



## Using SystemOnline - A Guide for Patients

### About SystemOnline

SystemOnline allows patients or someone acting on behalf of the patient to proactively manage their care. The online services available for the 0-19 service include the ability to view childhood vaccinations that have been recorded in this SystemOne unit as well as booking appointments.

SystemOnline is available as a website or via apps, providing patients with convenience and flexibility when managing their care.

The SystemOnline apps can be used on Apple devices (iPhones and iPads) and on Android devices (mobile phones and tablets). They can be downloaded for free from the Apple App Store and from the Google Play Store. Simply click the relevant logo on the SystemOnline Login page.

Note: SystemOnline is only available from within the UK. You cannot access SystemOnline from abroad.

**SystemOnline website** → <https://systmonline.tpp-uk.com/>

**0-19 Universal Children’s Services Team (Mon-Fri 8am-6pm)** → 0300 111 1022 option 4

**0-19 Live Chat** – to start click the orange button on the bottom right-hand side of the page → <https://www.nhft.nhs.uk/0-19>

### Logging in to SystemOnline

If you are trying to use the SystemOnline service, you will be in one of the following situations:

1. You have a SystemOnline username and password

If you already have a SystemOnline username & password, you will still need to contact the 0-19 Universal Children’s Services Team on the above number or live chat via the 0-19 NHFT website to request access to the 0-19 Universal Children’s service appointment booking.

When you have been given access enter your username and password on the SystemOnline login page and click Login.



### Login

If you already have a username and password, enter them here.  
If you do not have a username and password, contact your practice to register for SystemOnline.

Username   
Password

Login

[I've forgotten my password](#)

If you have been granted online access to more than one organisation and/or more than one person then you will see the Choose Patient screen. Under the organisation you want to use click on the name of the person to choose that account.

You will then see the SystmOnline Home page, which shows your details and your healthcare organisation's contact details at the top.

Note: The online services available here will depend on the services your healthcare organisation has decided to offer.

You can navigate to all the online services from the Home page. To return to it, click Home in the blue menu bar.

## 2. You have no login information

If you don't already have access to SystmOnline (e.g. for your GP practice) please contact the 0-19 Universal Children's Services Team on the above number or live chat via the 0-19 NHFT website to request a SystmOnline username and password.

Once you have been set up you will receive some text messages from 'NHS-NoReply' containing your username, temporary password and a website link to verify your mobile number.



**Telephone Verification**

Enter your date of birth

Enter the telephone number to verify

### Reject

Click Reject if the telephone number is wrong.

Enter the telephone number to reject



Successfully verified telephone number

If you have problems logging in please contact the 0-19 Universal Children's Services Team on the above number or live chat via the 0-19 NHFT website.

## Changing/Resetting Your Password

You will initially be given a random password and when you log on for the first time, you will be prompted to change it to something more memorable. Passwords must be eight or more characters long and must contain at least one letter (a-z), at least one numeric character (0-9) and one non-alphanumeric character, e.g. '!' or '?'.

If you need to change your password at any other time:

1. Click the Online Account Management link on the Home page.
2. Click the Change Password link on the Online Account Management page.
3. Type in the current password.
4. Type in the new password.
5. Re-type the new password.
6. Click Submit. You are advised to memorise the new password. Do not write it down or disclose it to anyone else.
7. Click Back to return to the Online Account Management page or Home on the blue menu bar to return to the home page.

If you forget your SystmOnline password, please contact the admin hub [on the above number or live chat via the 0-19 NHFT website](#) who will be able to reset your password for you.

If you enter your password incorrectly five times you will be unable to log on to SystmOnline and your account will be suspended. On SystmOnline you will get an error message stating that your username or password is incorrect. You will need to contact the 0-19 admin hub to re-enable your online account.

## Logging Out of SystmOnline

To log out:

1. Click the Logout link on the Home page or Logout on the blue menu bar.
2. Close your Internet browser.

Note: The website will automatically log out after a period of inactivity. Type in your username and password to log in again.

