

Online Access Trouble Shooting Guide

Sep 17

Our online services are supplied our clinical system suppliers – SystmOne

<https://systmonline.tpp-uk.com>

It can be perceived as patronising to ask very computer literate patients to check carefully the password they are using and to discuss basic computer housekeeping. We have therefore created this universal troubleshooting guide which we hope will assist you as SystmOne do not provide a direct helpline.

First find our website www.southbournesurgery.com or go direct to <https://systmonline.tpp-uk.com>

Click on “ SystmOne Log in” and choose the service you require. Enter your username and password

1. The username is unique to you and must always be used
2. The password is fairly complex and this the area which usually causes problems as it is often not a ‘standard’ password which is easily remembered –

The password must be:

- at least 8 characters long
- contain at least one letter (a-z)
- contain at least one numeric character (0-9)
- contain at least one other character (e.g. ! £ %).

Do not attempt to reset your password using third party linked account.

3. Sometimes the internet ‘remembers’ previous incorrect entries and the ‘browsing history’ needs to be cleared. This is also sometimes referred to as ‘cookies’. We are no experts on this in the surgery and instructions may be different for ipads, PCs etc so please search the internet for instructions for your own particular requirements.
4. Very occasionally (to our knowledge, twice in the last 4 years) the website will go down, on those occasions, as soon as we are notified we will add a message to the front page of our surgery website (www.southbourne.surgery@nhs.net)

If you have tried everything above but still cannot access the online services, the Practice Manager is happy to assist in the surgery to log on.

Please note that we have always been able to access the system when we have been asked to assist.