secure message** on the home page scroll down to **Your Account** and click on **Messages**. To send a new message click on the red **New Message** button and type in whatever you want to send. You can also add attachments such as letters, forms, photos if appropriate.
* From the drop-down menu above the message box you can select who to send your message to, but if sending to a GP bear in mind that they may not be there that day so it might be better to send to Reception and it will be reassigned as necessary.
* When we reply to your message you should receive an alert by text or email so please let us know what your preferred method of contact out of these 2 options is, if you haven’t already.
* When you log on you will see if you have unread messages if for any reason you don’t receive the alert eg you’ve changed your mobile number or email address and haven’t updated us.
* To log out, please click **‘Logout’** at the top right of the screen