



Online Access useful hints and tips:

Please do not tick the 'remember me' option on online access applications, especially if more than one user uses the same device to access a different online access account.

If you are unable to log in, please ask for a reset form from the Practice so that we can reset your account. Please note that proof of ID **will** be required for account resets, this is a requirement to keep your account safe and secure.

If you have had your account reset, please allow 24 hours before trying to login.

If you are unhappy with Patient Access, an alternative online access supplier is available, Evergreen Life <https://e-life.co.uk/>

Both online access suppliers now let you use your email for your username so you do not have to remember a separate login name. However, we do advise you keep your original account set up letter containing your unique account ID, just in case!

Please note that the online access applications will only show **routine GP** appointments that are available. Online access does **not** display emergency appointments, please phone the Practice if you require an emergency appointment.

Bridgnorth Medical Practice