

# New Patient Online Registrations Self Service Portal

## Quick Manual

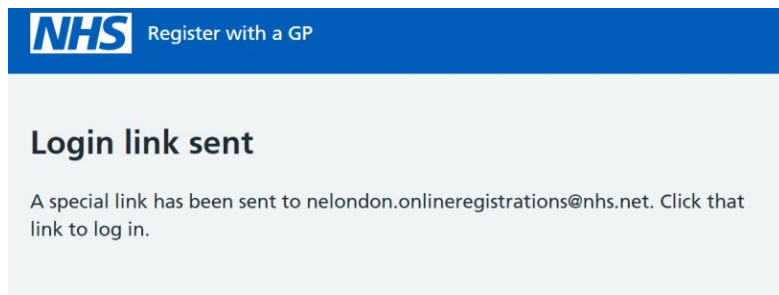
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# 1. How to register

- 1) Go to <https://registergp.com/practice>.  
Enter the generic practice email address provided to the online registration team (the email address where you currently receive online registration forms) and click 'submit'.

(If your practice hasn't been on boarded to the online registration service, and you receive an error message after entering your generic practice email ID, please inform us on [nelondon.onlineregistrations@nhs.net](mailto:nelondon.onlineregistrations@nhs.net) so we can add your email ID to the database.)



- 2) Go to your inbox and click on the link in the email



3) You now have access to the self-service portal and you can view your dashboard.



## 2. How to change address

- 1) \*Login into portal and scroll down to Practice detail section. Click 'change' in address section.

Practice details	
Status	In review
Address	Test Practice 020 3688 2500  Alderney Building Mile End Hospital Site Bancroft Road Aldgate London E1 4DG

[Change](#)

- 2) Enter new address details and click 'submit'

Locality	<input type="text" value="Aldgate"/>
City or county	<input type="text" value="London"/>
Postcode	<input type="text" value="E1 4DG"/>
<input type="submit" value="Submit"/>	

\*Please note you must ensure that the change in address has been approved by your CCG lead.

### 3. Update your email address

1) Scroll to practice details section and click 'change' next to service email

Practice details	
Status	In review
Address	Test Practice 020 3688 2500  Alderney Building Mile End Hospital Site Bancroft Road Aldgate London E1 4DG
Service email	nelondon.onlineregistrations@nhs.net
Boundary	Mapped

2) Enter new service email address and 'submit' \*

< Dashboard

### Update your service email address

Update the email address used for receiving completed registrations. Updating this will also change the email address used to access the service dashboard.

Email address

Submit

\*Please note you must ensure that this email address has been approved by your CCG lead.

## 4. Change mapping data for your practice

- 1) \* Scroll down to Practice detail section and click 'change' next to Boundary

**Practice details**


<b>Status</b>	In review	
<b>Address</b>	Test Practice 020 3688 2500	<a href="#">Change</a>
	Alderney Building Mile End Hospital Site Bancroft Road Aldgate London E1 4DG	
<b>Service email</b>	nelondon.onlineregistrations@nhs.net	<a href="#">Change</a>
<b>Boundary</b>	Mapped	<a href="#">Change</a>

- 2) Upload updated map with annotation of new practice boundary and click 'submit'. File must be PDF, image, or word document.

Dashboard

**Provide details about your practice boundary**

Your current boundary is shown below. Upload an annotated map of your new practice boundary. This must be the catchment area contractually agreed with your CCG. You can upload a PDF, image or Word document.



[Choose file](#)

[Help with documents](#)

[Submit](#)

\*Please note you must ensure that this has been approved by your CCG lead.

## 5. How to customise practice welcome message

- 1) Scroll down to practice details and click on 'change' next to welcome message.

Practice details		
Status	<b>Paused</b> Not accepting new registrations	<a href="#">Change</a>
Address	Test Practice 020 3688 2500  Alderney Building Mile End Hospital Site Bancroft Road Aldgate London E1 4DG	<a href="#">Change</a>
Service email	nelondon.onlineregistrations@nhs.net	<a href="#">Change</a>
Boundary	Mapped	<a href="#">Change</a>
Welcome message	Default	<a href="#">Change</a>

- 2) Enter customised message to patients in the 'additional information from your practice' box and click on 'submit'.

< Dashboard

### Welcome email

Once registered, patients receive a welcome email with your practice details, and information about the NHS App. You can add additional information to that email here.  
Leave the additional information section empty to remove it from the welcome email.

**Your application to register with a GP has been successfully completed.**

You are now registered as a patient with:

Aberfeldy Practice  
2A Ettrick Street, Poplar, London E14 0PU  
Phone: 020 7515 5622

**What happens next?**

It is important to tell your new GP about all prescription medication you are currently taking, so your GP can have these ready.

You can access GP services by downloading the NHS App (<https://www.nhs.uk/app>) on your smartphone or through a browser. Using the App you can check your symptoms, book and manage GP appointments, order repeat prescriptions, and view your medical records.

You can also contact your GP through their website and by phone.

**Additional information from your practice**

Submit

## 6. How to switch off/on your practice

- 1) Scroll to practice details section and click on 'status'

Practice details		
Status	<b>Paused</b> Not accepting new registrations	<a href="#">Change</a>
Address	Test Practice 020 3688 2500  Alderney Building Mile End Hospital Site Bancroft Road Aldgate London E1 4DG	<a href="#">Change</a>
Service email	nelondon.onlineregistrations@nhs.net	<a href="#">Change</a>
Boundary	Mapped	<a href="#">Change</a>
Welcome message	Default	<a href="#">Change</a>

- 2)
  - a) Click on 'accept new registrations' and 'submit' if you would like to continue to accept new patient registration forms.
  - b) Click on 'stop accepting new registrations' and 'submit' if you would like to stop receiving new patient registration forms.

[← Dashboard](#)

### Set your live status

Accept or stop accepting new registrations

Accept new registrations  
 Stop accepting new registrations

[Submit](#)



## 7. Important links

To report a problem please email us	<a href="mailto:nelondon.onlineregistrations@nhs.net">nelondon.onlineregistrations@nhs.net</a>
Please click on this link to register your practice on to the self-service portal	<a href="https://registergp.com/practice">https://registergp.com/practice.</a>
Please use this link on your website so that new patients can register with your practice	<a href="https://registergp.com/start">https://registergp.com/start</a>