How do I Migrate from Myvisiononline (My Vision Online) to Patient Services?

The website your practice uses for online patient services is changing. When your practice switches to the new service, you must migrate from www.myvisiononline.co.uk account to the new service, www.patient-services.co.uk, this may involve setting up a new user name and password.

⚠ **Important** - www.patient-services.co.uk is created and maintained by Vision, who continue to develop and maintain it. When you migrate to the new website you need to record your personal details and complete new security details. This enables Vision to assist you with any technical issues should they arise.

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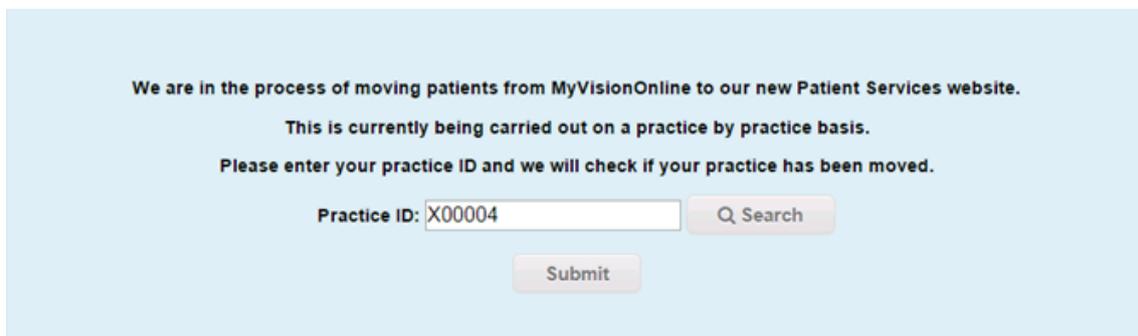⚠ **Important - This is for existing www.myvisiononline.co.uk users only.** If you have already been through the migration process, you must log in to *www.patient-services.co.uk*.If you have never registered for Online Services please refer to your GP practice for details.

To Migrate to Patient Services:

1. When you login to **www.myvisiononline.co.uk**, the following message is displayed, enter your **Practice ID** or select on **Search** to find it and select **Submit**.

   We are in the process of moving patients from MyVisionOnline to our new Patient Services website.

   This is currently being carried out on a practice by practice basis.

   Please enter your practice ID and we will check if your practice has been moved.

   Practice ID: X00004   🔍 Search

   Submit

2. The **Sign In** screen is displayed, enter your existing username and password and select **Sign In** `Sign In`.

3. Once your GP Practice is ready, the following message is displayed, select here to continue.

   Your practice has moved from myvisiononline.co.uk to patient-services.co.uk

   Click here to continue to the new website

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4. The Migration screen is displayed, enter your existing password again and select **Next**.

5. The **Account Details** screen is displayed, and needs to be completed:

   - **Username** - you can reuse your old username, (providing it meets the criteria displayed on screen), if this has already been used by someone else you will have to create a new one, that is unique to you, suggestions are displayed should you want to use them.

📒 **Note** - The only symbols allowed here are dots and dashes, so you cannot currently use your email address

   - **Password** - Type a new password, this must be a minimum of 8 characters containing at least one character from three of the following four character types

      – Uppercase letter

      – Lowercase letter

      – A number

      – A symbol.

   - **Confirm Password** - Retype the new password to confirm.

6. Read the **Terms and Conditions** and **Privacy Policy** and tick to agree.

7. Select **Confirm** [✔Confirm] to create your account.

8. The **Migration Complete** screen is displayed, select **Home** [⌂Home] to go to the Patient Services home page.

💡**Hints and Tips** - Make it easy to find the right website next time by book marking this page

🗐 **Remember** - Next time you need to use your GP online services ensure you use www.patient-services.co.uk with the new username and password you have just set up.

Full patient help is available from the Patient Services Help Centre at *http://help.visionhealth.co.uk/Patient_Services_-_Patient_Help_Centre/v1.7/Content/Home.htm*.