

My Health Online Hints and Tips Sheet

There are 2 My Health online websites so please ensure you are using the following website:

<https://www.myhealthonline-inps2.wales.nhs.uk/web/ps/login>

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

Registering your MHOL Account



Patients can only register a new account if they have not had a My Health Online account before on this website, if you have previously registered a MHOL account please retrieve your login details using the forgotten username / forgotten password link.

If you have a middle name and it is showing on your registration letter, then it will need to be added to the first name box when registering your account.

When creating your password, you need to ensure it has upper and lower case letters, at least 1 number and a symbol such as ?!@ etc.

You must use the email address that your GP practice have verified in their system to create your account.

Email verification needs to be completed before your account is up and running, (please check your junk folder along with inbox to find the email) if you do not receive the verification email, please log in and click the link to send verification email again from within your account.

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

Once you have logged in you can make this page an internet favourite you can also make this link a desktop shortcut to gain easier access to the site in the future.

Remember log in details are case sensitive.

If you have forgotten your username you can reset via the forgotten username link which can be found on the home page.

Also, if you have forgotten your password you can reset it via the forgotten password link which can be found on the home page.

Once you have reset your password, you don't get a message to say that your password has been reset, please try logging in to your account using your updated password to check that this has worked.

If you are unable to log in to your account and your log in details are prepopulated, please delete the details and manually type them in to ensure you are entering correct up to date login information.



Prescription 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 to give 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 via Contact Website Support link at the bottom of the home page on the website, **hours of support are Monday – Friday 9am-5pm**. Please ensure to 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.