

# Patient Access Authentication and Signing in Guide

## Existing users authentication

**Note:** if you have biometrics (Face ID or Touch ID) enabled, you will not be asked to enter an authentication code each time you sign in.

If you are in England, you can use **NHS Login** to access your Patient access account instead.

## Installing an authenticator app

You will be prompted to install an authenticator app. This app will provide you with access to the Time-Based One Time Passcode (TOTP)

Many authenticator apps are free.

You can view the full list of free authenticator apps for each type of device via the link: [Sign-in or register using two-factor authentication | Patient Access Support Portal](#)

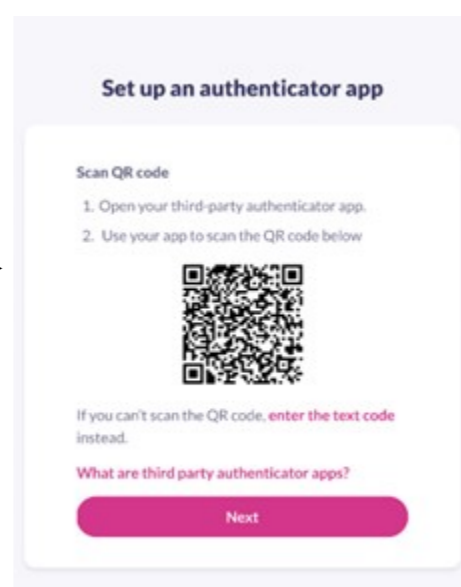
## Signing on to Patient Access

1. Enter your personal details
2. Click continue
3. Enter **email** and create **password**
4. Accept the **terms and conditions**
5. Click create account
6. Enter **mobile**
7. **Continue**
8. **Verify** your email.

## New users registering for a Patient Access account

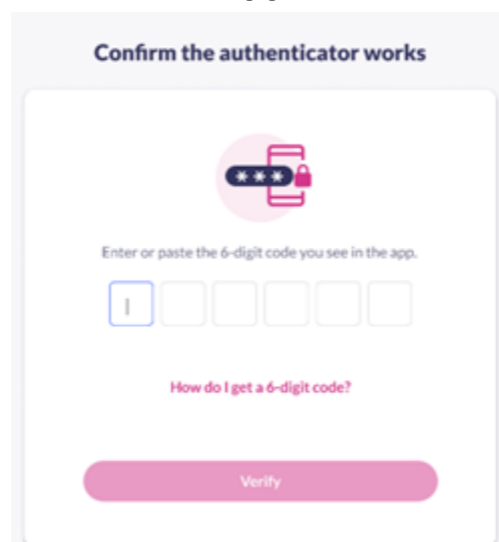
You will then be prompted to **install** the authenticator app (see left box)

Scan the QR code that appears in Patient Access

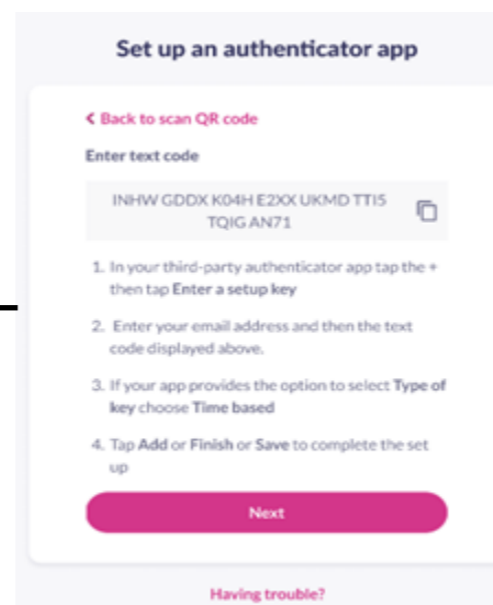


Enter the **6 digit code** that appears in your authenticator app and click verify.

When you next sign in you will be asked to enter your 6 digit code **using the authenticator app**



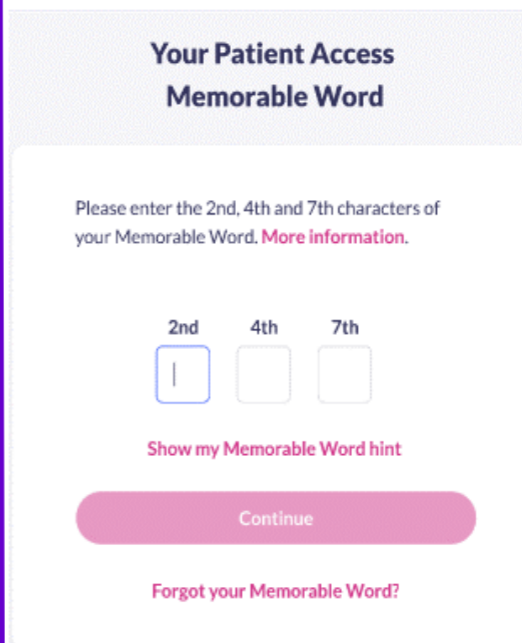
If you are unable to do so click **enter the text code** where you will be provided with a code to enter instead.



## Memorable Word

After signing in with your **username and password** you will be prompted to enter letters to your **memorable word**.

After this step you will be directed to the same process shown in the middle column. **Please proceed to follow those steps.**



Once completed you should be able to access Patient Access with your chosen method of authentication.

For further assistance please visit: [Sign-in or register using two-factor authentication | Patient Access Support Portal](#)

## SMS two-factor authentication

After signing in with your username and password you will receive a code via SMS text which you will input into the app. After this you will be directed to the same process shown in the middle column. **Please proceed to those steps.**

