

Engage Consult - Patient Guide No 1

How to sign up for Online Consultations with your GP Practice

Engage Consult is an online consultation service. You can use this messaging service to ask for help about a non-emergency medical problem or for general advice from your doctor or other members of the Practice team. By signing up to use this service, you can get advice from your Practice without the need to travel to the surgery or ring on the phone. Engage Consult can be used from any mobile phone, tablet or computer. You will need to have an email address to sign up.

Online consultations do not replace being able to meet your doctor, but give another option when a trip to the Surgery is not necessary. The Practice will reply with an answer to your question and tell you what you should do next. If you send your question within their online service times, you will usually get a reply on the same day. The Engage Consult service is easy to use, this guide will help you get started.

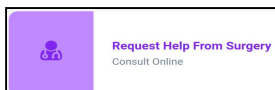
How to sign up to Engage Consult

Step 1

Go to your GP Practice website and Click on the **Online Consultation** link or the **Engage Consult** logo.

Do not click on “Online Services” or “Patient Access”.

You will see a number of coloured boxes. Click on the “Request Help from Surgery” box.



This may look different at your Practice. On the next screen, click on “Sign Up”.

The Sign Up page can also be found by clicking on the 3 small white lines in the top right hand corner of the screen.



Step 2

On the next few screens you are asked to enter your name, date of birth, gender and postcode. This information is used by the Practice to check that they can match you against the correct records. Please make sure they are entered correctly, do not use nicknames. On each screen click on “Continue” when you have entered your details.

Step 3

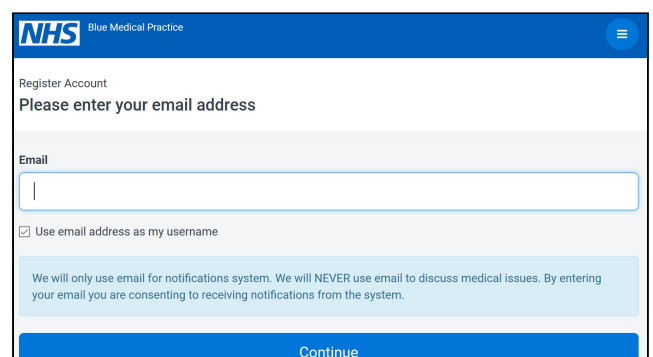
You are asked to enter your phone number. A mobile number is easier for the Practice but you can use a landline number. The system will remember it but it will also let you change the number each time you send in a message.

Step 4

Please read through the next screen and tick the boxes to agree to the End User Licensing Agreement Policy.

Step 5

Enter the email address you wish to use for Engage Consult. You will need to have easy access to this email address. When the Practice replies to a question you have sent, a message will be sent to this email address to let you know that a reply is waiting in your Engage Consult account. **Please Note: This email address will be used as your Username for Engage Consult.**



If you wish to use another Username, such as your own name, untick the box “Use email

address as my Username” and add the name that you want to use. Make a note of your Username.

When you press “Continue”, an email will be sent to this email address with a set of numbers. This is your passcode.

Step 6

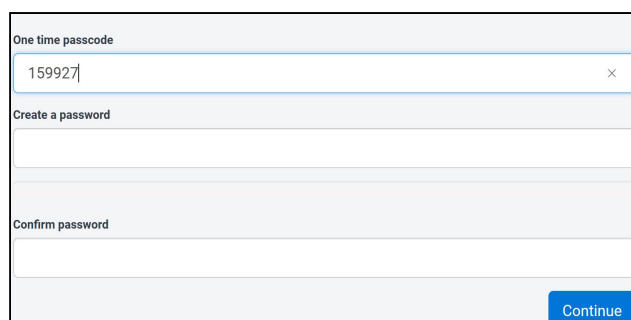
Go to your email account. There will be a message in your inbox with a one time activation passcode. The passcode is made up of 6 numbers. Click on the link with the blue writing to go straight to the Engage Consult screen shown in Step 7.

If you prefer, you can make a note of this code, or use the copy and paste function to make a record of the number.

Step 7

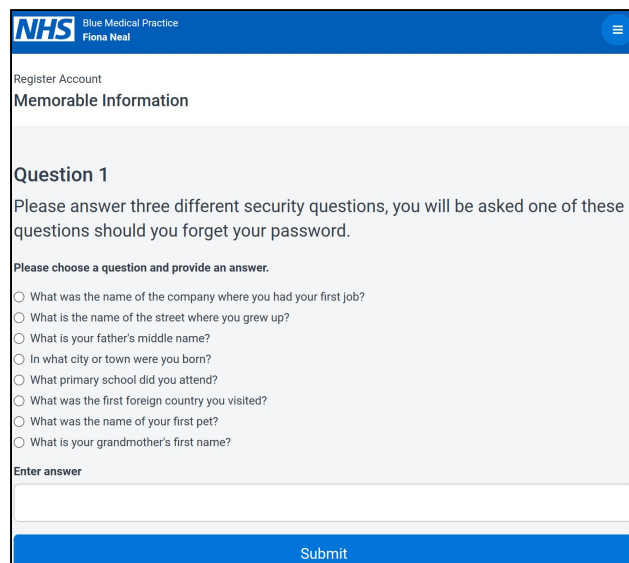
Go back to the Engage Consult screen (see below). This is where you set up your Password. If the passcode box is empty, add in the one time passcode you received in Step 6. Decide on your own password and record it twice. Use upper and lower case letters and also add in a number.

Your password allows you to use your personal Engage Consult account, only you should know it. Think of a password you will remember or make a record of it in a secure place. Do not share it with others.

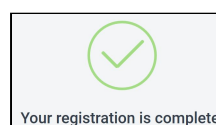


Step 8

If you forget your password at any time you can set up a new one. You will be asked for the easy to remember answers to 3 questions. To set this up, please choose a question, write your answer and click on “Submit”. You need to do this 3 times.



When you press “Submit” on your third question you will be told that your registration is complete.



Step 9

Congratulations. You have finished signing up for Engage Health Online Consultation Services.

You will get a message to your email address to confirm that you have finished Signing Up.

Step 10

Sign out of the system. To do this click on the 3 white lines in the top right corner of the blue bar and click “Sign Out”.

If you wish to send a message to your Practice please login by going to your Practice website and sign in with the Username and Password you have created.

The following guides are available from your Practice website.

Engage Consult Patient Guides:-

No 1: How to sign up for Online Consultations with your GP Practice

No 2: How to send a message to your GP Practice using Engage Consult