My Health Online Hints & Tips Sheet

There are 2 My Health Online websites so please ensure you are using the following website address: -

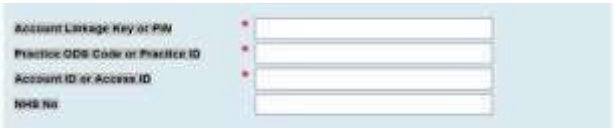
https://www.myhealthonline-emisweb.wales.nhs.uk/

We recommend saving this website to your favourites to avoid any confusion in the future.

Registering your MHOL Account

To register please ensure you click on: - **New users create your account here**

You will then be asked if you have received a registration letter from your practice. If you have not received a letter or have lost it, please contact the practice to obtain a new one. The registration letter will ask you to enter the following details which must be entered and are **case sensitive**: -



Please note that the NHS Number is not a mandatory field so we recommend you do not enter it as this may stop you from successfully registering.

When creating your password, you need to ensure it has upper- and lower-case letters, at least 1 number and a symbol such as ?!@ You must use the same email address that your GP practice has verified in their system to create your account. **Please note** that the security answers are case sensitive.

Once you have created your account please make a note of your log in details (please remember login details are **case sensitive**).

Issues Logging In

Are you receiving the following message?

'You have entered incorrect details, please check and try again. If you're having problems logging in, contact your practice for assistance.'

- Please refer to the forgotten details links located underneath the login boxes.

Please note that the Security answers when attempting to reset your account password are case sensitive so must be typed exactly how they were originally set up. If you are unable to successfully answer these questions then in order to access this service again, you will need to request a new registration letter from your Practice and click the 'Create your account here' hyperlink to re-register a new account.

Why can't I access my account using my Username?

- Please try accessing the account using your Practice and Access ID, if successful please refer to the 'Associate Username' button to update your account Username to something completely new as the service will not allow you to recycle previously used Usernames.

If your login details are pre-populated in the login boxes and you are unsuccessful in accessing the account, then please remove this information and manually type your details to ensure they are correct.

Prescriptions Ordering Advice

Please speak to your GP practice directly to add your nominated pharmacy as the point for where to pick up your prescriptions to make it easier and quicker to access your medication and avoid the practice at this current time. It will also be worth asking them to check your details are correct at the same time i.e. address, mobile number etc.

You can check on your My Health Online account under prescriptions to see the status of your prescription (we recommend giving at least 24 hours after the status has changed to processed to ensure your prescription is ready).

If you are still experiencing issues with registering or logging in to your My Health Online account please contact the service desk by email: mholsupport@wales.nhs.uk / Hours of support: Monday to Friday 9am to 5pm **Please include your full name, GP practice details and a description of the issue**.

Please note any queries relating to your medical record or if you are seeking medical advice including medication queries please contact your GP practice directly to discuss in further detail.