

# HAVING PROBLEMS WITH PATIENT ACCESS?

There have been two new developments on Patient Access for those who may be having problems with the online access site:

1. There is now a '**Contact Support**' button on the main sign-in page, where patients can have a live webchat with someone at Patient Access (see the blue arrow below on screenshot below).
2. There is also lots of information, including video tutorials and a 'get in touch' option, if patients click on the '**?Support Centre**' button on the main sign-in page (see the red arrow on screenshot below).

You can use either of these new options even when you are not logged on, so they are perfect for those who are having problems getting onto the site.

 Patient Access

## Welcome to the new Patient Access

In partnership with 

If this is your first visit to the new Patient Access, sign in with your User ID as normal. You can then confirm an email address for future sign ins. More can be found in this [article](#) and [video](#).

No User ID?

Show

Remember me

Sign in



 Support Centre

Register



 Contact Support