

This guide is an explanation of how to download and register to use the **Airmid app**, which allows you do access your **Systmonline Patient Access** account quickly and easily through a mobile device. The app allows you to do a lot to manage your health care requirements.

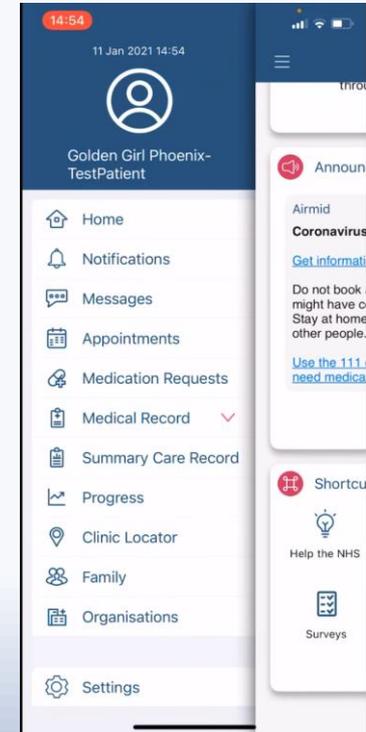


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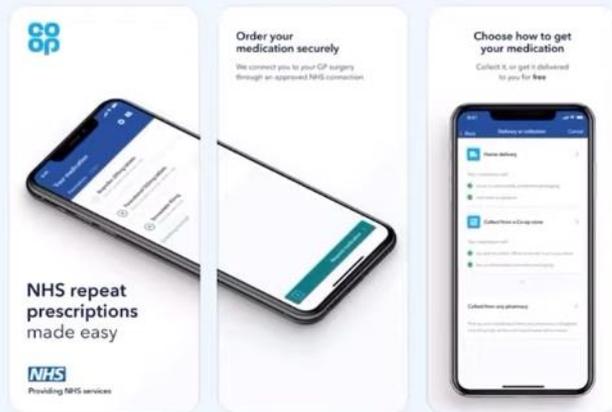
This guide has been developed by members of The Cranborne Practice Patient Participation Group (PPG).

See our separate guide **How to Access GP Services** which introduces you to access your Systmonline Patient Access account using the Airmid app to:

- Book and manage appointments
- Request repeat prescriptions
- View your medical records including vaccinations and test results

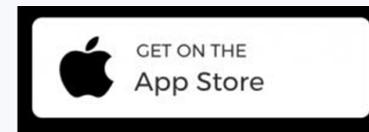


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This app is provided by the same company as the GP online services Systmonline Patient Access. The app enables you to access the same information as you do from your Systmonline account, but through your mobile device such as a smartphone or a tablet.

First, you need to download the App from the Google Play (if you have an Android device, e.g. Samsung) or the App Store (if you have an Apple device such as a iPhone or iPad). Search for “Airmid UK” to enable you to install it.



Once installed you will be able to open it by tapping the **“OPEN”** button.

If you are already registered to use The Cranborne Practice online services, you do not need to register again. All you need to do is enter the same details (user name and password) as you do with your Systmonline account. If you don't already have a Systmonline account, please email The Cranborne Practice at cranborne.reception@dorsetgp.nhs.uk with a photo or scan of your ID (preferably your driving licence as it shows your address) and then the Practice will email back the log in details.



Please note that some of the screens in this guide may look slightly different depending on the mobile device you use.



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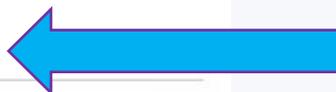
LOG IN

FORGOTTEN USERNAME/PASSWORD

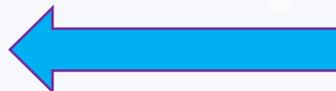


Continue with NHS login

Once you know your login details, login is simple. Input your User Name here. . .



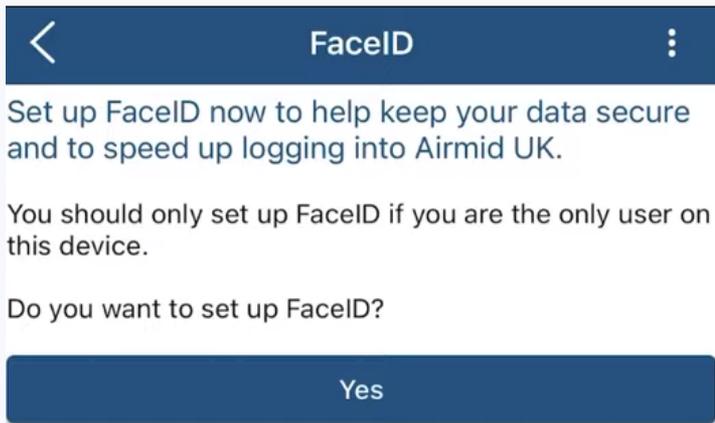
. . . and your password here.



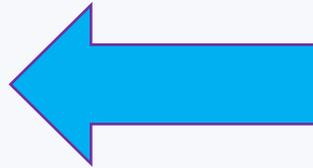
Then tap on the LOG IN box.

We are using dummy patient login details in this example here. You can check that you have entered your password details correctly by tapping the  icon.

If you have an NHS login please note that you can use that to access the App, but this guide does not cover that process.



