

# MyCare self sign up steps

The following steps will guide you through the process required to sign up to MyCare UCLH.

1. To try and match you to your medical record, we need to collect some details

## Request an Activation Code

We need you to provide some information so that we can identify you. Please provide your details below, and we will try to match these with what exists in your medical record at UCLH. Once submitted it could take up to a week for processing and verification. When we match your details, you will receive an email with instructions on how to activate your MyCare UCLH account. If you have any questions, please e-mail us at [uclh.mycare@nhs.net](mailto:uclh.mycare@nhs.net) or call our MyCare UCLH Patient Support Line at 020 3447 7684 between 10 - 12PM and 2 - 4PM Monday to Friday.

\* Indicates a required field

### Name

* Forename	Middle name	* Surname
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### Address

\* Address information is required.

Please select your country as appropriate eg. England, Scotland, Wales.

\* Country  
United Kingdom

\* Street Address

* Town/City	County
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\* Postcode

Enter your postcode in ALL CAPITALS including the appropriate space between characters eg. NW1 2BU.

### Other Information

\* Date of birth

\* Legal Sex

Female Male Unknown Not Specified

\* Last four digits of NHS No.

* Email address	* Verify email address
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As a spam prevention measure, complete the CAPTCHA below.

I'm not a robot  reCAPTCHA  
Privacy - Terms

SUBMIT

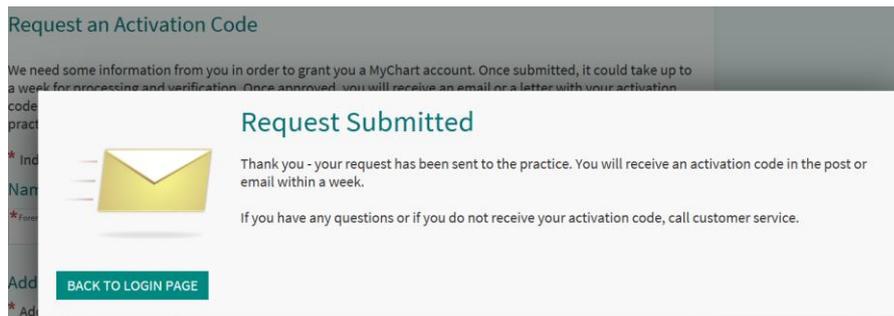
Please enter your personal details into all fields if possible. \*Note that fields with the red stars (asterisks) indicate mandatory fields that need values in before you can proceed.

**Post code:** Please use Capital letters and include a space between the first set of characters and the second. E.g. NW1 2PG

**Country:** If you live in the United Kingdom, please document if your address is in England, Wales, Scotland or Northern Island.

**Captcha:** You will be required to complete the Captcha challenge which protects our service from spam. Once you have successfully completed Captcha a green tick will sit in the box.

When all of your details have been submitted, click SUBMIT at the bottom of the page.



You will see a notification explaining that we will process the information you have provided and will try to match each field to your medical record.

We will email you with the results of this matching process.

1. Check your emails for an email from [noreply@uclh.nhs.uk](mailto:noreply@uclh.nhs.uk)

If your details have been automatically matched with your medical record, you will receive an activation email.

This will contain a link, which once clicked will take you to our activation page.

24 March 2020

Hello Anne,

Thank you for your interest in MyCare UCLH!

MyCare UCLH allows you to view your appointment details, patient letters, test results, send messages to your speciality and in the future so much more.

Click "Sign Up for MyCare UCLH" below to get started.

[Sign Up for MyCare UCLH](#)

*If you have questions, you can e-mail [uclh.mycare@nhs.net](mailto:uclh.mycare@nhs.net) or call 0203 447 7684 to talk to our MyCare UCLH staff.*

If we couldn't match your details automatically, you will receive an email notifying you of this.

If this occurs, we will manually review the details you have provided and will be in contact by email with the activation code you need to sign up.

Note that it may take up to 7 days to process your submission and get back to you.

2. If you have an activation email, once you have clicked the link– you should be taken to main sign up webpage.

Your activation code should now already exist in the box for you.

Please fill out your other details.

## Please Identify Yourself

### Step 1

All fields are required.

#### MyCare UCLH Activation Code

Enter the activation code as it appears on either your after visit summary or discharge summary. You will not need to use this code after you complete the sign up process.

QHXRN	3GXS2
(activation code here)	(activation code here)

#### Date of Birth

Enter your date of birth in the format shown, using 4 digits for the year.

dd	/	mm / yyyy

#### Postcode

Please enter your postcode.

XXXXX

NEXT



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### No Activation Code?

SIGN UP ONLINE

**Post code:** Please use Capital Letters and include a space between the first set of characters and the second. E.g. NW1 2PG

3. Once your details have been added and matched, you will be taken to the page to create your username/password

Create your Username and Password and then click NEXT.

Your Password must be at least 8 characters long and include a combination of numbers and letters.

## Choose a Username & Password

### Step 2 of 3

All fields are required.

Please choose your MyCare UCLH Username and password.

#### MyCare UCLH Username

Create a MyCare UCLH Username. It cannot be changed, so think of one that is secure and easy to remember.

Username may consist of a-z, 0-9, and . \_ or @

#### Password

Create a password. Your password must be different from your MyCare UCLH Username. For increased security, use a combination of numbers and letters (lowercase and uppercase).

Eight characters or more; case sensitive

#### Retype Password

Please enter a Password.

NEXT



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4. You will then be asked to confirm your contact details



## E-mail Notifications

Step 3 of 3

### Enable E-mail Notifications?

When new information is available (such as test results or messages), we will send a notification message to your Internet e-mail address.

Yes

No

### E-mail Address

Your e-mail address will be used for alerts only. We will not share your e-mail address with anyone.

Example: chris@company.com

### Retype E-mail Address

[SIGN IN](#)



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5. If you agree with the terms and conditions of use, select ACCEPT.



To proceed, you must agree to the following conditions governing the use of this Web site.

### TERMS AND CONDITIONS OF USE

#### Medical Information

The medical or health care information provided via MyCare UCLH is not a replacement for medical attention. Contact the emergency services immediately if you are suffering from urgent medical issues.

The information displayed in MyCare UCLH may not be the complete medical record. Contact UCLH (Access to Health Records Department) directly for a full copy of your medical records.

Information on MyCare UCLH is provided "as is" and is meant for use only to support the patient's relationship with their current or future health care professionals. Reliance on the material in MyCare UCLH is at your own risk.

For any concerns regard discrepancies with the content or medical information listed in your record please contact your clinical team.

The electronic record is the property of UCLH. UCLH places considerable emphasis on the privacy of patient information and we comply with the Data Protection Act and Information Governance principles.

MyCare UCLH is designed to be secure from unauthorised access, but UCLH cannot be held responsible for:

[Please do not show this page next time](#)

[ACCEPT](#)

[DECLINE](#)

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