## Switching Organisations/Patients

If you have been granted online access to more than one organisation and/or more than one person you can switch accounts without logging out. E.g. if you have twin development reviews to book

1. Click the Choose Patient link on the Home page.
2. This takes you to the Choose Patient screen; select which account you would like to open by clicking on the patients name under the organisation you want to access.
3. You will then see the SystmOnline Home page, which shows the selected patients details and chosen organisation contact details at the top.

## Managing Appointments with SystmOnline

By clicking on the Appointments link on the home page you will be able book appointments and view past/future appointments. You will be able to see up to five past appointments and all future appointments.

## Booking an Appointment

Providing you have not already reached your service's limit for the number of future appointments, you can book an appointment using this service.

1. Book Appointment link on the Appointments page or click Appointments then Book Appointment on the red menu bar.

2. Click view at the end of the row for the session you require. **Please check you are booking the correct age review appointment slot type for your child.**
3. Start Time and End Time.
4. Book at the end of the row for the appointment you require.
5. Book Appointment. The appointment is confirmed.
6. Print. Otherwise, click Back or any other menu option.

Note: If you wish to print the details of an appointment later this can be done in Future Appointments.

### [Cancelling an Appointment](#)

Please note you are unable to cancel appointments on SystmOnline.

To cancel an appointment please contact the 0-19 Universal Children's Services Team [on the above number or live chat via the 0-19 NHFT website](#)

### [Viewing Past/Future Appointments](#)

1. Click the Past Appointments/ Future Appointments link on the Appointments page, or for future appointment only click Future Appointments on the blue menu bar.
2. This page shows the date, day, start and end time of past appointments as well as the location, clinician.
3. Under Print Details click Details to see the full address.
4. To print these details, click Print.
5. To exit this screen click Back or any other menu option.

### [Viewing Your Child's Vaccinations](#)

To view the vaccinations your patient record shows you as having had in childhood, click the Childhood Vaccinations link on the Patient Record page.

Click Back to return to the Patient Record page.

Note: The list of vaccinations shown may be incomplete if the vaccination data was recorded on a different clinical system from the one used by your healthcare organisation.

### [Online Account Management](#)

To manage your online account, follow the Online Account Management link on the Home page.

#### [Changing Your Contact Details](#)

To change your address, phone number(s) or email address:

1. Click the Change Contact Details link on the Online Account Management page.
2. Type in your new details and then click Submit new contact details. A message is displayed, showing that your details were sent successfully.

Note: If you are happy for your healthcare service to send text messages to your mobile phone, e.g. appointment reminders, select Allow SMS notifications and ensure that you have provided your mobile number.

### [Account Information](#)

This page displays your online account information. It will always display the account information for you, even if you have logged on to SystmOnline on behalf of a friend, relative or someone you care for.

## Managing Account Users

On the Manage Account Users page, you can view who has access to the selected patient's online account and what online services for that patient they have access to.

To remove someone's access to the selected patient's account:

1. Click the Remove button for the account whose access you want to stop.
2. Ensure this is the correct account you want to stop access for.
3. Click Confirm if you want to stop this accounts access, you'll see confirmation that their online access has been removed.
4. Click Cancel to return to the Manage Account Users page.

Note: Anyone with access to the patients account is able to manage this screen.

From the Manage Account Users page you can view if anyone with access to the patients account uses third party software to access their online account. This is done by clicking the View button under Account Linkages.

Any person who previously had access to the account is listed on the Manage Account Users page.

## Online Usage Audit

This page allows you to see all the actions on your SystemOnline account. Use the search options at the top of the page to specify the time period you want to view, who accessed the account and what actions were performed.

## SystemOnline Usage and Privacy Policies

Please use this service responsibly. In the case of any abuse of the service, the 0-19 service can prevent you from accessing the service by stopping your username and password from working.

Examples of irresponsible use of the system may include, but are not limited to:

- booking appointments you have no intention of attending
- repeatedly booking and then cancelling appointments

We are committed to protecting your privacy online. The personal information you enter on this website is strictly controlled. Information entered is available only to members of staff with appropriate access rights at the 0-19 service - i.e. those managing appointment booking and patient registration. Your personal information will not be shared with any third parties. Your personal information will not be sold to any third parties.