AskMyGP – Troubleshooting guide

- **Forgotten password** – On your login page you will find a "Forgotten Password" text box at the top of the screen. Click on this text and it will ask you to enter your email address. Please enter the email address and a reset link will be sent to via email. If you cannot remember your email address please contact Reception and we can advise you of the email we have on the system. Reception are unable to look at passwords as these are confidential.

- **How do I know my message has gone through**? – You will always get an acknowledgement email through in response to any messages submitted. Initially this email may appear in your junk email folder but once it becomes a recognised email address it will then appear in future in your inbox.

- **How do I attach a photo/document**? – Using the blue button as pictured below you can attach a photo or document to your Askmygp request. Click the button and select the document you wish to send to us.

- **Can we share email addresses?** Every login must have a unique email address, so you cannot share them. Getting an email is free with many services.

- **Proxy User** - First register yourself as a user at the practice where the person who needs help is registered. Once you are registered, there is an option to select 'I am asking as a Parent or Carer.' From here you can register the patient registered at the practice using their name, DOB and gender. You only have to do this the first time you put in a request for them. This is preferable when making request on behalf of another person to avoid confusion in treatment.

- **Can I view previous messages?** Yes, this can be viewed from the account welcome screen under 'view past requests' or from the side bar - viewed by selecting the three lines in the top right-hand corner.

- **Is there an APP** - AskmyGP can be added to many devices by clicking 'Add to home screen' on the menu bar. If you select 'Enable Notifications' you will receive a notification when you have a message from the doctor.

- **Android**
- Use your android device to go your GP Practice Website and log into askmyGP
- Look for the menu icon (three bars)
- Tap the menu icon and select 'Enable Notifications'
- Tap the menu icon (again) and select 'Add to home screen'
- Confirm when prompted – tap 'Add'

- **Apple**
- Please note: You must be using a device running iOS 11.3 (or later) or macOS 10.13.4 (or later). You must start the process using the Safari browser (these constraints are set by Apple, not askmyGP).
- Go to your GP Practice website using Safari. Log in to askmyGP and tap the Share button
- Tap the icon labelled Add to Home Screen.
- Tap Add in the upper right corner.
- Use the app as normal