Once you have entered your login details, depending on your device, you may be asked if you want to set up Face ID or fingerprint ID to speed up your login in the future.



Tap **“Yes”** or **“No”** depending on what you want to do.



Your surgery name will appear here

Good news! Airmid is automatically linked to your GP, giving you access to the following services:



Appointment Booking



Medication Requesting



Messaging

Your GP practice has not enabled this service.



Summary Record

You can view your Summary Record, which includes a subset of your medical record including medications and allergies.

Medical Record Access

You have access to view your GP medical record. Your GP determines how much of your record you can see.

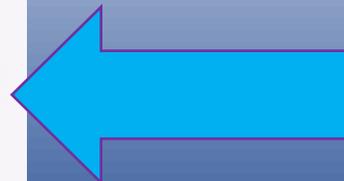
Go to the Organisations screen to request access to services.

NEXT

It should then bring you to a page which lists the services your account has been set up to access, book and manage GP appointments, request repeat prescriptions, view your medical records.

There is a separate guide on **How to Access GP Services on the Airmid App.**

If there are services which are enabled, but not set up for your particular account, you can request access from the Practice by emailing The Cranborne Practice at cranborne.reception@dorsetgp.nhs.uk.



Tap the “NEXT” button to proceed



Your Links



We have also connected you to these additional services, which support connectivity with Airmid



Dorset Podiatry Service



Appointment Booking



Medication Requesting



Messaging

This organisation has not enabled this service.

Medical Record Access

This organisation has not enabled this service.

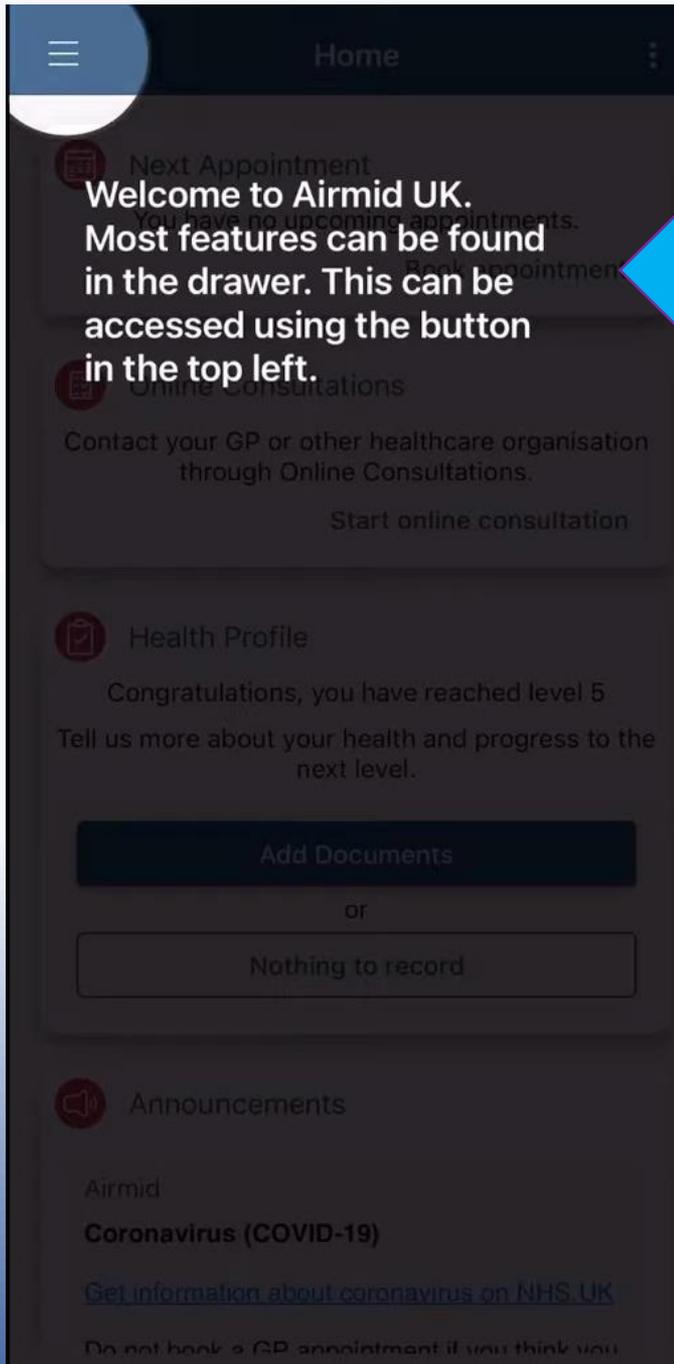
CONTINUE

You may be connected to other additional services - in this example a Podiatry Service - which use the App to their health care services.

You can ignore this screen and select the “**CONTINUE**” button to continue to complete your registration of the Airmid App.



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Welcome to Airmid UK.
Most features can be found
in the drawer. This can be
accessed using the button
in the top left.

The first time you log on, the App will show you brief tutorials of things you can do. Now you are ready to access GP services using your mobile device!

There is a separate guide created by The Cranborne Practice PPG **How to Access GP Services on the Airmid App** which explains more about how to book and management GP appointments, order prescriptions and access your medical records.

These guides has been developed by The Cranborne Practice Patient Participation Group (PPG). If you have any questions, have feedback or need further advice, please email cranborneppg@gmail.com

